

Barnsley Safeguarding Adults Board Annual Report 2018 - 2019



Welcome to the annual report of the Barnsley Safeguarding Adults Board

The Barnsley Safeguarding Adults Board is very committed to raising the profile of Safeguarding in Barnsley as we all have a role to play in keeping citizens of Barnsley safe, whether in our role as a professional or volunteer or a member of the public looking out for other adults in our community. I believe that this Annual Report is an important part in that campaign to raise awareness.

Thank you for taking the time to show an interest in the work of the board, I am confident that this report will help to highlight the work of the board and its partner agencies and to give the public a greater understanding of the Safeguarding issues we face here in Barnsley.

Over the last year, the board has continued to develop and extend its influence. We now have a subcommittee that leads on 'Learning and Development' so that we can have a close oversight of the training and development opportunities available to staff and volunteers. It has been able to identify gaps in provision and to meet them by a range of training opportunities.

We have continued to benefit from the members of the 'Safeguarding Adults by Experience Forum' (SAFE) giving the board the benefit of their experience as service users and their ideas for changes to the way that agencies communicate and work with adults who may be at risk of harm or abuse. This is an important aspect of the board getting direct communication from people who engage with services.

We have taken the opportunity to learn from cases that did not meet the criteria for a formal Safeguarding Adult Review but by holding learning the lessons reviews. All agencies showed a genuine willingness to be involved; this is an example of their commitment to continually improving the service that is provided to adults that need help to stay safe

Our commitment to raising public awareness was a primary focus of the Safeguarding Awareness Week, run in conjunction with the Safeguarding Children Board, which saw a full programme across the week that included training events and a range of agencies having public facing stalls at the Transport Interchange. We are committed to holding Safeguarding Awareness week again in July 2019.

As the Independent Chair (which means I am not employed by any of the agencies) I can reassure you that all agencies represented at the board continue to evidence their commitment to keeping people safe in Barnsley and that they recognise the importance of partnership working.

I look forward to the board continuing its important work during 2019/20.

Bob Dyson QPM,DL

What is abuse?

Any action, deliberate or unintentional, or a failure to take action or provide care that results in harm to the adult (this is called neglect). There are many different types of abuse; more details about abuse can be found on the Safeguarding Web site

<https://www.barnsley.gov.uk/safeguarding>

The website tells you how you can tell us if you or someone you know is being harmed or abused.

Who do we help keep safe? (Adult Safeguarding)

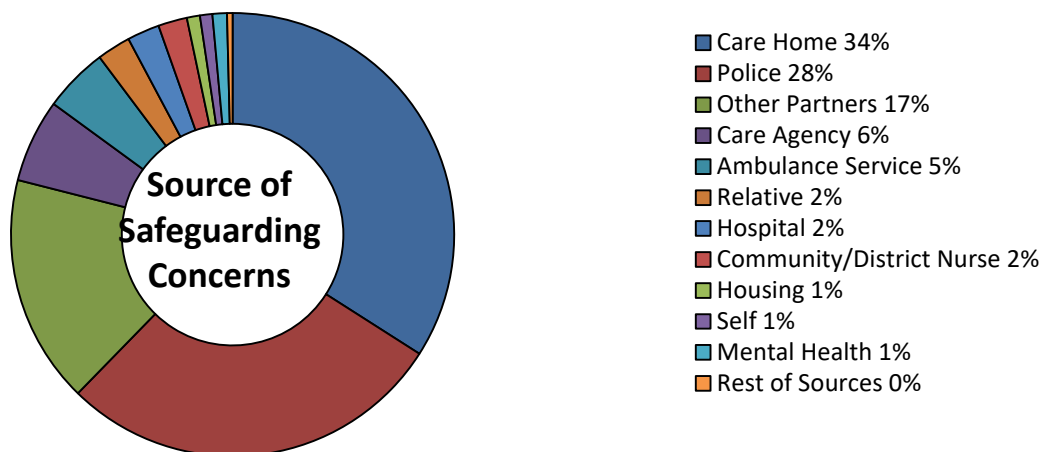
All adults aged 18 and over who:

1. Need care and support, even if they are not getting care or support now (AND)
2. They are experiencing, or at risk of, abuse or neglect (AND)
3. As a result of their care and support needs is unable to protect themselves from either the risk of abuse or the experience of abuse or neglect.

Adults who are not able to speak up for themselves are particularly vulnerable and we all need to speak up to keep them safe.

Safeguarding Data

Who told us they had concerns an adult was being hurt?

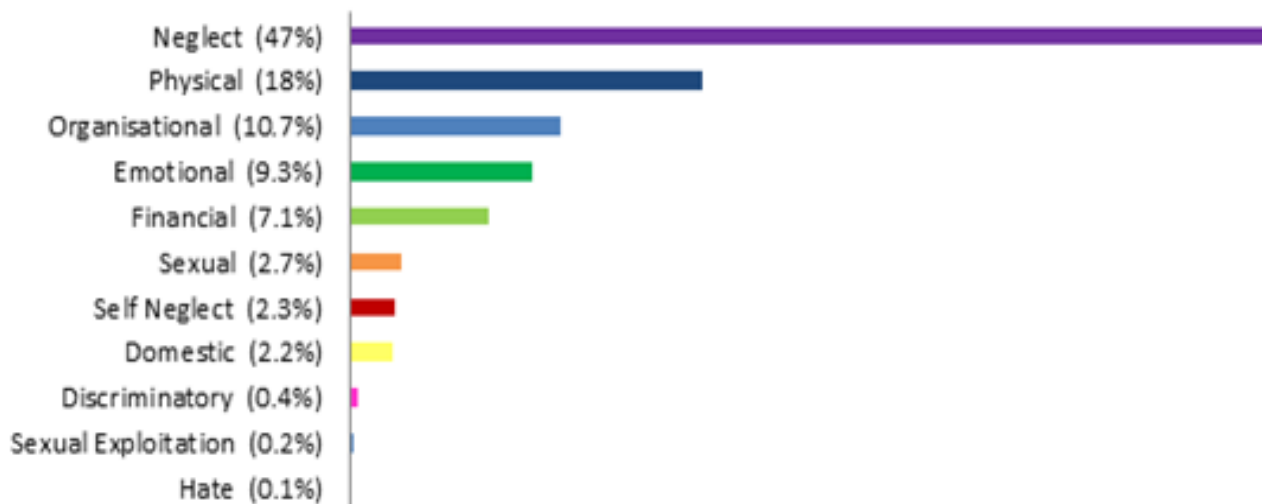


Location of Alleged Abuse



Our safeguarding data is in line with national data this year, in particular the increase in the number of concerns relating to adults living in their own home (nationally this location is the rated the most likely location for abuse). The small increase in hospital cases relates to private hospitals, not NHS provision, however we remain below national averages. The introduction of a tool (decision support guidance) to help workers to screen cases before sending them to safeguarding has reduced the number of concerns from care homes this year. The number of concerns received in the year has increased, but is in line with other Local Authorities of a similar size.

Abuse Type



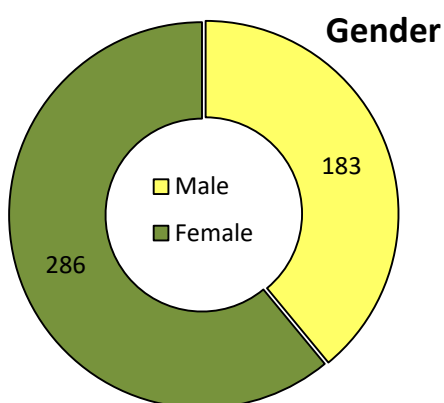
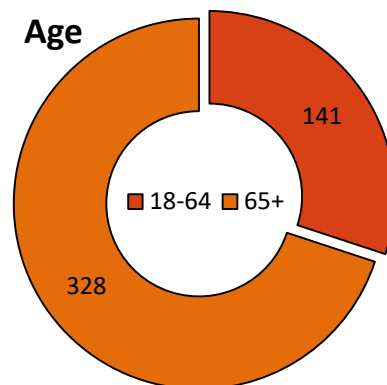
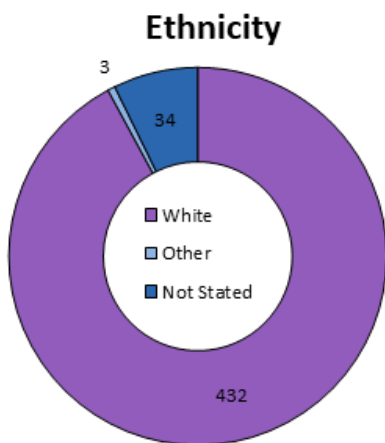
We have had a significant drop in the number of financial abuse cases, from 13.8% to 7.1%; this is out of line with national data. In most areas, financial abuse is the most commonly reported/investigated form of abuse. The number of self-neglect cases has fallen from 7.7% in 2017/18 to 2.3%; this may be linked to the new Self Neglect and Hoarding policy being used more and staff and organisations feeling more confident to work with the adult who is self-neglecting and/or hoarding without requesting a multi-agency safeguarding response. The number of organisational abuse cases has increased and this is due to the increased scrutiny of care homes by a number of agencies; however this is driving up quality which will be monitored by a new care homes Quality Board. As the majority of cases in care settings are “neglect” they distort our figures for this category of abuse

Safeguarding Adults – S42 enquiries

A section 42 enquiry begins when an adult meets the three stage test (see page three) and they agree they want help to stop the harm (this is a S42 enquiry) or it is in their “best interests” as they are unable to make this decision for themselves (they lack capacity to make this decision due to dementia etc). In 2018/19; 38% of concerns met this criteria, the remaining 62% of safeguarding concerns would have been closed and adults either offered

- ✓ An assessment or review of care by Adult Social Care
- ✓ Signposting information to specialist services
- ✓ No further action as the adult did not meet the three stage test or they declined any help at this time

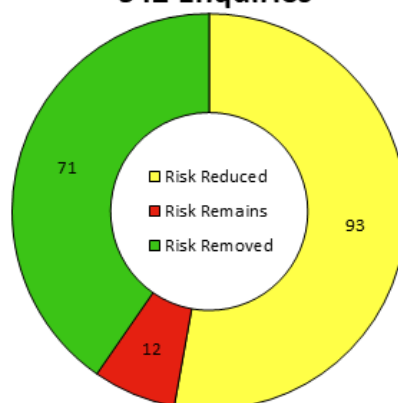
The adults we supported to stop harm and abuse via a S42 enquiry are illustrated below:



More women were supported by safeguarding this year (60.9%) compared with 51% in the previous year. The number of adults aged 64+ who were safeguarded reduced, slightly, from 76% in 2017/18 to 70% this year. Nationally, adults 64 plus, are more likely to need safeguarding support.

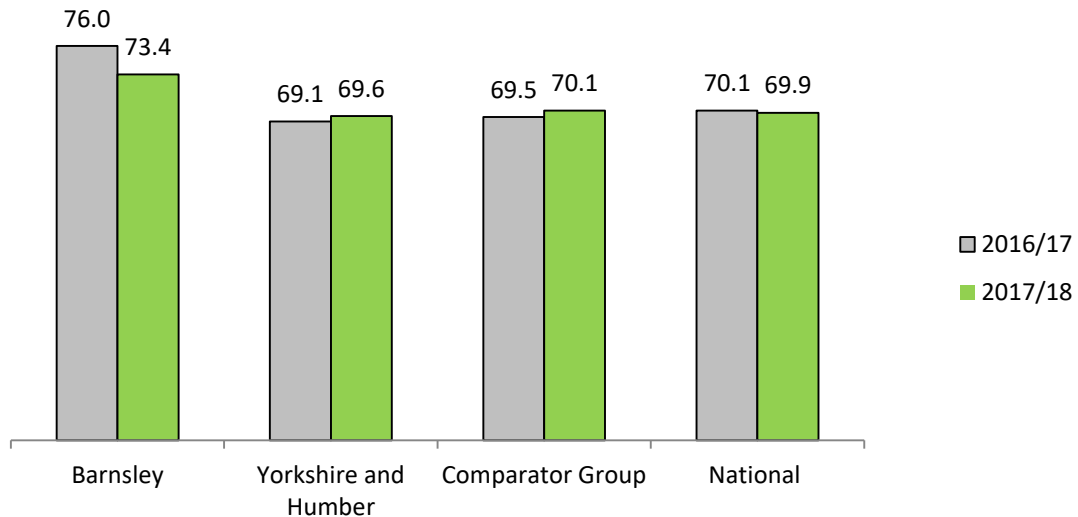
Did adults feel that we removed their risks by working with them in safeguarding?

**Outcomes of Concluded
542 Enquiries**



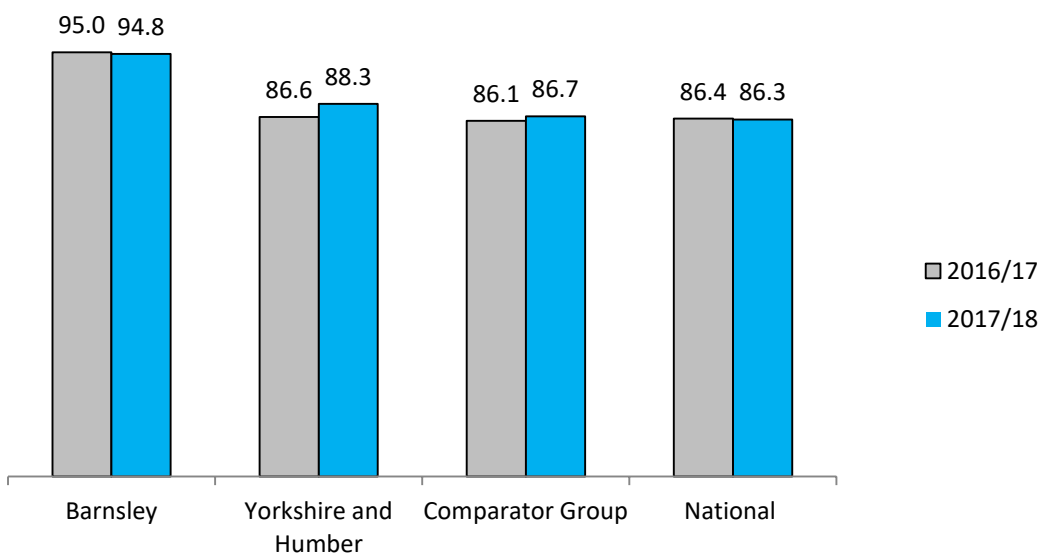
Adults may choose to have people who cause them harm in their lives, as that relationship is more important to them than the risks they pose, we may feel these decisions are “unwise”, however if they have the ability to make these decisions; we must respect these, even if this means the adult lives with risks of further harm.

Adults who are supported by social care services who tell us they feel safe.



Adults in Barnsley report feeling safer than adults in all areas of the country, despite a small drop from the previous year; the number is in line with 2015/16 data.

The proportion of people who use services who say that those services have made them feel safe and secure



Adults in Barnsley continue to report that services provided made them feel safe and the rates of satisfaction reported is higher than all other areas of the country. Data for 2018/19 is not available until Oct 2019.

Annabelle is a 57 year old lady who lives in social landlord property with her two adult daughters; the landlord contacted ASC following a visit to the property as significant hoarding was identified. Annabelle has ceased working due to health issues which has affected her mobility, requiring use of a scooter to leave the property. Her daughters work but do attempt to support Annabelle, though one daughter has her own health issues. During a conversation with Annabelle she said that she had not “recovered” from the death of her husband and was “embarrassed” by the state of her home and has shut people out of her life to stop them coming to see her. As a result the property has

- No gas, so they have no heating except for an electric fire – which is a fire risk (the fire safety check was not completed, as denied entry)
- They cannot use the cooker, due to the clutter, so buy in take-away food and rarely throw out the containers
- The washing machine is broken and they rely on the neighbour to wash their clothes
- Annabelle cannot access her bedroom so sleeps on a mattress in the kitchen
- Annabelle cannot access her shower and uses baby wipes for personal hygiene

Annabelle initially worked with the landlord, but this stalled and adult social care coordinated a multi-agency response under the self-neglect/hoarding policy. As a result of this - SY Fire and Rescue agreed to visit weekly and a named social worker every 3 weeks on a set day to build up relationships with Annabelle to support the necessary de-cluttering. These actions, combined with the risk to her tenancy have significantly reduced the clutter and she is hoping that she will be able to have adaptations made to the property to increase her independence in the near future, including being able to get a “proper wash” Annabelle says she wants to be “able to invite people in for a cup of tea without feeling embarrassed”. She reports valuing the relationships and support from other agencies and that she and her daughters will soon have a “normal home”. This view is shared by agencies and they have committed to continue working with her to achieve her wishes.

What we have done in the year ending March 2019, based on our priorities listed in annual report in 2018

Priorities in 2018 - 2019	Action	In 2019/20
Put the adult who has been harmed or who is at risk of harm at the centre of everything we do. Listen to their views to find out what we can do to improve the safety of adults	SAFE, our customer group, have produced a leaflet to help adults understand what safeguarding is and who will be involved in keeping them safe. The Board is given information about adult's experience of safeguarding – do they feel that we have helped them to reduce/remove the risks or if they remain	We will increase the information about the adult's experience of safeguarding. Did they feel safer? We will use this to improve practice and produce new guidance, if needed?
Hold Board members to account – are we/they doing enough to keep adults safe	All Board partners provide a quarterly update on what they are doing to keep adults safe	We will make this more visual to help people in Barnsley understand what we are doing
Collect and share information about how well we are keeping adults safe and what more we could do	Every quarter we look at data provided by Barnsley organisations to show how we helped keep adults safe, how long we took to do this and if this helped the adult stay safe from further harm an abuse	We will work with the 15 Yorkshire and Humber Local Authorities to share data. This will help us to evaluate our safeguarding practice and learn from other areas.

Priorities – 2018 - 2019	Action	In 2019/20
Make sure our workers and volunteers get the training they need to provide safe services and to share concerns if they think an adult is being hurt or abused.	Set up a multi-agency learning and development group. Agreed a safeguarding competency framework. Delivered a self-neglect training for trainers and shared learning materials Delivered training for staff who need to respond to “people in positions of trust” allegations	We will create a shared training resource for all partners to use to improve consistency. We will continue to explore options to employ a multi-agency trainer
Considered cases that might need to be a Safeguarding Adults Review? These are cases when an adult dies or are seriously injured as a result of abuse or neglect and all agencies did not work together well?	We did not hold any Safeguarding Adults Reviews but we did look at the deaths of 2 adults to evaluate how well all partners worked together to try and prevent their deaths. Details of the learning is available on the web site	We will hold an event to cascade the learning from Safeguarding Adults Reviews from across the country to help workers keep adults safe
Establish a network of Safeguarding leads to increase knowledge in organisations and support prompt safeguarding actions by all workers and volunteers	Safeguarding leads established in all relevant council departments, self-neglect leads identified and trained in partner and voluntary sector organisations	Safeguarding leads events will be held regularly to provide updates and identify areas for development
Work with the Children’s Board to reduce the risks of vulnerable young adults being harmed or abused as they become adults	Audits have been completed by both the Adults and Children’s Board to identify good practice and growth areas	A robust work plan will be developed to map the challenges to young people becoming resilient adults

Learning Lessons

Two multi-agency learning lessons into the deaths of two adults were held; neither death met the threshold for a Safeguarding adults review (SAR). The purpose of these was to evaluate current practice and make any changes to policies etc. A single agency review was completed by one of the partners and changes made to their practice. Summaries are shown below, however full details can be found on the website.

RG was 68 when he died; he had struggled to maintain a tenancy due to his self-neglect and hoarding. The death of his mother was a significant event and he struggled to form relationships with female workers, often being very inappropriate. His property and personal hygiene were cause for concern. A number of workers and agencies continued to visit and support RG despite his behaviour. At least one agency visited despite RG not meeting their eligibility criteria for services. **Learning** – staff need to be supported to effectively challenge inappropriate behaviours and to use the self-neglect and hoarding risk tools included in our policy

Mrs. T died in a house fire in her own home. Mrs. T had multiple health issues and had regular support from nursing services to manage her skin integrity concerns; this included use of paraffin based creams. Mrs. T had a history of mental ill health and was very resistant to care and would often refuse help, though she did have a positive relationship with her children. **Learning** – all workers visiting adults at home should evaluate the fire risks and support contact with SY Fire and Rescue for a home safety check. **Learning** – When an adult has mental ill health, a capacity assessment should be considered to ensure that they can still make decisions to refuse care. **Learning** – we need to be sure that when family are refusing help and support they are reflecting the wishes and feelings of the adult OR they have legal powers to make decisions on behalf of the adult

Key Achievements



Learning and Development sub group delivered 2 training for trainers' courses to support all organisations to deliver training for their staff to help them identify and respond to self-neglect

The SAFE group have produced a poster for adults who are deaf or have hearing impairments to let them how they can report abuse. The SAFE group have produced a leaflet to explain safeguarding to an adult if they have agreed that they want help to stop the harm. Members of SAFE who are members of other groups take regular updates to those groups on what we are doing to keep adults in Barnsley safe.



A FREE "E" learning resource was produced and launched to increase knowledge of safeguarding adults. The resource is available on the BMBC website – via POD <https://barnsley.learningpool.com/login/index.php>

We have examined the deaths of 2 adults and identified good practice and where improvements could be introduced; these have been added to our work plans and are reported to the Board on a regular basis.

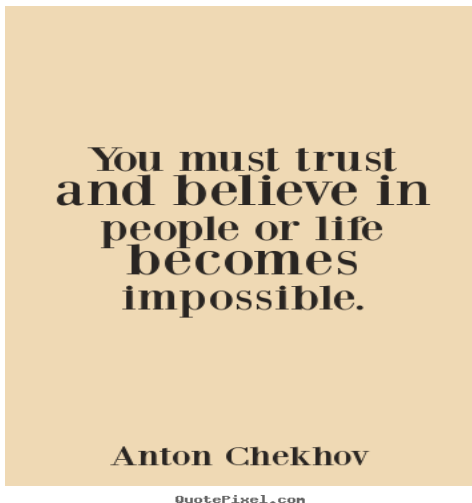
Details on our website -

<https://www.barnsley.gov.uk/services/children-families-and-education/safeguarding-families-in-barnsley/safeguarding-adults-in->

Key Achievements



The Board took part in a Yorkshire and Humberside Making Safeguarding Personal Stocktake to help us improve how we work with adults to keep them safe. The Board also supported work to improve the quality of information given to Boards (dashboards) to make sure that we are doing all we can.



To embed the People in Positions of Trust policy we have delivered two training courses to equip managers to respond to concerns about workers or volunteers who are in a position of trust and who have harmed an adult. The policy is available on the website.

Safeguarding Awareness Week July 2018

This year the week included a regional self-neglect and hoarding conference and a regional fraud and scams event. Sessions were delivered on modern slavery, hate and mate crime and living as an asylum seeker. We took over the transport interchange and had lots of helpful chats to people in Barnsley about how they can help to keep themselves and other adults safe



Key Achievements

We know that adults are more at risk of being harmed if they are socially isolated and don't have supportive people around them. We have reviewed our partners' assessment tools to make sure that we identify adults who are socially isolated and discuss with them how they feel about this risk and what might help them feel more supported?



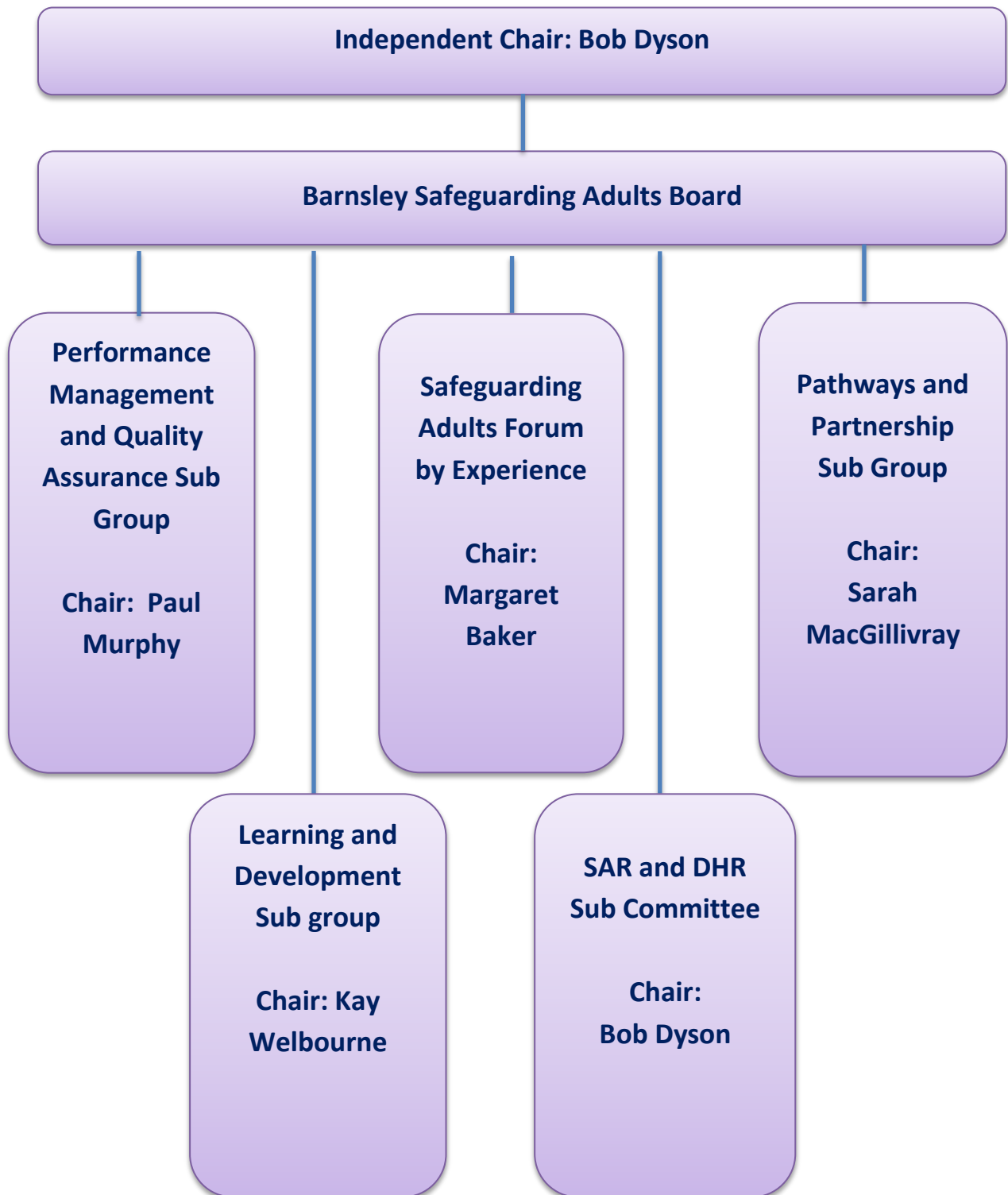
We wanted to make sure that adults who live in care homes in Barnsley were able to live openly as a lesbian, gay, bi-sexual, transgender or queer (LGBTQ) adult. The survey showed us that the care homes that responded (31%) are "safe" and inclusive places for LGBTQ adults. Further work will be completed in the coming year to ensure that this is replicated in all our care settings.



Decision support guidance

We evaluated how many workers knew about the guidance and if they found it useful? We were happy to find that workers did like the guidance and didn't want us to make any changes. Training will be delivered in 2019/20 to make sure all our workers and volunteers know about it, so they know when they should tell us about an adult who needs our help to stay safe

Barnsley Safeguarding Adults Board Structure



Safeguarding Adults Board Members Our Partners



Barnsley

Clinical Commissioning Group



Barnsley Hospital
NHS Foundation Trust



**South West
Yorkshire Partnership**
NHS Foundation Trust



England



**National
Probation
Service**



South Yorkshire
Community Rehabilitation Company



**South Yorkshire
FIRE & RESCUE**

Thanks to all of our partners who have worked with us to demonstrate what they are doing to prevent harm and abuse every day. Safeguarding is everyone's business and ideally we need to prevent abuse by supporting adults to stay safe.

Our strategic priorities in 2019/2020

Making safeguarding personal Supporting adults at risk to achieve the outcomes they want to stay safe	Prevention Preventing abuse and neglect from taking place and supporting people to feel safer.	Accountability Making sure safeguarding arrangements work effectively	Transitions Making sure that all young people who need safeguarding into adulthood have an effective transition
What we will do?			
Embed Making Safeguarding Personal (MSP) into all Safeguarding practice by seeking feedback from adults who have been safeguarded and include this in performance data given to the Board	Deliver multi-agency training to encourage all partners to use the Decision Support Guidance to increase the quality of safeguarding concerns	Review quarterly data from all partners to provide evidence that services are safe	Work with the Children's Partnership to reduce the risks of vulnerable young adults being harmed or abused as they become adults
Work with the Safeguarding Adults Forum (by) Experience to increase their involvement in shaping the work of the Board and helping adults in Barnsley stay free from abuse/harm	Seek assurance that all care provision in Barnsley is safe for adults who use them	Continue to complete audits of all areas of safeguarding practice to identify and share good practice that helps keep adults safe	
Work in partnership with the Community Safety, Health and Wellbeing Boards on issues that affect adults who may need more than safeguarding support.	Increase our contact with the voluntary and independent groups in Barnsley to help them keep adults safe	Implement robust, open and honest challenge processes at Board level to hold agencies to account for effective safeguarding practice.	Facilitate, jointly with the Children's partnership, a public facing Safeguarding awareness week
Review impact of publicity materials and campaigns on public awareness and the number of concerns raised by them	Deliver learning events to share learning from Safeguarding Adults Reviews and other learning events	Receive regional and national safeguarding data to support evaluation with comparable Local Authorities.	
Co- produce resources that support citizens of Barnsley to feel confident to report safeguarding concerns		Receive assurance from the sub groups that staff and volunteers are appropriately trained and supported to recognise and respond to abuse and harm	Embed a sharing of audit findings between the Adults and Children's Boards/Sub groups to embed best practice.

These are the new priorities; ongoing work is shown on pages 9 and 10

Budget – Year end 2018 – 2019

Financial position of Barnsley Safeguarding Adults Board			
Income		Expenditure	
Partner incomes			
Barnsley BM Council	79, 677.	Salaries	81,272
Barnsley CCG	25,000	Professional fees and services	18,739
SY PCC	5, 595	Travel, running costs	1,290
BMBC - One off contribution to running of SAFE sub group	500		
Totals	110,772		101,301