



Gloucestershire
Safeguarding Adults
Board

Gloucestershire Safeguarding Adults Board

Annual Report 2019/20

Executive Summary

Foreword: Introduction from Chair

I am pleased to present this year's Gloucestershire Safeguarding Adults Board (GSAB) Annual Report 2019/20, as we continue to manage and respond to the unprecedented level of demand placed upon us all by the impact of COVID-19.

We are currently in the midst of some of the most challenging times ever experienced by our communities and our statutory and non-statutory partners, as well as the wider Community and Voluntary Sector, across Gloucestershire. In order to meet this demand we have seen a number of agencies restructure and refocus their resources where they are most needed in order to be more agile and responsive to the evolving picture.

The GSAB has a key assurance role and statutory responsibility to monitor and evaluate what is done by partner agencies individually and collectively, to safeguard and promote the health and well-being of adults with care and support needs, and that continues throughout the pandemic.

The Board operates at a senior level, with membership across a wide range of both statutory and non-statutory partners, including representatives from the Community and Voluntary Sector. The report demonstrates that in Gloucestershire we have continued to build on the strong partnership that we have developed since the foundation of the Board in 2009, to meet the many challenges facing agencies in ensuring that we keeping adults at risk safe.

During 2019 we continued to focus on the priorities that we all signed up to in our 3-year strategic plan 2018/21: Making Safeguarding Personal, Prevention and Improving Safeguarding Practice and Board Effectiveness are our 4 key themes.

During 2019/20 we received the findings from the work we completed with the University of Sussex, along with 8 local authorities, on identifying best practice to embed learning from Safeguarding Adult Reviews. We are working on the findings of the study which is being led by our Safeguarding Adults Review sub group.

There is a lot more that we need to do in order to reduce the risks of abuse and neglect in our communities and support people who are most vulnerable to these risks, and I look forward to leading and chairing the partnership as we move forward and strive to support the health and well-being of adults with care and support needs.



Paul Yeatman

**Independent Chair
Gloucestershire Safeguarding Adults Board**

Board Achievements

- ❖ Holding two of the six planned roadshows (due to COVID-19); these were aimed at the voluntary and community sector (VCS). They included presentations from the GCC Safeguarding Adults Team, Advocacy provider POHWER and the Mental Capacity Act Governance Manager.
- ❖ A Board Development Event for Board members was held on the topic of 'Finding Creative Solutions for Complex Needs'.
- ❖ Completion of the 2019/20 Safeguarding Adults at Risk Self Assessment Audit Tool by partner agencies.
- ❖ Ongoing work to develop the quarterly report, to improve performance data reporting and include multi-agency data.
- ❖ Working with the University of Sussex and seven other local authorities to identify best practice in embedding learning from Safeguarding Adults Reviews (SARs). The University of Sussex Report has now been received and the findings are being taken forward.
- ❖ Updating the Gloucestershire Multi-Agency Safeguarding Adults Policy and Procedures.
- ❖ Receiving Multi-Agency High Risk Behaviour referrals, as a result of the new High Risk Behaviours Policy.
- ❖ Producing and disseminating four issues of the GSAB Quarterly Newsletter, covering a variety of themes, including one which focused on the content of the GSAB Roadshows, for those unable to attend the events.
- ❖ Agreeing to conduct three new Safeguarding Adults Reviews (SARs) this year.
- ❖ 12,306 Gloucestershire staff and volunteers completed GSAB approved safeguarding training.
- ❖ Establishing stronger links with community groups in Gloucestershire.
- ❖ Updated website – <http://www.gloucestershire.gov.uk/gsab/>

Key Issues and Challenges

- ❖ COVID-19 – Lessons Learnt
- ❖ Voluntary and Community Sector – Greater Links
- ❖ Training – E-learning and Virtual
- ❖ Board Quarterly Performance Report – Further Development

Strategic Plan 2018-21

High-level priorities set out in the Board's Strategic Plan are reflected across five areas:

Priority - Empowerment

We will give individuals relevant and clear information about recognising abuse, how to report it and the choices available.

Priority - Protection and Prevention

We will support people to report signs of abuse and we will respond and take actions to reduce risk and prevent further abuse occurring.

Priority - Proportionality

We will make sure professionals work in the best interests of adults at risk and only get involved as much as needed.

Priority - Partnership

We will have effective multi agency partnership arrangements and information sharing agreements.

Priorities - Leadership, Accountability & Governance

We will ensure that the Board and all partners know what is expected of them and that lines of accountability are clear.

GSAB Sub Groups

Safeguarding Adults Reviews – Learning from practice

Policy and Procedures – Guidance for staff

Workforce Development – Training

Communication and Engagement – Telling people about safeguarding

Fire Safety Development – Identifying fire risk

Quality Assurance – Checking standards

Safeguarding Adults Reviews (SARs)

For the year 2019/20, GSAB has commissioned three SARs. In addition, there is one out of county SAR; GSAB's continued involvement in the 'LD' SAR is for information and sharing relevant local learning.

2019/20 Priorities Update

- University of Sussex Disseminating Learning from SARs Project – Partner agencies from GSAB, along with seven other SABs, were involved in work with Dr David Orr from the University of Sussex, seeking to understand the effectiveness of disseminating learning about adult self-neglect SARs. The project lasted 10 months, with each SAB being allocated an area of work to undertake and feed back. The GSAB partnership held several focus groups, including health and Adult Social Care. The report from the University of Sussex has now been produced and the recommendations will be reviewed by the SAR sub group and taken as a further short piece of work for 2020/21.
- Transitions Thematic Review; work with Glos Safeguarding Children Executive – GSAB SAR sub group have taken forward the thematic SWOP Review aiming to explore the complexities and challenges of five specific and worrying cases. GSCE will continue this as a separate work stream.
- SAR Action Tracker – The SAR Tracker is fully utilised and reviewed each quarter by the GSAB Business Manager. This tool is enabling continued oversight of SAR work, influencing action plans and picking up themes as they develop.

Planning for 2020/21:

- Three SARs will be undertaken during the coming year (NC, SWOP and PH) disseminating learning from the emerging findings.
- Disseminating learning from the self-neglect SARs Project; the sub group will progress a single action to share the recommendations from the University of Sussex Project, producing a one page 'bulletin'; alongside the sub group using a benchmarking approach to GSAB SAR learning.
- Explore and review the SAR referral pathway, specifically to consider a potential dynamic approach to use a 'Rapid Review' process for SARs.

Safeguarding Activity

The number of Safeguarding concerns raised on behalf of adults at risk was **2256**. Of the **2256** concerns, **813** went on to become Section 42 enquiries and **73** became 'Other' enquiries, making a total of **886**. 'Other' relates to enquiries that have not met the criteria for a statutory enquiry, however some form of safeguarding enquiry is deemed to be required, for example, the person is at risk of abuse and has support needs, but not care needs. **178** of the safeguarding concerns reported to the Adult Helpdesk were made by Gloucestershire Police, a small increase from **175** last year; of these **55** led to enquiries.

Partnership Achievements

There have been a number of achievements both individually by partners and collectively over the last year which have led to a reduction in the risk of harm.

Gloucestershire Health and Care NHS Foundation Trust (GHC)

- The Trust now has a single merged advice line that all staff can access for advice on safeguarding adults and children
- The GHC safeguarding team are involved in co-delivering level 1, 2 and 3 training for safeguarding adults and the level 2 training package has recently been updated
- A representative from the GHC adults safeguarding team attends MAPPA level 2 meetings

Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT)

- The Emergency Departments are now using a tailored mental health triage tool for all those identified as having mental health needs
- Implemented Frequent Attender Management has been taken into the Safeguarding workplan so that it is tracked, monitored and reviewed
- GHNHSFT will be participating in a regional High Impact Users project and this has enabled additional consultant and safeguarding time to be given to patients who have complex needs

Gloucestershire Constabulary

- Appointment of two Multi Agency Safeguarding Hub (MASH) Decision Makers with responsibility for Adults at Risk (AAR)
- Development of an AAR Action Plan to ensure continuous improvement of processes, service delivery and risk identification
- Development of an 'Adult's Journey' process, which maps out the experience of a vulnerable adult as they come into contact with the police, and helps identify the potential gaps and inhibitors to safeguarding them

Gloucestershire Clinical Commissioning Group (GCCG)

- Facilitation of the first CCG Safeguarding Conference: 'Health at the Core of Safeguarding', aiming to further raise the Safeguarding profile across the health professional community
- Gloucestershire GP Practices are signed up to a revised Primary Care Offer (contract) which supports the CCG in obtaining specific assurances for Safeguarding practices and GP engagement
- Primary Care has significantly improved their contribution and engagement in the work of statutory reviews, supported by the Named GP, specifically for SARs and DHR reports and disseminating learning