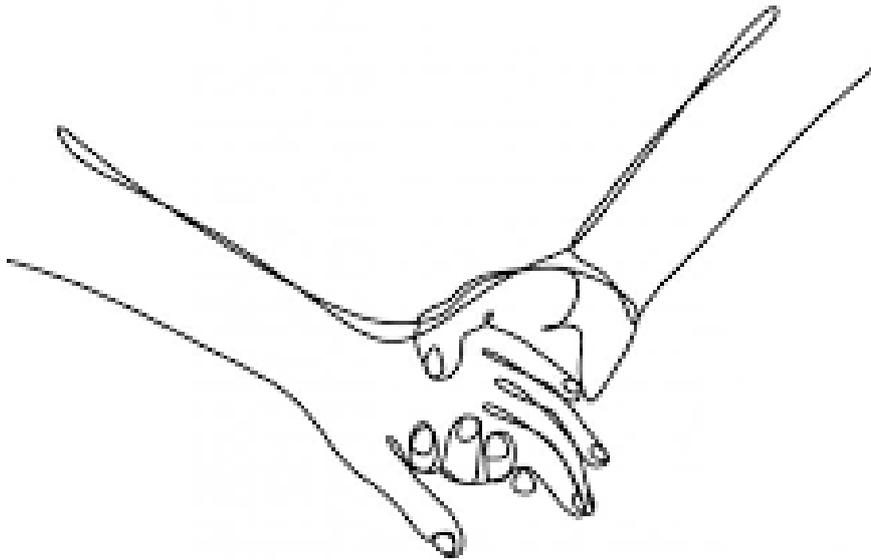


# 2019-2020 ANNUAL REPORT



**NSSAB**

# 2019-2020

## Introduction

The North Somerset Safeguarding Adults Board's (NSSAB) Annual Report is designed to give an overview of the multi-agency work across North Somerset in pursuit of the Government's aims to:

- Stop abuse or neglect wherever possible
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- Safeguarding adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Address what has caused the abuse or neglect

In line with statutory requirements and best practice this annual report and will be shared with:

- The Director of Adult Social Services
- The Chief Executive
- The Police and Crime Commissioner
- The Safer and Stronger Communities Strategic Partnership
- The North Somerset Safeguarding Children's Partnership

The report was approved by the Safeguarding Adults Board on 8 December 2020 and published on the Safeguarding Board website on 8 December 2020

Should you require the report in any other format to support accessibility please contact [Lucy.teteris@n-somerset.gov.uk](mailto:Lucy.teteris@n-somerset.gov.uk).

## Message from the Independent Chair

It is my pleasure, once again, to welcome you to the annual report of the North Somerset Safeguarding Adults Board [NSSAB]. This report covers the period between April 2019 and March 2020.

Whilst Covid-19 only affected us towards the end of the reporting period, the impact the virus had and continues to have on all Board partners at the time of writing, must be acknowledged. With that in mind, this year's report is being published later, is shorter and steers the reader to specific topics by way of web links.

Despite being a shorter report, it still reflects the safeguarding commitments of all Board partners as we work to achieve our intentions as set out in our strategic plan 2018 – 2021.

Within the body of the report, the tremendous amount of work completed by the Boards sub groups is acknowledged. I would like to thank all sub group members for their commitment which, without exception, is provided in addition to their individual roles within their own organisation.

Each of our sub groups had a busy and productive year enabling the Board to continue to review and assist to develop the performance of all partners.

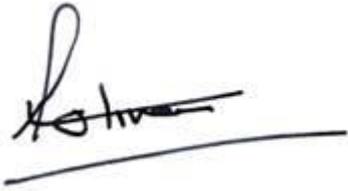
That said, with the change in legislation regarding Safeguarding Children Boards with whom we had a joint Exploitation sub group, coupled with several changes of roles for partnership members who represented the LSAB on that subgroup, since September 2019, that subgroup did not meet for the remainder of this report's reporting period.

I am pleased to say that that situation has been resolved and progress will be documented in next year's report.

Attendance at Board meetings has consistently been particularly good - but it is not the attendance, which is critical, it is the participation, which, I am delighted to say, continues to be excellent. Probing questions concerning partners performance, appropriate professional challenge and examples of best practice are frequent at our meetings.

We continue to work closely with the newly formed Children's Safeguarding Partnership following the restructuring of the Safeguarding Children Board mentioned above. We have a particular focus on "Transitions" - the move from being a child in need to being an adult with care and support needs.

Finally, I am confident that the Board is functioning well – but there is always more to do in our endeavours to improve Safeguarding across North Somerset.

A handwritten signature in black ink, appearing to read 'Tony Oliver', with a long horizontal line underneath it.

**Tony Oliver**

## About the Board

Safeguarding Adults Boards have three main duties

- Develop and publish a strategic plan setting out how they will meet their objectives and how their member and partner agencies will contribute
- Publish an annual report detailing how effective their work has been
- Commission safeguarding adults reviews (SARs) for any cases which meet the criteria for these.

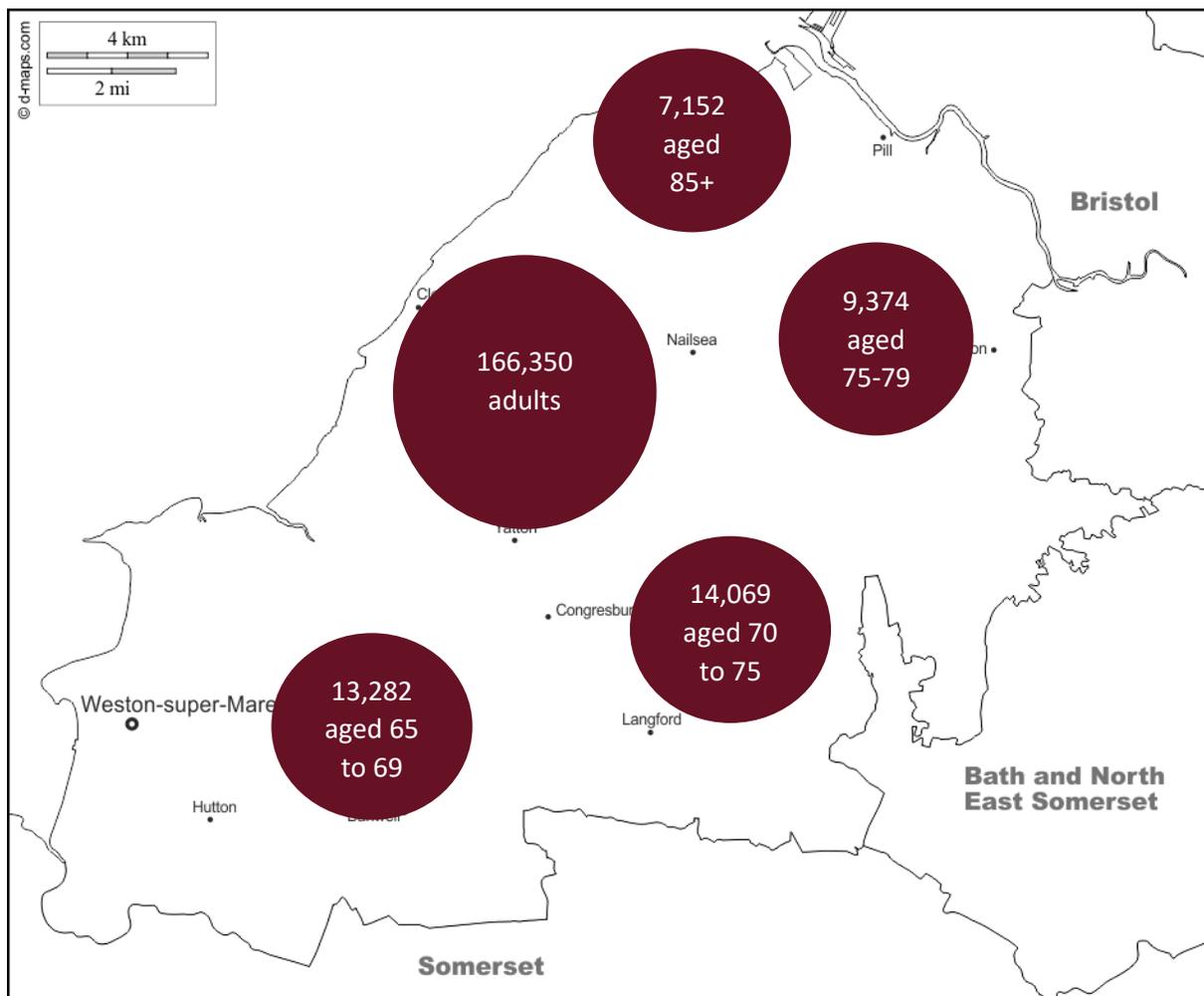
The North Somerset Safeguarding Adults Board has an independent chair, Tony Oliver. The board structure consists of quarterly full board meetings, quarterly meeting of sub-group chairs and quarterly meetings of the Board's six permanent sub groups:

- Learning and Development
- Quality Assurance and Performance
- Policy and Procedure
- MCA/DoLS/LPS
- Tackling Exploitation (joint with the North Somerset Safeguarding Children Board)
- Communication (joint with the North Somerset Safeguarding Children Board)

The seventh sub-group: The Safeguarding Adults Review sub group is convened on an ad-hoc basis as and when a case needs to be reviewed by strategic partners.

Link to the LSAB structure chart: [structure chart](#)

**Local Demographics:** In North Somerset there are 166,350 Adults aged 20 and over (MYE 2018 ONS) of these 30% are over 65 and 4% are over 85. By 2041 population predictions suggest that the over 65 population will increase by 52, this is slightly above the south west average but similar to the national average and, the over 85 population will increase by 114%. This is above both the south west and national average.



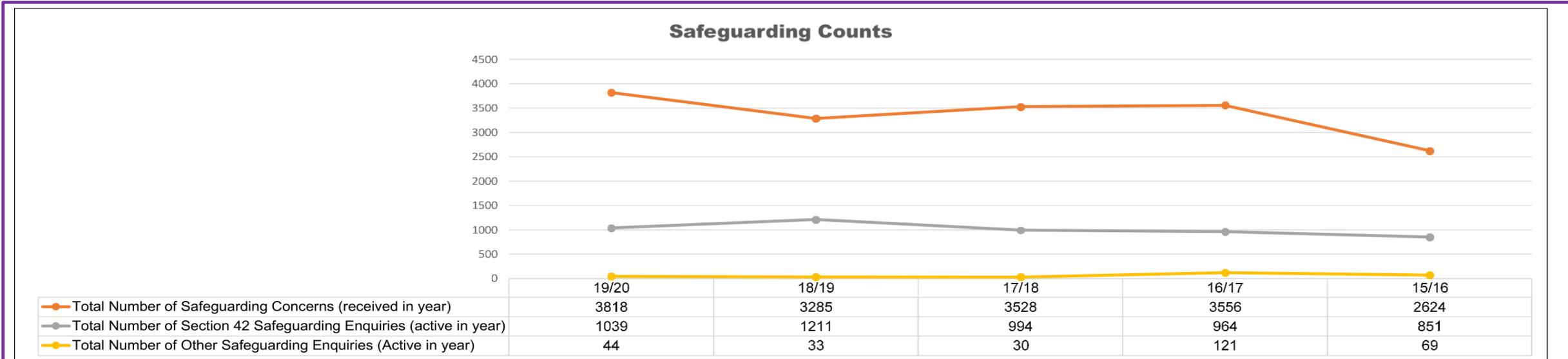
MYE 2018 ons

# Safeguarding Activity in North Somerset

## Business Intelligence Report

### North Somerset Safeguarding Adults 19/20 Year End Data

The data recorded in this report is taken from the North Somerset Council Safeguarding Adults Collection (SAC) Statutory data returned to NHS Digital comparative data for 19/20 with other LA's not yet published.



The number of Safeguarding Concerns received for North Somerset in 19/20 was the highest recorded for the past 5 years at 3818, however there was a slight drop in the number of S42 Enquiries. The number of 'other' enquiries has remained stable after rise in 16/17.

Individuals Involved in Enquiries by Ethnicity			
Year	White	Mixed and Other Ethnic Groups	Ethnicity not recorded
19/20	81%	0.4%	18%
18/19	77%	1%	22%
17/18	82%	1%	17%

Ethnicity recording will be a focus to improve on over the next year.

Individuals Involved in Section 42 Safeguarding Enquiries by Gender		
Year	Male	Female
19/20	41%	59%
18/19	39%	61%
17/18	38%	62%

The gender split is broadly similar to previous years

Individuals Involved in Section 42 Safeguarding Enquiries by Support Reason								
Year	Physical Support	Sensory Support	Support with Memory & Cognition	Learning Disability Support	Mental Health Support	Social Support	No Support Reason	Not Known
19/20	62%	1%	7%	11%	8%	4%	7%	0%
18/19	64%	0%	6%	10%	11%	9%	0%	0%
17/18	57%	0%	7%	10%	10%	3%	12%	1%

A support reason is not required for an enquiry to take place

Types of Abuse for Concluded S42 Enquiries (multiple types per enquiry may be recorded)			
Type of Abuse	19/20	18/19	17/18
Physical Abuse	13.4%	16.0%	15.9%
Sexual Abuse	3.4%	2.7%	3.4%
Psychological Abuse	14.8%	13.6%	13.0%
Financial or Material Abuse	11.7%	12.7%	12.5%
Discriminatory Abuse	<1%	<1%	<1%
Organisational Abuse	4.1%	4.3%	0.8%
Neglect and Acts of Omission	41.3%	39.9%	46.7%
Domestic Abuse	2.0%	4.5%	2.0%
Sexual Exploitation	<1%	<1%	<1%
Modern Slavery	<1%	<1%	<1%
Self-Neglect	8.5%	5.1%	5.1%

There may be more than one type of abuse recorded per enquiry, and types of abuse are recorded against types of risk this data is taken from SAC table SG2a

Concluded S42 Enquiries by Source of Risk (multiple types of risk may be recorded per enquiry)			
Year	Service Provider	Other - Known to Individual	Other - Unknown to Individual
19/20	32%	54%	14%
18/19	40%	55%	6%
17/18	48%	47%	5%

# The Work of the Board



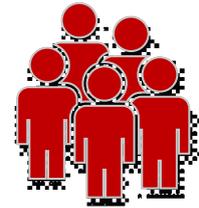
Sub  
Groups

Much of the work of the board takes place in the sub groups which are well represented by multi-agency partners. The chairs of the groups submit reports of their quarterly activity to the Executive (latterly the Sub Group Chairs Meeting) which meets quarterly. At this meeting the sub group chairs will analyse and discuss their work, developing a coordinated knowledge of each other's activity. Their reports (or latterly a summary of their reports) are circulated to Board members and key areas of activity are considered at full Board each quarter.

## Learning and Development Sub Group

The identity and remit of the sub-group has been completely refreshed over the last year and now includes tasks such as:

- the organisation and delivery of the Provider's Forum;
- the production of regular bulletins of Learning and Development events;
- the production of briefing papers summarising key themes arising from audits, Domestic Homicide Review, and Safeguarding Adult Reviews, implementing and embedding learning;
- peer reviews of other agencies' training and learning events.



Activity of the sub group during 2019/2020 includes:

- 14 Safeguarding Adults Awareness half-day courses delivered;
- 6 Safeguarding Adults for Providers full-day courses delivered;
- 8 Safeguarding peer support groups run with a mixture of internal and external speakers;
- Exploitation training organised in conjunction with the Tackling Exploitation Sub Group was delivered in June 2019 by charity Unseen;
- New courses delivered to home care providers;
- Implementing the new ADASS/LGA framework for categorising S42 Enquiries;
- Scoping work undertaken as far as was possible on the rolling out of new LPS training;
- Regular Mental Capacity Act (MCA) forums set-up for non-senior social workers and practitioners to discuss cases in confidence;
- Regular BIA and AMHP forums/legal updates held, including 1 virtually in early March 2020 during lockdown.

The sub-group has re-written and published the North Somerset Council recommended safeguarding training pathway: [Link](#)

Feedback from courses has been positive:

**Safeguarding Adult's Awareness (April 2019):**

"This was a great refresher for me as I have not completed a safeguarding course for three years. So much has changed! I feel much more confident now in how to recognise abuse and on what happens once I call in a concern"

"I feel more confident now after this course as I am new to using the MCA and new to my role. Enjoyed the use of five fingers to remember the five principles!"

**Mental Capacity Act Making Every Day Decisions (November 2019)**

**Safeguarding Adults for Provider Services (January 2020)**

"An excellent course that generated some really useful discussion on the 'grey areas' of adult safeguarding. Great case studies and useful insight into the key aspects of The Care Act"

## Provider Event – November 2019

The Safeguarding Adults Board delivered their annual Provider Conference "Sharing Good Practice in Safeguarding Adults". This was well attended by representatives from across health, social care, housing and voluntary sector services. Key speakers were:

Amanda Stride, Head of Adult Social Care Inspection for the South West, Care Quality Commission (CQC)

Kate Spreadbury, Independent Reviewer and author of Nightingale Homes Safeguarding Adult Review

Dameon Caddy, Mental Capacity Act and DoLS Manager for North Somerset Council and BNSSG CCG

A range of workshops were delivered by partner agencies sharing good practice and learning. The day was closed with an enlightening set of sketches from Misfits Theatre which drove home many of the messages from throughout the day.

## Quality Assurance and Performance Sub Group

Think  
Family

Two multi-agency audits have taken place in this year by the Quality Assurance and Performance sub group.



Click on the circles on the left to read the findings of each audit.

Domestic  
Abuse

Outcomes from audits influence the reviews of local policies and training courses; learning is disseminated to practitioners through the Learning and Development sub-group and circulated wider through the Board's regular newsletter.

## Policy and Procedure Sub Group

This sub group focusses on the revision and creation of policy, procedure and practice guidance, to support professionals from all organisations working with adults in North Somerset. The group takes into account learning from audits, Domestic Homicide Reviews and Safeguarding Adult Reviews to help embed learning into daily good practice and workforce development.

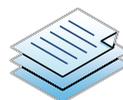
The sub group set up an editorial group meeting which convenes twice per quarter and has been instrumental in improving consistency and timeliness of policies reviews, in its first year updating and publishing the following:

[Medication error protocol](#)

[Self-neglect policy and best practice guidance](#)

[Hoarding framework](#)

[Information sharing protocol](#)



The sub-group also agreed a strategy for communicating policy updates to care providers through the local authority's contracts and commissioning team.

## Mental Capacity Act (MCA)/Deprivation of Liberty Safeguards (LPS) and Liberty Protection Safeguards (LPS) Sub Group

Activity during 2019-20 included:

- Preparation for implementation of the DoLS replacement legislation the Liberty Protection Safeguards (LPS) following Royal Assent being granted by Parliament on 16<sup>th</sup> May 2019.
- Ensuring that cases within the North Somerset locality are referred to the Court of Protection as and when appropriate. As of January 2020, local agencies had 37 cases before the Court of Protection.
- Ensuring that advocacy provision across both the Deprivation of Liberty Safeguards and the Mental Capacity Act workstreams was fit for purpose and meeting local need
- Ensuring that developing case law was integrated into local practice (e.g. *In the matter of D (A Child) [2019] UKSC 42*)

## Tackling Exploitation Sub Group (joint with the North Somerset Safeguarding Children Board)

The group disbanded in September 2019, in line with the formation of the North Somerset Safeguarding Children Partnership and unfortunately was not reformed until August 2020. The following activity during 2019-20 included:

- Unseen bespoke training is rolled out in conjunction with the Learning and Development Sub Group
- Adult Sexual Exploitation Needs Assessment is completed. This identified the following issues for future workstreams for the sub-group:
  - County lines
  - Modern slavery
  - Adult sexual exploitation

## Communication and Engagement Sub Group (joint with the North Somerset Safeguarding Children Board)

Key work covered in the period for this report was:



**Stop Adult Abuse Week** concentrated on Mental Capacity. Organisations were provided with a resource pack to use and social media options to share during the week. Each day took a slightly different theme. The

week is a collaboration for the five regions of the Avon & Somerset police footprint.

**World Suicide Prevention Day:** An information poster was created and circulated to all partners, libraries, children centres, and to the local authority's communication team who sent out information on Twitter, Facebook and E-life.



**Hate Crime Awareness Week:** 13 to 20 October were also widely advertised with events being held in the Winter Gardens.

In support of **Anti-Slavery Day** on 18 October communications were shared from Avon and Somerset Police urging hosts of short-term rental properties to make themselves aware of the signs of modern slavery or sexual exploitation.

The sub-group produced the following leaflets and posters:

Poster [Contact Care Connect](#)

Leaflet: [Safeguarding is everybody's business](#)

Easy Read Leaflet: [Safeguarding is everybody's business](#)

In November 2019 the sub group disbanded and it was agreed that each sub group would identify its own communication and marketing requirements and link into any regional or national campaigns via the local authority's Marketing and Communication team. Regular newsletters continue to be produced and published on the safeguarding website.

An example of ensuring information is where it needs to be is given by the Learning and Development sub group:

- The 'trolley dash' at Weston General: trollies are filled with leaflets and marketing materials and delivered to busy staff at their workplace.

## Good Practice Examples and Presentations to the

**Board:** Throughout the year organisations or service leaders are invited to attend the Safeguarding Board to present their area of expertise, to update Board members on front-line services and to share areas of recent good practice. Examples of these is given below:

- The new LPS legislation;
- Duty to refer – Homelessness Reduction Act 2017 – One year on: [Link](#) to the presentation;
- SafeLink gave a presentation on their organisation: a specialist service working with victims of violence and abuse and those with mental health issues;
- Multi-compartment compliance aids: [Link](#) to the presentation.

**SAR Sub Group** is convened on an ad-hoc basis as and when a case needs to be reviewed. Although the SAR panel was convened on several occasions throughout the year, no cases met the criteria for a full Safeguarding Adult Review. Learning was recommended and as a consequence the Policy and Procedures sub group refreshed the Self-Neglect Policy and Guidance [LINK](#) and the Learning and Development sub group produced new training courses for home care providers. The sub group also:

- Ensured that any adult related recommendations and actions from the SCR Darry action plan were completed and assurance from Board members that these recommendations had been disseminated throughout their organisations;
- Reviewed and actioned the recommendations made from a Domestic Homicide Review which was presented to the Adult Board.

## What to Do if you are Worried about an Adult

If you are worried about an adult contact our safeguarding team:

**Monday –Friday 9am-5pm 01275  
888 801**

**Out of hours and at weekends  
01454 615165**



If you are deaf or hard of hearing text 'EDT' followed by your name and message to 60066

Visit the Safeguarding Adults Board [website](#) for more information