



Cumbria Safeguarding Adults Board Annual Report

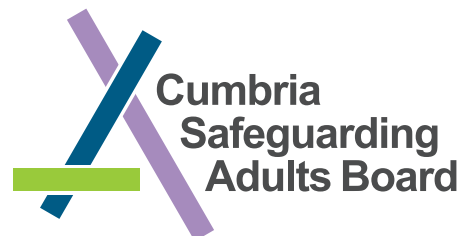
2021-22



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Cumbria
Safeguarding
Adults Board

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Glossary of terms

CSAB	Cumbria Safeguarding Adults Board
CSCP	Cumbria Safeguarding Children's Partnership
MCA	Mental Capacity Act
HMP	Her Majesty's Prison
HMPPS	Her Majesty's Prison & Probation Service
NHS	National Health Service
P&QA	Performance & Quality Assurance
SAB	Safeguarding Adult Board
SAR	Safeguarding Adult Review
CSPR	Children's Safeguarding Practice Review
DHR	Domestic Homicide Review
ADASS	Association Directors of Adult Social Services
SCIE	Social Care Institute for Excellence

1. A message and introduction from the Independent Chair

I am pleased to present Cumbria Safeguarding Adults Board's Annual Report for 2021/22. The impact of Covid19 continued to present some significant challenges for our communities and partners during the past 12 months, however, I am pleased to report that safeguarding and keeping our most vulnerable individuals safe continued to be a priority for services across Cumbria.

The Safeguarding Adult Board has a key statutory role in seeking assurance that safeguarding arrangements are in place across Cumbria and ensuring partner agencies work collaboratively to prevent abuse and neglect and provide a timely and proportionate response when abuse or neglect has occurred.

During the reporting period, the Safeguarding Adult Board has continued to receive assurance from partners on how the most vulnerable individuals in our society have been safeguarded and where risks have been presented, how these risks have been managed, negated or reduced. The Annual Report provides a summary of the activity that has taken place over the past 12 months, highlighting the work undertaken by the Board and partner agencies to safeguard adults with care and support needs which included a Peer Review of the Board's practices and structures. I am pleased to report that Board governance and procedures were found to be particularly strong and robust, however, the Board will not rest on its merits and will continue to identify areas for improvement and development, including reaching out to communities across Cumbria.

In my final annual report, I would like to place on record my sincere appreciation of the hard work and professionalism of all those who have contributed towards keeping adults safe in Cumbria from across all statutory, non-statutory and voluntary sectors. I am also immensely grateful for the significant support I have received from all our safeguarding partners during my time as Chair.

Lastly, I'd like to take this opportunity to wish the Board and the new Chair, Rob McCulloch-Graham every success for the future.



Jeanette McDiarmid QPM - Independent Chair - Cumbria Safeguarding Adults Board

2. Who are we and what do we do?

Cumbria Safeguarding Adults Board (CSAB) is a statutory body, which works in partnership with organisations across Cumbria to help protect adults with care and support needs from abuse or neglect. There is a strong focus on partnership working with the statutory partners* being supported by the following organisations represented on the Board and sub-groups:

- Cumbria Constabulary*
- North Cumbria Clinical Commissioning Group*
- Morecambe Bay Clinical Commissioning Group*
- Cumbria County Council*
- Cumbria Fire & Rescue Service
- Her Majesty's Prison Service, Haverigg
- North Cumbria Integrated Care NHS Trust
- University Hospitals Morecambe Bay NHS Trust
- Cumbria, Northumberland Tyne & Wear NHS Trust
- Lancashire, South Cumbria NHS Foundation Trust
- Unity Drug & Alcohol Service
- Healthwatch Cumbria
- People First Independent Advocacy
- Lay Membership
- National Probation Service North West
- District Council Representation; Barrow Housing
- Care Quality Commission
- North West Ambulance Service
- Department Work & Pensions

The Board leads adult safeguarding across Cumbria and works with organisations and our partners to ensure that they have effective safeguarding arrangements in place, ensuring adults who may be at risk of abuse or neglect are able to:

- Live as safely and independently as possible
- Make their own decisions
- Take control of their own lives.



3. What is our vision and commitment?

Our **vision** is to put the people of Cumbria at the centre of everything we do.

Cumbria Safeguarding Adults Board is **committed** to support the protection of and appropriate service provision for vulnerable people living in Cumbria. We listen; we learn; we proactively support all agencies to improve, share, embed and deliver effective practice.



4. What does safeguarding adults mean?

Safeguarding means protecting an adult's right to live safely, free from abuse and neglect. It is about organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure the adult's wellbeing is promoted including, where appropriate having regard to their wishes and feelings when deciding on action.

Safeguarding is everybody's business and duties apply to an adult who has needs for care and support; is experiencing or at risk of abuse or neglect and because of their care and support needs, they are unable to protect themselves.

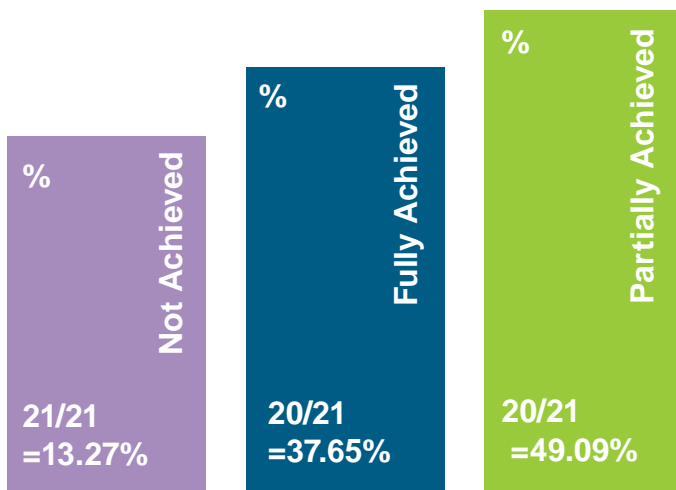
5. What is Making Safeguarding Personal?

The Care Act says that adult safeguarding is about protecting individuals, but people are all different. So, when we are worried about the safety of a person, we should talk to them to find out their views and wishes. Then we should respond to their situation in a way that involves the individual as much as possible, enabling them to have choice and control over what happens in their life, so they can achieve an improved quality of life, wellbeing, and safety. This is referred to as Making Safeguarding Personal (MSP). CSAB recognise the values contained in Making Safeguarding Personal and ensures that work across the partnership is underpinned by the **six key safeguarding principles**



Making Safeguarding Personal – outcomes

Adults who have been through the safeguarding enquiry process are asked for their feedback on whether they felt their engagement with services had been effective and worthwhile. In some cases, an advocate or representative will provide feedback on the adult’s behalf.

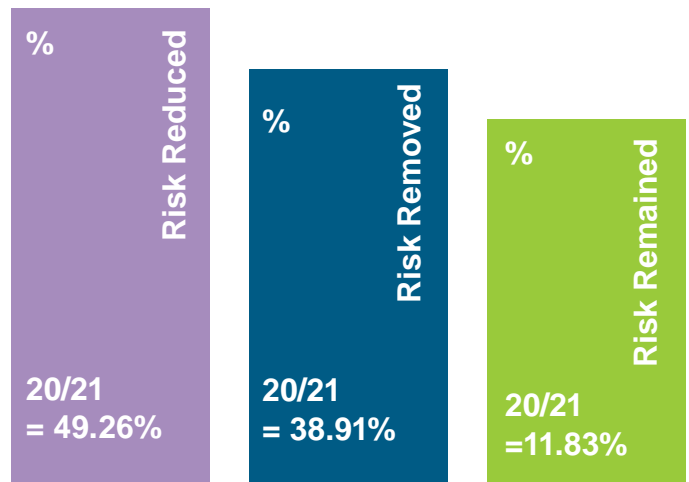


Satisfaction Outcomes

This table illustrates responses when adults were asked if they felt “their outcomes had been achieved” through the safeguarding process. During 2021/22 we seen an increase in those adults who felt their outcomes had been either fully or partially achieved; total 94.5 % an increase on the previous year from 86.5%.

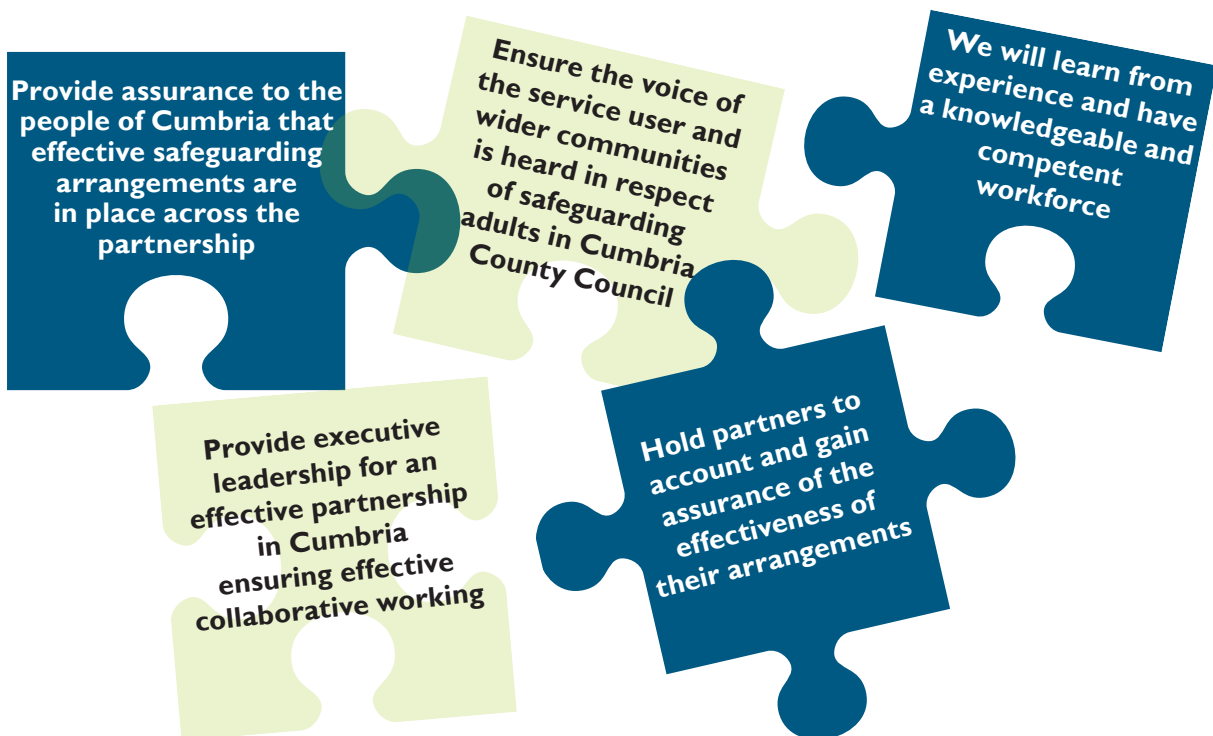
Management of Risk

Making Safeguarding Personal and speaking to adults about their views and wishes enables and involves the individual as much as possible, to have choice and control over what happens in their life, so they can achieve an improved quality of life, wellbeing, and safety. However, this can mean in some cases that adults continue to live with some element of risk. The data for 2021/22 illustrates that the risk reduced or removed is comparable to the previous year at 89% up from 88%.

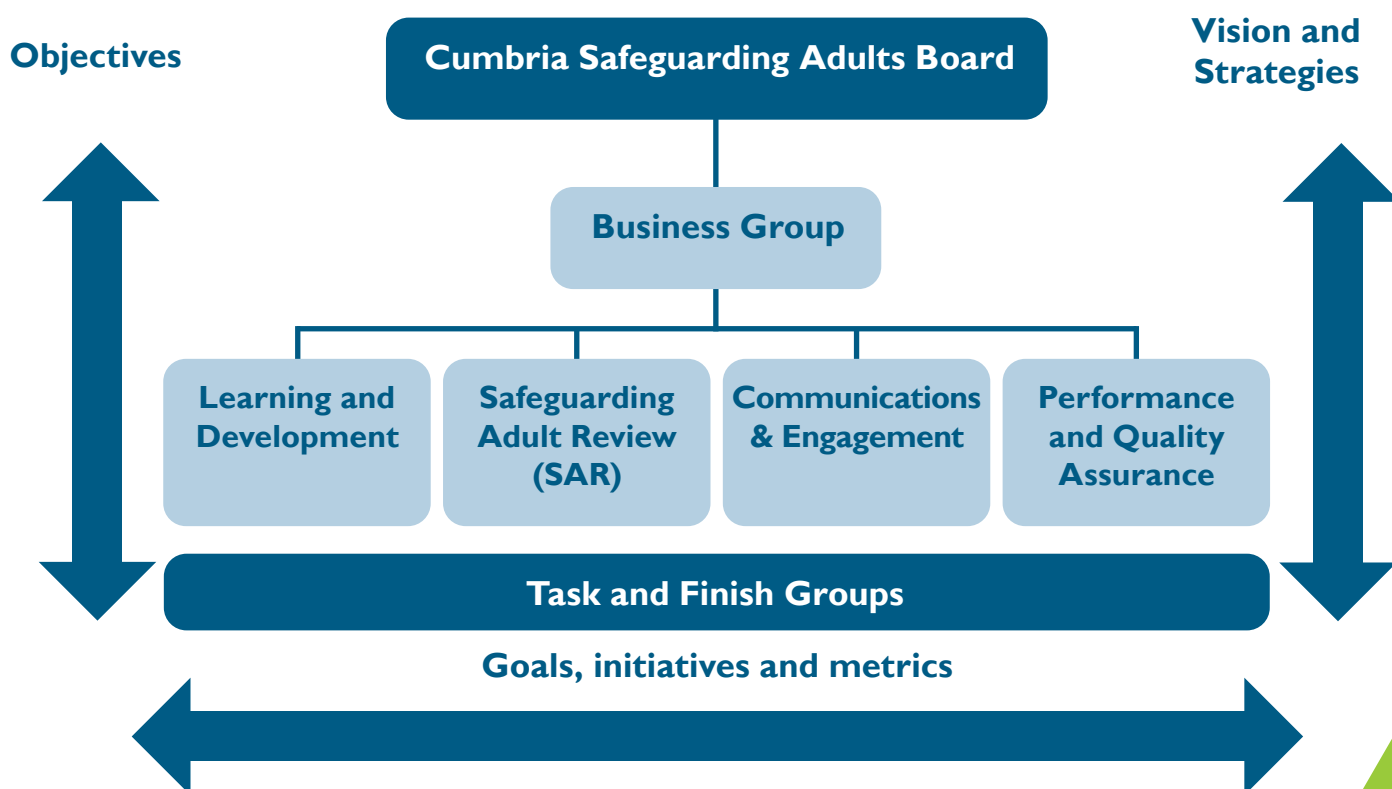


6. What are CSAB objectives?

This report will provide an update on what CSAB and our partner agencies have achieved during 2021/22, the final year of our 2019-2021 Strategic Plan in which we agreed our objectives as:



To deliver the above objectives CSAB members agree an annual Business Plan outlining the initiatives and goals which we can measure our progress against to evidence achievements. Throughout the year our sub-groups and members regularly review progress providing updates through sub-group Chairs to Board.



7. Peer Review

During 2021 we commissioned a Peer Review of CSAB's structures, systems and processes which was conducted by an experienced SAB Independent Chair. The review which was intended to be constructive and supportive aimed to:

- Evaluate CSAB structures, processes, and governance
- Ensure CSAB are delivering their statutory functions as defined in statutory guidance
- Reflecting the CSAB achievements and areas of good practice
- Identify areas for improvement and development.

It was also intended to help inform the development of a new 3-year Strategic Plan.

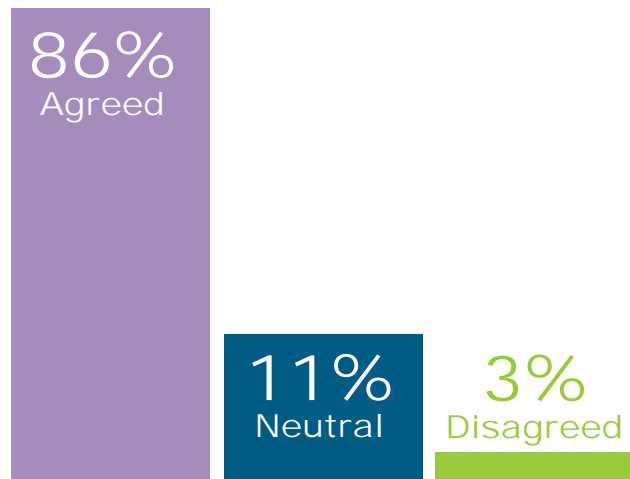
The methodology included a survey for all Board and sub-group members which informed 1:1 interviews with members of the Board and identified Safeguarding Leads. Further meetings also took place with the sub-groups.

The results of the survey and interviews informed a report shared with Board and sub-group members recommendations for consideration.



Members were asked to respond to a number of statements:

The Board has a strategic role greater than the sum of the operational duties of the core partners and leads adult safeguarding in Cumbria.



90% of respondents agreed the Board influenced the sharing of good practice and consistency

39% agreed the voices of Service Users and Front-line staff inform strategic decision-making and work of the Board. This was identified as a clear area for improvement for the SAB during 2022/23.

90% agreed there is a clear strategy and action plan for improving adult safeguarding outcomes. Actions are regularly monitored to ensure outcomes are progressed.

" From the evidence available it is clear that the Board is delivering its statutory responsibilities under the Care Act within its current governance arrangements, disciplined structure and approach "

" It is evident that there was an inclusive culture of collaborative working across the partnership with a real sense of ownership and enthusiasm to develop and deliver shared learning. There was a great deal of energy, commitment and hard work from the Chairs and individuals in each of the sub-groups, with some real examples of joint work cited and evidenced, including assurance templates and sharing of good practice examples "

The report highlighted a number of areas of good practice and noted the strength of partnership working and commitment of those involved in working together to protect adults at risk of abuse or neglect. The Peer Review report also made a number of recommendations for the board to consider which will be included in our new Strategic Plan for 2022 – 2025 to further improve the business of the board in Cumbria.

8. What did we achieve during 2021/22?

During 2021/22 we continued with the support of our partners to ensure safeguarding adults remained a priority. Through a new model of virtual meetings our executive Board and sub-groups supported CSAB to deliver our goals and initiatives in our annual **Business Plan**.

8.1 Learning and Development sub-group

We delivered “train the trainer” style sessions to upskill a group of 11 staff from across the partnership to develop a pool of facilitators for onward dissemination of learning for CSAB.

“ I would value regular meetings at first to set the training up and then fewer meetings once all is assured in place”

“ As there were a lot of new techniques, I would like more chance to refresh and practice them before I had to deliver”

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In response to the feedback from the session a programme of regular drop-in sessions have been arranged to provide on-going learning, development and peer support for the group.

Safeguarding Adults Reviews Adult B and Barry SAR.

The facilitators pool delivered SAR lunch and learn sessions to share learning from the Adult B and Barry. Both sessions were recorded for wider dissemination and hosted on our website. Feedback from the sessions was positive with participants confirming the use of MS Teams and short lunch and learn style sessions worked to reduce travelling time/costs and make training more accessible. It was clear from the feedback that the discussion rooms worked well to support multi-disciplinary learning which during the pandemic had not taken place.

Barry Safeguarding Adult Review lunch and learn session

11 practitioners attended the session and were asked to provide feedback.

“ The video about loneliness really focussed us on who we were talking about which then set us up well to identify people who may be lonely and community resources available”

“ I will bring this learning into promoting change within my organisation. Being holistic and long-term about considering what support someone might need and to consider this with them and linking with other organisations”

“ This was a really clear and thought-provoking session and I was able to think and contribute. The pace was just right, the presenters were relaxed and respectful. I loved the fact that we were not over loaded with information and yet we gained what felt like a deeper understanding to be able to consider how we could learn from this and apply it to our roles”

“ The use of MS Teams worked well because there was a gentle pace”

Thresholds Tool lunch and learn session

This session aimed to promote the consistent application of the tool across the partnership and other organisations.

A total of 83 practitioners from across the system attended and feedback was gathered.

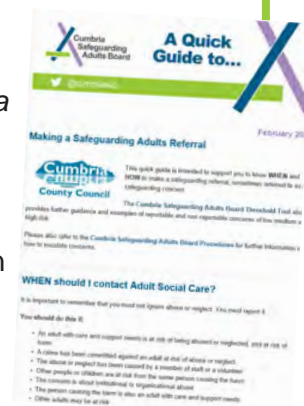
Participants were asked: *Did the session improve your understanding of when to make a safeguarding referral to Adult Social Care?*

Yes 68% No 5% Partly 26%

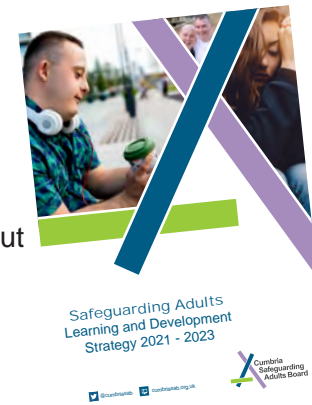
31% of participants felt the session didn't or only partly improved their understanding. In response to this we developed **A Quick Guide to... Making a Safeguarding Referral** so practitioners were clear when and how to make a referral.

100% responded and advised that they would like to see more lunch and learn style sessions

We asked participants to provide feedback and reflections on the session in no more than three words.



- We developed resources and links for a “**learning zone**” for practitioners on the website including access to Cumbria County Council’s e-learning platform My-Learning with access available across the partnership and wider organisations.
- Members of the Learning & Development sub-group regularly consider good practice examples from the partnership to celebrate partnership working and Making Safeguarding Personal, one was also shared as story to the Board.
- Established a Task & Finish Group to develop an audit tool for use to measure partner compliance with MCA policy and training further to learning from SARs.
- We published a new **Learning & Development Strategy for 2021-2023** to set out the key priorities for the sub-group.



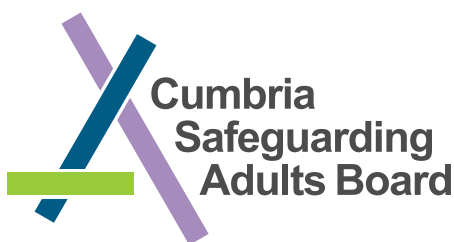
During year 1 of the Strategy 2021/22 we agreed to and achieved all of the following:

- ✓ Promote the existing safeguarding adults e-learning offer through “My Learning” platform to support basic awareness competencies across the system.
- ✓ Deliver a skills-based session for staff across the partnership as facilitators to support onward sharing of learning and facilitation.
- ✓ Facilitate and deliver a series of virtual learning sessions to share learning from SARs across the partnership and wider system.
- ✓ Share “learning” through the use of themed learning briefs.
- ✓ Capitalise on opportunities already available across the partnership for staff.
- ✓ Identify opportunities to share webinars and virtual learning sessions for learn at lunch or team meetings hosted on the CSAB website “learning zone”.
- ✓ Explore development of video’s and share good practice case studies and learning to increase accessibility and wider dissemination.

In response from learning from published SARs and in recognition of wider systems learning from Domestic Homicide Reviews (DHRs) and Children Safeguarding Practice Reviews (CSPR) we commenced planning a programme of activity in collaboration with Safer Cumbria and Cumbria Safeguarding Children’s Partnership to improve Professional Curiosity which we will deliver during 2022/23.

8.2 Communication and Engagement

- A busy year for the sub-group including a full rebrand of Cumbria Safeguarding Adults Board. Members of the group agreed top 3 characteristics which were important to emulate in a brand as **Partnership, Safe & Protection**. Using the key words informed a number of design options for consideration.
- Members agreed the interlocking ‘A’ represented the adults partnership arrangements. The new brand was launched In November 2021 during National Safeguarding Adults Week alongside a refreshed website.
- A regular review and analysis of safeguarding data informed themed communication messages which were distributed across Cumbria using a variety of platforms. This included briefings in relation to; Advance Decisions to Refuse Treatment (ADRT), Preventing Radicalisation and Safeguarding & Self-Neglect.
- Developed a public facing publicity campaign in relation to Self-Neglect to raise awareness of the signs and how to report safeguarding concerns. This included coverage on our social media @ **cumbriasab**, in **local press** and a local radio interview for the Independent Chair.
- Launched the animation **Tricky Friends** adapted with permission from Norfolk SAB. Tricky Friends is a short animation aimed at all individuals, groups and organisations who support people with learning disabilities and autism, to raise awareness of issues like exploitation, county lines, cuckooing. It aims to help people to understand what good friendships are, when they might be harmful, and what they can do.





News for subscribers

11 newsletters & 26 5-minute briefings were issued during 2021/22. This was a total of **41,183** newsletters to individual subscribers and **96,718** minute briefings to individual subscribers and the public include equalling to a total of **137,901** individual news and briefings for individual subscribers

Subscribers to news: **March 2022 = 3944**



April 2021 = 3404

We introduced a new communications tool to support practitioners and staff across the system, A Quick Guide to..... Topics published included **How to make a Safeguarding Referral** in response to feedback from a learning session and also **Financial Abuse** in response to the rise noted by our Performance & Quality Assurance group. This demonstrates the connectivity and responsiveness across the CSAB sub-group structures.

Twitter

Twitter followers at the end of **March 2021: 448**



April 2022 = 656

increased by **71** followers

In February 2022, @cumbriasab seen our top tweet “can you help us lead the next phase of adult safeguarding in Cumbria” generating **2294** impressions as CSAB commenced the recruitment process for a new Independent Chair.



CSAB website

There was a total of **4,968** visits to the website during 2021/22 down **2293** from previous 12-month period. Although the overall visits to our website were down visits during National Safeguarding Week in November were significantly increased in 2021 to **715** with **2391** single page views from **247** visitors in November 2020 demonstrating the impact of targeted social media and communications locally and nationally.



The most visited website page during 2021/22 was **Professional Guidance** followed by **Safeguarding Adult Reviews**. This is seen as a positive impact of the SAR lunch & learn sessions delivered by our facilitators pool.

Work will continue to drive traffic to the website promoted through lunch & learn sessions and communications.



National Safeguarding Awareness Week

During November 2021, in partnership with the Ann Craft Trust, CSAB supported National Safeguarding Awareness Week providing daily safeguarding briefings for 3900+ news subscribers each day including; Emotional abuse and safeguarding mental health, power of language, digital safeguarding, adult grooming, creating safer organisational cultures, safeguarding and you.

During the national week of action, we:

Increased social media presence generated **14** new followers

Issued a total of **23,320** briefings to subscribers

Increased traffic to the website with **715** visits in November 2021



Posted **42** tweets with a total of **25.5k** impressions



8.3 Performance & Quality Assurance Group

During 2021/22 we received assurance from partners in relation to their organisational safeguarding arrangements from the following:



The assurance presentations from across the partnership provided the opportunity to identify areas for improvement and to agree actions for the agencies and the Board.

Specific assurance was also received from Cumbria Care in respect of the rigorous quality and governance processes in place for Cumbria County Council care homes. This provided further opportunity to explore how safeguarding incidents in care homes are recorded and captured.

What did the data tell us and how did we respond?

The quarterly review and analysis of safeguarding data from Adult Social Care noted the positive impact of the Thresholds Tool with application of the tool resulting in increased referrals progressing to a safeguarding enquiry. This demonstrates that staff are applying the tool with appropriate safeguarding referrals being made.

Analysis of safeguarding data noted an increase in financial abuse in line with an overall increase in financial crime. Actions were agreed to raise awareness of financial abuse and crime through the Communication & Engagement sub-group.

We noted the significant increase in safeguarding referrals during the quarterly reporting and the impact this had Cumbria County Council's Safeguarding Service and their ability to make decisions within 24 hours (internal performance target). In response the Safeguarding Service provided assurance of the risk management and mitigation in place to manage the increased numbers of referrals and make timely decisions.

Our regular analysis of the data reflected the change to the highest abuse type in Cumbria which meant that locally we are now in line with North West Region with Neglect and Acts of Omission as the highest abuse type (see page 21). Discussion acknowledged that this was likely to be as a result of the wider impact of covid.

In response to learning from recent SARs highlighting the appropriate use and application of the Mental Capacity Act (MCA) as an area for improvement, a Task & Finish Group was established to conduct a case file audit. This case file audit will quality check application of the MCA and Best Interests across the partnership. This will be delivered during 2022/23 further to a Learning & Development audit which will gather information about MCA training and compliance.

Good practice examples and assurance of multi-agency working were received; Cumbria Police presented the data and impact of a multi-agency Mental Health Street Triage Project which following the success of the Carlisle pilot is being rolled out wider across localities in Cumbria.

" The success of this service is a great example of what we can achieve by working together with our partner agencies to understand and address the demand around mental health. "

The data provided evidence of the positive impact multi-agency working can have for both those in mental distress but also services involved.

8.4 Safeguarding Adult Review sub-group

- During the year we received assurance and evidence from partners in relation to learning implemented following publication of SARs and actions plans through "check and challenge" discussions. Assurance reports were also provided to CSAB by the Chair of the SAR sub-group.
- Following legal literacy training for SAR sub-group members in March 2021, a decision-making tool was developed to ensure robust decision making by the group when considering SAR referrals.
- NHS colleagues delivered a presentation in relation to NHS investigation and learning processes so members had a fuller understanding of parallel processes which could take place alongside a SAR.
- NHS colleagues shared information in relation to GP's and expected practice in line with GMC to support understanding when considering SAR referral information.
- Established Task & Finish Groups to review information gathered and draft the Terms of Reference for SARs to support SAR Review Panels.
- In cases where it was agreed referrals did not meet SAR criteria, actions were agreed by members to share learning across the system. This included a referral from Cumbria Fire & Rescue in relation to a fire fatality where joint communications were developed to raise awareness and understanding across health and care in respect of the increased fire risks associated with the use of emollients.
- Referrals were presented to the group by colleagues from Advocacy, LeDeR reviewers and Cumbria Fire & Rescue.
- Received and scrutinised SAR reports for Pauline & George and Kate both reports will be published during 2022/23.
- Agreed a "joint" review process and shared Terms of Reference for a SAR which also met DHR criteria. This will be commissioned and completed during 2022/23.



8.5 Policy and Guidance Task and Finish Group

The Task & Finish Group which was established to review safeguarding adults policy and procedures continued to meet to ensure guidance was reviewed and developed. In response to learning from Mr X SAR and SAR referrals during 2021/22 this group successfully reviewed and published the following:

- People in Position of Trust
- Self-Neglect
- SAB Complaints Policy



9. Safeguarding Adult Reviews

A Safeguarding Adults Review takes place when agencies who worked together with an adult with care and support needs has been subject to abuse or neglect. Agencies come together to find out if they could have done things differently to prevent the serious harm or death from happening. The purpose is to learn from what happened and not to apportion blame. The SAR sub-group on behalf of CSAB consider all referrals for SARs against the statutory criteria as set out in the Care Act 2014, making a recommendation to the CSAB Independent Chair where cases meet the criteria for a SAR.

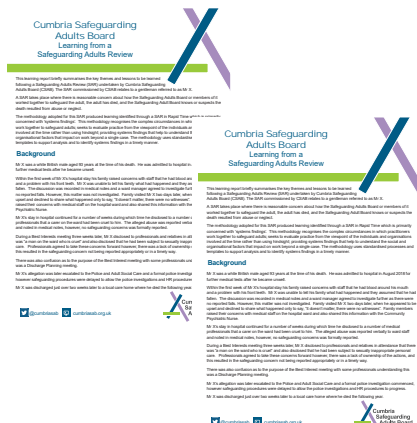
During 2021/22, the group received and considered a total of 7 referrals (a decrease from 11 during 2020/21). Members of the sub-group and agencies involved also provide additional information to inform robust decision making.

Of the 7 referrals the sub-group received during 2021/22, it was agreed:

4 did not meet the statutory criteria for a SAR (either a mandatory or discretionary review process). 1 of these progressed to a Domestic Homicide Review with actions and learning shared from the other 3. Further work will be undertaken by the sub-groups to progress and share any identified learning.

3 referrals met the statutory criteria for a mandatory SAR with independent reviewers identified. These reviews will be completed and published during 2022/23 with learning reported in our next Annual Report.

CSAB is one of ten SAB's who took part in a national pilot with the Social Care Institute for Excellence (SCIE) to test out SAR in Rapid Time methodology. SCIE were commissioned to develop the method and tools by the Department of Health and Social Care as part of their covid action plan. The methodology is concerned with identifying systems learning in a much timelier way than traditional SAR approaches and was applied to the **SAR Mr X** which was published in December 2021.



Mr X's story

Mr X was a white British male aged 93 years at the time of his death. He was admitted to hospital for medical tests after he became unwell. Within the first week of Mr X's hospital stay his family raised concerns with staff that he had blood around his mouth and a problem with his front teeth. Mr X was unable to tell his family what had happened and they assumed that he had fallen. The discussion was recorded in medical notes and a ward manager agreed to investigate further as there were no reported falls. However, this matter was not investigated. Family visited Mr X two days later, when he appeared to be upset and declined to share what happened only to say, "it doesn't matter, there were no witnesses". Family members raised their concerns with medical staff on the hospital ward and also shared this information with the Community Psychiatric Nurse. Mr X's stay in hospital continued for a number of weeks during which time he disclosed to a number of medical professionals that a carer on the ward had been cruel to him. The alleged abuse was reported verbally to ward staff and noted in medical notes, however, no safeguarding concerns was formally reported. During a Best Interests meeting three weeks later, Mr X disclosed to professionals and relatives in attendance that there was "a man on the ward who is cruel" and also disclosed that he had been subject to sexually inappropriate personal care. Professionals agreed to take these concerns forward however, there was a lack of ownership of the actions, and this resulted in the safeguarding concern not being reported appropriately or in a timely way. There was also confusion as to the purpose of the Best Interest meeting with some professionals understanding this was a Discharge Planning meeting. Mr X's allegation was later escalated to the Police and Adult Social Care and a formal police investigation commenced, however safeguarding procedures were delayed to allow the police investigations and HR procedures to progress. Mr X was discharged just over two weeks later to a local care home where he died the following year.

The review highlighted systems and practice findings for the agencies involved. A number of actions have been completed to date to embed learning from Mr X including:

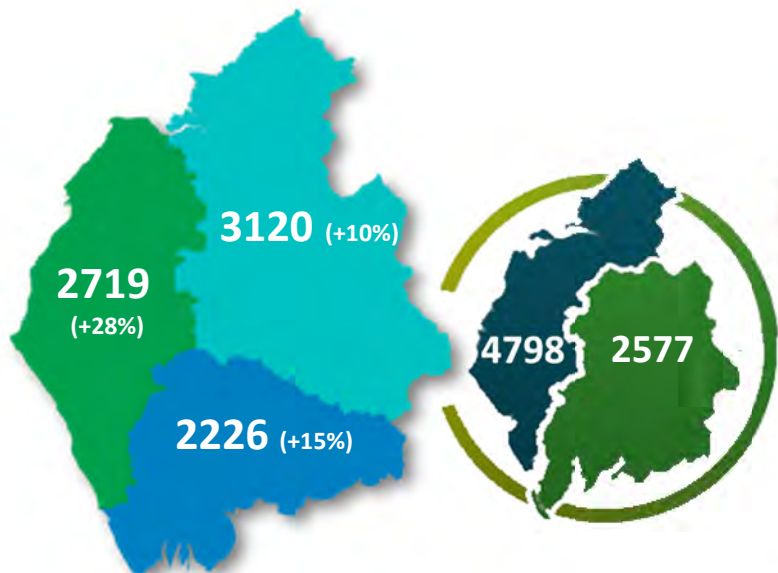
- Reviewed and published People in Position of Trust guidance and ensure it provides the necessary clarity when managing parallel review processes. The guidance defines the roles and responsibilities to manage processes in a timely way ensuring the adult at risk is safeguarded. This is further supported by an advice note for Position of Trust Leads (PoT) and PoT agency contacts.
- We have published Safeguarding Adults Procedures which clarify safeguarding enquiries should continue in parallel to police investigations. The Procedures acknowledge that any police investigation may take some time and other organisations also have a duty to act
- Disseminated learning from the SAR through publication of a learning briefing and delivery of a virtual lunch and learn session to ensure that staff and managers have an awareness of the new multi-agency guidance and understanding of when they should refer to it including, the role they play when responding to concerns relating to people in a position of trust.
- Partner agencies have strengthened internal safeguarding teams so staff can access professional advice in relation to concerns of abuse or neglect. Adult Social Care now have a dedicated safeguarding team who are skilled and experienced when dealing with safeguarding concerns. Staff can access advice relating to safeguarding through a dedicated email address.
- Work will continue during 2022/23 to deliver the actions in response to the learning from Mr X.

How do we share SAR learning?

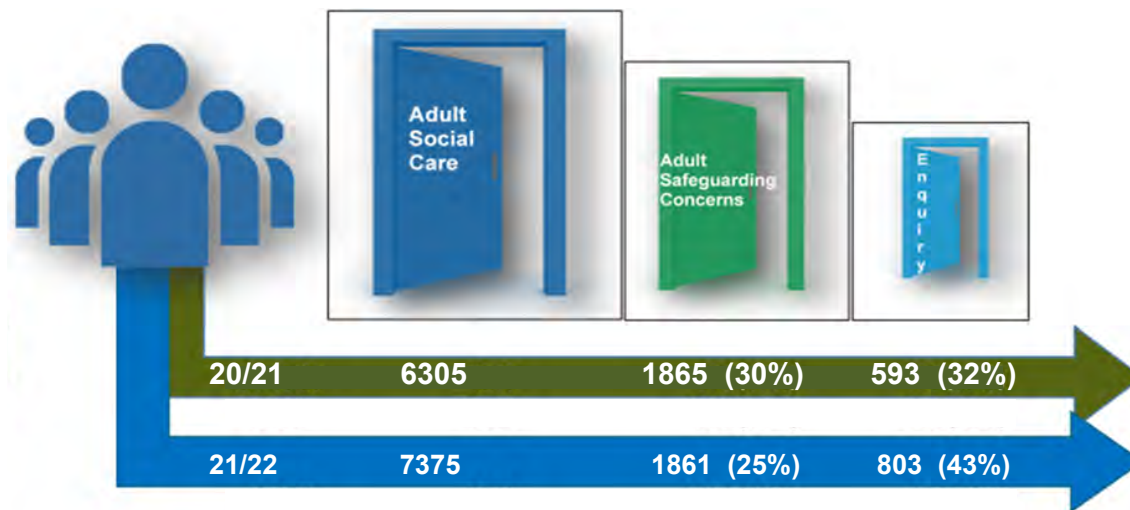
As a Board we have adopted the following methods to share learning and ensure this is embedded into practice:

- SAR lunch & learn sessions to share learning, stimulate multi-disciplinary discussion based on the key learning themes identified in SARs
- Review and share updated guidance where relevant
- Publish learning briefings for practitioners to provide a summary of the SAR and learning identified in the report
- Develop improvement plans and seek to receive assurance from partners that learning has been implemented

10. Safeguarding; our year in data 2021/22



- The map of Cumbria illustrates a rise across all localities of contacts received by Adult Social Care during 2021/22.
- Contacts are also illustrated across the 2 new unitary authority footprints for Cumberland and Westmorland & Furness (from 1/4/23).



The above illustrates referrals made to the Single Point of Access (SPA), Adult Social Care, those which are triaged as a Adult Safeguarding Concern for further information gathering and which then progress to a Safeguarding Enquiry



377

Average Number of Open Safeguarding Cases at any point in time during 2021/2022
+(46%)



1861 Referrals Passed to Safeguarding
↓ -4 from 2020/21



1676 Closed Safeguarding Cases
↓ -182 from 2020/21

Figures 1, 2 & 3 illustrate all referrals where a full Section 42 Safeguarding Enquiry took place and was completed.



Figure 1 Age and Gender

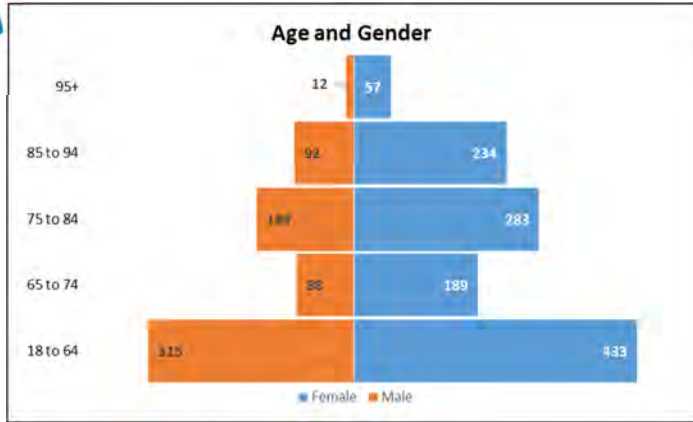


Figure 2 Abuse

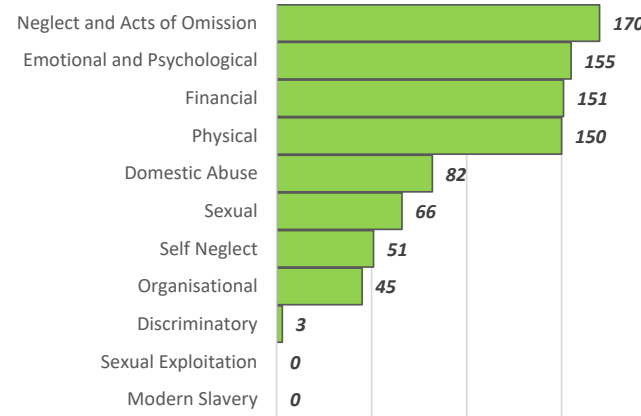


Figure 3 Location of abuse

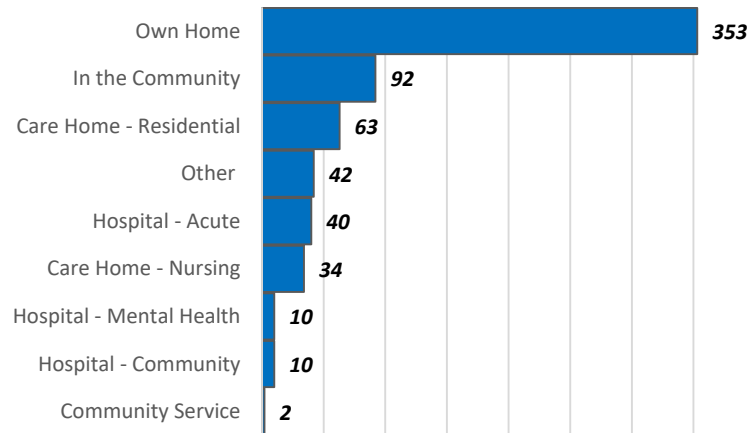
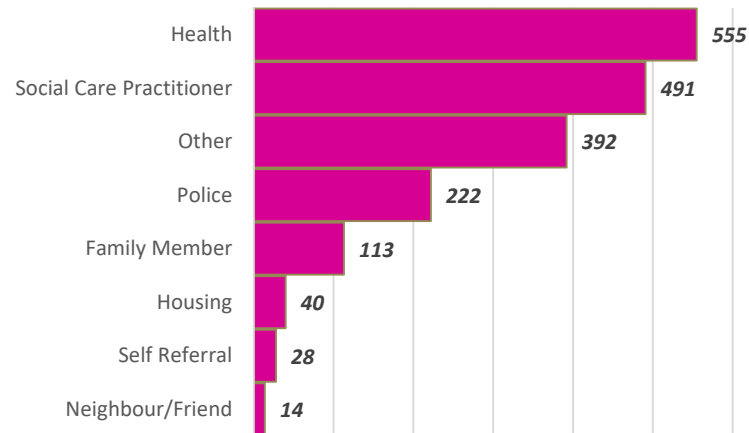





Figure 4 Source of referral









This illustrates all referrals which were triaged to the Safeguarding Pathway however, not all will have resulted in a Section 42 Safeguarding Enquiry being undertaken and may have been signposted to other pathways following information gathering.

11. What have our partners done?

We asked our partners to celebrate and showcase their single agency achievements to reflect “safeguarding is everybody’s business” and include examples of how as a single organisation they supported CSAB to deliver our 5 strategic objectives in the 3-year plan.

Agency	Top key achievements during 2021/22
	<ul style="list-style-type: none"> • Cumbria Constabulary continues to chair the SAR sub-group for CSAB. The Detective Superintendent post for Cumbria has been maintained and whilst there has been a period of handover the plan is that the police will continue to chair these meeting showing commitment to improving standards and holding other partners to account for their updates. This role has allowed the SAR sub-group to create and maintain strong links with DHR panels for matters that cover both area’s and also encourages strong links with the coroner’s office. • We learn from experiences in the CSAB by appointing a dedicated member of staff to take learning and embed that within policing policy. Recommendations from SAR’s and CSAB are collated by this officer, and they are recorded centrally on the Cumbria Constabulary improvement plan. • The force has invested £55k in Domestic Abuse matters training which is aimed as adults subject to domestic abuse, controlling and coercive behaviour. Many victims of this type of offending would fit the criteria for safeguarding adults. • The Safeguarding Adults policy is now embedded in Cumbria constabulary. This was adopted from Greater Manchester Police who are the national leads; this model was regarded as best practice. This policy is working well in Cumbria.
	<ul style="list-style-type: none"> • We have ensured that our staff across the partnerships have informed the development of CSAB Safeguarding Adults Policy and Procedure and Guidance tools - including complaints, escalation, PIPOT, Self-neglect. Development of quick guides ‘how to make a SG referral’ and ‘supporting professional curiosity’. • We supported National Safeguarding Adults week through the delivery of lunch time learning sessions and we developed a video for promotion, ‘A day in the life of a Safeguarding practitioner’ to ensure we have both listen to our staff and provide an accessible understanding to both our partners and the people of Cumbria. • Provision of Safeguarding Threshold Tool training sessions across the partnership continued throughout the year to support learning and development and help build and maintaining partnership relationships. These sessions provided direct support and assurance to partners and CSAB to enhance practice standards and importantly included ensuring the voice of the adult at risk is at the heart of safeguarding practice.
	<ul style="list-style-type: none"> • Safeguarding is now embedded in the training programme for all Firefighters, reviewed and refreshed annually • Two designated Safeguarding Leads in place, both trained to level 4 • Cumbria Fire and Rescue Service represented at the National Safeguarding Board, and Chair the North West Regional Safeguarding Board • Assured the Board that lessons learnt from a national audit of Safeguarding Adult Reviews in regard to Fire had been considered and implemented within Cumbria.

Agency	Top key achievements during 2021/22
 <p>HM Prison & Probation Service</p>	<ul style="list-style-type: none"> • June 2021 seen the launch of new unified Probation Service, bringing the supervision of low and medium-risk offenders and delivery of unpaid work and behavioural change programmes back into the public sector Probation Service, alongside the supervision of high-risk offenders. The new model of probation delivery will ensure there is better and more consistent supervision of offenders and closer working with the police, NHS and local authorities. • January 2022 seen a thematic inspection of Multi-Agency Public Protection Arrangements (MAPPA) undertaken in Cumbria, conducted jointly by Her Majesty's Inspectorate of Constabulary and Her Majesty's Inspectorate of Probation. Although the final report is yet to be published, the inspectorate were hugely complimentary about our work in Cumbria in regards to MAPPA; they felt that MAPPA is well organised and led and that there is a genuine culture of collaboration and partnership between agencies at both a strategic and operational level. • We continue to attend CSAB and the SAR sub-group as an active member and contributor to contribute to decision making, and learning.
	<ul style="list-style-type: none"> • In South Cumbria we have 2 locality-based Specialist Safeguarding Practitioner's in post who also cover application of Mental Capacity Act (MCA). • We have strengthened safeguarding practice and systems to ensure compliance with statutory Safeguarding, MCA and Prevent guidance and responsibilities. As a result, we have seen an improvement in the quality of Section 42 referrals though the application of the CSAB Thresholds Tool and Guidance. • We have strengthened internal reporting arrangements and monitoring of safeguarding activity and are seeing increased safeguarding activity through our incident reporting system; we believe this is indicative of staff's increased understanding of process, roles, and responsibilities in relation to safeguarding.
 	<ul style="list-style-type: none"> • Both CCGs have successfully adopted a digital approach to the Protected Learning Time events, offering primary care staff virtual sessions covering key safeguarding themes on a local and national level. These events have included key speakers from partnership agencies, case studies of local safeguarding reviews and celebration and sharing of best practice. • Both CCGs safeguarding policies and guidance have been updated to reflect any changes both locally and nationally • The CCGs have ensured Safeguarding Supervision has continued to be provided across the system, supporting practice, and providing a platform for reflection and learning. • Both CCGs have undertaken assurance visits with our health providers, Primary Care and Regulated Care, to ensure there are effective safeguarding practices in place across the system. • The CCGs have a continued responsibility and statutory duty to be active members of the local safeguarding arrangements. The CCGs participate, and Chair a number of the sub-groups of the CSAB. This has enabled relationships to develop and strengthen and create opportunities for learning to be shared across the system.

Agency	Top key achievements during 2021/22
	<ul style="list-style-type: none"> • Within both CCGs the journey to working as an ICS has progressed significantly, positively impacting on collaborative working across the partnerships. • Both CCG Safeguarding Teams have been instrumental in leading and supporting the Regulated Care market during the pandemic from both a quality /safeguarding perspective. The response to Covid and the unprecedented challenges on this sector have been a key challenge but also a strong tool in developing the partnership approach to responding to this sector.
	<ul style="list-style-type: none"> • We have worked hard to ensure safeguarding concerns can be raised and discussed by relevant managers and staff including partner agencies. This is generally in the form of a SIM (Safety Intervention Meeting) where any concerns can be discussed, and remedial action taken. Concerns can also be escalated where necessary. This has worked well for us this year. • We have implemented new safeguarding form for both Staff and Prisoners to fill in, if they have any concerns or worries around safeguarding of prisoners or vulnerable prisoners in relation to social care needs. This form is available to everyone at HMP Haverigg and is overseen by a senior manager.
	<ul style="list-style-type: none"> • The development of Street Triage. An excellent piece of partnership working with Cumbria Police, where we are a leading partner in ensuring that those presenting to front line services are appropriately signposted and supported in accessing mental health services at the correct point of access. • Throughout 2021-2022 we have functioned as an organisation at OPEL level 2 and recently at Level 3. We have supported front-line services, including our inpatient facilities during these periods to ensure continuity of service. As a result of this, aspects of our mandatory training fell below our expected targets, as we also were unable to complete face to face training. We acknowledge this and have a clear action plan in place to address our organisation short fall of compliance including level 3 safeguarding training. We have also ensured that the safeguarding team have too been a protected service and haven't been redeployed, to ensure that correct support and advice given throughout • Drawing from our own internal and external learning that informs our future care and treatment pathways, we recognise that points of transition can be a potential point for service delivery to fall short in both continuity and experience. For this reason we have fully reviewed our Transitions Policy, to strengthen our internal and external practices around this.

12. Our Finances

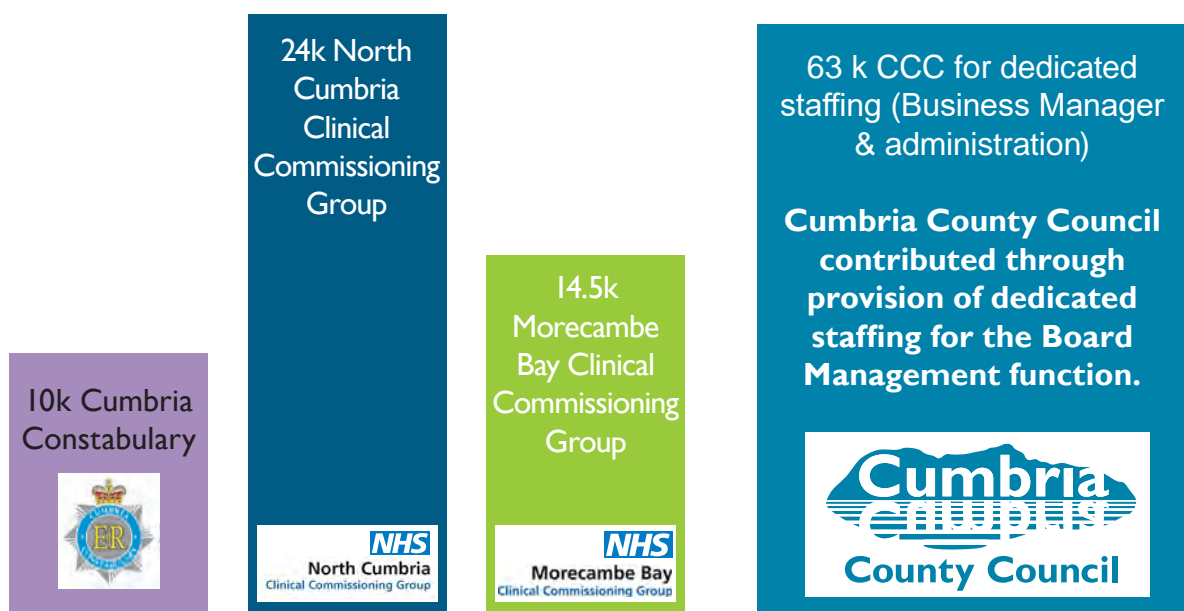
Partner agencies contribute to the work of CSAB in a number of different ways:

- Financial contribution
- Involvement or leading activity on specific areas of work including SARs
- Chair or participation in CSAB and our sub-groups

During 2021/22, statutory partners made varied levels of contributions agreed on the size and footprint of the organisation. The following statutory partners contributed financially to support delivery of board business:

- Cumbria Constabulary
- North Cumbria Commissioning Group
- Morecambe Bay Clinical Commissioning Group

Total income from partners for 2021/22: £48,500



A balance of **35k** was carried forward to 2022/23 period, providing reserves to commission future SARs. This saving was achievable through the virtual delivery of all meetings and learning alongside internal reviewers drawn from the partnership to conduct SARs where appropriate.

13. What will we be doing during 2022/23?

As we move into 2022/23 we will use the information from our recent Peer Review to inform a Board and sub-group Development Session providing opportunity for practitioners, partners and stakeholders to work together and agree our priorities and objectives for a new 3-year strategic plan.

The coming year will also be a period of major system change including the transition of Clinical Commissioning Groups to Integrated Care Boards which will operate at a regional level. CSAB will continue to work with safeguarding leads in Cumbria to ensure a “place” based response to safeguarding adults at risk of abuse or neglect. Furthermore, we will see the establishment of 2 new Unitary Local Authorities for Cumberland and Westmorland & Furness. CSAB will engage with the “shadow authorities” during 2022/23 to agree a model for the future provision of the Safeguarding Adults Board in Cumbria which serves to protect adults at risk.

At the end of 2021/22 we said farewell and thank you to our Independent Chair, Jeanette McDiarmid who has through her passion and commitment helped to steer and improve the Board over the last 4 years. The coming year will be a new chapter and following a rigorous recruitment process CSAB are delighted to welcome Rob McCulloch-Graham on board as our new Chair who will support us looking forward to deliver our aspirations in a new Strategic Plan.

“ I am delighted to take up the role as Independent Chair of Cumbria Safeguarding Adult Board. Looking out for the wellbeing of our more vulnerable adults is such an important duty for every community and I am already impressed by the commitment shown across the public sector in the County. I am particularly excited about working directly with our local populations and supporting the safeguarding partnership in ensuring safeguarding is everyone’s business.

We all know someone in our families, friendship groups and amongst our neighbours who need looking out for., I am thrilled to be joining an already successful partnership and excited working with the team to secure a safer life for all of Cumbria’s communities.”



Rob McCulloch-Graham
CSAB Independent Chair

14. Conclusion

During the pandemic safeguarding continued as business as usual and continues to be a priority for our partners as they continue to work with unprecedented pressures. CSAB will ensure that we continue to work together, to protect adults with care and support needs who are at risk of abuse and neglect. We will work with our partners to support us to understand emerging themes and the prevalence of different types of abuse and neglect in what continue to be challenging times and periods of change. We will continue to regularly review what our data is telling us so that we work together to prevent abuse and neglect in Cumbria.



If you would like this information in another format (for example in large print or Braille) or provided in your own language please contact Cumbria Safeguarding Adults Board csab@cumbria.gov.uk

Further information can be found by visiting our website. If you are concerned about a person's safety or well being report it. If someone is at immediate risk of harm call 999.



Remember Safeguarding is Everybody's Business and so if you are concerned about an adult who may be at risk of abuse or neglect please report it by contacting your local **Adult Social Care Office**.

