

# Annual Report 2019-2020



safeguarding  
adults at risk  
a cumbria partnership



@cumbriasab



cumbriasab.org.uk

# Contents

1. A message from the Independent Chair	3
2. Glossary of terms	5
3. Who are we and what do we do?	6
4. What is our vision and commitment?	7
5. What is Making Safeguarding Personal?	8
6. What are our Objectives?	10
7. What did we achieve in 2019/20?	11
8. Safeguarding Adult Reviews	14
9. Our Year in data	17
10. What have our partners done?	19
11. Our finances	25
12. What will we be doing during 2019/20?	26
13. Conclusion	27
Appendix I 2020/21 Business Plan	



# I. A message from the Chair

I am pleased to present Cumbria Safeguarding Adults Board's Annual Report for 2019/20. While our reporting year finished at the end of March 2020, it would be remiss of me not to comment on the very different challenges our communities and partners have faced since the end of March as a result of Covid 19. These were and still are, unprecedented times for everyone and whilst there will clearly be lessons learned for organisations and sectors as we move forward, I am pleased to report that safeguarding and keeping our most vulnerable individuals safe was part of all our partner's resilience plans.

As a Board we have adopted different ways of working to ensure we receive timely and relevant safeguarding assurance across the partnership, in addition to making sure up to date safeguarding messages are communicated to staff, volunteers and communities across Cumbria.

The overarching purpose of a Safeguarding Adults Board is to help to safeguard adults with care and support needs and part of our responsibilities under the Care Act 2014, requires us to publish an annual report detailing:

- What has been done during the year to achieve the Board's main objectives
- What has been done during the year to implement the Board's strategy
- What each member has done during the year to implement the strategy
- Information about any Safeguarding Adult Reviews (SARs) which have been arranged, are on-going or have been reported during the year.

The past 12 months have been both busy and successful for Cumbria Safeguarding Adults Board. We have welcomed several new members to our Board and sub-groups during the year, including Lancashire & South Cumbria Foundation Trust; Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust; Barrow Borough Council and representatives from Unity, Drug and Alcohol Services in Cumbria and as a Board. We have also extended our visibility and connections at national, regional and local levels. I am immensely grateful for the support given to the Board from all our safeguarding partners and I would particularly like to highlight the hard work of colleagues in our sub-groups and task and finish groups as it is only with the commitment and dedication of these individuals that the Board can achieve its purpose and goals.

Our Communication and Engagement sub-group have kept staff and communities across Cumbria well-informed of all national and local safeguarding developments through a range of forums. This included providing information on a daily basis during National Safeguarding Adults Awareness Week through local radio, TV, posters and leaflets, in addition to promoting material on the Board and safeguarding partner's websites. The group have also published a range of safeguarding awareness and prevention messages throughout the year, including Modern Slavery and Financial Abuse and have also worked in collaboration with Healthwatch Cumbria to measure the public's awareness and understanding of safeguarding.

As a Board, we have also delivered a range of learning events and thematic workshops, including learning from both local and national Safeguarding Adult Reviews (SARs), in addition to Modern Slavery training which was delivered in collaboration with Cumbria Safeguarding Children's Partnership and Safer Cumbria.

During the year, the Board published one Safeguarding Adult Review and I would like to convey my gratitude to the family for their contribution to the review process. Family involvement allows us to achieve a greater understanding of the tragic circumstances of a case, in addition to enhanced practitioner learning. Our SAR sub-group have considered the recommendations from each SAR and actions have been raised to address the issues highlighted. This important area of work continues to be given regular oversight by the Board.

Our Performance and Quality Assurance sub-group established a range of reporting mechanisms to receive safeguarding assurance from a number of partners and additionally conducted an audit of 'Making Safeguarding Personal' processes, thereby ensuring individuals who had been subject of a safeguarding concern received an appropriate response tailored to their needs and wishes.

I am also pleased to report that Cumbria County Council, one of our key safeguarding partners has recently created an Adult Safeguarding Unit, providing dedicated response and supervision to adult safeguarding across Cumbria and as Independent Chair of the Board, I can confirm that I have already received strong assurance in respect of improved services for adult safeguarding.

In conclusion, I would like to reassure communities across Cumbria that the Board will continue to diligently seek assurance that safeguarding arrangements are in place for individuals with care and support needs during the year ahead.



Jeanette McDiarmid QPM - Independent Chair - Cumbria Safeguarding Adults Board



## 2. Glossary of terms

<b>CCG</b>	Clinical Commissioning Group NCCCG - North Cumbria Clinical Commissioning Group MBCCG – Morecambe Bay Clinical Commissioning Group
<b>CHC</b>	Continuing Health Care
<b>CSAB</b>	Cumbria Safeguarding Adults Board
<b>CSCP</b>	Cumbria Safeguarding Children’s Partnership
<b>CQC</b>	Care Quality Commission
<b>CVS</b>	Cumbria Voluntary Service
<b>DA</b>	Domestic Abuse
<b>DHR</b>	Domestic Homicide Review
<b>DiC</b>	Death in Custody
<b>DoLS</b>	Deprivation of Liberty Safeguards
<b>GP</b>	General Practitioner
<b>HMP</b>	Her Majesty’s Prison
<b>HMPPS</b>	Her Majesty’s Prison & Probation Service
<b>IDSi</b>	International Diet Standardisation Initiative
<b>IMCA</b>	Independent Mental Capacity Advocate
<b>LeDeR</b>	Learning Disability Mortality Review
<b>LSCFT</b>	Lancashire South Cumbria Foundation Trust
<b>MARAC</b>	Multi Agency Risk Assessment Conference
<b>MAPPa</b>	Multi Agency Public Protection Arrangements
<b>MARE</b>	Multi-Agency Risk Evaluation
<b>MCA</b>	Mental Capacity Act
<b>MSP</b>	Making Safeguarding Personal
<b>NHS</b>	National Health Service
<b>SAPP</b>	Safeguarding and Public Protection
<b>SAR</b>	Safeguarding Adult Reviews
<b>UHMBT</b>	University Hospital Morecambe Bay Trust

### 3. 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
- Haverigg, Her Majesty's Prison Service
- 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

In October 2019 we seen system wide changes across our NHS providers in Cumbria. There were several changes which seen provision of adult mental health services in North Cumbria transfer to Cumbria, Northumberland Tyne and Wear with Lancashire, South Cumbria NHS Foundation Trust providing services in the south of our County. In addition, we seen the establishment of a new NHS Trust, North Cumbria Integrated NHS Care Trust.

During 2019/20 we were pleased to extend our executive Board membership to include Unity service provider for Drug & Alcohol ensuring we understand how we can work together to protect adults with addiction problems from abuse or neglect. In addition, we also strengthened links with local District Council's with representation from Barrow Borough Council.

The Board leads adult safeguarding across Cumbria and works with organisations 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.

## 4. 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.



# 5. What is Making Safeguarding Personal?

Making Safeguarding Personal (MSP) is a key area of adult safeguarding and defined in the Care Act. Often referred to as MSP, it means all interventions and actions should be person led and focussed. It engages the person to respond to their situation in a way that ensures involvement, choice and control as well as improving the quality of life, well-being and safety.

CSAB recognise the values contained in Making Safeguarding Personal and ensure work across the partnership is underpinned by the **six key safeguarding principles**



## Case Study: Making Safeguarding Personal

Joseph is a 73-year-old gentleman who lives in his own home with a family member, David. Joseph has physical health needs which he is able to manage independently.

A safeguarding concern was reported to Adult Social Care by a Community Service Provider, raising concerns of both physical abuse and emotional/psychological abuse. Joseph attended a local community service where he reported that he had fled his home sleeping on the streets as he was in fear of David. Adult Social Care contacted the Community Service Provider whilst Joseph was present so they could identify a suitable place of safety. Members of the Safeguarding Team then met with Joseph at a family members home to talk about what his feelings and wishes were and what he would like to happen. At the meeting it was clear when speaking with Joseph that although he wanted to change his current situation, he also had an element of loyalty to David.

Joseph expressed his desire to live in his own home, have a routine of his own and not live in fear of David. Joseph also wanted David to receive help and support. Although Joseph was unsure whether he wanted to support the Police investigation he did agree to engage in the safeguarding process and get the outcome he wanted.

Joseph agreed to remain at the place of safety identified until a safeguarding plan could be agreed. During this time, a police investigation progressed.

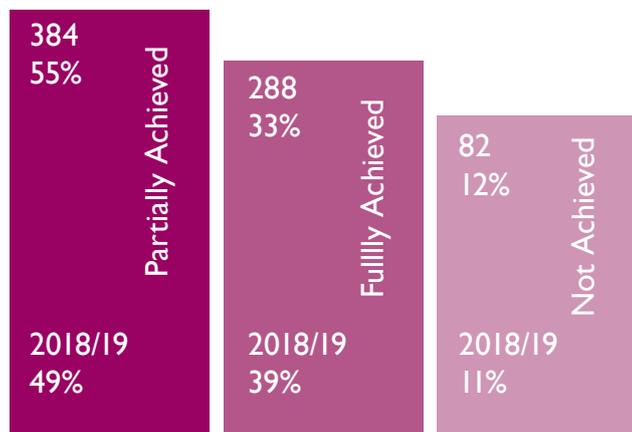
Joseph attended the safeguarding meetings with support from another family member. Professionals involved in the meetings offered Joseph options of support to keep himself safe and reassured Joseph what support would be offered to David. This included help with rehousing, a Care Act Assessment, Reablement and additional security measures placed on the property.

Joseph was fully involved in discussing ways to keep himself safe as well as being given the opportunity to identify other areas of risk that he was concerned about. From these discussions, it was evident that Joseph developed his confidence in taking control of his own life.

In the meantime, David was remanded in custody, with support offered to enable Joseph to apply for a restraining order. This enabled him to return home safely with the additional safety measures in place. The police investigation resulted in David being convicted of assault, for controlling and coercive behaviour and a custodial sentence.

In the end, Joseph's desired outcomes which he had identified at the beginning of the process were achieved. Professionals worked with him to ensure his outcomes were met and Joseph continues to live at home independently without the fear of abuse.

Following the safeguarding process adults are asked if their outcomes have been achieved.



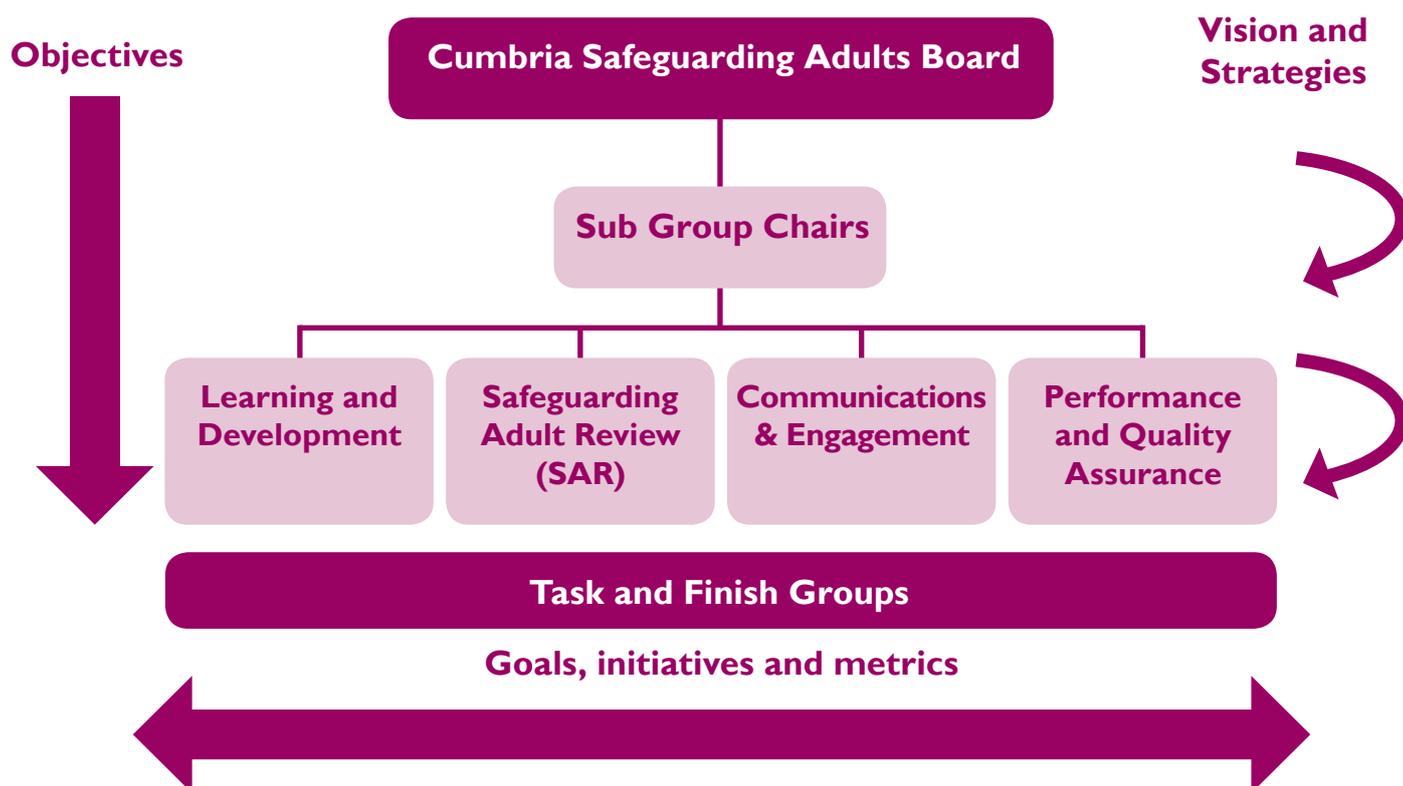
The table illustrates the numbers of adults who responded with a positive increase in both partially and fully achieved from the previous year.. Analysis of outcomes data is monitored quarterly by the Performance & Quality Assurance Group. In 2019/20 the group noted a slight decline on one occasion and agreed actions to communicate with practitioners to ensure they agree realistic and achievable outcomes when supporting the adult at risk.

## 6. What are our objectives?

This report will provide an update on what CSAB and our partner agencies have done during 2019/20, the first year of our **2019-2021 Strategic Plan** in which we agreed our objectives as being to:

- Provide assurance to the people of Cumbria that effective safeguarding arrangements are in place across the partnership
- Ensure the voice of the service user and wider communities is heard in respect of safeguarding adults in Cumbria County Council
- Provide executive leadership for an effective partnership in Cumbria ensuring effective collaborative working
- Hold partners to account and gain assurance of the effectiveness of their arrangements
- We will learn from experience and have a knowledgeable and competent workforce

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



# 7. What did we achieve during 2019/20?

As part of our end of year review and to evaluate our progress we have reviewed our goals and initiatives detailed in the 2019/20 Business Plan to measure achievements. Appendix I provides the detail of our activity and achievements during 2019/20 against what we said we would do.

In addition to Appendix I listed below are further highlights from our sub-groups during 2019/20:

## 7.1 Learning & Development

In partnership with CSCP and Safer Cumbria co-ordinated and commissioned delivery of Modern Slavery Train the Trainer programme to a pool of 40 staff for onward dissemination. Participants were drawn from a range of statutory organisations along with representatives from the voluntary sector, schools, nurseries and Department for Work & Pensions. Feedback for the sessions was positive with a commitment made to share this with colleagues.



*Made me more aware of how close to home this takes place*

*I will deliver to existing volunteers at team meetings and new volunteers at training*

*I will share with frontline staff of our partner agencies e.g. environmental health, housing offices etc.*

*Excellent training, good trainer with working knowledge*

*I think the case study was a good idea for a range of people to work together and I was glad to see the list of learning you*

*I found it useful to hear other professionals' input and experiences*

*Brought safeguarding to life*

- Members contributed to the consultation process and development of a local Modern Slavery toolkit and guidance.
- Evaluated the impact of Coercive Control training sessions.
- Provided subject experts from the partnership to contribute to a review of training programmes delivered over Cumbria County Council's e-learning platform.
- Members of the group developed case studies informed by thematic learning identified in SARs. SAR Learning and Practice events which were well attended from a wide range of agencies facilitated multi-disciplinary discussion using a case study with staff from; Care homes/agencies, Local Authority, GP's, Health Trusts, Housing organisations, Police and HM Prison staff.

## 7.2 Communication & Engagement

- We published our strategic objectives in the format of a “Plan on a Page” which is an easy read accessible format
- We ensured that our preventative messages were informed by data shared through the Performance & Quality Assurance Group. We responded to local reports of Financial Abuse and Modern Slavery by sharing briefings to improve understanding, how to spot the signs and report.
- Managed delivery of actions identified in the 2018 staff survey action plan to ensure that we listened to and responded to the workforce.
- Developed bespoke SAR Communication Plans for publication of Adult B SAR.
- Presented a report to CSAB describing our success increasing subscribers to news, social media and website access.



Twitter followers  
at the end of  
March 2020:

**448**



Number of Newsletters and 5  
Minute Briefings issued during  
2019/20

**16**

reaching a total of **38,490**  
subscribers directly

Subscribers to news:  
**March 2019 = 2120**  
**March 2020 = 2967**

In February 2020 we  
seen the highest number  
of visitors to the CSAB  
website in a single day  
**690**  
generating **1504**-page  
views.



In March 2020 when lockdown was announced we worked with partner agencies to develop “Keeping Safe” messages for adults at risk of abuse or neglect. Messages were aimed to raising awareness of safeguarding with adults, staff, volunteers and local communities.

In addition to social media and signposting on the website 30,000 “Keeping Safe” posters were disseminated to residents across Cumbria via local Co-ordination Hubs.

In partnership with CSCP, CSAB produced a Safeguarding for Volunteers leaflet to improve awareness and understanding of safeguarding aimed at high numbers of new volunteers responding to the pandemic. This was disseminated through Cumbria CVS.

CSAB launched 7 Steps to Safeguarding introducing new virtual safeguarding strategy meetings.

### **7.3 Performance & Quality Assurance**

- Through discussions with partners we have improved and refined the recording of data so we can clearly monitor and report the source of concerns.
- Adult Social Care presented findings from an internal Safeguarding Audit.
- Regular monitoring of MSP included a deep dive exercise to ensure that outcomes for the adult at risk are met and practitioners are clear when agreeing realistic outcomes with the adult.
- Through the North West Performance Leads network, we have reviewed national and regional data to inform benchmarking.
- We have received regular quality and assurance reports from our partners in respect of their organisational safeguarding arrangements.
- Our sub-group received audit findings relating to the transition of children with special educational needs and issues faced when moving to adult services.
- We reviewed a sample of repeat safeguarding concerns to identify measures for future reporting.

### **7.4 Task & Finish Group: Multi- agency Policy & Procedures**

A group was established with membership across the partnership with the key aim to develop a multi-agency Safeguarding Policy in line with legislation and good practice for partners and other organisations. Work continues with sign off and publication to take place during 2020/21. The group will also scope out other guidance for review.

### **7.5 Task & Finish Group: Mental Capacity Act**

The group was established to seek assurance that partners implemented requirements under the Mental Capacity Act. Chaired by the Designated Nurse Safeguarding Adults, Morecambe Bay Clinical Commissioning Group members completed a scoping exercise which informed briefing papers to Board making recommendations for improvement. An action plan was approved which prioritised key areas for delivery. It is expected that this will be delivered through 2020/21 with any further improvement required reported to CSAB.

### **7.6 Safeguarding Adult Review (SAR) sub-group**

- Developed a new style learning brief to share thematic learning from SARs across the system
- Piloted a new approach to support robust decision making for SAR referrals by inviting the referrer to attend and present information relating to the case.
- Received learning and themes from other organisational review processes; LeDeR, DiC reports, Public Health and DHR's.
- Sub-group members facilitated a Practitioner Learning Event to identify multi-agency learning which was shared in an overview report making recommendations to CSAB.
- Developed a SAR Action Plan template which combines all agency learning and actions to improve oversight of action taken and ensure learning is embedded across the partnership.

## 8. Safeguarding Adult Reviews (SARs)

A SAR is when agencies who worked together with an adult who has been subject to abuse or neglect 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 2019/20, the group received and considered a total of 8 referrals. In some cases, additional information was gathered from agencies involved in the adult's care in the form of "pen pictures" which is a brief report detailing involvement to inform robust decision making.

### Of the 8 referrals the sub-group received during 2019/20, it was agreed:

- 7 did not meet the statutory criteria for a SAR
- In 2 of the cases which did not meet the statutory criteria it was agreed there were opportunities for multi-agency learning. Discussions continue as to the best methodology for these discretionary reviews acknowledging the significant pressures partners face with the pandemic. The review process will be proportionate, and learning will be reported to CSAB providing recommendations for single and multi-agency learning.
- 1 referral met the statutory criteria for a SAR. The SAR, Barry was completed during 2019/20 the final report, learning and themes published in 2020/21 Annual Report.

### Adult B

In 2018/19, CSAB commissioned an independent reviewer to draw out learning from a SAR referred to as Adult B. The review was completed and published in February 2020 further to consultation with family members. Adult B tragically sustained a significant brain injury during an accident as a child. This resulted in her having a learning disability and limited ability to communicate with others. She lived at home with her family as a child and moved in supported living as a young adult residing with the same provider for over 25 years.

Practitioners and carers who cared for Adult B recalled how she liked singing and dancing and would enjoy having her hair and nails done at the Day Centre she attended.

Adult B had a long medical history including low body weight and oesophageal reflux. Medication and food supplements were prescribed to manage this however on occasions Adult B would refuse food and spit it out. Carers who knew her well became increasingly concerned about a decline in her weight, psychological and physical health. Communication became difficult even for those who had known Adult B for years.

During the last 2-3 years of Adult B's life, there was a period of decline during which time there was significant multi-agency involvement in her care. However, the review noted a number of delays during which there was deteriorating behaviour and increasing frailty, which caused carers and family concern.

Sadly, Adult B died in hospital 36 hours after a surgical procedure for the insertion of a feeding tube, which was in place to allow artificial feeding and improve her nutritional intake.

### The review highlighted a number of key themes as areas for learning

- Mental Capacity & Best Interest Decision Making
- Patient Pathway for underweight adults who lack capacity
- Management of Difference of opinions
- Continuity, Co-ordination of Care and Hospital Discharge Planning
- Assessment and Funding of Care Needs
- Supporting Staff

The recommendations the Adult B SAR report makes were developed in an action plan with the organisations involved. This is kept under regular review seeking assurance and evidence that learning is embedded. The following are examples of changes to systems or practice which have been implemented as a result of the learning:

### What have we done?

- CSAB established a Task & Finish Group to develop multi-agency guidance in respect of Escalation to support practitioners in situations where there is a difference of opinion. This group will also develop Information Sharing guidance which offers clarification when and what information they should share.
- CSAB produced with support from People First Advocacy a 5 minute briefing for staff and subscribers to raise awareness and understanding of advocacy and when an IMCA should be considered.
- CSAB shared learning from the SAR with front line practitioners through a Learning Brief.
- CSAB established a Mental Capacity Act (MCA) Task & Finish Group to scope out agency arrangements against a national improvement tool identifying gaps and risks through development of an MCA improvement plan. This will support a consistent approach, appropriate interpretation and application of the MCA across the partnership.
- Health partners developed and delivered a programme of training available to providers, carers, staff and families to promote the use of the MUST tool which supports identification of adults who are malnourished.
- A Clinical Commissioning Group (CCG) developed a tool “Stop & Watch” which supports carers working with adults who have a learning disability to recognise signs of deterioration. This tool has been endorsed by LeDeR.
- Learning Disability Nurses completed an audit of Annual Health Checks for adults with a learning disability across primary care settings.
- The International Diet Standardisation Initiative (IDSI) is being shared as appropriate.
- A Clinical Commissioning Group issued an Annual Report on the findings from LeDeR reviews, 12 months ahead of the NHS England commissioning requirement.
- Cumbria County Council support a Team Manager to work within the CHC Team 1 day per week to resolve specific funding issues in a timely way.
- 2 additional CHC nurses have been appointed in North Cumbria Clinical Commissioning Group and implemented a process for dispute and escalation

### Robyn

Robyn was an 85-year-old lady who had repeated involvement with a number of agencies between 2015 and the date of her death in December 2018. This included numerous safeguarding concerns relating to her care. CSAB commissioned an external independent reviewer to undertake the review into the circumstances leading up to Robyn’s death. The report and recommendations will be shared during our next business year. Further to consultation with family, we will publish an Executive Summary and Learning Brief to disseminate learning.

## Barry

Barry was a gentleman aged 70 years old at the time of his death. CSAB agreed to conduct a SAR due to concerns about how effective agencies were in working together to protect Barry who had a history of suffering from episodes of depression and died by suicide by taking an overdose of medication. A Detective Chief Inspector from Cumbria Constabulary agreed to undertake the role of reviewer and was independent of any partners involved in Barry's care.

The report and recommendations will be shared during our next business year. Further to consultation with family/friends, we will publish an Executive Summary and Learning Brief to disseminate learning.

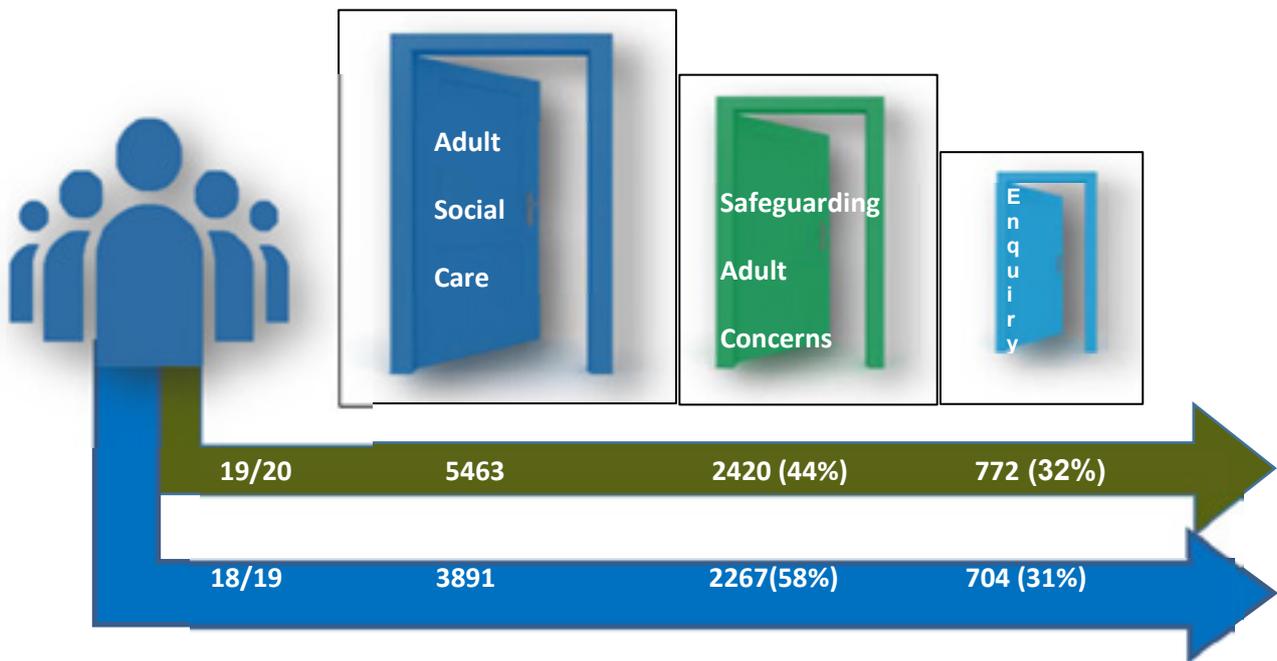
## How do we share learning?

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

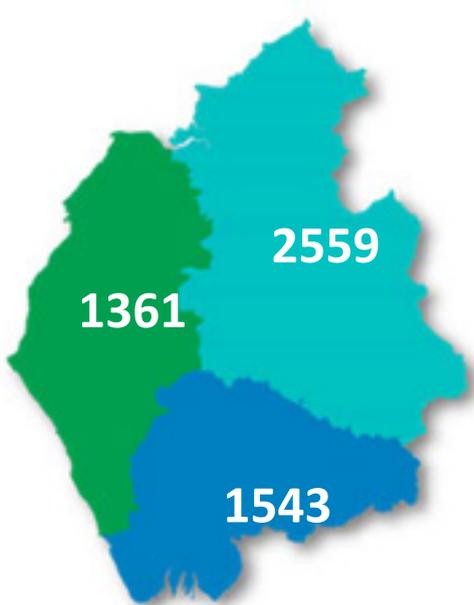
- SAR Learning Workshops to stimulate multi-disciplinary discussion and learning based on a case study and themes identified in SARs
- Review and share updated guidance where relevant
- Publish learning briefings for practitioners to provide a summary of the SAR and learning identified in the report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



# 9. Our year in data



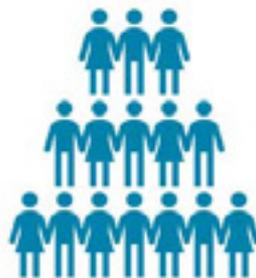
The above illustrates referrals made to the Single Point of Access (SPA), Adult Social Care, those which are triaged to Safeguarding for further information gathering and which then progress to a Safeguarding Enquiry



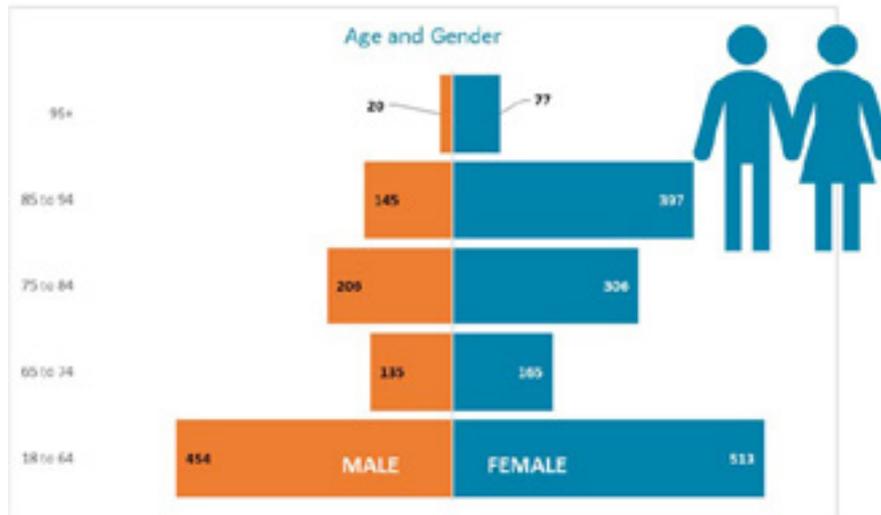
**2420** New Safeguarding Concerns  
↑ from 2018/19



**2444** Closed Safeguarding Cases  
↑ from 2018/19



**277**  
Average Number of Open Safeguarding Cases at any point in time during 2019/20



Own Home	47%
Care Home-Residential	17%
In the community	15%
Care Home-Nursing	7%
Other	4%
Hospital-Mental Health	4%
Hospital-Acute	4%
Hospital-Community	1%
Community Service	1%



Health	32%
Social Care Practitioner	29%
Other	24%
Police	7%
Family Member	5%
Housing	1%
Self Referral	1%
Neighbour/Friend	1%
Education / Training / Workplace	0%



Physical	26%
Financial	19%
Emotional and Psychological	18%
Neglect and Acts of Omission	17%
Sexual	8%
Domestic Abuse	4%
Self Neglect	4%
Organisational	2%
Discriminatory	1%
Modern Slavery	0%
Sexual Exploitation	0%

# 10. What have our partners done?

Our partners support the work of the Board and delivery of our strategic priorities. Partners have contributed to this report to provide evidence of what they do as individual organisations to support the Board to deliver our objectives;

## Cumbria Fire & Rescue Service

- Benchmarked Cumbria Fire & Rescue Service against nationally recommended standards for safeguarding
- Implemented a comprehensive training framework for all staff tailored to their individual role with appropriate training for designated safeguarding leads
- Committed to increasing understanding of other elements of safeguarding such as Modern Slavery, Sexual Exploitation and Preventing radicalisation
- Worked with partners to ensure a joined-up approach to safeguarding across Cumbria
- Ensured that the lead for Safeguarding is a strategic leader who can drive change across the organisation



## Lancashire South Cumbria Care Foundation Trust

- During 2019/20 south Cumbria mental health services transferred across to LCFT which transformed to become LSCFT. The LSCFT Safeguarding Team reviewed safeguarding activity and process across the South Cumbria locality based upon demand and capacity required to engage in external multi-agency and internal safeguarding requirements within the South Cumbria locality.
- We successfully recruited additional Safeguarding and MCA Practitioner's co-located in Cumbria. We have strengthened safeguarding practice across the South Cumbria footprint with the identification of Safeguarding Champions who are promoting the safeguarding agenda within their team environment.
- We have strengthened safeguarding practice & systems to sustain compliance with revised statutory Safeguarding, MCA and Prevent Guidance and responsibilities.
- We have made significant progress in raising awareness to Domestic Abuse and embedding routine enquiry wider into clinical practice. We have engaged with multi agency partners to deliver a co-ordinated approach to domestic abuse and actively strengthened internal processes for MARAC as well as supported the MARAC redesign.
- Strengthened internal reporting arrangements and monitoring of safeguarding activity
- Set up processes to establish oversight and provision of a duty safeguarding system within the locality.
- Established a visible clinical presence within the inpatient mental health units.



## Barrow Borough Council



- Assistant Director of Housing appointed as Barrow Borough Council Designated Safeguarding Lead and designated District Lead for Safeguarding Adults.
- Subsequent review being actioned of Barrow Borough Council Safeguarding policies & procedures for Adults and Children for staff & members. This will be presented to Executive Committee for approval
- Roll out of safeguarding training via Cumbria County Council e-learning for all staff & members
- Full Council agreed motion Barrow Borough Council sign up to the national Charter against Modern Slavery to be actioned October 2020

## University Hospital Morecambe Bay Trust (UHMBT)

- UHMBT are active members of the strategic safeguarding adult's board and its sub-groups.
- The UHMBT safeguarding strategy features aspects of the CSAB business plan 2019-20.
- Key features are; making safeguarding personal through the voice of the adult. This includes the use of a newly developed safeguarding assessment tool to be rolled out within the Emergency Departments and Kendal Urgent Treatment centre
- The safeguarding team at UHMBT continue to have assurance with regards to the application of the Mental Capacity Act and DoLS, this has led to improved data collection and allowed analysis, for improvements to be made when required.
- In line with the CSAB business plan, we have introduced Safeguarding Supervision within the community care group; this has promoted a culture of learning through the sharing of good practice and assurance through the management of complex cases within the community.
- UHMBT have established regular meetings with safeguarding colleagues across the partnership to support discussions around complex cases, trends and themes
- UHMBT have introduced a duty system within the Safeguarding Team. This facilitates timely and proportionate responses to enquiries from external agencies including providing information and representation at strategy meetings for Section 42 enquiries.
- We continue to share information with partner agencies around vulnerable people that use our services that may be at risk of drug related deaths.
- A new Level 3 Safeguarding training "Think Family" module has been developed and will be launched in the summer of 2020.
- The Matron for Learning Disabilities has been in post for over a year and UHMBT has seen an increased awareness from colleagues around the complex needs of this patient group, and a significant increase in the number of hospital passports that are now stored on electronic patient records.

University Hospitals   
of Morecambe Bay  
NHS Trust

## Cumbria County Council



- We have reviewed and revised structures for governance and through a restructure we have established a dedicated Safeguarding Team.
- Through the development of safeguarding key performance indicators, we have been able to monitor application of practice standards.
- We have delivered training across the local authority to embed new Thresholds guidance and Modern Slavery.
- We have improved understanding and knowledge of safeguarding adults across the workforce to improve outcomes for adults and partners.
- We have contributed to and supported a partnership self-audit process with the CCG to improve understanding and practice standards for multi-agency safeguarding interventions.
- Development of partnership monitoring for commissioned Learning Disability services outside of Cumbria to ensure quality standards are met and we keep people safe.
- Disseminated SAR learning through practice learning events for all partner agencies
- Provided a Chair to oversee the development of multi-agency safeguarding policy and procedures.

## North Cumbria Integrated NHS Trust



**North Cumbria  
Integrated Care**  
NHS Foundation Trust

North Cumbria Integrated NHS Trust has;

- Developed a new safeguarding intranet site so all staff can easily access guidance in respect of adult safeguarding.
- Continue to develop briefings for staff to share at team meetings which capture the learning from safeguarding adult reviews and incidents.
- A safeguarding team to provide a safeguarding duty system that staff can call for advice and support.
- The safeguarding team have referred cases into the safeguarding adults review sub-group and are active members of this group and ensure recommendations from published reports are embedded within the organisation.
- Recruited to a lead nurse for Learning Disability.
- Worked closely with multi-agency partners to ensure information is shared in order to protect individuals and ensure Safeguarding is Made Personal.
- Demonstrated our commitment to multi-agency collaboration and the sharing of risk and best practice
- Committed to auditing data to ensure that the services they provide are meeting the required performance levels and are quality assured.

## Clinical Commissioning Groups

The CCGs directly commission safeguarding expertise from provider services and seek assurance that safeguarding is embedded at every level throughout the organisations over the year. The CCG's raise awareness of Adult Safeguarding through a number of initiatives:



- The dissemination of best practice and promotion of a positive learning culture that supports staff teams in raising safeguarding concerns and whistleblowing
- Supporting agencies with the management of individuals with complex health needs where there is safeguarding or Mental Capacity Act concerns.
- Robust governance arrangements, attendance at Safeguarding Boards / Committees, development of standardised policies and procedures, including frameworks to support learning and development and the management and escalation of risks.
- Provision of safeguarding supervision arrangements for Named Professionals across provider services and support for employees in relation to safeguarding practice
- Promotion of key messages through social media presence and close working with communications and engagement teams

Both CCGs are dedicated to contributing to the strategic oversight of the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) and its implementation across the county. The CCGs seek the views of adults at risk through engagement with local multiagency partners including health partners, CQC, Police, Probation, Social Care, housing and Healthwatch. The CCGs are key partners on the Safeguarding Adult Board and are proactive members of all sub-groups supporting a range of work streams. Through this work the CCG's can incorporate the views and wishes of adults at risk. We proactively engage in the Making Safeguarding Personal agenda

## HMPS, Haverigg

- HMP Haverigg is an open prison and we are committed to resettlement needs of our residents. We work with stakeholders in order to protect the public and manage the effective release back into all communities, making sure their journey to release is successful in meeting their resettlement needs.
- We worked collaboratively with professional bodies and organisations to put effective risk assessments in place, managing risk effectively.
- We continued to work with the NHS, and community agencies to allow us to meet any safeguarding needs for vulnerable adults in a custodial setting or back in their home area. Our residents are included in decision made about them and we use the expression “no decision about you without you” to reinforce this message to our residents.
- HMP Haverigg continued to support CSAB executive Board and subgroups to ensure our joined up working approach is consistent



## Cumbria, Northumberland Tyne & Wear

- Following organisational mergers on October 1st, 2019 Mental Health service provision in North Cumbria has been provided by CNTW.
- Since that time, we have provided a dedicated SAPP practitioner and a safeguarding development officer. Supported by a wider SAPP team.
- All safeguarding concerns are first alerted via a web-based reporting system that are then triaged and supported with advice and further safeguarding guidance.
- Since 1/10/19 we have made good representation at all MARAC and MAPPA meetings.
- We have representation on all safeguarding board and subgroup meetings, where current good practice and learning is cascaded back into the trust.
- We have removed the MARE process, and bought that process in line with national standards, with regards to risk and public protection management.

## Cumbria Constabulary

- We have worked with Adult Social Care to streamline the safeguarding referral process.
- Reviewed constabulary policy and procedures for AAR ensuring that referrals are quality assured and then reviewed by a detective sergeant to ensure appropriate next steps.
- The constabulary has implemented an initiative to improve services to DA victims and improve investigative quality. We have also developed a system to capture feedback from victims of domestic abuse which captures any vulnerabilities. This has been successful, so the same approach is being applied to Hate Crime and then Rape and Serious Sexual Offences.
- We have established Local Focus Hubs have been set up in each district council area to capture and deal with community needs at a local level.
- We continue to support CSAB and sub-groups chairing the SAR subgroup
- We are committed to and support CSAB's vision, commitment and objectives.
- We have dedicated resources to lead a Safeguarding Adult Review (SAR).
- We support a learning approach and takes swift action to respond to SAR and DHR recommendations.



## Healthwatch



Healthwatch Cumbria's role is to engage with members of the public, patients and their families and seek their views about services provided by health and social care organisations. This also includes our authority to conduct Enter and View visits in Local Authority and NHS funded services including care homes, hospital wards, GP surgeries as examples.

Whilst carrying out this role we have a continual duty to raise safeguarding alerts as and when they become apparent following agreed procedures.

This gives us an opportunity to explore the extent to which members of the public are aware of safeguarding and the processes which surround it. Last year we were pleased to be tasked to find out more about this on behalf of the Cumbria Adult Safeguarding Board to inform their approach to marketing and communication with the wider public. Healthwatch Cumbria and our supporting organisation, People First Independent Advocacy, provide all staff and volunteers with Safeguarding Adults training and development.

This year we have focused on the following training:

- Safeguarding Adults Recognition and Reporting Awareness
- Safeguarding Children Awareness
- Making Safeguarding Personal
- Prevent
- Modern Slavery Train the Trainer provided by Cumbria's Safeguarding Adult's Board.
- Mental Capacity Act
- Deprivation of Liberty Safeguards
- SAFER Recruitment
- General Data Protection Regulations

Our conversations with people allow us to ask specific questions and so we did a piece of work to test local knowledge of what constituted safeguarding.



# 11. 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 2019/20, partners made varied levels of contributions agreed on the size and footprint of the organisation. The following partners all contributed financially to support delivery of board business;

- Cumbria Partnership NHS Foundation Trust
- Cumbria Constabulary
- North Cumbria Clinical Commissioning Group
- North Cumbria University Hospitals Trust
- Morecambe Bay Clinical Commissioning Group
- Cumbria County Council

**Total income from partners for 2019/20; £ 48,500**

**Cumbria County Council contributed through provision of dedicated staffing for the Board Management function.**

Our partners contributions were spent in the following areas;

- Independent Chair
- Lay member expenses
- Safeguarding Adult Reviews (SARs)
- Trainers fees and expenses
- Miscellaneous (communications, venue and refreshments)

£1800 from our partner contributions were carried forward to 2020/21 accounts.

## 12. What will we be doing during 2020/21?

At the end of March 2020 in response to the covid pandemic CSAB stepped down non-essential meetings to support partners delivering business critical services. To ensure that we continued to seek assurance on the provision and impact on organisational safeguarding a fortnightly virtual meeting with statutory partners was established.

In 2019 the Board published a 3 year 2019 - 2021 Strategic Plan following a period of engagement with staff, stakeholders and the public. This is supported by annual Business Plans. However, as a Board we delayed publication of our annual **Business Plan for 2020/21** to ensure we considered learning identified across the partnership from the Covid-19 pandemic. **The annual Business Plan clearly sets out how we will deliver our objectives during 2020/21. Highlights for the coming year also include;**

- We will explore how we can improve our engagement with adults who have experienced abuse and neglect to inform improvement of practice
- We will review membership of CSAB and sub-groups to ensure we have the appropriate representation and work collaboratively to safeguard adults in Cumbria
- Partner agencies will provide regular assurance in relation to organisational safeguarding arrangements and business continuity plans relating to the pandemic.
- We will explore ways to raise the profile of safeguarding and how to recognise signs of abuse or neglect including how to report. It is our priority to make safeguarding everybody's business and ensure that "hidden harm" is reported in cases where abuse may have taken place during lockdown when friends, family and professionals have had limited contact with adults at risk.
- Further Modern Slavery Train the Trainer sessions using virtual methods following the cancellation of face to face sessions in March 2020.
- We will through a "Check & Challenge" event ensure that learning identified in SARs is embedded and action plans are delivered.



# 13. Conclusion

During 2019/20, CSAB will continue to focus and reflect on learning from the pandemic, whilst supporting our partners delivering front line critical services.

However, safeguarding remains business as usual and so we will ensure that we 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 these challenging times. 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](mailto: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**.

# Appendix I Business Plan 2019/20 - end of year review

I. Provide assurance to the people of Cumbria that effective safeguarding arrangements are in place across the partnership						
Goal (what do we want to achieve)	Initiative (how will we achieve our goal)	Metric (how will we know we have achieved our goal)	Lead/sub group	Timescale	End of year review	
1.1	Increase awareness of safeguarding and what constitutes abuse and neglect	We will develop reports to monitor the number of “appropriate” safeguarding concerns	<ul style="list-style-type: none"> <li>Increase in “appropriate” safeguarding concerns</li> <li>Monitor source of concerns raised to measure increased awareness</li> </ul>	P&QA sub group	March 2020	<ul style="list-style-type: none"> <li>P&amp;QA sub-group receive and review Qtrly data - exceptions identified to initiate deep dive and further discussion as required.</li> <li>Source of concerns discussed with partner agencies Qtrly at P&amp;QA to ensure awareness and understanding.</li> </ul>
1.2	Improve public awareness of how people can protect themselves and others from abuse or neglect	<p>We will utilise communication channels and publicity campaigns to improve awareness of the types of abuse and neglect</p> <p>Major public awareness raising through support of National Safeguarding Week in November 2019</p>	<ul style="list-style-type: none"> <li>Increased awareness = increased reporting</li> <li>Monitor impact of themed publicity on reporting of concerns and types of abuse and neglect</li> <li>Monitor use of website and social media</li> <li>Participation by public &amp; communities in campaigns</li> </ul>	<p>P&amp;QA sub group</p> <p>C&amp;E sub group</p> <p>C&amp;E sub group</p>	<p>January 2020</p> <p>December 2019</p>	<ul style="list-style-type: none"> <li>In November 2019, CSAB supported National Safeguarding Adults week, which included a “theme” each day.</li> <li>The C&amp;E sub-group used various methods to reach the public and communities to raise awareness of types of abuse and neglect; social media, radio, TV, posters, leaflets and publicity campaigns.</li> <li>CSAB produced our 3-year Strategic Plan on a Page in an easy read format accessible for public.</li> <li>C&amp;E sub group report to CSAB September 2019; analytics for news subscribers, CSAB website and CSAB social media.</li> <li>C&amp;E sub group developed a communications strategy and approach for National Safeguarding Week 2019. This included daily themed; local press and radio coverage, social media, news for subscribers and website updates.</li> </ul>

1.3	Monitor and scrutinise our functions through the publication of an annual report	We will produce our annual report (to include financial statement) and present to the Health and Wellbeing Board	<ul style="list-style-type: none"> <li>Report shared with Health and Wellbeing Board and other key partners as defined in statutory guidance</li> </ul>	Chair/Bus Manager	September 2019	<ul style="list-style-type: none"> <li>2018/19 Annual Report presented to Health &amp; Well Being Board September 2019.</li> <li>Report shared with P&amp;CC and Healthwatch.</li> </ul>
1.4	Develop and implement preventative action which are “needs” based responding to emerging trends, themes and types of abuse in Cumbria	We will analyse safeguarding data to inform prioritisation of areas which require preventative strategy ensuring the Board is responsive and reactive	<ul style="list-style-type: none"> <li>Targeted action with partners will respond to data in relation to types of abuse locally (Modern Slavery, Financial Abuse, and Self Neglect etc.) to prevent further abuse</li> <li>Strategies will increase public awareness and learning for staff/professionals</li> <li>Calendar of publicity campaigns to raise awareness</li> </ul>	P&QA sub group  C&E sub group	March 2020	<ul style="list-style-type: none"> <li>CSAB have responded to local cases of Modern Slavery and Financial Abuse to raise awareness with staff and subscribers of signs to recognise/how to report through our 5-minute briefings and training programme delivery.</li> <li>CSAB supported National Safeguarding Week with themed days of action aimed to increase public awareness through media/press.</li> <li>C&amp;E members from partner agencies shared organisational publicity campaigns for CSAB to support where appropriate.</li> </ul>

## 2. Ensure the voice of the service user and wider communities is heard in respect of safeguarding adults in Cumbria

	<b>Goal</b> <i>(what do we want to achieve)</i>	<b>Initiative</b> <i>(how will we achieve our goal)</i>	<b>Metric</b> <i>(how will we know we have achieved our goal)</i>	<b>Lead/sub group</b>	<b>Timescale</b>	<b>End of year review</b>
2.1	We will continue to develop a person-centred response to adult safeguarding	We will gather and analyse data from partners to measure outcomes and satisfaction achieved for the adult at risk based on Making Safeguarding Personal (MSP) Principles	Baseline data will demonstrate improved satisfaction levels and increase in positive feedback and outcomes based on MSP	P&QA sub group	March 2020	<ul style="list-style-type: none"> <li>P&amp;QA sub group received and analysed quarterly MSP data. Specific actions agreed regarding “outcomes” and decline in achieved to ensure that practitioners agree realistic and achievable outcomes with the adult.</li> </ul>

2.2	CSAB are committed to hearing the experiences of adults who have experienced abuse or neglect and will facilitate sharing of stories to inform our improvement and practice	CSAB will develop mechanisms to support learning and sharing of experiences at all Board meetings  We will gather experiential feedback from individuals with care and support needs to inform improvements and practice	Minutes of meeting will evidence our achievement  Mechanisms to facilitate sharing stories with CSAB will include; case studies; practitioners' attendance; videos; SAR learning and customers supported to attend  Adults will be supported to provide qualitative feedback on the process using agreed methods via advocates or professionals involved in their care	C&E sub group  C&E sub group	March 2020  March 2020	<ul style="list-style-type: none"> <li>CSAB Chair and Board member facilitated a story to the board through a meeting with family. A report and feedback shared with CSAB in December 2019 to share case and learning.</li> <li>C&amp;E sub group explored a range of mechanisms to hear the story of the adult. Further exploration at Development Session.</li> <li>Advocates facilitated gathering some qualitative feedback</li> </ul> <p>Method needs further development</p>
2.3	Increase our engagement with adults at risk or abuse and neglect and wider communities	We will develop opportunities to engage with community; 3rd sector and other groups	<ul style="list-style-type: none"> <li>Use social media and website as a tool; measure activity</li> <li>Face to face attendance at a variety of agreed groups/ meetings to increase engagement</li> </ul>	C&E sub group	October 2019	<ul style="list-style-type: none"> <li>Healthwatch supported CSAB to gather feedback from the public to measure awareness and understanding of safeguarding.</li> <li>CSAB Chair &amp; Business Manager met with 3rd sector representation to explore opportunities for involvement. Need to progress further in 2020/21</li> </ul>

### 3. Provide executive leadership for an effective partnership in Cumbria ensuring effective collaborative working

Goal (what do we want to achieve)	Initiative (how will we achieve our goal)	Metric (how will we know we have achieved our goal)	Lead/sub group	Timescale	End of year review
3.1	Board members will understand their role and partners roles in the prevention of abuse and neglect	We will deliver CSAB development sessions to promote interagency and effective collaborative working	Chair/Bus Manager	March 2020	<p>Scheduled for April 2020; celebrate achievements against 2019/20 Business Plan and develop goals for 2020/21.</p> <p>This was postponed due to Covid – will be a virtual event.</p>

3.2	There will be effective governance in place in respect of individual members and responsibilities of partner organisations	We will develop an induction process for new Board members to ensure they are fully aware of their role and responsibilities in relation to CSAB functions defined by Care Act 2014	<ul style="list-style-type: none"> <li>100% of CSAB members will receive a 1:1 with the Chair and receive appropriate information to support them to understand the safeguarding journey across the partnership and CSAB strategic vision</li> <li>Video to outline responsibilities of CSAB</li> <li>Buddy up programme for new CSAB members</li> <li>Independent Chair will complete annual 360° appraisal with Chief Executive</li> </ul>	Chair  C&E sub group L&D sub group Chair	March 2020	<ul style="list-style-type: none"> <li>CSAB Chair continues to have meetings with members as required. This is further supported by Board Manager for new members.</li> <li>C&amp;E members developed a video What is CSAB? The video was presented to CSAB and launched to all subscribers and stakeholders. Available to view on our website.</li> <li>L&amp;D sub group members have drafted a “Members Handbook” to outline role and function of CSAB</li> <li>360 feedback requested from CSAB members for appraisal. Scheduled 1st April 2020</li> </ul>
3.3	There will be appropriate membership and representation at CSAB and sub groups to support the work of the Board	We will review membership and representation on an annual basis and engage with 3rd sector, Providers and District Councils to recruit new members	Representation will be reviewed and agreed on an annual basis to ensure all sectors involved in safeguarding adults are appropriately represented	Chair/Bus Manager	September 2019	<ul style="list-style-type: none"> <li>New membership @ CSAB includes new NHS Trust providers; Unity (Drug &amp; Alcohol) and District Council representation.</li> </ul>
		We will review Terms of Reference for CSAB and sub groups	There will be up to date Terms of Reference which accurately reflect the work of CSAB and its sub groups	Sub group Chairs	September 2019	<ul style="list-style-type: none"> <li>All sub groups reviewed their membership and Terms of Reference - shared with CSAB in September 2019 for information.</li> </ul>
		We will ensure appropriate and regular participation at sub groups	Minutes will be updated to accurately record and monitor attendance at sub groups. Chairs will escalate attendance issues to CSAB as required	Sub group Chairs	March 2020	<ul style="list-style-type: none"> <li>Attendance at meetings is monitored and issues with non-attendance escalated to CSAB through highlight report process.</li> </ul>
3.4	Develop closer links with other Strategic Boards including; Safer Cumbria, LSCB, Health & Wellbeing	We will establish mechanisms which encourage sharing of information to reduce duplication and nurture collaborative working	<ul style="list-style-type: none"> <li>Introduce standard agenda item “information exchange” and “key messages for other Boards”</li> <li>Memorandum of Understanding for Cumbria Strategic Boards</li> <li>Receive update reports and plans from other Strategic Boards as required</li> <li>The Board works effectively with other strategic partnerships to ensure joined up working in key areas</li> </ul>	Chair/Bus Manager  Cumbria County Council	March 2020	<ul style="list-style-type: none"> <li>CSAB agendas promote information exchange across the partnership.</li> <li>CSAB are engaged with other strategic boards to sign off a joint protocol.</li> <li>CSAB have received regular updates on the development of Safer Cumbria and changes to CSCP.</li> <li>CSAB developed our 3-year strategic plan with all partners to ensure objectives are embedded across all organisations</li> </ul>

#### 4. Hold partners to account and gain assurance of the effectiveness of their arrangements

Goal (what do we want to achieve)	Initiative (how will we achieve our goal)	Metric (how will we know we have achieved our goal)	Lead/sub group	Timescale	End of year review	
4.1	Develop and implement mechanisms which challenge partners to account in respect of safeguarding processes	We will develop a Performance & Quality Assurance Framework to monitor data across the partnership in relation to safeguarding	CSAB Performance Framework & dashboard	P&QA sub group	December 2019	<ul style="list-style-type: none"> <li>P&amp;QA sub group in conjunction with ASC have developed a performance framework with measures. Qtrly performance data is presented and scrutinised. Scorecard and exceptions shared with CSAB.</li> <li>P&amp;QA receive regular organisational assurance reports from partners in relation to safeguarding processes.</li> </ul>
4.2	Gather baseline information in relation to partners safeguarding arrangements to inform self-assessment of CSAB and partnership	We will complete a self-assessment of CSAB and partners to; identify risks, inform improvement and future planning	<ul style="list-style-type: none"> <li>Completed organisational audit based on the ADASS peer review tool and analysis of data will inform self-assessment of CSAB partners in relation to safeguarding arrangements</li> <li>Action Plan will be developed and implemented</li> </ul>	P&QA sub group	December 2019	<ul style="list-style-type: none"> <li>P&amp;QA collated partner returns for the organisational audit. Changes across organisation resulted in information being redundant.</li> <li>P&amp;QA established reporting to seek assurance from partners in relation to safeguarding arrangements from; North Cumbria Integrated NHS Care, Trading Standards, HMPPS, Haverigg and University Hospitals Morecambe Bay Trust.</li> </ul>
4.3	Review and examine multi agency safeguarding practices to promote learning from cases	We will establish a process for multi-agency case file audits with a focus on learning and promoting best practice	<ul style="list-style-type: none"> <li>At least one themed case file audit per year</li> <li>Deep delve into data exceptions as required</li> </ul>	P&QA sub group	March 2020	<ul style="list-style-type: none"> <li>P&amp;QA sub group received an audit in relation to Transitions focussing on SEND cohort. The action plan will be managed by SEND Board with report to CSAB as/if required.</li> <li>P&amp;QA have reviewed and discussed exceptions; "repeats" was a concern and measures reviewed to improve future reporting.</li> </ul>
4.4	Seek assurance that partners are implementing the requirements of the Mental Capacity Act (MCA) in their safeguarding functions	We will implement the ADASS MCA Improvement tool across the partnership to gather baseline information and seek assurance from partners of arrangements in relation to MCA & DoLS	<ul style="list-style-type: none"> <li>Risks and good practice will be identified and inform an Action Plan to CSAB for approval</li> <li>A recommendation to CSAB in relation to monitoring of Action Plan</li> </ul>	MCA Task & Finish Group	January 2020	<ul style="list-style-type: none"> <li>MCA Task &amp; Finish Group reported scoping work and risks to CSAB and developed a workplan. A further briefing highlighting priorities was approved by CSAB in February 2020. Task &amp; Finish Group to develop a "plan on a page" to address priorities for delivery across current sub-group structure.</li> </ul>

## 5. We will learn from experience and have a knowledgeable and competent workforce

Goal <i>(what do we want to achieve)</i>	Initiative <i>(how will we achieve our goal)</i>	Metric <i>(how will we know we have achieved our goal)</i>	Lead/sub group	Timescale	End of year review	
5.1	Promote a culture of learning through sharing learning and good practice from a range of reviews	We will disseminate key learning from published Safeguarding Adults Reviews (SARs) and a range of statutory and organisational review processes to improve practice using a range of methods	<ul style="list-style-type: none"> <li>• Learning is shared and embedded across the partnership</li> <li>• SAR Improvement Plans and effectively monitored and actions signed off</li> <li>• National SAR learning will be reviewed for assurance</li> <li>• CSAB and sub groups will receive and review learning reports (Death in Custody, LeDeR, SIRI's etc.)</li> </ul>	<ul style="list-style-type: none"> <li>SAR sub group</li> <li>L&amp;D sub group</li> <li>CSAB</li> </ul>	March 2020	<ul style="list-style-type: none"> <li>• CSAB developed new style learning brief for staff to share key themes and learning when publishing a SAR report.</li> <li>• A refreshed action plan template with combined agency actions ensures that actions are agreed to deliver recommendations and learning. This is developed by partners involved in the SAR to ensure actions are realistic and achievable.</li> <li>• CSAB have reviewed national learning from SARs (Mendip House) to seek assurance from members of local arrangements.</li> <li>• SAR sub group received thematic learning and reports including; LeDeR, DHR and Furness &amp; South Lakes Drug Deaths (Public Health).</li> <li>• SAR sub group commissioned a PLE for a case which did not meet SAR criteria; report to CSAB and action plan oversight by SAR sub group</li> </ul>
5.2	Ensure the priorities in Year 2 of our CSAB Learning & Development Strategy are delivered	We will continue implementation of our L&D Strategy during year 2 2019/20.	<ul style="list-style-type: none"> <li>• Capitalise on opportunities already available across the partnership for staff</li> <li>• The group with the support of CSAB will also develop a “train the trainers programme with the aim of developing a pool and resource across the partnership</li> <li>• The implementation and delivery of Practitioner Hubs to facilitate bi monthly locality based sessions to multi-agency groups</li> </ul>	L&D sub group	March 2020	<ul style="list-style-type: none"> <li>• L&amp;D members have scoped out provision of MCA training across the partnership to establish where CSAB can “add value”; reviewed quality standards based on a national framework to inform competency requirements for staff groups.</li> <li>• In partnership with Safer Cumbria CSAB trained a pool of 80 multi-agency staff to disseminate Modern Slavery awareness training.</li> <li>• L&amp;D sub group have Identified agency leads to facilitate multi agency groups for delivery in 2020/21.</li> </ul>

5.3	Listen to and respond to the needs of our workforce	We will implement actions identified from the 2018 staff survey to ensure that staff are supported to meet safeguarding responsibilities	<ul style="list-style-type: none"> <li>Implement the Action Plan across all sub groups for delivery during 2019/20</li> </ul>	All sub groups	March 2020	<ul style="list-style-type: none"> <li>C&amp;E sub group have oversight of the action plan developed in response to 2018 staff survey.</li> <li>Actions are complete and in progress; a 2020 survey will be developed to measure improvement in specific areas.</li> </ul>
5.4	Develop effective multi-agency guidance and protocols for CSAB	We will establish a Task & Finish Group to develop multi-agency policy, procedures and guidance in line with relevant legislation	Updated multi-agency guidance will be available for staff and professionals	Task & Finish Group	January 2020	<ul style="list-style-type: none"> <li>Membership of the Task &amp; Finish Group has been established and progress in underway to populate guidance under agreed chapter headings.</li> </ul> <p>Publication in 2020/21</p>

## Other sub group achievements during 2019/20

### Communication & Engagement

- Improvements made to CSAB website following staff survey; CSAB members pictures and biogs now available so staff know who their Board members are.
- Developed bespoke SAR Communications Plan for publication of Adult B
- Disseminated posters and leaflets to a wide range of organisations and local businesses

### Safeguarding Adult Review

- During 2019/20 6 SAR referrals received and considered; 1 met SAR criteria; 2 need support of recommendation from CSAB Chair; 1 agreed didn't meet criteria; 2 decision to be made March 2020
- Completed 3 SARs; 1 published with Learning Brief (Adult B), Robyn C&E in planning for publication & 1 draft report to be received by SAR sub group March 2020
- New approach piloted with referrer in attendance to present SAR referral; positive feedback and supported robust decision making. This will be utilised further in 2020/21
- Received and reviewed learning and findings from Public Health Report; Furness & South Lakes Drug Deaths
- Received updates from DHRs & DIC through police & prison representation
- Oversight of SAR action plans
- SAR sub group members co-ordinated and facilitated a PLE for a case which did not meet the SAR criteria. Recommendation developed into an action plan.

### Performance & Quality Assurance

- North West safeguarding data comparison and benchmarking
- Reviewed NHS Digital national data for 2018/19
- Refined the data collection; removed "other" to allow reporting to be more specific and introduced new "source of concern" options for CF&RS and Trading Standards to measure reporting more specifically across CCC

### Learning & Development

- Evaluated delivery of coercive control training sessions
- Members to develop and share good practice examples for "learning"
- Agreed our offer of learning – wider than training and will be supported by good practice examples; resources on website and signposting to other information



