



**Nobody has visited Doris for three days. She is cold, hungry and cannot get to the phone.**

Abuse can happen anytime, anywhere by anyone.

**Recognise it and report it!**

0161 342 2400 [www.tameside.gov.uk/adultabuse](http://www.tameside.gov.uk/adultabuse)



**Tameside Adults Safeguarding Partnership Board  
(TASPB)**

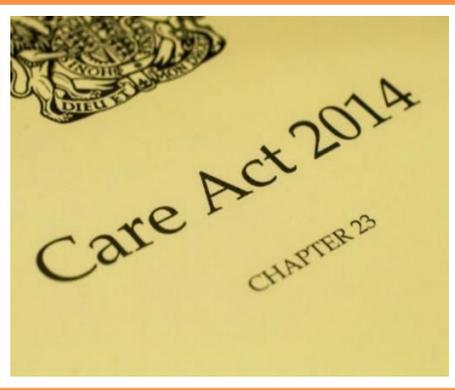
**Annual Report 2017-2018**

Easy Read Version

## What is TASPB about?



Tameside Adult Safeguarding Partnership Board (TASPB) is a group made up of several people from different organisations who act to support and protect adults in Tameside who meet the criteria as written in The Care Act 2014.



In this report you will find how people and services work together in response to the abuse and neglect of vulnerable adults in Tameside and aim to ensure that those people remain safe.

## Who is in the partnership?

The Board is made up of 3 main organisations;

- Tameside MBC
- Tameside and Glossop Clinical Commissioning Group (CCG)
- Greater Manchester Police



The organisations work in partnership with these other services and organisations including;

- Tameside and Glossop NHS Integrated Care Foundation Trust
- Tameside and Glossop Strategic Commissioning
- Pennine Care NHS Foundation Trust
- Greater Manchester Fire and Rescue Service
- Cheshire and Greater Manchester Community Rehabilitation Company





- North West Probation Service
- Healthwatch Tameside
- Public Health
- NHS England
- North West Ambulance Service
- Councillors' Brenda Warrington and Ged Cooney are elected to the Board.

### Who is chairperson of the Partnership?



TASP independent chairperson is Andy Searle.

### What does TASP do?

The work of the board is in response to the six principles outlined in the Care Act 2014, which include;

#### Empowerment

People being able to make their own decisions and choices in life.

#### Prevention

Taking action before harm occurs.

#### Proportionality

Finding a balance that results in the least intrusive way of managing risk.





## Protection

Support for those most in need.

## Partnership

Joint working between services and local communities to help tackle neglect and abuse.

## Accountability

Taking ownership and responsibility when safeguarding people.

## Safeguarding in Tameside

The Care Act 2014 says that there must be certain factors present before it is considered that someone may need to be safeguarded. These include;

- The need for care and support.
- A person is experiencing, or at risk of, abuse or neglect.
- A person is unable to protect him/herself from abuse or neglect because of their needs.
- A person has actually experienced abuse or neglect.

Section 42 enquiries are one's that meet all of the safeguarding criteria.





Where a person does not meet all of the safeguarding criteria, a safeguarding enquiry would be made.

Adults who are at risk of abuse or experiencing abuse, may choose other agencies for support rather than the help provided through TASP.B.

The total number of safeguarding concerns raised in 2017/18 were 656.

The total number of concerns that moved to an enquiry is 296.  
The total number of concerns are 12% less in 2017/18 compared to 2016/17.  
The number of enquiries in 2017/18 were 23% less compared to the same period.



The numbers of concerns that have progressed to an enquiry for 75 to 95 year olds went down during 2017/18, compared to 2016/17. This may be because there were fewer enquiries in care homes.

There were also more safeguarding concerns and enquiries from females than males as in previous years.

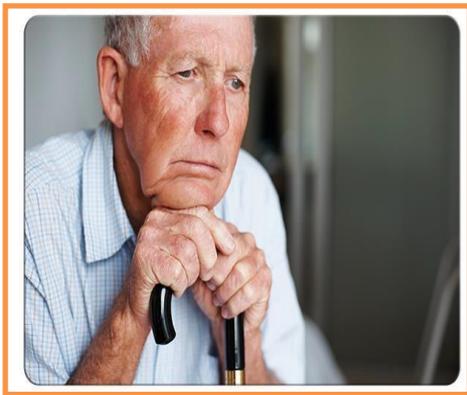


The most number of section 42 safeguarding enquiries were related to white Adults, followed by Asian/ Asian Adults.



There are many different types of abuse. The biggest type of abuse relates to neglect, although this has reduced in 2017/18 compared to 2016/17. Here are some of the types of abuse that have been responded to during 2017-2018;

Types of Abuse/Neglect
Physical abuse
Neglect/Acts of omission
Financial and material
Sexual
Psychological
Discriminatory
Domestic abuse
Sexual exploitation
Modern slavery
Self-neglect
Organisational



The level of abuse recorded in Residential Homes during 2017/18 has gone down since 2016/17.

The number of reported abuse cases in peoples' own homes has also gone down since 2016/17.



The number of cases that indicate risk has gone down compared to last year.

## Partnership working

During the last 12 months, the TASPb have been looking at the following;



### Leadership/Partnership

TASPb will work together to safeguard adults at risk of abuse.

The Health and Wellbeing Board (HWB), Tameside Safeguarding Childrens Board (TSCB) and TASPb will work together to write a joint plan about delivering safeguarding priorities.

### Protection and Proportionality

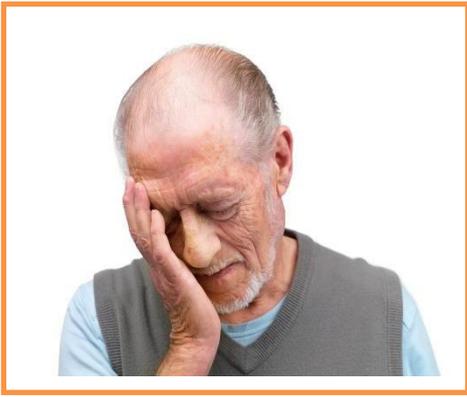
Victims of adult abuse are supported and helped to feel safe. Adults which have section 42 enquiries raised have Safeguarding Plans in place to keep them safe.



TASPb believe that the number of reported cases of financial abuse may not be accurate. The number is quite low so it might be that people are not reporting financial abuse. The board will raise more awareness about this.



TASPb ran an event where 90 staff came along. There were presentations including Cuckooing and work in the Integrated Neighbourhood Service, Think Jessica, Stop Loan Sharking awareness, Banking Protocol, Social Isolation and doorstep crime.



A priority for this year was to raise awareness of the Herbert Protocol, which is about collecting important information about people with dementia in the event that they go missing and sharing this information between the police and other organisations.



### Learning and accountability

A quality check list called an Audit Tool has been written to test if the way safeguarding enquiries are carried out are strong and fit for purpose. Six audits have been carried out with different organisations and have proved that the work is working well and is fit for purpose.

A training event involving 60 Safeguarding Adults Managers (SAM's) across Tameside took place in November 2017. The sessions helped them to look at the effectiveness of their own safeguarding methods and those of others.



### Prevention

A prevention plan has now been written and the main priorities in it were shared at a workshop which also included a list of safeguarding services and staff across Tameside.

There has also been a workshop about why people might self-neglect and how we can best support them.



## Continual improvement

→ The TASPBS are committed to supporting partner organisations to support the safeguarding work across Tameside.

TASPBS have run training about safeguarding adults and making safeguarding personal. The feedback from staff who have completed the training has been really positive.

These are some of the things people said...

‘Training was very well delivered and very useful. Clear and informative with just enough on each section. Conference was a good exercise for everyone. Clear that the facilitators are very experienced.’

‘I feel better equipped following this training and I will be reading around the subject to keep me updated.’



## Making Safeguarding Personal (MSP)

This means that people should be involved in their safeguarding support which will help us to respond to their safeguarding situation in a better way, making sure their wellbeing is supported and that they remain safe.

The picture below shows the things people want to see from the safeguarding enquiries.



## Updates from organisations

### Tameside Adult Social Care Services



Tameside Adult Care Services have taken a lead role in over 831 safeguarding concerns, 350 of those led to further enquiries over the last year, which was a slight reduction in the number of safeguarding concerns raised in 2016-17.



The biggest number of cases of abuse were found to be in care homes.

Tameside Adult Social Care Services work with a high number of people with over 3000 service users and 3000 carers from several different service areas.



The type of work they carry out is varied and has involved the whole range of neglect and abuse cases over the last 12 months.

Managers and staff work closely with other service providers to make sure that good quality services continue to be provided and the risks to people using those services are kept to a minimum.



The Quality Improvement Team, made up of health and social care workers has been set up to work alongside providers that need help to improve the quality of their services.



Health and social care services are now working more closely together making it easier and quicker for services to spot neglect or abuse. This has brought about better outcomes for service users and their families.



There has employed a social worker to support young people moving into Adult services. This post is based in Children's Services and is focussed on supporting individuals and their families from 14 years through into Adults.



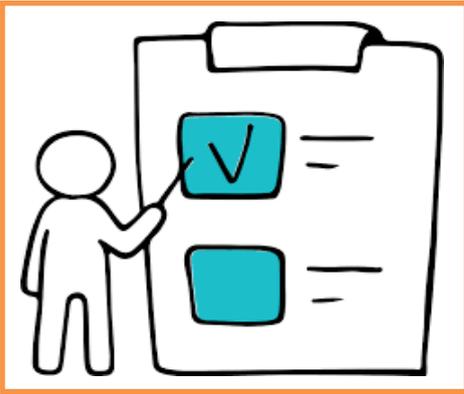
The 'Making Safeguarding Personal' programme has led to staff having a better understanding of how important safeguarding is in keeping people safe and well. It also helps us to understand people's experience of safeguarding and what they want to see happen as a result.

## Greater Manchester Police – Tameside



Our senior team carry out daily meetings to look at serious incidents, threats, risks and harm to our communities.

The integrated neighbourhood services programme has been set up to support the protection of vulnerable adults in Tameside.

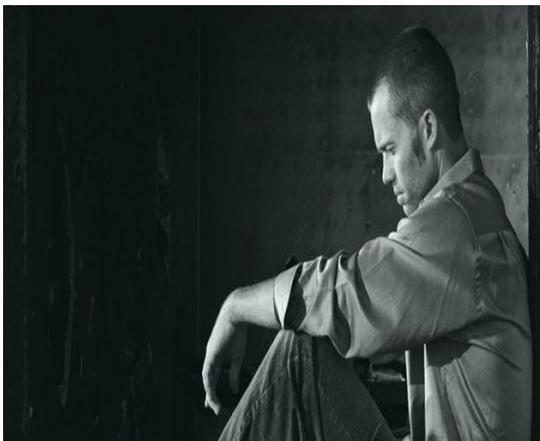


Operation Ergo is a plan that is being tested across Tameside and Oldham which looks at how good leadership and problem solving is across policing in specific areas and encourages partnership working with other agencies. It is hoped that this will be rolled out on a wider scale.



Work is taking place to set up a Multi-Agency Safeguarding Hub (MASH) which will look at incidents involving adults and children including domestic abuse, child abuse, adult abuse or vulnerable people who go missing from home. The aim is to make sure that the right service is provided to the individual to give him or her the best outcomes in the future.

Here is an example of the type of result we can achieve when working together to improve someone's future;



A man was in crisis and there were 12 calls about him stating he was suicidal which got the involvement of both the police and ambulance services.

Police and Action together visited the man several times and came up with a plan to help him to 'empower himself' to make changes in his life.



The man's main problems were about seeing his children and alcohol misuse, with several illnesses including diabetes. We spoke with his doctor to arrange a check-up for him, because he would drink large amounts of alcohol every day. We worked with the Drug and Alcohol service and arranged appointments for him.



The man started to attend his appointments which appeared to have a good effect on him and since October 2017 neither the Police nor other emergency services have had cause to attend the address of the man in relation to any suicidal thoughts or alcohol related problems.

### Tameside and Glossop Clinical Commissioning Group (CCG)



Health and social care have joined together and have placed safeguarding at the centre of everything they do.

The CCG works closely with other organisations to make sure that safeguarding policies and guidelines are followed by staff and that they are fully trained to do so.

The CCG make sure that good safeguarding practices are being followed by carrying out regular checks on providers to see that this is happening.



A Safeguarding audit tool (a checklist of standards) has been used by Primary Care Teams including doctors. This is to make sure that quality standards are being met and services can be monitored in relation to safeguarding people.

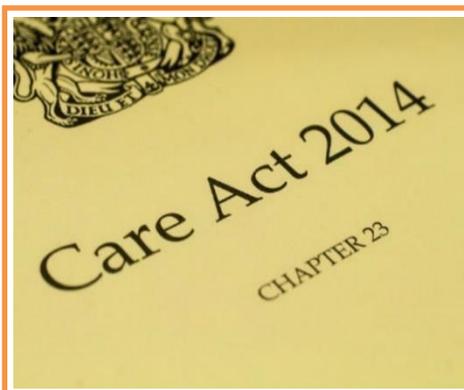


In 2017/18 the CCG carried out Safeguarding Adult Managers training, Financial Abuse Awareness Training and introduced the Multi Agency Risk Management Tool.

The CCG will continue to place safeguarding at the centre of everything they do to make sure that the public including patients are listened to and help safeguard adults who are at risk.

### Greater Manchester Fire and Rescue Service (GMFRS)

Involvement has included work around Domestic Abuse, Suicide Prevention, Dementia, Mental Health and Community Safety.



The GMFRS Safeguarding Policy Review Group, as well as safeguarding officers meet up four times a year to look at the main local and national priorities around safeguarding and to make sure that standards are being met.



Safeguarding refresher training is carried out every 2 years with GMFRS staff around safeguarding.



GMFRS recognise the importance of working closely with staff from other agencies and services.



GMFRS has written guidance for staff on how to recognise and respond to people who hoard (collect large numbers of items) in their home.

### Safe and well visits



Safe and well visits have been carried out for persons with increased risk of fire. There have been 2,233 visits during 2017/18. The aim of the visit is to reduce the risk of fire for the household by offering advice and support or directing them to other services that may be able to offer help and support.



GMFRS regularly supports mental health awareness including working in partnership with other agencies, such as the Alzheimer's Society, and promoting good mental health in the workplace.



In 2017, the service agreed to support the Herbert Protocol, a scheme introduced by Greater Manchester Police (GMP) which aims to help improve the chances of finding a vulnerable person if they go missing.

There may be challenges to face in the future around the increased demand for services, and if there will be enough resources to respond to it, but we still hope to be able to make our services more effective in the future.



### Integrated Care NHS Foundation Trust (ICFT)

The ICFT recognises that health workers have a responsibility to safeguard service users and their families.

The Trust have been active in sharing learning and knowledge around safeguarding issues with TASPb and with other partner organisations.



Various training approaches have been used to improve the skills of staff across the Trust and to make sure that safeguarding requirements are addressed.



Performance score cards have also been introduced to promote improvements and provide assurance to the ICFT Board.

Specific training has been given to Safeguarding Adults Managers (SAM's) to help them to manage difficult cases in a better way and become familiar with the paperwork involved and changing regulation.

The Trust will continue to play an active role in partnership working as well as monitoring their own performance and provide the relevant training to healthcare workers where this is needed.

## Healthwatch Tameside



Healthwatch Tameside represents the voice of service users in Tameside in relation to their experiences of safeguarding practice.

The focus is on understanding the needs, experience and concerns of people of all ages who use services, and to speak out on their behalf.

It is important to listen to people's experiences and wishes and use this to help plan services in the future.



It is equally important that services users are involved in the monitoring of services and that their voices are heard.

Healthwatch is able to offer advice and signpost people on to other services to get the help they need.

We also help people to challenge services and make complaints when it is necessary.



Healthwatch has been working with over 2500 people over the last year, this has been through outreach sessions, community events, surveys, focus groups and the complaints service.

The information from this has helped to inform service commissioners (those who purchase and arrange for services to be delivered) of the experiences from people using services and to improve services.