

**SAFEGUARDING  
ADULTS  
ANNUAL  
REPORT  
2014-2015**



**Tameside  
Adults  
Safeguarding  
Partnership Board**

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## TASPB ANNUAL REPORT 2015



## Foreword



As the Independent Chair of Tameside Adult Safeguarding Partnership Board TASPB I am pleased and privileged to introduce our Annual Report for 2014/15. Straight away please note our new name, as the Partnership officially becomes a statutory Board from April this year due to the introduction of the Care Act.

During this report you will see hints of what is to come under the new legislation post April 2015 however the main purpose of this report is to focus on the previous 12 months hopefully giving an insight as to how as a partnership we have tackled the issues surrounding adult safeguarding.

The Board has a responsibility to assure itself, there is in place a joined up approach to these issues and that a strong partnership exist and that within individual partner agencies are as committed singularly as jointly. All are encouraged to question and challenge each other in the belief that we need to understand safeguarding from all aspects yet at the heart of all we do is the individual - hence the adoption of the making safeguarding personal MSP which will be covered later.

The past year has seen continued challenges for Public bodies linked to financial pressures and restructuring, however, the closer working relationships between Health and Local Authority is I believe embedded in day to day activity. We have to brace ourselves for a further round of cost cuttings and I along with my colleagues on TASPB have to be the voice to ensure that the impact to provisions, services and support is minimised as much as possible. All partners statutory and none have to be imaginative as to how we can deliver a safe and swift response to all adult safeguarding matters.

TASPB continues to develop and we have a learning approach, we don't have all the answers and we borrow ideas from around the Country as they borrow from us. There are 12 Adult Safeguarding Boards across Greater Manchester and they work collectively when appropriate. I personally meet with fellow Independent Chairs locally and nationally. In Tameside we shared in a serious adult review (SAR) with colleagues in Rochdale further details can be found within the report but this is an example of sharing knowledge and learning together.

We are well positioned for the introduction of the Care Act, many of the requirements have been in place for several years within the Borough, our Policy and Procedures will have been adapted as this report is read to be compliant with the Act. There is always work to do.

The assurance I give you as the Independent Chair of TASPb is that there are individuals in Tameside who 'champion' adult safeguarding, they know the impact of adult abuse and neglect, they know it exists - it is our collective responsibility as Board members as partner agencies to ensure the profile of safeguarding is not just focussed on children but all ages. I thank them for their efforts in preventing, reducing or supporting the enquiries into abuse and neglect and the individual affected by abuse and neglect. In particular may I take this opportunity to publicly thank my fellow Board members and members of the Safeguarding Adult Team within the Council for their continued support and dedication.

Please remember

***"Adult Safeguarding needs to be everyone's responsibility".***

*A G Searle*  
Independent Chair

## TASPB ANNUAL REPORT 2015



## Introduction

This is the first Annual Report for Tameside Adult Safeguarding Partnership Board (TASPB), following the implementation of the Care Act 2014.

As defined in the Care Act, the Board has 3 Statutory Organisations at the Board:-

- Tameside MBC
- Tameside and Glossop Clinical Commissioning Group
- Greater Manchester Police

**Partner organisations also represented at the Board are:-**

- Stockport NHS Foundation Trust Community Healthcare Business Group
- Pennine Care NHS Foundation Trust
- Tameside Hospital NHS Foundation Trust
- Greater Manchester Fire and Rescue Service
- Cheshire and Greater Manchester Community Rehabilitation Company
- North West Probation Service
- Healthwatch
- NHS England
- Victim Support

**Elected Members of the Board are:-**

- Councillor Brenda Warrington
- Councillor Lynn Travis

Tameside Adult Safeguarding Partnership evolved to a Board in response to the Care Act on 1st April 2015. The work that the Board had completed pre Care Act to respond to over 4,000 concerns of adult abuse since 2001 has provided the foundations to inform this seamless transition.

This report discusses the work of the Board during 2014/15, celebrates the successes and identifies the priorities of the Board going forward in 15/16.

### STATEMENT OF PURPOSE

*"It is everyone's responsibility to promote Safeguarding Adults. Tameside Adult Safeguarding Partnership Board is a multi-agency group whose ultimate aim is to safeguard adults. They facilitate a consistent approach for organisations to work in partnership to raise awareness and respond to adult abuse. They are committed to ensuring staff are trained to recognise and respond to adult abuse issues. Tameside Adult Safeguarding Partnership Board will continue to progress the Safeguarding Adults agenda and integrate the National Safeguarding Adults Standard Framework, responding to the Care Act 2014, to enable Tameside residents to live a life free from violence, harassment, humiliation and degradation".*

## **Tameside Adult Safeguarding Partnership Board (TASPb)**

The Board have continued to meet quarterly during 2014/15.

In addition meetings have been held to confirm progress to respond to the Care Act.

All these meetings have been well attended by partner organisations. However, TASPb have recognised that some Partner Organisations are not always represented and where appropriate the TASPb Chair and DASS have addressed this.

The Terms of Reference have been revised to respond to the Care Act and acknowledge the transition from a Partnership to a Board, with Statutory Organisations attending.

TASPb host an Annual Development Day for Board Members. The Board Members are Senior Officers representing individual organisations and have a lead responsibility for Safeguarding Adults. These TASPb Leads, make decisions regarding the delivery of the Safeguarding Adult Framework in Tameside. The Annual Development Day aids the Board Members in fulfilling their responsibilities. In addition, the day gives TASPb Leads the opportunity to explore specific areas in detail in relation to Safeguarding Adult Business and confirm the priorities for the following 12 month period.

TASPb Effectiveness Questionnaire was introduced at the Development Day in 2014. 50 % of TASPb Leads contributed to this work and agreed that the Board was effective. Objective recommendations were made that assisted the Board to develop during 14/15. These included recommendations, regarding the Board challenging and scrutinizing the breadth of the agenda, defining TASPb Lead roles in the context of specific agencies and for the Board to have an emphasis on the Safeguarding Adult strategic discussions.

*Overall – invaluable forum for engaging partners, identifying overlaps in agendas and promoting working more closely together ...  
(TASPb Lead response to the TASPb effectiveness questionnaire 2014)*

In response to this the TASPb governance arrangements were reviewed to ensure there is a robust approach to Challenge the effectiveness of the Board. Consequently, it was agreed that the Annual Report will be presented to the Health and Well Being Board and the Personal and Health Services Scrutiny Panel.

TASPb Leads are encouraged to constantly review their role at TASPb and membership is reviewed annually. In particular TASPb have acknowledged the need to develop the role of the TASPb Lead for Housing Strategy, to ensure that the work with Registered Social Landlords (RSL's) to promote Safeguarding Adults is as effective as it can be. This work will continue to evolve during 15/16.

The TASPb Principle sub groups have focused on the operational work to respond to the TASPb strategy, ensuring the TASPb quarterly meetings have a strategic focus.

TASPb also recognise that the Care Act 2014, impacts on TASPb strategy 13-16. A key priority, therefore, for 15/16 is to refresh TASPb Strategy 13-16. .

### **Serious Adult Review (SAR)**

TASPb have conducted one Serious Adult Review during 2014. This was a joint review with Rochdale Borough Adult Safeguarding Board. The Learning from this included recommendations for:-

- Planning and time to plan
- Identifying a Lead Person
- Regular review of care packages
- Documenting Actions
- Sharing Information
- Knowledge of organisations responsibilities
- Proportionate response to the level of risk

The TASPb Learning and Accountability Principle reviewed the learning from this and the Continual Improvement Principle will continue to progress how this learning is shared during 15/16.

As well as learning to be shared with practitioners regarding the outcome of this review, the work informed TASPb Learning Framework.

The Learning Framework is guidance for TASPb to apply when considering cases for a SAR. This is a Working Tool and is reviewed each time the guidance is applied and updated as appropriate.

## TASPB Principle Updates

**The Board has sub groups for the six key principles that underpin all adult safeguarding work and is the mechanism to progress TASPB strategy.**

**Empowerment** – *People being supported and encouraged to make their own decisions and informed consent.*

*“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”*

The work of the Empowerment Principle this year has focused on reviewing how and who to communicate the safeguarding adult agenda with. This work will inform the TASPB communication Strategy 2015-16

**Prevention** – *It is better to take action before harm occurs.*

*“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”*

The priority for the work of this sub group during 14/15 has been to develop threshold guidance. This has been a successful piece of work. It has provided staff with a reference document with a focus on prevention and will aid further discussions during 15/16 to map the safeguarding adult arrangements in Tameside.

Self Neglect in the context of Safeguarding Adults has also been a focus for the Prevention Principle. The Principle, tasked the Multi-agency, Safeguarding Adult Managers Group with compiling guidance to support Practitioners in response to self neglect. This work remains in progress and is a priority for 15/16.

**Proportionality** – *The least intrusive response appropriate to the risk presented.*

*“I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”*

**Protection** – Support and representation for those in greatest need.

*“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”*

The Protection and Proportionality Principle work during 14/15 has included Vulnerability Week in which there was a publicity drive to raise aware-

ness of human trafficking, modern day slavery and illegal money lending and bogus officials. The results of this week, evidence the success of this event which included, an arrest for distraction burglaries and identifying properties which had been in breach of fire regulations.

This principle has also started work to explore the new definitions of abuse as defined in the Care Act 2014. This is to provide assurance to TASPB that organisations continue to have a consistent and proportionate approach to adult abuse. A workshop engaging practitioners from partner organisations in Summer 2015 will continue to inform this work.

**Partnership** – *Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.*

*“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”*

The Leadership and Partnership Principle Lead is Andrew Searle, Chair of TASPB. A key piece of work for 14/15 in response to the TASPB strategy has been the review of the TASPB Information Protocol, All partner organisations contributed to this guidance, providing the Board with assurance that there is a consistent approach to Safeguarding Adults in Tameside and a commitment to share information regarding safeguarding adults.

**Accountability** – *Accountability and transparency in delivering safeguarding.*

*“I understand the role of everyone involved in my life and so do they.”*

Learning and Accountability Principle Group priority has been writing the 7th edition of the Safeguarding Adult Procedures. The primary focus of this work was to update the guidance in response to the Care Act 2014. In addition the revised edition, includes learning from Safeguarding Practice in Tameside and providing more clarity for practitioners.

**Continual Improvement Principle** is also a sub group of TASPB. A significant piece of work for this group was to deliver Safeguarding Adult Care Act training to 170 staff across partner

organisations. This was delivered over 2 sessions and provided opportunity for practitioners to discuss new categories of abuse, and the impact the Care Act has on existing Safeguarding adult practice in Tameside. Staff found the sessions and supporting briefing helpful indicating that they had received adequate information. TASPB have been instrumental in all levels of staff attending a wide range of Safeguarding Adult training with the support of the Continual Improvement Principle Group. The training has been refreshed to reflect the practice defined in the 7th Edition of the Safeguarding Adult Policy and Procedure. Training is ongoing to meet the demands of the Partner Organisations during 14/15.

*TASPB Leads have chaired the Principle Groups. This has been a challenge for TASPB Leads, given the varied commitments in their roles. Consequently, different models have been applied to respond to the action plans for this work. TASPB Leads have agreed to review this practice in Summer 2015 and will recommend an appropriate model as best practice to move this work forward in the future.*

### Safeguarding Adult Activity in Tameside

A total of 870 safeguarding adult concerns had been raised during this period. This is a minimal increase compared to last years total of 868.

The Safeguarding Adult Return for 2014/2015 illustrated 563 Safeguarding Adult Investigations had been completed during the last financial year. This equated to 55 cases that had been raised in 13/14 being concluded this financial year and 508 cases raised 14/15 concluded this year.

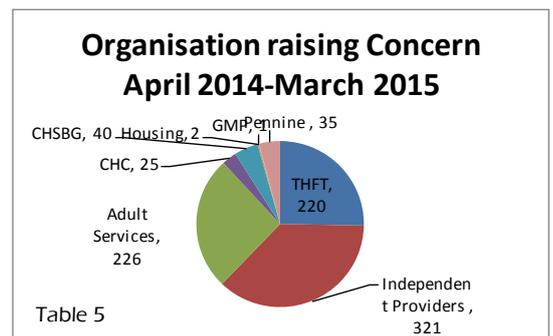
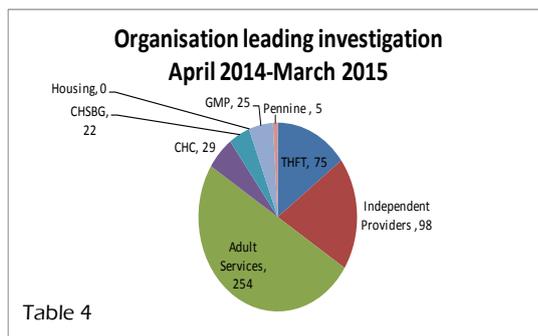
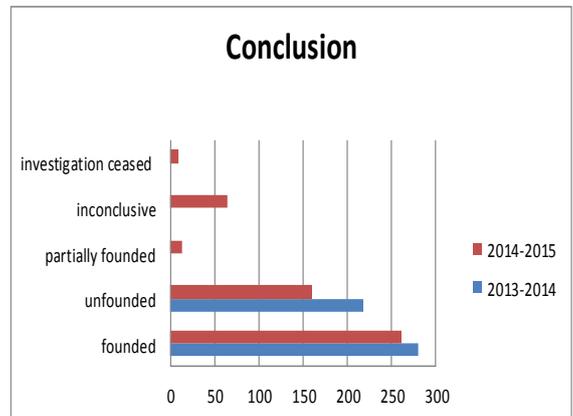
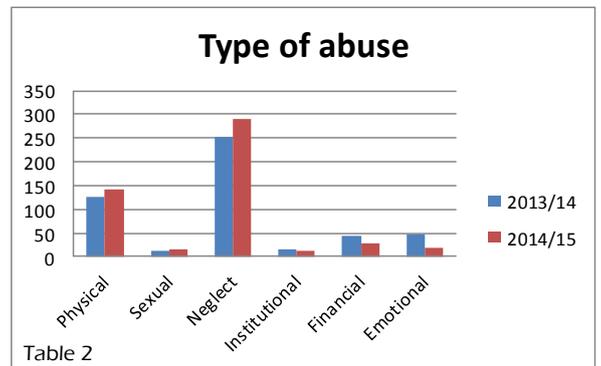
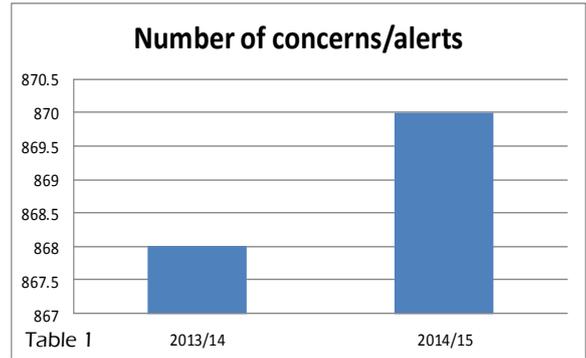
It is acknowledged timescales of 8 days to conclude a safeguarding adult investigation cannot always be completed and reflective practice is encouraged to review reasons why delays for conclusion may have arisen and where appropriate to make recommendations for improvements in the future.

Reporting systems for the production of data for Safeguarding Adults is complex and presently being developed by the Safeguarding Adults Team in conjunction with Adult Social Care. Consequently as the data sets locally and nationally are not comparable, for the purpose of this report the focus is on the cases that have been raised this financial year. This ensures that TASPb have a greater understanding of activity at a local level, in turn informing the strategic plan and local operational arrangements.

The types of abuse that have been reported during 2014/15 indicate a slight increase of 13% of investigations relating to physical abuse compared to 13/14. There is no particular trend where physical abuse appears more prevalent in a particular area or that specific people are being targeted. The rise in the reports may well be due to the increase in raising awareness with staff and the Community to recognise the signs and symptoms of physical abuse and how to report this. It is also evident that there has been an increase of 15% of investigations regarding neglect. This increase may be due to the number of concerns raised by Tameside Hospital Foundation Trust (THFT). A 95% increase is evident for 2014/15 regarding THFT raising safeguarding adult concerns. Many of these concerns are highlighted by Safeguarding Adult Managers at the Hospital regarding concern of neglect in the Community. Examples of these concerns relate to concerns how pressure sores have developed or the home environment is reported by the Ambulance service as appearing neglected. Many of these concerns are signposted for support from other Social and Health Care Services.

Last year TASPb reported unfounded and founded as conclusions for investigations. This financial year TASPb have included other options as prescribed by Health Social Care Information Centre for the Annual Safeguarding Adult Return to conclude the investigation as highlighted in table 3. The option to conclude an investigation as inconclusive has had a bearing on this years data regarding the decrease in founded and unfounded. However, this gives practitioners the opportunity to record a more reflective conclusion where there is insufficient evidence to allow a conclusion to be reached.

The Independent Providers Commissioned by Tameside Social Care and Tameside and Glossop Health economy reported the majority of the Safeguarding Adult Concerns in 14/15. This practice is encouraged and reflective of the requirements of the Care Act 2014. Consequently, this practice will have contributed to the number of Concerns raised by the Community based Health and Social Care Organisations decreasing during 14/15. This is evidenced by Continuing Health Care (CHC) who have raised 31% less concerns than 13/14 and have continued to lead with investigations. The team have led on 90% more safeguarding adult investigations during 14/15. Adult Social Care also echo similar practice and continue to lead on the majority of investigations across Tameside.



## Making safeguarding personal (MSP)

TASPB have focused on Making Safeguarding Personal to drive the Safeguarding Adult Agenda forward in Tameside.

The commitment to this agenda was evidenced with Partner Organisations involvement in a Making Safeguarding Programme led by the Local Government Association (LGA).

The Making Safeguarding Personal Programme provided an opportunity to support and enhance practitioner's approaches to enable adults at risk to feel in control. In addition the MSP programme assisted the need to move adult safeguarding from a process driven approach to one that is focused on improving outcomes and the experience of people who are referred for safeguarding.

The Adults involved in the Pilot stated what outcomes they wanted from the

Safeguarding Adult Arrangements and this was a focus for staff throughout the Safeguarding Enquiry. There were numerous outcomes identified that included

- wanting 'to feel safe and comfortable',
- 'not wanting respite care,'
- 'wanting the radio tuned in'

40% of staff who participated in the programme felt that the making safeguarding personal approach improved outcomes for the Adults.

The outcome of this work promoted TASPB Safeguarding Adult Supervision Model as best practice.

TASPB have identified this as a priority area to develop for 15/16.

*'Unless people lives are improved then all the safeguarding work, systems and procedures and partnerships are purposeless. Currently Directors and Safeguarding Adults Boards are faced with a plethora of input/output data but no way of telling from it if they really are making any impact. Directors must have a means of knowing what works and how they are making a difference to people'*

Safeguarding Adults: Advice and Guidance to Directors of Adult Social Services' ADASS; LGA, (March 2013)

## Safeguarding adults in the community

TASPB acknowledge that there are various forums to Safeguard Adults in the community. The TASPB Multi – agency arrangement is just one option.

Work to promote partnership working and the use of existing forums in the community to Safeguard Adults in Tameside has continued to be promoted during the last 12 months.

This work has been assisted by the Safeguarding Adults Team, move to

Ryecroft Hall in Audenshaw, in December 2014. This is also the base for West Neighbourhood Services. Both teams being based at the location has encouraged the conversations regarding vulnerable residents in Tameside and signposted adults who may be at risk of abuse to the relevant partner organisations for advice.

TASPB have also been instrumental in developing the Adult Social Care response to the Vulnerable Adult Refer-

als from Greater Manchester Police. Work to review this process and provide a timely response continues to be developed in the Public Service HUB.

Safeguarding Adult Managers remain integral to the Anti Social Behaviour Risk Assessment Conference (ASBRAC) . TASPB agreed in March 2015 that learning from this arrangement is to be shared with the Board annually.

## Domestic Abuse

Tameside Domestic Abuse Strategy was presented to Board in March. It was agreed a joint protocol between the Domestic Abuse Group and TASPB is needed to respond to this strategy. This is work in progress and will enhance the partnership working in response to the safeguarding adult agenda in this context.



## Safeguarding Adult Events

### World Elder Abuse Awareness Day (WEAAD)

World Elder Abuse Awareness Day 2014, involved all TASPb partner organisations, the Community, and the Voluntary and Independent Sector in Tameside. TASPb partner organisations worked together to raise the profile of Safeguarding Adults in Tameside holding various events involving both staff and residents in Tameside.

TASPb hosted an outreach stand in Ashton Indoor Market Hall and at Tameside Hospital NHS Foundation Trust and spoke to over 320 Tameside residents providing information and advice regarding keeping Safe in the Community.

Other events to promote Safeguarding Adults and WEAAD included facilitating an information stand at Peak Valley Housing Association and independent providers holding events such

as purple themed coffee mornings.

Staff within TASPb partner organisations wore purple for the day to show support and raise awareness of safeguarding adults making safeguarding adults everybody's business!

To encourage Tameside residents to learn more about the signs and symptoms of abuse and how to report this, TASPb made sure as many people in Tameside were included encouraging organisations to use Safeguarding Adults screensavers, poster displays, activities and taking part in a Safeguarding Adults Quiz.



## Working in Partnership to raise awareness 2014/15

People attending the **Healthwatch AGM** had the opportunity to gain a greater understanding of safeguarding adults and routes to report abuse, prior to the meeting at the safeguarding information stand in June 2014.

TASPb supported the **Big Health Day** event to raise awareness for Tameside residents with a learning disability. The Safeguarding Adults Team attended the event, sharing information regarding safeguarding adults and lots of promotional material.

In July 2014 the TASPb Safeguarding Adults Team attended the **Deaf Club** to give a short presentation followed by a question and answer session. The members were given the BSL version of the safeguarding adults leaflets on DVD and provided feedback to say they found these useful and will share with other hearing impaired residents of Tameside.

The TASPb Safeguarding Adults Team attended drop in sessions at the **Stroke Awareness Group** and **Mental Health Group** to speak to attendees about what to report and how to report, this was welcomed and triggered concerns to be raised.

TASPb were also involved in sharing information on **World Mental Health day** at an event in partnership with Pennine Foundation Trust.

In October 2014 TASPb worked in partnership with **Health and Wellbeing** continuing to raise the profile of the safeguarding adult abuse agendas in Tameside throughout Older Peoples week, attending the Grafton Centre and the Temple to give presentations and provide information for older people and the BME communities.

During **Hate Crime Awareness Week** in January 2015, the Board supported Diversity events throughout Tameside and the TASPb Safe-

guarding Adult Team hosted an information stand at Tameside Hospital Foundation Trust for both staff and patients raising the profile of safeguarding adults, links with hate crime and keeping safe.

**Dignity in Care Observational Training** is a role that TASPb safeguarding team continue to remain proactive in, contributing to observational visits during 14/15. These visits involve measuring outcomes regarding Dignity in Care for vulnerable adults to inform the daisy accreditation awards for the relevant establishments.



# TASPB Partner Organisations Annual Update

## TAMESIDE MBC ADULT SOCIAL CARE ANNUAL UPDATE 2015

Adult Social Care continue to demonstrate their commitment to TASPB and the Safeguarding Adult Agenda in Tameside.

The primary focus for 2014/15 has been the response to the Care Act 2014, to ensure that Adult Social Care was in a prime position to deliver their Safeguarding Adult Statutory responsibilities as defined in the Care Act.

The work to implement this was driven by the TASPB Continual Improvement Principle which concluded in the delivery of two successful Care Act Briefings attended by 170 staff from partner organisations. The emphasis was to share the Care Act guidance with practitioners and provide an opportunity to discuss the impact of this on the Safeguarding Adult Practice in Tameside.

Making Safeguarding Personal is a key driver for the development of the Safeguarding Adult Agenda. During 2014/15 Adult Social Care have been pro-active to inform this work. Practitioners from Localities have been involved in a Making Safeguarding Personal Pilot led by the Local Government Association (LGA). This has been a positive experience for staff and service users ensuring that the focus is on outcomes to Safeguard Adults.

There are 40 Safeguarding Adult Managers (SAMs) in Adult Social Care, this role is instrumental in ensuring that there is a consistent approach to Safeguarding Adults in Tameside. The SAM is the practitioner who decides to invoke the Safeguarding Adult Procedures and oversees this arrangement. 21 members of staff have attended investigators training during 14/15. Safeguarding Adults is integral to practitioners roles and the training provides support to staff when conducting safeguarding enquiries.

Partnership work is crucial to ensuring the Safeguarding Adults agenda is embedded in practice across Tameside. Earlier in the year, Adult Social Care initiated the discussions to review the process for receiving the Vulnerable Adult Referrals from Greater Manchester Police. This work also impacts on Community Health Services. The review was to assist a prompt, proportionate and appropriate response to these referrals. The Public Services Hub will progress this work in the future.

Adult Social Care are committed to ensuring that the Safeguarding Adult Agenda develops and ensuring Safeguarding Adults is everybody's business. As a TASPB Lead, my role is extended to Chair two TASPB Principle Sub Groups, Prevention and Continual Improvement. These Principle Groups are key to responding the TASPB strategy. During 14/15, emphasis of the Prevention Principle has been on developing threshold guidance and mapping safeguarding arrangements across Tameside. These continue to be work in progress, as a consequence will be a priority for 15/16. In addition Self Neglect guidance in the context of Safeguarding Adults has also been a key piece of work progressed by the Principle and will remain a priority for 15/16.



**Paul Dulson**

**Head of Assessment and Care Management**

## Tameside Hospital NHS Foundation Trust

### TASP Annual report 2014/15

#### Safeguarding Adults

The Trust has continued to make significant improvements to respond to and manage a range of structures that safeguard and protect adults in hospital. This work has been aligned to the wider Hospital Transformational Programme, and we have seen some tangible outcomes during 2014/15

Our key priority has been to create a safeguarding culture of openness and transparency, where Safeguarding Adult Framework(s) are embraced within daily business as a by-product of 'the way we do things' at Tameside Hospital.

To do this, the Trust held a range of promotional events during 2014/15. Of significant note was the launch of the Trust's first Safeguarding Adults Managers' "Think Tank" in November 2014, where key partners joined the Trust to showcase local improvements, explore system and process barriers and blockages and to collectively plan for the new challenges and statutory responsibilities outlined within the then pending implementation of the Care Act (2014). This was followed up with an Integrated Hospital Safeguarding Awareness week (March 2015) for the public, patients and staff about the new domains listed within Care Act: over 120 people attended this.

In addition, the Trust is highly committed to empowering its workforce, to feel confident and to be more able to respond to complexities and concerns evident within safeguarding cases in real time using appropriate and proportionate actions. We continue the ethos of 'Everyone Matters' and have built on our responsibilities required by our regulators. Our new Safeguarding Adults Training Plan was launched in 2013 and is integrated within the Hospital Mandatory Training Programme/Structures to ensure everyone is aware of their statutory safeguarding responsibilities, with focussed sessions for both Consultants and new Medical staff. This work also responded to new and ongoing operational challenges, and included targeted training to meet our obligations and legal requirements for Mental Health Act, Mental Capacity Act / DoLS, and PREVENT.

We also successfully launched our new Divisional Supervision and Empowerment Model in alignment with the Care Act, the new professional responsibilities outlined with the revised NMC Code (March 2015) and Making Safeguarding Personal. This model provides clarity of responsibilities within the Divisions and introduces an additional layer of support and ownership from the Matrons assigned as Designated Safeguarding Adult Managers. This model centres its focus on the patient and not the process to ensure quick and timely responses are undertaken with the patients. We have seen a positive response to this model with SAM's responding within 24 hours to all new cases. This process has been supported by the launch of the Trust new Safeguarding checklist which ensures the correct standards are being followed and improves communication across the patient hospital journey whilst under a safeguarding investigation.

The Trust was also audited by Merseyside Internal Audit Agency for its' Safeguarding Adults Frameworks and processes in January 2015. We were pleased to receive "Significant Assurances" from the report which detailed the hospital improvements journey and transparency.

A significant amount of effort has been made to respond to the Cheshire West ruling, and consequently the Trust reported 102 DOLS cases applying the acid test criteria. The Trust has successfully achieved standard authorisation for 10 cases and developed close working relationship with both TMBC and DCC to support prioritisation of cases in view of their workload demands and delays.

This work has placed us in a confident position to respond to and sensitively manage cases of lawful deprivation using least intrusive actions.

We have in addition successfully responded to the needs of our local Learning Disability users and have continued to capture their experiences in the hospital through our Annual Exit Survey. The interface and partnership working with the users of our Local Learning Disability (LD) Shadow Partnership Board has particularly beneficial with the Trust, and this has resulted in a range of new reasonable adjustments being introduced and a range of easy read material influence by the LD users.

Our partnership working with our Local Police and Victim Support teams has also continued throughout the year, resulting in positive outcomes.

Overall this has been a busy and active year for the Trust, the safeguarding adults activity continues to increase as more staff become vigilant and empowered to act. The Trust information dashboards prove to be useful in tracking and maintaining, effective intelligent monitoring through our Internal Safeguarding Board. We continue to be an active and committed member of the TASP and its sub group structures.



**Nasrin Khadim: Head of Adult Safeguarding & Prevent**



**Peter Weller: Director of Quality & Governance**

**TASP Annual Report 2014/15****Greater Manchester Police – Tameside Division**

Safeguarding vulnerable members of our communities continues to be a key priority for Tameside Division. The Senior Leadership Team conduct a daily review of all serious incidents involving vulnerability and ensure appropriate safeguarding measures are instigated, with partner agencies, to protect our vulnerable people.

The Public Protection Investigation Unit at Tameside continues as the professional lead for Safeguarding. Officers within the PPIU are trained to deal with Child Protection, Domestic Violence and Vulnerable Adults. This ensures we don't miss opportunities to link safeguarding across these areas, especially when dealing with complex cases.

In April 2015 Tameside recorded 222 incidents identifying vulnerable adults. This highlights both the volume and critical work completed by the PPIU. Public Protection Officers will have taken the lead Safeguarding Adult Managers role in some of these cases which will have included complex investigations resulting in the arrest and conviction of perpetrators. Successful prosecutions have included a carer financially abusing a vulnerable adult out of £10,000; the offender received an 18 month custodial sentence.



Caption describing picture or graphic.

We have been innovative in empowering our Response Officers and PCSO's to deal with standard risk Domestic Violence incidents. The officers were given additional training from PPIU and the Bridges service to ensure they had the necessary knowledge and skills. The impact of this scheme has seen more victims being referred to the Bridges services and freeing up PPIU officers to deal with incidents that required their expertise.

Over the past 12 months GMP has committed to training all front line supervisors with bespoke Vulnerability Training courses to improve their understanding of different types of abuse and the support available from partners. This has included inputs from Social Services, NHS and voluntary agencies such as the Samaritans. All our SAM officers have attended training courses for the Care Act and we have been actively involved with the Safeguarding Adult Mangers Group to assist with the implementation of the Act across Tameside.

Our annual report last year mentioned Tameside partners setting up a Public Service Hub. Through the hard work of all the partners the PSH is now working and comprises of a member of staff, including a police officer, from each agency being based at the Hub. The process allows for immediate sharing of information for complicated cases and a cross agency action plan.

**Detective Sgt: Zed Ali: Vulnerable Adults: PPIU Tameside**

**Detective Inspector Anna Buchanan: Tameside Public Protection Division.**

## **Stockport NHS Foundation Trust**

### **TASP Annual Report 2014/5**

Stockport NHS Foundation Trust continues to prioritise the safeguarding of Tameside adults within its Community Healthcare Business Group. This is evidenced by an increase in overall training compliance and the sustained increase in activity to support safeguarding. Frontline practitioners are increasingly aware of their responsibilities to recognise and respond to Adult Abuse and fifty seven Safeguarding concerns have been raised by our staff in the year.

A Core Group of 21 Safeguarding Adult Managers (SAMs) from frontline practice support staff and patients in the investigation of safeguarding issues. A rota system is co-ordinated by the Adult Safeguarding Specialist Nurse. This ensures that safeguarding incidents reported through the Business Group are acted on promptly and a SAM is allocated from the Business Group to take the initial lead with investigations in accordance with the Safeguarding Adults in Tameside Inter Agency Policy Procedures and Guidelines. In addition to the frontline SAMs, there are 20 other staff within the Business Group who have completed Safeguarding Adult Manager Training.

### **Community Healthcare Business Group Progress against the TASPB Priorities**

#### **Leadership:**

The accountability for Safeguarding lies with the Director of Nursing and governance processes have been strengthened in 2014/5 with joint meetings taking place between the Director of Nursing, the Deputy Director of Nursing and the Trust Named Nurse for Adults and Trust Named Nurses for Children's Safeguarding in both Tameside and Glossop and Stockport.

The Named Nurse for Adults leads the Trust Safeguarding Adults Team and oversees the Trust Adult Safeguarding work primarily across Tameside and Stockport local Authority areas, benefiting from the opportunity to learn and to compare systems and processes. In addition, the Community Healthcare Business Group is supported by an Adult Safeguarding Specialist Nurse who sits in the locality of Tameside supporting frontline staff and ensuring that safeguarding is embedded within governance structures and all provider activity.

The Trust appointed a second full time Adult Safeguarding Specialist Nurse in 2014/5 to focus primarily on the Mental Capacity Act (MCA) and Deprivation of Liberties (DOLS) and the appointment of a Matron for Dementia will complete the Adult Safeguarding Team in 2015.

The Deputy Director of Nursing provides assurance with regard to the Trust's safeguarding compliance and practice in the quarterly meetings with the Clinical Commissioning Group Designated Safeguarding Nurses from Tameside and Glossop (and Stockport).

#### **Empowerment:**

The Community Healthcare Business Group is committed to putting patients at the heart of all their activities supporting and encouraging patients to make their own decisions and ensuring that safeguarding arrangements are carried out in partnership. In December 2015, District Nurses in Hyde and Hattersley took part in the Making Safeguarding Personal Project which promoted best practice in ensuring the patient's voice is heard throughout the safeguarding process and that outcomes are patient focused.

The Adult Safeguarding Specialist Nurse contributed to a communication workshop which was tasked with exploring options to raise awareness of safeguarding adults in an innovative and cost effective way. The work generated by the workshop will feed into the Empowerment Principal Sub Group.

#### **Prevention/Continual Improvement:**

Community Healthcare Business Group trains all staff in recognising the signs of adult abuse and how to report it. Compliance across the Business Group exceeded the target of 85% in Adult Safeguarding Training at all levels and concordance in MCA and DOLS training increased over the year to reach 78% with plans in place to meet the target of 85% early in 2015 / 16.

The Adult Safeguarding Training Strategy has been reviewed and rewritten and will be revalidated as a Training Policy by the appropriate committees in April / May 2015. The aim is to simplify the training by removing the levels and delivering a package of Adult Safeguarding and MCA / DOLS training that meets the needs of all clinical staff. A three hour session has been allocated as part of 'Essentials' training to deliver this and the training package has been revised in conjunction with commissioners to ensure this meets contract and assurance requirements.

#### **Proportion and Protection:**

The Community Healthcare Business Group Adult Safeguarding Specialist Nurse has worked with partners in the Local Authority and the Police and contributed to a workshop lead by the Principal Lead Greater Manchester Police Tameside Division. The Specialist Nurse ensures regular attendance at Multi Agency Safeguarding Adult Forums where work is undertaken to ensure that there is a consistent proportionate multiagency response to Adult Safeguarding.

#### **Partnership:**

There is a strong ethos in working in partnership within adult safeguarding and this commitment is demonstrated by representation at the Tameside Adult Safeguarding Board by the Director of the Business Group. The Named Nurse and Specialist Nurse attend and contribute to the work carried out in sub groups and workshops throughout the year and the Adult Safeguarding Specialist Nurse attends the Multi Agency Safeguarding Adult Managers Forum and the Safeguarding Operational Meetings led by Tameside Hospital Foundation Trust. Information from these meetings and forums are cascaded to front line SAMs across the Business Group at the Safeguarding Adult Manager's Forum.

**Learning and Accountability:**

The Trust is committed to learning from practice to safeguard adults at risk of abuse. The refreshed NHS England Serious Incident Framework published in March 2015 will require internal processes to be revised in 2015 /16 to strengthen our learning and the continual improvement of safety for our patients.



**Wendy Stewart, Named Nurse for Adults**

**Tracey Hurst, Adult Safeguarding Specialist Nurse**

**Stockport NHS Foundation Trust**

## Tameside & Glossop CCG

Tameside & Glossop CCG became a statutory body of The NHS in April 2013 following the reorganisation of The NHS. The CCG is responsible for commissioning a variety of health services for the population of Tameside & Glossop in conjunction with NHS England and its Local Authority Partners.

The CCG puts patient safety, safeguarding and quality at the heart of all its business and is committed to promoting the welfare of adults at risk. The CCG ensures that adult safeguarding is embedded within the CCG governance structure and all our commissioning activity. As a CCG we have developed and embedded a safeguarding commissioning and quality framework which ensures we commission safe, effective services for our population. As part of our quality monitoring role we conduct an annual audit of all our providers around their safeguarding functions, which provides The CCG with assurance of safeguarding compliance and quality.

### CCG Progress against TASP Strategic Priorities

#### Leadership:

The Director of Nursing, Quality and Safeguarding leads on safeguarding arrangements for The CCG. The post provides proactive leadership for The CCG in holding providers to account for their safeguarding arrangements. The Director is supported in this role by a deputy who is also the safeguarding children and adults lead for the organisation. As a CCG we have a safeguarding adults health economy governance Group which holds providers to account for safeguarding activity, but also acts as a vehicle to share best practice. This system is replicated for children and an additional GP Safeguarding Leads Group has been established which enables the CCG to drive up safeguarding quality in Primary Care.

#### Partnership:

The CCG has a strong ethos in working in partnership within adult safeguarding. Commitment to partnership working is demonstrated by The CCG's commitment to the work of TASP and its sub groups in driving forward the safeguarding adult strategy. The Deputy Director of Nursing chairs the TASP Learning and Accountability principle group and members of the CCG are represented on all TASP working groups. The CCG Continuing Health Care/Funded Nursing Care Service lead on many Safeguarding Adult investigations.

TASP is well represented by CCG staff, The Director of Nursing is The CCG member on The Partnership and The Deputy Director acts a safeguarding health advisor.

#### Empowerment:

Tameside & Glossop CCG actively promotes the NHS Constitution and aims to put patients at the heart of all its activities. The CCG is committed to two way communications with the public and patient's and actively listening to service users in order to improve the services it commissions.

The CCG has a strong ethos of quality improvement and engaging with the public, actively reaching out to people who are more vulnerable. The CCG equality impact assesses all its activities. The CCG actively monitor commissioned providers complaints and incidents, ensuring that it receives feedback on how lessons learned are embedded within organisations practice. In 2014 The CCG led a learning review into a failing in an individual's care journey. This review led to lessons learned for all agencies and The CCG has used the learning from this review to implement health economy improvement schemes (CQUINS) to ensure better patient journeys for vulnerable people.

#### Prevention

The CCG works with its partners to train all staff in recognising the signs of adult abuse and how to report where they have concerns. The CCG also monitors its providers on their safeguarding training and activity and ensure that whistleblowing policies for provider agencies are robust. The CCG also has a mechanism to monitor complaints and lower level concerns so that it can highlight at an early stage to any potential care failings.

#### Protection and Proportionality

The CCG has worked with its partners to ensure that the multi-agency safeguarding procedures are fit for purpose. The CCG is active in monitoring the timeliness of investigations and that outcomes for individuals are monitored.

#### Continual Improvement

The CCG ensures that Domestic abuse training is prioritised for all front line practitioners. The CCG also actively monitors its providers on implementing PREVENT training (protecting vulnerable people from radicalisation).

**Learning and Accountability**

The CCG have shared best practice guidance on safeguarding adult supervision with its commissioned providers to ensure reflective practice is embedded within adult safeguarding.

During the next year, The CCG is committed to working with its partners to ensure more integrated care is provided for its citizens. Ensuring collaboratively that all services are safe and effective and actively promote the needs of vulnerable people. The CCG remains committed to The Tameside Safeguarding Adult Partnership and its work in ensuring adults at risk receive the best possible service from all its partners.

Gill Gibson Deputy Director of Nursing, Safeguarding and Quality.

## Summary

TASPB should celebrate the work to date regarding the Safeguarding Adult Agenda in Tameside. The approach to this work has contributed to TASPB transition to a Board in response to the Care Act.

In addition the response to the TASPB effectiveness questionnaire, review of the Terms of Reference and government arrangements demonstrates TASPB commitment to development of the Safeguarding Adult agenda and is evidence that effective links are made with related partnerships to maximise impact. This is particularly evident with the work to involve Registered Social Landlords (RSL's) and will be a priority area for the Partnership Principle to develop during 15/16. This work is also now enhanced by the implementation of the Care Act.

The challenges made to encourage partner organisations as appropriate to attend the Board is further evidence of the TASPB commitment to deliver a partnership approach to drive this work forward. The review of TASPB membership will continue to be ongoing to assure the Board that there is involvement from all partners as necessary to effectively carry out its duties.

In response to the Serious Adult Review (SAR) it is apparent the opportunity to promote effective learning and improvement action is embraced by TASPB. This working practice is further evidence of how well agencies are co-operating and collaborating.

TASPB approach to progress the work in response to the TASPB Strategy demonstrates the commitments of the individual representatives and partner organisations to develop the safeguarding adult agenda in Tameside. The six key principles apply to all safeguarding adult work and will particularly assist the work to ensure the adults well being is promoted. Furthermore, TASPB continue to move forward with this work and are committed to overcome any challenges to hinder this progress by presenting options for a best practice model to be adopted in the future. The approach will be integral and reflected in the refreshed TASPB Strategy 13/16. The refresh of this Strategy will be a priority for TASPB in the first quarter of the financial year. Consequently the priorities identified to respond to action plans for the delivery of TASPB strategy 13/16 should continue to be on target during 15/16.

The refresh of the strategy will also provide a mechanism for TASPB to seek assurance that there remains a consistent approach to respond to enquiries of adult abuse and in particular explore partner organisations collective response to self neglect. TASPB support the actions both the Prevention Principle and Protection and Proportionality Principle are taking to inform and develop best practice models in response to this work and acknowledge that this work is a priority for 15/16.

The continual improvement principle also supports TASPB to implement practice to prevent abuse or neglect. The TASPB training strategy provides TASPB with assurance that training takes place at all levels in organisations. This model ensures that practice is consistent and the evidence is reflected in the Safeguarding Activity recorded for the Annual Safeguarding Adult Return.

The impact of this work is evident as the number of concerns and investigations raised in 14/15 illustrates a minimal increase in comparison to 13/14 figures. This is positive as it indicates that there continues to be awareness of abuse of safeguarding adults and organisations recognise signs/symptoms and know how to report this. However, there is not significant increase of adult abuse in Tameside.

TASPB acknowledge the development of information systems is complex. However, the availability of the analysis of data is a priority to ensure TASPB remain up to date with safeguarding adult activity in Tameside, therefore, TASPB will highlight this work as a priority for 15/16 and monitor progress at quarterly meetings, supporting partners as appropriate.

## Summary

The key priority for THFT *'to create a safeguarding culture of openness and transparency, where Safeguarding Adult Framework(s) are embraced within daily business as a by-product of 'the way we do things' at Tameside Hospital'*, is illustrated in 95% increase of concerns.

This also supports the evidence that the safeguarding adult procedures in practice are effective with partner organisations working together to raise and conclude safeguarding investigations. This practice responds to the Care Act, which confirms TASP promote best practice to safeguard adults from abuse.

Making Safeguarding Personal (MSP) is also a key focus for TASP and will continue to influence safeguarding adult practice in the future. The work to date provides TASP with re-assurance that safeguarding adult practice is making an impact, is person led and outcome focused. The development of this work will remain a priority for TASP 15/16.

Safeguarding adult arrangements are varied and TASP are pro-active in their approach to this, utilising various forums to promote and respond to safeguarding adults. This approach is echoed in events to raise awareness in Tameside to reach all areas of the community. This work will be further enhanced in 15/16 with the Empowerment Principle priority, for completion of the refreshed TASP communication strategy.

Since 2001 TASP have made enquiries to protect over 4,000 adults from abuse and neglect in Tameside. The Board have reflected on this practice and used this knowledge to promote partnership working to protect an adults right to live in safety, free from abuse and neglect. Consequently, this work has placed TASP in a prime position to respond to the implementation of the Care Act 2014. The Board has demonstrated, partnership working is key to the success of the Safeguarding Adult Agenda in Tameside and this approach ensures work to safeguard adults has an impact in Tameside. TASP will conclude the TASP Strategy 2013-16 over the next 12months with particular focus on the priorities for 2015/16:-

- Review of TASP membership and effective links with organisations
- Refresh of TASP strategy 2013-16
- Develop Self Neglect Guidance for Practitioners
- Mapping of Safeguarding Adult Arrangements in Tameside
- Development of Safeguarding Adult Information Systems
- Development of the MSP arrangements in Tameside
- Refresh of the TASP Communication Strategy
- Assurance to TASP that a consistent, proportionate response to adult abuse enquiries continues to be delivered

Tameside Adult Safeguarding Partnership Board will continue to embrace this work, respond to challenges and celebrate achievements to ensure that during 2015/16 and beyond partner organisations and the Community in Tameside acknowledge **'Safeguarding Adults is everybody's business'**