

Annual Report

2018/19



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Hampshire Safeguarding Adults Board Annual Report

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Foreword

I am pleased to be able to introduce the Hampshire Safeguarding Adults Board's Annual Report for 2019.

Our aim as a Safeguarding Adults Board (SAB) is to provide strategic leadership to ensure that adults who are at risk of abuse or neglect are effectively safeguarded. The role of the Board is to support and challenge SAB partners and agencies in Hampshire to work collaboratively for the benefit of adults with care and support needs who may be at risk of abuse or neglect and bring about continuous improvement.

As the Director of Adults' Health & Care I hold the privileged position of overseeing our collective joint agency responsibilities for adult safeguarding.

I am extremely pleased to report on significant progress against the priorities set out in our Strategic Plan 2016-21 and I would like to acknowledge the hard work and commitment shown by all our partner agencies in achieving these aims.

Our joint work with our neighbouring local SABs as well as the Hampshire Children's Partnerships

across the area has continued to increase this last year. The Family Approach Protocol is one example of where we are working more collaboratively.

This protocol was commissioned by the 4 Safeguarding Children Partnerships and the 4 SABs in response to findings from a range of reviews which highlighted the need for professionals to work effectively together to achieve better outcomes for adults, children and their families. Launched with a joint conference in January, there have been several training sessions across the area resulting in significant numbers of staff being trained.

There are many benefits to collaborating with partners and working at scale across the Hampshire and Isle of Wight geography and this will continue as a key theme for HSAB moving forward.



Graham Allen
Director of Adults' Health and Care

On behalf of
Hampshire Safeguarding Adults Board

About us

The Hampshire Safeguarding Adults Board (HSAB) is a statutory, multi-organisation partnership coordinated by the local authority, which oversees and leads adult safeguarding across the Hampshire County Council (HCC) area. HSAB's main objective is to gain assurance that safeguarding arrangements locally, and its partner organisations work effectively individually and together, to support and safeguard adults in its area who are at risk of abuse and neglect.

The HSAB also has an interest in a range of matters that contribute to the prevention of abuse and neglect including the safety of patients in its local health services, quality of local care and support services, effectiveness of prisons and approved premises in safeguarding offenders and awareness and responsiveness of further education services.

Our purpose

HSAB's remit is to set priorities, agree objectives and to co-ordinate the strategic development of adult safeguarding across the HCC area. It is the key mechanism for agreeing how local agencies will work together effectively to safeguard and promote the safety and wellbeing of adults with care and support needs who are at and/or are in vulnerable situations.

Under the Care Act 2014, HSAB is required to publish a strategic plan and an Annual Report. The HSAB also acts as an important source of advice and assistance, for example in helping others to improve their safeguarding arrangements.

Our membership

The Board is responsible for ensuring that all organisations contribute effectively to the work of the Board.

The HSAB is made up of wide range of statutory, community and voluntary organisations which includes representatives from Hampshire County Council, Police, Clinical Commissioning Groups, NHS providers, Emergency Services, District and Borough Councils, Independent Care Providers, Housing and Advocacy Providers.

Our aims

Board aims

The HSAB aims to promote awareness and understanding of abuse and neglect among service users, carers, professionals, care providers and the wider community and works to generate community interest and engagement in safeguarding to ensure "Safeguarding is Everyone's Business".



Strategic Priorities

This Strategic Plan highlights the HSAB's strategic priorities and objectives over the next five years.



Annual business plan

This responds to the key priorities outlined in the Strategic Plan and explains the work the HSAB and its partner organisations will be undertaking to ensure these priorities are realised.



Annual report

The Safeguarding Strategy is reviewed and reported on every year via the publication of an Annual Report. This is the key mechanism by which the Safeguarding Adults Board is held to account for the work it carries out. The HSAB Annual Report is shared with the Chief Executive and Leader of the Local Authority, Police and Crime Commissioner and the Health and Wellbeing Board for the area.

Our vision

The HSAB works to promote a zero-tolerance culture of abuse and neglect of adults who are vulnerable, and its work is underpinned by the following ethos and principles:



Living a life free from harm and abuse is a fundamental human right of every person



Safeguarding adults at risk and their carers is everyone's business and responsibility

Personalised support is for everyone, but some people will need more support than others

All staff and volunteers have a key role in preventing abuse or neglect occurring and in taking prompt action when concerns arise



All organisations and local communities have a responsibility to ensure that they foster a culture which takes all concerns seriously

The person at risk is at the centre of any safeguarding process, and must stay as much in control of decision making as possible

Adults at risk and their families, carers or representatives must have access to information regarding the standards, quality and treatment they can expect to receive from any individuals (paid or unpaid), services or organisations involved in their lives

All organisations must have processes aimed at preventing abuse from occurring in the first instance and to enable support to be offered at an early stage

When abuse does take place, it must be identified early and dealt with swiftly and effectively, and in ways that are the least intrusive and most proportionate

People supporting adults with care and support needs and/or their carers must have the appropriate level of skills, knowledge and training to safeguard adults from abuse

It is vital that clear processes are in place to identify learning from serious cases so that lessons can be used to improve partnership working in order to prevent a similar event in the future

Our HSAB Subgroups

HSAB is supported in its work by a number of subgroups with each operating to terms of and reference and an agreed work plan which focuses on the delivery of HSAB strategic objectives and priorities. Short term task and finish groups may also be set up to focus on the implementation of specific objectives or projects.

HSAB Business Subgroup

The Business Subgroup sets the agenda of Board meetings and monitors the implementation of the Board's work programme ensuring this reflect HSAB business plan objectives and priorities.

HSAB Learning and Review Subgroup

The Learning and Review Subgroup has the remit of commissioning safeguarding adult reviews and other multi-agency learning review activities in cases where there have been poor outcomes for service users to ensure that lessons are learned to improve partnership working.

HSAB Health Subgroup

The Health Subgroup brings together health representatives from local Health services (CCGs and all NHS Provider Health Trusts, Primary Care, Independent Hospitals and agencies), to develop a consistent response to HSAB strategic priorities across the Health sector.

HSAB Stakeholder Subgroup

To promote awareness of safeguarding adults and to involve all key stakeholders in developing a strategy to promote the awareness of and prevention of abuse or neglect of adults at risk.

HSAB Housing Subgroup

The overarching purpose of the Housing Subgroup is to safeguard and promote the welfare of vulnerable adults and to gain assurance that safeguarding arrangements are effective across the housing sector.

Our Joint Subgroups

We run some of our subgroups jointly with the other neighbouring local Safeguarding Adults Boards where we share common priorities and objectives. These include the other local safeguarding boards (Southampton, Hampshire, IOW and Portsmouth) which are termed 4LSAB.

4LSAB Workforce Development Subgroup

The Workforce Subgroup has the remit of developing and implementing a strategy to ensure that safeguarding adults learning, and development activities equip organisations and their staff to meet the standards outlined in the local multi-agency safeguarding policy and procedures.

4LSAB Quality Assurance Subgroup

The Quality Assurance Subgroup has the remit of implementing the 4LSAB Quality Assurance Framework in order to provide a strategic overview of the quality of safeguarding work across the four-Board area using a range of tools.

4LSAB Policy Subgroup

The aim of the 4LSAB Policy Subgroup is to coordinate and ensure the effective development of multi-agency Policy, Procedure and Practice documents for the purpose of Adult Safeguarding and promoting the welfare of Adults across Southampton, Hampshire, IOW and Portsmouth.

4LSAB Quality Assurance Subgroup

The Quality Assurance Subgroup has the remit of implementing the 4LSAB Quality Assurance Framework in order to provide a strategic overview of the quality of safeguarding work across the four-Board area using a range of tools.

4LSAB – Fire Safety Development Subgroup

A partnership led by Hampshire Fire and Rescue Services, to ensure that fire safety risk management is embedded into partner working practices to reduce people being killed or seriously injured in fires.

Board structure

The structure of the Safeguarding Adults Board



Board governance

The Hampshire Safeguarding Adults Board reports to key decision-makers from the Local Authority, Hampshire Constabulary and the Local Clinical Commissioning Groups.



In addition, the Board maintains links with the following:

- Hampshire Safeguarding Childrens Board.
- Portsmouth, Southampton and the IOW Safeguarding Adults Boards.
- The National Network of Chairs of Safeguarding Adults Boards.
- The Hampshire Prevent Partnership Board.
- The Hampshire Community Safety Strategy Group.

Board membership

The Board consists of the following membership:

Chair

Support to the HSAB

Board Manager
Board Business Manager
Board Administration Team

Core Members

Hampshire County Council Adults' Health and Care
Hampshire Constabulary
Hampshire Partnership Clinical Commissioning Group

Associate Members

Community Safety Partnerships (County & District/Borough Councils)
Hampshire Fire and Rescue Service
Hampshire and Isle of Wight Community Rehabilitation Company
Hampshire County Council Children's Services
HM Prison
Winchester District and Borough Councils
Independent Care Providers (Hampshire Care Association)
NHS England (Wessex Local Area Team)
NHS Trusts (Acute, Community, Mental Health, Ambulance)
National Probation Service (South Central)
Trading Standards
South Central Ambulance Service
Chair Business Subgroup
Chair Learning and Review Subgroup
Chair Health Subgroup
Chair Quality Assurance Subgroup
Chair Stakeholder Subgroup
Chair Workforce Development Subgroup
Chair Housing Subgroup

Advisory

Advocacy organisation
Carer organisation
Care Quality Commission
Executive Member – Hampshire County Council
HealthWatch
Voluntary Sector (Community Action Hampshire)

Priority	What we said we'd do	What we've done	Focus for 2020/21
<p>Wide awareness of adult abuse and neglect and its impact and engaging local communities</p>	<p>Development of a social media strategy and plan to increase visibility to a wider audience.</p> <p>Themed campaign on tackling loneliness and social isolation.</p> <p>Publication of a 4LSAB animated scribe awareness raising resource. Joint workshop to be held.</p> <p>Engage the further and higher education sectors on the Board. HSAB to engage with the Community Engagement Forum for Hampshire.</p> <p>Stakeholder Group to review membership and develop links with user forums including the Personalisation Expert Panel.</p> <p>Develop 4LSAB multi-agency guidance on raising a safeguarding concern</p>	<p>A Social Media strategy has been developed. A Facebook page and YouTube channel have been created which combined with the HSAB Twitter Account should increase visibility of the HSAB to a wider audience.</p> <p>Resources for the campaign were produced by the Stakeholder subgroup and promulgated vis the subgroup members and social media channels.</p> <p>The workshop was held, and the animated Scribe has been produced. A link to this can be found at the end of the report.</p> <p>The Community Engagement forum for Hampshire closed before there was opportunity for HSAB to engage.</p> <p>The Stakeholder subgroup has refreshed its membership and the Chair of this group sits on the Personalisation Expert Panel.</p> <p>The 4LSAB Policy Group has been working on draft guidance for thresholds for raising a safeguarding concern for subsequent approval.</p>	<p>Engagement and community participation – to hold stakeholder events and undertake a Stakeholder Survey, early 2020.</p> <p>Themed campaign on homelessness and/or alcohol abuse and links to Adult Safeguarding.</p> <p>Review and refresh/update of the See It Stop IT HSAB Safeguarding App.</p> <p>Community Engagement will be a focus for the Stakeholder subgroup as well as recruitment of further and education sectors to the Board.</p> <p>The review of the Stakeholder subgroup should be ongoing as well as the development of links with other user forums.</p> <p>Cascade this Policy across all organisations.</p>

Priority	What we said we'd do	What we've done	Focus for 2020/21
<p>Prevention and early intervention – promoting well-being and safety and acting before harm occurs</p>	<p>Include loneliness and social isolation theme in the HSAB training programme.</p> <p>Joint work with HSCB to develop use of the risk framework within children's services.</p> <p>Joint work with health trusts to develop use of the risk framework in acute hospital settings and ambulance service.</p> <p>Joint themed campaign with on the use of the MCA to safeguard against abuse and neglect. Links to be added to the HSAB Website.</p> <p>Joint work with the further and higher education sector to address student mental health.</p>	<p>This year the HSAB has ran a campaign on loneliness and isolation to raise awareness. Both these themes have been explored at a topic day – spotlight on self-neglect attended by members of the Safeguarding Adult Lead network.</p> <p>The focus of this last year's joint work with the Hampshire Safeguarding Childrens partnerships has been the production of and training provision of the Family Approach protocol and tool kit. Managing risk and the 4LSAB Multi Agency Risk Management framework is included in the toolkit.</p> <p>The HSAB has provided Health specific 4LSAB Multi Agency Risk Management framework training sessions to Health organisations across Hampshire. As well as promoting attendance at the training workshops as part of the HSAB training programme. It has been identified that further support is required to embed the use of the risk framework.</p> <p>MCA has been added into the risk management framework training and is delivered by the Local Authority lead trainer. Additionally, this topic has been explored at a Safeguarding Adult Lead network event.</p> <p>The Family Approach protocol and toolkit took priority over this during last year. Therefore, this will need to be a focus for next year.</p>	<p>Include homelessness as a theme in the HSAB training programme for this year.</p> <p>Joint work with the Children's Partnership to continue to embed the Family Approach Protocol and toolkit.</p> <p>Support partners to promulgate and embed the use of the Multi-agency risk management framework.</p> <p>To consider the impact of the Liberty Protection Safeguards (LPS) and identify training and support that can be amalgamated with MCA.</p> <p>Joint work with the further and higher education sector to address student mental health.</p>

Priority	What we said we'd do	What we've done	Focus for 2020/21
<p>Well-equipped workforce across all sectors</p>	<p>Targeted training for primary care professionals.</p>	<p>During this last year the Workforce Development subgroup has now become 4LSAB. The group is developing and is in the process identifying a training strategy which will assist in the clarification of targeted training.</p>	<p>Supporting organisations with targeted training across the multiagency partnership footprint.</p>
	<p>Development of a 4LSAB risk assessment tool & templates.</p>	<p>This is in development and forms part of a suite of material that has been added to and updated for the risk management framework. These include one-minute guides and additional meeting templates.</p>	<p>Share the updated risk management tools and templates.</p>
	<p>Joint Learning into Practice events to share learning from the Thematic Review of SARs re learning disability and physical health.</p>	<p>Learning from SARs will form part of the Learning and Review subgroup. This will enable key messages to be identified and circulated across Hampshire and coordinate learning into practice events.</p>	<p>The Learning and Review Subgroup to identify key learning from SARs locally and nationally to enable the LSABs to provide learning into practice events.</p>
	<p>Refresh and implementation of the Hampshire MCA Toolkit.</p>	<p>The Local Authority have reviewed the MCA toolkit and it has since been promulgated and is available to partners via the HSAB website.</p>	<p>To form part of the training provided as part of training provided in relation to MCA and LPS.</p>
	<p>MCA Organisational Self Audit in November 2018.</p>	<p>Completed and highlighted concerns from organisations regarding the application and use of MCA.</p>	<p>Use the results of this survey to influence the LPS and MCA programme of training. Implementation of this guidance across all organisations once agreed.</p>
	<p>4LSAB guidance on raising a safeguarding concern and launch.</p>	<p>The 4LSAB Policy Group has been working on draft guidance for thresholds for raising a safeguarding concern for subsequent approval.</p>	

Priority	What we said we'd do	What we've done	Focus for 2020/21
<p>Well-equipped workforce across all sectors (cont.)</p>	<p>Publication of 4LSAB multi-agency guidance on Hoarding.</p> <p>Publication of a joint LSAB/LSCB Whole Family Protocol.</p> <p>Joint work with the Serious and Organised Crime Partnership to develop a multi-agency strategy on Vulnerability and Exploitation.</p>	<p>This has been completed and formally launched in conjunction with Hampshire Fire and Rescue Fire Safety Development Group in Nov 19.</p> <p>This has been completed and training sessions provided.</p> <p>This has not been achieved and is brought forward as a focus for 2020.</p>	<p>Production and publication of a Homelessness Protocol led by the Housing Subgroup.</p> <p>Consideration of any further training to embed the protocol and toolkit.</p> <p>Joint work with the Serious and Organised Crime Partnership to develop a multi-agency strategy on Vulnerability and Exploitation.</p>

Priority	What we said we'd do	What we've done	Focus for 2020/21
<p>Safeguarding services improved and shaped by the views of service users, carers and other stakeholders</p>	<p>Board Development Day on MSP in December 2018.</p> <p>4LSAB work programme on MSP.</p> <p>Pilot an independently facilitated user feedback process.</p>	<p>This session took place and tools cascaded to all Board members.</p> <p>An MSP Audit has been completed by various organisations over the 4LSAB area by the 4LSAB QA Subgroup. Supporting tools have already been distributed and has been included within HSAB training.</p> <p>There is ongoing work between the Stakeholder Subgroup and Local Authority to overcome the challenges of getting engagement from individuals who have been through the safeguarding process.</p>	<p>Board Development day on MCA – early 2020.</p> <p>Continue working across the 4LSAB area in relation to MSP and to provide MCA training sessions to the Board and also as part of the training programme.</p> <p>Pilot an independently facilitated user feedback process.</p>
<p>Clear, effective governance processes are in place within and across organisations</p>	<p>Establish a 4LSAB Quality Assurance work programme.</p> <p>Review and refresh the Quality Assurance Framework.</p> <p>Undertake the Organisational Self Audit in Nov 2018.</p> <p>Undertake the MCA Self Audit in Nov 2018.</p>	<p>The 4LSAB Quality Assurance work programme has been identified and work commenced with regards obtaining data. This has started with an MSP audit, SG and MCA self-Audit.</p> <p>This is in the process of being developed into a 4LSAB document.</p> <p>Completed for both with key themes from analysis identified.</p>	<p>Work to develop the 4LSAB Quality Assurance work programme.</p> <p>Review and refresh the Quality Assurance Framework.</p> <p>Carry out audits in line with the 4LSAB Quality Assurance work programme.</p>

Priority	What we said we'd do	What we've done	Focus for 2020/21
<p>Clear, effective governance processes are in place within and across organisations (cont.)</p>	<p>Develop a 4LSAB Integrated Scorecard for adult safeguarding.</p> <p>Develop and implement a local peer review programme.</p> <p>Develop a multi-agency themed audit programme linked to learning from serious cases.</p> <p>Partner agencies to adopt the Hampshire MCA Toolkit.</p> <p>Partner agencies to introduce an executive strategic lead for MCA.</p> <p>Partner agencies to introduce MCA champions in all service delivery areas.</p> <p>Partner agencies to adopt the national MCA competency framework.</p> <p>Health Group to set up a task and finish group to address the health-related actions in the SAR action plan.</p>	<p>A 4LSAB Integrated Scorecard has been completed by the 4LSAB QA subgroup.</p> <p>This will need to be developed in conjunction with the 4LSAB QA subgroup.</p> <p>This will need to be developed in conjunction with the 4LSAB QA subgroup.</p> <p>This has been distributed to partners following the Mr C and thematic review of LD cases. The toolkit has also been made available from the HSAB website.</p> <p>Assurance has been provided by most agencies as part of the MCA self-audit review, but partners are still working on improvements to compliance with the MCA.</p> <p>The Health Subgroup has escalated the MCA compliance in the Health sector to the Sustainability and Transformation Partnership (STP). A workshop is scheduled.</p>	<p>Scorecard to be used for future auditing purposes.</p> <p>Develop and implement a scrutiny function to include a local peer review programme.</p> <p>Develop a multi-agency themed audit programme linked to learning from serious cases.</p> <p>Continue to check within agencies as part of future audits and include the toolkit in any MCA training events.</p> <p>A Board development day will be held in March 2020 on the theme of MCA assurance.</p>

Priority	What we said we'd do	What we've done	Focus for 2020/21
<p>Learning from experience - mechanisms to gain learning from serious cases and promote service and practice improvement.</p>	<p>Partner organisational leads to review training to ensure learning from serious cases is addressed on staff training and development activities.</p> <p>Develop a memorandum of understanding to ensure effective communication and joint responses to critical events.</p> <p>Joint work with HFRS to address findings from the fire death analysis including publication of hoarding guidance.</p> <p>HSAB to gain assurance from partners about their response to the Gosport War Memorial Inquiry.</p> <p>Establish a 4LSAB Learning from Deaths Forum to enable the SAB's to gain assurance from partners about the response to critical events and inquiries. This will include Gosport WMH, Mazars, LeDeR and local SARs.</p> <p>Joint annual learning event covering lessons from local and national SARs, DHR's, LeDeR, SCRs, etc.</p>	<p>Organisational leads have been provided access to SARs along with the learning points provided.</p> <p>This has not been achieved.</p> <p>4LSAB Fire Safety Development group has now been established and as part of the work programme are developing a fire safety framework.</p> <p>HSAB has been a member of the Learning, Oversight and Assurance Board following the Gosport War Memorial inquiry.</p> <p>This time-limited group was established, and responsibility has since been handed over to the STP Quality Board to ensure system ownership.</p> <p>This has not taken place, however there will be learning from the two current HSAB SARs that will be shared at an annual learning event.</p>	<p>4LSAB WFD subgroup to check and obtain assurances from partners that these have been and continue to be embedded in training.</p> <p>Review the national patient safety guidance and how this will impact on the management of critical events.</p> <p>Continue to develop the multi-agency response to fire deaths.</p> <p>Oversight will be managed by the business as usual governance arrangements of the STP.</p> <p>Joint annual learning event covering lessons from local and national SARs, DHR's, LeDeR, SCRs, will be held in 2020.</p>

Safeguarding Adult Lead Network

During this period, HSAB has hosted two Safeguarding Lead Network (SAL) events bringing together representatives from a wide range of community, voluntary and statutory agencies. Attended by 112 partners, these events provide local and national Safeguarding updates to support organisations to promote safe environments for adults at risk.



The Topics for this year's events were:

- Self-Neglect
- Thresholds for raising a safeguarding concern

These events were attended by 170 people and were very well received by participants.

HSAB Training Programme

This last year the HSAB has continued to run a multi-agency training programme with content of which linked to our priorities. Over the past year, training workshops have been held on:

- Self-Neglect
- Making Safeguarding Personal
- Multi-Agency Risk Management Framework
- Safeguarding awareness
- Undertaking Section 42 enquiries
- Financial Abuse
- Family Approach Protocol

The HSAB training events continue to be very popular with all multiagency partners. This training has reached over 700 attendees representing a wide cross section of agencies and sectors. A sample of the feedback provided is provided overleaf.

Joint HSAB and HSCB Conference

In January 2019, the HSAB and HSCP held a joint conference and launched the Family Approach Protocol. This was followed up with several workshops which used information from the toolkit to support professionals from both children / adult sectors across the Pan Hampshire and Isle of Wight areas to understand how issues including, Mental Health, Substance Misuse, Domestic Violence, Learning Disabilities and Neglect, affect all family members, including children (as well as unborn babies) and adults at risk as defined in the Care Act 2014. Delegates were given time to consider how the needs of children and / or adults living with hidden harm impact on the whole family, and the importance of early identification of these needs and effective communication between services is important in order to support those at risk and their families.

HSAB Training Programme – Feedback

"Such a great resource – thank you... Re- ignited my professional curiosity"

"I thoroughly enjoyed this morning...looking forward to further training I have booked to attend"

"Great presenter, thank you - can see your passion... put the individual at the heart of safeguarding"

"Very interesting - Amazed at how many different areas are affected by safeguarding!"

"Great message to bring staff for their safeguarding supervision"

"Enjoyed interactive elements... Very informative - gained knowledge about frameworks"

"Enjoyed gaining an understanding of other colleagues' views and knowledge of safeguarding"

"Very well presented, explained well – thank you... I found all the exercises emphasised the point"

"I really appreciated having knowledgeable presenters. A varied approach to learning and occasional use of humour!"

Our data

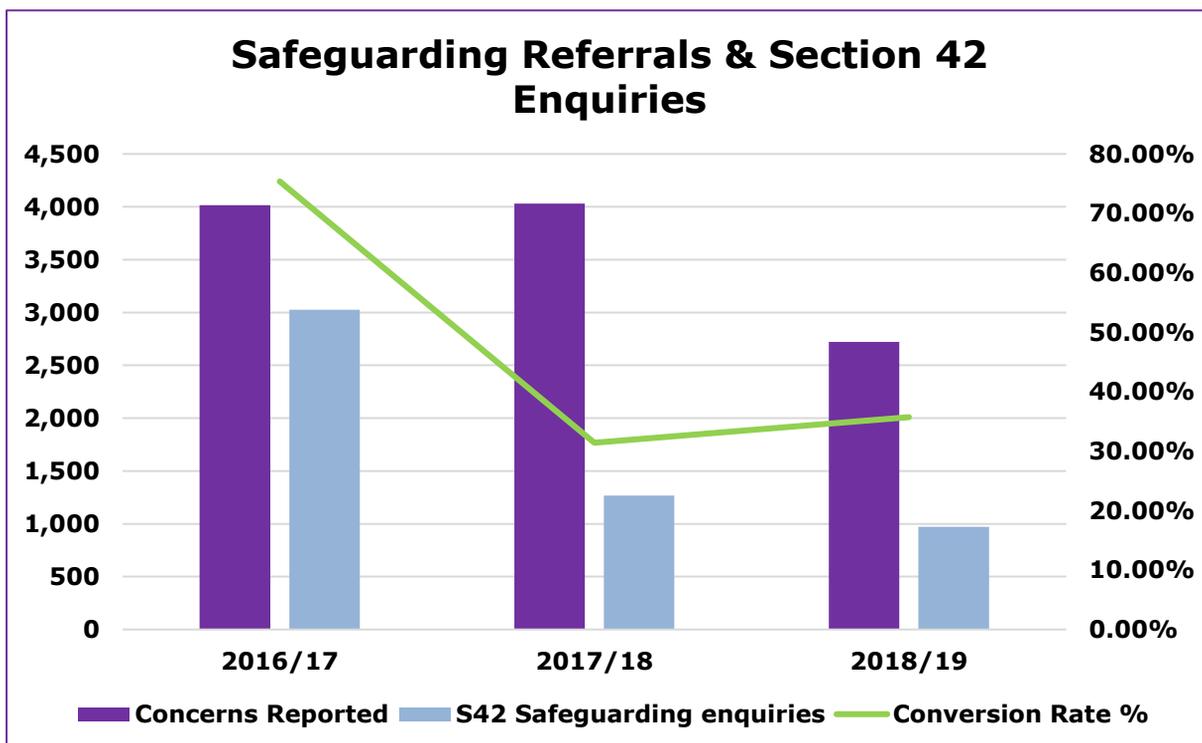
Safeguarding concerns

Hampshire County Council Adults' Health and Care are the lead agency who records all the safeguarding information on behalf of the multi-agency partnership and the Hampshire Adults Safeguarding Board. Overall there were 2,721 Safeguarding concerns in 2018/19 which is a considerable (32%) decrease, from the previous year.

Number of concerns which led to a Section 42 enquiry

Of the 2,721 concerns reported, 972 resulted in a S42 safeguarding enquiry. This represents a conversion rate of **36%** of concerns that were reported progressing to an enquiry. This figure has increased from 2017/18, when the percentage of concerns leading to enquiries was **31%**.

It is important to note that concerns that did not meet the criteria for a Section 42 enquiry may have been resolved through a more appropriate outcome. For example, an assessment of care and support needs or passing information onto another more appropriate service. Concerns may also have been closed where actions were taken to reduce the level of risk significantly.



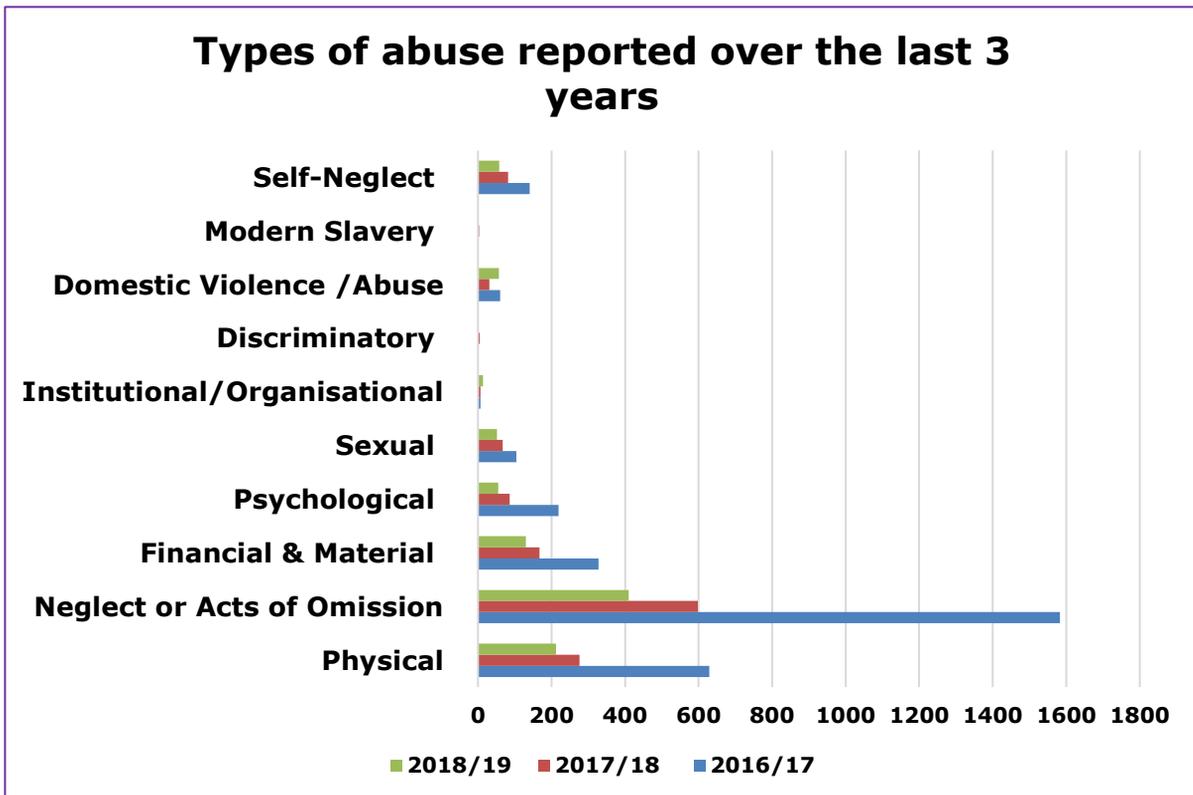
Our data

Types of abuse and needs

Of the concluded Section 42 enquiries, there were **410** case of neglect and acts of omission and **212** physical abuse enquiries. Together, these two categories represent **62%** of all concluded safeguarding enquiries and therefore, account for the majority of the concerns reported.

Neglect and acts of omission along with physical abuse have been the most common forms of abuse over the past four years. **The total figure of 991 is larger than the 972 recorded concerns, owing to the cases in which there are more than one type of abuse.*

Types of abuse reported	2016/17	2017/18	2018/19
Physical	629	276	212
Neglect or Acts of Omission	1,583	598	410
Financial & Material	328	167	130
Psychological	219	86	55
Sexual	104	67	52
Institutional/Organisational	7	7	14
Discriminatory	2	5	2
Domestic Violence /Abuse	60	31	57
Modern Slavery	2	3	1
Self-Neglect	141	82	58
Total*	3,075	1,322	991



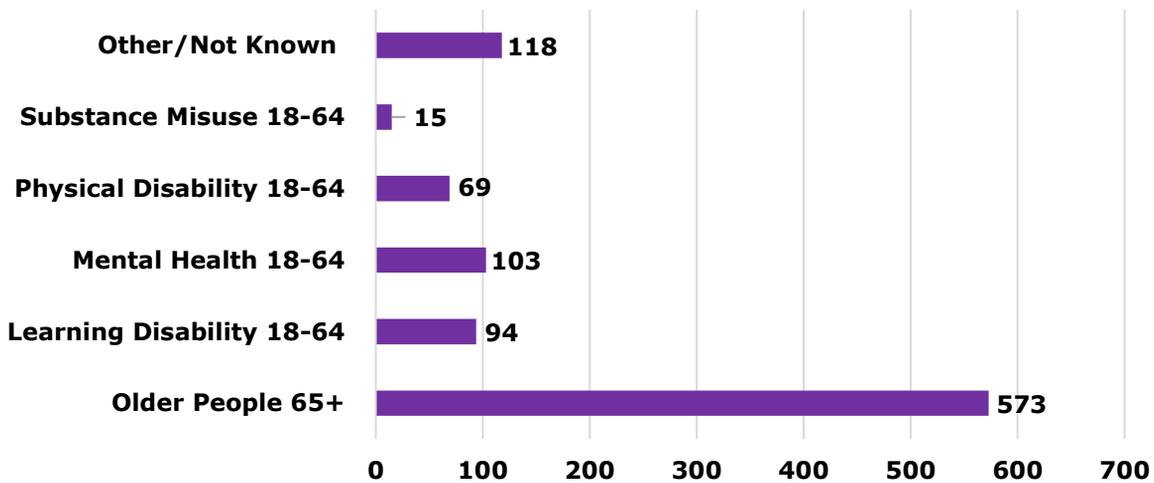
Our data

Demographics

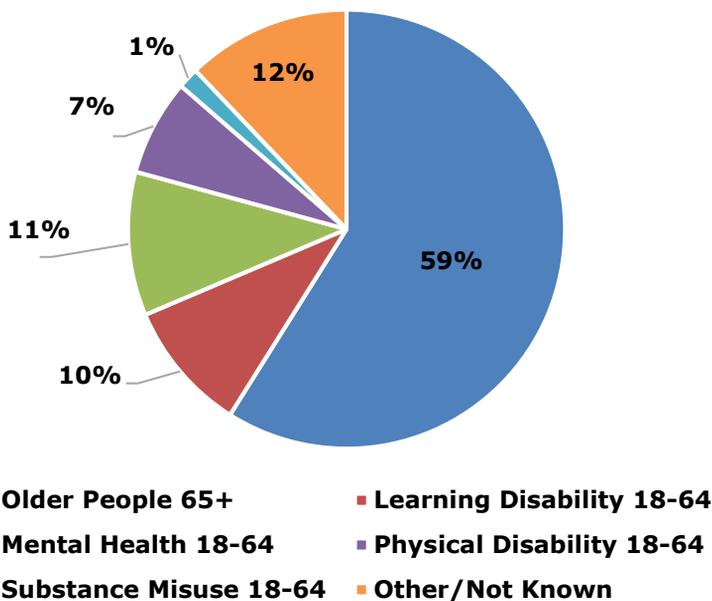
Age

Continuing the pattern of previous years, the majority of adults having a Section 42 enquiry are older adults, that is, adults over 65 years old. This group accounts for a total of **59%** of all enquiries.

Referrals by Client Group for 2018/19



Referrals by Client Group for 2018/19



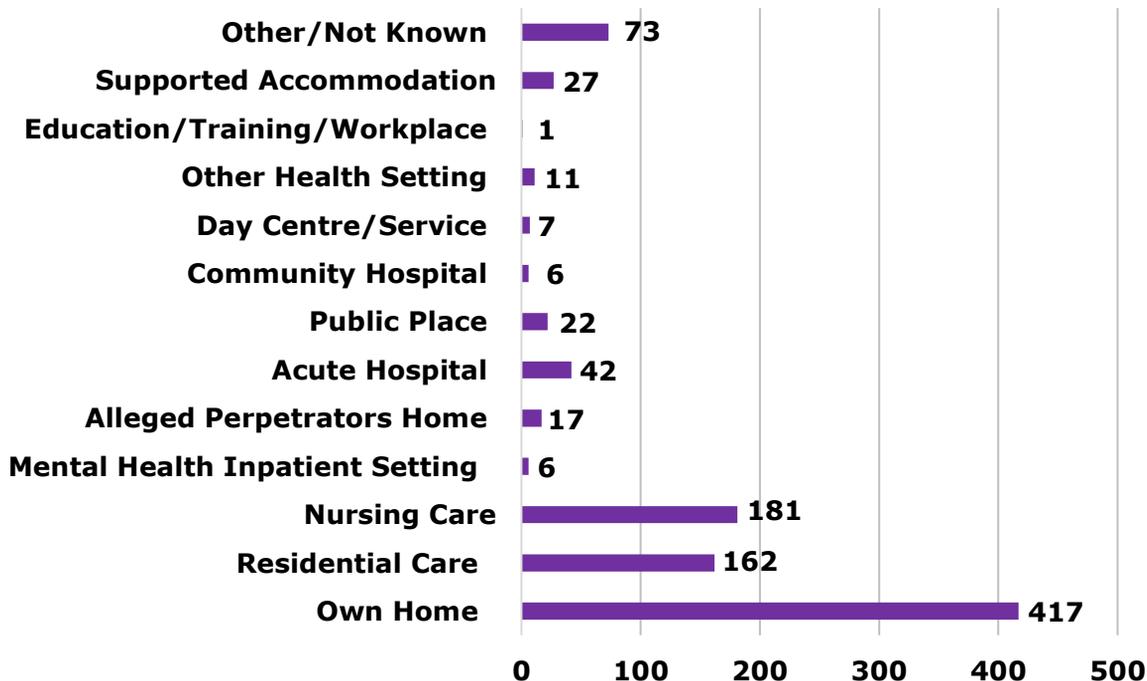
Our data

Location

Just under half of adults, that is **42.9%**, for which Section 42 enquiries were completed, lived in **their own home**. The next most prevalent area of where adults lived when experiencing risk, lived in **nursing and residential care homes**, which accounted for **35.3%** combined.

	2018/19	
	No.	%
Own Home	417	42.9%
Residential Care	162	16.7%
Nursing Care	181	18.6%
Mental Health Inpatient Setting	6	0.6%
Alleged Perpetrators Home	17	1.7%
Acute Hospital	42	4.3%
Public Place	22	2.3%
Community Hospital	6	0.6%
Day Centre/Service	7	0.7%
Other Health Setting	11	1.1%
Education/Training/Workplace	1	0.1%
Supported Accommodation	27	2.8%
Other/Not Known	73	7.5%
Total	972	100%

Location of where the abuse is reported to have occurred in 2018/19



Our Learning

What did we learn?

The Safeguarding Adults Boards in Hampshire, Isle of Wight, Portsmouth and Southampton have developed a shared Quality Assurance Framework which is designed to enable respective Boards to fulfil their remit of ensuring local safeguarding arrangements are both effective and also deliver the outcomes that people want. The Quality Assurance Framework acts as the mechanism by which the LSABs will hold partner organisations to account for their safeguarding work, including activities linked to prevention and risk management.

In order for local agencies to be assured that they have foundations for effective safeguarding they need to demonstrate that they have the following things in place:

- **Clear leadership and management of adult safeguarding;**
- **Robust systems and processes in place to deliver the 4LSAB Multi-Agency Safeguarding Adults Policy and Guidance (December 2016);**
- **Adult safeguarding linked into all aspects of services;**
- **Adult safeguarding placed at the centre of commissioning and contracts arrangements;**
- **Availability of appropriately trained, skilled and competent staff (consistent with local multi-agency safeguarding procedures) and**
- **Clear care governance processes for which the interface with local multi-agency safeguarding procedures are managed effectively.**

To support partner organisations, the LSABs have developed this Organisational Safeguarding Self Audit Tool to be completed every other year. It is designed to help local organisations to evaluate the effectiveness of internal safeguarding arrangements and to identify and prioritise any areas in need of further development. This is a facilitative process to support continuous improvement and so it is not intended to publish the results of individual organisations or to use the information provided to compare organisations. Instead, areas of generic learning and thematic findings will be identified and used to inform the LSAB's strategic development of safeguarding for its area.

Our Learning

Our Priorities for 2020/21

The HSAB will continue to work together to deliver our vision to keep people safe.

“Safeguarding adults at risk and their carers is everyone’s business and responsibility”

In 2020/21 we will be placing a focus on:

- Embedding the ‘Making Safeguarding Personal’ approach across agencies, to make practices and processes person led.
- Further training and embedment of the 4LSAB Multi-Agency Risk Management Framework to support agencies with cases of risk.
- Embedding MCA across all organisations in relation to Adult Safeguarding and awareness of new legislation. (Liberty Protection Safeguards).
- Prevention and support to those who are homeless and experience abuse.

We have also published a strategic plan, outlining our vision for the Board and the outcomes we want for the people of Hampshire. This includes our Business Plan which outlines key actions and target timescales, under the following work streams:

No.	Priority
1.	Wide awareness of adult abuse and neglect and its impact and engaging local communities
2.	Prevention and early intervention – promoting wellbeing and safety and acting before harm occurs
3.	Well-equipped workforce across all sectors
4.	Safeguarding services improved and shaped by the views of service users, carers and other stakeholders
5.	Clear, effective governance processes are in place within and across organisations
6.	Learning from experience - mechanisms to gain learning from serious cases and promote service and practice improvement

Our Learning

Safeguarding Adults Review (SAR)



Under the Care Act 2014, local safeguarding adults boards (LSAB) have a statutory duty to carry out a Safeguarding Adults Review (SAR) when an adult with care and support

in its area dies; and the Board knows, or suspects the death was as a result of abuse or neglect and there is concern about how the SAB, its members or organisations worked together to safeguard the adult. The SAR process is designed to establish whether there are any lessons to be learnt from the circumstances of a particular case, about the way in which local professionals and agencies worked together to safeguard the adult at risk. The SAR brings together and analyses findings from investigations carried out by individual agencies involved in the case, in order to make recommendations for improving future practice where this is necessary.

The HSAB uses the following decision-making criteria when assessing all SAR referrals:

- Concerns relate to a person with needs of care and support – whether in receipt of services at the time of death or injury, or not.
 - Cause of death has been established.
 - Any safeguarding enquiry process has concluded.
 - Evidence of a causal link between the death and abuse, neglect or acts of omission.
 - The harm caused, or death is judged to have been preventable.
 - Concerns exist about the way partners worked together to safeguard the adult.
 - Concerns relate to systemic failings relating to multiple organisations.
 - There is potential to identify learning to improve the local safeguarding system, multi-agency practice and partnership working.
- The SAR will add value to any investigations or reviews already carried out and will not duplicate.

In cases of referrals from other Boards, HSAB will only conduct reviews into cases meeting the statutory SAR criteria. Where these criteria are not met, it will be for the referring LSAB to consider whether to carry out a discretionary review of their own, or not.

Our Learning

Safeguarding Adult Review Referrals

Over the past year, the HSAB has received ten referrals for a SAR. The issues raised in the referrals include concerns about:

- Hoarding, neglect and self-neglect
- Poor care
- Poor communication between agencies
- Death from fire
- Substance misuse
- Mental health
- Homelessness
- Sexual Abuse

The following action was taken:

- 2 cases were accepted as SARs
- 1 case resulted in a recommendation for a multi-agency partnership review.
- 1 case is currently under consideration.
- 1 case was referred to the Fire Safety Development Group for consideration
- for local learning.
- 1 case was recommended for a CCG led review.
- 4 cases were referred to partner agencies for local learning.

At the time of writing this report, the two SAR cases and partnership review were ongoing. These cases will be subsequently published with recommendations for these cases will be published in next year's annual report.

Contact Points

Reporting concerns about harm, abuse or neglect

If you are concerned that you, or someone you know is being harmed, neglected or exploited, you can report these concerns.

If you think the danger is immediate, phone the emergency services on 999

- Contact number for Adult Services Referrals and Enquiries:
0300 555 1386
- Contact number for Hampshire's Out of Hours Service:
0300 555 1373
- Phone Hampshire Police on 101

If you would like to access the HSAB safeguarding training programme, or would like more information on safeguarding in general, please visit: www.hampshiresab.org.uk

Electronic copies of our Annual Report are also available on the HSAB website.

If you would like to find out more about this report, or the work of the Safeguarding Adults Board, please e-mail: Strategicpartnershipteam@hants.gov.uk