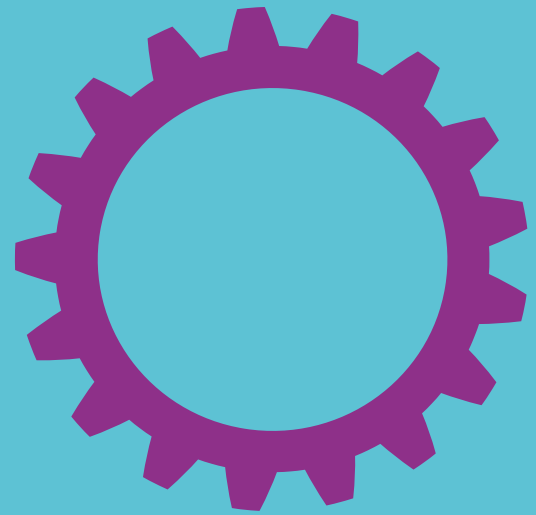




Coventry Safeguarding Adults Board Annual Report 2021/22





Board partners



National
Probation
Service



Coventry and Warwickshire
Partnership
NHS Trust



NHS
West Midlands
Ambulance Service
University NHS Foundation Trust

University Hospitals
Coventry and Warwickshire
NHS Trust

NHS
Coventry and Rugby
Clinical Commissioning Group

WEST MIDLANDS FIRE SERVICE



To report a crime:

In an emergency, contact the police:

Tel 999

If the person is not in danger now, contact the police:

Tel. 101

To report a safeguarding concern or seek advice:

Contact Adult Social Care:

Tel: 024 7683 3003

Out of hours:

Tel: 024 7683 2222

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Message from the Chair

Welcome to the Coventry Adult Safeguarding Board's Annual Report for 2021-2022, a year that continued to present complex challenges to the partnership and to the individual agencies who work together to meet the needs of the city's vulnerable adults.

The effects of the pandemic led to shared pressures; increased demand across the safeguarding system, heightened levels of need and more people requiring care and support.

The partners from the statutory and voluntary sectors worked together tirelessly to address the range of issues they faced, sharing information, resource and commitment so that those most in need had that essential help and support.

I would want to place on record my respect and admiration for those professionals who have worked so hard to protect and safeguard the people of Coventry and I hope this report does justice to their efforts over a very demanding year.

Our priorities of Making Safeguarding Personal, seeking assurance that the safeguarding system was working effectively, and identifying the key learning from the pandemic set the direction of our business plan and associated activity. Our aim was, and remains, to influence the way services are provided so as to improve outcomes for those with whom we work.

I firmly believe that the Coventry Safeguarding Adult Board continues to make a difference but there can be room for complacency. The issues we faced in 2021-2022 have continued into the current year, and as we publish this report the months ahead will again present our safeguarding services with renewed challenges.

The Board will continue to work together with our partners to meet the care and support needs of the people of Coventry.



Derek Benson
Independent Chair
Coventry Safeguarding Adults Board



What we do?

The Coventry Safeguarding Adults Board (CSAB) is a partnership of organisations that work to both prevent and end abuse of adults with care and support needs in Coventry. The Board includes a wide range of organisations that have a role in safeguarding adults with care and support needs, from abuse and neglect. This includes senior representatives from the Local Authority, Police and NHS Clinical Commissioning Group (CCG) as well as other statutory organisations, Healthwatch and the voluntary sector. The Board commissions an Independent Chair, to provide an independent perspective, challenge and support to the Board in achieving its ambitions. A full list of members is available at appendix 1.

The Care Act (2014) requires that each local authority must establish a Safeguarding Adults Board for its area. The objective of a Safeguarding Adults Board is to help protect adults in its area in cases where the adult:

- has care and support needs.
- is experiencing, or is at risk of, abuse or neglect and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

The Safeguarding Adults Board achieves this by co-ordinating and ensuring the efficacy of what each member does. Each Safeguarding Adult Board has three core duties which are to:-

- conduct any safeguarding adults reviews in accordance with Section 44 of the Care Act 2014
- publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any safeguarding adult review and subsequent actions
- publish a strategic plan for each financial year that sets out how it will meet its main objective and what members will do to achieve this.

The work of the Board is underpinned by the six safeguarding principles as defined in the Care Act 2014, which are:

Empowerment

I am asked what I want as the outcomes from the safeguarding process and this directly informs what happens.

Prevention

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

Proportionate

I am sure that the professionals will work in my interest and they will only get involved as much as is necessary.

Protection

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.

Partnership

I know that staff treat 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.

Accountability

I understand the role of everyone involved in my life and what they do.

Coventry Safeguarding Adults Board had three priorities for 2019-2021

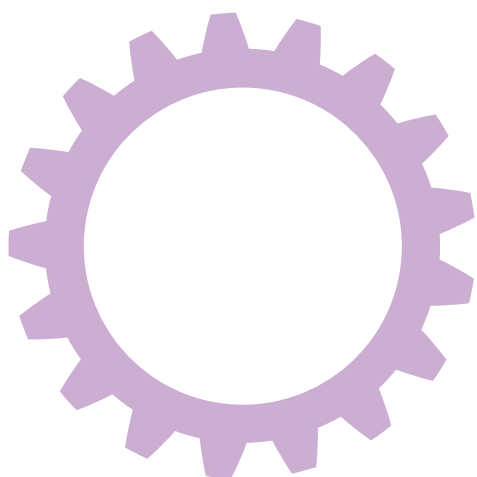
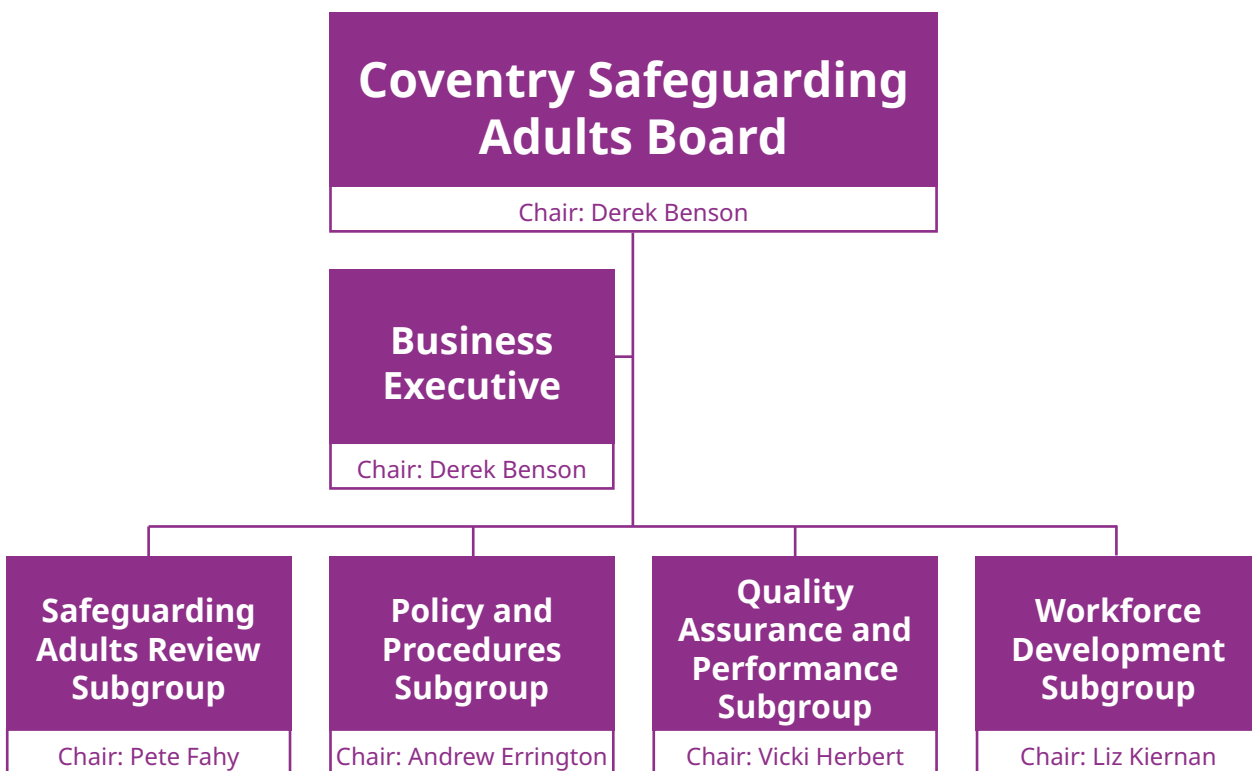
To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal' (MSP) and that adults are supported to achieve the outcomes that they want.

To be assured that services and agencies have appropriate systems, processes and training in place to support and safeguard adults effectively.

The Board to seek to understand and respond to safeguarding issues arising out of lockdown easing of the COVID-19 pandemic crisis.

Governance arrangements

The Board is a multi-agency statutory body which makes decisions about the strategic direction of safeguarding in Coventry. The work of the Board is supported through its Business Executive Group and Sub Groups. The structure of these groups is shown in the chart below:



Coventry population

379,387

Median age is

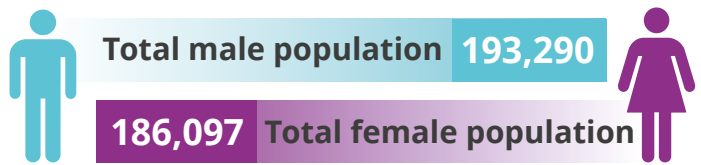
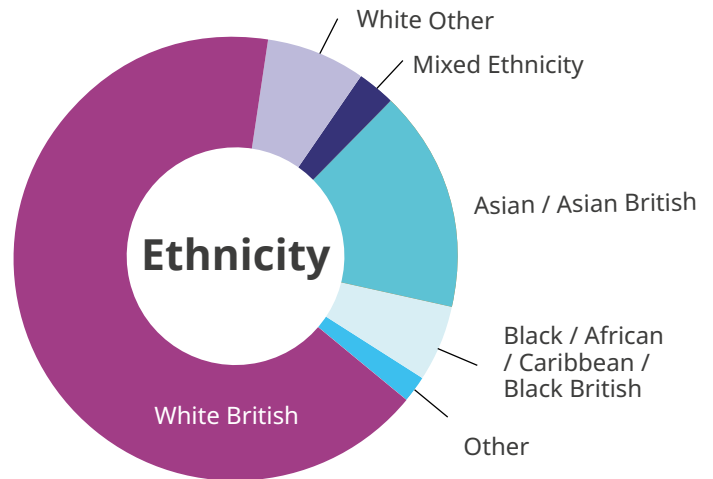


34

21.3%
under 18

65.3%
are aged 18-64

13.3%
are aged over 65




4,529
Long term support during the year



634 Permanent admission to residential or nursing homes per 100,000 aged 65 and over



802
Carers receiving formal support

Healthy Life expectancy at birth

62.2 For females (in years)

61.9 For males (in years)



6% of adults who are unemployed in 2020

Depending on the way it is measured, Coventry ranks

81st most deprived local authority area of 317 in England



Life expectancy at birth

82.4 For females (in years)

78.3 For males (in years)



Outcomes for Coventry adults

During the year 2021/22 data was collated into a Performance Scorecard and analysed by the Quality, Assurance and Performance Subgroup to help understand how the partnership was progressing in its objectives and priorities:

Priority 1 – To be assured that safeguarding is underpinned by the principles of ‘Making Safeguarding Personal’ and that adults are supported to achieve the outcomes that they want.

1. The number of identified outcomes achieved for concluded safeguarding enquires:

| | Fully Achieved | Partially achieved | Not Achieved | Asked but not expressed | Person not asked | Blanks/ don't know | Total |
|--------------------|----------------|--------------------|--------------|-------------------------|------------------|--------------------|------------|
| Previous Q4 | 163 (32%) | 143 (28%) | 23 (4%) | 94 (19%) | 80 (16%) | 5 (1%) | 508 |
| Q1 | 34 (29%) | 43 (36%) | 4 (3%) | 20 (17%) | 13 (11%) | 4 (3%) | 118 |
| Q2 | 74 (45%) | 50 (30%) | 3 (2%) | 18 (11%) | 19 (12%) | 2 (1%) | 166 |
| Q3 | 124 (43%) | 81 (28%) | 6 (2%) | 31 (11%) | 47 (16%) | 1 (0%) | 290 |
| Q4 | 181 (61%) | 68 (23%) | 8 (3%) | 26 (9%) | 20 (6%) | -7 (-2%) | 296 |
| Total | 413 | 242 | 21 | 95 | 99 | 0 | 870 |
| | 48% | 81 | 2% | 11% | 11% | 0% | |

2. The percentage of adults who lack capacity with concluded safeguarding enquiries that confirm that they were supported by an advocate or family member acting as a representative:

| | Prev Q4 | Q1 | Q2 | Q3 | Q4 |
|--------------------------|---------|-----|-----|-----|-----|
| Supported by an advocate | 85% | 74% | 91% | 85% | 94% |

3. Conversion rate from concerns to enquiries (evidencing proportionality of involvement):

| | Prev Year Total | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|-------------------------------------|-----------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------|
| Number of new Concerns | 4321 | 505 | 492 | 509 | 507 | 452 | 520 | 466 | 490 | 482 | 478 | 426 | 531 | 5858 |
| Number of new Enquiries | 493 | 46 | 42 | 58 | 48 | 76 | 98 | 78 | 99 | 91 | 99 | 84 | 80 | 899 |
| % of concerns who became an Enquiry | 11% | 9% | 9% | 11% | 9% | 17% | 19% | 17% | 20% | 19% | 21% | 20% | 15% | 15% |

The Quality, Assurance and Performance subgroup group noted that 76% of identified outcomes were fully or partially achieved during 2021/22 with a sustained increase in those that were fully achieved and positively, a marked decline in individuals not asked about their preferred outcomes compared to the previous year.

Although the group would expect to see the advocacy figure in table 2 at 100%, this had increased to 94% by the end of quarter 4 and reflects some of the work carried out by CWPT to improve this after it was identified that the low percentage earlier in the year was due to a recording issue.

Throughout the year there was an upward trajectory in both the number of adults referred in as a concern and the conversion rate from concern to a Section 42 enquiry* (table 3). 2021/22 saw an increase in both concerns and enquiries after a significant decline during the Covid-19 pandemic in 2020/21. The upturn in enquiries is likely the result of dip sampling undertaken by the Local Authority Safeguarding Team, where they identified that safeguarding concerns were responded to and managed effectively but some improvements were needed with regards to recording this correctly, and the appropriate

action was taken. The group understood that conversion rates can vary - both locally and nationally.

* Section 42 of the Care Act 2014 requires that a local authority must: "make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect." An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect.

Priority 2 – To be assured that services and agencies have appropriate systems, processes and training in place to support and safeguard adults effectively

1. % of staff currently trained in basic safeguarding awareness:

| Agency | Previous Q4 | Q1 | Q2 | Q3 | Q4 | CAVEAT |
|--|--------------|--------------|--------------|------|------|--|
| ALL Local Authority | 76 | 79 | 80 | 78 | 77 | |
| Local Authority Adult Services | 87 | 91 | 91 | 92 | 91 | Calculated at 3 years (employer requirement) |
| Local Authority Adult Social Care Teams | 90 | 93 | 91 | 94 | 91 | |
| UHCW | 95.3 | 96.1 | 95.9 | 96 | 95.4 | Calculated at 3 year (employer requirement) |
| CCG | 91.8 | 86.5 | 90.1 | 89.7 | 90.1 | Calculated at 3 year (employer requirement) |
| CWPT | 95.1 | 96.1 | 96.8 | 96.8 | 97.1 | Calculated at 3 year (employer requirement) |
| SWFT | 93 | 93 | 93 | 93 | 92.5 | Calculated at 3 year (employer requirement) |
| NPS | Not received | Not received | Not received | 100 | 100 | Calculated at 3 year (employer requirement) |

There continued to be evidence of excellent safeguarding training compliance across all agencies. CCG reported a decline in their training compliance at the start of the year due to merged training data between Coventry and Warwickshire however this was quickly rectified, and by the end of the year all agencies' compliance with safeguarding training was above 90%.

2. CQC rating of Coventry care homes:

The Care Quality Commission (CQC) is the independent regulator of Health and Social Care in England. Each quarter a representative from the Commissioning team brought a report to the subgroup to provide assurance around the internal and external audit and inspection systems in care homes in Coventry, how they are rated and any plans for improvement.

During the last year the Joint Quality Assurance Team continued to support and focus assurance activity on commissioned providers rated as 'Requires Improvement' or 'Inadequate' and shared information and intelligence with the CQC to inform their inspections.

The Quality Peer Support Group (QPSG) and Provider Escalation Panel (PEP) continued to monitor and manage providers that had considerable quality concerns and presented levels of risk to both the users of the service and/or risks to the market.

In May 2021 a restoration programme commenced and to date (end of Q4) 58 care homes (79%) full quality assurance visits have been completed out of a total of 73 and it is anticipated that the remaining visits will be completed by the end of June 2022. The visits involve reviewing all aspects of the care home service, assessing the quality standards and safety of residents.

CQC started to introduce some changes to how they regulate in August 2021 and the changes enabled CQC to be more flexible in how they assess and rate providers and recognised the ongoing challenges that many providers face.

The provider care home forum was relaunched in 2022; this was a hybrid approach with some providers choosing to attend face to face and some via Microsoft Teams. The care home provider forum in May 2022 featured a presentation by a representative from the West Midlands Fire Service around fire safety and the CSAB and Local Authority Safeguarding Adults Team delivered a presentation about safeguarding.

3. The outcomes of safeguarding enquiries:

| Concluded enquiries | Prev Q4 | Q1 | Q2 | Q3 | Q4 | End of Year Total |
|--------------------------------|------------|-----------|-----------|------------|------------|-------------------|
| Action taken, and risk remains | 27 (9%) | 6 (9%) | 5 (5%) | 7 (5%) | 9 (7%) | 27 (6%) |
| Action taken, and risk reduced | 153 (50%) | 32 (48%) | 42 (44%) | 76 (56%) | 59 (47%) | 209 (49%) |
| Action taken, and risk removed | 126 (41%) | 27 (41%) | 50 (52%) | 53 (39%) | 57 (46%) | 187 (44%) |
| Not recorded | 1 (0%) | 1 (2%) | 0 (0%) | 0 (0%) | 0 (0%) | 1 (0%) |
| Total | 307 | 66 | 97 | 136 | 125 | 424 |

In terms of outcomes, there was a successful outcome in 94% of cases this year, which is an improvement compared to the previous year, and evidence that most people are being kept safe as a result of their engagement with services. The Quality, Assurance and Performance subgroup felt assured that risk management is accurate and supporting people appropriately.

4. Deprivation of Liberty Safeguards (DoLS)

| Table 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Year Total | |
|--|-----------|-----------|-----------|-----------|------------|-----|
| Applications carried over from previous period | 349 | 486 | 511 | 513 | | |
| Number of applications received 2020-21 | 517 | 572 | 546 | 560 | 2195 | |
| TOTAL Number of applications at the end of the quarter | 866 | 1058 | 1057 | 1073 | 2544 | |
| Total number of granted | 164 | 260 | 240 | 233 | 897 | 43% |
| Total number of not granted | 216 | 287 | 304 | 371 | 1178 | 57% |
| Total number of completed | 380 | 547 | 544 | 604 | 2075 | |
| Completed % | 44% | 52% | 51% | 56% | 82% | |
| To be completed | 486 | 511 | 513 | 469 | 469 | |
| To be completed % | 56% | 48% | 49% | 44% | 18% | |

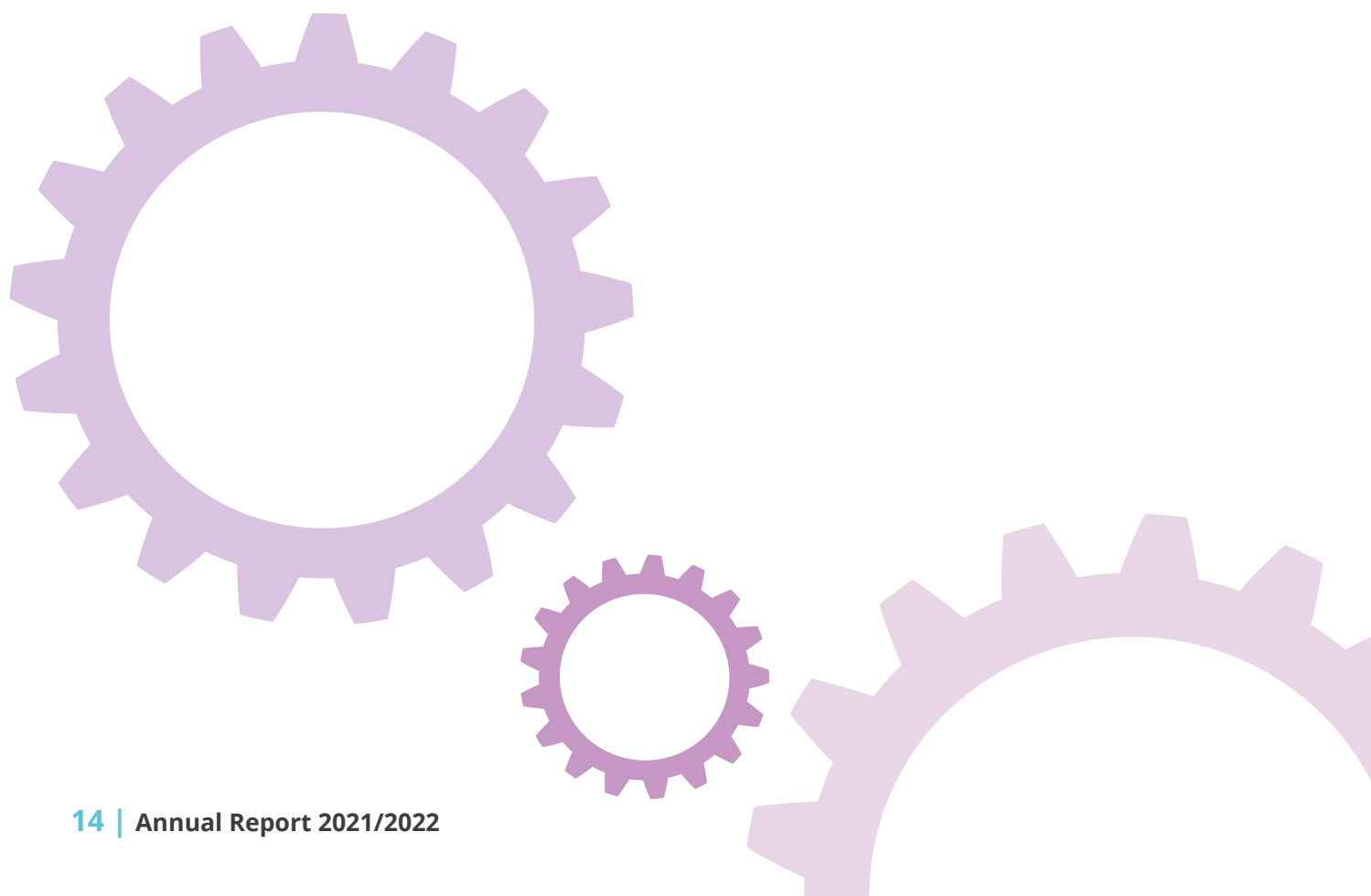
| Table 2 | Applications granted within < 90 days | | Applications granted >91 - <180 days being received | | Applications granted >180 days | | Total |
|-------------|---------------------------------------|-----|---|-----|--------------------------------|-----|-------|
| Total 16-17 | 546 | 51% | 467 | 43% | 66 | 6% | 1079 |
| Total 17-18 | 425 | 41% | 457 | 44% | 151 | 15% | 1033 |
| Total 18-19 | 735 | 64% | 372 | 33% | 36 | 3% | 1143 |
| Total 19-20 | 405 | 39% | 619 | 59% | 22 | 2% | 1046 |
| Total 20-21 | 259 | 30% | 565 | 66% | 37 | 4% | 861 |
| Total 21-22 | 216 | 24% | 554 | 62% | 127 | 14% | 897 |

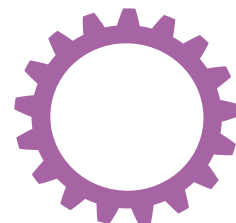
The data in table 1 and table 2 is intended to provide assurances to the Quality, Assurance & Performance subgroup that DoLS applications are processed timely and to provide details of numbers of outstanding applications.

The Quality, Assurance and Performance subgroup observed a 15.9% increase in the new number of new applications and a 10% increase in the number of completed applications this year compared to the previous year. At year end, 18% of applications were yet to be completed. There was also a sustained increase in the number of applications granted after 6 months of being received and this reflects the backlog of applications related to the need to divert authorisers to the pandemic response operationally, but remedial plans are in place with the aim of reducing this.

| Reason for not Granted DoLS | 2021-20 | | 2019-20 | | 2018-19 | | 2017-18 | |
|-----------------------------|-------------|-----|------------|-----|------------|-----|------------|-----|
| | Number | % | Number | % | Number | % | Number | % |
| Change of circumstances | 862 | 73% | 610 | 64% | 620 | 69% | 381 | 54% |
| Deceased | 246 | 21% | 267 | 28% | 178 | 20% | 211 | 30% |
| Criteria not met | 70 | 6% | 73 | 8% | 104 | 12% | 117 | 17% |
| Grand Total | 1178 | | 950 | | 902 | | 709 | |

The main reason for Not Granted DoLS is “change of circumstances” - 862 (73%) out of 1178 reflecting the revised hospital discharge practice and increased health admissions during the pandemic; the anticipated implementation of Liberty Protection Safeguards (LPS) expected in 2023 will impact positively in this area.





How have we made a difference?

To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal' and that adults are supported to achieve the outcomes that they want.

Coventry City Council's (CCC) adult services have continued to hold (on a virtual basis) the Safeguarding adults practice forum. The group, which meets bi-monthly, provides a regular engagement forum for those practitioners and managers engaged in undertaking adult safeguarding activity in Coventry. The membership of the forum is drawn from all teams and service areas within the city who have members engaged in safeguarding activity. This includes both CCC staff and those employed by Coventry and Warwickshire Partnership NHS Trust (undertaking safeguarding activity on behalf of CCC).

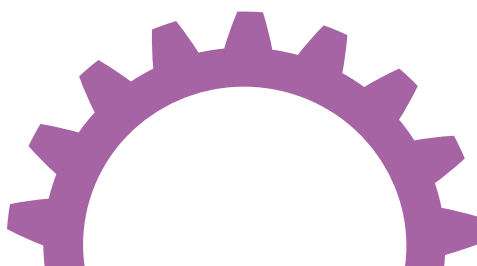
The aims of the group include providing a forum for all practitioners and managers to meet in order to network, share best practice and lessons learnt in relation to adult safeguarding. To identify any emerging learning and development needs and ensure current training has relevancy and currency. The forum also receives presentations and updates from expert / guest speakers on matters relevant to adult safeguarding practice. Speakers in the last year have included presentations from West Midlands Fire Service (WMFS), Office of the Public Guardian (OPG), Care Quality Commission (CQC) and from the Early Intervention Project at Coventry Haven.

Safeguarding Adults Practice Guidance and Making Safeguarding Personal Toolkit

Coventry City Council's adult services have recently reviewed their adult safeguarding practice guidance and their Making Safeguarding Personal (MSP) Toolkit. Making Safeguarding Personal underpins all our safeguarding activity. Both the guidance and toolkits are created to support our adult social care practitioners, providing resources that promote best practice and support our endeavour to continue embedding a strength-based approach which includes strengthening Making Safeguarding Personal.

The Making Safeguarding Personal toolkit is for frontline staff, supervisors and managers to support the different stages of the safeguarding process, includes all the tools and explanations of how to use them. It includes a supervisor's aide memoire to trigger questions to encourage the use of MSP approaches and to stimulate reflective discussions with staff.

The revised edition of the practice guidance includes new sections on criminal exploitation, looking at possible indicators of organised crime; county lines and "cuckooing". We have included an updated section on domestic abuse following the implementation of the Domestic Abuse Act 2021. There's also a new section on related safeguarding issues, which includes information about duties to prisoners and concerns raised that relate to people working in a Position of Trust.



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Risk Enablement Panels

As part of Coventry City Council Adults services commitment to strength-based practice, Risk Enablement Panels continued to be held during COVID-19. Risk Enablement Panels are designed to support staff in developing care and support plans in cases where there is a significant or perceived substantial risk to the individual. The Panel will provide a clear process for discussion, and shared decision making to support both staff and individuals in considering potential consequences of any decisions. The Panel may provide advice and recommendations, but ultimate decision-making responsibility will continue to rest with the practitioner and their manager.

Making Safeguarding Personal (MSP) forms part of the legal basis of safeguarding, and both MSP and positive risk taking are underpinned by the principle that enablement and working with risk are intrinsically linked. Positive risk taking is also consistent with a strength-based approach, focusing on a person's assets, both individually and in their support network. In 2021/22 six panels were chaired by the Adults Principal Social Worker.

Real time experience survey

Prior to COVID-19 Coventry City Council launched a more 'real time' experience survey to complement our more traditional surveying approaches with something a bit timelier but also to use to ask people if they would like to get involved in some way with the work of Adult Social Care - this being a key strand of our wish to engage people more and coproduce what we do. We paused the survey at the start of 2020 but have relaunched from April 2022.

The survey itself is online consisting of a series of statements to be answered from either the perspective of the client or carer, at a 'review' (initial or planned/unplanned). These are intentionally high level and idented to elicit general response regarding experience rather than specific types of service.

One of the questions asks people whether the support they receive helps them feel safe.

We had previously produced some practitioner information and a leaflet regarding the survey alongside some information which talks generally about options to get involved. If people opt to be involved, they can subscribe to the City Council's adult social care newsletter we are re starting. Public information leaflets can be found on the 'getting involved' web page.

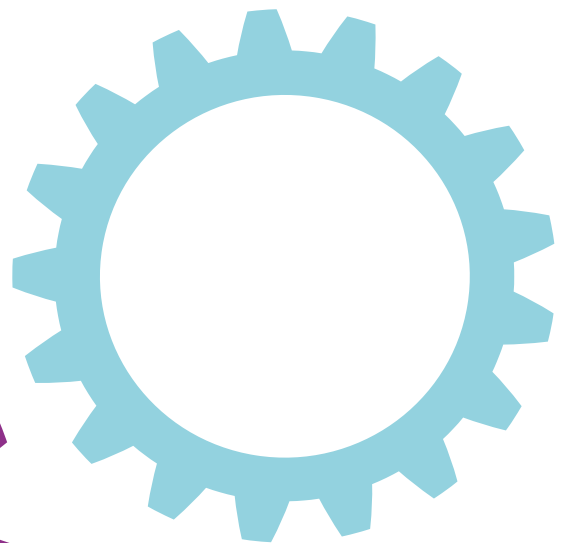
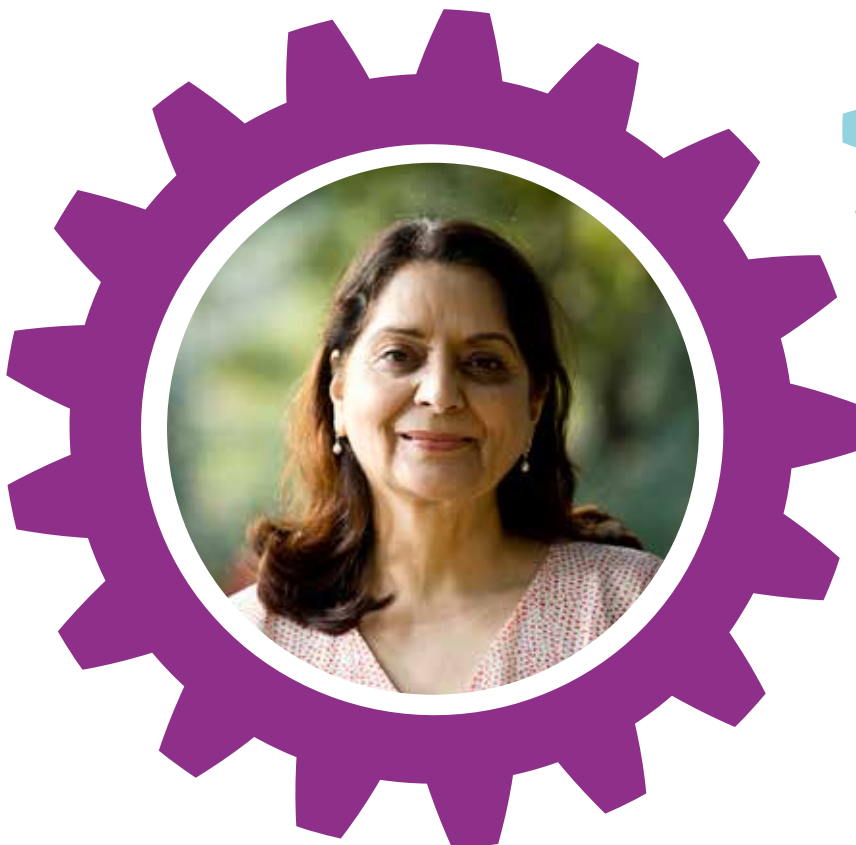
<https://www.coventry.gov.uk/health-social-care-say-getting-involved/getting-involved-adult-social-care>

The City Council is also looking to add the link to its assessments, support and review documents to enable the person to complete themselves if they wish.

Citizen Housing are involved in several national schemes that involve accommodating the homeless:

- Housing First
- Rough Sleeping Accommodation Programme (RSAP)
- Next Steps Accommodation Programme (NSAP)

In each case the accommodation we provide is not linked to the support, therefore the service user understands the impact if they do not engage. Given that the number of the service users are high risk there are inevitably some Safeguarding aspects. We work with the relevant local authority Safeguarding teams and commissioned support providers who deliver a service to each resident that is based upon their individual support requirements. Services are therefore tailored to the individual and this follows in terms of our approach to Safeguarding.



The Coventry and Rugby Clinical Commissioning Group has produced a Making Safeguarding Personal online training presentation to assist Primary Care in its Adult Safeguarding duties.

The Coventry and Rugby Clinical Commissioning Group have delivered two bespoke adult Safeguarding induction courses to primary care. This training has focused on Making Safeguarding Personal.

University Hospital Coventry and Warwickshire Trust Strategy is that the patient is at the top of all that is done, and this is the same when it comes to safeguarding. All efforts to safeguard patients are done with the patient and their family / representative where appropriate in order to make the safeguarding personal to their needs and wishes. This is a mandated field within a University Hospital Coventry and Warwickshire safeguarding adult referral to ensure the person's views are heard and respected.

University Hospital Coventry and Warwickshire endeavours to always hear the patient's voice and this is done in many ways including Advanced Decision Making, Hospital Passports for Learning Disability and Autism and Getting to Know You for people with Dementia.

The use of the Mental Capacity Act 2005 remains one of the priorities for the Safeguarding Team, to ensure that the person's wishes, and views are known prior to any best interest decision.

West Midlands Police

EMPOWERMENT: The Safeguarding Response is Victim Led:

- At Multi Agency Risk Assessment Conference (MARAC) the Independent Domestic Violence Advisor speaks first to ensure that the victims views are represented.
- Sanctuary referrals are ensured to Victims who do not wish to leave their homes.
- The Independent Domestic Violence Advisor is initially invited to all, Professionals Meetings.
- There are Non police Co chairs at MARAC to ensure that the Police Agenda does not dominate and victim's voice is heard.
- Work is undertaken with Investigation Teams to ensure victim blaming language and culture is appropriately challenged internally and externally

ACCOUNTABILITY: Victims understand the roles of those involved

- Domestic Abuse Safeguarding Officers visit & contact victims to explain this in person, within strict timescales.
- Early Intervention Pilot explain roles and responsibilities to victims independently.

- Supportive literature/signposting for further explanation is provided if required.
- Queries can be raised at MARAC – Independent Domestic Violence Advisors can relay clarity regarding whom is responsible for what

PREVENTION: Victims receive clear and simple information about what abuse is, how to recognise the signs and what I can do to help.

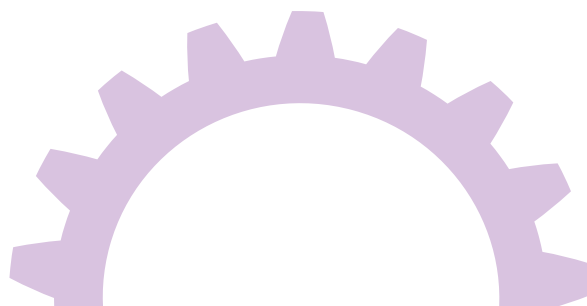
- This information is relayed by the Domestic Abuse Safeguarding Officer during initial contact with the victim. Signposting & literature is provided in support.
- Early Intervention Pilot provide additional signposting & referral, particularly for standard and medium risk Victims
- If suitable, a referral to Coventry Haven is made regarding Coventry Voluntary Tagging Pilot, which places victim's choice at heart of Police response to stalking/harassment.

PROPORTIONALITY: Victims are confident that professionals will work in their interests because they are visible, accessible, supported and involved (if they need to be) to manage risks they wish to take:

- Victims are appropriately supported and guided through the Domestic Violence Disclosure Scheme by Domestic Abuse Safeguarding Officer from beginning to end.
- Early Intervention Pilot Independent Domestic Violence Advisors are co-located at Coventry Central Police Station. They are now available to attend diary appointments with Victims if needed/required.
- Each High Risk Victim has a dedicated Domestic Abuse Safeguarding Officer. Domestic Abuse Safeguarding Officer cover is Mon – Fri business hours. Domestic Abuse Safeguarding Officers make face to face visits when victims require/need,

PROTECTION: Victims are helped and supported to report abuse and neglect in a Victim centred/ led manner:

- Domestic Abuse Safeguarding Officers and Early Intervention Pilot as well as MARAC process enables Victims to seek clarity /challenge Police decisions around Domestic Violence Protection Notices/Order's, No Further Action decisions and reasons as to why offenders are still outstanding, etc;
- Domestic Abuse Safeguarding Officers ensure Victims are fully updated.



- MARAC Chair and Safeguarding Team ensure Home Office Crime Recording Rules are adhered to and learning shared with internal/external partners.
- Domestic Abuse Safeguarding Officers work closely with Crime Services Team, Independent Domestic Violence Advisors, MARAC Team, Early Intervention Pilot, Investigation, etc to ensure any offences reported/disclosed are appropriately recorded at a time and place suitable for the Victim

PARTNERSHIP: Victims are confident that staff adhere to rules regarding confidentiality and Data Protection. Victims are confident that professionals will work together to obtain optimum results for them

- Domestic Abuse Safeguarding Officers explain MARAC Information Sharing Agreement, Domestic Violence Disclosure Scheme, Crime Recording/Investigation methods, and the Partnerships Framework for Support, to Victims in a clear and comprehensible manner. Means of communication is tailored to the specific needs of the individual. Domestic Abuse Safeguarding Officers use the appropriate means to convey this information, implementing appropriate support for communication, such as intermediaries/interpreters.
- Domestic Abuse Safeguarding Officers complete a mutually agreed Contact Plan with every Victim, including safe words and the exclusive use of safe methods of communication as suggested by the Victim. Domestic Abuse Safeguarding Officers provide regular updates to the Victim in accordance with this Plan, and particularly when there are significant developments such as MARAC Hearings or Professionals Meetings. If Domestic Abuse Safeguarding Officers feel that a safe method of communication has been compromised they will seek immediate supervisory guidance on an alternative approach and not risk breaching confidentiality.
- Decision making and disclosures in relation to the Domestic Violence Disclosure Scheme are specifically recorded in CONNECT and appropriately scrutinised by a Detective Inspector.

All clinical staff at Coventry and Warwickshire Partnership Trust are trained in Making Safeguarding Personal, at safeguarding level 2. All risk assessment document and care plans are tailored to the individual's needs, with an evaluation of care being carried out through a NHS national initiative of 'I Want Great Care'

Conclusion

Coventry Safeguarding Adult Board is assured that Making Safeguarding Personal continues to be embedded in safeguarding activity across the city. 76% of enquiries result in the individual's needs being met or partially met.

Coventry Safeguarding Adult Board recognises that Making Safeguarding Personal underpins all safeguarding activity. The Making Safeguarding Personal audit demonstrated that 75% of practitioners understood Making Safeguarding Personal and 67% said they felt supported by their organisations in applying Making Safeguarding Personal in safeguarding practice. Making Safeguarding Personal will therefore continue to be a priority for the CSAB in 2022-2023.

To be assured that services and agencies have appropriate systems, processes, and training in place to support and safeguard adult effectively .

Coventry and Warwickshire Partnership Trust have appropriate standards, policies, and procedures to support safeguarding adults. There is a Safeguarding team who support and advise staff in their statutory duties, along with representation of the Trust at partnership level. We are engaged in the partnership board work, including, subgroups, audits and task and finish groups. We offer training for staff in line with the intercollegiate documents with a Think family approach.

We have a section 75 in place where the safeguarding responsibility for mental health is delegated to ourselves and meet this demand to protect patients and their families.

West Midlands Police-EARLY INTERVENTION PILOT-Three IDVAs (Independent Domestic Violence Advocates); two from Coventry Haven Women's Aid and one from Panahghar, are co-located with the Public Protection Unit at Coventry Central Police Station. They trawl all Domestic Abuse reports (crime and non-crimes) and contact victims on those assessed as Standard and Medium Risk. The Independent Domestic Violence Advisors then signpost the victims to further support mechanisms and/or make any necessary referrals as appropriate. They also engage directly with the Eastern Safeguarding Team, Investigation OICs and Response, giving advice where required or liaising with specific IPs as requested by the Officers from those Teams. One of the primary aims is to increase victim engagement and re-engagement (where victims have disengaged with the Police and support agencies). In addition, the review process regularly results in the EIP requesting that Eastern Safeguarding Supervision reviews specific risk assessments with a view to escalating them to High.

Training – Each Student Officer on Eastern AAIT has a single day attachment with the Early Intervention Pilot to increase victim and safeguarding awareness. The Domestic Abuse Champions Lead at Public Health England is also working with Early Intervention Pilot to develop a training package for Domestic Abuse Champions in Response Teams.

Critical Conscience - The Early Intervention Pilot have provided Eastern Safeguarding Supervision with specific data regarding “victim blaming” culture/language by Officers and misconceptions regarding risk assessment (e.g. on strangulation automatically indicating high risk). These observations have been conveyed to key personnel within the Senior Leadership Team and Learning and Development Team for the purpose of informing wider organisational learning.

Public Health commissions a number of services. All are required to have a named safeguarding lead. It is one of the contractual requirements for all of our commissioned providers to ensure that they deliver safeguarding training to their staff groups and work within local safeguarding arrangements. This is monitored through regular contract performance meetings and ‘safeguarding’ is a regularly timetabled feature of discussions and audits carried out by services.

Turnaround continues to support women involved in on-street sex work by weekly evening Outreach and drop-in, 1-2-1 support, provision of essentials, and weekly peer support groups. The service works with other sex worker support services to enable on street sex workers to attend appointments such as health appointments.

Demand on the ‘Safetotalk’ helpline has continued to increase with calls from victims and professionals. To create more helpline capacity for victims, many calls from professionals are now often diverted away from the helpline. Additional accommodation has been sourced for 12 months commencing in August 2020. Public Health are currently working with partners to explore opportunities to mitigate risks associated with the additional demand. The local authority has responded to the new statutory duties arising from the Domestic Abuse Act 2021 to protect victims and children; with additional services now commissioned to provide additional support and interventions to victims and children residing in relevant safe accommodation. Training has also been commissioned within the city.

Coventry Rape and Sexual Assault Centre (CRASAC) work with women and men who have suffered from sexual assault or abuse at any time in their lives. They have currently suspended face-to-face support, (with some exceptions) and continue to offer a range of digital and telephone support. Referrals can be made by calling 02476 277 777 or emailing helpline@crasac.org.uk. Services are being reviewed regularly. Additional money from the COMF (Contain Outbreak Management Fund) was secured to address longer waiting times for the service due to a pause in face-to-face counselling.

Public Health teams in Coventry and Warwickshire have established a real time suicide surveillance system in partnership with the Coroner’s team. Cases of suspected suicide have been reviewed and a learning panel has been established to identify lessons learnt and highlight where suicide prevention can be strengthened across both Coventry and Warwickshire. Joint working arrangements have also been set up with the Child Death Overview Panel.

Mandatory Safeguarding Adults training at UHCW includes Level 1, 2. And 3 depending on role and responsibilities.

Level 1 compliance – 95%

Level 2 compliance – 94%

Level 3 compliance – 89%

Level 3 training is face to face and includes as learning from Serious Adult Reviews and Safeguarding Cases against UHCW.

Each clinical group has a Safeguarding Link worker who attends a yearly update co-ordinated by the Safeguarding Team. Additionally, each month a short update on a key area of safeguarding is shared electronically for them to disseminate.

Learning culture: The Adult Safeguarding Board has matured systems for sharing, embedding, and auditing how learning impacts the safety and well-being of adults with care and support needs.

Coventry and Rugby Clinical Commissioning Group Safeguarding Team tailored the Primary Care protected learning time events in July 2020 and March 2021 with 400 participants joining each session virtually. These platforms offered an opportunity to share learning from Safeguarding Adult reviews.

Coventry and Rugby Clinical Commissioning Group has a Safeguarding Platform which hosts Adult Safeguarding resources for Primary Care and health partners. Adult Safeguarding refresher training has been incorporated into induction sessions for those returning to the NHS, both within the Clinical Commissioning Group and providers. Online Adult safeguarding training access links have been circulated for use by Clinical Commissioning Group and Provider staff.

Self-Neglect training resource: The CCG has produced a Self-Neglect/Hoarding online presentation to assist Primary Care in its Adult Safeguarding duties.

The Clinical Commissioning Group Designated Nurse delivers supervision to the Named Professionals for Adult Safeguarding in the health providers.

The Clinical Commissioning Group Designated Safeguarding Team host a Safeguarding and Looked after Children's assurance group for health professionals working with both adults and children. It provides a vehicle for sharing local, regional and national safeguarding updates, as well as delivering training to promote learning and safeguard adults effectively.

Citizen have a comprehensive training programme in place for all staff relating to Safeguarding. This is mandatory and completed during new staff induction. We then complete follow on training as an update every 2/3 years dependent upon the operational role that staff have. More detailed training is provided where the service deals with a specific client group e.g. those fleeing domestic abuse. The training is geared toward our setting and examples used of real cases we have been involved in to help make the training come alive.

We also have our own internal Safeguarding Committee that meets quarterly and reviews our approach. This has representation from across the organisation and Board Member involvement. We also provide an annual assurance statement to our Audit and Risk Committee.

We provide an opportunity for staff in their 121 meetings with managers to discuss any concerns they have in terms of Safeguarding cases they might be involved in. We also offer specific support through our Employee Assistance Programme (EAP) when more 121 discussions are required.

Coventry City Council adult services have worked closely with their colleagues in workforce development and training providers to continue to deliver all of their safeguarding training to a virtual delivery model. Achieving this with minimum disruption to the overall safeguarding training offer for adult social care staff during the pandemic. Looking forward we are seeking to develop a blended approach of face to face and virtual training opportunities.

In the last year we have worked closely with our domestic abuse commissioned services to deliver tailored training sessions for adult social care staff. Providing up to date training sessions in relation to the new Domestic Abuse Act 2021. We have also recently commissioned training in relation to trauma informed practice which has been well received. It is our ambition to include both the domestic abuse and the trauma informed practice training into our ongoing training offer.

Oversight of Key Performance Indicators - The safeguarding adults team, within adult social care, continue to have oversight of the safeguarding data and the key performance indicators (KPI's). This work informs where we might need to give some focus to in relation to a particular area of safeguarding practice. This year, we have been working with the operational teams around recording of s42 safeguarding enquiries. We had started to see a decline in our conversion rates, (this is the numbers of concerns that progress to an enquiry). Since work was undertaken with the teams, we have seen that the recording and classification of concerns and enquiries is now more aligned with national and local guidance, and our conversion rates have increased to a position comparable local authorities within the West Midlands.

Preparing for Liberty Protections Safeguards (LPS)- Whilst awaiting an implementation date for LPS Coventry City Council has established an internal working group to focus on how we will implement LPS. One of the key areas of work will be workforce development. A Training group has been established and a draft training plan produced which focus on key

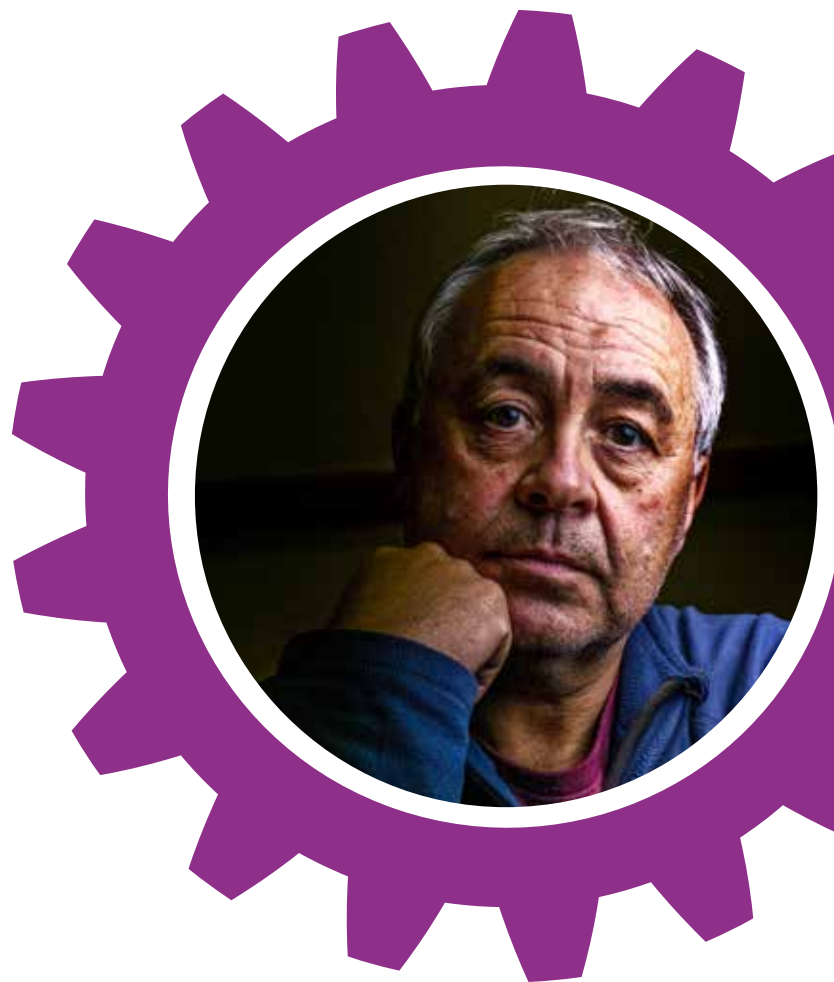
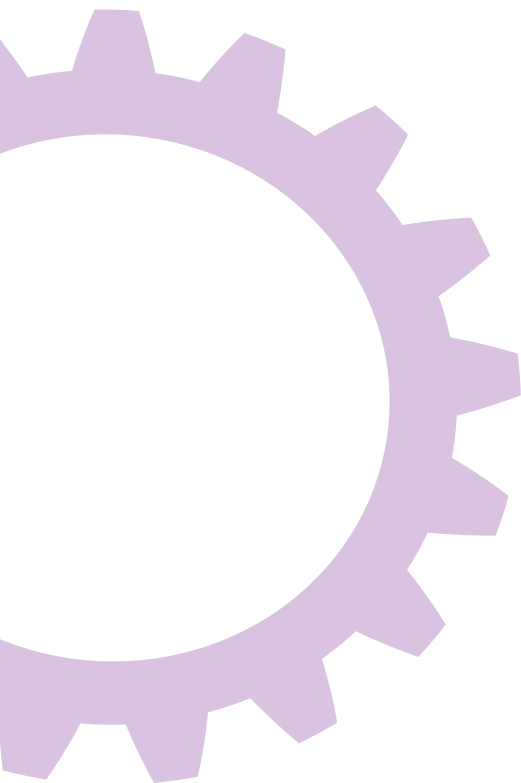
stages from preparatory work, awareness raising and more specific training when details are in place as to how LPS will be implemented. Some of the training events so far have included :

- LPS briefings and bulletins
- Mental Capacity refreshing awareness and understanding
- Briefing sessions for Children's and SEN services
- MCA Master classes for registered professionals
- Mental Capacity Act training for Occupational Therapists
- Necessary and Proportionate' Training

Conclusion

Coventry Safeguarding Adults Board is assured that during periods of lockdown, and now coming out of lockdown, agencies have kept safeguarding at the forefront of their activities. Training and other processes designed to improve safeguarding functions have been maintained.

Many organisations have moved to virtual methods of service delivery as a result of COVID19 and agencies are now evaluating what service provision will look like moving forwards. Coventry Safeguarding Adults Board will continue to monitor this to ensure that there is no negative impact on service users.



The Board to seek to understand and respond to safeguarding issues arising out of lockdown easing of the COVID19 pandemic crisis

Coventry and Warwickshire Partnership Trust have a range of processes and practices which assist in the monitoring of the COVID19 pandemic, and the easing of lockdown. The team are starting to embrace a hybrid way of working from home and various Trust bases in order to become more visible to staff and patients. We are analysing our patient groups and their safeguarding issues, and responses delivered, in order to understand the needs of the patient in Covid lockdown and the emerging of communities. We are sharing this information in audits and subgroups, as it develops.

West Midlands Police-Early Intervention Pilot are now based back at Coventry Central Police Station. They will progress now to attending suitable Diary Appointments with Response Officers;

Face to face liaison can re-ensue with internal partners such as Investigation, Neighbourhood Policing Teams and Early Intervention Pilot.

Many meetings (MARAC, Position of Trust and Professionals Meetings) have moved to virtual platforms. This has improved/enabled attendance for some agencies. Others, however, have wound up their services and no longer attend such meetings (such as MARAC) in person as a result, sending in written updates only. These are often not clear/detailed enough and attendees are unable to seek clarity contemporaneously, leading to additional actions being set.

The Safeguarding Team at University Hospital Coventry and Warwickshire have worked on site to support the clinical teams throughout the Covid 19 pandemic, and this continues as we enter the endemic. Visibility in the clinical areas has continued when and where possible depending on the covid restrictions enabling supervision and case reviews. Training was initially halted on a face-to-face basis in 2020 but recommenced face to face from May 2021.

Engagement with Safeguarding meetings have continued, and the use of MS Teams has often facilitated this. Internal governance meetings continue with a Safeguarding Committee bi-monthly, reporting into the Nursing and Midwifery Committee, Quality Safety Committee and Trust Board.

During the Pandemic, Public Health have facilitated webinars and training to ensure staff have up to date and accessible information regarding any changes due to COVID in terms of service changes, referral and access.

Change, Grow, Live (CGL) provide drug and alcohol support in Coventry. All clients receive individualised risk assessments. As we emerge from COVID, the level of face- to -face provision is increasing, the option for virtual support will continue as part of a blended service offer but everyone who requires a face to face appointment can now access this. To identify and build on the learning from COVID, CGL adults and young people's services are developing an action plan around hidden harm, which will lead to service improvement action across both services, there will be ongoing work to develop a joint whole family approach with the child at the heart of the intervention. The Office for Health Improvement

and Disparities have released funding to implement the new National Drug and Alcohol Strategy, this will increase the investment in Drug and Alcohol services for both Adults and Young people. This focus on the funding in Year One is to increase treatment quality and reduce caseloads; Public Health are working with CGL and wider partners to invest this funding in line with the outcomes required as part of the strategy.

Primary Care Safeguarding- There are Lead GP's for Safeguarding in its GP Practices, and this role includes adult safeguarding.

The post of Adult Safeguarding Co-ordinator Training was established in 2021 to provide dedicated administrative support to Adult Safeguarding, with half of the GP practices having this post in place. This post is responsible for sharing information and to co-ordinate monthly multi-Disciplinary meeting. These activities have been established via virtual and face to face means to discuss vulnerable adults, particularly in relation to neglectful health care.

Domestic Abuse: The Clinical Commissioning Group commissions a training and referral service in relation to Domestic Abuse for its Primary Care staff.

Citizen Housing work with several service providers who manage schemes on our behalf and we also accommodate those fleeing domestic abuse in our scheme at Frank Walsh House, working with the City Council's housing team who make the referrals.

We have a Tenancy Sustainment Team that provides support to our customers. This can be as simple as sign posting to other agencies or providing more specialist support due to a disability, mental health or feelings of isolation. This service has been particularly important as we emerge from lockdown.

Working practices- Coventry City Council's, Adult Social Care have taken a blended approach to working practices. In the last year we have been re-establishing our practice principles of face-to-face working, whilst also continuing to use and hold virtual meetings where possible and appropriate.

We have produced specific guidance for staff including a 'Decision Making Framework for assessment visits and contacts' to support consistent approaches in practice.

The Council's Strategic Commissioning team have revised their quality assurance approach to ensure all care homes receive a quality assurance monitoring visit as a priority following restrictions lifting. This included a review of the monitoring information gathered and sign off visits by the commissioning lead.

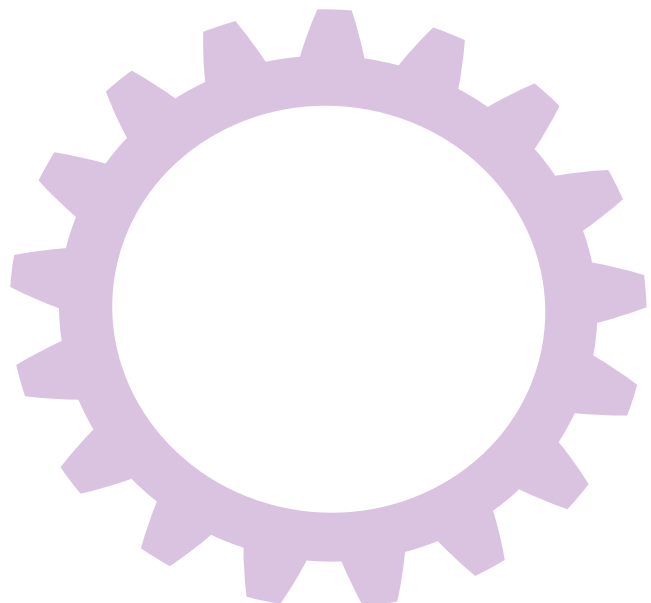
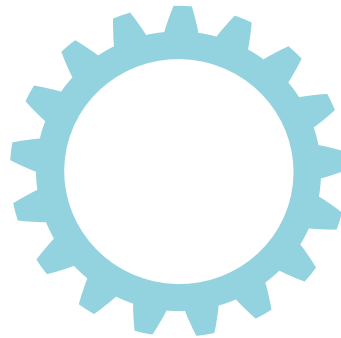
Contracts officers also meet on a regular basis to discuss provider issues, provide peer support and ensure oversight.

The general process for provider quality concerns has also been strengthened, with a clear process of escalation now established in event of quality / safeguarding concerns, closures and contract breaches. A revision of the terms of reference for the Quality Peer Support Group (QPSG) and Provider Escalation Panel (PEP) has also been undertaken to provide clarity on the purpose of the groups and routes of escalation where ongoing quality issues are identified.

Following provider feedback, bitesize workshops have taken place online to deliver key areas of training, for example on UTI and catheter care. Further work is planned on ensuring providers are educated on fire safety planning and standards following updates in legislation using similar workshops.

Conclusion

The Board is assured that, despite the unprecedented challenge posed by COVID-19, throughout the pandemic partners had a good understanding of the strengths and weaknesses within the safeguarding system and partners responded to these by working in new ways, forming new partnerships and protecting the most vulnerable residents in the city. The Board receives a regular position statement updated by all partners and this will continue for the foreseeable future to allow the Board to monitor and respond to any challenges.



Audits

Across the year the Quality, Assurance and Performance subgroup (QA&P) undertook 3 audits.

Making Safeguarding Personal

The Coventry Safeguarding Adults Board (CSAB) has a priority within its business plan focused on Making Safeguarding Personal (MSP) which states that the Board seeks:

'To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal (MSP)' and that adults are supported to achieve the outcomes they want'.

The purpose of this audit was to provide an evidenced based assessment of the strengths and areas for development of the partnership approach to working with adults with care and support needs in line with Making Safeguarding Personal.

This case file audit highlighted positive work taking place across Coventry in relation to Making Safeguarding Personal. Areas of strength were identified, such as service users being asked about their preferred outcomes, any issues of risk in relation to outcomes expressed by the individual being addressed, agencies considering advocacy for service users who require it, and MSP principles embedded in practice and evidenced the positive direction of travel since the last audit that was undertaken in 2019.

However, the case file audit also identified some areas of learning such as recording mental capacity assessments, practice of any other agencies involved (such as provider services) evidencing understanding of MSP principles and preferred outcomes for individuals being met, that require further development.

The second stage of the audit was receiving feedback from frontline practitioners to gain an insight into how practitioners understand and utilise the principles of Making Safeguarding Personal. 75% of the practitioners who completed a questionnaire stated they understood the principles of MSP and 67% said they felt supported by their organisation in applying the principles of MSP in their safeguarding practice.

The CSAB strives to hear the voice of service users wherever possible and so for this audit, where possible to do so, the service user's main practitioner was asked to go through a series of short questions with them to hear their thoughts about Making Safeguarding Personal and whether they feel work with them has embraced the principles of adult safeguarding.

All 3 respondents stated they were asked about what they wanted to happen during their time with services and confirmed they were happy with the service they were receiving from agencies in Coventry. Two respondents told us that they were kept involved and informed during the process; they were kept up to date and were given information when they asked for it, either by email or telephone. All respondents felt the roles of everyone involved were clear and understandable. One service user commented that sometimes it seemed that some professionals were imposing things on them, however they stated the social worker did not do this and was able to get the service user to engage and form a

good relationship.

The audit made several recommendations to address the identified areas for improvement and the implementation of these was monitored by the Quality, Assurance and Performance subgroup.

Safeguarding in Care Home NICE Guidance Baseline Assessment

The Safeguarding Adults in Care Homes NICE guideline published on 26th February 2021 covers keeping adults in care homes safe from abuse and neglect. It includes potential indicators of abuse and neglect by individuals or organisations and covers the safeguarding process from when a concern is first identified through to Section 42 safeguarding enquiries. There are action-orientated recommendations on policy, training, and care home culture to help improve care home staff awareness of safeguarding and ensure people can report concerns when needed. The guideline is for use by care home providers, managers, staff and volunteers, other health and social care practitioners working with adults in care homes, health and social care commissioners of residential care for adults, local authorities and Safeguarding Adults Boards, adults living in care homes, their families, friends, carers and advocates, and the general public.

NICE guidance is based on the best available evidence on effectiveness (including cost effectiveness) and evidence on the views and experiences of care home residents, their families and carers, and practitioners involved in care and support for residents. It can be used to drive quality, to measure standards of care and to improve practice.

The accompanying baseline assessment tool to support local implementation contains the recommendations from the guideline and a strategic group of professionals from relevant services were asked to review the baseline assessment tool and attend a focus group meeting to evaluate whether practice is in line with the recommendations in the guidance in order to seek assurances that effective processes are in place in Coventry. During this meeting and discussions held, the final assessment tool was prepared.

Firstly, it is important to note that the Safeguarding Adults in Care Homes NICE guideline is 'guidance', and it is not mandatory to apply the recommendations (unless the guidance refers to anything which may be required by law). However, reviewing the guideline and completing a baseline assessment allowed the group to take an evidence-informed approach to evaluate current safeguarding practice within care homes and make a considered, conscious decision about how to respond to any unmet recommendations, consider the value of implementing the recommendation and also consider the level of risk and/or any financial implications by not implementing the recommendation.

The group identified 170 relevant recommendations within the baseline assessment tool; 164 recommendations were fully met and 6 were partially met. Positively, there were no recommendations that were deemed to be unmet.

This piece of quality assurance work found that there are effective processes in place to safeguard adults in care homes; an action plan was developed in order to be confident that the 6 partially met recommendations were implemented fully and the progress of this was monitored by the Quality, Assurance and Performance subgroup.

Care Act 2014 Compliance

The Coventry Safeguarding Adults Board completes this piece of multi-agency assurance work each year to understand agencies' general compliance with the Care Act 2014. This self-assessment reviews the effectiveness of the arrangements for safeguarding adults at a strategic level. The self-assessment tool was created (and is updated) by a regional group of SAB representatives from across the Midlands area based on the requirements within the Care Act 2014. The aim of the audit tool is to help members of Safeguarding Adult Boards audit their safeguarding arrangements using a common framework which has been developed for use by a wide range of organisations from varying perspectives, and to improve and strengthen arrangements for safeguarding adults with care and support needs. An open and honest approach is encouraged to enable organisations to get maximum benefit from the process; the self-assessment should be a realistic, proportionate working document focused on improvement.

All relevant partnership agencies completed the audit except both Probation providers.

There were many areas of strength identified within this audit:

- **Organisations have a senior staff member that has the responsibility to lead and promote a safeguarding culture throughout the organisation** - all agencies were able to identify a strategic leader with responsibility for safeguarding within their organisations and described the role of their safeguarding leads and their responsibilities including training, policy, implementing national legislation and guidance and supporting frontline practitioners.
- **Staff have open access to all policies, procedures, and protocols** – all agencies reported that staff had access to policies and procedures via their internal intranet, portals, shared drives and external public facing locations and were confident that staff can access these at any time.
- **Safer recruitment** - There was an encouraging response to this question; most organisations had a separate, dedicated HR and Workforce department which dealt with recruitment meaning that safer recruitment principles were routinely followed,
- **Robust governance arrangements for safeguarding adults across the organisation** - all agencies were able to demonstrate strong governance arrangements for safeguarding adults within their organisation and the mechanisms described suggested that partner agencies are able to examine the services they provide, ensure they are meeting the needs of vulnerable adults in Coventry and, where necessary, identify and implement changes to bring about improvement.
- **Learning culture to drive improvement** - positively, all respondents explained, in detail, their process for learning from internal reviews and safeguarding incidents as well as sharing and the implementation of learning from local and national reviews
- **Policy and Procedure review schedule** - all agencies described their policy review process which often included a dedicated team or group who monitor, review and update policies and procedural guidance, followed by ratification by a senior management team or committee.

- Staff and volunteer voices are heard and influence change – all respondents were able to say how staff voices can be heard within their agencies via both formal and informal processes.

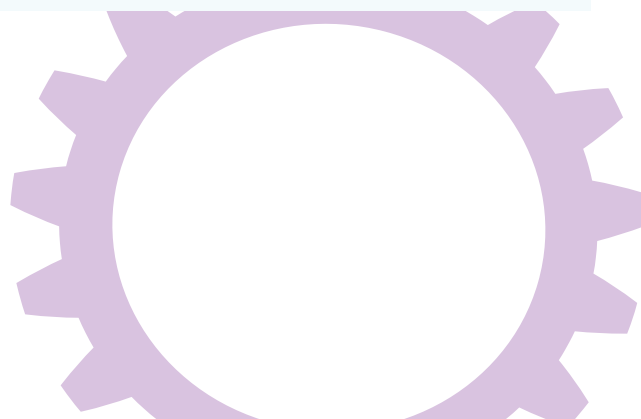
The areas for development were:

- **Embedding Making Safeguarding Personal into practice** – this was the lowest scoring area across this year’s audit; it was also highlighted as an area for improvement in the 2019 audit however there has been some progress over the last 24 months and it has moved from ‘Requires Improvement’ to ‘Good’
- **Quality Assurance Framework for Safeguarding Adults** - most agencies did have a framework in place, but some organisations recognised this was an area of development for them.
- **Quality Assurance Framework positively influencing practice to safeguard adults** - most agencies were able to specify how the learning from quality assurance work was reported through to senior managers via established structures, however not all agencies could confidently explain how this effectively influences practice.
- **Organisations providing information and advice in a format accessible to the individuals so they can be in control and be empowered** - all but one organisation stated they provided information and advice in a number of different formats accessible to service users. However, one agency identified that information is most commonly provided in a verbal format and a piece of work is being undertaken across their organisation to create more accessible information for service users.

Conclusion

This was a positive audit which provided assurance and evidence of good quality safeguarding practice by agencies working with adults with care and support needs in Coventry. Agencies reported a high level of compliance with all standards; there were no areas in which agencies self-assessed themselves as ‘Requires Improvement’ or ‘Inadequate’. Strong governance arrangements, senior leadership, implementing learning from reviews and staff engagement to influence change scored positively.

Agencies which identified a development need have provided assurances that this is being implemented. This will be monitored via data incorporated into the quarterly CSAB Performance Scorecard, MSP audit recommendations and action plan and any ongoing concerns escalated to Board.



Safeguarding Adult Reviews

The Care Act 2014 states that Safeguarding Adults Boards must arrange a Safeguarding Adults Review (SAR) of a case in its area where there is reasonable concern about the way the Board, members of it or relevant agencies worked together and an adult in its area has died as a result of abuse or neglect, whether known or suspected, or the adult is still alive and the Board knows or suspects that the adult has experienced serious abuse or neglect. This is a statutory responsibility.

The overall purpose of a Safeguarding Adult Review is to promote learning and improve practice, not to re-investigate or to apportion blame. The objectives include establishing:

- lessons that can be learnt from how professionals and their agencies work together.
- how effective the safeguarding procedures are.
- learning and good practice issues.
- how to improve local inter-agency practice.
- service improvement or development needs for one or more service or agency
- lessons learned are shared to maximise the opportunity to better safeguard adults with care and support needs, who are or maybe at risk of abuse or neglect.

The Care Act 2014 requires that lessons learned are published in the Annual Report following the conclusion of the review. Coventry Safeguarding Adult Board has not undertaken any Safeguarding Adult Reviews in 2021-2022.



Safeguarding Awareness week

Safeguarding Adults Awareness Week took place during 15-21 November 2021. Each year the Ann Craft Trust set themes for each day, with this year's overall theme being 'Creating Safer Cultures'

Similar to last year this year's campaign focused on a greater online and social media presence. A special Safeguarding Adults Week Newsletter was created highlighting the plan for the week and what would be shared, as well as sharing how practitioners could support and follow the week on social media sharing the hashtags: #SafeguardingAdultsWeek #Safeguarding #SaferCultures #ListenLearnLead

The focus of Monday was Emotional Abuse and Safeguarding Mental Health. We shared a poster giving tips on how to safeguard your mental health and an article on how to exercise self-care when working from home. We also shared the CSAB poster on Emotional or Psychological Abuse and linked the webpages with further information.

Tuesday looked at 'The Power of Language'. We shared a respectful language dictionary and used the opportunity to share our Making Safeguarding Personal leaflet and resources as a reminder for practitioners.

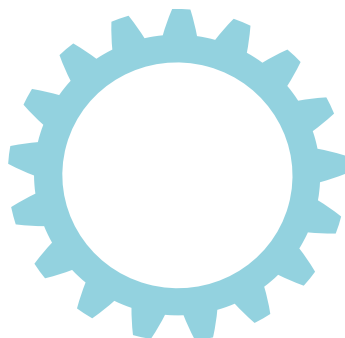
Wednesday explored Digital Safeguarding. We shared the Ann Craft Trust tips for digital safeguarding and highlighted the signs and indicators of financial abuse and scams, along with services that provide help on this issue.

On Thursday the Ann Craft Trust looked at Adult Grooming and its different forms, and we also shared a link to the Prevent strategy highlighting how grooming can result in radicalisation.

Friday gave information on how to create safer organisational cultures we shared Adult Social Cares Local Account for the year to show the work undertaken across Coventry.

Over the weekend, information was given on 'Safeguarding and You'. The message that safeguarding is everyone's responsibility was shared as a reminder and the Ann Craft Trust Safeguarding Checklist was shared to allow organisations to benchmark their knowledge and policies.

The week saw good engagement, with social media posts being shared and liked and the website resources and links that were provided were used, demonstrating the success of the campaign.



Learning events

Identifying and Dealing with Domestic Abuse

This learning event was held on 6th October 2021 and featured a presentation from colleagues working in Public Health focusing on Domestic Abuse, as well as Coventry Haven Women's Aid.

The session began with a reminder of the work of the Safeguarding Adult's Board, where to find our resources and how to keep up to date with the latest Partnership news. It was also taken as an opportunity to remind practitioners about Making Safeguarding Personal.

Presenters then focused on what domestic abuse is, the signs and safety planning. The draft Domestic Abuse Bill was examined, and its implication on local practice was explored. Finally, tools and resources available to practitioners were highlighted, including the Safe to Talk website. The session maintained an informal element where discussion, questions and comments were welcome throughout and interaction was positive.

The event was attended by 112 people. The feedback from this event was that attendees found it very useful and the session was also recorded to be shared on the website, via email and via the newsletter.

The Learning Disability Awareness Learning Event was held on 10th June 2021 and featured a range of presenters:

- Michelle Cresswell (Clinical Transformation Lead), Adrian Hutchins (Programme Manager) - Coventry and Warwickshire Clinical Commissioning Group (CCG)
- Naomi Madden (Director of Projects), Alex Rigler (Parent and Project Officer) - Grapevine Coventry and Warwickshire
- Lisa Jones (Team Manager) - Community Learning Disability Team
- Paul McConnell, Commissioner, Coventry City Council

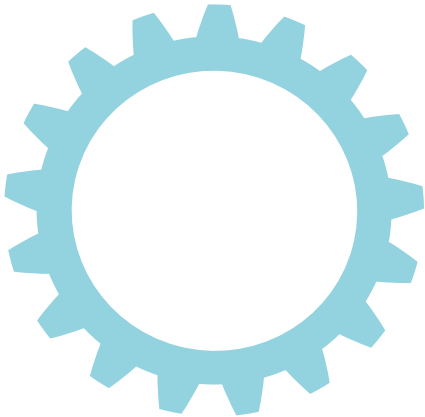
The presentations were also informed by experts by experience to provide an insight into the lived experience of service users and their needs.

The presentation provided an overview of learning disability and aimed to increase awareness of the needs of those with learning disabilities. In this respect, the need for reasonable adjustments were discussed.

The LeDeR Programme was also discussed with presenters explaining how learning from deaths of people with a learning disability impacts service improvement and reflecting on recent learning from the local LeDeR programme.

Finally, local services and resources were shared, and the Transforming Care programme was introduced.

127 Practitioners attended the event, with many more accessing the recordings online or via Board communications such as the newsletter. Feedback was positive and practitioners especially valued the inclusion of experts by experience.



Leave no Doubt

On 9th March 2022, Coventry Safeguarding Adult Board and Warwickshire Safeguarding Partnerships held the joint Learning Event 'Leave No Doubt - Overcoming The Challenges Of Talking About Our Choices Regarding Death And Treatment'

This event formed part of the Coventry and Warwickshire Clinical Commissioning Group (CCG) campaign 'Leave no doubt' in partnership with 'Compassion in dying' which aimed to raise the awareness of Advance decisions, Advance care planning, Mental Capacity Assessments and Best Interest decisions.

These issues were presented by Professor Celia Kitzinger, Professor Derick Wade and Dr Kathryn Mannix, with tools and resources being shared by the Partnerships.

104 practitioners attended from across the two areas and temperature checks taken at the start and close of the event showed practitioners felt more knowledgeable and upskilled in their awareness of Advance care planning.

Liberty Protection Safeguards – What we know so far

The Coventry Safeguarding Children Partnership and Adult Board held a joint boards event on the 28th February 2022. This event was titled 'Liberty Protection Safeguards: What we know so far' and was aimed at all practitioners in anticipation of the implementation of Liberty Protection Safeguards (LPS).

Lorraine Curry (Professional Lead for Mental Capacity Act at Shropshire Council) provided an introduction on what to expect from LPS, the LPS co-ordinator role and what partners can be doing right now. Julie Warner (Team Leader - Deprivation of Liberty Safeguards Team) provided insight into the current local picture in respect of Deprivation of Liberty Safeguards (DoLS) and Janice White (Team Leader – Legal Services) detailed the legal framework of the Mental Capacity (Amendment) Act 2019 that has brought about these changes.

Resources and webpages were shared so practitioners could access the latest information on the frequently changing subject.

110 Practitioners attended the event and the recordings were shared across the Partnership and Board.

Looking forwards

| Coventry Safeguarding Adult Board Business Plan 2022-2023 | | |
|---|---|------------|
| 1. To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal' and that adults are supported to achieve the outcomes that they want. | | |
| Why? | To ensure that safeguarding is tailored to individual's needs and outcomes improve as a result. | |
| Measures of success | <ul style="list-style-type: none"> • Improved performance between the first and second MSP case file audit. • Agencies are able to articulate an example of when MSP improved outcomes. • Number of hits to MSP resources on the website. • Evidence that there is an increase in safeguarding enquiries where wishes are met or partially met. | |
| Outcomes | That practitioners understand the principles of MSP and apply these when dealing with safeguarding cases. | |
| Action tracker | | |
| Action | Responsibility | Timescale |
| Raise Awareness of Making Safeguarding Personal by delivering training events across the partnership. | Policy and Workforce Development sub-group | March 2023 |
| To identify resources developed by the Board and partners and to ensure that they are accessible and socialised. | Board Manager | March 2023 |
| To develop a communication strategy to ensure that key messages in relation to MSP are shared effectively across the partnership. | Board Manager | Dec 2022 |
| To develop a MSP toolkit with Multi-agency examples- particular examples self-neglect and hoarding . | Workforce Development Sub-group | Dec 2022 |

| Action tracker | | |
|---|----------------------------------|-----------|
| Action | Responsibility | Timescale |
| To develop resources to increase practitioner's knowledge and confidence in relation to the Mental Capacity Act 2005. | Workforce Development Sub-Group | Dec 2022 |
| To develop mechanisms to ensure that service users voices are heard. | Board Manager | Dec 2022 |
| To consider any learning from the LGA resource MSP – For SABs. | Policy and Workforce Development | Dec 2022 |

2. To prepare for and oversee the effective implementation of Liberty Protection Safeguards.

Why? To ensure that partnership is prepared for Liberty Protection Safeguards 2022

| | |
|----------------------------|--|
| Measures of success | <ul style="list-style-type: none"> • Number of partners attending training sessions • Readiness of partners to implement LPS • Awareness of LPS amongst providers |
| Outcomes | Swift and effective implementation of LPS leading to better outcomes for adults with care and support needs |

Action tracker

| Action | Responsibility | Timescale |
|--|---|---------------|
| To raise awareness of LPS across the City, through a range of resources to include staff briefings and WFD materials. | Workforce-Development Sub-Group | March 2023 |
| To seek assurance in relation to CSAB Partners readiness for LPS and a sufficient level of resourcing across the city. | Independent Chair | March 2023 |
| To horizon scan for the LPS codes and regulations and to consider these within local safeguarding policies and procedures. | Chair of Policy and Procedure sub-group | March 2023 |
| To develop and monitor a Liberty Protection Safeguards Implementation Plan. | Board Manager | March 2023 |
| To work with the Safeguarding Children's Partnership to understand the implications of LPS on young people and responsible bodies. | Independent Chair | December 2022 |

2. The Board to seek to understand and respond to safeguarding issues arising out of lockdown easing of the COVID19 pandemic crisis.

Why? To ensure that safeguarding practice is effective in Coventry

Measures of success


- Number of referrals where individuals wishes are met or partially met
- Number of individuals still receiving training
- Number of providers attending the Provider Safeguarding forum

Outcomes

To ensure that individuals receive the support that they need.

Action tracker

| Action | Responsibility | Timescale |
|--|--|---------------|
| The Board will review SAR policies and procedures. | Chair of the Safeguarding Adult Review sub-group | March 2023 |
| The Board will review the way that it operates to understand how it can effectively undertake its functions moving forwards. | Board Manager | December 2023 |
| Work with LA/ CCG commissioners to establish communication pathways with adult care providers. | Board Manager | March 2022 |
| To share regional and national learning in relation to SARs | Chair of Workforce Development Sub Group | March 2022 |
| To undertake a benchmarking exercise in relation to COVID19 Safeguarding Adults Insight Project (LGA) | Quality, Audit and performance sub group | December 2022 |
| To receive regular updates from Channel panel to understand the links between radicalisation and vulnerable adults | Independent Chair | March 2023 |
| To develop links with other Boards identifying cross cutting themes for example prevent duties and vulnerable people and ensure learning from DHR's and LeDeR review is shared | Board Manager | March 2023 |



If you think an adult is at risk
of abuse call Adult Social Care Direct

024 7683 3003

or e-mail

ascdirect@coventry.gov.uk

Adult Social Care Direct is based at
Broadgate House,
Coventry, CV1 1FS



10 categories of abuse:

Physical

Domestic violence

Sexual

Psychological

Modern slavery

Financial or material

Neglect & Acts of Omission

Discriminatory

Organisational

Self-neglect

Coventry Safeguarding Adults Board

Tel: **024 7683 2568**

www.coventry.gov.uk/csab

E-mail: **CoventrySAB@coventry.gov.uk**