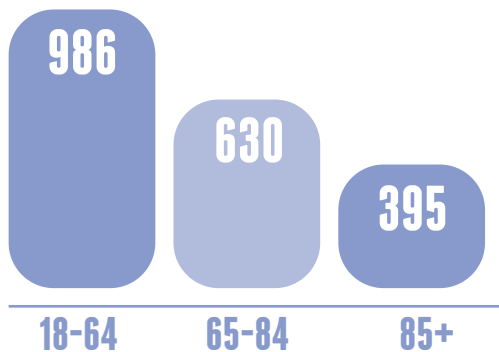




Birmingham Safeguarding Adults Board **Annual Report 2018-2019**

1 Key Safeguarding Facts for 2018-2019



The age-groups of people who had enquiries made on their behalf

10,805

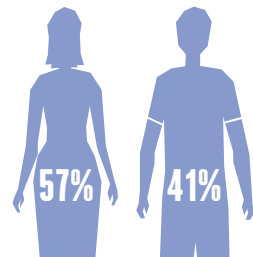
concerns raised during the year

2,149

concerns became enquiries

93%

of people felt their enquiry had achieved what they wanted



More women than men were alleged victims



62%

1,177 enquiry allegations listed the source of risk as someone known to the person at risk

21%

398 allegations involved service providers

17%

325 allegations involved someone not known to the person at risk

30.5% increase in the number of concerns raised, up from 8,277 last year.



7% increase in the number of enquiries started, up from 2,011 last year.



enquiries involved allegations of neglect



enquiries involved alleged physical abuse



allegations occurred in the victim's home

1,238
544

WHITE BRITISH
BLACK & MINORITY ETHNIC

people had safeguarding enquiries made on their behalf

2 Forward by the Independent Chair

It gives me great pleasure to introduce our Birmingham Safeguarding Adults Board Annual Report for 2018-2019. In this report you will find an overview of the Board's work over the past 12 months.

During 2018-2019 the Board and its partner agencies worked harder than ever to rise above the many challenges we faced to ensure that safeguarding our most vulnerable citizens remained at the top of our agendas.

This last 12 months we have successfully focused on Hearing the Voice of the Communities; Safer Communities; Empowering our Communities and Governance and Assurance. This year also saw the successful start of our ambition to dramatically improve our work in citizen engagement and leadership. I am really happy to report that the Board's Strategy for 2019-2021 was written with our partners and citizens in equal measure.

“ I believe the Birmingham Safeguarding Partnership is strengthening each year and there is no doubt that we are stronger together.

Our Board has long been committed to ensuring that there is a far broader partnership of agencies engaged in championing safeguarding principles and ways of working across the city and because of this I believe that we have created an inclusive, innovative, dynamic and collaborative adult safeguarding culture over the last three years.

We are constantly grateful to our partners for their support, their wisdom and their abilities to work together to make things happen that improve the lives of others. I would like to personally thank all of our partners and citizens who have led, contributed to and supported our joint work towards delivering on our safeguarding strategy, you are the people that make it happen.



Cherry Dale

Independent Chair
Birmingham Safeguarding Adults Board

Contents

1	Key Safeguarding Facts 2018-19	2
2	Forward by the Independent Chair	3
3	What is the purpose of the Annual Report?	4
4	What does Safeguarding Adults mean?	4
5	What is Birmingham Safeguarding Adults Board?	4
6	What is the BSAB's Vision?	4
7	What do BSAB's Executive Board members do?	5
8	Who are the BSAB's partner organisations?	5
9	Who are the members of BSAB's Executive Board?	5
10	What is BSAB's structure?	6
11	How is the Board paid for?	7
12	BSAB's Strategic priorities for 2018-2019	8
13	What did the Board achieve in 2018-2019?	9-10
14	A Sample of Partner Achievements	11-12
14	Making Safeguarding Personal	13-15
15	Safeguarding Adults Reviews	16
16	Assurance Report 2018-2019	17-20
17	How do we support Learning, Development, Engagement and Information sharing?	21
18	Future Priorities 2018-2019	22
Appendices		
Appendix 1	Executive Board Attendance	23
Appendix 2	Partners' Feedback	24-25
Appendix 3	Safeguarding Adults Concerns Data	26-28
Appendix 4	BSAB's Partners	29



3 What is the purpose of the Annual Report?

Welcome to Birmingham Safeguarding Adults Boards (BSAB) Annual Report for 2018-2019.



The law says that we must publish a report every year to say what we have done to achieve our main goals and how our members have supported us to do this. So this report says who we are and what we did between April 2018 and March 2019.

4 What does Safeguarding Adults mean?

Safeguarding Adults means stopping or preventing abuse or neglect of adults with care and support needs.

Adults with care and support needs are age 18 and over and may:

- have a learning disability;
- have a mental health need or dementia disorder;
- have a long or short-term illness;
- have an addiction to a substance or alcohol; and/or
- are elderly or frail due to ill health, disability or a mental health illness.

5 What is Birmingham Safeguarding Adults Board?

Birmingham Safeguarding Adults Board (BSAB) is a statutory partnership between the Council, Police, NHS, Fire Service and other organisations that work with adults with care and support needs in our city.

The job of the Board is to make sure that there are arrangements in Birmingham that work well to help protect adults with care and support needs from abuse or neglect.

6 What is BSAB's vision?

Our vision is that people with care and support needs in Birmingham are able to live their lives free from harm because we have a city that does not tolerate abuse or neglect; the community works together to prevent abuse and neglect, and people know what to do when it happens.

“ Our vision is that people with care and support needs in Birmingham are able to live their lives free from harm.



7 What do BSAB's Executive Board members do?

Each member is responsible for sharing information between the Executive Board and their agency and for making sure their agency does what it has agreed to do.

The Board is led by an Independent Chair appointed by the local authority. She reports to the Director of Adult Social Care and the Cabinet Member for Health and Social Care, in Birmingham City Council.

8 Who are the BSAB's partner organisations?

BSAB is also made up of many partner organisations from across Birmingham who support adults with care and support needs. The names of our partner organisations are listed in Appendix 4.



9 Who are the members of BSAB's Executive Board?

BSAB's Executive Board is made up of senior representatives from the following organisations:

Birmingham City Council

Birmingham and Solihull Clinical Commissioning Group

Chief Nurses Forum'

Healthwatch Birmingham

Sandwell and West Birmingham Clinical Commissioning Group

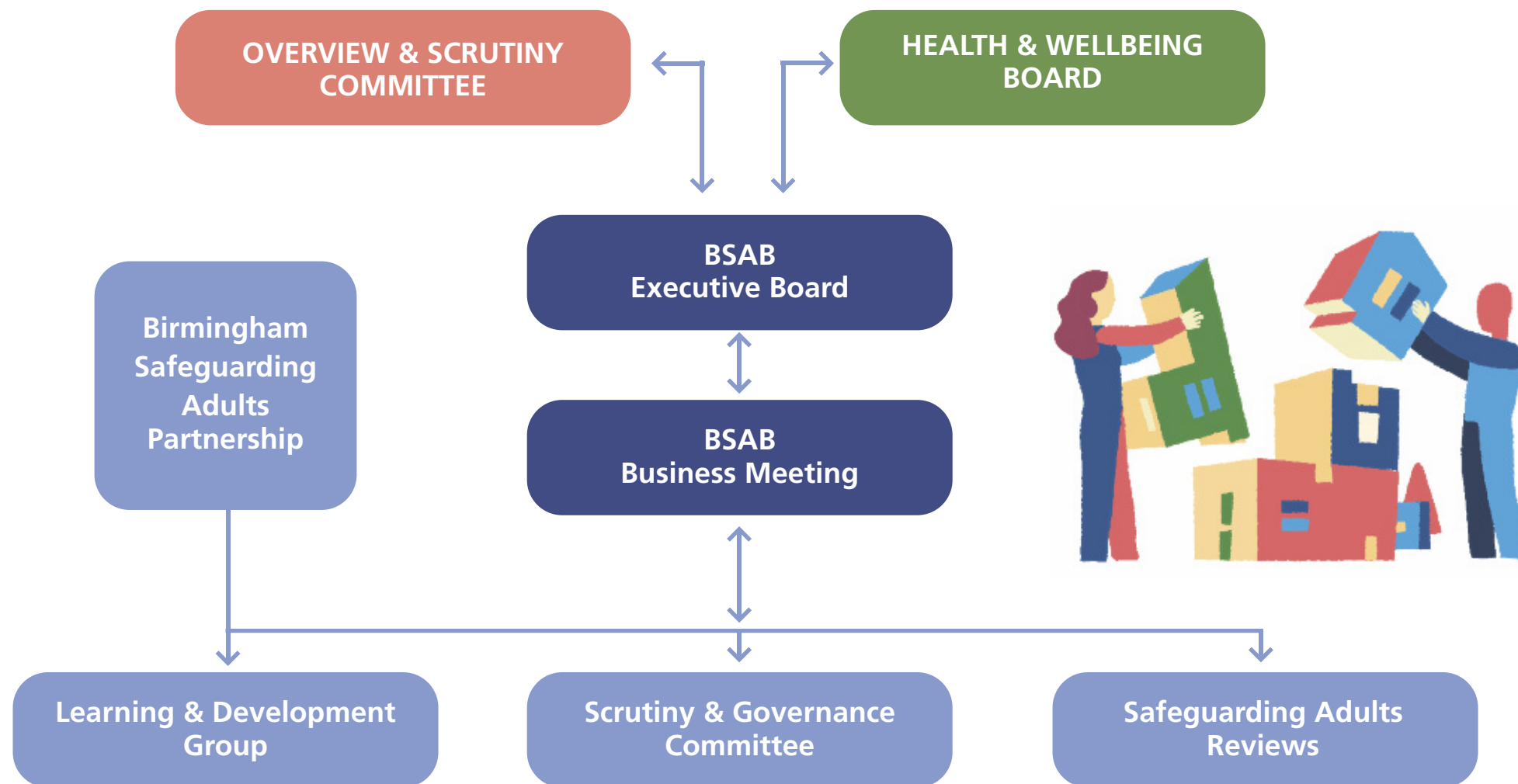
University Hospitals Birmingham NHS Foundation Trust

West Midlands Police

West Midlands Fire Service

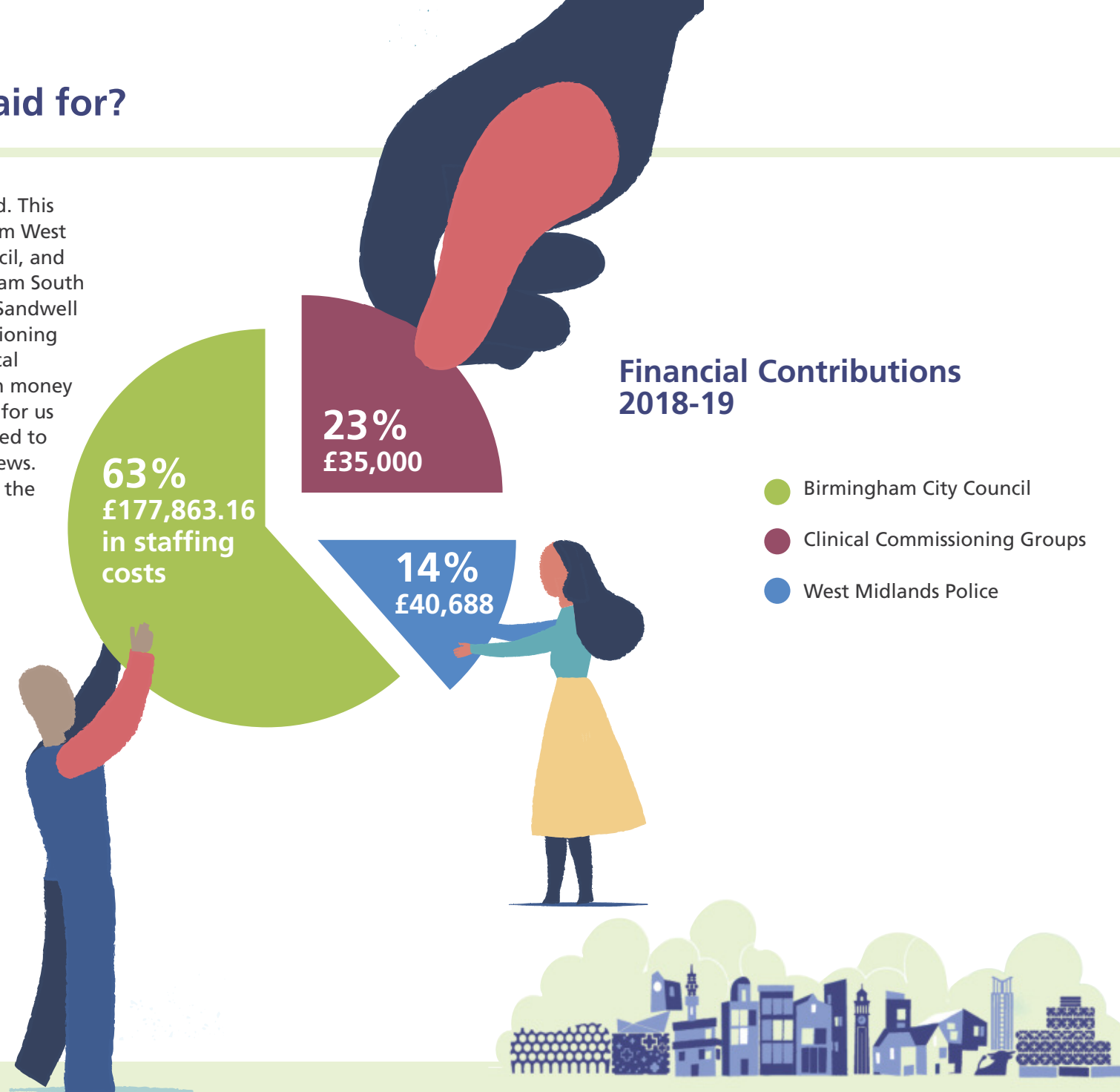


10 What is BSAB's structure?



11 How is the Board paid for?

In 2018-19 we had £283,751.16 to spend. This money represents the contributions from West Midlands Police, Birmingham City Council, and combined contributions from Birmingham South Central Clinical Commissioning Group, Sandwell and West Birmingham Clinical Commissioning Group and Birmingham Cross City Clinical Commissioning Group. This was enough money to pay for what we planned to do, and for us to keep some saved up in case we needed to carry out any Safeguarding Adults Reviews. The Board kept a close watch over how the money was spent.



12 BSAB's Strategic priorities for 2018-2019

PRIORITY 1

Hearing the voice of the community



Actively seeking to hear the voice of the community to ensure the work we do meets the needs of the communities we serve; communicating in a language and through channels that are accessible.

PRIORITY 3

Empowering our communities



Building strong community resilience to adult abuse by offering communities the support they need to contribute to keeping adults in Birmingham safe.

PRIORITY 2

Safer communities



Having clear protocols, prevention and early intervention strategies in place to ensure we are working to make our communities safe. Sharing business objectives and priorities with other strategic boards and partners to ensure we work in a co-ordinated way to reduce risk to the safety of adults in Birmingham.

PRIORITY 4

Governance and Assurance



Seeking assurance from each other and the community that the services we provide and the approach we take, works well to keep adults safe.

13 What did the Board achieve in 2018-2019?

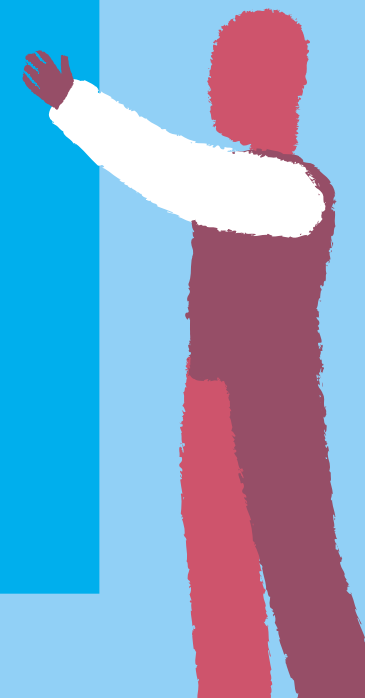
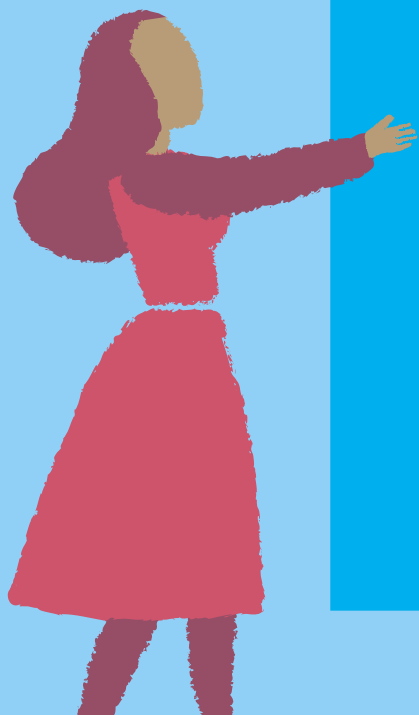
Priorities	What we said we'd do	What we did
<p>PRIORITY 1 Hearing the voice of the community</p> 	<p>Actively seeking to hear the voice of the community to ensure the work we do meets the needs of the communities we serve; communicating in a language and through channels that are accessible.</p>	<ul style="list-style-type: none"> • We have commissioned the filming of Vox Pops to capture thoughts, perspectives and concerns on what safeguarding means to people who live and work in Birmingham and these will be published on our refreshed website. • We continue to produce and circulate our newsletter four times a year. • We sought the views of citizens through our Safeguarding Adult Partnership meetings throughout the year, through the Assurance Statements received from our partners and during direct consultations; these have informed our Strategy and Business Plan for 2019-20. • We engaged with citizens at Birmingham Institute for the Deaf to look at what life is like for someone who is deaf, living in Birmingham and what safeguarding means to them. • We presented and had conversations through a question and answer session with people who attended a People for Public Services meeting and we talked about how we can work better together as citizens and organisations of Birmingham to prevent the risks and experiences of abuse or neglect for our most vulnerable people. • We had a conversation with people who attended the Deaf Cultural Centre in 2018 to talk about what it is like to feel safe and free from harm in Birmingham when you are deaf and what the Board can do to help through its partnership.
<p>PRIORITY 2 Safer communities</p> 	<p>Having clear protocols, prevention and early intervention strategies in place to ensure we are working to make our communities safe. Sharing business objectives and priorities with other strategic boards and partners to ensure we work in a co-ordinated way to reduce risk to the safety of adults in Birmingham.</p>	<ul style="list-style-type: none"> • We continued to work on non-regulated accommodation. • Risk Enablement Agreement. • Risk enablement guidance launched. • We supported the launch of the Birmingham Homelessness Strategy. • We supported the launch of the Domestic Abuse strategy for Birmingham and have made some key commitments to ensure the actions are carried out. • We presented key note speeches to Heartlands Hospital, Solihull Hospital and Good Hope Hospital teams on BSAB ambitions and training the attendees in: Making Safeguarding Personal, Risk Enablement, Trauma Informed approaches to safeguarding and risk enablement, Prevention/Early Intervention and BSAB's work and priorities. • We held multi-agency practitioner forums on Disability Hate Crime, Domestic Abuse and the Impact of Social Isolation. • We held a Safeguarding Adult Review learning event to educate partners on the criteria for SAR referral (Section 44). • We have been actively involved in the work around Safeguarding Adult Review Champions developing a SARs library repository.

13 What did the Board achieve in 2018-2019?

Priorities	What we said we'd do	What we did
PRIORITY 3 Empowering our communities 	<p>Building strong community resilience to adult abuse by offering communities the support they need to contribute to keeping adults in Birmingham safe.</p>	<ul style="list-style-type: none"> ● We ran a joint media campaign with Trading Standards focussing on Financial Abuse and Social Isolation. ● We commissioned training on Trauma Informed Practice and screened the Resilience Film for our partners. ● We attended and presented at the West Midlands Combined Authority conference on Adverse Childhood Experiences, speaking about the link between traumatic experiences and safeguarding. ● We worked with city-wide partner organisations to hear the voice of the citizen regarding transitions and the role of safeguarding. This led to improved partnership working, the sharing of information and communication. ● We worked jointly with our partner Forward Carers to hold a conference aimed at unpaid carers. ● We chaired and presented at the Being Well Works Well event for World Mental Health Day focussing on Making Safeguarding Personal, Risk Enablement and support for our most vulnerable citizens.
PRIORITY 4 Governance and Assurance 	<p>Seeking assurance from each other and the community that the services we provide and the approach we take, works well to keep adults safe.</p>	<ul style="list-style-type: none"> ● We have reviewed and updated BSAB Scrutiny & Governance processes. ● We sought assurance from all our partner organisations who have signed the Memorandum of Understanding. ● Our partner assurance process had a key focus on Domestic Violence and Risk Enablement. ● We ran a Strategy Writing workshop with all partners, followed by three additional workshops and meetings with citizen groups to co-produce the next BSAB Strategic Plan and Business Plan. ● The Executive Board sought direct assurance on: <ul style="list-style-type: none"> ● Unregulated accommodation in Birmingham; ● Birmingham City Council - Social Care Commissioning; ● Safeguarding processes within HMP Birmingham; and ● the West Midlands Ambulance Referrals process. ● We assessed ourselves against the Research in Practice for Adults, Learning and Development standards for Boards. ● We assessed ourselves against the Local Government Association and Association of Adult Social Services Making Safeguarding Personal Quality Assurance standards for Boards.

14 A Sample of Partner Achievements

Birmingham City Council Adult Social Care	Birmingham and Solihull Clinical Commissioning Group	Birmingham and Solihull Health Foundation Trust
<p>Commenced the transformation of the social work service (Customer Journey) to establish a community-based, asset and strengths-based model.</p> <p>Began developing an Adult Family Group Conference service that can deliver restorative approaches to people affected by abuse and neglect.</p> <p>Rolled out BSAB's Risk Enablement Guidance to all its operational social work teams.</p> <p>Continued to work in close partnership with Birmingham City Council and Clinical Commissioning Group commissioners, Care Quality Commission inspectors and police to respond effectively to reports of poor care.</p>	<p>The designated safeguarding team set up a Practice Leads Safeguarding Network meeting across Birmingham and Solihull which meets quarterly. Themes from statutory reviews are highlighted using a spotlight on learning approach.</p> <p>The safeguarding team are successfully running a learning and development programme for Primary Care.</p> <p>Designated nurses run an advice line to support professionals from provider organisations and within the Clinical Commissioning Group.</p>	<p>Increased face-to-face meetings with service users.</p> <p>Improved involvement of service users and their families when considering service user stories.</p> <p>Contributed to the Assist Project to support difficult to engage and complex service users.</p> <p>Held an annual learning event on 'Domestic Abuse - improving our response and practice' based on findings from a training need's analysis which supports Making Safeguarding Personal.</p>



14 A Sample of Partner Achievements

University Hospitals Birmingham NHS Foundation Trust	West Midlands Fire Service	West Midlands Police
<p>Strengthened multi-agency partnership working to ensure patients have access to available, accessible and appropriate support.</p> <p>Continued to raise awareness of safeguarding through Adult Conference, and Safeguarding Champions in clinical areas.</p> <p>Making Safeguarding Personal and Risk Enablement embedded into safeguarding training.</p> <p>Strengthened process for requesting Independent Mental Capacity Advocates.</p>	<p>Commissioned an independent scrutiny review into their safeguarding policies, processes and procedures. The recommendations and areas for improvement from this have been translated into an action plan which is ongoing.</p> <p>The main lines of enquiry were:</p> <ul style="list-style-type: none">● Leadership - to ensure that safeguarding is seen as everyone's responsibility● Policies and procedures and their application● Workforce having the necessary skills and knowledge● Quality standards, assurance and monitoring processes are in place.	<p>Working with other key organisations to develop a regional group and support a consistent approach to safeguarding investigations for the seven local authority areas within which the West Midlands Police operates, to minimise the impact of local variances/requirements and improve the combined response.</p> <p>Work undertaken by the West Midlands Police to develop an early intervention model for investigative pathways into suspicious deaths, particularly in relation to care homes. This has led to the creation of a national protocol between the Police and the Care Quality Commission.</p>



14 Making Safeguarding Personal

What is Making Safeguarding Personal?

The Care Act says that adult safeguarding is about protecting individuals, but people are all different. So when we are worried about the safety of a person we should talk to them to find out their views and wishes. Then we should respond to their situation in a way that involves them as much as possible enabling them to have choice and control over what happens in their life, so they can achieve an improved quality of life, wellbeing and safety. Doing adult safeguarding this way is called **Making Safeguarding Personal (MSP)**.

In 2017/18 BSAB decided that everything it did should be based on following MSP and that all its actions to achieve its strategic priorities should reflect these principles. In 2018-2019 we asked our partners how they make safeguarding personal in their organisation and how MSP has been implemented in their procedures. Our partners told us:

- “We take time to listen to the person and understand what they want from the process and the outcomes that are important to them.”
- “We respect their choices and we are honest with the person about balancing independence and protection.”
- “When supporting people with complex needs, it is important that we use what we know about the individual (likes, dislikes, patterns of behaviour) to assess their likely thoughts and preferences, engaging other people including advocates as appropriate.”
- “We need to adapt to meet changing needs and regularly review to ensure a positive outcome.”

BSAB next started to work on developing practice guidance around risk enablement (positive risk taking), and made sure that this work was based upon MSP principles.



14 Making Safeguarding Personal

Case Study from our partners: Case Study 1

A partially sighted patient attending the outpatient department with his father told staff during the appointment that he was experiencing psychological and financial abuse from his wife. The patient had a 10-year-old child living at home with them.

The patient told us that he had been isolated from his friends and family and that his wife controlled everything he did. During the consultation the patient's phone was constantly ringing and receiving text messages which he said was his wife wanting to know where he was and why he had been so long. He stated that he felt completely dependent on her. The patient told us that he wanted help as he didn't know where to turn. He didn't know what help was available for him, or how he could still live in the same house and care for his child. The patient did not want to move out of his home.

The patient was given time to discuss his wishes and fears and identify the best course of action. Information was given to the patient regarding services available to him, including domestic abuse services for men. We discussed with the patient the abuse that he was experiencing, and he consented to a referral to Adult Safeguarding Team for assessment and support.

The patient had already expressed concerns for his son who was witnessing the abuse and he consented to us making a Request for Support Referral to local Children's Services to ensure his son's safety and wellbeing. The patient was given time at the hospital to contact the police and report the abuse to them.

It was agreed that he would go to his father's house to meet with the police and await further support. The patient returned for another appointment eight weeks later and informed us that he was now living back at home with his son. His wife had left the family home and the abuse had stopped. The patient was very happy with the outcome and the support that he had been given. He told staff that he was really glad he had told us what was happening.



14 Making Safeguarding Personal

Case Study from our partners: Case Study 2

An 84-year-old female with dementia living in supported accommodation. Carers attended twice a day, but this was really only functional contact over washing and eating rather than social contact.

An allegation of assault had been made and whilst not proven to be the case by CCTV, during the investigation it became apparent that the lack of meaningful contact was the core issue. Officers engaged with her daughter resulting in more regular contact, and after engaging with the accommodation's warden, they began making more regular visits and encouraging the lady to spend time in the communal area to meet up with other residents and to engage with activities.



15 Safeguarding Adult Reviews

What is a Safeguarding Adult Review (SAR)?

A Safeguarding Adult Review takes place when agencies who worked with an adult who suffered abuse or neglect, come together to find out how they could have done things differently to prevent harm or a death. A SAR does not seek to blame anyone; it tries to find out what can be changed so that harm is less likely to happen in the future in the way it did to other people.

The law says BSAB must arrange a SAR when:

- **There is reasonable cause for concern about how BSAB, its partners or others worked together to safeguard the adult; AND**
- **The adult died and BSAB suspects the death resulted from abuse or neglect; OR**
- **The adult is alive and BSAB suspects the adult has experienced abuse or neglect.**

SARs are overseen by BSAB's Safeguarding Adult Review Sub-group, made up of representatives from partner organisations and co-chaired by two members of the group appointed by the Board.

In 2018-2019, BSAB received seven referrals, of which:

- **three did not meet the SAR criteria (one of these was however referred to the Domestic Homicide Review (DHR) group);**
- **one SAR was commissioned; and**
- **three were not statutory reviews (but the SAR Group commissioned 'Learning Lessons Reviews' with independent authors).**

Following the outcome of a SAR or a 'Learning Lessons Review', the SAR Group ensures that recommendations and any learning is disseminated across the city.

In September 2018, the SAR group held a Safeguarding Adults Review learning event, focusing on the differences between safeguarding referrals and Safeguarding Adults Reviews; since this event the number of referrals has increased.

In October 2018, the SAR Group provided external training to ensure that partner agencies had the skills to write Internal Management Reports (IMR) that would be required when completing a SAR.

The SAR Group supports one of its members being a Regional SAR Champion. This member works with a national group of safeguarding professionals to cascade information about, and from, the national SAR Library Repository.

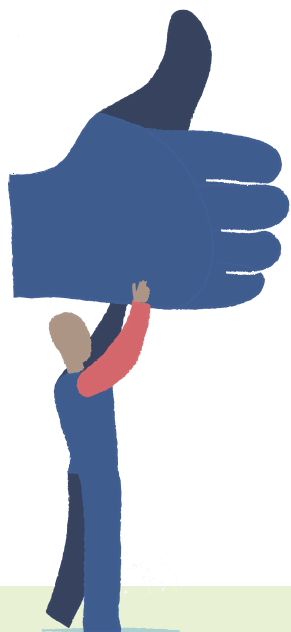
The SAR Group has had a productive year with referral of submissions, training and education being delivered and an on-going commitment from all partners attending the SAR Group.



16 Assurance Report 2018-2019

What do we mean by assurance?

By assurance, BSAB means making sure that what we and our partners are doing in Birmingham is working so that vulnerable people in the city will feel safer and better protected from the risk of abuse and neglect because of what we do. This is one of BSAB's main jobs. To do this we look for lots of different bits of information to see one big picture of what is happening in Birmingham. This is so we can see what we think is working well, what needs more work, and where any key risks might lie. We will show you this picture each year in our annual report. Because Birmingham is constantly growing, changing and developing; seeking assurance has to be done all the time and not just once.



Our assurance model looks like this:



What our assurance process has told us about safeguarding in Birmingham during 2018-2019

1. From our partners:

We asked our partner organisations to tell us:

- What the people who used their service had said their safeguarding priorities and concerns were
- How they had put BSAB'S Making Safeguarding Personal guidance into practice
- How they had worked to reduce social isolation
- What they thought the key adult safeguarding challenges in Birmingham were, and to give an example of how they had worked with an adult at risk of abuse or neglect.

They gave us a sense of the different ways organisations are delivering their safeguarding responsibilities in the varied and different settings and circumstances they work in. Our role as a board is not to check on the performance of individual services – unless there is a serious problem somewhere – instead it is to try to assess how well things are fitting together overall, and how effective our partnership is. The responsibility to seek assurance about individual providers normally lies with their commissioner and/or regulator.

Some common themes highlighted from the assurance statements were about:

- Deprivation and poverty
- Sexual and criminal exploitation including County Lines
- Homelessness
- Mental Health
- Financial pressures and reductions in public spending

2. From the citizens of Birmingham:

We have made a commitment to try to capture what the people of Birmingham are saying, and what the people who have been through a safeguarding experience are saying. We know this is an area that needs concerted and ongoing work. We are continuing to develop ways to increase the involvement of citizens. The assurance process has been strengthened by invites being extended to a number of citizen representatives to participate in the Scrutiny and Governance Committee and citizens supported in developing the questions in the assurance statements.



16 Assurance Report 2018-2019

3. From reports to our scrutiny committee:

The Scrutiny and Governance Committee (S&G) received reports from different organisations throughout 2018-2019. The committee requests reports from whoever is best placed to comment on or analyse a particular issue or theme. For example, Birmingham and Solihull Clinical Commissioning Group have reported to us on the Learning Disabilities Mortality Review (LeDeR) programme; a national programme reviewing the deaths of people with learning disabilities across the whole of England. The committee then questions and challenges what has been presented, the try to identify strengths and weaknesses and to make suggestions about ways forward. The S&G Committee then provides summary reports to the Board on its findings.

Last year we received reports from:

- The Local Authority, Client Financial Services about Direct Payments
- National Health Service England on the commissioning of inpatient Mental Health services
- The Local Authority regarding Deprivation of Liberty Safeguards (DoLS) and Section 42 enquiries
- The Local Authority regarding PREVENT; safeguarding and supporting those vulnerable to radicalisation
- Birmingham and Solihull Clinical Commissioning group about the Learning Disability Mortality Review
- The local authority about their Domestic Abuse Prevention Strategy
- Birmingham and Solihull Clinical Commissioning Group, Safeguarding Assurance on Commissioned Services
- The Local Authority on their implementation of the 3 Conversations Model



What did these reports tell us?

These reports told us that partners are striving to work together to support the citizens of Birmingham and to work together to protect vulnerable citizens from harm.

Client Financial Services told us that there is potential for financial misuse, abuse and fraud to occur with Direct Payments; work has been undertaken to strengthen and improve the Direct Payments monitoring processes. The S&G Committee was assured that there is oversight of Direct Payments and suitable procedures are in place to address any concerns as they arise.

We heard that NHS England has robust processes in place to monitor the quality and care of inpatient mental health care including those citizens that are placed outside Birmingham.

The Local Authority told us it was a challenge to assess all high priority DoLS cases due to increasing referral rates. A waiting list system has been implemented with managers ensuring that those experiencing actual restraint, or who are actively objecting to their care or treatment arrangements are prioritised. The S&G Committee was satisfied that LeDeR is a reviewing process to identify learning to reduce health inequalities among those with Learning Disabilities and any safeguarding or quality issues are identified and signposted appropriately. We heard that many agencies are facing the challenge of how to support vulnerable adults who are at increased risk of abuse/radicalisation, but who do not have care and support needs and hence would not meet thresholds of support from adult social care. We were generally assured that through procurement, contracting and commissioning arrangements for the oversight of NHS commissioned services that the wellbeing, choice and independence of adults with care and support needs is promoted. The S&G Committee were satisfied that the 3 conversations model being adopted by the local authority is a positive approach based on the assets, strengths and capabilities of people, families and communities.

16 Assurance Report 2018-2019

4. From our data and intelligence

From the information collected by the Council we know that:

- 10,805 concerns about suspected neglect or abuse were reported to the council; there has been a very significant growth in the number of reports since 2014, an increase of 2,528 on the previous year, indicating that there is a high awareness of arrangements for reporting concerns about vulnerable adults in Birmingham.
- The majority of concerns are about citizens living in their own homes; this supports the Board's view that the safety of vulnerable people in the community should be the focus of its attention.
- In the majority of cases, 84% of citizens are involved in saying what they want to achieve through their safeguarding enquiry. This is a key indicator of the Making Safeguarding Personal initiative.
- Of those citizens, 93% felt their enquiry had helped them achieve what they wanted to, and 86% reported that they felt safer as a result.

Next steps

Our future priorities have been based upon the assurance work we and our partners have undertaken this year, which we describe in section 18.



17 How do we support Learning, Development, Engagement and Information sharing?

Multi-agency Practitioner Forums

1. Disability Hate Crime
2. Domestic Abuse of Older Adults by Family Members
3. The Impact of Social Isolation

Safeguarding Adult Partnership Meetings

The themes of our five meetings were:

1. Empowering our Communities
2. Risk Enablement
3. Networking Event
4. Developing our Strategy and Priorities for the Next Two Years
5. Working Together to Prevent Homelessness

Policy, Procedures, Guidance, Research and Training

1. Trauma Training - Level 1
2. Two Risk Enablement Briefing sessions for people working with adults
3. SAR Training

Communication/Engagement

1. Developing the BSAB Strategy and Action Plan for 2019-2021
2. Four editions of the BSAB Newsletter produced
3. Carers Health & Wellbeing Conference
4. Independent Chair's reports
5. Citizen engagement
6. Vox Pops
7. Website development
8. Twitter activity ongoing



18 Future Priorities 2018-2019

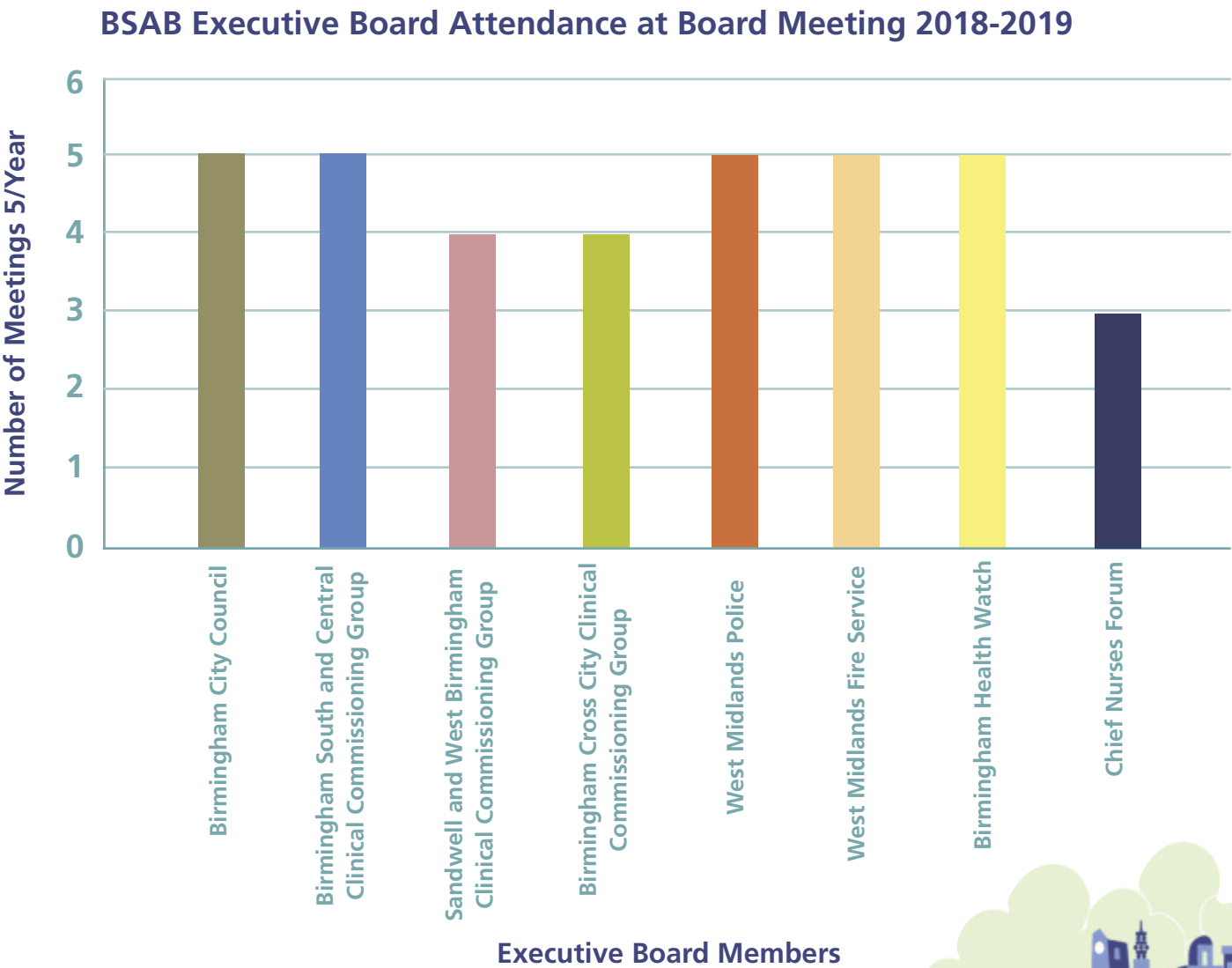
“ We will continue to work in partnership to seek assurance and continually improve on safeguarding activity in the city

Future Priorities 2019-20

We will continue to rise to the challenge of leading the safeguarding adults **culture change in Birmingham** and to make sure that our collective vision, values and culture translate into our frontline practice.

- **Communication and Engagement**
Recognising communication and information sharing as a means of prevention and early intervention.
- **Prevention and Early Intervention**
Having clear protocols, prevention and early intervention strategies in place.
Sharing business objectives and priorities with other strategic boards and partners to ensure we work in a coordinated way to reduce risk to the safety of adults in Birmingham.
- **Empowerment and Enablement**
Assurance that people will be supported to make their own decisions.
Empowering people and communities to take an active role in their own wellbeing and safeguarding.
Providing safeguarding support and guidance to local organisations to empower people and community groups they work with.
- **Learning Through Development and Assurance**
To develop an emotionally intelligent learning culture.
Engaging all partners with a focus on continuous improvement.

Appendix 1 Executive Board Attendance Record



Appendix 2 Partners' Feedback

What is it like to work with the Birmingham Safeguarding Adults Board?

Working with BSAB as a partner organisation has provided a broad range of opportunities to support with implementing and embedding good practice across the city. We have been pleased to participate in work streams that have developed guidance around Making Safeguarding Personal and Risk Enablement that have encouraged a shared understanding and commitment to these principles from other partner organisations. The priorities of the Board are shaped and influenced by partners, communities and citizens and the vision to ensure a collaborative approach in achieving strategic priorities has been underpinned by inclusive partnership meetings, productive practitioner forums and informative learning and development events.

Joanne Spence
Head of Support Services,
Trident Reach

Supporting BSAB to achieve its aims for another year has been insightful and rewarding. Forward Carers has been keen to continue to support BSAB to increase the profile of adult safeguarding in the wider public domain and was pleased to hold a joint safeguarding event for family carers in March 2019. With over 70 carers attending, with a mix of key note presentations and table discussions, the feedback from carers was very positive. Carers felt that the session was very informative and that their contribution was valued.

The Birmingham Safeguarding Adults Board is made up of passionate leaders driven to reduce abuse across the City, under the stewardship of Cherry Dale. Forming a pivotal multi-agency approach to raise awareness of adult abuse and one which continually transforms to improve service response to those who suffer adult abuse. Safeguarding is each and everyone's responsibility, we all have a right to live safely free from abuse, neglect and harm. It is important to recognise that abuse takes many forms from physical abuse, emotional and psychological abuse, neglect, financial abuse, sexual abuse, modern slavery, organisational and discriminatory abuse. These all cause untold damage to the victims of abuse; no matter how small or isolated an incident may seem if you see something that does not seem right report it, the sooner the intervention the easier and quicker for victims to recover. I wholeheartedly support the work of BSAB in ensuring our citizens live free from abuse and harm.

Dionne Williams
Programme Manager,
Forward Carers

**Councillor
Paulette Hamilton**
Cabinet, Cabinet Member
for Health and Social Care,
Chair of Health and
Wellbeing Board

Appendix 2 Partners' Feedback

During the last few years BSAB has provided strong leadership on the whole issue of exempt accommodation. Birmingham has specific challenges with the size of its supported housing provision and has been a champion in highlighting the unintended consequences for people when living in shared environments with poor support being left at significant risk to their personal safety and wellbeing. Without the BSAB funded report on referral pathways and risky mixes in exempt accommodation, we wouldn't have the action plan that is being adopted to really hone in on getting safer housing for the most vulnerable people in our city. We know that the report has gained a national platform and government are finally acknowledging that the existing regulations have left accountability deficits in our sector. We know there is a long way to go but the Board continues to champion multi-agency working and promote an understanding that there are ways we can intervene at a local level to protect people from the worst aspects of a growing problem within our communities in the city.

Dominic Bradley
Group Chief Executive,
Spring Housing

As a person with lived experience and multiple complex needs, it is a privilege to offer my insight of the barriers I faced previously. I felt that I was not only heard but also listened to and felt that I may have helped form system change, with a focus on positive systems change.

I received respect, acknowledgment and gratitude from the BSAB for my contributions and feel that changes will be made, moving forward when working with people who are in crisis. It is a joy and honour to be part of the BSAB.

Maureen Connolly
Chief Executive Officer,
Birmingham and Solihull Women's Aid

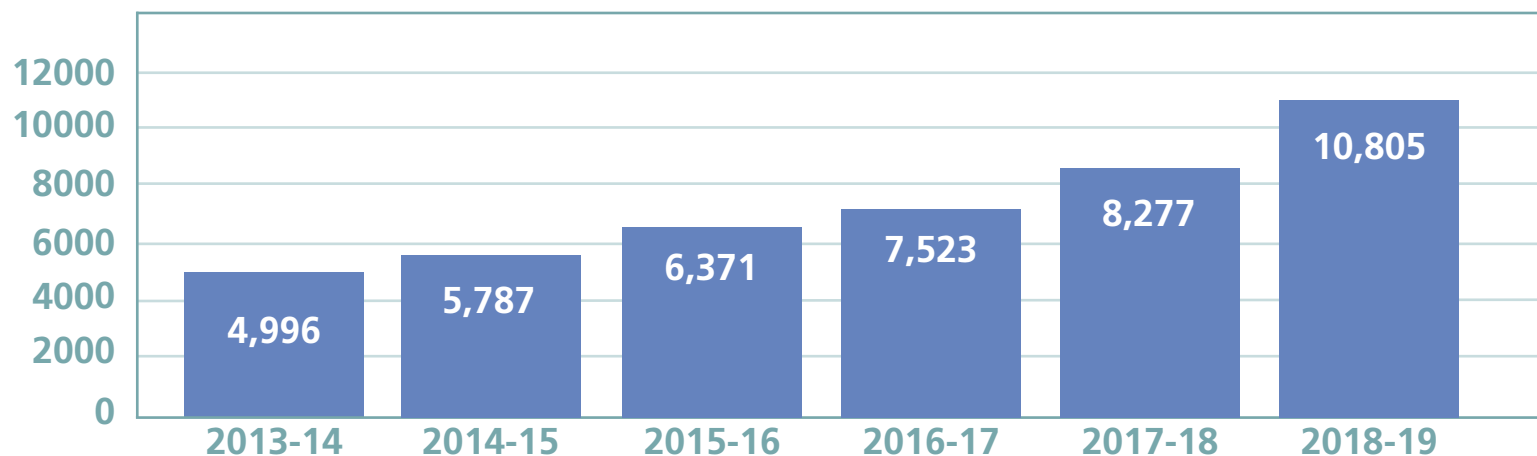
Steve Kiekoft
Head of Safeguarding,
Sense

Attending BSAB events, allows us, as partners to learn new approaches and share good practice and provides opportunities to reflect and improve on our own approaches of supporting people who are living with complex disabilities, and who may communicate differently. As an organisation we recognised how risk enablement, making safeguarding personal was closely aligned with our own person-centred approach and gave us the impetus to combine all three to develop a working practice for our services. The work evolved from attending BSAB events and we have been able to contribute in disseminating this across the group through shared events. I look forward to continuing to participate and sharing with this forward-looking group, that continues to create a safer place for all citizens in the city.

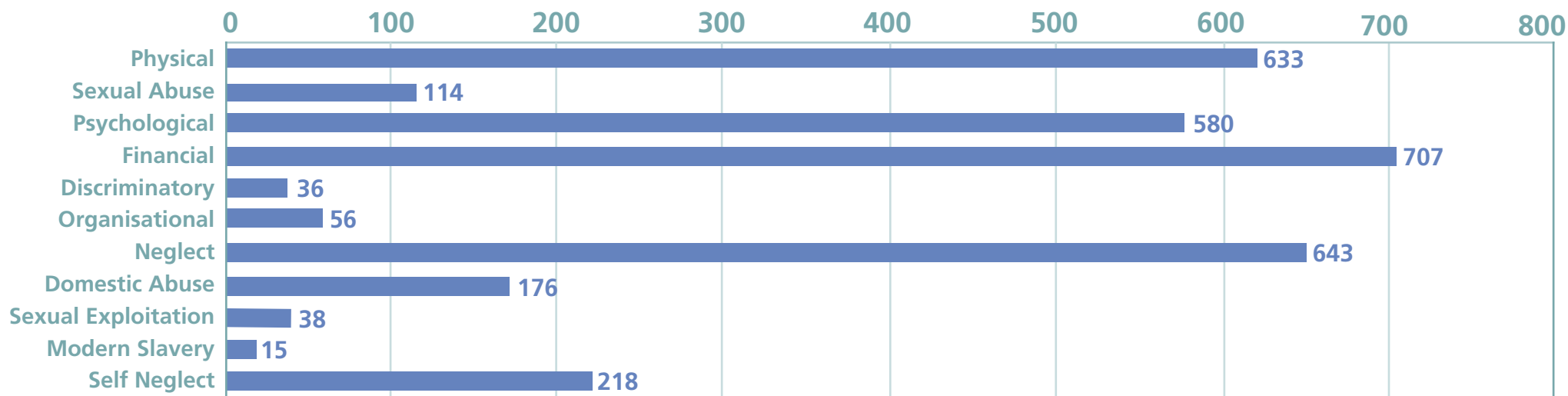


Appendix 3 Safeguarding Adults Concerns Data

Adult safeguarding concerns reported to the Council each year from 2013-2019

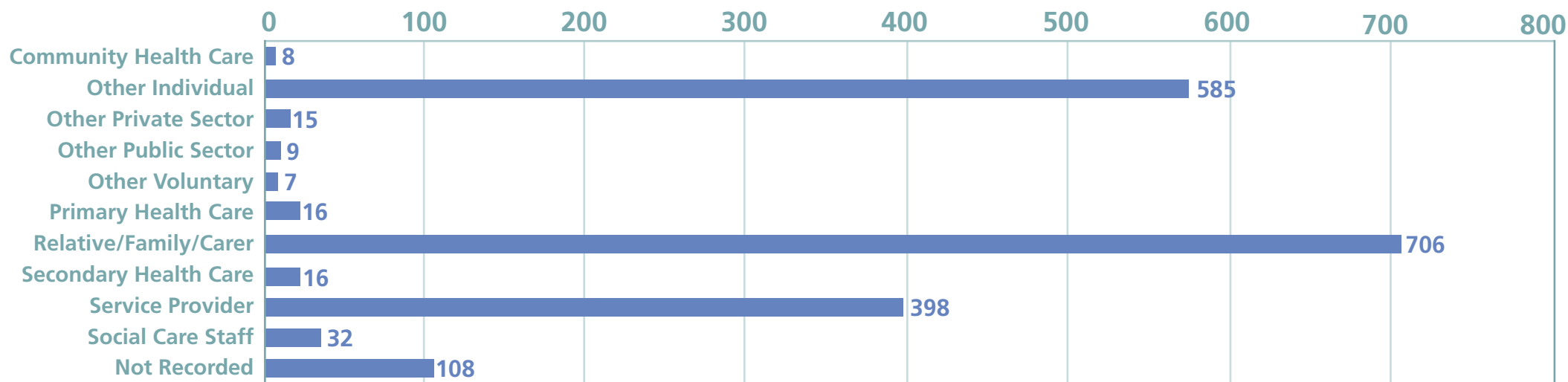


Types of abuse where enquiries were made in 2018-19

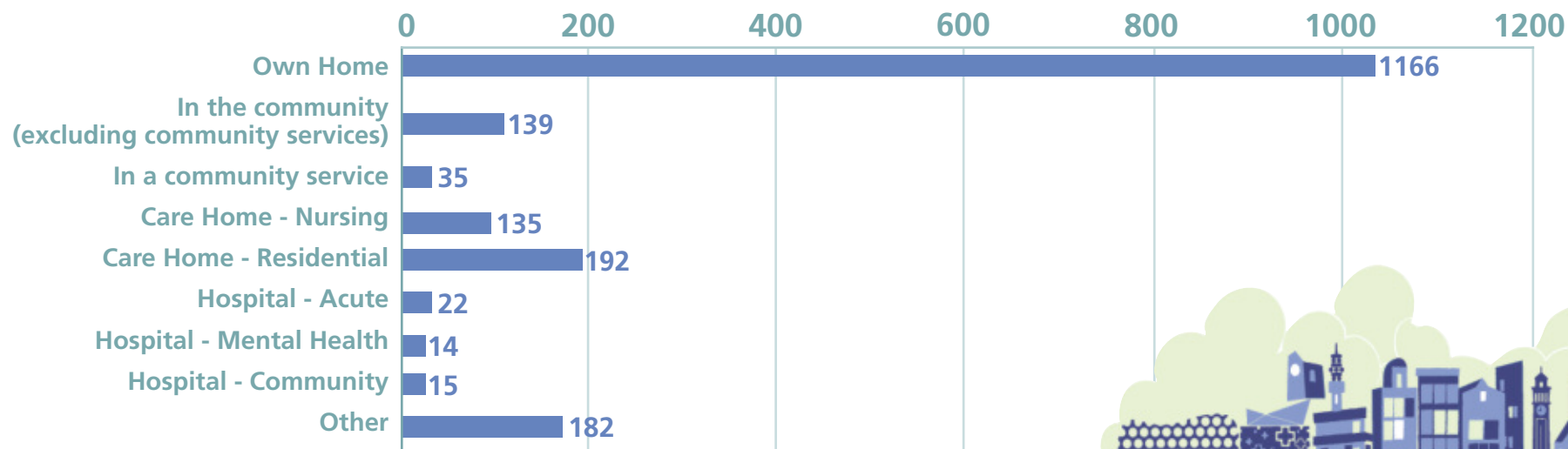


Appendix 3 Safeguarding Adults Concerns Data

Who was alleged to cause the risk to the adult in enquiries in 2018-19



Where abuse or neglect was alleged to have happened in enquiries in 2018-19



Appendix 3 Safeguarding Adults Concerns Data

Proportion of people who were asked what outcome they wanted from their enquiry in 2018-19

% of people who told us what they wanted to achieve from their enquiry	83.9%
% of people who were asked but did not say what they wanted to achieve from their enquiry	8.7%
% of people not asked	6.1%
Not Recorded	1.3%

What people felt about whether their enquiry had achieved what they wanted

Fully Achieved	69.2%
Partially Achieved	21.6%
Not Achieved	9.3%

How people felt after their enquiry

Did the person feel involved?	91.1%
Did the person feel listened to?	89.9%
Did we act on their wishes?	89%
Do they feel as safe as they want to be?	85.9%
Do they feel happier as a result?	82.9%



Appendix 4 BSAB's Partners

Accord Group
Advocacy Matters
Age Concern Birmingham
Age UK Birmingham
Alzheimer's Society
Anawim
Aspects Care Limited
Aspire Supported Living
Bethphage
Birmingham City Council
Birmingham Community Healthcare NHS Foundation Trust
Birmingham Freedom Project
Birmingham Healthwatch
Birmingham and Solihull CCG
Birmingham & Solihull Mental Health Foundation Trust
Birmingham and Solihull Women's Aid
Birmingham Voluntary Service Council (BVSC)
Birmingham Wellness Project
Birmingham Women's and Children's NHS Foundation Trust
Bourneville Village Trust
Care Domestic and Wellbeing Charity
Change Grow Live
Chief Nurses Forum
Chinese Community Centre

Church of England Birmingham
Citizens Advice Witness Service
Citizen Housing Association
Clouds End CiC
Common Unity & Forward for Life
Cruse Bereavement Care Birmingham
deafPLUS
Department for Work and Pensions (DWP)
Disability Resource Centre
Disability UK
Focus Birmingham
Forward Carers
Freedom project
Friendship Care and Housing
Home Office Asylum Team/UK Visas & Immigration
HM Prison Birmingham
Midland Care (UK) Ltd
Midland Mencap
National Probation Service
Nehemiah Housing Association
New Roots Ltd
New Servol (BVSC)
Optivo Housing Association
POhWER Advocacy
Rape & Sexual Violence Project (RSVP)
Rathbone

Reach the Charity/Trident Reach
Rethink Mental Illness
RNIB (Birmingham) Action for Blind People
Royal Orthopaedic Hospital NHS Foundation Trust
Sandwell & West Birmingham CCG
Sandwell and West Birmingham Hospitals NHS Foundation Trust
Sense
Shelter Birmingham
Spring Housing Association
St Andrew's Healthcare
St Mary's Hospice
St Paul's Community Development Trust
Trident Group Housing Association
University Hospitals Birmingham NHS Foundation Trust
Upward Care
West Midlands Ambulance Service
West Midlands Anti-Slavery Network
West Midlands Fire Service
West Midlands Police





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