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Chairs Forward

Welcome all to our annual report for 2016-17.

As a Board, we are robustly represented by Local Authority, West Midlands Police, West Midlands Fire Service, Healthwatch Birmingham and Clinical Commissioning Groups.

We have been successful in encouraging over 120 partner organisations to join us at our Partnership Meetings that are held 4 times a year.

This year has proved that Birmingham has a wealth of knowledge, experience and skills in its third sector, faith, charity and statutory organisations and our strength as partners, has been to work closely together to find solutions and overcome barriers to make sure our most vulnerable citizens receive the best possible support.

Our collective ambition is to protect our Citizens right to live in safety and to live free from abuse, social isolation and neglect.

This last 12 months we have successfully focused on prevention, on our Safeguarding Adults Review process, on domestic abuse, hoarding, non-regulated accommodation, supporting the development of a Resource key and making safeguarding personal. We have also embedded our governance and engagement processes to make sure they are now business as usual.

The Birmingham Safeguarding Adults Board Partnership is committed to ensuring that we continue to work together to make Birmingham a city where abuse is not tolerated.

The Board wishes to thank all our partners who have led, contributed and supported the joint work towards delivering on our safeguarding agenda and ambitions for the citizens of Birmingham.

Cherry Dale
BSAB Acting Chair

Birmingham Safeguarding Adults Strategic Board Members 2016- 2017

Alan Lotinga	<u>BSAB Chair:</u> Adults Service Director - Birmingham City Council (up until December 2016)
Cherry Dale	<u>Vice Chair:</u> Chief Operating Officer - Birmingham South Central CCG <u>BSAB Acting Chair</u> (January to March 2017)
Tapshum Pattni	<u>Chair of Scrutiny & Governance Committee:</u> Assistant Director – ASP - Birmingham City Council
Joe Martin	<u>Vice Chair of Scrutiny & Governance Committee</u> Designate Nurse Adult Safeguarding – South Central CCG
Michelle Carolan	Head of Quality Safety & Risk - Sandwell & West Birmingham CCG
Jenny Belza	Chief Nurse and Quality Officer - Birmingham Cross City CCG
Brandon Langley	Superintendent - West Midlands Police
Dave Boucher	Area Commander – West Midlands Fire Service
Andy Cave	CEO - Healthwatch Representative
David Gray	Head of Adult Safeguarding - Birmingham City Council
Maria B Gavin	Commissioner Representative - Birmingham City Council
Mary Partridge	<u>BSAB Safeguarding Adults Review Co-ordinator</u> Lead Safeguarding Adults Nurse – Birmingham Community Healthcare Trust

The Care Act 2014 requires us to share this report with:

Stella Manzie	Chief Executive Officer of Birmingham City Council
Councillor Ian Ward	Leader of Birmingham City Council
David Jamieson	West Midlands Police and Crime Commissioner
Dave Thompson	Chief Constable of West Midlands Police
Danielle Oum	Chair of Healthwatch Birmingham
Councillor Paulette Hamilton	Chair of the Health and Wellbeing Board
Professor Graeme Betts	Corporate Director, Adult Social Care and Health, Birmingham City Council

Section 1: Introduction

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.

In its Annual Report for 2014-15, BSAB announced its 3 year Strategic Business Plan, which detailed its 5 overarching strategic priorities and ambitions for the period 2015-2018, to help it work towards achieving its vision 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; the community works together to prevent abuse and people know what to do when abuse happens.

These five strategic priorities for 2015 – 2018 are:

- 1. Hearing the Voice of the People of Birmingham:** That safeguarding arrangements in the city are fully reflective of the needs and priorities of the people of Birmingham
- 2. Governance:** That Birmingham Safeguarding Adults Board is fully compliant with the requirements of the Care Act 2014.
- 3. Safer Communities:** That the city has effective preventative strategies in place, spanning across agencies and communities, to minimise the risk of abuse or neglect occurring.
- 4. Partnership Working:** That agencies work together to ensure all citizens experience a personalised and individual response when safeguarding concerns are raised.
- 5. Assurance:** To develop a suitable model of assurance, monitoring the system-wide effectiveness of safeguarding arrangements across the city.

Section 2: Update on Strategic Priorities

Priority One – Hearing the voice of the people of Birmingham

“That safeguarding arrangements in the city are fully reflective of the needs and priorities of the people of Birmingham”

Lead Officer: David Gray – Head of Adult Safeguarding, Birmingham City Council

The Board recognises that given the size and complexity of our city of over a million people from diverse cultures and communities, hearing the voice of the people can only be achieved through engaging with as many different groups as possible who represent their views.

In this second year the Board has been successful in building a wider participation and membership from a much broader range of organisations representing citizens of Birmingham. A total of 145 organisations have attended at least one Partnership Business Meeting with an average of 80 organisations represented at each one. 47 organisations were signed up to the partnership by March 2017 with a similar number expressing an interesting moving into 2017/2018. The types of organisations we have had attending have included: NHS Trusts – Acute and Community, Social Care, Police, Fire and Ambulance services, the DWP, the CQC, Young Adults charities, Supported Housing Trusts, Housing Associations, Community Advice charities, counselling groups, carer support, services for the elderly run by faith groups, Refugee, Asylum Seeker & Migrant support groups, sensory impairment charities, Learning Disability organisations and resident forums.

Our Partnership Business Meeting have progressed to being led and delivered by partners and supported by the Board and its statutory members.

The Meetings this year have covered:

- May 2016 - **Hoarding and Self Neglect** -led by the West Midlands Fire Service
- July 2016 - **Modern Slavery and Human Trafficking** led by the West Midlands Anti- Slavery Network and partners
- November 2016 - **Evaluation feedback session** – supported by West Midlands Anti Slavery Network, Victim Support and Birmingham Carers Hub
- February 2017 – **BSAB Future Activity Conference** to develop the big idea, mission and priorities for 2017 - 2019

There still remains much to do to achieve this strategic ambition, including engagement with additional care partners and more faith and community groups. Carer groups too will be invited and encouraged to participate inclusively with our work and newly formed partnership bond.

We have made good progress this year in communicating our key messages of: working together, making safeguarding personal and the importance of preventative working.

Our ambition for 2016-2017: Develop a strategy to facilitate communication between the board and people with care and support needs

We achieved:

- We have established, via 4 Partnership meetings a year, a broad partnership of 120 organisations representing a wide range of citizens from across the city with a range of care and support needs.
- Members who work with people with care and support needs are beginning to take on responsibility for shaping the partnership, in participating in work streams on specific topics and in taking leadership of some of those work streams.

You Said:

- Partners responded that reliable up to date signposting information would be very useful.

We Did:

- BSAB is working with Common Unity to ensure partner organisations have the opportunity to register their information on the online directory that Common Unity have created called the Waiting Room. We have been able to distribute hundreds of key fobs to partners who have been able to use these with colleagues and service users and have been received very well.

Our ambition for 2016-2017: Develop a strategy to manage BSAB's communication and contact with the wider community

We achieved:

- We engaged an Interim Communications Manager to support us to develop a strategic and action plan to allow for two way communication with citizens including a website review to ensure smooth navigation and access to information, key links and publications
- We have set up a twitter account for communication with a wide range of individuals and organisations
- We set up a listening event in November 2016 to monitor impact so far: Positive over the first year although some partners wanted clarify of

function of the Board and reported that they couldn't yet evidence the impact

You Said:

- Partners said they wanted to be able to communicate with each other more effectively about Safeguarding.

We Did:

- BSAB set up a Yammer account

You Said:

- Partners said they we needed to broaden the membership of the partnership.

We Did:

- BSAB has made progress in engaging with frontline community organisations and faith based groups

Next Steps

- Regular information about Board Assurance, Learning and Development opportunities, good practice, policy and procedures via a BSAB quarterly newsletter
- More neighbourhood and faith based networking and awareness raising
- Providing clarity about what the role of a partner in keeping the Board informed of the needs and priorities of the citizens they represent
- Website to be fully updated in line with Care Act 2014 and made accessible for all users to find relevant material to support citizens and professionals on the ambitions of the board and its communities.

Priority 2 - GOVERNANCE

A: Care Act Governance

“That Birmingham Safeguarding Adults Board is fully compliant with the requirements of the Care Act 2014”

Lead Officer: Cherry Dale – Chief Operating Officer – Birmingham South Central CCG

The Board has produced a Strategic Business Plan 2015/2018 and continues with members to work towards its ambitions as set out. Members and partners are aware and have access to the Operating Agreement and we are actively seeking partners to sign the Memorandum of Understanding to ensure a full understanding of our collective responsibilities and to embed our commitment to the agenda we have agreed to deliver for our citizens.

We have achieved all our Ambitions for 2016-2017:

- A review and redevelopment of the Board Structure, membership, resources, priorities and work streams
- Embedded a Scrutiny and Governance Committee
- Agreement of roles and responsibilities of each member or partner in line with the Care Act 2014
- Chair and Vice Chair roles reviewed and updated in line with Care Act 2014
- Implemented and now reviewing the Strategic Business Plan
- We have published Annual Reviews for each year of the Strategic Plan

You said:

- Governance should now be business as usual

We did:

- Embedded governance into everything we do and as a responsibility in the memorandum of Understanding for Partners.

Next Steps

- Monitor governance arrangements via the Board to be assured of effectiveness
- Further develop the role of the Scrutiny and Governance Committee
-
- Develop and embed the role of the Joint adults and Children's Health safeguarding forum
- Remain updated through attendance at Regional and national meetings

B: Safeguarding Adults Reviews (SARs)

"That Birmingham Safeguarding Adults Board is fully compliant with the requirements of the Care Act 2014 regarding Safeguarding Adults Reviews"

Lead Officer: Mary Partridge – Lead Nurse Safeguarding Adults, Birmingham Community Healthcare NHS Foundation Trust

SARs approach in Birmingham:

The Care Act has made Safeguarding Adults Reviews (SARs) a statutory requirement. The Board has an elected SARs co-ordinator who oversees and represents the Board on any cases submitted for a review. The Care Act 2014 states that as a Board we need to undertake a Safeguarding Adults Review (SAR) where the following criteria are met:

(i) When an adult with care and support needs dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked together more effectively to protect the adult.

OR

(ii) When an adult with care and support needs has not died but has suffered permanent harm or has reduced capacity or quality of life as a result of the suspected abuse or neglect.

As a Board we have adopted a sensible flexible approach to choosing a proportionate methodology to examine cases as referred in line with Care Act requirements and abstracting any quality learning points from our screening for all partner agencies and practitioners in Birmingham. BSAB will consider each

case on its own merit and where appropriate will decide on the most proportionate and timely methodology as shown over.

Safeguarding Adult Review (SAR) Model Options			
Option 1	<p>Table top review with Root Cause Analysis (RCA) model from involved agencies are:</p> <ul style="list-style-type: none"> ➤ clear/complete ➤ identifying key learning ➤ identifying key actions ➤ assurance to BSAB on key learning and implementation of action plans <p>Involving family where appropriate.</p>	Option 1	<p>Table top review style. All involved agencies have highlighted gaps, concerns, actions and learning:</p> <ul style="list-style-type: none"> ➤ consider family and next steps (meeting to share information and ascertain views/wishes/concerns) ➤ all involved agencies to assure BSAB regarding implementation of actions/key learning key learning/outcomes inform local and wider policies and procedures and training is disseminated.
Option 2	<p>Traditional full Individual Management Review (IMR), analysis and action plan.</p>	Option 2	<p>One or more agencies need to undertake fuller review/analysis of their agency involvement/learning and assure BSAB. Feedback as per Option 1 (use own processes e.g. RCA, Serious Incident (SI) review or IMR template).</p>

Review of SARs Multi agency Group:

The Safeguarding Adults Review (SAR) is a multi-agency review process which seeks to determine what relevant agencies and individuals involved could have done differently that may have prevented harm or a death from taking place. The aim is to promote effective learning and improvement in multi-agency practice in order to prevent future deaths or serious harm occurring again.

Within BSAB we consider that there is valuable learning within cases which do not meet the SAR criteria in addition to those that do meet the criteria.

The SAR group originally met on a monthly basis however amended this to a quarterly meeting with the provisional monthly meetings only being utilised if there is a SAR referral. This approach appears to meet the needs of BSAB and has provided a useful forum for discussion of cases

SARs Case Reviews 2016-2017:

- BSAB did not conduct any Safeguarding Adults Reviews (SARs) that met the Care Act threshold this year. We received 6 referrals from partner agencies across the city. Referrals were received from Birmingham and Solihull Mental Health Trust (BSMHT), Birmingham City Council, Birmingham Children's Hospital, West Midlands Police and General Practitioners (GP's). The cases referred reflected complex care issues involving multi-agency partners. The cases reviewed did not meet SAR criteria on the basis that the adult did not die as a result of abuse or neglect or there was no concern that partner agencies could have worked together more effectively to protect the adult.
- We found that some cases were referred to the Coroner's Court due to the unknown cause of death at the time. As an added assurance, the SARs co-coordinator does consider as necessary any Coroner findings to ensure there were no contradictory outcomes to compromise any original decisions and actions to address pertinent points of learning.
- As an outcome from all the referred cases we received in 2016/2017 the SARs co-coordinator asked the lead agency involved to present their action plan(s) and the recommendations from their agency investigation where appropriate. The outcomes were then shared with both SARs group members and the Board as an assurance mechanism to all stakeholders and partners in our communities.

We achieved:

- We achieved 10 training sessions for various partners across the city on Coercive Control traits and for 2017, we will be sourcing training on report writing 'what does good look like' to enhance stakeholders' skill set and ability to be able to present reports that are succinct and specific on content for cases that need to be reviewed.
- The BSAB website is kept updated with latest SARs information and literature. Going forward we aim to have a twice yearly update in the BSAB newsletter on SARs activity that is referred to the Board.
- All SAR referrals are recoded on a BSAB SAR database, including the reason for the criteria not being met. The data also gives the SAR group the potential of any themes or trends occurring across the city.

Next Steps

- The outcomes evidence and address how lessons are learnt and how learning is cascaded through the relevant organisations concerned and broader if necessary. For 2017/18 SAR business will no longer be a work stream however will form part of the Board core business and will be feed back to the Board as usual for assurance.
- We work with the Domestic Homicide Review (DHR) team on any cases that may cross both thresholds if domestic violence is considered a factor in the SAR case.
- In the next year we intend to update our website content on SARs activity and report on cases and the multi-agency recommendations and outcomes from appropriate referrals where partners could have worked better together.
- Our links with the West Midlands Regional Network Group is a good source of sharing information on work around SARs and we feed into the network to share detail on cases received as referrals, reflecting outcomes, trends, themes and common learning. BSAB feed any SAR referrals received into the Regional Repository Register.

Priority 3 - SAFER COMMUNITIES

“That the city has effective preventative strategies in place, spanning across agencies and communities, to minimize the risk of abuse or neglect occurring”

Lead Officer: Dave Boucher – Area Commander West Midlands Fire Service

West Midlands Fire Service joined the Strategic Board in 2016 to take the lead on the Safer Communities Priority. WMFS have shared priorities and activity across its own preventative agenda and those of the Strategic Boards in the city focussing on the needs of vulnerable adults and those with care and support needs.

Our Ambition 2017-2018: Establish improved links with Health & Wellbeing Board, Community Safety Partnership, Birmingham Safeguarding Children’s Board and Healthwatch Birmingham

We achieved:

- Established operational business agreements around core Boards calendars – avoiding duplication of diary commitments
- Data and Intelligence cooperation between BSAB and Health & Wellbeing Board Analysts to better understand the demographics of Adults in the city.
- Established joint Assurance agreement with the Community Safety Partnership and BSAB for the Supporting Adults Panels which are multi agency sign posting panels to support frontline professionals who deal with complex situations such as long term Self Neglect and Hoarding

Next Steps

- More neighbourhood and faith based Consider Training and Development outcomes that may be best worked on with the Children’s Safeguarding Board

Our Ambition 2017-2018: Address links between adult safeguarding and related agendas such as antisocial behaviour, hate crime, prevention of violence towards vulnerable people and domestic abuse: jointly plan, work in partnership, make best use of resources and identify shared priorities and messages

You Said:

- Evidence in the city from DHRs (Domestic Homicide Reviews) and various key partners raised issues around safeguarding, harm and crime, indicating that there were real issues for vulnerable people in some Houses of Multiple Occupation (HMO's).

We Did:

- BSAB has worked with the Birmingham Community Safety Partnership to bring together over 40 agencies including, providers, commissioners and third sector organisations and agencies to start to develop city wide safeguarding, communication and multi-agency framework protocols to reduce risks to vulnerable citizens such as care leavers, those who have experienced Domestic Abuse and those leaving the criminal justice system.
 - Work streams on Supported Housing Standards, mapping referral pathways, multi agency working regarding problematic providers and data sharing have been set up with partners and work progressing well.
-

Our Ambition 2017-2018: Ensure lessons learned from statutory review processes such as SAR, DHR, mental health homicide reviews are built into commissioning and strategic decision making:

We achieved:

- We are taking part in the city wide review led by the DHR team into more effective reviews of serious harm or death to vulnerable people in the city
-

Our Ambition 2017-2018: Strengthen personalisation and personal choice in commissioning programmes, enabling people and communities to make choices about the services that best meet their needs through effective local engagement in expectations and resources:

We achieved:

- Key Partners on Safer Communities will be working with Domestic Abuse Strategy Coordinator and Commissioners on the Domestic Abuse Framework that is currently in progress

Priority 4 - PARTNERSHIP

“That the city has effective preventative strategies in place, spanning across agencies and communities, to minimize the risk of abuse or neglect occurring”

Lead Officer: David Gray – Head of Adult Safeguarding, Birmingham City Council

The partnership meetings that have been held have helped inform the activity in this work stream. As the Board’s priorities interlink, progress towards this ambition has been made through the work to build a broader partnership and membership of the Board.

Over 40 Partners engaged in a workshop in December 2016 to explore how the person-centred principles of **Making Safeguarding Personal** can be best achieved in practise

Focus will now turn to working with partners to establish the ways they work inclusively with adults so that a clear view of what the good person-centred practice can be articulated in Birmingham. This would then be the standard the Board would seek assurance from partners that they met.

Our ambition 2016-17: To grow and empower our partner organisations to lead, challenge and participate in developments to prevent abuse, intervene early and work together to build individual and community resilience.

Partnership meetings are opportunities for us to come together as a safeguarding community in order to develop a shared understanding of the key challenges facing the most vulnerable people in our city; to plan and deliver partnership solutions to those challenges and to make the best use of all of our combined resources and experience to focus on hearing and acting on the voices of our citizens, on prevention, on high quality interventions, and on learning from and sharing best practice.

We achieved:

- The numbers of partner organisations have steadily increased. Partners are now leading partnership meetings and working on our priorities.

Next steps:

- We will empower more partners to lead the work on our priorities.
-

Our ambition 2016-17: For our BSAB Partnership to co-produce the Birmingham Safeguarding priorities 2017-2019

We achieved:

- This was completed in February 2017 at a whole partnership away day and signed off over May/ June 2017.
-

Our ambition 2016-2017:

- Agree clear local practise guidelines to underpin West Midlands safeguarding policy and procedures

We achieved:

- Information Sharing Protocol developed and agreed across partners. To be adopted from 2017/2018.
- Position of Trust Protocol written and shared and actively used (May 2016)

Next Steps:

- Scheduling the review over 2017-2018 all remaining local guidance for removal, amendment or adoption of Regional policy

Our ambition 2016-2017: Establish understanding across agencies of early interventions, alternative pathways and range of flexible responses to potential concerns before they meet the threshold of statutory safeguarding enquiries

We have achieved:

- Production of Care Act 2014 safeguarding guidance in leaflets for citizens, volunteers and staff – 5,000 distributed in 2016-2017.
 - Partnership Meetings – raising awareness of Care Act, city wide agencies and interventions, good practise and information
-

Our ambition 2016-2017: Where statutory enquiries are undertaken ensure this is done in a person centred and outcome focused way, whichever agency is leading on the enquiry:

We achieved:

- Website reviewed and a schedule implemented to fully update content in line with Care Act 2014 and made accessible for all users to find relevant material to support citizens and professionals on the ambitions of the board and its communities
- Self-Neglect Guidance (Including Hoarding) protocol has been developed with 20 agencies involved
- Keith's story: a personal and touching film about hoarding

We produced a film to raise awareness of hoarding and to guide professionals on what kinds of interventions seem to work the best so that the people affected (both the person who hoards and other people whose lives this impacts upon) get the support that they need.

The film tells Keith's story, in his own words, describing how hoarding affected his life and, with the right support, his journey to recovery. Professionals (fire officers, social workers and mental health staff) talk about the challenges hoarding can present and approaches that can help support recovery.

The film is available to watch on the Birmingham Safeguarding Adults Board's [YouTube](#) channel

Next Steps:

- Partner led review of Risk Enablement guidance – commencing through 2017
- Launch the Self Neglect Guidance to frontline staff and agencies in the city

Ambition: Undertake ‘**Making Safeguarding Personal**’ (MSP) briefings and guidance to use within practise to cause improvement.

We have achieved:

- December workshop engaging 40 organisations to consider what MSP means in terms of good person-centred adult safeguarding practise look in Birmingham.

Next Steps:

- To produce and launch an MSP booklet outlining what we as partners consider to be the basic best practise standards for MSP to measure ourselves against
-

Ambition: Update website and maintain social media to reflect MSP agenda

Making Safeguarding Personal (MSP) is the model and framework we will be using when working with the citizens of Birmingham. MSP will see the individual with care and support needs placed at the very heart of every safeguarding enquiry in future, with enhanced involvement in the process and greater choice and control about what happens. In this way we seek to improve individual quality of life, wellbeing and safety, to the greatest extent possible in each individual’s particular circumstances. MSP seeks to deliver person-led safeguarding, with outcomes defined by the person with care and support needs, rather than by the professionals around them.

Next Steps:

- Twitter plans always include MSP agenda items
- Website improvements to feature MSP information, good practise and national policy
- BSAB quarterly newsletter to include MSP as above

Priority 5 - ASSURANCE

“To develop a suitable model of assurance, monitoring the system wide effectiveness of safeguarding arrangements across the city”

Lead Officer: Joe Martin – Designate Nurse Adult Safeguarding – Birmingham South Central – Clinical Commissioning Group

Our strategic ambition in this area is ‘to develop a suitable model of assurance, monitoring the system wide effectiveness of safeguarding arrangements across the city’.

As a Board we have moved away from the idea that assurance is primarily about the scrutiny and oversight of the safeguarding arrangements in a few key individual organisations or agencies. This is for several reasons:

- firstly, Birmingham has a huge number and variety of agencies who have contact with persons who may be in some way vulnerable, or who may have care and support needs;
- secondly, many of these agencies and organisations have their own existing governance or accountability structures in place and we do not wish to replicate or duplicate these; and
- thirdly, safeguarding is essentially about partnership - we are primarily interested in how things *fit together as a whole* across the city. We want to identify where the system wide strengths and weaknesses are, and consider how we can work better together

Our ambition 2016-2017: Ensure all partner organisations have arrangements in place to quality assure the effectiveness of their own safeguarding work

We achieved:

Assurance statements from partners and in reports to Scrutiny & Governance Committees and Board Meetings

In 2016- 2017 these have been on:

- City wide Supporting Adults Panels – Evaluation of SAPs
- Deprivation of Liberty Safeguards (DoLS)

- Trading Standards – Financial Scamming and Adults with Care & Support Needs
 - Section 42 Enquiries
 - West Midlands Police
 - Birmingham Clinical Commissioning Groups – NHS Acute, Primary Care & Community Provision
-

Our ambition 2016-2017: Capture feedback from patient, user and carer groups

We achieved:

- Website to be fully updated in line with Care Act 2014 and made accessible for all users to find relevant material to support citizens and professionals on the ambitions of the board and its communities.
- Citizen case studies at each Strategic Board Meeting
- Partnership Meetings shaped and led by partners representing users and patients experiences and needs
- Increasing BSAB activity at grassroots capturing patient, user and carer feedback – Presentations to frontline groups to raise awareness of BSAB and their role in Safeguarding Adults.

Our ambition 2016-2017: Report on the outcomes of S42 safeguarding enquiries, identifying key trends and key challenges

We achieved:

- Report to Scrutiny & Governance Committee in December 2016

Next Steps:

- Future report on citizen experience of S42 safeguarding enquiries to be scoped in 2018.
-

Our ambition 2016-2017: Identifying key trends and key challenges in assurance data across the Partnership

We achieved:

- Starting to develop systems of data analysis and capturing of system wide safeguarding activity
- Safeguarding Intelligence Forum Terms of Reference agreed and the start of developing a dashboard for 2017/2018 annual reporting.
- Establish agreement and guidance on the boundaries and links between NHS clinical governance, incident management and reporting processes, and safeguarding
- Report received in January 2017 from BCC on their response to DoLs requests for people in bedded and community units and residences.
- Assurance reporting from commissioning bodies that they are commissioning safe services and have the means and capacity to act when a provider does not safeguard it's patients / clients
- Report on the application of the MCA across all sectors

You Said:

- Improve the Scrutiny Function of key partners in achieving assurances.

We Did:

- Implementation of Scrutiny and Governance Committee (December 2016) and work plan of Assurance Reports for year ahead. Key points of Assurance, gaps, strengths, communications and training and development activity reported to BSAB Strategic Board

Next steps:

- Local agreement on Large Scale Investigations (LSI) procedure
- Develop audit and peer review processes for BSAB
- Develop systems for dissemination of scrutiny findings across the partnership

Section 3: Learning and Training

3.1 Practitioner Forums

The Practitioner Forums take place in order to provide a range of professionals with the opportunity to meet on a regular basis and discuss complex safeguarding issues through the use of real case examples which have been anonymised as the basis for discussion; they are an opportunity to discuss challenges, reflect on practice, learn from one another and gain greater understanding of each other's professional roles.

The expectation is that lessons learned from discussions within practitioner forums will become embedded into practice and as such this process will continue to improve outcomes for all citizens.

The case material for practitioner forums is sourced from partner organisations based upon the priorities of the BSAB and its partners. These priorities are currently identified by the Scrutiny and Governance group and the individuals attending the Practitioner Forums who are given the opportunity to make suggestions for future themes when completing their evaluations.

There is a maximum of 50 places available to multi-agency practitioners at the Practitioner Forums. The minimum requirement is 20 people to make the sessions viable.

The Practitioner Forums are advertised amongst the partnership and e-mails of introduction are also sent to additional organisations that may have an interest in the theme inviting them to participate. Statutory organisations (Local Authority including Social Workers, NHS, West-Midlands Fire Service, West-Midlands Police) within the partnership are regularly represented. And in addition, the Practitioner Forums benefit from the representation and participation of a full range of frontline and voluntary organisations including and advocates, care providers, housing associations, mental health organisations and wellbeing services.

All Practitioner Forums aim to demonstrate the principles of Making Safeguarding Personal and the Mental Capacity Act 2005.

Practitioner Forums 2016- 2017:

October 2016 - Safeguarding, Learning Disabilities and Supporting Positive Outcomes in sexual healthcare

Partner lead: Birmingham Community Healthcare Learning Disability Service.

Considerations: recognise and explore the sexuality of people with learning disabilities, considering the importance of education, consent and support for those assessed as having capacity.

October 2016 - Financial Safeguarding

Partner Lead: Local Authority Appointee and Court Deputy Service.

Considerations: identification of financial abuse and achieving the protection of an individual's finances and ensuring the suitability of an appointee.

February 2017 – Forced Marriage and Adults with Learning Disabilities

Partner lead: West Midlands Police

Considerations: Understanding the difference between arranged marriages and forced marriages, the forced marriage protection order, Learning Disabilities and Mental Capacity.

March 2017 – Safeguarding LGBT Adults with Care and Support Needs from Abuse

Partner lead: Birmingham LGBT Centre

Considerations: The increase in vulnerabilities due to discrimination where dual protected characteristics are present. Domestic abuse, coercion, sexual

exploitation and mate crime were additional themes explored in the case material.

Attendees to our Practitioner Forums have been from a wide range of organisations in the city, these have included Statutory agencies and officers from Social Care, Blue Light services, Nursing and Environmental Health, an array of Housing providers and a cross section of voluntary and community sector agencies such as faith, carers and advocacy organisations.

Event feedback shows that an average of 85% of attendees found them to be “Excellent” or “Good”.

3.2 Domestic Homicide Reviews (DHR) Learning Workshops

The workshops were commissioned to share learning about Domestic Violence and Coercive Control collated from Domestic Homicide Reviews held by Birmingham's Community Safety Partnership steering group.

The Domestic Homicide workshops were a joint collaboration between The Birmingham Safeguarding Adults Board, Learning and Development Service and Community Safety Partnership and were also supported Women's Aid. The funding for the Domestic Homicide Workshops was provided by the Birmingham Safeguarding Adults Board in the 2016/2017 Partnership Budget.

The workshops were aimed at those individuals working predominantly with families; adults and children as well as those with specialist or designated safeguarding responsibilities.

Ten workshops were held and run over the duration of four months: November 2016 – March 2017. In total, 309 multi-agency colleagues attended 10 Domestic Homicide Review Workshops. Those who attended were from a range of services and organisations, including:

- Birmingham City Council: Assessment and Support Planning, Safeguarding, Place Directorate, Homeless Service, Specialist Care, Commissioning, Older Adult Services, Younger Adults Services, CYP and Families Services, 18+ Care Leavers Team.
- NHS Providers: Birmingham Community Healthcare NHS Trust, Birmingham Children's Hospital, Birmingham Women's Hospital, Birmingham and Solihull Mental Health Trust
- Birmingham CCG's
- Birmingham and Solihull Women's Aid
- Probation Services
- Housing Associations
- Disability Support organisations
- Residential care and Support agencies

Attendees were also asked to rate their confidence after the workshops. Following the sessions 76% of attendees rated themselves at 8 out of 10 and above in confidence, and increase of almost 20% on the pre attendance levels. 68% rated the training excellent.

Attendees were given the opportunity to provide additional comment regarding how they would put what they had learnt to use:

“To potentially identify the incidence of DV sooner and being able to answer the question.”

“I will think deeper than presenting issues to ask why – i.e. why someone is drinking too much, what are the underlying issues.”

“Hopefully will recognise signs more easily and will be able to ask the appropriate questions to help to safeguard those involved”

“I will be more prepared to ask relevant and pertinent questions to try and ascertain potential coercive control issues”

“I feel more confident and informed of what to look for, especially through the coercive control side of domestic abuse.”

“I will ensure to be more thorough when making enquiries into potential domestic abuse and to draw on the understanding and knowledge of partner agencies.”

“In my capacity as manager I will ensure staff are suitably supported and supervised where there are issues of Domestic Violence”

“I will make sure that we dig deeper, and ask investigative questions but making sure we are a safe place for victims to go to”

Section 4: Key Achievements

4.1 Communication

We have built upon the excellent start in the first year of the plan and have increased and extended our communication across a number of platforms and audiences in 2016-2017. We have:

- Developed a Communication plan
- Increased communication and partnership working with other Strategic Boards in the city
- Partnership meetings have worked especially well as they are a face to face opportunity to jointly understand what's working well in the city and what we need to do differently and there is a much better shared knowledge of organisations and people across Safeguarding Adults and preventative sector
- Website review and initial Improvements made
- Updated in line with Care Act 2014, printed and distributed Safeguarding leaflets for professionals, carers, volunteers and citizens
- Set up a BSAB Yammer account to support professional discussions
- Increased Twitter key message campaigns and coverage of BSAB events
- SARs leaflets have been produced for professionals and for citizens which outline the statutory role of the reviews, how to refer cases to BSAB and importantly what to expect from the process

4.2 Policy

The Care Act 2014 brought about key changes to policy and procedures for all those involved in Safeguarding and Caring for Adults. As a result the Board has worked with the Head of Adult Safeguarding at Birmingham City Council and other lead Safeguarding professionals in Partner agencies to review and rewrite guidance. We have reviewed and published the following:

- Guidance when Safeguarding concerns People in Positions of Trust (PiPoT)
- Information Sharing Protocol (ISP) for Safeguarding Adults
- A Section 42 enquiries protocol for when the Local Authorities ask partners to undertake these
- An agreement and guidance on the boundaries and links between NHS clinical governance, incident management and reporting processes, and safeguarding

4.3 Awareness raising

By listening to partners along each part of the journey we are now able to say we have started to empower and enable our partners to take their responsibilities towards Adult Safeguarding on with confidence. We have taken huge steps in working through each other as partners on the ground. The following is some of the feedback partners gave to us during our November Partnership Meeting.

In summary, partners said the benefits of being part of the Safeguarding partnership have been:

Networking and connecting with people / organisations

“The partnership meetings have been a good networking opportunity, there has been increased awareness of agencies and support that is available. They have also improved my ability as a trainer, to share information with staff regarding other agencies and groups”

Understanding different safeguarding issues – in particular additions in the Care Act such as Modern Slavery and Domestic Abuse.

“We have learnt a lot about what other organisations other organisations and have understood better the scale and impact of area of Safeguarding such as FGM and Modern Day Slavery”

Understanding how to safeguard adults in accordance with the Care Act 2014 – picking up good practise and understanding process for their own setting and for clients.

“I have greater knowledge of Safeguarding Board, the Care Act and its objectives and I can take back information to share with staff, signposting them for example to the BSAB website or partner information. What is topical at meetings is taken back to the staff group to cascade information”

For many, there had been improved policies and procedures embedded that have facilitated improved staff awareness across partner organisations, better responses for adults they support

“Understanding what can be raised under Safeguarding and knowing who we might refer clients to e.g. when clients have problems with Hoarding”

Hearing the citizen’s voice; this was described as ‘eye opening’ and helping to empathise with people, approaches and sensitivities to safeguarding adults.

“It has been a real eye opener listening to the real life stories and I would say that because we have attended some of the meetings our staff are now more experienced in recognising Safeguarding”

Having the dedicated time to think about and reflect on safeguarding issues as staff and volunteers, more appropriate responses

“The impact on the people we work with has been that we have improved our Safeguarding messages and systems for awareness for clients, carers, staff and volunteers”

Making safeguarding personal was noted as being a key area of focus for partner agencies’ work.

4.4 Successful Year

The Board is grateful to the many organisations and agencies that have worked hard to achieve the culture shift that has improved the way we work together on behalf of our most vulnerable citizens this year.

As a result, we have been able to demonstrate that:

- Organisations welcome and are committed to working in this way.
- We are stronger together
- A large partnership is achievable and successful
- Having confidence in trusting partners to know their own business really works
- Partners have been delivering their safeguarding responsibilities in a wide range of flexible and creative ways
- Effective safeguarding is about much more than just section 42 enquiries
- Empowering local organisations and our communities leads to successful prevention and early intervention opportunities
- We must continue to make safeguarding personal and everybody's business, removing bureaucracy and specialisation where possible
- Social isolation and self-neglect are big impact issues and can be tackled if we work in partnership with others but not on our own
- We are leading the drive to work in partnership with our 3 partner Boards in the city
- We are well governed and can offer assurance and transparent sensible, least restrictive decision making.
- We are courageous and intend to achieve our ambitions

Section 5: Adult Safeguarding Referrals made to Local Authority 2016/2017

The Safeguarding Adults Collection (SAC) is a national return completed each year by all Councils with Adult Social Care Responsibilities (CASSR). The current return is an updated version of the Safeguarding Adults Return (SAR) which replaced the Abuse of Vulnerable Adults return (AVA) in 2013-14. This return looks at the Safeguarding Concerns and Enquiries dealt with in the year by the CASSR, with further information around those involved in Safeguarding, the types of abuse reported and the outcomes.

The number of adult safeguarding concerns reported to the Council has risen consistently each year since 2012/13. This may be an indication of the Birmingham Safeguarding Board's success in both raising awareness of adult abuse (such as through its "See it – report it" campaigns) and by promoting its belief that all adults have the right to live their lives free from it.

It is difficult with such data to confirm definite causation. This has been recognised by the Board and in 2016-2017 a Safeguarding Intelligence Forum has been started. The main aims of which are to look at data across the Safeguarding Partnership. In 2017-2018 we aim to bring this data together on key areas such as Self Neglect, Domestic Abuse, Financial Abuse with information from the Fire Service, Trading Standards and the Local Authority to allow us to understand vulnerability, need and potential joint activity going forward.

This section shows the number and type of Adult Safeguarding referrals received by the local authority.

Table 1: Safeguarding Referrals Received

	Total 2016-2017
Safeguarding Referrals received	7523
No. of concerns	5408
No. of Decision Makings	4484
No. of Enquiries	1970
No. of Plans	319
No. of Reviews	114

The total amount of referrals received has risen by 8% since the previous year (6907 referrals received) and 35% since 2013-2014 (5556 Referrals received). Just over a quarter (28% of referrals) were concluded not to be a safeguarding at concern and decision making.

The types of abuse that are recorded have changed for this year in line with the Care Act 2014 and now include:

- Self Neglect
- Domestic Violence.
- Radicalisation
- Modern Slavery
- Forced Marriage
- Sexual Exploitation
- Female Genital Mutilation

Table 2: Types of abuse

	2016-2017	%	2015-2016	%	2014-2015	%
Physical	1784	24.5%	1812	25.2%	1690	26.3%
Neglect	1755	24.1%	2145	29.8%	1685	26.2%
Financial	1241	17.1%	1208	16.8%	1225	19.1%
Psychological	1062	14.6%	1314	18.2%	1146	17.8%
Self-Neglect	563	7.7%				
Domestic Violence	323	4.4%				
Sexual	290	4.0%	290	4.0%	264	4.1%
Organisational /Institutional	111	1.5%	184	2.6%	180	2.8%
Sexual Exploitation	55	0.8%				
Discriminatory	45	0.6%				
FGM	2	0.0%				
Forced Marriage	23	0.3%				
Modern Slavery	12	0.2%				
Radicalisation	3	0.0%				
	7269		7203		6428	

The most frequent types of abuse reported have been the same for the last 3 years. (Please note that Referrals can have more than one abuse type recorded, therefore these numbers will be higher than other table totals.

As for previous years, the most significant proportion of suspected Abuse happened within adults' own homes, 42%. This is a slight decrease than 2015-2016 (49%). As organisations are expected to investigate and respond to safeguarding concerns the lowest levels were in Health settings. Other settings account for 8% of cases recorded and include all other locations, for example: the workplace, supported accommodation, educational establishments. Due to the nature of Abuse and Neglect, the exact location of suspected abuse is often not known.

Table 3: Locations of abuse

	2016-2017	%
Own Home	2431	41.5%
Residential Home	712	12.2%
Nursing Home	566	9.7%
Acute Hospital	71	1.2%
Community - Other	229	3.9%
Community - Service	92	1.6%
Community Hospital	47	0.8%
Mental Health Hospital	94	1.6%
Not recorded/not known	1144	19.5%
Other setting	469	8.0%
	5855	

In order to better inform preventative activity in neighbourhoods, the mapping of abuse and neglect that happens outside regulated provision will be a priority and will be shared with partners and providers to look at joint activity including communication campaigns and grassroots support.

Making Safeguarding Personal

Listening to and working with adults to enable them to exert choice and control over their own lives is a core principle of adult social work. These values also underpin the Making Safeguarding Personal approach, and Adult Social Care and Health at Birmingham City Council has been working to build this into its practice since the introduction of the Care Act in 2015.

Making Safeguarding Personal (MSP) is an approach to working with adults that puts them at the centre of the enquiry into their safety and well-being, so they are empowered to be included and have control over the process to the greatest extent possible in their circumstances. This approach requires that where there is a safeguarding concern that the adult is spoken to as soon as it is practical to find out what their concerns are; to consider their views in deciding if an enquiry is necessary; if so, what outcomes they want to be achieved; and that at the conclusion of the enquiry the adult is asked their view about the extent that they feel their outcomes were achieved. Enquiries are only undertaken by qualified Social Workers

Adult Social Care and Health is working to support its practitioners to achieve this through:

- Working to change all its safeguarding recording systems so that these support the Enquiry business process and MSP practice, and capture MSP performance information; in addition the requirement to record the feedback given to referrers on the outcome of raising their concern was included.
- Activity and performance for adult safeguarding is compared with the 9 other West Midland local authorities. For the performance item *% of concluded enquires where the individual or representative was asked what their desired outcomes were*.

Table 4: Whether or not MSP outcomes were requested from the person, and if outcomes were expressed

Birmingham's MSP levels were the second highest in the 10 local authority areas.

	Total	%
Outcomes Expressed	1246	62.6%
No Outcomes	249	12.5%
Not Asked	233	11.7%
Not Recorded	261	13.1%
	Outcomes Asked	75.2%

The figures above represent the first year of the MSP recording systems and it is expected the Not Recorded figure will decrease significantly going forward.

Table 5: Of those where outcomes were expressed, how many were fully, partially or not achieved

	Total	%
Fully achieved	752	60.4%
Partially achieved	367	29.5%
Not achieved	107	8.6%
Not recorded	20	1.6%
	Achieved	89.8%

A small proportion of outcomes were deemed not to be achieved (9%), the consideration when looking at these figures is that the assessment of outcomes are asked very shortly after the actions have happened, so for some clients, outcomes expressed may take longer than this time scale to be achieved. For example, this could be a client waiting for a different kind of housing, or perhaps a criminal justice system action to proceed.

Table 6: Client Feedback

	Total
Did the client feel involved?	82.1%
Did the client feel listened to?	80.6%
Did we act on their wishes?	80.5%
Do they feel as safe as they want to be?	77.4%
Do they feel happier as a result?	75.1%

Client feedback to Social Workers were that the majority felt involved in decisions and listened to when asked what they wished to happen. It is widely appreciated that some clients may not express their full feelings to their Social Worker and also may feel differently at points during and after the Safeguarding.

Direct citizen experience of being safeguarded will be explored during the period 2017-2019 by BSAB. We aim to hear from people across the city with a range of care & support needs and from a cross section of neighbourhoods and communities.

Section 6: BSAB Priorities for 2017-2019

In February 2017, we held a Partnership Conference to plan together our priorities and ambitions for the next 2 years.

On what had been our main Achievements, our Partners said:

“Governance - the review of the Board Structure, Membership, resources, priorities and work streams is fully established operational working”

“It would have been really easy after the Care Act to carry on with business as usual. It hasn’t and there has been a change in access to the Board in general – less looking into a high window!”

“Networking has achieved a real difference – Partnership Meetings need to continue”

“Our staff members now feel more confident in reporting safeguarding issues”

On what is “Business as Usual” our Partners said:

“Partnership working – sharing and awareness raising between partners”

“Networking through Meetings and joint activity like Self Neglect Guidance”

“Starting to review policies and procedures taking into account organisations views and peoples who have been through the process”

“Continuing work to connect services together”

On what is still a priority for the next 12 months? Our Partners said:

“Need to build clear routes for professionals to share the experiences of vulnerable people accessing services – Commissioners can hear experiences of service user difficulties”

“Utilising Communications – newsletter a good way to cascade round and organisation to all levels of staff can understand and learn”

“Assurance – early warning communication – concerns and trends – let us know and we can feed in”

On what priorities we still need to consider? Our Partners agreed the following were important:

Housing

Changes to Housing Policy and Legislation and effects on vulnerable adults

Assurance and help with issues around unregulated/lightly regulated accommodation

Transitions

Young Adults who have experienced Child Sexual Exploitation and other Adverse Childhood Experiences – Care and Support at 18 years old and over

Looked after children – Domestic Abuse & Mental Health Issues are particularly high for this cohort

Strategic Boards and Reviews

Understanding of the investigative regimes when harm or death happens. E.g. SAR, DHR and CQC – how can we understand what they do and what the criteria are for each?

Greater working with the Children’s Board – greater cross fertilisation of action and campaigns

Shared activity where priorities meet such as Domestic Abuse, Adverse Childhood Experiences and social isolation

Care Act key messages

It is important to underpin each work stream with detail of **Making Safeguarding Personal** and include more in Scrutiny and Board requests for Assurance.

The messages and key themes from the 14th February 2017 conference were discussed and written up so that they could be considered by BSAB Strategic Board in March 2017. It was concluded that:

Governance was now 'Business as Usual' as the Board and its statutory structures had been set up and were operating successfully

The SARs group will feed in to BSAB regularly and with partners more widely

There would be a re- focus on the four other priorities to consider how they could be re-defined to ensure that:

- The outstanding outcomes from the 2015-2018 plan would be achieved
- New activity could be picked up could be progressed, for example Supported Housing & Vulnerable Adults work stream and Transitions Services
- To allow space for a wider partnership involvement in scoping and acting on Priorities

Priorities for 2017-2019

PRIORITY ONE: 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 TWO: SAFER COMMUNITIES

Having clear protocols and preventative 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 THREE: EMPOWERING OUR COMMUNITIES (PARTNERSHIP WORKING)

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

PRIORITY FOUR: 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