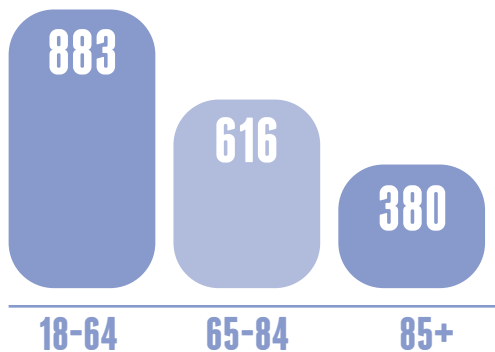




Birmingham Safeguarding Adults Board Annual Report 2017-2018

1 Key Safeguarding Facts for 2017-2018



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

8,277

Concerns raised during the year

2,011

Concerns became enquiries

93%

of people felt their enquiry had achieved what they wanted



More women than men were alleged victims



61%

1781 enquiry allegations listed the source of risk as someone known to the person at risk

24%

412 allegations involved service providers

15%

264 allegations involved someone not known to the person at risk

13% increase in the number of concerns raised, up from 7,523 last year.



2% increase in the number of enquiries started, up from 1,965 last year.



Enquiries involved allegations of neglect



Enquiries involved alleged physical abuse



Allegations occurred in the victim's home

1258 WHITE BRITISH
517 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 2017-18. In this report you will find an overview of the Boards work over the past 12 months.

As a Board, we have continued to work hard this year to ensure that safeguarding is everyone's business. We have been successful in encouraging over 140 partner organisations to join us in our collective quest to be a city free from harm and abuse.

Whilst recognising the challenges that our partners face within a climate of continual financial constraint, this year has proved yet again that Birmingham has a wealth of knowledge, experience and skills in its third sector, faith, charity and statutory organisations. We have proved that 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.

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

This last 12 months we have successfully focused on the key areas of enabling communities, assurance, safer communities and hearing the voices of our citizens. We have particularly made progress in leading on raising the issues of safeguarding and non-regulated accommodation, transition, social isolation, domestic abuse and self-neglect.

I believe the Birmingham Safeguarding Partnership is strengthening each year and there is no doubt that we are stronger together. We are determined to achieve our ambitions to empower our most vulnerable citizens, to prevent harm, to intervene early, and to constantly learn from each other.

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, we couldn't do it without you.



Cherry Dale

Independent Chair
Birmingham Safeguarding Adults Board

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3 What is the purpose of the Annual Report?

Welcome to Birmingham Safeguarding Adults Boards (BSAB) Annual Report for 2017-2018.

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 2017 and March 2018.



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 people aged 18 and over whose care needs are caused by a physical or mental impairment or 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 Health 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 Mental Health NHS Foundation Trust

Birmingham South Central Clinical Commissioning Group

Sandwell and West Birmingham Clinical Commissioning Group

Birmingham Cross City Clinical Commissioning Group

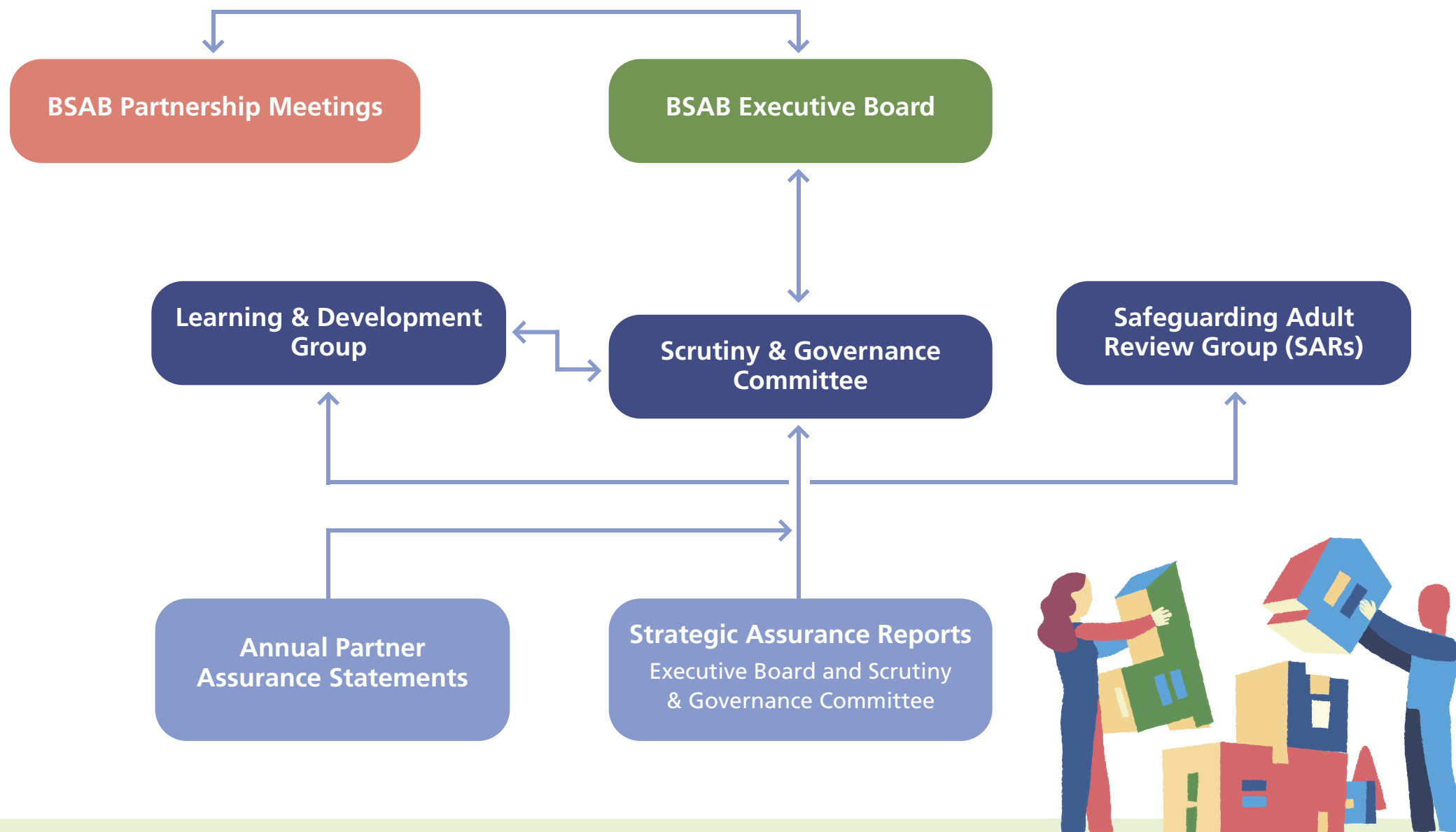
West Midlands Police

West Midlands Fire

Birmingham Health Watch

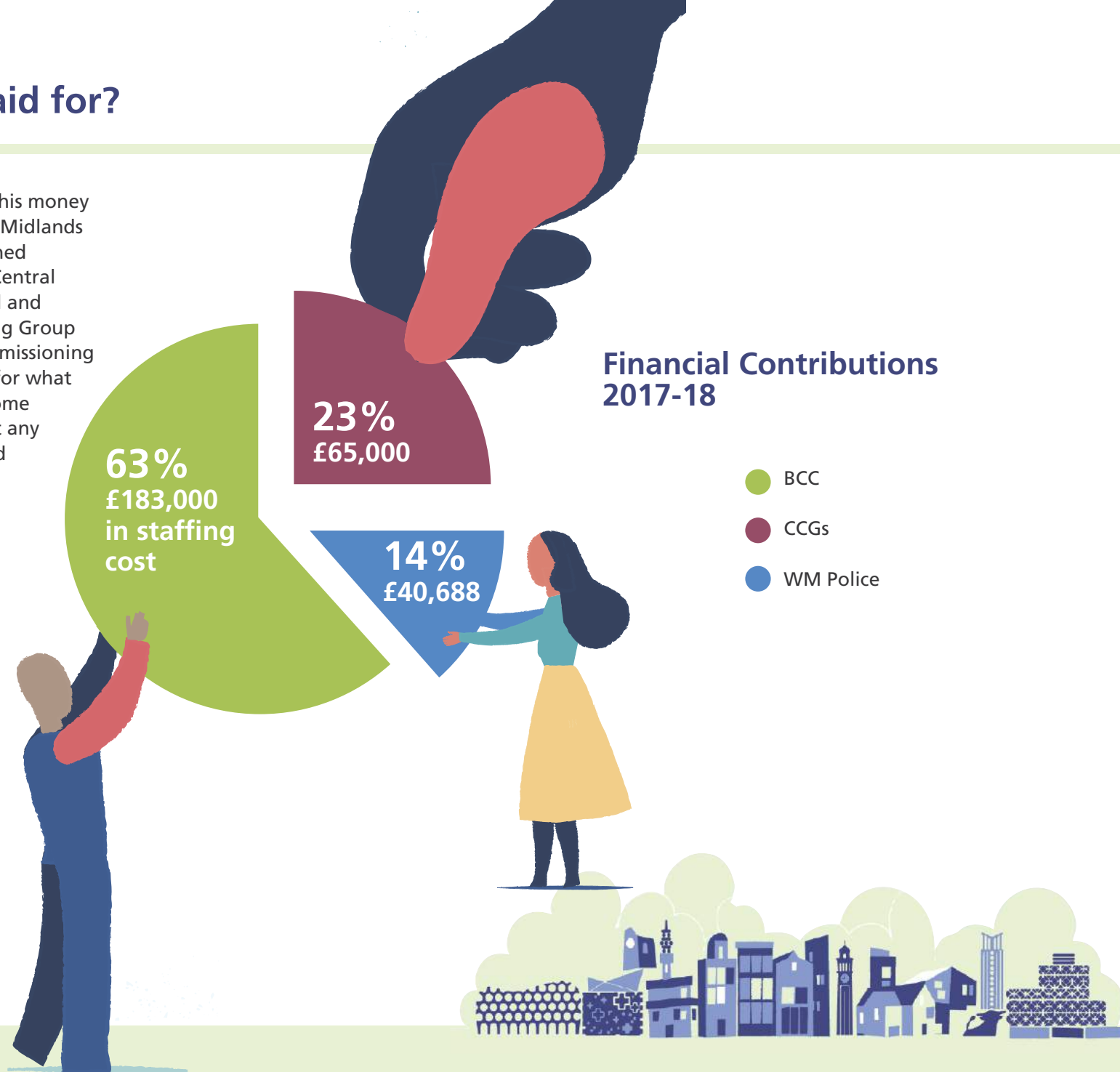


10 What is BSAB's structure?



11 How is the Board paid for?

In 2017-18 we had £288,688 to spend. This money represents the contributions from West Midlands Police, Birmingham City Council; 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 2017-2018

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 2017-2018?

Priorities	What we said we'd do	What we did
PRIORITY 1 Hearing the voice of the community 	<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 worked with our partners using postcards from citizens to hear about what it feels like to use a service and we share those through our newsletter 4 times a year • We consulted a number of Faith groups • We commissioned work on vox pops to seek citizens views on safeguarding • We sought the views of citizens through our partner organisations at each of our 5 partner meetings a year and fed those views into our decision making and into our updated 2-year strategy.
PRIORITY 2 Safer communities 	<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 brought together a network of organisations involved in non-regulated accommodation and jointly assessed the concerns raised by our partners • We encouraged and supported the setting up of a network to jointly work on the issue of non-regulated accommodation • We commissioned research with Thea Raisbeck from the University of Birmingham via Spring Housing • We held a scoping workshop with partners to take a view on the issues of Transition from children's to adult's services • We directly supported the BCC review of transition for young adults with learning disabilities • We ran a Partnership event with over 80 partners on finding solutions to issues of Transition • We were actively involved in the development of the Domestic Abuse Prevention Strategy • We forged stronger links with the Community Safety Partnership and the Children's Safeguarding Board • We held practitioner/multi agency development sessions on forced marriage and adults with learning disabilities and financial scamming.

13 What did the Board achieve in 2017-2018?

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 co-produced the 2-year updated strategy with all of our partner agencies ● We funded the development of The Waiting Room Directory that is accessible by the public and by professionals and has up to date access to services, guidance and helpful information within the city ● Following the launch of Making Safeguarding Personal we distributed 4,000 guidance leaflets ● We have steadily grown the number of partner organisations joining the adults safeguarding movement in the city ● We made a video to show what MSP best practice look like.
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 had a successful full year for the Scrutiny and Governance Committee seeking assurance on key aspects of service delivery in the city ● We sought Assurance from all of our partner organisations who have signed the Memorandum of Understanding, including third sector and faith communities and received a record 56 returns ● Our partner assurance had a key focus on MSP ● We were fully compliant with Care Act expectations for SARS ● The Executive Board sought direct assurance on: <ul style="list-style-type: none"> ● Birmingham NHS and Social Care Transforming Care Programme ● Birmingham City Council – Social Care Provision – Revised Commissioning Framework 2017 ● Birmingham City Council – Housing Commissioning Team – Homelessness Prevention Plan 2017 – 2021 ● Birmingham Domestic Abuse Prevention Strategy.

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 the most we can, so that they 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. Some examples of the way we did this in 2017-18 were:

- A group of partners who had taken part in BSAB's engagement event about MSP met to develop a set of practice standards for MSP that all who work with adults with care and support needs in Birmingham could use
- The group consulted widely within our partnership on its proposals, then wrote and published a booklet called Making Safeguarding Personal - what good person-centred adult safeguarding practice looks like in Birmingham
- We then launched these standards at a Partners meeting in June and distributed 4,000 copies to 138 organisations across the city
- BSAB then asked all its partners to say how they had applied these standards in their assurance reports for 2017-18.

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

Carrie suffered physical and emotional abuse from her partner; she had grown up in and out of care. Feeling completely alone, Carrie battled depression and had a history of self-harm and bulimia.

Carrie felt trapped. She managed to leave with her children once, but her partner found her, and the violence got worse.

Carrie was admitted to hospital and her partner had custody of their children. On discharge she contacted Women's Aid. For the first time Carrie felt able to talk about her experiences of abuse, enabling her to begin to recover emotionally. "I felt like someone was on my side. I didn't feel judged or patronised. I felt listened to."

Women's Aid found refuge accommodation and worked with Carrie to understand the impact of abuse upon her children and how she might meet their physical and emotional needs. They supported her to access donations of food, clothes, and toys for the children.

They supported Carrie to feel able to give evidence in court and the perpetrator was given a custodial sentence and a two year restraining order.

Carrie secured a property and a number of grants for furnishings. Women's Aid helped Carrie access benefits and supported her with budgeting and life skills to enable her to maintain her tenancy. Carrie and her children are now settled into their new environment.

"I have made decisions that I don't think I would have been able to make on my own without Birmingham and Solihull Women's Aid's help. My worker has been amazing, helping me see that I can be happy again and move on. I actually feel safe and reassured."



14 Making Safeguarding Personal

Case Study from our partners: Case Study 2

Alan's story shows how one of the local authority social workers worked with a citizen to uncover abuse of his finances by his son and how he was supported to take steps to achieve the outcomes that he wanted. At times when his mental capacity limited the choices he could make; this involved the correct and skilful application of the principles of the Mental Capacity Act. For Alan, what was important was to protect his money so he did not fall into debt, but in a way that did not destroy the contact that he valued with his son. For Alan, this meant that he was supported to be as safe as he wanted to be.

Please watch our short video, Alan's Story:
<https://t.co/1Zi0ljSJmN>



15 Safeguarding Adults Reviews

What is a Safeguarding Adult Review (SAR)?

A SAR is when agencies who worked with an adult who had suffered abuse or neglect, come together to find out if they could have done things differently and prevented harm or a death from happening. A SAR does not blame anyone; it tries to find out what can be changed so that harm is less likely to happen in the way it did to other people in the future.

The law says Birmingham Safeguarding Adults Board 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 the SAB suspects the death resulted from abuse or neglect

OR

The adult is alive and the SAB suspects the adult has experienced abuse or neglect

SARs are overseen by BSAB's Safeguarding Adult Review Group, made up of representatives from 12 BSAB partner organisations, and chaired by a member of the group appointed by the Board.

In 2017-18 BSAB received 8 referrals to be considered for a SAR. Two came from NHS organisations, two from the police, one from Birmingham City Council, one from the Community Safety Partnership's Domestic Homicide Review Team, one from a family member and one from a friend of the adult who died.

In each case the SAR Group decided that the circumstances did not meet the criteria for a SAR. But in 3 cases the Group felt that there was likely to be learning for one of the agencies involved with the adult. These agencies were asked to undertake their own internal reviews and report back to the Group what they had found out and what they had done to learn from this.

In one case the referral was judged not to meet SAR criteria but was thought to meet the criteria for a Domestic Homicide Review, and so was forwarded to the Community Safety Partnership.

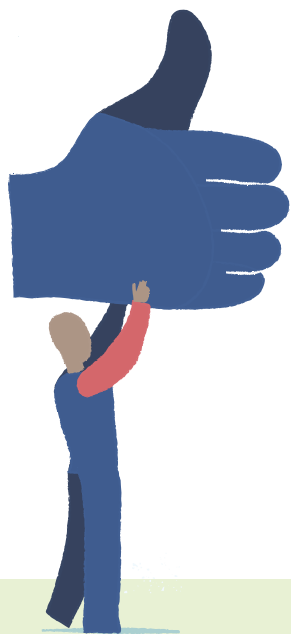
The SAR Group are committed to promoting practice improvement and learning on behalf of the Safeguarding Board and has a plan in place to deliver awareness and training events in 2018/19.



16 Assurance Report 2017-2018

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 should 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 2017-18?

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.

56 partner organisations replied. 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 from the statements were concerns about:

- What happens at the time of transition from childhood to adulthood?
- Domestic abuse
- Effectively collaborating and sharing information
- Exploitation of all types
- Self-neglect
- Safeguarding in prison and on release
- Safety in unregulated supported accommodation
- Homelessness
- Modern Day Slavery

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 have recently commissioned Common Unity through our innovation fund to undertake a Vox pop which should help to really kick-start the process of capturing citizen voice. Mean-while, we draw upon what citizens tell us of their experiences of their safeguarding enquiry (see appendix 3).



16 Assurance Report 2017-2018

3. From reports to our scrutiny committee:

Our Scrutiny and Governance committee (S&G) received reports from different parties throughout 2017-18. The committee requests reports from whoever is best placed to comment on or analyse a particular issue or theme. For example, trading standards have reported to us on financial abuse, scamming and rogue traders, because they have the best knowledge of that area. The committee then questions and challenges what has been presented, to try to identify strengths and weaknesses and to make suggestions about ways forward. The scrutiny and governance committee then provides summary reports to the board on its findings.

Last year we received reports from:

- The local authority DOLS (Deprivation of Liberty Safeguards) team
- Trading standards
- NHS Clinical Commissioning Groups (who commission most of the health services in the city)
- West Midlands Police
- The joint NHS/local authority commissioning team for Learning disabilities
- The joint NHS/Local authority commissioning team for mental health
- Commissioners of advocacy services
- Commissioners of services for carers
- NHS England commissioners of specialist services
- Prison and probation services.

What did these reports tell us?

These reports told us that community resilience is a hugely important part of safeguarding and what we are trying to achieve in Birmingham. Trading standards told us that the targeting of vulnerable persons by scammers and rogue traders is a significant challenge for the city. The police told us that vulnerable persons are often at risk of radicalization and exploitation, in particular sexual exploitation. We were told that persons living in hostels and unregulated accommodation may be at particular risk of abuse and neglect, and we heard about the impact of anti-social behaviour on

vulnerable persons in the community. We heard that arrangements for release from prison can sometimes result in ex-prisoners being put into situations that represent a risk to themselves, or alternatively might pose a risk to vulnerable persons in the community. There are no easy answers to any of these challenges but what we are trying to do as a safeguarding partnership is raise awareness of them, and encourage all partner agencies to form communication links and networks to try to work better together to address the problems.

We were generally assured that arrangements for the oversight of large NHS provider services are good, that nursing homes are regularly monitored for quality issues, and that where vulnerable persons with a mental health problem or learning disability are in receipt of community care packages there is oversight of these packages. We heard that the level of available resource within the local authority does not allow for the same level of detailed oversight of residential care services and domiciliary care services although these are still monitored and quality assured and where concerns are flagged these are responded to.

We heard that there are a range of advocacy services in the city, that referrals rate to these services are in line with other areas, and that there are plans to commission 'community advocacy services' in the future. This is a positive move and will be directly supportive of the BSAB vision for empowered and resilient local communities who have a strong voice. We also heard that the local authority had commissioned a single, all ages, carers service, running what is known as the Birmingham Carers Hub. Carers are directly involved on a day-to-day basis with large numbers of persons who will have varying degrees of care and support needs and vulnerability. Safeguarding is integral to what they are actually doing each day, particularly from a preventative and 'early help' angle, however carers - and carer support agencies - do not necessarily always recognize or frame the things they do as 'Safeguarding'. This reinforced the message we have consistently tried to convey as a board: safeguarding is not a process, but it is something we all have a responsibility for, and may all do in different ways.

The S&G committee were satisfied that the approach taken by the local authority around Deprivation of Liberty Safeguards appeared reasonable and proportionate, and that cases where the 'high' criteria was met were being processed appropriately.

16 Assurance Report 2017-2018

4. From our data and intelligence:

From the information collected by the Council we know that:

- 8,277 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, 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, 85% 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, 92% felt their enquiry had helped them achieve what they wanted to, and 81% 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.

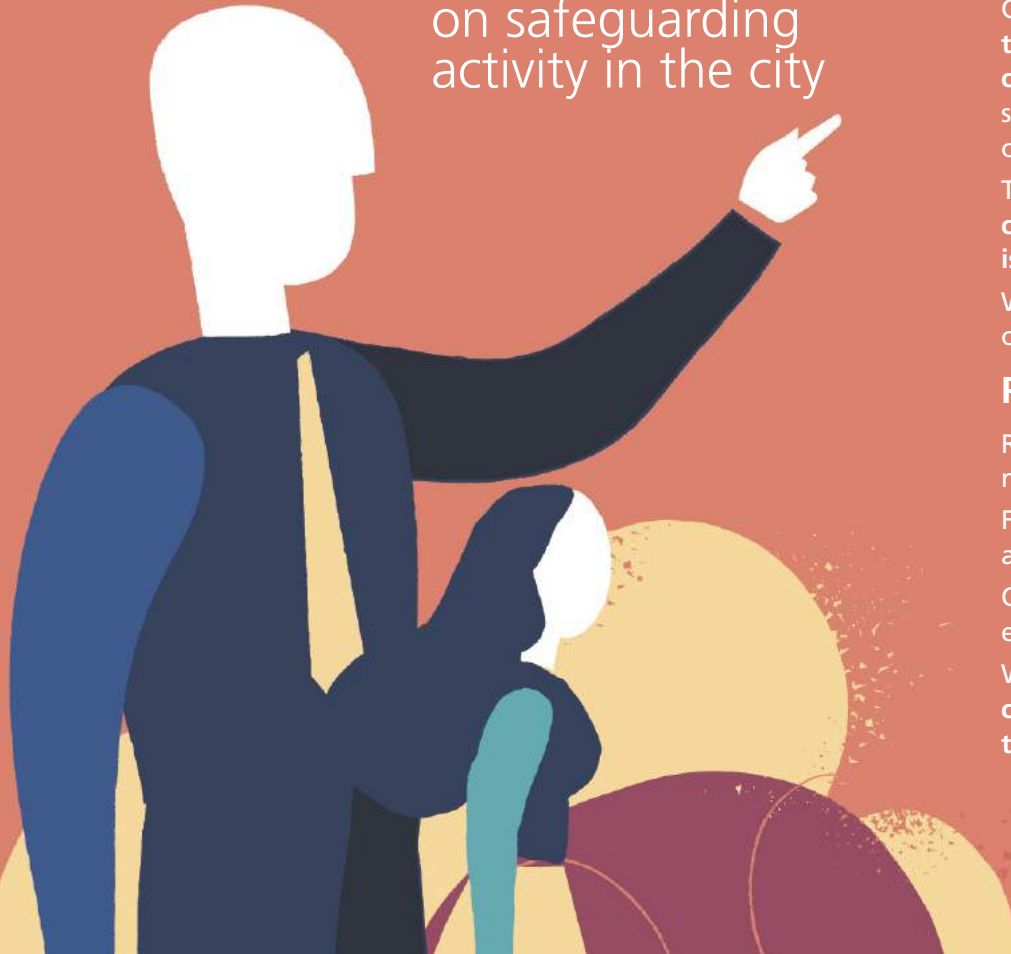


17 How do we support Learning, Development, Engagement and Information sharing?

Multi-agency (practitioner) Development Forums	Partnership Meetings
<ol style="list-style-type: none"> 1. Safeguarding and Financial Scamming 2. Preventing the need for Safeguarding – supporting the family 3. Safeguarding and learning disability; responding to changing behaviour and meeting needs 4. Self-neglect 	<p>The themes of our 5 meetings were:</p> <ol style="list-style-type: none"> 1. Resilient Communities 2. Carers Support and Advocacy for Adults in Birmingham 3. Working better together – network event 4. Statutory Safeguarding, prevention and partnership working 5. Transition from childhood to adulthood – finding solutions together for victims of continued abuse
Policy, Procedures, Guidance, Research	Communication/engagement
<ol style="list-style-type: none"> 1. Making Safeguarding Personal guidance leaflets 2. Self-neglect guidance co-produced 3. Position of Trust protocol co-produced 4. Information Sharing protocol co-produced 5. BSAB Hoarding training video used as best practice by ADASS and many organisations 6. Commissioned research on non-regulated accommodation from Birmingham University 7. Commissioned best practice Safeguarding financial abuse video 	<ol style="list-style-type: none"> 1. Co-production of the refreshed strategy 2. Four editions of the BSAB newsletter produced 3. Twitter activity ongoing 4. Four postcard case studies shared with all partners 5. Website development working group 6. Transition scoping workshop 7. Key member of the Domestic Abuse Strategy working group 8. Instigated partnership working on non-regulated accommodation 9. Co-worked on the development of Service Directory



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 2018-19

As a first and overriding ambition, BSAB is committed to **listening to the voice of the citizens of Birmingham**. We will ensure that, wherever possible, safeguarding responsibilities across the city are delivered in a way that **empowers the community** and its individual citizens, that supports defensible decision making and risk enablement.

Our focus will be on developing **effective preventative and early intervention strategies that minimize the risk of abuse and neglect occurring**, by working to establish **safer communities** for people with care and support needs. To enable this, we will also support the work of the West Midlands Combined Authority on region wide awareness of the impact of early traumatic experiences.

This will include a key focus on issues such as **unregulated housing, transition from children to adults' services, financial abuse, domestic abuse and the impact of social isolation**.

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

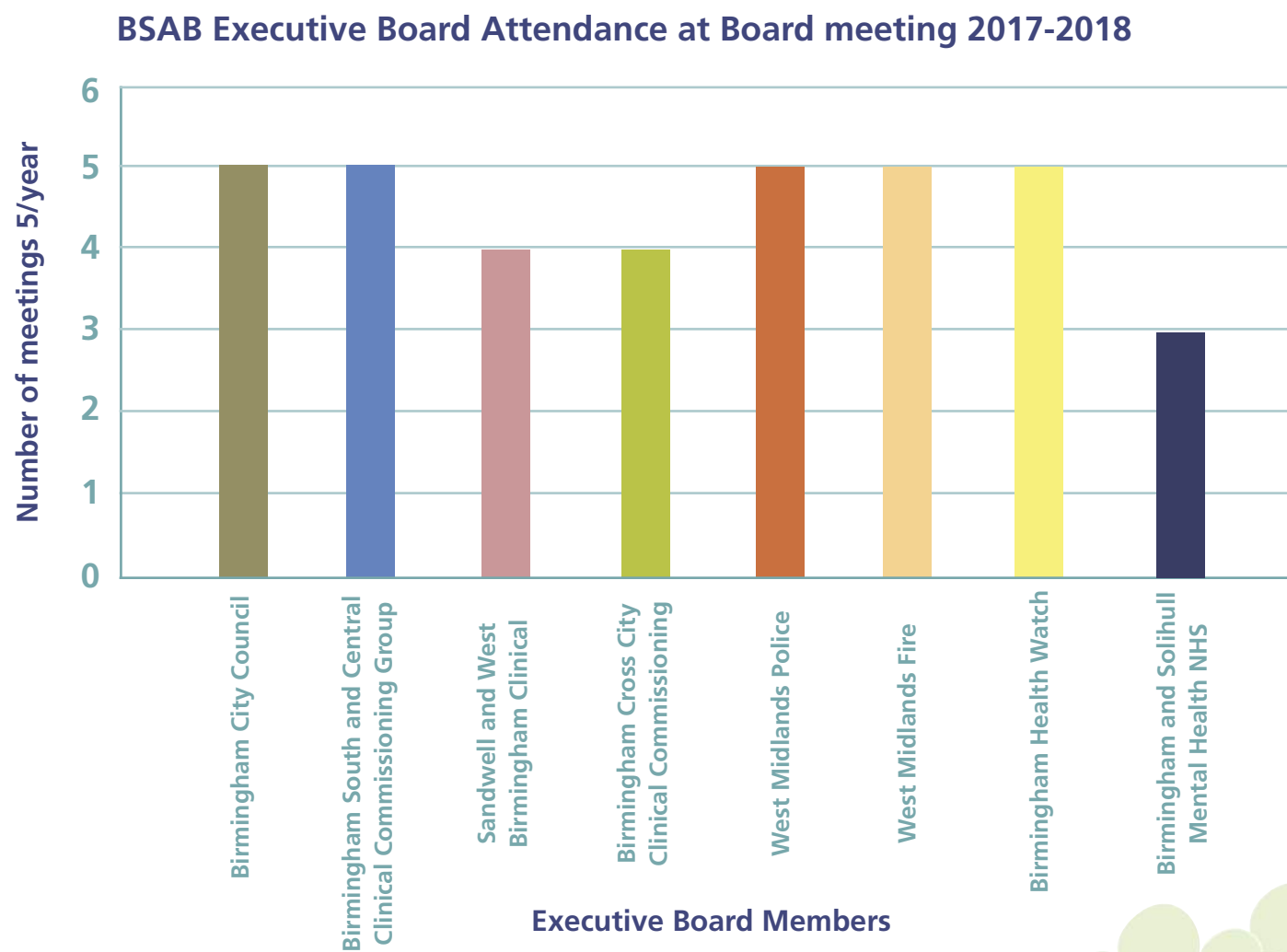
Priorities for the SAR group for 2018-2019 will be:

Reviewing and implementing the Terms of Reference including the expansion of the membership to include Housing, Domestic Abuse and Drug & Alcohol Misuse Services.

Focusing on the dissemination of learning from local SAR referrals and from regional and national SAR themes for improving practice.

Our Board is committed to ensuring there is a **far broader partnership of agencies** engaged in championing safeguarding principles and ways of working across the city. 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**.

Appendix 1 Executive Board Attendance Record



Appendix 2 Partners' Feedback

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

Supporting the BSAB achieve its aims has been both challenging and rewarding. Knowing that we are a community that cares for one another, and that we are taking steps to improve the wellbeing of local people by reducing and preventing abuse is very satisfying. Forward Carers looks forward to continuing the work of keeping the people of Birmingham free from harm.

Simon Fenton
Chief Executive Officer,
Forward Carers

Dave Boucher
Operations Commander,
Black Country
South West
Midlands Fire

Working within and alongside BSAB during 2017-18 has been such an epic journey – transforming the way we have worked to focus on a multi-agency, partnership and preventative approach to identify, support and deliver for the most vulnerable members of our communities. Some areas of focus I have been able to support, and influence include the transition from vulnerable young people into adults, hoarding and un-regulated accommodation. Thanks to you all for giving me the opportunity to make a difference.

Ruth O'Leary
Lead Nurse - Safeguarding
Adults & Children - UHB

(BSAB) is driving the integrated work of like-minded people to ensure the protection of adults in whichever part of the public sector they present. My expertise after 30 years as a health professional and a Lead Nurse for safeguarding I believe is invaluable in promoting the work of health in support of the national and local safeguarding agenda, driven by the board. Furthering the integration of, co-operation of all agencies is an inspiration to me and my commitment to the public people of Birmingham.

Sitting alongside my peers who are equally passionate about helping the most vulnerable, has been exciting and powerful. There is an incredible amount of knowledge and experience on the board, which is harnessed towards delivering the best for whom we have the privilege of safeguarding.

Kenny Bell
Commander,
West Midlands Police

Appendix 2 Partners' Feedback

During 2017-18, BSAB has provided strong leadership in its work to ensure the most vulnerable of our residents in Birmingham are protected. The appointment of a new independent chair, Cherry Dale, in 2017 has seen a reinvigoration of the Boards work and priorities in particular in championing multi-agency collaboration. The successful partnership meetings, facilitated by the Board, is fostering a shared understanding amongst partner organisations of the ways in which they can intervene as a collective to protect citizens, working together to address issues of neglect and abuse across the City.

Jenny Belza
Chief Nurse and
Quality and Officer,
Birmingham Cross City CCG
(2012 - January 2018)

Healthwatch Birmingham is proud to be a member of BSAB who has the protection and safeguarding interests of Birmingham citizens at the heart of their work. We are committed to supporting BSAB in its work to achieve its vision to hear the voice of the community to ensure the work they do meets the needs of the communities they serve. BSAB is leading the way, demonstrating how inclusive partnership work can make a real difference in Birmingham for its citizens.

Andy Cave
Chief Executive Officer,
Healthwatch Birmingham

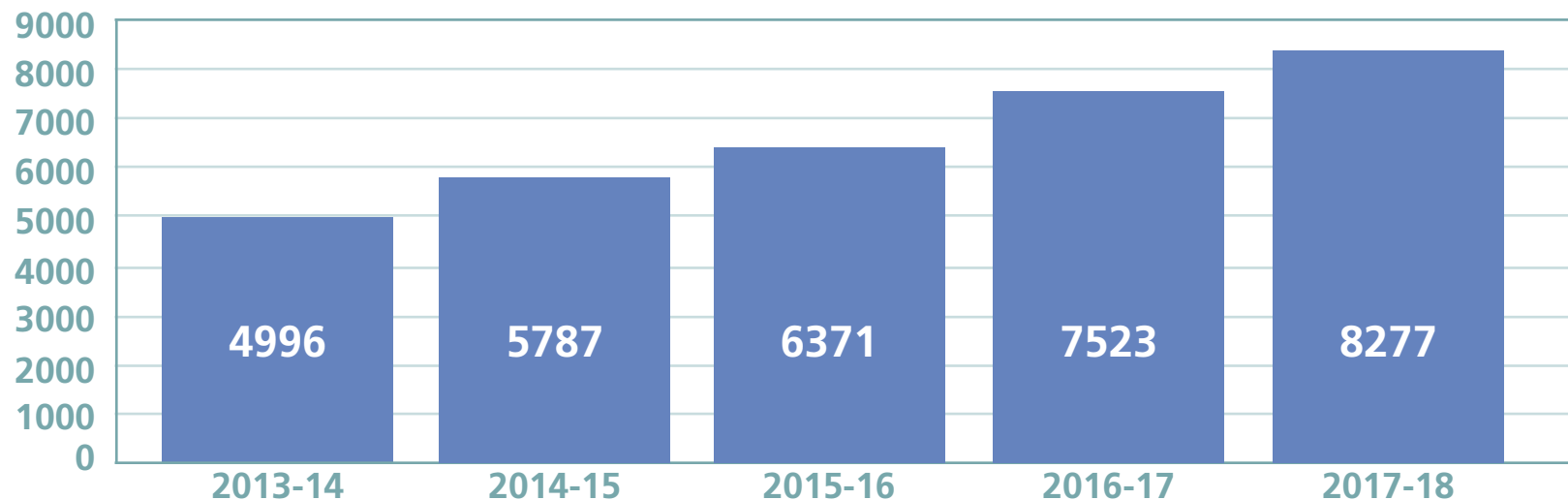
The positivity of BASB towards the embracing the development and implementation of Birmingham's Violence against Women Strategy is a significant step forward and a strong message to our vulnerable adults that domestic violence is not acceptable. The partnership between BSWAID and BASB to develop a Trusted Professional approach offers enormous promise of greater awareness of the impact of domestic violence and the responses to our most vulnerable. We look forward to working with the Board to achieve a meaningful cultural shift that places victims of domestic violence at the centre and holds perpetrators responsible for their abuse.

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

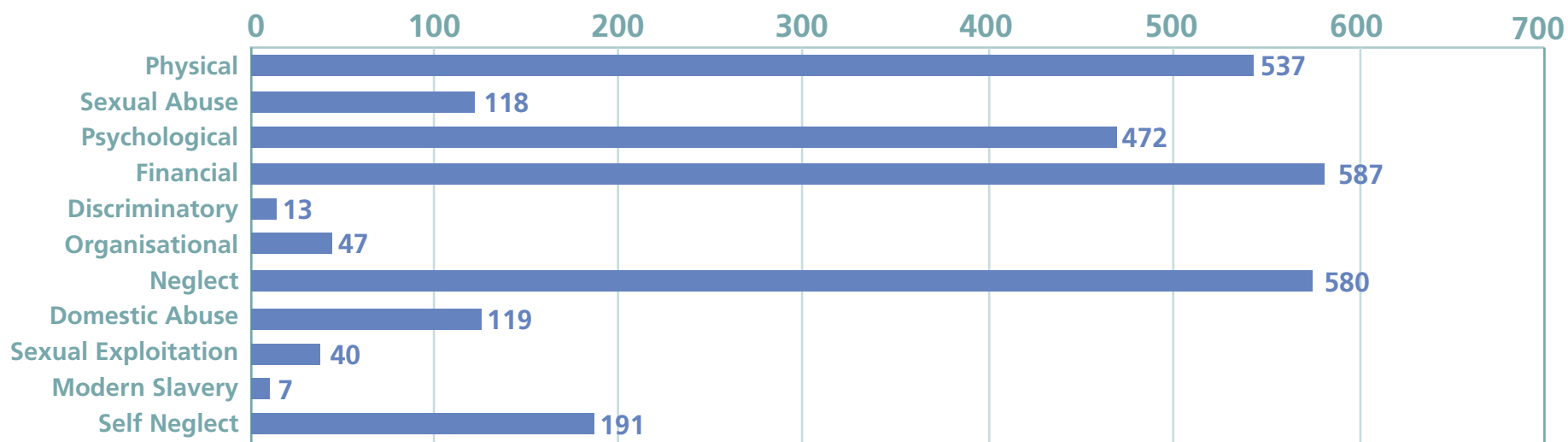


Appendix 3 Safeguarding Adults Concerns Data

Adult safeguarding concerns reported to the Council each year from 2013-2018

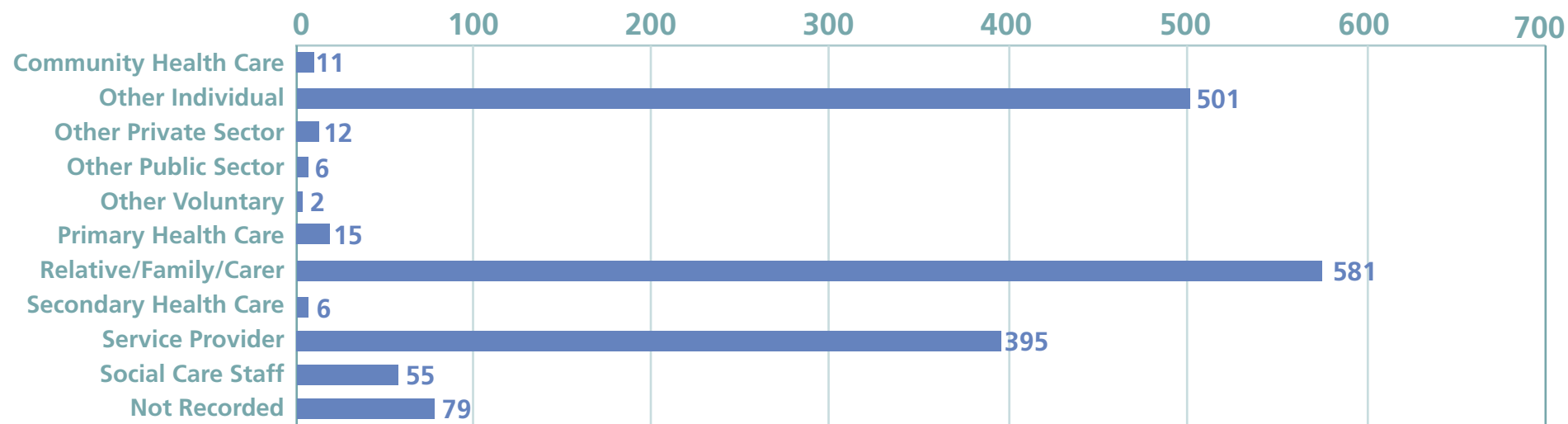


Types of abuse where enquiries were made in 2017-18

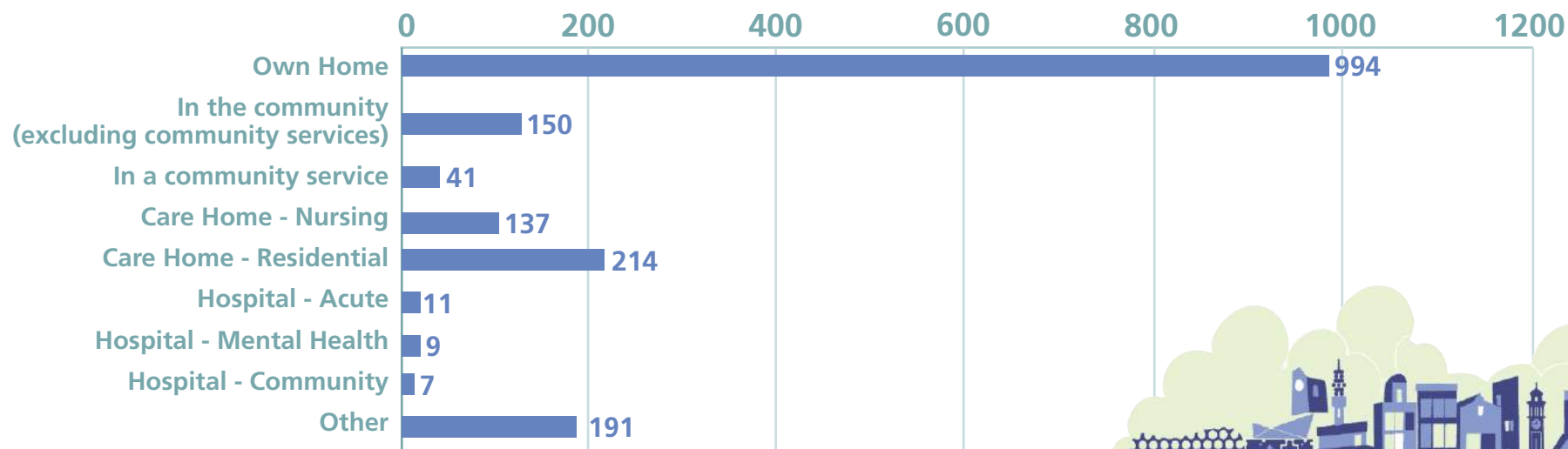


Appendix 3 Safeguarding Adults Concerns Data

Who was alleged to cause the risk to the adult in enquiries in 2017-18



Where abuse or neglect was alleged to have happened in enquiries in 2017/18



Appendix 3 Safeguarding Adults Concerns Data

Proportion of people who were asked what outcome they wanted from their enquiry in 2017/18

% of people who told us what they wanted to achieve from their enquiry	74.6%
% of people who were asked but did not say what they wanted to achieve from their enquiry	10.8%
% of people not ask	7.3%
Not Recorded	7.4%

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

Fully Achieved	66%
Partially Achieved	26.4%
Not Achieved	6.4%
Not Recorded	1.2%

How people felt after their enquiry

Did the person feel involved?	85.5%
Did the person feel listened to?	85.2%
Did we act on their wishes?	84.3%
Do they feel as safe as they want to be?	81.1%
Do they feel happier as a result?	77.3%



Appendix 4 BSAB's Partners

Accord Housing Association
Adavu Project
Advocacy Matters
Age Concern Birmingham
Age UK Birmingham
All Saints Community Project
Alzheimer's Society
Anawim
Ashram Housing - Accord Group
Aspects Care Ltd
Aspire Housing
Autism West Midlands
Bethphage
BID Services
Birmingham Court Witness Protection team
Birmingham CrossCity CCG
Birmingham and Solihull Mental Health Trust
Birmingham and Solihull Women's Aid
Birmingham Chinese Community Centre
Birmingham City Council
Birmingham City University
Birmingham Community Healthcare NHS Trust
Birmingham Freedom Project
Birmingham Hospice
Birmingham LGBT

Birmingham Mind
Birmingham Rathbone Society
Birmingham Samaritans
Birmingham Sense
Birmingham South Central CCG
Birmingham St. Mary Hospice
Birmingham Voluntary Service Council
Birmingham Women's NHS Foundation Trust
Bournville Village Trust
British Red Cross
Bromford Housing Group
Care First Class UK Ltd
CASBA
Change Grow Live (CGL)
Church of England Birmingham
Circle of Justice
Clouds End
Common Unity
Community Rehabilitation Company (CRC Birmingham)
Cruse Bereavement Care Birmingham
Deaf Plus
Department for Work and Pensions
Disability Resource Centre
Family Optima

Focus Birmingham
Forward Carers
Forward for life
Forward Thinking Birmingham
Friendship Care and Housing
Fry Accord Housing
Gilgal Birmingham
Healthwatch Birmingham
Heart of England NHS Foundation Trust
Home from Hospital Limited
John Taylor Hospice
Lisieux Trust
Midland Care UK
Midland Heart
Midland Mencap
National Probation Service West Midlands
Nehemiah UCHA
New Roots Limited
New Servol
People in Partnership
PohWER Advocacy



Appendix 4 BSAB's Partners

Priory Hospital
Reach The Charity
Rethink Mental Illness
RSVP
Sanctuary Housing
Sandwell and West Birmingham CCG
Sandwell and West Birmingham Hospitals NHS Trust
Spring Housing
St Andrew's Healthcare
Stroke Association
The Royal Orthopaedic NHS Foundation Trust
Trident Reach
UK Visas and Immigration Home Office
Safeguarding Team
University Hospitals Birmingham NHS Foundation Trust
Victim Support
Viridian Housing
Voiceability
West Midlands Fire Service
West Midlands Police
West Midlands Ambulance Service
West Midlands Anti-Trafficking Network
West Midlands Housing Group
YMCA Birmingham





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