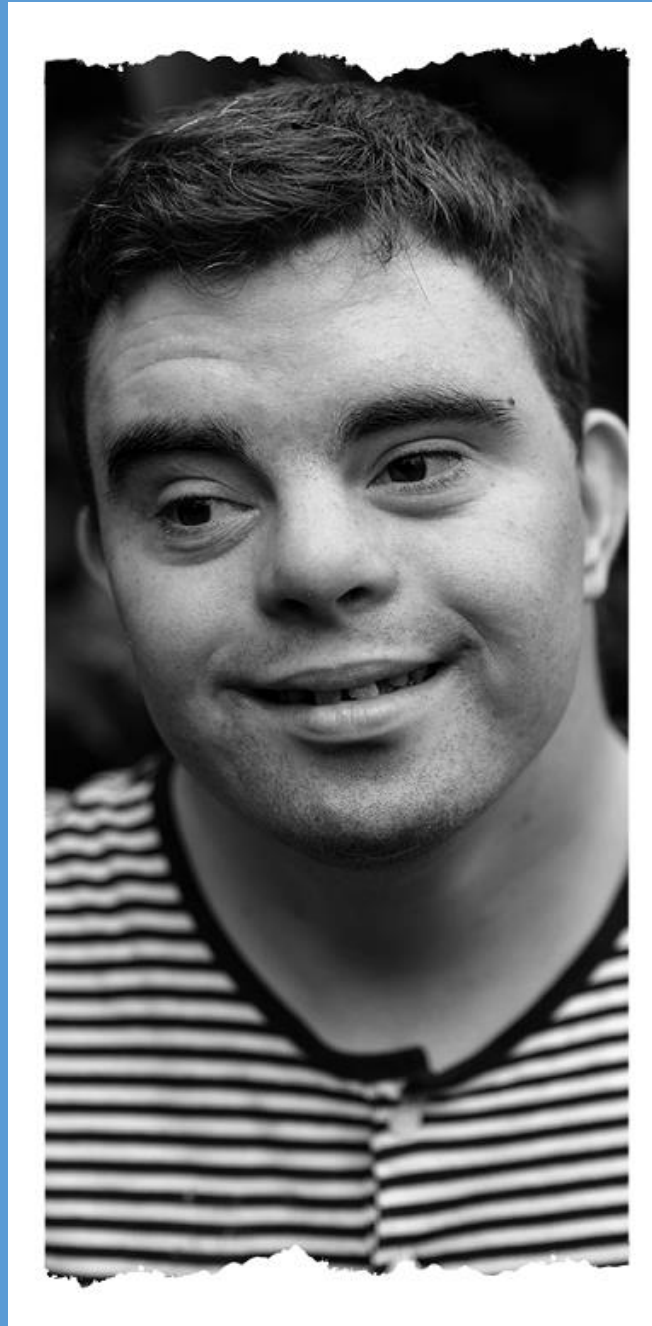


Northamptonshire Safeguarding Adults Board



Annual Report 2021-2022

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Foreword from Stuart Lackenby, Chair of Northamptonshire Safeguarding Adults Board

This is my second annual report as Chair of Northamptonshire Safeguarding Adults Board (NSAB), and I hope that within this report there is assurance of the level of work that has been undertaken to help protect those most at risk in the county.

We started the year in the midst of the Covid-19 pandemic and were faced with a 3rd lockdown. In January 2022, the county declared a major incident due to the Omicron variant and concerns about the rapid spread of the virus, which thankfully didn't materialise as first anticipated, and the incident was soon stepped down. However, the pressures placed on organisations during this period was incredibly challenging and included increased staff absence due to Covid-19. On behalf of NSAB, we would like to thank all staff and front-line workers for their resilience during this difficult and very challenging period.

On 31st March 2021, Northamptonshire County Council ceased to exist as a result of local government reorganisation and as a consequence, North and West Northamptonshire Councils were formed. As you can imagine, there was a huge amount of work needed to ensure that the two new unitary councils were up and running and fit for purpose on the 1st April, and to ensure there was no interruption to safeguarding practices.

Like so many organisations during the period, NSAB meetings continued to be held via Teams or Zoom, which freed up time for additional meetings. Whilst there were far fewer restrictions at the end of the year, some organisations found that their service users liked the option of both face to face and virtual appointments, and many offered a hybrid approach to services.

This annual report provides more detailed information on the work undertaken throughout 2021-22, including the achievements of the Delivery Board and Sub Groups, Safeguarding Adult Reviews and the work of the statutory partners.

The work of the NSAB Business Office is very demanding having to manage and co-ordinate the many activities needed to ensure safeguarding arrangements are in place across the partnership, and I would like to take this opportunity to thank Suzanne and Chloe for their hard work and commitment, and also thank colleagues within the partnership for actively supporting the work of NSAB to help keep people safe in Northamptonshire, including Superintendent Richard Tompkins who stepped down as Chair of the Delivery Board in March 2021.

As agreed at Strategic Board, the role of NSAB Chair will change on an annual basis, and therefore it is likely that I will be handing over the Chairing responsibilities very soon, so I will take this opportunity to thank you for your continued interest and support of the work of Northamptonshire Safeguarding Adults Board.

Stuart Lackenby
Executive Director for Adults, Communities and Wellbeing (DASS) and
Chair of Northamptonshire Safeguarding Adults Board

The purpose of a Safeguarding Adults Board is to assure itself that local safeguarding arrangements and partners act to help and protect the welfare of local adults who may be at risk of abuse and harm. This is in accordance with the Care Act 2014 and supporting statutory guidance.

Northamptonshire Safeguarding Adults Board (NSAB) is made up of senior officers nominated by partner agencies including statutory partners such as local authorities, police and the clinical commissioning group. Members have delegated authority to represent their organisation and to make decisions on their agency's behalf.

NSAB's vision is:

'Working together to keep people safe'

During the period 1st April 2021 to 31st March 2022, the Strategic Board was supported by the operational Delivery Board and four Sub Groups - Communications & Engagement, Learning & Development, Quality & Performance, and Safeguarding Adults Review. Task and finish groups were also held to support activities from the various groups.

There were no new declarations of interest received by members during the year.

Safeguarding Adults Boards have three core duties under the Care Act 2014:

- Publish a strategic plan for each financial year and its strategy for achieving its objectives.
- Publish an annual report including what has been achieved during the year, what it has done to implement the strategy, what members have achieved and findings of reviews.
- Conduct Safeguarding Adults Reviews in accordance with Section 44 of the Care Act.

The Annual Report 2021-22 provides an overview of NSAB's achievements against the [Strategic Plan 2021-23](#) for the period 1st April 2021 to 31st March 2022.

A meeting was held in June 2021 to review the strategic plan 2019-21. The outcome of the discussion was to retain the existing three priorities, but the key themes were reviewed and updated. See page 18 for further details.

The NSAB Strategic Plan is aligned with the six key principles as outlined in the Care Act:



Empowerment

People are supported and encouraged to make their own decision and informed consent.



Prevention

It is better to take action before harm occurs.



Proportionality

The least intrusive response appropriate to the risk presented.



Protection

Support and representation for those in greatest need.



Partnership

Local solutions through services working with their communities.



Accountability

Accountability and transparency in delivering safeguarding.

NSAB Progress and Achievements

For the period 2021-22, NSAB agreed to retain the three priorities in line with other Adult Safeguarding Boards in the East Midlands region, namely: **Prevention, Quality and Making Safeguarding Personal (MSP)**. These were incorporated in the Strategic Plan 2021-23. Progress against the delivery plan is detailed below:

Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability

Northamptonshire Safeguarding Adults Board

- With the change to two unitary authorities in April 2021, NSAB members agreed to hold meetings bi-monthly rather than quarterly.
- Six strategic board meetings were held during the year with 100% attendance from representatives from statutory members.
- Membership for the Strategic Board was also reviewed and increased.
- Due to the continued Covid-19 pandemic all NSAB meetings continued to be held virtually via Microsoft Teams.
- Membership of the Boards and Sub Groups were reviewed.
- Appropriate challenge was made regarding representation and attendance at Sub Groups where necessary.
- In April 2021, following the departure of the Independent Chair, Tim Bishop, NSAB agreed to align the arrangements for scrutiny with that of [Northamptonshire Safeguarding Children Partnership](#) and recruit an Independent Scrutineer instead of an Independent Chair. In this respect, a robust recruitment and selection process with statutory partners was undertaken and a new Independent Scrutineer, Jane Geraghty was appointed in July 2021.
- NSAB received bi-monthly updates from the Independent Scrutineer, Adult Social Care and the Deprivation of Liberty Safeguards (DoLS) assessments and progress on the transition to Liberty Protection Safeguards (LPS), as well as periodic updates from St. Andrew's Healthcare.
- The Chair of the Delivery Board provided updates to the Strategic Board on a quarterly basis and highlighted good practice and other key issues.
- The Board used their influence in setting up an ARM Oversight Panel in April 2021, with West Northants Council taking the lead. Officers from key agencies make up the Oversight Panel and the group provides advice and guidance on new referrals for the ARM process. During the course of the year 66 ARM notifications were received and 17 referrals were discussed at the Oversight Panel.

Delivery Board

- The purpose of the Delivery Board is to oversee the progress made against the strategic plan and the operational activities in place to support the three priorities and themes in the plan. The Sub Groups are instrumental in delivering the core activities to support the plan.
- In June 2021, a meeting was held to review and consider the strategic themes. Members agreed the following five themes:
 1. Raising Awareness of NSAB and Safeguarding
 2. Learning from Safeguarding Adult Reviews
 3. Understanding the Impact of Covid-19
 4. The Difference NSAB Makes
 5. Homelessness
- In March 2021, Joseph Banfield, Detective Superintendent with Northamptonshire Police took over as Chair of the Delivery Board from Detective Superintendent Richard Tompkins.
- Progress on the delivery plan was monitored at every bi-monthly meeting, and there was good progression made by Sub Groups during the course of the year as outlined below in the section below.
- In addition to updates from the NSAB Sub Group Chairs, partners were brought up to date in relation to other key activities and developments in the county, including:
 - Adult Risk Management Oversight Board (received at each meeting)
 - Homelessness (received at each meeting)
 - Mental Health – Section 140 Policy Update – 14.09.2021
 - Learning Disability Review (LeDeR) – 24.11.2021
 - Suicide Prevention – 24.11.2021
 - Exploitation – 20.01.2022
- Responsibility for the NSAB risk register moved to the Delivery Board and a review and refresh was undertaken in January 2022.

Jane Geraghty – Independent Scrutineer Introduction

I started working as the NSAB Independent Scrutineer in July 2021. My role is to provide scrutiny and constructive challenge for Northamptonshire Safeguarding Adults Board (NSAB) and seek assurance from partners on the effectiveness of the adult safeguarding arrangements across the county in order to meet statutory duties to keep people with care and support needs safe.

I look to identify areas of good practice and report areas of weakness to NSAB, whilst ensuring that the voices of users and carers is threaded through all aspects of NSAB's work.

In my first year, I have chaired the Quality & Performance Sub Group and prioritised the development of the performance dashboard, hearing from a wide range of stakeholders. I have attended various groups of the Voluntary and Community Sector Assembly around mental health, pan-disability, carers and the elderly, and also a number of staff team meetings to hear first-hand any safeguarding issues. A key issue raised from participating in the wide range of forums is the lack of accessible mental health services. Other prominent issues are around Mental Capacity Act assessment, carer stress and limited access to advocacy.

I have overseen audits around homelessness and Making Safeguarding Personal (MSP) and have supported the development of action plans and learning materials.

Future areas of focus are the review of the partnership self-assessment audit, collaborative working with Community Safety Partnerships and Northamptonshire Safeguarding Children's Partnership around transitions and early help, as well as having a greater focus on the identification of good quality practice and the further development of engagement work and preparation for a possible Care Quality Commission (CQC) inspection next year. I know Northamptonshire is up to the challenge.

Jane Geraghty

Independent Scrutineer for Northamptonshire Safeguarding Adults Board

Communications & Engagement Sub Group

- A wider [#ReportIt campaign](#) was launched in August 2021 and included vinyl banners for high footfall areas, leaflets and posters for shops and businesses, and business sized cards to keep in purses/wallets. Please see page 8 for details on how the campaign was promoted across the county.
- A new information video was added to the [Adult Risk Management \(ARM\) Toolkit](#) and this was relaunched on 2nd November 2021. The campaign has generated 4587 Twitter impressions and there had been 297 views of the ARM video.
- In January 2022, the group supported Northamptonshire Police with the relaunch of the [Herbert Protocol](#). This campaign generated 3831 Twitter impressions.
- NSAB launched the [Tricky Friends animation](#) in March 2022. Thanks to Norfolk Safeguarding Adults Board who created the animation and allowed us to personalise for Northamptonshire. This campaign generated 5206 Twitter impressions.
- In March 2022, the Independent Scrutineer and Safeguarding Team Manager for North Northants Council took part in a [Safeguarding podcast with Voluntary Impact Northamptonshire](#).
- The NSAB Business Office proactively uses a Twitter account to share information. The number of followers increases month on month with 468 followers at the end of March 2022, an increase of 220 on the previous year. <https://twitter.com/NorthantsSAB>
- The NSAB website was regularly reviewed and updated during the year to provide a range of information to support both the public and practitioners including campaigns and learning opportunities.
- Website reports show that April 2021 was the month in which the NSAB website was accessed the most, with over 1300 views. This could be explained by colleagues accessing the recently published SAR 016 and 019 reports during this time.
- Over 1000 visits to the website were also registered in July 2021, November 2021, January 2022 and March 2022 which correspond to the publication of learning briefings and launch of a variety of campaigns.

Learning & Development Sub Group

- Following the publication of SARs 016 'Dean' and 019 'Jonathan' in March 2021, learning events were held in July 2021.
- 54 colleagues from a range of organisations attended the SAR 016 Learning Event. 100% colleagues believed the event gave good insight into the issues from the case and found the discussion sessions informative and helpful. 100% colleagues also state that they would use the learning from the event to support future practice.
- 80 colleagues from a range of organisations attended the SAR 019 Learning Event. 100% of colleagues agreed that the event gave good insight into the issues identified in the case. 97% colleagues said that they would use the learning from the event to support future practice.
- Partner agencies, and organisations involved in the reviews, were asked to feedback where they shared the SAR reports within their organisations. Assurance included: reports were shared via internal communications such as email, staff intranets and newsletters, and were discussed in team meetings. The reports now form part of staff induction and training within some organisations.
- In January 2022, and in partnership with the University of Northampton, multi-agency training was provided to SAR Sub Group members and other colleagues to support knowledge in this area.
- In November 2021, the first NSAB Week of Learning was held to coincide with National Adult Safeguarding Week. This was a truly multi-agency partnership event and we thank all the speakers for giving their time and for sharing their expertise, and to the colleagues who participated. Further details can be found on page 7.
- Following the refresh of the Serious Incident and Safeguarding, supported by colleagues in Patient Safety, another audit was undertaken in December 2021 to ensure agencies had embedded the renewed process and pathway. The audit showed that whilst progress had been made, communication between the health agencies and the local authorities still needing improving.

Quality & Performance Sub Group

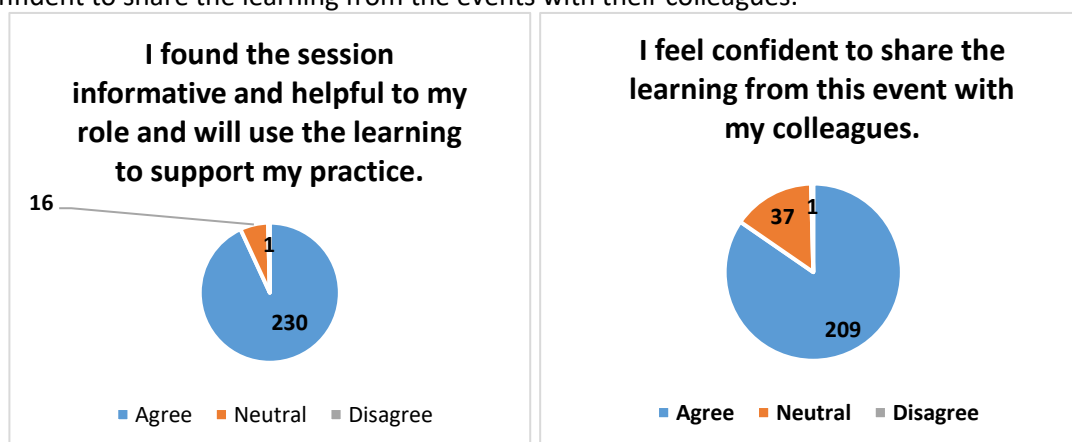
- The Independent Scrutineer took over the leadership of the Sub Group in July 2021.
- Work on redesigning the data Dashboard commenced, with a number of task and finish meetings held.
- Learning briefings for Safeguarding Adult Reviews 016, 019 and 020 were developed by the Quality & Performance Sub Group and shared with the partnership. The briefings were also made available on the [NSAB website](#), together with a briefing for multi-agency case audit mental health.
- The composite action plans for SARs 016, 019 and 020 were monitored for progress throughout the year.
- As a result of SAR 019, a great deal of additional work was put in place by the housing teams in North and West Northamptonshire Councils, and supported by the wider partnership, to develop a homelessness pathway which is likely to be launched in 2022.
- An audit on the Serious Incident and Safeguarding process was carried out in April 2021. It was positive to evidence that serious incident investigations were being undertaken and that the patient and families had been involved.
- Two multi-agency case audits (MACA) were undertaken in respect of Safeguarding Adult Review 019 'Jonathan'. Homelessness was undertaken at the end of 2021. [The findings and learning briefing can be found here \(published May 2022\)](#). The 2nd audit in February 2022 on Adult Risk Management is yet to be published at the time of writing. A learning briefing relating to a mental health MACA was published in July 2021.
- A single agency audit on Making Safeguarding Personal was held in November 2021. The audit evidenced good evidence of the adult's voice being captured, and there were very few complaints received regarding the cases audited. St Matthews Healthcare has a number of initiatives in place including a newsletter and a patient reference group. The audits showed persistence in obtaining consent and other relevant information.
- The Communication and Public Reporting Protocol, the Serious Incident and Safeguarding Process, and the Training Strategy were refreshed during the year. Work also began on updating the Information Sharing Protocol.

Safeguarding Adult Review Sub Group

- The composite action plan for SAR 008 was completed, and the plan for SAR 010 had one remaining action for Northamptonshire Children’s Trust in respect of IT system change implementation, which has taken longer much longer to implement than expected. All other agency actions were completed.
- Good progress was made in respect of the actions for SARs 016 and 019, but this had been hampered due to the Covid-19 pandemic and the wider work undertaken to support the development of a homelessness pathway.
- The action plan for SAR 020 was completed.
- There were two ongoing SARs: 021 and 022.
- There were six Safeguarding Adult Review referrals considered by the Sub Group between April 2021 and March 2022. See further details on Safeguarding Adult Reviews on pages 14 and 15.
- The group continued to review and prioritise SAR governance during the year to support decision-making.
- Progress was made on the local action plan in respect of the [National SAR Analysis](#).

Week of Learning – November 2021

- Historically, NSAB has held an Annual Conference in November. During this period, and due to the pandemic, the Learning and Development Sub Group offered a virtual NSAB Week of Learning to coincide with National Safeguarding Adults Week between 15th and 19th November 2021.
- Eleven learning opportunities were delivered and included: An introduction to NSAB; Modern Slavery; Raising a Safeguarding Concern (2 sessions held); ARM; Mental Health Integrated Response Hub; Cyber and Fraud Awareness; Homelessness - Duty to Refer; Experiences of caring during the Coronavirus pandemic; Voice for Victims and Witnesses service provision and how to refer in; and Legal Literacy.
- Colleagues were able to book onto the events via Eventbrite, with over 1100 registrations received, and 585 colleagues attending across the course of the week.
- The Week of Learning was promoted on @NorthantsSAB Twitter which generated 2,284 impressions.
- Partner agencies were asked to feedback where they shared the learning opportunities within their organisations. Responses included sharing via internal communications, emails, intranets, safeguarding bulletins and newsletters, and discussed at team meetings.
- Colleagues were asked to complete an evaluation form for each event they attended and in return, they received a certificate of attendance. 247 (42%) evaluation forms were received.
- The feedback was incredibly positive with 93% attendees stating they believed the sessions were informative and helpful to their role, and they would use the learning to support their practice. 85% colleagues also stated that they felt confident to share the learning from the events with their colleagues.



- Due to the event’s success, there are now plans to provide a second week of learning in June 2022 as the opportunity has a wider reach than an annual conference.
- Videos of the learning sessions are available on the NSAB YouTube channel and you can [access them via the NSAB website](#).

#ReportIt Campaign

- The Communication and Engagement Sub Group launched a wider #ReportIt Campaign in August 2021, building on the success of the virtual #ReportIt Campaign in July 2020.
- A number of materials were developed to raise awareness of how to raise a safeguarding concern across the county. There are plans to translate the information into other key languages used in the county.
- The campaign launch was supported by a press release, social media messaging and an interview with Global Heart Radio was also given.
- Over 10,000 Twitter impression were generated for this campaign. Examples of tweets shared by NSAB are shown below.



- Partner organisations supported the campaign roll-out by retweeting NSAB tweets, sharing their own messages on social media as well as sharing within their organisation via newsletters and intranets.
- The Community Safety Partnerships in North & West Northants supported the campaign roll-out by displaying vinyl banners and sharing promotional materials at events to help raise awareness.
- Here are some of images from the #Report It campaign shared across the county.



Working in Partnership with our Key Statutory Partners

NSAB worked closely with its statutory partners; NHS Northamptonshire Clinical Commissioning Group (CCG), Northamptonshire County Council (NCC) and Northamptonshire Police. All statutory partners are represented on the Strategic Board, the Delivery Board and Sub Groups.

NHS Northamptonshire Clinical Commissioning Group

Achievements in 2021 - 2022

- We worked very closely with commissioning and primary care to ensure that the safeguarding assurance self-assessment is part of the GP contract, and therefore every practice will use this as an ongoing development tool.
- We continued to hold regular forums and training events for general practice safeguarding leads during the pandemic, and a specialist safeguarding coordinator for primary care was appointed to work alongside the Named GP's.
- We worked with the health providers and key partners in establishing a countywide Adult Risk Management Process (ARM) which is working well with several referrals and regular attendance.
- We have continued to work with colleagues across health and social care to scope and support the implementation and delivery of the Liberty Protection Safeguards.
- Progress was maintained at pace to support the transition towards an integrated care system.
- Health and other partners continued to implement actions relating to recent Safeguarding Adult Reviews (SARs) and Domestic Homicide Reviews (DHRs).
- We continued to support NSAB by maintaining a presence at Board meetings and actively supporting Sub Groups to ensure NSAB was able to meet its annual strategic plan, and we worked closely with Northamptonshire Community Safety Partnerships.
- We supported a care home by re-deploying a whole team of colleagues to support patients to be discharged from hospital during the pandemic.
- Supporting the countywide Afghanistan Refugee Resettlement, quickly responding to the request to facilitate wrap-around care solutions which included primary care, maternity and mental health services, which were regarded by the Home Office as a platinum service.

Areas for development

- NHS Northamptonshire CCG will become NHS Northamptonshire Integrated Care Board (ICB) from 1st July 2022. The newly appointed Chief Nurse will be the Executive Lead for safeguarding. We will ensure that the transfer of safeguarding legal responsibilities and processes are in place within the ICB and support partners to understand the new commissioning landscape. This will also include safeguarding training so that ICB staff receive the necessary skills and support to identify and respond to safeguarding concerns.
- We will respond to the Liberty Protection Safeguards consultation and will continue to work with colleagues across health and social care to support the implementation and delivery of this legislation
- We will review and fully embed the local serious incident/safeguarding adult guidance to ensure there is an effective interface between safeguarding adult procedures and serious incident investigations undertaken in health services.
- Work with other partners to ensure that the identification and management of domestic abuse at both a strategic and operational level is considered across the health system.

North Northamptonshire Council – Adult Social Care

Achievements in 2021 - 2022

- The Target Operating Model (TOM) has been in place since October 2020 and continues to be embedded. During 21-22 a review and audit was undertaken to assess whether the anticipated outcomes for the people of North Northants had been achieved. The audit concluded that the TOM was satisfactory in relation to the control environment and compliance, and organisational impact was moderate. The audit and review highlighted the demand at the ‘front door’ and on the community teams, and their resilience to manage demand when faced with levels of absence and vacancies. Processes have since been strengthened, and a single approach to risk management for adults seeking support, including those waiting allocation has been implemented. This guidance has been recognised regionally and by the Department of Health & Social Care (DHSC) who wish to use our model as an example of best practice.
- The review highlighted that data and systems were a potential barrier to demonstrating performance and the original key performance indicators (KPIs) needed review. It also demonstrated positive examples of the impact of the 3 conversations model and strengths-based working, and the focus is on embedding this approach within other areas in adult services.
- In November 2020, ‘Eclipse’ replaced CareFirst and work is ongoing to ensure processes are reviewed.
- An independent audit into Safeguarding referrals, published in March 2022, identified areas for improvement and recommended the need for a single point of access to be implemented for responding to safeguarding concerns.
- Changes were made to the Quality Board following review. The reporting framework now enables all parts of the organisation to raise, report and respond to risk. A full review of the framework is due to be completed by the end of September.
- Monthly operational meetings were held with Safeguarding to share information and offer support, training and consistency to our providers, and bi-monthly provider forums were delivered face to face and via Microsoft Teams to maximum attendance. Regular provider newsletters were also completed.
- The teams moved to a place-based model of working to drive local area support and improvements.
- Several surveys were completed to aid information gathering from providers to ensure North Northants Council (NNC) can be responsive to supporting providers.
- A full review of the risk register was completed and a robust process embedded. The Safeguarding team contributed to the risk register which is presented at the Quality Board.
- A contracts officer visited all providers to seek assurance, and there have since been changes to the reporting structure, and work is ongoing with providers to identify the training, information, and advice they require.
- An annual schedule of visits was put in place for providers.
- An initial audit of training identified a gap in ARM training and improvements to the ARM toolkit.
- A working group was put in place to carry out the actions for SAR019.

Areas for development

- Continue to embed the Target Operating Model within North Northants.
- A project team will be set up in August to review Safeguarding processes across North ASC and implement the recommendations from the independent safeguarding review including a single point of access for responding to safeguarding referrals and a review of the Eclipse forms and processes for recording the response to Safeguarding.
- Continue to disseminate learning from Safeguarding Adult Reviews.
- Safeguarding awareness & information packs have been completed and will be distributed to all providers by Monday 22nd August 2022.
- The Notification of Concerns process will be reviewed with Safeguarding to enable swift responses to provider concerns.
- Principal Social Workers (PSWs) from the Provider Safeguarding Team have visited and presented at team meetings to raise awareness. Link roles remain with PSWs covering Primary Health care, Nursing homes, L/D services, Residential homes and home care.

North Northamptonshire Council – Adult Social Care

Areas for development continued...

- As part of the contract framework review, within Commissioning we will consult with providers to identify training gaps, advice and information sharing topics and platforms for engagement. Work is ongoing to establish a “training offer” to providers and provider consultation days that will be delivered through the team. Also, we are in the process of reviewing the current monitoring tools and required data to enhance the visit opportunity for people in services, embedding learning from SARs. A provider information portal is also being developed to offer communication, examples of outstanding work (such as a medication policy) and a signposting service to access local communities.
- Due to the disaggregation of the Learning and Development Service a meeting will be held to discuss changes to the current training programme to include providing training to external stakeholders.
- The two local authorities will continue to work together with Health colleagues as members of the Northamptonshire Responsible Bodies Group to plan for the Liberty Protection Safeguards. North Northants has a working group in place to ensure that the processes, training and resources required are in place. Initial training has been provided via iLearn and consideration is being given to staff who will require specific training.
- The DoLS Service was disaggregated between North and West Northamptonshire Councils on 1st April 2022. The DoLS service has an improvement plan in place including actions regarding recruitment, systems improvements, data cleansing and the utilisation of agency Best Interest Assessors (BIAs) and doctors to reduce the waiting list of people requiring an assessment. This will improve NNC’s ability to respond to and implement LPS.
- Following North Northants response to the Government’s consultation on the proposed LPS Code of Practice and Regulations, work will progress on governance, partnership working & external stakeholders, service design, training & workforce development, and Policy and Performance, to ensure readiness to implement the LPS.

Northamptonshire Police

Achievements in 2021 - 2022

Domestic Abuse

- DA now sits within the Violence Against Women & Girls (VAWG) portfolio, and under that banner this remains a matter of priority for Northamptonshire Police.
- In the last 12 months recorded domestic abuse (DA) has dropped by 7.2% within the County, and there are 6% fewer victims of DA crime in the same reporting period. This is at odds with the national trend which has seen increases in the amount of recorded DA. We believe that this position is as a result of our strong performance and our long term ethical crime recording position.
- The Force arrested 36% of DA perpetrators in the 12 months up to March 2022, this is significantly above the national average of 27.3% in the same period and may help to explain the current victim satisfaction rate which sits at of 90.7%. There have always been strong links between victim satisfaction and the early arrest of perpetrators and we believe the two figures are very much linked.
- Op Motto, our operation to place Independent Domestic Abuse Advisors (IDVA) in the Force Control room and also with patrol officers at times of peak demand is now embedded and improving the service we offer. The operation allows specialist advice from IDVA’s to assist control room staff prioritise incidents and provide immediate support to victims at first point of police contact.

Mental Health

- OP Alloy (Street Triage) continues to be a cornerstone of the partner response to mental health (MH) and has improved the interaction with, and the safeguarding of, those in crisis. The operation runs between 11:00-03:00 every day of the week and places mental health nurses and police officers together in patrol vehicles to provide the initial response to those in crisis.

Northamptonshire Police

Achievements in 2021 – 2022 continued...

Partnership Work

- The Office of the Police, Fire and Crime Commissioner (OPFCC) is funding the purchase of FLARE. Flare is a cutting edge interactive reporting application which is available free to the user through Apple Store and Google Play. It allows for the anonymous reporting of adverse experiences within the county such as:
 - Staring
 - Cat calling/wolf-whistling
 - Inappropriate gestures
 - Inappropriate comments/comments on physical appearance
 - Invading personal space
 - Up-skirting
 - Serious sexual assault and rape

The app will help improve local agencies' understanding of how and where people feel unsafe and will allow targeted action to remedy the concerns.

Areas for Development

- Northamptonshire Police are in the middle of a thorough review of our protecting vulnerable people department to ensure that we are providing the best possible outcomes to those that live within the county. Additional resources have already been placed into the Multi-agency Safeguarding Hub (MASH) as a result of this work and the review will concentrate on the police response to Domestic Abuse and Rape in the coming year.
- Operation Motto, the use of VOICE crisis IDVA's within the police control room continues at peak times to improve our initial response to DA. Consideration is currently being given to extending this service due to its success.
- Serious and Organised Crime (SOC) remains a 'Matter of Priority' for the force. A new Sex Worker Profile has been compiled and will be used to provide safeguard interventions to those who need them and to target offenders who exploit them for gain.
- Senior Officer audits of DA, Modern Slavery & Human Trafficking and SOC are planned for the upcoming year to ensure we improve our service to victims and pursuit of perpetrators.

West Northamptonshire Council – Adult Social Care

Achievements in 2021 - 2022

- The Adult Risk Management (ARM) oversight panel and revision of the data dashboard was embedded.
- Safeguarding practice guidance and thresholds were reviewed and implemented.
- Every safeguarding notification and PPN is now reviewed by the ASC duty team.
- Practice development sessions and listen and learn lunches in relation to safeguarding specific areas were undertaken regularly by the Principal Social Worker.
- Adult Social Care played an active role in multi-agency case audits (MACA's) and implemented the learning within WNC.
- West Northants Council Chair the Channel Panel.
- A number of cases were reviewed as part of the Person in Position of Trust (PIPOT) process.
- The Safeguarding and Assurance Service Manager and Principal Social Worker (PSW) worked with the Complaints Officer to ensure that learning from complaints was embedded across the People Directorate.
- Adult Social Care put in place ongoing learning and development from Safeguarding Adult Reviews (SARs).
- Successful work with housing colleagues took place during the winter to support people that were vulnerable and at multiple risk of becoming homeless.
- Development of strategic oversight of safeguarding data to inform areas of development with partner organisations.
- The PSW leads the Learning & Development Sub Group which has made significant progress in the last year.
- Regular assurance meetings were held with the NSAB Independent Scrutineer focused on NSAB key objectives.

West Northamptonshire Council – Adult Social Care

Areas for development

- Further development of the ARM Oversight Panel under the Chair of the local authority.
- Making Safeguarding Personal (MSP) – audits have identified a lack of recording of MSP on the social care system which gives a lower data percentage than actual activity. There are plans for an internal programme both in relation to recording of data and refresher training on MSP.
- Further development and embedding of the target operating model (phase 2).
- Development of an assurance framework that underpins internal practice and external market management. This includes the joint Quality Board with the Clinical Commissioning Group (CCG) and the Care Quality Commission (CQC), and the internal joint working of commissioning & quality and safeguarding, and the care home review team via a weekly forum to pro-actively manage quality in the market.
- Change of the Principal Social Worker (PSW) role to focus on practice development and assurance to include proposals for roles to be created to support this.
- The Principal Social Worker will continue to Chair the NSAB Learning and Development Sub Group.
- WNC will continue to disseminate learning from Safeguarding Adult Reviews once published.
- Preparation for the introduction of Liberty Protection Safeguards (LPS) is ongoing. A proactive working group across both councils is in place and will start to formalise the plan for LPS in Northants once the code of conduct is released for consultation.
- Work in conjunction with the NSAB Independent Scrutineer in relation to assurance activity on behalf of the NSAB.

All statutory partners provided dedicated officers to support the work of NSAB at Strategic and Delivery Boards, and at Sub Groups and various Task & Finish Groups.

Statutory agencies will be asked to provide assurance to NSAB that the areas for development were achieved in next year's annual report.



Safeguarding Adult Reviews (SARs)

The Safeguarding Adults Board (SAB) must arrange a SAR when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult. The SAB must also arrange a SAR if the same circumstances apply where an adult is still alive but has experienced serious neglect or abuse.

Criteria for a Safeguarding Adult Review

1. A SAB must arrange for there to be a review of a case involving an adult in its area with needs for care and support (whether or not the local authority has been meeting any of those needs); if –
 - (a) There is reasonable cause for concern about how the SAB, members of it or other persons with relevant functions worked together to safeguard the adult; and
 - (b) Condition 1 or 2 is met.
2. Condition 1 is met if:
 - (a) The adult has died; and
 - (b) The SAB knows or suspects that the death resulted from abuse or neglect (whether or not it knew about or suspected the abuse or neglect before the adult died).
3. Condition 2 is met if:
 - (a) The adult is still alive; and
 - (b) The SAB knows or suspects that the adult has experienced serious abuse or neglect.
4. A SAB may arrange for there to be a review of any other case involving an adult in its area with needs for care and support (whether or not the local authority has been meeting any of those needs).
5. Each member of the SAB must co-operate in and contribute to the carrying out of a review under this section with a view to:
 - (a) Identifying the lessons to be learnt from the adult's case; and
 - (b) Applying those lessons to future cases.

The Safeguarding Adult Review (SAR) Sub Group has responsibility for considering SAR referrals, and for managing the SAR process. The group has strong links with other NSAB Sub Groups to ensure that the monitoring and communication of SARs and other type of reviews are undertaken, and that learning is embedded. The Chair of the Sub Group has responsibility for keeping NSAB updated on the progress of SARs.

For the period 1st April 2021 to 31st March 2022, six referrals were received for consideration of a SAR. The table below shows SAR activity for the year.

Ref	Reason for Referral - Summary	Approved by Statutory Partners	Published
020	Male - suicide out of county	August 2020	July 2021
021	Serious neglect reported at a care home	June 2020	Ongoing
022	Male - suicide	July 2021	Ongoing
023	Female - mild learning disability and physical health issues - <i>Did not meet criteria</i>	Multi-agency case audit	Awaited
024	Female - self-neglect	March 2022	Ongoing
026	Male - homelessness	Awaited	-

SAR 020 'William'

Whilst this SAR was covered in last year's report, we have included again as published in July 2021.

The SAR relates to the sad circumstances of 'William' who died through suicide in 2018. SAR Sub Group members and the NSAB Independent Chair initially agreed that the criteria for a SAR was met. However, from the information gathered by agencies in Northamptonshire and out of county, it became apparent that the case did not meet the criteria for a SAR, but there was important learning that could be disseminated and a table top exercise was undertaken by the Independent Author.

Key points of learning for Northamptonshire:

- Referrals to Primary Care Liaison should be responded to within the standard two working days.
- Primary Care Liaison should not expect an IAPT worker to risk assess patients.
- Assumptions should not be made by Primary Care Liaison that assessments have already been made without being verified.

Key points of learning for Bournemouth, Christchurch and Poole:

- Poole Emergency Department (ED) staff should ensure that key information regarding suicidal thinking is communicated to police when the Criminal Justice Liaison Service (CJLS) are expected to undertake a clinical assessment.
- CJLS practice at that time was not to interrogate Systm1 electronic records. Had Systm1 been viewed and information gathered from the family, this is likely to have provided a very different picture of the risk.

Published reports, learning briefings and composite action plans

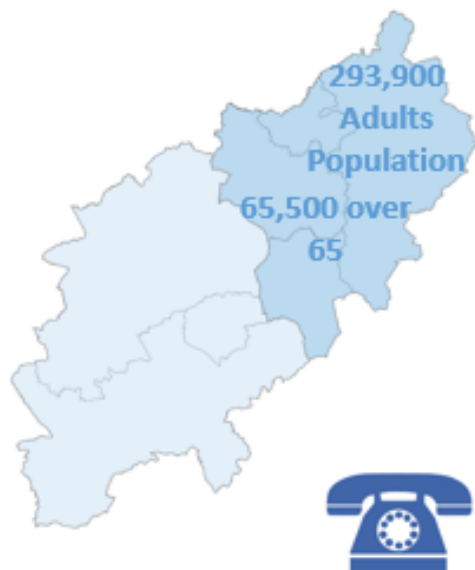
Published reports and learning briefings for all Safeguarding Adult Reviews [can be found on the NSAB website](#).

Agency recommendations for the three reviews were collated into composite action plans. All actions are monitored by the Quality & Performance Sub Group and reviewed by the Safeguarding Adults Review Sub Group. NSAB will evaluate changes to policy and practice and the embedding of the learning within agencies through until completion.



National SAR Analysis

The first national analysis of Safeguarding Adult Reviews (SARs) in England was funded by the Care and Health Improvement Programme, supported by the Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS). Its purpose was to identify priorities for sector-led improvement. You can find the report on the [LGA website here](#). The SAR Sub Group have a detailed action plan to address the learning for Safeguarding Adult Boards.

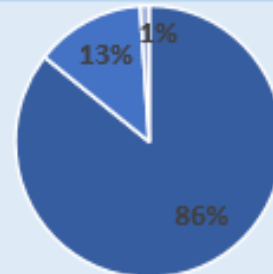


2,533 concerns raised

1,959
remained Alerts

574
became Enquiries

86% (479) of enquiries had Provider as the 'Source of Risk'



Other options- Known to Individual 13% and unknown to Individual 1%

42%
Male

58%
Female

The enquiry subject was frequently of the female gender

*Adult population based on first draft census data ages 15+.

Subject age band of the enquiry:

18-64
39%

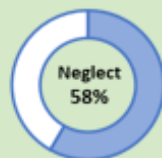
65-74
11%

75-84
21%

85-94
24%

95+
5%

50% of completed enquiries involved Neglect.

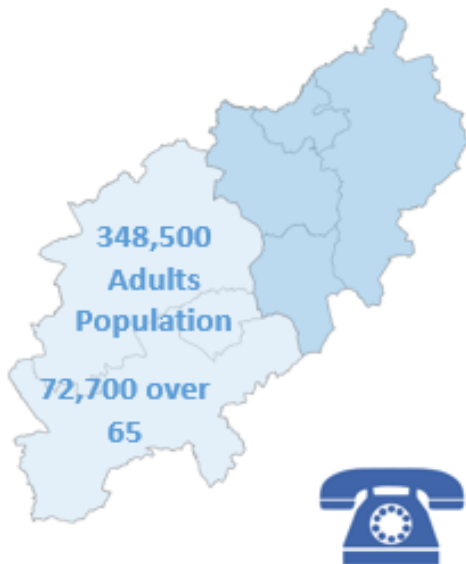


Risk Remains
5%

Risk Reduced
63%

Risk Removed
32%

Following investigation, **95%** identified with risk had their risk removed or reduced

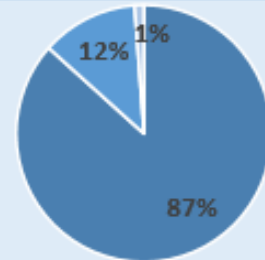


3,941 concerns raised

2,389 remained Alerts

1,552 became Enquiries

87% (1338) of enquiries had Provider as the 'Source of Risk'



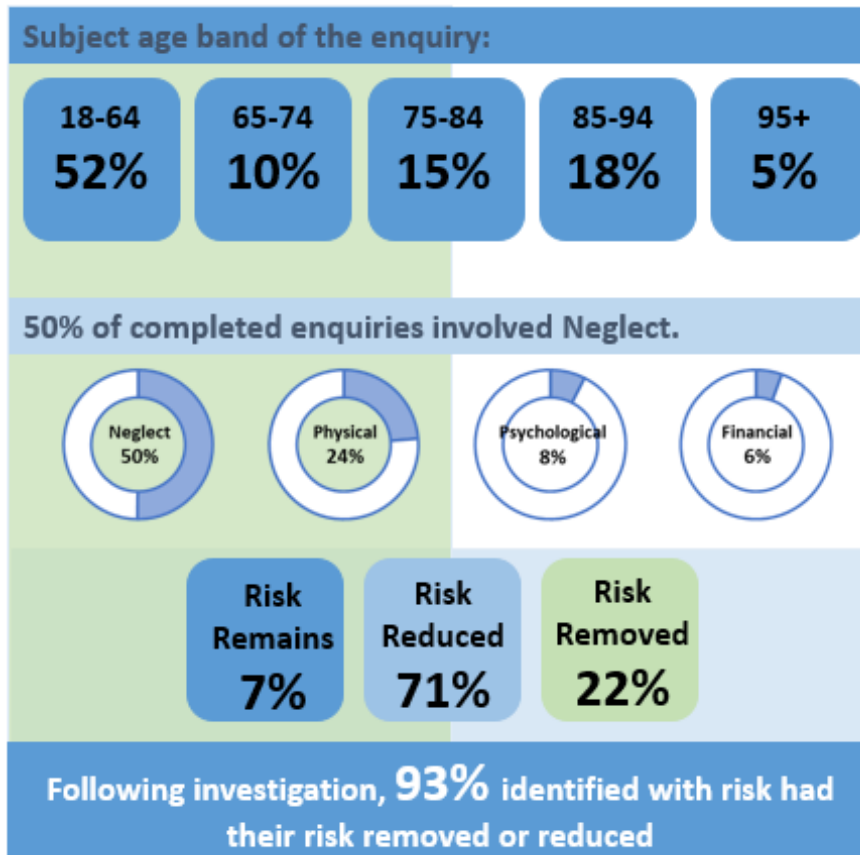
Other options- Known to Individual 12% and unknown to Individual 1%

46% Male

54% Female

The enquiry subject was frequently of the female gender

*Adult population based on first draft census data ages 15+.



Strategic Plan 2021-23 – Progress

The Strategic Plan 2021-23 was built on the previous plan 2018-20 and is structured according to NSAB's vision, the six key principles (as set out by the government in the Care Act 2014 statutory guidance), local and national priorities.

Board priorities for 2021-23:

1. Making Safeguarding Personal
2. Prevention
3. Quality

NSAB themes for 2021-23:

1. Raising Awareness of NSAB and Safeguarding
2. Learning from Safeguarding Adult Reviews
3. Understanding the Impact of Covid-19
4. The Difference NSAB Makes
5. Homelessness

The Board also received 6-monthly updates from Public Health Northamptonshire and Northamptonshire Police in respect of the themes in the previous version of the Strategic Plan - suicide, domestic abuse, and serious organised crime.

Priority 1 - Making Safeguarding Personal

- a. Work together as a Board to provide local leadership on safeguarding adults to ensure people are safe, particularly during the period of transition from the County Council to the new Unitary Authorities. ✓ **Achieved**
- b. Continuously learn and develop as the NSAB to ensure the Board's key priorities and objectives are delivered by the partnership. ✓ **Achieved**
- c. Ensure appropriate membership is at the right level for Board and Sub Groups and engagement is appropriate to drive business. ✓ **Achieved**
- d. Ensure users and carers are supported in their role in keeping people safe, and they help to evaluate the effectiveness of safeguarding adults within Northamptonshire. ✓ **Ongoing activity**

Priority 2 - Prevention

- a. Enable and support local communities to play their role in keeping people safe by improving communication to raise awareness of key safeguarding messages. ✓ **Achieved**
- b. Ensure learning from national and local multi-agency reviews and reports are shared and implemented locally. ✓ **Achieved**
- c. Ensure learning and development opportunities are available to the voluntary sector. ✓ **Achieved**

Priority 3 - Quality

- a. Ensure statutory responsibilities for a safe and legal transfer to the new Unitary Authorities is in place, and that customers are not adversely affected by the change. ✓ **Achieved**
- b. Mitigate risks flagged on the NSAB Risk Register. ✓ **Achieved**
- e. Ensure effective analysis and response to partnership data. ✓ **Ongoing activity**
- c. Ensure Board have oversight of partners' use of resources to meet the demands to meet quality standards. ✓ **Achieved**
- d. Ensure NSAB multi-agency policies and procedures are reviewed in a timely manner. ✓ **Achieved**

Income and Expenditure 2021-22

Statutory partners contribute financially to NSAB's operating expenditure as well as providing 'in kind' resources such as meeting venues and their officers' valuable time and expertise

Partnership Income

Statutory Partner	2021-22 £
NHS Northamptonshire Clinical Commissioning Group *	30,535
North Northamptonshire Council	37,500
Northamptonshire Police *	30,535
West Northamptonshire Council	37,500
Carry forward from 2020-21 for CCG and Police	13,930
Covid fund	10,620
Total Income	160,620

*Towards the end of financial year 2020-21, an additional contribution was requested from the three statutory partners of £4,155. NHS Northamptonshire Clinical Commissioning Group (CCG) and Northamptonshire Police made an additional financial contribution, but Northamptonshire County Council (NCC) did not adjust their base budget from £30,624. As a result, NCC overspent by £1,385 but the CCG and the Police underspent by £6,965 each. At the end of the year, there was a small carry forward of £13,930 that the CCG and Police agreed to off-set against their contribution for 2021-22.

Partnership Expenditure

Statutory Partner	2021-22 £
Staffing	83,057
Independent Chair	18,076
Safeguarding Adult Reviews (SAR)	10,127
Marketing and print - #ReportIt campaign	734
Week of Learning	804
Office costs	207
SAR legal fees	7,075
Total Expenditure	120,080


Northamptonshire
Safeguarding Adults Board

