



**Leeds Safeguarding
Adults Board**

**TALK
TO ME,
HEAR
MY VOICE**



Touchstone Leeds Sikh Elders Service: [Talk to me, hear my voice film](#)

Annual Report 2020/21

Foreword

This last 12 months will no doubt be the most difficult that many people, practitioners and services will have ever experienced.

The impact on all of us in Leeds has been tremendous. As a result of the Covid-19 restrictions people may have experienced a whole range of personal and professional challenges and despite the restrictions on our daily lives, too many of us will still know people who have been seriously ill or who have unfortunately died during this period.

Covid-19 has had a deep and lasting impact on us all. Unfortunately, these same restrictions that help us to be safe from Covid-19, can unfortunately also make the occurrence of abuse, neglect or self-neglect less visible to others.

Our challenge as a city, is to help ensure we do all we can to offer people at risk our support, to be vigilant, to be professionally curious, and to look out for signs that people need the help of safeguarding services.

It has always been a real strength in Leeds, to have so many individuals, practitioners and organisations focused on looking out for the welfare of others. In these unprecedented times we have seen an extraordinary commitment to support and safeguard people from across our communities.

I see this commitment in the form of people looking out for their friends, their relatives, their neighbours and waves of volunteers looking to help people within their wider communities.

I see this commitment in the work of individual practitioners and organisations across the city, tackling head-on the risks and challenges with new approaches, new ways of working, and a renewed dedication to making a difference even in the most difficult of circumstances.

As the pandemic continues, these challenges remain. But my deepest thanks and respect goes out to everyone working to make Leeds a safe place for everyone during these exceptionally difficult times.

A handwritten signature in black ink, appearing to read 'Richard Jones', with a stylized flourish at the end.

Richard Jones CBE,
Independent Chair
Leeds Safeguarding Adults Board

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1. Leeds Safeguarding Adults Board 2020/21

1.1 What is safeguarding adults?

Safeguarding adults responsibilities are explained in the Care Act 2014 and the Care and Support Statutory Guidance 2020. The aims of safeguarding adults are to:

- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- stop abuse or neglect wherever possible
- safeguard adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving life for the adults concerned
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- address what has caused the abuse or neglect¹

1.2 What are Safeguarding Adult Boards?

Safeguarding Adults Boards are established under the Care Act 2014. The objective of Safeguarding Adults Board is to help and protect adults in its area who have needs for care and support,

and as a result of these, are unable to protect themselves from abuse, neglect, self-neglect or the risk of it.

The way the Board works to achieve its objectives is by coordinating the work of agencies and ensuring the effectiveness of what each of its members does².

Safeguarding Adults Boards have specific duties as set out in Schedule 2 of the Act³. This includes producing Annual Reports, Strategic Plans and undertaking Safeguarding Adults Reviews.

It is important to note that as a strategic body, the Board neither commissions nor delivers safeguarding services itself. Instead, these are provided by a range of organisations across the city, who are accountable and responsible for their services and safeguarding practice.

1.3 Which organisations are on the Board?

A wide range of organisations are represented on the Safeguarding Adults Board in Leeds. This includes senior representatives from:

- Leeds City Council: Adults & Health,
- West Yorkshire Police
- NHS Leeds Clinical Commissioning Group
- Leeds and York Partnership NHS Trust
- Leeds Teaching Hospital NHS Trust
- Leeds Community Healthcare NHS Trust
- West Yorkshire Community Rehabilitation Company
- National Probation Service
- West Yorkshire Fire and Rescue

¹ Care and Support Statutory Guidance, Section 14.11

² Care Act 2014, Section 43(3)

³ [Care Act 2014, Schedule 2](#)

- Leeds City Council: Housing
- Advonet, representing the third sector.

1.4 Board governance arrangements

Independent Chair

The Board appointed Richard Jones CBE to be its Independent Chair, whose role involves providing leadership, challenge and support to the Board in achieving its ambitions.

Review of Board arrangements

Led by the Independent Chair, the Board has undertaken a review its working arrangements during 2020/21, which has led to changes to its structures and arrangements.

New simplified arrangements are in place with the Board now leading on areas that it may previously have delegated to sub-groups. Instead, new task and finish groups are now established as and when needed. This was felt to be a more productive and effective way of working going forward.

As such during 2020/21 the Board rescinded its Executive Group, its Safeguarding Adults Review Group, and its Learning and Development Sub-group.

Alongside this the Board has revised the roles and responsibilities of the Independent Chair and Board members and is exploring how members can influence wider city strategies in support of promoting safeguarding adults. This will be evidenced within future Board work plans.

Current Board Structures

In place of a Learning and Development Sub-group, the Board has adopted a champion model for this work and has asked

Belinda Sharratt, Designated Nurse Safeguarding children and adults, Leeds Clinical Commissioning Group to adopt this role. This work will now be taken forward through task and finish groups rather than a standing sub-group.

The Board however has decided to retain its Quality Assurance and Performance Sub-group, which is responsible for multi-agency safeguarding data, multi-agency audits as well as multi-agency policy and procedures. The sub-group is now chaired by Richard Hattersley, Lead Professional Safeguarding Adults/ Deputy Head Safeguarding, Leeds Teaching Hospital NHS Trust.

Key strategic partnerships

The Board has close working relationships with a range of organisations and networks that enable the Board to work in partnership towards making Leeds a Safe Place for Everyone.

This includes:

- Mental Capacity Act Local Implementation Network
- Leeds Safeguarding Children Partnership
- Leeds Safer Stronger Communities

The Chairs from the Safeguarding Adults Board, Safeguarding Children Partnership and Safer Stronger Communities meet regularly to share information and identify common priorities, and opportunities for collaborative working.

Funding arrangements

The Board is funded by the Leeds City Council: Adults & Health, NHS Leeds Clinical Commissioning Group and West Yorkshire Police. This funding enables the Board to commission an Independent Chair and a Strategy Unit to support it to achieve its ambitions.

For more information about the work of the Board, visit the Board Website: www.leedssafeguardingadults.org.uk

2. Covid-19 and the work of the Board

During April 2020, at the commencement of the pandemic the Board suspended its Board and sub-group meetings to allow individual agencies to maintain a focus on their operational demands and challenges. All these meetings and work streams however resumed in full by June 2020 but took place on-line.

Safeguarding services are provided by a range of organisations across the city with responsibilities to adults with care and support needs. The role of the Board as a strategic body, is to seek an assurance about the way organisations are facing and adapting to Covid-19 challenges, to safeguard people in Leeds.

For these reasons, individual meetings between Board Members and the Board's Independent Chair were held during May/June 2020 to begin to understand the impact of Covid-19 on individual member organisations. Throughout the rest of 2020/21 Covid-19 has been a continuous agenda item for each meeting, which included the following assurance/assessment processes.

A) Covid-19 Impact Assessment: Safeguarding Practice: July 2020

In June 2020 Board member organisations formally reported to the Board the impact of Covid-19 on operational practice, any changing patterns of abuse, neglect or self-neglect and new safeguarding arrangements or initiatives that they had put in place as a response to the pandemic.

B) Covid-19 Impact Assessment: Learning & Development August 2020

An impact assessment was undertaken across 35 organisations in Leeds during August 2020, to determine the impact of Covid-19 on the provision of safeguarding learning and development activity within organisations.

C) Covid-19 Impact Assessment on Safeguarding Concerns: October 2020

A newly developed multi-agency safeguarding intelligence dashboard was completed for the Board on October 2020, with a key focus on the impact of Covid-19 on safeguarding.

D) Covid-19 Impact Assessment: Safeguarding Arrangements

Reporting in December 2020, as part of the newly developed Organisational Self-Assessment member agencies provided ongoing assurance of safeguarding arrangements during the Covid-19 pandemic.

Board Assurance

Organisations have provided a high level of assurance to the Board that they have adapted to the challenges, to provide effective safeguarding services to adults with care and support needs during exceptional circumstances. The following are some common themes from member organisations:

- There have been increased concerns about particular forms of abuse, such as domestic abuse, scams and self-neglect during this period. Organisations have sought to promote awareness of such risks and, whilst working differently, to ensure safeguarding arrangements remain in place.
- Reduced face to face contact raises challenges to the identification of abuse, neglect and self-neglect, but wherever possible organisations have quickly adapted to the use of phone/virtual contacts to minimise risks.
- Safeguarding learning and development activity has continued, but it has been provided differently, with greater use of on-line formats that have often provided for easier participation.

The Board will remain focused on the Covid-19 challenges and implications for Safeguarding Adults throughout 2021/22.

3. Supporting people within our multi-agency safeguarding adults policy and procedures

The multi-agency safeguarding adults policy and procedures provide a framework for all organisations to work together and with the person at risk, to support them to be safe from abuse, neglect or self-neglect.

A summary of safeguarding concerns, the profile of people who were supported and the outcomes achieved is provided below:

Safeguarding Referrals

There were 10,917 safeguarding referrals made over the last 12 months. This a 12% increase from 2019/20 and 25% increase from 2018/19 as set out below:

2020/21 – 10,917

2019/20 – 9,783

2018/19 – 8,715

This seems to suggest that there is an increasing awareness of how to contact Leeds City Council: Adults & Health when someone has concerns for a person's safety and wellbeing.

Safeguarding Enquiries⁴

When a referral is received by Leeds City Council: Adults & Health they will need to decide whether to undertake a safeguarding enquiry. This decision will be made based upon the criteria set out within Section 42 of the Care Act 2015 and the accompanying Care and Support Statutory Guidance.

⁴ Figures relate to Section 42 and other enquiries commenced during the year

In 2020/21 there were 3286 safeguarding enquiries commenced, this amounts to 30% of all referrals. This is a slightly lower percentage than in previous years as set out below:

2020/21 – 30%

2019/20 – 35.8%

2018/19 – 39.2%

On occasions when a safeguarding enquiry was not required, other forms of support, advice, information or other services will have often been provided dependent upon the nature of the risks, the specific concerns and the person's particular needs.

Nature of concerns⁵

During 2020/21 those safeguarding enquiries undertaken involved a range of different types of concerns as set out below:

- ❖ Neglect and acts of omission – 32%
- ❖ Physical abuse – 25%
- ❖ Financial or material abuse - 13%
- ❖ Psychological abuse - 11%
- ❖ Domestic abuse – 6%
- ❖ Self-neglect – 5%
- ❖ Sexual abuse – 3%
- ❖ Organisational abuse - 2%
- ❖ Discriminatory abuse - 1%
- ❖ Sexual exploitation – 1%
- ❖ Modern slavery - <1%

It is important to note however, that a person may experience more than one type of abuse at the same time.

⁵ Figures relate to Section 42 and other enquiries concluded during the year

Since 2018/19 it is noted that domestic abuse increased a percentage point each year; and self-neglect has increased at a similar rate. Physical abuse and neglect are slightly lower as a proportion than last year.

People supported within safeguarding enquiries⁶

Safeguarding enquiries are undertaken when a person has care and support needs that make it more difficult to protect themselves from abuse, neglect or self-neglect.

During 2020/21 people's needs for care and support related to:

- ❖ Physical Support - 35%
- ❖ Sensory Support - 0.5%
- ❖ Support with Memory & Cognition - 23%
- ❖ Learning Disability Support - 16%
- ❖ Mental Health Support - 20%
- ❖ Social Support - 5%

There was a 6% reduction in the proportion of people in need of physical support, and a 5% increase in those needing mental health support since 2019/20. Other figures remain broadly comparable.

During 2020/21 more women were supported by safeguarding enquiries than men as below:

2020/21 – 41.7% male; 58.3% female
2019/20 - 40.6% male; 59.4% female
2018/19 – 38.7% male; 61.3% female

During 2020/21 safeguarding enquiries were more likely to have been undertaken in relation to someone over 65 years of age.

- ❖ 18 to 64 – 41.5%
- ❖ 65 to 74 – 12%
- ❖ 75 to 84 – 20%
- ❖ 85 to 94 – 23%
- ❖ 95 and over – 4%

This pattern is consistent with previous years, although the proportion of enquiries for people aged 18-64 is slightly larger during the last year, 41.5% (2020/21) compared with 35% (2019/20) and 38% (2018/19).

During 2020/21 the ethnicity of those supported was:

- ❖ White - 81.3%
- ❖ Mixed / Multiple - 1%
- ❖ Asian / Asian British - 3.6%
- ❖ Black / African / Caribbean / Black British - 3%
- ❖ Other ethnic group - 0.7%
- ❖ Refused - 0.7%
- ❖ Undeclared/unknown - 9.8%

This remains broadly comparable with recent years, with 'white' amounting to 83.74% in 2019/20 and 82.3% in 2018/19.

⁶ Figures relate to Section 42 and other enquiries concluded during the year

Outcomes: Making a difference⁷

Safeguarding enquiries can take different forms so as to respond effectively to the nature of the risk, the specific circumstances and the person's desired outcomes. Across the different types of enquiries, the following outcomes can be noted:

- Risk reduced or removed

During 2020/21 the risk experienced by the person was reduced or removed in 87% of enquiries. This is broadly consistent with previous years as set out below.

2020/21 – 87%

2019/20 – 89%

2018/19 – 90%

Sometimes people may choose to live with risk or it may remain with strategies in place, and so it is necessary to look at individual cases to understand why a risk may remain.

- Desired outcomes

Support provided within the multi-agency policy and procedures should always be with recognition of the person's desired outcomes. Where possible agencies will seek to achieve these for the person.

2020/21 – Fully achieved 75%; Partially achieved 20%

2019/20 – Fully achieved 77%; Partially achieved 19%

2018/19 – Fully achieved 83%; Partially achieved 14%

These figures indicate that people are being supported to achieve outcomes they want for themselves. It is again necessary to look at individual cases to understand why someone's chosen outcomes have not been achieved.

It should be noted however, that it is not always possible to achieve someone's desired outcomes, these can sometimes be unachievable, or actions may be required for the safety of others contrary to the person's wishes.

⁷ Figures relate to Section 42 and other enquiries concluded during the year

4. Board Ambitions for Leeds

The Board's three year strategic plan was produced in April 2020, it is based around four key ambitions:

- Develop citizen-led approaches to safeguarding
- Improve awareness of safeguarding across all communities and partner organisations
- Develop city-wide approaches to safeguarding practice
- Learn from experience to improve how we work

Each year the Board will aim to further its achievements in each key area. The sections below provide an outline of progress and achievements during 2020/21:

5. Develop citizen-led approaches to safeguarding

5.1 What we want to achieve for citizens in Leeds:

'I am able to influence how people are safeguarded in Leeds'

Our ambition is to involve citizens as partners in developing safeguarding in Leeds

5.2 Citizen-led multi-agency policy and procedures

The Board remains committed to its approach of Citizen-led multi-agency policy and procedures established in 2019. The multi-agency policy and procedures provide the framework around how all organisations in Leeds must work together and with the adult at risk, when there is a risk of abuse, neglect or self-neglect.

The Leeds approach is unique, as it continues to recognise citizens as experts in their own lives and in how they wish to be

supported. The policy and procedures were developed around citizen views about what good support looks like and feels like; and their advice for practitioners on the support they would want to receive. The citizen-led expression, Talk to me, hear my voice emerged from this consultation, which has now become embedded within Leeds.

The Board remains grateful to each of the nine citizen groups that took part and supported the development of this new approach:

- Touchstone Service User Group
- Leeds People First (Leep1)
- Barca Leeds
- Pennington Court Residents
- Oakwood Hall Residents
- Carers Leeds
- St. George's Crypt
- Osmondthorpe Hub
- Leeds survivor-led crisis service

For more information; the [Board multi-agency safeguarding policy and procedures](#), and [Citizen-led practice guidance](#) booklet are available through these links.

5.3 Citizen Ambassadors

The citizen groups involved in developing citizen-led practice guidance told us they valued the opportunity to be listened to and heard.

One of the groups, Leep1, a learning disability self-advocacy group volunteered to become the Board's Talk to me, hear my Voice Ambassadors. They produced a short film and undertook 10 sessions in 2019/20 with staff groups, to explain the importance of Talk to me, hear my voice principles.

Unfortunately, due to Covid-19, this Ambassador programme has been on hold during 2020/21, but both the Board and the Ambassadors are keen to continue this programme as soon as circumstances allow. Other citizen groups have also expressed an interest in becoming Board ambassadors.

5.4 Talk to me, hear my voice films

Citizen groups in Leeds have developed Talk to me, hear my voice films. These have been produced by:

- Leep1
- Touchstone Service User Group
- Touchstone Sikh Elders Service

The films are available to view on the Board's [You Tube Channel](#). These, alongside the Ambassador programme, reflect the Board's commitment to ensuring citizen voices are heard and change the way we work; enabling practitioners to learn directly from citizens about what good practice looks like and feels like.

5.5 Friends of the Board Network

The Leeds Safeguarding Adults Board highly values its links with people and community groups across the city, and this is why it introduced the Friends of the Board Network in January 2021.

Through these important links and networks, the Board hopes to raise awareness of abuse, neglect and self-neglect, and how people can get the help and support they need.

The Board however, also wants to hear from people in Leeds about what is important to them, and to find ways to focus our work based on what people in Leeds are saying. The network is a helpful way for the Board to link with people in communities and hear what they feel the Board's priorities should be.

At the time of this report, Friends of the Board Network include:

- Touchstone Service User Group
- Leeds Sikh Elders Service
- Leeds BME Hub
- Leeds Mind
- Leeds Hearing & Sight Loss Service
- Holbeck Together
- Richmond Hill Elderly Action
- Rob Wilson
- Leeds Jewish Welfare Board
- Leeds Irish Health & Homes
- LCC Employee Disability Network
- LCC Employee BAME Network
- LCC Employee LGBT Network

Responses from a number of organisations are yet to be received, and so the network is likely to grow over time.

5.6 LSAB Virtual Network

The Board is always keen to reach out and engage with more people in its work, and so maintains a Virtual Network.

The [LSAB Virtual Network](#) provides an opportunity for any practitioner, organisation or member of the public to contribute towards the development of safeguarding in Leeds. A couple of times a year the Board will then be in touch by email to seek views on the work it is undertaking.

Over 220 people have signed up. During the year, the Board has used the network to consult people on its Strategic Plan, its

Engagement Materials (new posters/leaflets) and its newly developed Self-neglect Policy.

5.7 Talk to me, hear my safeguarding story

The Board's multi-agency safeguarding procedures set out how all organisations should work together and with the person at risk to prevent and end abuse.

In order for the Board to learn from citizens about their experiences of being helped and supported within these procedures it commissioned Advonet, an independent local advocacy organisation, to run a two year project until the end of October 2021, called 'Talk to me, hear my safeguarding story'.

The project gives people an opportunity to give honest and anonymous feedback about their experience of support which can be done through an on-line questionnaire or telephone conversation.

Advonet collate the learning from the project for the Board; using a citizen panel to produce recommendations.

The project is due to report on findings during 2021/22. The Board will use this information to consider how it can improve outcomes for people supported within the multi-agency safeguarding procedures.

5.8 Examples of good practice

Above and beyond the collective initiatives aligned above, each member organisation will take forward these ambitions within their own organisation and networks. These are just some examples from member organisations of their work in these areas:

Leeds City Council: Adults and Health

Care Delivery:

Within the in-house service provision we have ensured that the voices of people who use the service have been heard by holding better conversations, and using strength and asset based approaches to ensure that individual's personal plans reflect their own voices. This resulted in identification of outcome-based goals and aspirations.

The service also actively sought opportunities to reach out to people accessing the service, and their carers to improve lines of communication through methods such as additional consultation exercises.

Community and specialist social work services:

The further development of strength-based practice has been a fundamental aspect of working within a pandemic. A reflection session was undertaken addressing the fundamental questions in terms of strength-based approaches in relation to the following set of questions:

- How can I uphold the inherent dignity of people?
- How can I uphold human rights, including the right to life, the right to freedom, the right to liberty and the right to respect for family and private life?

These practice-based reflections were then used to enhance and strengthen practice with individuals, ensuring that the plans that were put in place following a safeguarding incident or enquiry are effective and consistent with people's wishes and aspirations.

Adults and Health Integrated Commissioning

Additional commissioned housing related support services and street support services have started to use the new IT Gateway system for their case management. The system improves joint working and information sharing between services, in particular so that the people being supported only have to tell their story once. Should they move to another service or re-present at a later date, their history is available without them having to repeat it each time. It is also crucial to managing risk, since all services, along with relevant council teams who also have access, are able to see risk alerts when they open a client's record as well as full risk assessments and records relating to safeguarding concerns.

The Commissioning Team receives periodic feedback regarding its services for people with learning disabilities following visits undertaken by Good Lives Leaders (GLL). The GLL are made up of experts by experience including people with a learning disability and family carers. The GLL are supported by Advonet, Better Action For Families (BAFF) and Connect In The North (CITN) to carry out visits to accommodation based services in Leeds. Following a visit they submit a report sharing their experiences including positives and anything that they feel needs improving. The GLL have visited a number of services in Leeds which have resulted in reports which are developed and raised with the service provider. Feedback and Actions Plans from the reports are followed through and given back to the GLL to complete the full feedback loop.

This mechanism can often centre on the experience of residents and individuals within their homes/services, and provides a unique voice which is heard by individuals who also access services, or have loved ones within services and has resulted in information being provided which is not always highlighted through other reporting channels. This has resulted in

safeguarding referrals being placed as a result of their work and service visits.

Due to Covid, these visits have had to pause, but we will look to re-instate service visits by the GLL as soon as feasible.

West Yorkshire Police

WYP play a full role in the Domestic Abuse Board (and the ongoing discussions around how we can improve the overall process to ensure the most effective safeguarding in the most efficient manner – for example, considering the introduction of a daily DRAM meeting). The DRAM model will hopefully be implemented by summer 2021.

We have also recently appointed 3 additional dedicated Domestic Abuse Detective Inspectors. This provides greater focus, direction and supervision and demonstrates the importance placed on this area.

We have also, in the last year, created a new post of Mental Health PC, who is supporting a Chief Inspector in improving our work with partners around this particular area. We have also invested 5 police officers (2 externally funded) into the multi-agency Street Support Team and also 5 police officers (2 externally funded) into the Managed Approach team (including a sex-worker liaison officer). This relates to particular cohorts of especially vulnerable adults (those living street based lives and street sex workers), which demonstrates the importance we place on safeguarding and allows police officers to be visible to those that require help and support.

NHS Leeds Clinical Commissioning Group (CCG)

Volunteers at NHS Leeds CCG have been working alongside health and wellbeing professionals to help shape local health services and have played a significant role in representing the patient voice. These volunteers, from local communities across the city, as well as supporting the work of the CCG, disseminate key messages and engage in conversations. They make a unique contribution to the relationship between the CCG and the people of Leeds. They provide an opportunity for us all to hear the voice of citizen, learn from the different perspectives and give us insight from the varied experience that they can bring.

As part of any development of, or changes to health services across Leeds consideration is given to safeguarding children, adults and families. The CCG Volunteer programme aims to give local people a chance to take part and contribute to this work, ensuring that the voice of patients, carers, and the public are taken into consideration. To ensure that they can proactively consider any safeguarding issues from the views of the citizens, the volunteers have been given specific safeguarding training from the CCG safeguarding team.

CCG Volunteers also attend the Patient Assurance Group (PAG) to review and discuss our engagement plans and equality impact assessments, to ensure the patients' voice has been considered in all our work. CCG volunteers also sit on a variety of project steering groups or work programmes to make sure that the voice of the public is heard and acted upon at every stage of the commissioning cycle.

West Yorkshire Fire & Rescue Service

We now ensure that each individual is asked what help they want, need and expect from a safeguarding referral

Advonet

We are hosting the Talk to Me, hear My Safeguarding Story Project to capture feedback about what has worked and what could work better with safeguarding processes. We have facilitated a citizen's panel made up of people with diverse lived experience of being an adult at risk and a Steering Group largely made up of health and social professionals. To date we have produced one report.

Leeds Teaching Hospital NHS Trust (LTHT)

Safeguarding Voices Audit: 'Improving the experience of inpatients when safeguarding concerns are raised'

The LTHT carried out a patient audit in 2020 in collaboration between LTHT Safeguarding and LTHT Patient Carer and Public Involvement team with the aim of interviewing patients for their experience of being offered a 'safeguarding referral' in the hospital.

The Adult Safeguarding team were keen to gather the experience of inpatients subject to a Safeguarding Concern being raised. The aims of this work being:

1. To capture a 'snapshot' of the experience of 10 inpatients subject to a safeguarding concern being raised.
2. To make any immediate improvements to the patient's care regarding safeguarding.
3. To identify issues either thematic or significant for the safeguarding team to consider.
4. To cascade this learning across the Trust.

Questions were based on the following

1. *Was safeguarding defined and explained to you?* This was considered a suitable way to determine what the patient's understanding of 'safeguarding' was.

2. *Did you feel supported and safe?* In the event that safeguarding was not understood or explained this question aimed to illicit whether the patient felt supported during a time of crisis.

3. *Did you feel listened to?* Essentially this question seeks to find out having disclosed the concern, did people act on what they were told.

Key theme 1- Supporting communication (used here as an example of one key theme learning)

- Consider how best to ensure all relevant information e.g.: hearing impairment is highlighted in the referral/initial communication.
- Where interpreters are used, consider pre discussions with the interpreter regarding the word safeguarding to better share the understanding of the process.
- Consider communication of safeguarding in different formats though the learning suggests leaflets do not replace quality conversations.

Leeds and York Partnership NHS Trust (LYPFT)

LYPFT have and will continue to actively support the Board and Advonet through 2021 in the citizen safeguarding feedback project and are similarly committed to the LSAB multi-agency Citizen-Focus practice audit panel. In regards to the latter the Trust safeguarding team has played an important role in its development, providing panel membership and cases to be reviewed. An integral part of the work of the audit panel is to establish to what level the voices of those of who we safeguard are captured in practice. This allows the practitioner and other agencies to reflect upon how citizen's wishes and opinions were gathered and practice informed during the safeguarding process,

thus allowing local learning and also informing wider learning at the Trust, Multi-agency and Board level.

One positive example is where a service-user in very difficult personal circumstances was supported by their care co-ordinator and social worker to enable their voice to be heard in their safeguarding process. The trust is embedding this in its training and advice when other similar circumstances arise.

Leeds Community Healthcare NHS Trust

Patients who are involved in a safeguarding process have a full, time and decision specific mental capacity assessment. They are always asked what their wishes are regarding proposed safeguarding outcomes. All conversations are recorded on our electronic patient record system (Systmone). If a patient is found to not have full mental capacity regarding a safeguarding process, family members will be considered to advocate (if they have lasting power of attorney for health and well-being) if not, their wishes will always be considered, however, an Independent Mental Capacity Advocate (IMCA) can be appointed. Mental capacity and advocacy is included in LCH Safeguarding training.

Leeds City Council: Housing

It has been a priority for Housing Leeds to check the wellbeing of a large number of vulnerable residents and support residents to access services where needed:

- Housing Officers have continued to contact their customers over the telephone to undertake their Annual Home Visits. The HO's identify any vulnerabilities and actively seek out their customer's voice, through quality conversations in line with the "talk to me hear my voice" principles, in order to make appropriate referrals for support and to put risk management plans in place.
- Additional supportive calls have been made to Council general needs tenants aged 60 plus (5,120 tenants) and

other known vulnerable tenants to identify if support is needed.

- 3,000 Council tenants in the shielded cohort were contacted to identify support needs.
- Wellbeing contacts to Council Retirement Life tenants have been managed via telephone contact making approximately 2,000 calls to tenants each day.
- Leeds Housing Options have continued to carry out housing needs assessments during the pandemic switching also to a telephone only service. Over 200 units of additional emergency temporary accommodation were put in place via hotels, to house vulnerable adults, e.g. rough sleepers and sex workers, to enable residents to self-isolate and stay safe.

National Probation Service

Working with individuals under our supervision to ensure that they are actively involved in safeguarding processes. For example, Mr B is a 34 year old male. He was released from custody on Licence to a property in the community. He has a diagnosis of a Learning Disability. To ensure that Mr B has the best opportunity to successfully reintegrate into the community and remain in his property he was involved in a referral to Adult Social Care for an assessment of his needs and as a result has daily support worker visits or phone calls.

Community Rehabilitation Company

A Probation Officer is working with a male service user with identified safeguarding needs due to his vulnerability. The service user's history includes possession of a knife (to maintain own safety against drug dealers) and other violence. Records indicate that the service user is empowered to speak and represent his concerns/views appropriately in sessions with his Probation Officer. This is supported by effective multi-agency

work with other partners, including psychologist and support worker.

On a separate case, I have held discussions with the Probation practitioner to ensure that the small, positive steps taken by the service user are recognised, as these may be huge achievements for him, not often acknowledged by a professional, new to the service. This encourages a strength-based approach and true empowerment.

6. Improve awareness of safeguarding across all communities and partner organisations

6.1 What we want for Citizens in Leeds:

'I receive clear and simple information about what abuse is, and how I can get help'

'I am confident that services that I go to, know how best to support me'

Our ambition is for everyone to know how to seek help and to be confident to do so.

6.2 Covid-19 and safeguarding awareness

At the beginning of the Covid-19 pandemic, 'lock down arrangements' raised concern about the visibility and impact on the prevalence of abuse, neglect and self-neglect. Each member organisation will have taken appropriate actions within their organisation to respond to these concerns, to promote awareness with members of the public, their staff teams and volunteers.

The Board sought to compile useful safeguarding resources on a dedicated [webpage](#) and promote awareness of these and other safeguarding messages across the partnership and its networks.

6.3 Reaching out across communities

During 2020/21 the Board has sought to reach out across diverse communities in Leeds, to promote awareness of safeguarding and the work of the Board.

The Board provides an additional resource to the work of individual agencies through its citizen engagement officer.

Unfortunately the impact of Covid-19 has meant that many citizen groups have not met, or not done so in the same way, and this has curtailed the provision of direct awareness sessions. Nonetheless over last 12 months, the Board has directly included safeguarding awareness sessions with:

- Naya Savera
- Rothwell Live At Home
- Pudsey Live At Home
- Holbeck Together
- Members of Housing Advisory Panels from Leeds Inner North West, Leeds Inner North East, Leeds Outer South areas

These sessions have continued to receive positive feedback: "A difficult subject communicated well and nicely paced. Thank you." "Extremely informative, clear, and easy to follow"

Awareness sessions remain available to all citizen groups in Leeds; and are now available on Zoom. Any groups interested in such sessions should email LSAB@leeds.gov.uk to find out more.

Working with Leep1 and Advonet, the Board has also supported a 'What is Safeguarding session' to people attending the Learning Disability Peoples Parliament. Attendees discussed scenarios and how people can be supported.

6.4 LSAB Community Engagement Network

With the background of Covid-19 and the need to extend the reach of the Board in promoting awareness. In January 2021, Board established the LSAB Community Engagement Network with a view to:

- identifying opportunities to raise awareness about keeping adults safe from abuse and neglect

- ensuring any new awareness materials are appropriate and accessible
- supporting regional and national campaigns
- increasing consultation on Board plans, policies and engagement materials

The Network includes people in key positions who are able to offer advice and support about reaching different communities in Leeds. Consistent with the ambition to be citizen-led, it includes both citizen and organisation members. Currently membership includes:

- CCG Communication and Engagement team
- Housing Leeds Engagement team
- LCC Communities team
- Age UK Leeds
- Leep1
- Talk to me, hear my Voice Ambassador Susan Hanley
- Touchstone service user safeguarding group

6.5 Promoting new engagement materials

The Board continues to promote awareness of safeguarding through its new leaflet and posters developed during 2019/20 but launched during 2020/21.

The new [posters](#) seek to promote positive images of safeguarding, of the support and help that is available, and the difference it can make to people's lives. These messages are based on citizen-led consultation about what good practice looks like and feels like.

The new leaflets see [leaflets](#) also seek to provide simple scenarios that members of the public can identify with; to help people understand how safeguarding can help them.

These new materials were developed with a citizen focus group and with extensive public consultation; gaining over 800 responses. The approach reflects the Board's commitment to becoming increasingly citizen-led.

These posters and leaflets are regularly posted on social media and are available to download from the Board website. The leaflets are currently available in 11 languages, but can be produced in other languages and different formats upon request. Contact: lsab@leeds.gov.uk

The Board is exploring the potential of creating short films to promote awareness of safeguarding. Work is ongoing to develop scripts and identify potential providers who could assist with this.

6.6 Building social media presence

The Leeds Safeguarding Adults Board has increased its presence on social media with approx. 1400 Twitter Followers at present.

This has proved a helpful way to promote safeguarding adults information and other relevant topics such as safeguarding and Covid-19 issues, Domestic Abuse, Scams and Modern Day Slavery.



Facebook: www.facebook.com/LeedsSAB/



Twitter: <https://twitter.com/LeedsSAB>

6.7 Safeguarding Week: June 2020/21

Safeguarding Week is an annual event held jointly by the Safeguarding Adults Board, Safeguarding Children's Partnership, Safer Leeds and the Office of the Police and Crime Commissioner.

The week provides an opportunity for all organisations in Leeds to promote awareness of safeguarding for their staff, volunteers and for the people who use their services.

Due to the Covid-19 pandemic, during 2020/21 safeguarding week was held virtually. Each Board / partnership promoted key messages and safeguarding information across social media and across its networks.

The Board provided practice briefings to practitioners every day of Safeguarding week. These were based on learning from reviews undertaken locally and nationally and covered the following areas:

- Professional Curiosity
- Information sharing
- Conducting difficult conversations
- Safeguarding Support and Guidance for Frontline Practitioners; the value of safeguarding supervision
- 'Talk to me, hear my voice'; placing citizens at the heart of all we do

The Board also used Safeguarding Week to:

- Promote awareness of how to raise a concern
- Share the *Talk to me, hear my voice* short films, produced by citizen groups in Leeds
- Promote the Covid-19 and Safeguarding web resources
- Thank local groups that have facilitated safeguarding awareness sessions.

6.8 Examples of good practice

Above and beyond the collective initiatives aligned above, each member organisation will take forward these ambitions within their own organisation and networks. These are just some examples from member agencies of their work in these areas:

Leeds City Council: Adults and Health

Care Delivery:

We have effectively responded to complaints and concerns by working collaboratively with partner organisations and have also sought ways to improve communication between partners and other stakeholders where new service initiatives created changes.

Community and specialist social work services:

When Covid restrictions came into place, people were less keen to receive face to face visits, and the service itself was obliged to undertake risk assessments for the protection of the people we work with and our staff. We quickly worked through a range of options which included an increased use in technology, use of Zoom and MTeams which has created flexibility and has also increased frequency of contact, and ease of communication with people, providers and families. This is not a substitute for face to face contact but there has been positive feedback from some groups who are finding this medium timely and less intrusive. In addition the increased telephone contact through Covid has increased our ability to develop relationships and to respond to changes of needs in a nimble way.

The implementation of "Checking In" with care homes and providers has been welcomed and this has been undertaken by Safeguarding and Risk Managers, Team Managers and Social Workers. This has further developed relationships specifically with care homes and safeguarding concerns have been

Improving Awareness

addressed collaboratively. This proactive approach has meant that safeguarding concerns have continued to be raised and responded to effectively.

The implementation of fortnightly meetings between the Local Authority Mental Health service and private mental health hospitals, the development of an agreed protocol and a bespoke training and learning plan. This is bespoke given the nature of the hospitals and the nature of the safeguarding referrals. The improved communication and protocol has been beneficial and has resulted in improvements in the timeliness and quality of referrals and a greater focus on documentation of the capacity of the individual and their desired outcomes. This has resulted in a reduction in number of safeguarding referrals and has ultimately created a safer space for individuals.

The implementation of a Mental Health Unit Duty Coordinator post, this individual provides a single point of contact to oversee the Mental Health Duty Service and consistency in terms of safeguarding procedures and processes, this oversight has also meant that safeguarding referrals and enquiries are undertaken in a more proactive and timely manner with the ability to further develop relationships.

Adults and Health Integrated Commissioning

We disseminate all key messages from the LSAB to our commissioned services to promote awareness of safeguarding adults and to ensure they are kept up to date. We use our various provider forums to promote awareness of safeguarding adults and of the new safeguarding policies.

We have circulated the Safeguarding Adults Learning and Development Strategy through our dedicated web pages for Adult Social Care providers.

During the pandemic, we have worked with partners, including Leeds Healthwatch and Carers Leeds, to ensure citizens are aware of changing guidance and where to find support.

We have a dedicated web page for relatives and friends of care home residents which contains details of support available from organisations such as Healthwatch, Carers Leeds and Age UK and also information on topics such as Raising a Concern, Rights of someone in care, Examples of care homes doing things well.

West Yorkshire Police

We have launched many campaigns over the last year, namely, the domestic abuse and older people campaign and the sharing of key messages during the COVID 19 pandemic, including information about safe spaces and 'Ask for Ani.' A safe way for people needing help to ask for it from the police.

We also launched the online reporting tool for DA and most recently Clare's Law online requests to improve awareness and accessibility for victims to report DA to us.

We utilised the safeguarding week to remind officers of the different ways that adults can be vulnerable and require support. We have recently revisited training around adult at risk referrals and improved the way we record the referrals we make into Adult Social Care.

There have been many training symposiums created around cuckooing and distraction burglaries, as well as increasing officers understanding around coercive control and elder abuse. This has included raising awareness around the Herbert Protocol and establishing dementia champions as a source of advice for other officers.

Our NPTs are involved in a wide range of activity, for example visiting care homes and encouraging the setting up of Neighbour Watch schemes.

NHS Leeds Clinical Commissioning Group (CCG)

As well as CCG volunteers who share key messages across communities, this year the CCG has continued to introduce the topic of safeguarding in more of its public facing contacts, aiming to offer information about safeguarding to a wider audience. These developments have included introducing a safeguarding section on the CCG public website.

The CCG public facing website is accessed for a variety of reasons, to find a local health service, give feedback, get health advice and see the work of the CCG. Due to the scope of the website it means that it is accessed by a varied cross section of the population. In the spirit of making every contact count in the NHS, it was important that safeguarding had a presence within the web based contact with the CCG. The safeguarding section includes an explanation of what safeguarding is, where to go if you need help, how to contact children and adult social care services and where to go for further information.

The aim of the information is to reach a wider audience across the city, informing the public of what safeguarding is and what can be offered to ensure that everyone has a life safe from abuse and neglect.

West Yorkshire Fire & Rescue Service

We have updated our safeguarding awareness training to all staff which focuses on the person and their acknowledgement or understanding of safeguarding support.

Advonet

We are working with the Advonet Group's focus group made up of people who use the services to look at how we can better explain safeguarding to people at the start of their use of our services. We want to find a way that is proportionate to their involvement with us and which will better help their understanding of our safeguarding processes as well as those in use more widely across the city. This work will draw from with the Safeguarding Ambassadors work that people with learning disabilities from our Leep1 service are doing, helping both explain safeguarding processes to adults at risk and to enable adults at risk to follow them with confidence, when appropriate. It will also link to the work that Leep1 has been doing helping schools and their students understand hate crime, using drama and role plays led by people with learning disabilities.

Leeds Teaching Hospital NHS Trust (LTHT)

As part of the LTHT Domestic Abuse Charter Mark agenda the LTHT safeguarding team applied for charity funding from our hospital charity, Leeds Cares, for a lipbalm to be produced for victims of domestic abuse. The lipbalm was designed with a standard non-specific but attractive design and within the bar code the telephone helpline number for Leeds Womens Aid is embedded. We were successful with our bid and were granted money from Leeds Cares, this has enabled us to now progress and we now have the lipbalms ready to distribute. The aim is to give out the lipbalm to victims of Domestic Abuse who attend any of the Trust sites. The product is safe and can be kept discretely and used at the point of crisis or when help is needed. Though this can be used in a number of settings it is particularly helpful for victims not able or willing to accept help while with the LTHT but may consider seeking support at a later date or when able. The lipbalm is neutral in colour and design and is non-gender specific.

Improving Awareness

A plan is being developed by LTHT safeguarding team to audit the use and distribution of the lipbalm. Within this initiative is also a plan to support staff providing the lipbalm to facilitate new ways of approaching and initiating support for victims of abuse and violence. The use of the lipbalms is being promoted in staff safeguarding training throughout the Trust.

Leeds and York Partnership NHS Trust (LYPFT)

The Trust is committed to working with communities and partners and these principles are embedded into face to face training whereby clinicians are given information on how to seek help and / or support service-users in seeking help for themselves. This is also supported by working with case studies that prompt discussion and learning on how and when to seek help. This has been supplemented by the production in the last year of a safeguarding information leaflet, which compliments LSAB public information, and is shared with service-users who are assessed as being at risk of harm. The leaflet provides information in easily understood language and easy read format, and includes what constitutes safeguarding, the support their care worker can provide in seeking help and the steps in the safeguarding process. This helps the Citizen and staff member understand and have confidence in the safeguarding process and to raise concerns.

Leeds Community Healthcare NHS Trust (LCH)

LCH safeguarding team ensures LSAB safeguarding literature and leaflets regarding safeguarding information, procedures and processes are distributed widely throughout our organisation and within patient facing clinics within the city and are placed on LCH's intranet. When a safeguarding concern is disclosed, practitioners are aware from safeguarding training, of the need to explain the process in full to the patient to ensure they are fully informed when making their decision to proceed. The

safeguarding team are here to support staff throughout the process from disclosure to achieving the set outcomes.

Leeds City Council: Housing

Staff are encouraged to partake in activities that promote safeguarding as part of Safeguarding Week, for example, PREVENT, Modern Slavery and Domestic Violence. Safeguarding Week is also promoted via social media for example Twitter, Facebook.

Staff are encouraged to read the monthly Safeguarding Newsletter in the e-bulletin Housing Leeds Matters which promotes local and national safeguarding campaigns such as the 16 Days of Action/White Ribbon Campaigns. In addition, training opportunities presented by the Board are also cascaded to staff, such as Legal Remedies for DV&A and Self-Neglect Workshops. Ensuring Housing Leeds staff are engaged and have an understanding and awareness of safeguarding concerns and best practice is fundamental to our customers experience around safeguarding issues. Housing Leeds staff are equipped with the relevant knowledge to identify issues and take action, this may involve sharing relevant information through regular contact with customers, an approach which provides reassurance to customers at risk themselves or for those who are trying to help others who are at risk.

Throughout COVID-19 regular emails have been shared with customers to update on support available, raise awareness on safeguarding and to encourage customers to look out for neighbours and be confident to know how to seek help.

National Probation Service

The National Probation Service exhibits posters relating to partner organisation services in the reception and interview room

areas of our buildings and actively promotes various support services to Service Users.

Community Rehabilitation Company

The work conducted in the first case above by the Probation Officer also includes a trainee Probation Officer (PQIP candidate) to support a holistic tailored approach. Records indicate prompt timely and effective information sharing between different partners to support the service user in making positive steps in the long term. For example, where the service user lapsed into crack cocaine use recently this was utilised as a learning opportunity to build on positive steps already taken. Praise was given for steps he has taken in a positive way to reinforce his progress that he himself has made. A coherent, joint, positive message was shared by all agencies working with this service user, showing their belief in his ability to change, whilst recognising lapse as a natural occurrence that can be overcome.

All CRC/Probation staff have access to Safeguarding Adults learning package via remote learning on a digital platform.

7. Develop citywide approaches to safeguarding practice

7.1 What we want for citizen's in Leeds:

'I am confident that practitioners will work together and with me to get the best outcomes for me'

Our ambition is for there to be effective multi-agency safeguarding practice across the city

7.2 Self-neglect

7.2.1 Self-neglect policy

In October 2020 the Board launched its new Self-neglect policy. Based upon national research the policy provides information about legal frameworks, procedures and best practice principles that should be used to engage with and support people who self-neglect.

The focus of the policy is on working with and alongside the person at risk, and approaches that can be used where the person's circumstances are such, that it can be challenging for them to accept support. You can read this policy [here](#)

7.2.2 Self-neglect workshops

In support of launching the Board's self-neglect policy, and with learning from two Safeguarding Adults Reviews involving self-neglect. Professors Suzy Braye and Michael Preston Shoot (internationally acclaimed researchers on self-neglect) provided a series of multi-agency workshop to help launch the policy and promote awareness and understanding of best practice principles.

These workshops provided learning to over 200 practitioners across the city. Feedback from these workshops has been positive:

"I thought the overall presentation style was enjoyable and informative. It was great to hear input from other professionals working in different roles to myself. The presenter had an incredible depth and breadth of knowledge and I could have listened to him all day! I really feel that my social work practice will benefit as a result."

Participant Self-neglect Workshop

7.3 Exceptional Risk Forum

During 2020/21 the Board has worked on developing an Exceptional Risk Forum. The Forum will be launched in June 2021 and is intended to complement the development of practice around self-neglect.

This new multi-agency Forum will be able to offer advice in situations such as where there is an adult:

- that requires assistance with aspects of their day to day living as a result of a physical or mental impairment or illness and;
- who lives in circumstances of exceptional risk to themselves despite the best efforts of individual agencies and multi-agency approaches to mitigate those risks

The aim of the Forum is to support organisations, to achieve improved outcomes for the people they are supporting.

7.4 People living street-based lives

Please refer to [Section 8.2.1](#) in relation to learning from Safeguarding Adults Reviews concerning people who have died living street-based lives in Leeds.

7.5 The Leeds Approach to Learning and Development

Safeguarding training is provided in Leeds by member agencies, with additional support provided by the Board in relation to areas of city-wide learning. The Board's role principally is one of assurance in relation to safeguarding arrangements in the city, which includes the responsibility to:

'Ensure that relevant partners provide training for staff and volunteers on the policy, procedures and professional practices that are in place locally'⁸

The Board has set out its expectations of agencies in the 'Leeds Approach to Learning and Development'. This framework explains the areas that should be covered in safeguarding adults learning opportunities provided by agencies to their staff. These are called the Fundamental Content Requirements and cover matters such as the need to focus on, 'Talk to me, hear my voice', the role of safeguarding adults in supporting adults with care and support needs who experience or are at risk of domestic abuse and the Leeds Safeguarding Adults Board: Practice Standards.

The necessary response locally and nationally to Covid-19 has had a significant impact on the way in which learning opportunities are provided to practitioners. The learning workshops provided by the Board have all been virtual and the Board is considering provision of other means of learning delivery, such as webinars going forward.

⁸ Care and Support Statutory guidance 2020; Section 14.225

7.6 Legal literacy workshops

The Board first introduced legal literacy workshops in 2018/19 in response to a Safeguarding Adults Review in relation to 'Dorothy' who died having experienced domestic abuse. Such was the positive response, these have been offered annually ever since.

Hence in November 2020 the Board commissioned a national expert in safeguarding adults and the law to provide virtual multi-agency Legal Remedies Training for Practitioners. The course considers the use of legal remedies in safeguarding, so that staff will be better equipped to understand and weigh up practice options.

In December 2020, the Board provided an additional course, Multi-agency Legal Remedies to Domestic Violence and Abuse, allowing for a greater focus on safeguarding adults and domestic abuse. This course was also provided by a nationally acclaimed expert; this person is a lawyer and trainer who also chairs safeguarding boards and undertakes Safeguarding Adults Reviews. Their workshops are always exceptionally well-received. The sessions support safeguarding leads and practitioners to identify and apply relevant legislation, policy and case law that underpin powers or duties to intervene in this complex area of work.

Approximately 140 key practitioners took part in these workshops with the aim of promoting best practice in the city.

7.7 'Was not brought'

Many children and adults are dependent on someone else to take them to appointments about their health or welfare. If they do

not attend, this might result in a practitioner recording this as having 'not attended'.

During 2020/21 the Leeds Safeguarding Children Partnership, Safer Leeds and Leeds Safeguarding Adults Board have encouraged the use of the term 'Was Not Brought' instead.

This is often felt to be a more accurate description; and enables practitioners to consider if there is a child or adult who is not being provided with the support they need to access services, and to assess the potential risks or safeguarding concerns for them. For more information about this new approach, click [here](#).

7.8 Large scale safeguarding enquiries

During 2020/21 the Board has reviewed and updated its practice guidance to support ongoing safeguarding practice in this area.

Large Scale Enquiries form part of the Board's multi-agency safeguarding adults procedure. The approach has a strong focus on prevention. The format allows for several individual safeguarding enquiries involving a care provider to be reviewed together, so as to understand any organisational factors that contribute to the occurrence of repeated incidents of abuse or neglect. You can read this guidance [here](#)

7.9 Champion roles

During 2020/21 the Board has sought to consider how it can better influence citywide partnerships, networks and strategies that can help to support and protect adults with care and support needs from abuse, neglect and self-neglect.

Board Members have agreed to adopt Board Champion roles, representing the Board in their ongoing related work areas, for example, in relation to learning disability and mental health strategies and liberty protections safeguards and other similar

areas. These new roles will be taken forward in the Board's work plan for 2021/22.

7.10 Examples of good practice

Above and beyond the collective initiatives aligned above, each member organisation will take forward these ambitions within their own organisation and networks. These are just some examples from member agencies of their work in these areas:

Leeds City Council: Adults and Health

Organisational and workforce development:

Worked in collaboration with partners (including the Leeds Safeguarding Adults Board) and consulted external providers to develop a Safeguarding Adults Learning & Development Strategy 2021 – 2023. The strategy includes how we are ensuring people are aware of the Talk to me hear my voice. It has contributed to a better understanding of the role of the LSAB and the Leeds citizen-led multi-agency 'Safeguarding Adults Policy and Procedure'. It also makes it clear that the training packages are reviewed regularly and elements updated, according to new insights and intelligence gained through our ongoing 'safeguarding adults' reviews and serious incident reviews. Due to COVID 19 we were unable to offer face to face learning so we developed eLearning for the Safeguarding level 1 along with a webinar and workbooks that could be used as a refresher by managers for their staff. The webinars include the video Talk to me hear my voice. We also developed a new webinar for Safeguarding level2 for managers and supervisors (Safeguarding and Risk Managers support these sessions). We have delivered these throughout COVID and offer a more blended approach. We developed a webinar for social workers- CPD Safeguarding Adults – The Challenges of Covid working. This has also run throughout COVID and will continue for the foreseeable future. All the face to face training like MCA, DoLS,

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Domestic Violence and Abuse, trauma informed practice, hoarding etc. have been altered to Webinars and take into account the new issues that have arisen with working more remotely and in a different environment.

Care Delivery:

In response to the Covid-19 pandemic, we worked in new ways with multi-disciplinary agencies to provide temporary accommodation and support within hotels to people who ordinarily live street based lives.

Community and specialist social work services:

The following actions have contributed to the implementation of the action plan:

- Establishment of a Liberty Protection Safeguard Implementation Group containing all key members to date. Once the code and the regulations are published that Group will be expanded.
- Proactive involvement with the ADASS LPS Lead, key attendance at engagement sessions e.g. IT solutions and potential paperwork.
- Current production of an options appraisal for an IT solution for LPS, a solutions architect is reviewing the options appraisal.
- Implementation of refresher training for the Best Interest Assessors in readiness for the transition to the AMCP Role.
- The implementation of a bespoke approach between Adult Social Care and West Yorkshire Police working specifically with people with a learning disability and autism where social distancing has either not been understood or has

created complex trauma issues. The joint approach has been greater collaboration and a less punitive and more strength based approach to communicating with individuals and greater support for providers.

Adults and Health Integrated Commissioning

Over the past year colleagues from across the Council and partner organisations have worked together to ensure that during the pandemic there was emergency accommodation available to anyone rough sleeping or homeless under the 'Everyone in' initiative. The offer included accommodation, food and wrap around support such as housing support, drug and alcohol and health services. Public Health advice was followed regarding infection control to ensure that people who were particularly vulnerable to Covid 19 were safe. An evaluation was undertaken to ask for people's views about the emergency accommodation on offer and their future needs. The partners have bid for additional funds to ensure that, as we move out of the pandemic, there is an enhanced health and support offer including additional drug and alcohol treatment, trauma support and support for hospital discharge.

An enhanced service was offered by Leeds Domestic Violence Service to ensure that advice and support was available. This included a live chat function on the website and additional accommodation and support. The Council and other social landlords in the city worked together to provide move on accommodation from supported housing for people who were ready.

At the start of the pandemic the Commissioning Service worked with partners to quickly establish 33 community hubs across the city and also took a lead role on managing 'Tier 1' COVID volunteers to support people through the pandemic who had additional needs. We also supported external organisations by providing vetted volunteers to help with safe hospital discharges; PPE and the collection and delivery of medication. This included

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support people who were Clinically Extremely Vulnerable (CEV)/shielding.

West Yorkshire Police

Safeguarding remains at the heart of our service delivery. Investment via the Rough Sleepers Initiative Fund and employment of Safeguarding and Risk Managers. This is best reflected by our Street Support team, funded by the Council and WYP which has proven success. The role enables enhanced links to Adult Social Care and opens pathways to secondary mental health services that were initially difficult to navigate.

Identification of individuals within the street community are engaged to help prevent and stop chaotic lifestyles. Alongside CBO's, numerous Outreach, Hubs and Support networks are utilised. The introduction of a Hospital and Health Inclusion Team formed to prevent returning clients to the streets from hospital and also preventing the need of hospitalisation. Working closely with the Council and local Trusts we provide accommodation intervention in addition to the introduction of an enhanced drugs and alcohol outreach service with the ability to quicken the process of prescribing, add to the safeguarding principles.

By working with individuals and Partners we can approach Courts and Probation to alleviate the risk of further prison terms and encourage the use of Probation to prevent returning to street life, with the added support to re-engage with community and re-establish family relationships.

NHS Leeds Clinical Commissioning Group (CCG)

Working alongside Local Authority (LA) colleagues, improving safeguarding practice in care homes has been a focus this year for the CCG.

Alongside the regular quality meetings and the sharing of concerns and good practice between the CCG and LA, this year has seen the development of a guidance document to support care homes to review their medicines policies, to ensure that they meet the quality, safeguarding and practice standards that are expected. A medication policy template has also been developed for Adult Social Care which sets out the minimum standards which should be covered by a provider's medicines policy. This will ensure that the practice and safeguarding expectations related to medication management, storage, usage and incidents, is standardised across partners.

Further work has also been undertaken alongside LA partners to support care homes with the expectations and regulations of the Mental Capacity Act (MCA). This has included the implications of the current COVID pandemic, and the need to ensure that safeguarding considerations and MCA were followed within the vaccination and testing programmes within care homes. Although the consequences of COVID can be life threatening, in particular for those citizens living in a care home setting, it remains paramount that safeguarding and MCA responsibilities are met and as such training and template documents for the recording of decisions making have been developed to support best practice.

West Yorkshire Fire & Rescue Service

We have worked as part of the Exceptional Risk Task and finish group in order to help develop pathways and strategies to support practitioners and in turn individuals.

Advonet

We initiated the holding of monthly online meetings of 7 advocacy organisations throughout Yorkshire to consider how the Coronavirus Legislation as well as the pandemic more generally was impacting on the effectiveness of advocacy and advocates ability to carry out their roles. This helped us share our learning

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about how we could best engage with adults at risk on wards and in care homes where settings where they suddenly much more isolated; people with whom we would no longer have incidental contact, resulting in advocates meeting and beginning to work adults at risk, just because the advocates were on site. These meetings helped all agencies involved to learn more about what could be tried, but also to be realistic about what was possible in the circumstances.

Leeds Teaching Hospital NHS Trust (LTHT)

West Yorkshire Violence Reduction Unit/LTHT A&E Navigator Pilot – Leeds Teaching Hospitals NHS Trust: A public Health approach to reducing harm, safeguarding exploited and vulnerable children and young people.

- The Emergency Departments (ED) at Leeds Teaching Hospitals NHS Trust received approximately 159 recorded attendances due to assaults per month, of which 40% involve those below the age of 25 (Jan 2020 dataset).
- Safe Talk Leeds (joint project between LTHT and Crime Reduction Unit) provided in-reach services into the Emergency Department. From January 2020 through to the end of September 2020, there were 84 referrals made to the Safe Talk service.
- The Leeds General Infirmary also serves as a regional major trauma centre, and so additionally we see a number of attendances that are cases that have resulted in serious injury as result of violence.
- Building on experiences and evidence from Scotland, Sheffield and London, the West Yorkshire Violence Reduction Unit (VRU) are supporting the development of a Navigator programme through a six month pilot project in Leeds.
- Screening for specific associated behaviours and vulnerable groups will support identification of young people at risk of knife crime, violence and exploitation by organised crime

gangs, and so would broaden the opportunity to reduce community violence, as oppose to focusing primarily on patients presenting with an injury.

Key aspects will underpin the service during the pilot phase:

- a) An innovative partnership model between the LTHT Safeguarding team, LTHT ED, LTHT youth service and Leeds VRU has been developed to create and embed a service to support individuals age 13-25 years exploited and abused within organised crime groups, knife crime and community violence at the point of crisis.
- b) The LTHT Youth worker team is to be expanded to work with children and young people attending LTHT Emergency Departments using the 'reachable moment' of crisis following assault/knife injury/alcohol, drug crisis/exploitation (for example). Contact will be made within 24 hours of the incident and links made with a range of partners to provide alternatives and choices for change.
- c) Staff training and engagement across Trust services.
- d) Data collection, refinement and analysis to lead service change.
- e) Patient and staff feedback, participation and branding to raise the profile of the navigator project.

Leeds and York Partnership NHS Trust (LYPFT)

The Trust has been an active participant and steering group member, alongside other agencies, in regards the development of the LSAB Self-Neglect Policy– and similarly is contributing to the development of the High Risk Forum, where it is expected Citizens with some of the most complex self-neglect experiences will be discussed.

Developing Citywide Approaches

In addition, LYPFT has several work-streams in relation self-neglect. At the multi-agency level the Trust has engaged in Safeguarding Adult Reviews where self-neglect has been a prominent feature. The Trust safeguarding team is instrumental in developing local actions plans with clinical leaders in relation to lessons learnt around self-neglect. Recognising that staff awareness is key in lessons learnt, the Trust has produced a "lite bite" training module around recognising and working with self-neglect for clinical staff, which will be ready to be rolled out shortly as a learning module on the Trust learning platform, and will be also used for face to face training.

Leeds Community Healthcare NHS Trust (LCH)

LCH has excellent professional working relationships with all members of the health economy, Safer Leeds, social care (adult and childrens'), voluntary agencies and many others. Work with Safer Leeds is ongoing on the subject of Domestic Abuse, Safer Leeds are currently providing LCH with Routine enquiry into Domestic Violence and Abuse training, and are also supporting LCH to attain the Quality mark which is hoped to be achieved this year.

Leeds City Council: Housing

Self-Neglect is a significant and complex issue. Housing Leeds is committed to working in partnership to develop a multi-agency approach following the recommendations of 2 Safeguarding Adult Reviews undertaken by Professors Braye and Preston Shoot. Housing Leeds has supported the Task and Finish group established by the Board in its work to develop a robust approach to supporting citizens living in circumstances of self-neglect and the escalation process to a city-wide Exceptional Risk Forum.

Housing Leeds is also part of the Task and Delivery group focussing on conveying the key messages of the new self-neglect

procedures. Communications support around this piece of work has been offered to the group

Regular reviews of our safeguarding performance data are undertaken to identify the number of referrals made to Adults and Health in relation to self-neglect issues, including complex hoarding cases.

National Probation Service

The National Probation Service is an active partner in the Front Door Safeguarding Hub in identifying and managing the risks posed by those who perpetrate domestic abuse.

Community Rehabilitation Company

Through other meetings, the Housing Offender Group, Domestic Violence Board meetings and Integrated Offender Management meetings, I have been able to work with other agencies to enable improved outcomes for service users. This includes those leaving prison with no fixed abode, individuals who pose a risk of harm to others through their behaviour, and better information-sharing to protect victims. This has encompassed working with prison colleagues to enable appropriate information sharing to support the safety of the community.

As a Senior Probation Officer, I have contributed to a review of street based lives in Leeds, in the context of Safeguarding.

8. Learn from experience to improve how we work

8.1 What we want for Citizen's in Leeds:

"I am confident that learning from my experience will help others'

Our ambition is to ensure we learn from citizen experiences to improve safeguarding arrangements in the city.

8.2 Learning through Safeguarding Adults Reviews

Since April 2015, Safeguarding Adults Boards (SAB) have had a statutory duty to undertake Safeguarding Adults Reviews 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'.

SABs must also arrange a SAR if an adult in its area has not died, but the SAB knows or suspects that the adult has experienced serious abuse or neglect"⁹.

The purpose of a Safeguarding Adults Review is not to find fault and apportion blame. The purpose of the review is to identify learning that can be used to improve outcomes for others.

8.2.1 Safeguarding Adults Reviews completed: 2020-2021

Thematic Review: Adults Living Street-based Lives

The LSAB worked with the city's Community Safety Partnership, Safer Leeds in undertaking a thematic review, conducted under Section 44 (5) of the Care Act 2014, using the Safeguarding Adults Board's powers to conduct a discretionary review, considering the experience of adults who died while living street-based lives in Leeds. The purpose of this review was to:

- understand the experience of those with street-based lives who have died in Leeds between October 2017 and December 2018;
- understand how the safeguarding system in its widest sense works for people in those circumstances in Leeds, examining the strengths and areas for development;
- identify best practice in Leeds and across the country; and
- identify learning for Leeds and propose systemic developments that will help Leeds achieve its ambition of being a compassionate city for all.

The significance of the review to the City's overall approach to supporting citizens living street-based lives meant that it was reported to the local authority's Executive Board in October 2020.

The review identified a number of areas of learning and these are summarised here as three key systemic learning themes for the city:

- **Prevention:** Leadership; the importance of building on good leadership arrangements within key agencies to develop the

⁹ Care and Support Statutory Guidance, Section 14.162 & 14.163

coordinated strategic leadership in partnership, allowing us to work together on good practice and shared solutions.

- **Intervention:** Multi-agency service delivery and support in accommodation and communities; supporting effective front-line provision commissioning and multi-disciplinary working to provide effective services and accommodation within citizens' communities that compassionately address inequalities and enable recovery.
- **Recovery:** Pathways to recovery and support; identifying those living street-based lives in Leeds as a distinct population with particular needs, addressing these together through jointly commissioned services. In recognition that this agenda is complex, cross cutting and a whole city issue, the review identified areas for development in Leeds around the whole system.

The review highlighted the good practice of the Leeds Street Support Team and the wider partnership and network. Locally, there is a real recognition that more needs to be done and a real willingness to continue a programme of change on this complex agenda, at a strategic and operational level, including across and connected to city wide boards. It is anticipated that the collaboration and cooperation highlighted within the review will aid future work around transition and recovery plans moving forward.

The review noted the need for the city to address the health inequalities of citizens living street-based lives. The review emphasised that this is a complex matter, requiring a truly integrated systems perspective. Similarly, the review also refers to research published by the Local Government Association in 2020 which highlights the complexity of safeguarding adults experiencing *Multiple Exclusion Homelessness*; those who are living street-based lives who have also experienced, 'deep social exclusion' such as having been looked after as a child,

experience of childhood neglect, domestic abuse, mental and/or physical ill-health and homelessness. The review emphasises that effective practice with people in such circumstances requires engagement, '*understanding the person and their life experiences, assessing risk, mental capacity, mental health and care and support needs, managing transitions such as hospital and prison discharge, and working with relatives and friends who could provide circles of support*'. This message is fundamental to the review and informs the Safer Leeds Street-Support Partnership Improvement Plan 2021, which addresses the review findings. In addition, the LSAB has committed to commissioning Safeguarding Adults and multiple Exclusion Homelessness workshops for those working to support those living street-based lives in Leeds. These sessions will be held virtually during 2021.

8.2.2 Safeguarding Adults Review Action Plans addressed during 2020-2021

The LSAB published two mandatory Safeguarding Adults Reviews in 2020 concerning Mr and Mrs A and Mr B. Both reviews were led by Professors Suzy Braye and Michael Preston Shoot, national experts and researchers in self-neglect who provided evidence of best practice in responding and preventing harm in this complex area. The joint action plan that was developed as a result of these two reviews has been a significant focus of the Board's work in 2020-21 and has enabled the Board to work towards development of a robust approach to supporting those citizens living in circumstances of harmful self-neglect. The action plan focuses on:

- Developing a self-neglect and safeguarding adults policy with associated practice guidance;
- Establishment of a multi-agency mechanism for responding to citizens living in exceptionally high risk situations;
- Mental capacity assessments including consideration of executive capacity;

Learning from experience

- Reminding practitioners of the importance of professional curiosity;
- Providing legal literacy learning opportunities for safeguarding practitioners;
- Risk assessment being at the core of safeguarding practice.

These actions have been achieved during 2020-2021, with a self-neglect policy and guidance being published to coincide with a series of self-neglect practice development workshops being delivered to frontline practitioners by Professors and Braye and Preston-Shoot.

8.2.3 Potential Safeguarding Adults Reviews notified to the LSAB during 2020-2021

The LSAB received notification of a potential safeguarding Adults Review in 2020-2021, that concerning 'Ms C'.

8.2.4 Safeguarding Adults Reviews commenced during 2020-2021

Leeds Teaching Hospitals NHS Trust notified the Board of the circumstances of Ms C's death in August 2020. Ms C's secondary cause of death was, '*sepsis resulting from self-neglect and widespread pressure ulcers*'; she had lived alone, with her partner, a neighbour acting as an informal carer. Ms C had mental ill health diagnoses and mobility difficulties; she often contacted agencies in great distress and talked of domestic abuse she was experiencing. Ms C had been reluctant to receive care and support from agencies. The LSAB decided that the statutory criteria for a mandatory Safeguarding Adults Review were met and has commissioned Professors Braye and Preston-Shoot to undertake the review for the Board, building on learning they identified in the SARs relating to Mr and Mrs A and Mr B.

The LSAB also continues to participate in a Joint Statutory Review across the LSAB, Safer Leeds and the Safeguarding Children Partnership concerning a young adult who died at home, in circumstances that may have been partly contributed to by his experience of self-neglect.

This review has a Domestic Homicide Review at its core and the independent report has been provided to Home Office for its consideration. The review is being jointly overseen by the chairs of each relevant safeguarding partnership. The learning has already contributed towards a city-wide approach to safeguarding the citizens of Leeds.

8.3 Safeguarding Adults Review Policy

The Safeguarding Adults Board revised its Safeguarding Adults Review Policy during 2020/21 to ensure it reflected best practice based upon national learning and from knowledge gained from recent reviews in Leeds.

8.4 Learning through Quality Assurance and Performance

The Board has implemented the Leeds Approach to Quality Assurance during the past year. This work is led on behalf of the Board by the Quality Assurance and Performance sub-group which has involved exploring new ways of working that enable us to:

- Know our strengths and areas for development,
- Take action to build on strengths and,
- Ensure citizens' are heard and their views and experiences inform our work.

The Board's quality assurance work plan is informed by the Board's strategic priorities and intelligence gathered.

The work this year, includes:

Learning from experience

- Completion of multi-agency intelligence 'Dashboards' in both April & October 2020,

The purpose of these 'Dashboards' is to provide a picture of safeguarding issues of significance in the city. All member organisations of the Board contributed to this. The Dashboard combines data with other softer intelligence held by organisations about safeguarding and has included a focus on self-neglect and Covid-19.

- Developing a new 'Organisational Self-Assessment' in January 2021.

The new approach was to ask member organisations to rate their levels of assurance against aspects of safeguarding and gave examples of how they were assured. This included a spotlight on safeguarding during the Covid-19 pandemic.

- The commencement of a series of multi-agency 'practice audits' has begun, looking in detail at how well we work together to safeguard people in Leeds. The first audit has focused on the 'Talk to me, hear my voice' citizen-led principles of inclusion and involvement of the person at risk in their safeguarding support.
- An audit of how the Board is meeting its statutory duties was carried out in January 2021.
- Leeds City Council: Adults and Health core safeguarding data is routinely analysed and shared with the Board and Quality Assurance Sub-Group.

The evidence and feedback from the quality assurance work during the year has confirmed high levels of safeguarding assurance, areas of strength and areas for development. A number of themes have been consistently highlighted through

our work including domestic abuse, self-neglect and mental health, and the complexity and interrelationship between these and other risk factors. These are all areas of focus for the Board.

8.4 Learning from citizen experiences of support

To ensure learning from citizen experiences of support within the multi-agency safeguarding adults policy and procedures, the Board has also commissioned Advonet to run the 'Talk to me, hear my safeguarding story project'. For more information, refer to [Section 5.7](#).

8.5 Examples of good practice

Above and beyond the collective initiatives aligned above, each member organisation will take forward these ambitions within their own organisation and networks. These are just some examples from member agencies of their work in these areas:

Leeds City Council: Adults and Health

Care Delivery:

The service proactively responded to the continuously changing government guidance during the Covid-19 pandemic to ensure people remained safe. Some examples of this included areas such as service wide implementation of infection control measures; Innovative ways to support people to remain in touch with those important to them (such as use of digital); Prevention of carer and support breakdown by early reopening of day services; Supporting early discharge from the acute trust by increasing discharge beds; and Retainer payments made to Shared Lives Carers to support service sustainability.

Community and specialist social work services:

The establishment of a local partnership arrangement with West Yorkshire Financial Exploitation and Abuse Team, the

Learning from experience

establishment of a framework of decision making in relation to potential prosecutions and the development of best practice, specifically in the arena of financial irregularities and the interface with safeguarding. In addition a regional partnership forum has been established with WYFEAT and the 5 Local Authorities within the West Yorkshire footprint. This enables strategic oversight and performance monitoring with the benefit of a consistent regional approach.

Responding to multiple safeguarding enquiries from within a care home setting against a back drop of a global pandemic, required a more creative and flexible approach to normal safeguarding arrangements. In May 2020 there was surge in safeguarding referrals from a service providing care and support in Leeds, concerns were repeated and widespread and effecting more than one resident. A whole system response was initiated and over a period of 10 weeks successful and supportive strategies were put in place to implement change, identify lessons learnt, and to ensure the safe delivery of quality care and support to individual's within the service. One challenging element of this response was establishing sound lines of communication virtually as a Multi-disciplinary team, as this was a time of home working and home closures to visitors and professionals. New ways of working were discussed and agreed, what normally would have seen a large scale investigation report, was adapted and took a multi strand approach –

1. Safeguarding enquiries and risk management continued
2. Unannounced visit which resulted in an agreed improvement plan that would be reviewed on a weekly basis for 4 weeks.
3. MDT monthly meeting and having a MDT email system with direct lines of communication for effective information sharing.
4. Having open and transparent conversations with the company directors whom alongside the improvement action plan completed a lessons learnt exercise that was shared with Commissioners and Regulators, which demonstrated

clear acknowledgement of lessons learnt and strategy of improvement.

The outcome of this joint up working at such a critical time is something to celebrate as a huge achievement, as ultimately what we have seen is a high rise in the quality of care delivery and a reduction in the number of safeguarding referrals and positive feedback from both residents and family members that care is safe and well delivered.

Adults and Health Integrated Commissioning

We are reflecting with partners and providers on activity in the last year and ensuring that we capture and maintain any good practice. This includes sustaining increased partnership working and new working relationships, continuing to utilise online and virtual contact where it works well and enables people to engage and where any risks can be managed.

- The Commissioned Service attend DHRs and complex case reviews; findings are shared with all staff
- Lessons learnt from DHRs and Safeguarding Adults Reviews are shared with all commissioned services
- The Commissioning Team continue to hold a monthly Death in Service review meeting to review all deaths in service that have occurred. We have been progressing this and now intend to ensure that any lessons learnt and examples of good practice are shared with all commissioned services.

West Yorkshire Police

As an organisation we contribute to a number of thematic reviews – DHR, SCR and SAR. There is always feedback provided to District by way of bitesize symposiums, briefings and the delivery of training packages to address the learning identified.

Learning from experience

Following on from a recent HMICFRS inspection, WYP has changed the way that adult safeguarding referrals are recorded and sent to Adult Social Care, this included videos and examples of best practice and raised awareness of the Mental Capacity Act, Care Act and general indicators of vulnerability and mental health.

WYP Safeguarding Central Governance Unit perform regular audits to identify good practice and learning opportunities. We are also following the progress of the Domestic Abuse Bill and monitoring its implications for police and partners. There is now a Mental Health nurse and IDVA based within the police command Hub at Elland Road, enabling officers to have an early partnership discussion around the best outcome for the adult they are dealing with.

NHS Leeds Clinical Commissioning Group (CCG)

As a direct response to learning from safeguarding cases and reviews, the CCG have developed various tools to support and enhance safeguarding practice within primary care.

It is important to recognise that missed appointments and/or non-compliance with medication can be a sign of a safeguarding issue, such as self-neglect or domestic abuse. Guidance has been developed to support GP practices to review their repeat prescribing policy to ensure that safeguarding is embedded with in it and a template policy developed which includes how missed contacts should be managed and when/how safeguarding concerns should be escalated.

The CCG safeguarding team have also developed guidance for primary care, related to safeguarding at a distance. The last year has seen great changes in how primary care have contact with patients and learning has demonstrated that guidance was required to ensure that safeguarding issues were still identified and responding to in virtual contacts/appointments. The

guidance includes recognising the constraints of virtual contacts, making every contact count and identifying and responding to safeguarding concerns in a virtual world. Primary care staff understand that they still have safeguarding responsibilities even within a virtual contact and this guidance aims to support them to ensure that they continue to meet these responsibilities.

West Yorkshire Fire & Rescue Service

We conduct reviews following any fatality and consider if abuse, neglect or self-neglect have a part to play.

Advonet

Feedback from people who use our service has highlighted that the word 'safeguarding' itself is rather inaccessible and so has led us to focus on finding new ways of explaining what safeguarding is to our clients, who may have a learning disability or English as a second or third language in a way that is more citizen focussed. This follows on from the excellent work that the Board has undertaken and is in keeping with the City's strengths-based approach. We are looking to talk to people about how they stay safe, and how they can access the formal and informal help that they need to do this.

Leeds Teaching Hospital NHS Trust (LTHT)

LTHT completed an annual Trust wide audit and use the learning to improve services. LTHT recognises that one of the most important principles of safeguarding is that it is 'everyone's responsibility'. As such, the LTHT Safeguarding team aim to provide our staff with the tools and knowledge with which to respond to safeguarding concerns both within our services and in the community. The audit aims to focus on staff knowledge and actions to understand and highlight areas of success and areas for improvement.

Learning from experience

The aim of the audit is to ascertain that staff have the ability to recognise, respond and refer people who they believe are being harmed, abused or neglected or have the potential to be harmed.

14 LTHT Clinical Service Units, over 82 wards and around 300 staff take part in the annual audit. Learning from previous audits indicated the need to integrate safeguarding questions (child and adult) to ensure both adult and child focussed services have equal knowledge of child and adult safeguarding process in line with the "Think Family" approach.

Findings for 2020 included a high level of knowledge of safeguarding processes but a need to provide further training around the DASH assessment and support needed to embed the 'Safeguarding Champion' model across the Trust.

Leeds & York Partnership NHS Trust (LYPFT)

Safeguarding practice and training is regularly updated in relation to local and national lessons learnt. This has included regular staff up-dates via the Trust Communication systems and governance meetings, and reviewing training content and safeguarding advice in relation lessons learnt from Domestic Homicide Reviews. Most recently this has included raising awareness of increased risk and imbedding a broad think family approach as couples separate.

Similar evidence has helped safeguarding practitioners within their advice support clinicians focus more on coercive and controlling aspects in domestic violence cases, and supporting service-users to recognise these behaviours.

In addition Domestic Abuse training has been made in 2020 a compulsory prerequisite for registered staff and safeguarding training. And the Trust remains committed to supporting clinicians access the Safer Leeds Domestic Abuse training.

Leeds Community Healthcare NHS Trust (LCH)

Learning from Safeguarding Adult Reviews has led to members of the LSAB (including a representative of LCH) working together as a multi-agency team to develop a city wide 'high risk forum' to support multi-agency approaches to self-neglect and offer a fresh perspective on how risk can be reduced, potentially leading to a better outcome for the citizens of Leeds.

Through the Quality Assurance and Performance sub-group, a framework is being developed around both a dashboard and an organisational self – assessment process. This intelligence data is being fed into the Board for action planning to determine priorities as to how we respond as a partnership to safeguarding concerns.

Leeds City Council: Housing

Housing Leeds provides information and data from its referral records to support this work and also uses this data to inform its own Safeguarding Action Plan. A key priority within the Action Plan is learning and development and this is a commitment to ensure all staff are aware and able to take appropriate action. Examples of real life complex case studies from the referral records are included in the monthly Safeguarding Newsletter. This helps to share best practice among teams around different scenarios for team discussions and to consider any learning opportunities.

Through regular review of our safeguarding referral data we are able to identify trends over time, using this to ensure appropriate training and raise awareness of issues for all staff across the city.

National Probation Service

Routinely the National Probation Service shares learning from appropriate reviews by sharing reports and facilitating briefings for staff to ensure we look to improve practices.

Community Rehabilitation Company

I have attended a Safeguarding Adult training workshop led by Michael Preston Shoot which was remarkable and highly informative. I have shared information about this event and supported staff in heightening their awareness of legislation and processes where safeguarding adults' issues arise. I have audited work wearing a "safeguarding adults" hat to ensure that appropriate steps are taken, relevant information recorded, to ensure service users have access to the interventions and services they need to support positive change. The thrust of Probation work is to protect those at risk, who may be vulnerable, and work effectively with any individuals sentenced for offences who may pose a risk to others, to ensure they comply with the court sentence, and complete interventions designed to enable them to reduce the risk of harm their pose. Clearly a thread of our work is essential to work effectively with other agencies to fulfil this, and empower individuals to make positive progress in their lives through addressing issues in thinking, behaviour, attitudes, access to resources, human and social capital and peer support.

All CRC/Probation staff have access to Safeguarding Adults learning package via remote learning on a digital platform.

9. Going Forward

9.1 Our Ambitions for 2021/22 – 2022/23

The Board's Strategic Plan sets out its three years ambitions and how it aims to make progress each year. An overview of the 2021/2022 objectives is included below, but the full plan is available on the [Board's website](#).

Ambition: Develop citizen-led approaches to safeguarding

The Board remains committed to ensuring that practice and safeguarding arrangements are informed by the voices of those whom we are here to safeguard.

Next year the Board will:

- Relaunch the Citizen Ambassador programme
- Learn from citizens feedback of safeguarding
- Embed this approach within its governance arrangements

Ambition: Improve awareness of safeguarding across communities and partner organisations

The remains committed to working with communities and partners to ensure people know how to seek help and have the confidence to do so.

Next year the Board will:

- Develop the Friends of the Board Network
- Hold a programme of engagements to promote awareness
- Establish an LSAB Bulletin
- Produce an e-learning resource for community organisations

Ambition: Develop citywide approaches to safeguarding practice

Abuse, neglect and self-neglect can take many forms. The Board will adapt its plans to focus on emerging priorities. This will however include several key areas of focus.

Next year the Board will:

- Recognise and respond to safeguarding concerns relating to Covid-19
- Seek to influence wider city strategies that support people to be safe
- Establish a new Exceptional Risk Forum
- Review our approach to 'safeguarding' and 'poor quality care'

Ambition: Learn from experience to improve how we work

This ambition reflects the Board's commitment to continual learning and development of safeguarding arrangements.

Next year the Board will:

- Produce an annual multi-agency intelligence dashboard
- Undertake an organisational self-assessment
- Undertake multi-agency case file audits
- Develop new resources to promote learning from Safeguarding Adults Reviews
- Update the Leeds approach to learning development

This is a summary. Read our Strategic Plan 2021/21 – 2022/23 in full on our website: www.leedssafeguardingadults.org.uk