



ST HELENS  
BOROUGH COUNCIL

ST HELENS ADULT SAFEGUARDING

ANNUAL REPORT

2022/23



## CHAIR'S INTRODUCTION

I am pleased to present the Annual Report of the St Helens Safeguarding Adults Board for 2022/23.

The Board is a statutory requirement of the Care Act 2014, and is made up of three Statutory Partners: St Helens Borough Council, Merseyside Police and Cheshire & Merseyside Integrated Care Board, together with key partners, bringing together a wide range of agencies and community groups.

As I seem to report in every Annual Report, the Board and its partners have faced unprecedented demands on their services. Whilst the shadow of the COVID pandemic may have receded somewhat, other challenges have arisen which have had a disproportionate impact on those members of our community who need care and support and find themselves at risk of neglect or abuse. These challenges, amongst others, include the ongoing 'cost of living' crisis, the increasing stress placed on the Health & Care Systems, and the increasing demands placed on all services due to the recruitment and retention of staff.

It is a testament to the commitment and professionalism of the vast majority of professionals, volunteers, and carers across St Helens, that the Board and partners have continued to deliver high quality support to service users.

A particular responsibility of the Board throughout the year is to ensure that safeguarding adult services deliver 'business as usual' to those in need of care and support, and also to continue to champion safeguarding across the wider community, including the Board's contribution to National Safeguarding Week.

The Board has continued to carry out its scrutiny and governance functions, seeking assurance from partners that their organisation is delivering its services effectively, and challenging partners to ensure they are making an impact to the lives of those who use our services. The Board is continually focused on ensuring that partners apply the principles of 'Making Safeguarding Personal', ensuring that service delivery is person centred and the service user is at the heart of decision making throughout.

The Board has focused on other key areas of safeguarding adults, particularly raising awareness, so that safeguarding risks can be identified and addressed. This work has included reaching out to diverse communities, so that the understanding of the risks facing vulnerable people are understood right across the community. There is more work to do here, and the Board will continue to focus on this important area of business.

AS PART OF THIS 'AWARENESS RAISING' COMMITMENT, AS WELL AS THE DEVELOPMENT OF GOOD GOVERNANCE, THE BOARD LOOKED WIDELY AT GOOD PRACTICE USING OUR OWN IN-HOUSE EXPERTISE TO DEVELOP A STREAMLINED, EASY-READ, BUSINESS PLAN WHICH WILL BE IMPLEMENTED FOR THE NEW BUSINESS YEAR OF 2023/24.

Our Report will also look in detail at what has been achieved more widely over the last 12 months and what improvements are needed. We will examine the data we have collected and analysed to understand trends and tackle the safeguarding challenges we face.

Finally, I should like to thank all members of the Board, particularly the Chairs of the Sub-Groups, for their continued professionalism and commitment, and the Safeguarding Unit for their hard work and support throughout 2022/23.

### Ian Cardwell

Independent Chair  
St Helens Safeguarding Adults Board







# CONTENTS

Chair's Introduction	2
1. What is Safeguarding?	6
2. Objectives for 2022/23	8
3. St Helens Safeguarding Adults Board - Who are we?	10
4. Purpose and Functions of the Board	11
5. Board Structure	12
6. Safeguarding Adult Reviews	18
7. Our Performance: What have we achieved in 2022/23?	20
• Feedback from Service Users	xx
• Annual Objectives for 2022/23	22
• Safeguarding in Action - Case Studies	26
• Performance and Activity Information	34
• Financial Information	40
• Partners representation	42
8. Looking ahead: Strategic Priorities 2023/25 and Annual Objectives 2023/24	45



# 1. WHAT IS SAFEGUARDING?

Safeguarding means protecting people's health, wellbeing and human rights and enabling them to live free from harm, abuse and neglect.

The work of the Board is driven by its vision to promote partnership working by working together to help people feel safe and free from abuse and neglect.

The Government's Statutory Guidance on the Care Act 2014 defines adult safeguarding as:

***“Protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted.”***



## 2. OUR OBJECTIVES FOR 2022/23

1. Ensure the delivery of safeguarding services to adults at risk of abuse and neglect, with a particular emphasis on 'Making Safeguarding Personal'
2. Continue to build on the progress of our "Relaunch Programme" by delivering a comprehensive self-improvement action plan to improve the effectiveness of the Board through a series of initiatives and programmes as a result of the Peer Review, including;
  - Carrying out a full business process review of public and partner Safeguarding referrals, with particular focus on triage, allocation from the Contact Centre and subsequent pathways.
  - Undertaking a programme of training & awareness for key staff, with particular focus on who is responsible for the cases, including workshops for staff in the Safeguarding staff, NHS Quality Unit and Commissioners
  - Producing an effective pathway for Domestic Violence cases
  - Undertaking a review of resources & capacity to support the Board, analyse and make best use of data and intelligence and to ensure the SAB's Business Plans, Objectives & action plans are clear and effectively analysed, measured & monitored
  - Increasing collaboration within Merseyside/Liverpool City Region to increase capacity and expertise for Safeguarding Adult Reviews, with particular emphasis on identification, learning & intelligence
  - Increasing the links across the Transitional Safeguarding agenda
3. Continue and build our focus on being recognised as leaders in safeguarding adults within the community and partners, including Elected Member, to improve engagement, communication, and awareness of safeguarding adult issues.

### THE PRINCIPLES OF SAFEGUARDING

The Statutory Guidance also sets out the 6 key Principles that underpin Adult Safeguarding, guiding practitioners and giving service users a clear understanding of how services should be delivered in all health and care settings. These Principles are;

#### **Empowerment:**

People being supported and encouraged to make their own decisions and informed consent.

#### **Prevention:**

It is better to take action before harm occurs.

#### **Proportionality:**

The least intrusive response appropriate to the risk presented.

#### **Protection:**

Support and representation for those in greatest need.

#### **Partnership:**

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

#### **Accountability:**

Accountability and transparency in safeguarding practice.



### MAKING SAFEGUARDING PERSONAL

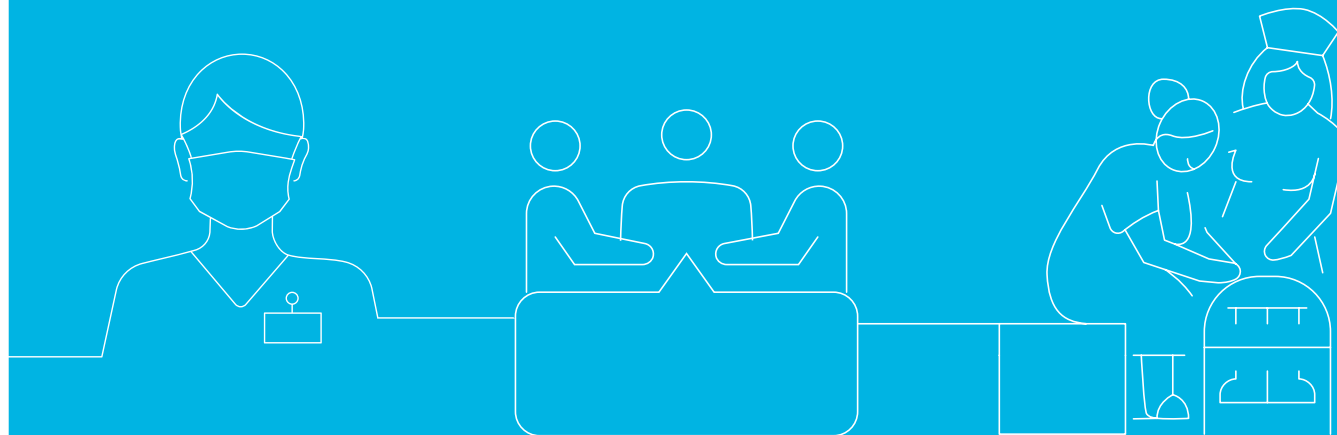
One of the biggest developments in Adult Safeguarding over recent years is the Making Safeguarding Personal approach. Making Safeguarding Personal means a person-led and outcome-focused service, which engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

### 3. ST HELENS SAFEGUARDING ADULTS BOARD - WHO ARE WE?

The Safeguarding Adults Board (SAB) is a multi-agency partnership which has statutory functions under the Care Act 2014. The focus of the Board is to ensure that, in the Borough of St Helens, safeguarding arrangements work effectively so that adults at risk can live their lives free from abuse or neglect.

For our purposes, an 'adult at risk' is a person aged 18 or over who has needs for care and support, and because of those needs is unable to protect themselves from either the risk, or the experience, of abuse or neglect.

The Board is Chaired by an Independent Chair and meets quarterly. The Board and its Sub-Groups have a wide range of responsibilities. Their main functions and responsibilities are set out below. The Board provides oversight and scrutiny of the organisations and practitioners who provide safeguarding services, and seeks assurances that safeguarding services are delivered effectively and within the principles of Making Safeguarding Personal. It also raises awareness of safeguarding for practitioners, service users and the wider community.



### 4. PURPOSE AND FUNCTIONS OF THE BOARD

The overarching purpose of the Board is to help and safeguard adults with care and support needs. It does this by:

- assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance
- assuring itself that safeguarding practice is person-centred and outcome-focused
- working collaboratively to prevent abuse and neglect
- ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
- assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area (Care Act 2014).

The Board also has several statutory responsibilities and functions. These are:

- to develop and publish a strategic plan, setting out how they will meet their objectives and how their member and partner agencies will contribute
- commission Safeguarding Adult Reviews (SARs) for any cases which meet the criteria for these
- publish an annual report detailing how effective their work has been (Care Act 2014).

This report is to fulfil the final responsibility set out above, however, it will also refer to our strategic plans and objectives for the next 3 years period. Additionally, we will also report on any SAR's that have taken place in the period subject to this report.





## 5. BOARD STRUCTURE



(\*Safeguarding Training and Development is incorporated within the Local Authority T & D arrangements and not a separate Sub-Group)

## OUR SUB-GROUPS

### THE STRATEGIC LEADS GROUP

The Strategic Leads Group brings together the Board's Statutory Partners and key stakeholders to support and provide strategic leadership to the Board, so that matters of governance and resources are in place to ensure that the Board can carry out its wider functions effectively.

In 2022/23 the Strategic Leadership group resumed meetings face to face to ensure the Safeguarding Adults Board and the Safeguarding Adults Unit continued to function and maintain business as usual.

### PERFORMANCE AND PRACTICE GROUP

The key function of the Performance and Practice Group is to analyse and interrogate safeguarding data and activity to provide insight and increase the Board's understanding of safeguarding issues. Additionally, the Group also ensures that safeguarding practice is carried out to the highest standards and in accordance with our Safeguarding Adults Policy. An effective way in which this is delivered is through Audits into critical areas of performance. This year, the Group implemented a workplan for 2022/23 and key achievements include:

- Second Safeguarding Pressure Ulcer audit focusing on quality of care of both health providers and care homes.
- The Implementation of a Safeguarding Pressure Ulcer 7-minute briefing to improve safeguarding referral activity within care homes.
- Implementation of recommendations and the learning from a local complex case which involved partnership working between agencies.
- Domestic abuse audit focusing on the interface with the safeguarding unit.

- Supported the implementation of the recommendations identified from the ADASS peer review.
- The revision of the St Helens Safeguarding Adult Multiagency Process
- The creation of the local Person in a Position of Trust policy
- The creation and implementation of a Multiagency Risk Assessment and Management (MARAM) Process.
- Safeguarding falls audit which resulted in the creation of a local safeguarding guidance for responding to falls

At the end of the financial year work has also commenced on a:

- Self-Neglect audit and the development of processes to support practitioners in helping individuals who self-neglect.
- Mental health audit which was a recommendation from a Safeguarding Adult Review.

## ENGAGEMENT & COMMUNICATIONS GROUP

The Communication and Engagement Group's purpose is to raise Safeguarding Awareness with partners, service users and the wider community. The C&E Group has undergone some changes over the last 12 months and there is a new Chair in place. The terms of reference for the Group and the Strategy have been reviewed and updated. There has been a review of the membership and a renewed focus on delivery of the strategy.

The aim of the Group will be to continue to raise awareness of Safeguarding within St Helens, and provide information to the wider community about keeping safe and prevention of abuse and/or neglect.

The main objectives of the Sub-Group are:

- To share engagement feedback to inform, educate and drive change.
- To communicate messages that are relevant, accurate and based upon local needs.
- To maximise opportunities for shared communication/engagement activities (i.e. campaigns and joint partner events).
- To ensure that information is kept up to date and accurate.

The key aims of the Sub-Group are:

- To ensure that service users, carers and residents know what safeguarding is, how to protect themselves and how to report abuse and neglect.

- To ensure that service users, carers and residents understand the work of the SAB and can easily access information about it.
- To ensure that people's experiences of safeguarding are captured and used to inform future communications and improvements in respect of adult safeguarding.
- To achieve better outcomes for adults at risk.
- To ensure the workforce understand their respective roles and responsibilities, leading to improvements in multi-agency working and outcomes for adults who are, or have been, safeguarded.

## SAFEGUARDING AND QUALITY ASSURANCE SUB-GROUP

The Safeguarding and Quality Assurance Group (SQAG) is a multi-agency forum that was introduced during the Covid 19 pandemic and became a permanent formal sub-group of the SAB during 2021. The purpose of the sub-group is to continue to ensure information from a range of sources including CQC, quality concerns, clinical concerns and safeguarding referrals, is used to provide overview, scrutiny and good practice in areas of performance that require improvement.

Over the last 12 months a report has been developed and produced for the group which makes it easier to identify where there are issues at any given time. It enables the data to be triangulated and cross-referenced and identified.

the number of quality concerns and safeguarding referrals for a provider in a more timely way. This also enables the sub-group to have a better insight into the concerns and allows a more focused response to the issues raised.

The Group's aim is to continue seek assurance that quality is maintained and that care services are safeguarding residents who are receiving care support at home, supported living or within a care home within St Helens.

The following agencies and organisations are represented on the Group:

- St Helens Borough Council including representation from Adult Social Care
- St Helens Contracts representation
- St Helens Quality Monitoring Team
- St Helens Commissioning Team
- The Care Quality Commission (CQC)
- St Helens Designated Lead Nurse for Safeguarding/Clinical Commissioning Group:
- Healthwatch
- St Helens Infection Control Team.

## SAFEGUARDING HEALTH FORUM

In 2021 the Safeguarding Health Forum became a subgroup of the Safeguarding Adults Board. It is the responsibility of the Forum to ensure that the health economy communicates with, and receives information from, the Safeguarding Adults Board and the Safeguarding Children Partnership Board. The group represents the health economy views in response to both national and local

safeguarding practice and reports on issues affecting delivery to the relevant Board.

The Safeguarding Health Forum has continued to deliver actions and key messages from the Safeguarding Adult Board and Safeguarding Children Partnership. The group represents the health economy views in response to both national and local safeguarding practice and reports on issues affecting delivery to the relevant Board.





## TRAINING AND DEVELOPMENT SUB-GROUP

The Training and Development Group continue to meet monthly. Although not a formal sub-group of the Safeguarding Adults Board, it continues to focus on training and development needs identified by both the SAB and the Safeguarding Adults Unit.

As a key role for the SAB is to raise awareness, one of the main achievements of the T&D group for this year is the development of an E-Learning Course. The course is in its infancy and has been tested within the SAB before going live later this year. It is anticipated that having the E-learning course will enable the SAB to raise awareness across the wider community and will increase awareness locally.

The E-Learning Course will be implemented as part of the Induction process for any new members of staff within St Helens Borough Council.

Bespoke face to face training has been provided for a range of services and for service user groups. The T&D action plan is regularly reviewed and updated to ensure there is a real focus on improving practice.

Safeguarding Training is delivered by the Safeguarding Unit and is currently delivered via Microsoft Teams. It offers training for staff working in Adult Social Care and Health including, (but not exclusive to) providers, the voluntary sector, the private sector, and any other services offer support to adults who may be at risk of or are experiencing abuse and /or neglect.

There are two main categories of this training:

### **Safeguarding Policy & Procedures**

7 courses were facilitated.

This multi-agency course covers the wider context, policy, and procedures relevant to Adult Safeguarding. There is an emphasis on the roles and responsibilities of the Safeguarding Unit and social workers undertaking the investigation.

A refresher is required every 3 years and identifies any changes which may have been made to the Policy and procedures following a review.

### **Adult Safeguarding Policy, Procedures and Good Practice**

5 courses were facilitated.

This course covers the wider context and processes relevant to Adult Safeguarding and there is an emphasis on the roles and responsibilities of Care managers and those with line management positions within the procedures.

In addition to the above courses bespoke online sessions were delivered to elected members. Bespoke face to face sessions were delivered to Carers Centre staff as part of their away day and to staff at Wargrave House School. Awareness raising/briefing sessions for residents of Margaret Court and Raglan Court were also facilitated. Safeguarding staff also attended the Dementia Awareness Day which was organised for service users and their carers.

## TRAINING QUOTES:

" I ATTENDED THE COURSE AS A REFRESHER – ALWAYS GOOD TO REFLECT ON OUR PRACTICES AND KEEP UP TO DATE. REALLY GOOD AND WELL-PRESENTED COURSE. COULD HAVE BEEN LONGER TO ENABLE MORE PARTICIPATION."

" ALL ASPECTS OF THE TRAINING TO DO WITH SAFEGUARDING WERE COVERED."

" ENJOYED THIS TRAINING."

" IT WAS TO THE POINT AND PROVIDED RELEVANT INFORMATION ABOUT OUR ROLES IN SAFEGUARDING, A POSITIVE RECAP OF THE PROCEDURES WE NEED TO KNOW."

Upon reflection of the above feedback, the course facilitators will ensure there is adequate time and encouragement for people to participate.

## 6. SAFEGUARDING ADULTS REVIEWS

A Safeguarding Adult Review (SAR) is a multi-agency process focused on organisational learning and development. A SAR is considered if an adult dies or comes to significant harm where it is believed that agencies could have worked more closely or failed to work together to protect an adult who has care and support needs (Care Act 2014).

St Helens are now members of the Merseyside Safeguarding Adults Review Group (MSARG). As an active member of the MSARG, there are opportunities to have a consistent SAR process across the Region and also to share any learning from SARs in other areas.

Since joining the MSARG, St Helens have completed a SAR referral which was deemed not to meet the SAR criteria. A further case was discussed prior to referral and was deemed not to meet the criteria. However, to ensure transparency, the circumstances and rationale for the decision making was taken to MSARG who agreed it did not meet the SAR criteria.



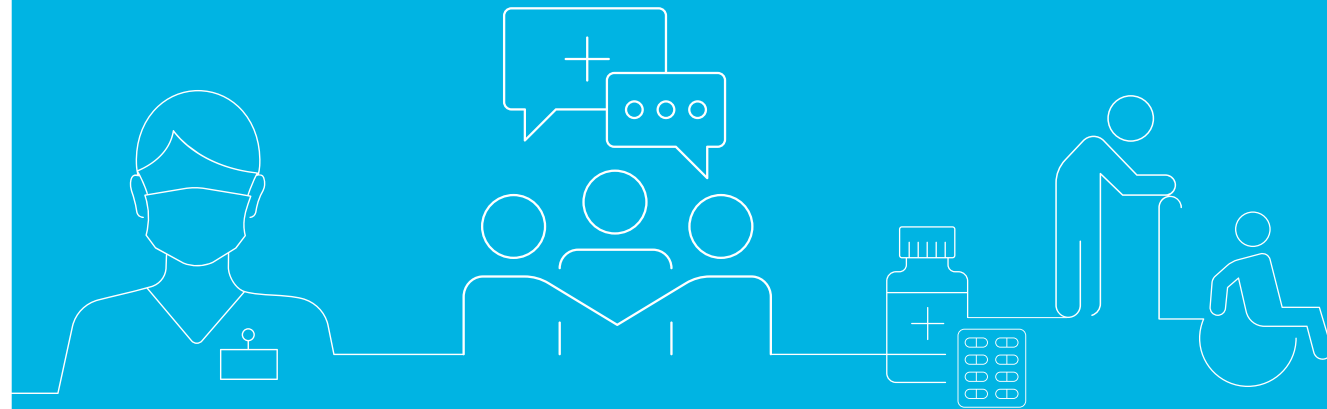


# 7. OUR PERFORMANCE: WHAT HAVE WE ACHIEVED IN 2022/23?

## INTRODUCTION

The Care Act of 2014 sets out statutory requirements to collect, analyse and report specific information in relation to Safeguarding Adults. To do this, our performance information section will look at:

- Commentary on each of the 3 Annual Objectives
- Present Case Studies showing how our work makes a difference to service users
- Key data information with supporting commentary





## ANNUAL OBJECTIVES FOR 2022/23

### BELOW WE SET OUT OUR KEY OBJECTIVES AND THE ACTIVITIES WE CARRIED OUT OVER THE YEAR

1. Ensure the delivery of safeguarding services to adults at risk of abuse and neglect, with a particular emphasis on 'Making Safeguarding Personal'
2. Continue to build on the progress of our 'Relaunch Programme' by delivering a comprehensive self-improvement action plan to improve the effectiveness of the Board through a series of initiatives and programmes as a result of the Peer Review, including the below;
3. Continue and build on our focus on being recognised as leaders in safeguarding adults within the community and partners, including Elected Members, to improve engagement, communication, and awareness of safeguarding adult issues.
  - Carrying out a full business process review of public and partner Safeguarding referrals, with particular focus on triage, allocation from the Contact Centre and subsequent pathways
  - Undertaking a programme of training & awareness for key staff, with particular focus on who is responsible for the cases, including workshops for Unit in the Safeguarding staff, NHS Quality staff and Commissioners
  - Producing an effective pathway for Domestic Violence cases
  - Undertaking a review of resources & capacity to support the Board, analyse and make best use of data and intelligence and to ensure the SAB's Business Plans, Objectives & action plans are clear and effectively analysed, measured & monitored
  - Increasing collaboration within Merseyside/Liverpool City Region to increase capacity and expertise for Safeguarding Adult Reviews, with particular emphasis on identification, learning & intelligence
  - Increasing the links across the Transitional Safeguarding agenda





# SAFEGUARDING ADULTS IN ACTION

This section reviews some the work Safeguarding partners have delivered over the last 12 months, demonstrating the wider diversity of activity involved in delivering services to safeguard adults:

## UPDATE ON ANNUAL OBJECTIVES

Safeguarding continues to go from strength to strength, the main focus in the last 12 months was to ensure people's 'desired outcomes' and 'Making Safeguarding Personal' continues to be embedded in practice.

- The Safeguarding Adults Board produced its Annual Report 21/22, which set out its key objectives for the year ahead and shared data and updates from its achievements in the last 12 months. It is available on the St Helens Website.
- During National Safeguarding Week (November 22), a stall was set up in St Helens Town Centre to both raise awareness of Safeguarding Adults, and also understand what is meant by Safeguarding Adults locally. This linked into one of the SAB's key objectives in relation to the 'Relaunch Programme' in order to raise the profile of Safeguarding Adults in St Helens.
- Safeguarding training continues to be provided to a range of care providers and service users across St Helens.



# CASE STUDIES:

## CASE STUDY 1

Mr W is a man diagnosed with learning disabilities, he had a history of homelessness, but also spent time residing with his family and had a history of non-engagement with services. During a medical review he had disclosed he felt that he did not have full control over making his own decisions and believed that there were problems with his finances.

A safeguarding referral was made, and a multi-agency strategy meeting was called, a social worker was allocated to Mr W to assess his needs and determine his wishes and feelings. Mr W wanted to have more control over his life, however he was also afraid of any repercussions of reporting the abuse and did not wish to lose contact with his family. Mr W had capacity to make a number of key decisions in his life, however he lacked capacity in relation to the management of his finances, which would continue to increase the risk of financial exploitation.

Partner agencies included, DWP, Police, Housing, Homeless Team, GP, LD Team, and Adult Social Care who worked together to ensure Mr W had a wrap-around service and right advice and support at the right time. They worked in a sensitive way at Mr W's pace to build trust and ensure he did not disengage with services.

Mr W was supported to move into his own apartment with a package of care and has continued to maintain a good relationship with his family and have more control over his life.



## CASE STUDY 2

Mrs S is registered disabled and was a victim of domestic abuse.

A referral from the Primary Care IDVA identified the situation was quite dire as Mrs S did not really have any way of communicating with the outside world.

Disclosed to GP during the only time she was alone, Mrs S feared for her safety and wellbeing and was too scared to leave the relationship. It was determined that it would not be safe to have direct contact with Mrs S as the perpetrator was controlling almost every aspect of her life.

A strategy meeting was used to plan and coordinate the response as any contact with Mrs S as direct contact would increase the risk.

An assessment of need under Care Act 2014 was required to determine her care and support needs, it was planned how this could be managed covertly.

All those involved in the strategy meeting had a role in the covert response - and information was kept to this group to ensure that confidentiality was maintained and there was no risk of information being shared with the carer.

Mrs S was supported to make a move to alternative accommodation with the aid of the multi-agency team working together, including Housing and the Local Authority in the new area. Mrs S was supported to move and live free from abuse.



## ST HELENS SAFEGUARDING ADULTS TEAM

The Adult Safeguarding Unit has a key responsibility within the Local Authority under S42 of the Care Act 2014: to make enquires or ensure others do so if it believes the adult is at risk of abuse or neglect. The Safeguarding Adults Unit has a duty to arrange, where appropriate, for an Independent Advocate to represent and support an adult who is the subject of a safeguarding enquiry.

The team receive all the adult safeguarding referrals and have an initial discussion with the appropriate team manager/assistant team manager on the next actions to take. The team will make minimal enquiries if it is not clear that an

enquiry practitioner requires to be allocated from the outset. The team is responsible for chairing strategy meetings and following up any actions that are assigned during the strategy meeting. The team will signpost to other appropriate services/organisations as appropriate.

Under S43 of the Care Act 2014 Local Authorities are required to establish a Safeguarding Adults Board, the role and duty of the Board is to - ensure local safeguarding arrangements are in place, safeguarding practice is person centred and outcome focused. Work in partnership to protect adults from abuse and neglect, and ensure practice is continually improving.





## CHESHIRE & MERSEYSIDE INTEGRATED CARE BOARD (ICB) - ST HELENS PLACE

From the 1st of July 2022, St Helens Clinical Commissioning Group (CCG) along with the other 9 CCGs across the Cheshire and Merseyside region ceased to exist and was replaced by the Cheshire and Merseyside NHS Integrated Care Board (ICB). The ICB is a statutory organisation bringing the NHS together locally to improve population health and establish shared strategic priorities within the NHS. A key priority for 2022/23 was for the Designated Nurse - Safeguarding Adults to work collaboratively with the Designated Professionals across the ICB to ensure the continued and safe transfer of safeguarding responsibilities and duties.

During 2022/23 the whole health economy continued to face challenges due to the ongoing impact of COVID-19 and industrial action, health providers within the Borough responded to these challenges. Here in St Helens, a key part of that response was delivered through the ICB, which has a statutory duty to ensure that NHS commissioned services discharge their safeguarding adults responsibilities effectively.

The ICB ensured that provider organisations delivered a comprehensive service to safeguard adults at risk, including advice, training, and supervision. It also ensured that providers had up to date, comprehensive policies, and procedures in place, to raise awareness of abuse and neglect and to share knowledge of how to respond to safeguarding concerns. The ICB saw an increase in safeguarding adults' activity during 2022/23, evidenced by the commitment of ICB staff to maintain active engagement with the safeguarding adults agenda.

The ICB monitored training compliance and safeguarding activity against a range of key performance indicators to ensure that commissioned services were actively engaged in safeguarding adults work across the Borough. This work was underpinned by a wide-ranging governance framework, which ensured that safeguarding was at the heart of all provider organisations, from executive level through to the operational practice of staff.

As a key statutory partner, the ICB continued to be an active member of the Board, holding provider organisations to account, and chairing the critical Practice and Performance sub-group as well as the Safeguarding Health Forum, so that the Board was prepared to respond to national and local safeguarding issues. The ICB Quality Team Nurses worked collaboratively with the Local Authority Safeguarding Unit by providing clinical support to Section 42 Safeguarding enquiries and by implementing clinical quality improvement measures in St Helens care homes.

### Key achievements in 2022/23 have included;

- The safe transfer of safeguarding responsibilities and duties from St Helens CCG to the ICB
- Working collaboratively with the Local Authority Safeguarding Unit, to revise the Safeguarding Adult Multiagency Process, creation of the local Person in a Position of Trust policy and the Multiagency risk Assessment and management (MARAM) Process
- Continued partnership working with the Local Authority, Healthwatch St Helens and the Care Quality Commission to identify any thematic concerns in care homes, in order that focussed clinical quality support can be provided by the Quality Team
- Delivered bespoke training to Primary Care on the management of safeguarding adults abuse category - self-neglect
- Supported agencies to undertake learning whereby cases did not meet the threshold for a safeguarding adult review
- Continued to support the use of the Restore2 model in care homes to support staff to identify the deteriorating patient and support effective communication with GP Practices.





## THE LEARNING DISABILITIES MORTALITY REVIEW (LEDER) PROGRAMME

The Learning from Life and Deaths (LeDeR) programme was established to support local areas to review the deaths of people with learning disabilities, identify learning from those deaths, and take forward the learning into service improvement initiatives. It was implemented at the time of considerable spotlight on the deaths of patients in the NHS, and the introduction of the National Learning from Deaths Framework in England in 2017.

The programme has developed a robust review process for the deaths of people with learning disabilities aged 4 and upwards and adults with a diagnosis of Autism. A work plan was established based on themes and recommendations both locally and regionally, which will aim to improve our local services.

We continued to progress our business-as-usual caseload. Our performance was compliant with NHS England targeted timescales, and we have implemented a system wide approach to improving the health and social care experience of patients with learning disabilities.

From September 2022 the LeDeR programme transferred from each of the 9 places within the ICB. A shared LeDeR team was created between Greater Manchester and Cheshire and Merseyside ICB's and is hosted by Cheshire and Merseyside. This model enables partnerships working across a larger footprint and allows for larger data collection for enhanced learning.

Further information about the LeDeR programme can be found at: <http://www.leder.nhs.uk>





## MERSEYSIDE POLICE

Merseyside Police respond to and approach the protection of vulnerable people through Investigation and Safeguarding, with specialist departments for those disciplines. There are 14 strands of vulnerability of which Adults at Risk is one.

Specialist teams are responsible for the investigation of domestic abuse, sexual offences, hate crime, child protection, harmful practices, adults at risk, modern-day slavery etc.

A Vulnerability Hub for Merseyside works collaboratively with partners to deal with safeguarding in terms of assessment and pathways for referrals, initial child protection conferences, MASH, MARAC, and assessment and disclosure of DVDS etc.

But it is the responsibility of the whole force as one team to respond to vulnerability, from identification and referrals to appropriate agencies, to the most appropriate investigation in the circumstances, for example, investigation of elder financial abuse by the Economic Crime Team, or Investigations PVP for neglect cases.

Throughout 2022/2023, Police have worked with each of the Local Authority Safeguarding partners on events such as Safeguarding Week and Financial Abuse initiatives.

In 2022, Merseyside Police commenced a review of its operating model and delivery, the Community First Operational Review. The implementation of the changes agreed by Chief Officers started in April 2023.

Specifically in relation to Vulnerability, a Chief Superintendent was appointed (in addition to the existing Chief Superintendent with responsibility for Crime Investigations). Merseyside Police reviewed their Strategic aims in respect of Vulnerability and a new force governance meeting structure began in June 2022.

Further changes to how vulnerability is investigated, once meeting the threshold of a crime, are underway with the creation of teams of uniform investigators and accredited detectives working together under one command structure, to ensure consistent quality of service and greater focus to this area of policing. Of course, the force continues to enhance their partnerships and work collaboratively to safeguard, prevent and detect crime against those in our society who are most vulnerable.

Key priorities for the police in respect of Safeguarding Adults and bringing offenders to justice, include Domestic Abuse, Hate Crime, Financial Abuse and those who are considered most vulnerable under the Care Act, in that they are in need of care and support. We continue to build on the learning from Safeguarding reviews and training to better educate the workforce on the identification and referrals.

Merseyside Safeguarding Adult Review Group (MSARG) co-chaired by Police and Knowsley LA, continue to provide a further layer of oversight to the Local Authority's Safeguarding Adult Boards to provide good practice, consistency and consider Safeguarding Adult Reviews

independently and provide recommendations to the respective Local Authority Safeguarding Boards.

Police continue to work across the partnership in response to the national police response to VAWG, to pursue perpetrators through initiatives.

THE FORCE INSPECTION BY HMICFRS CONCLUDED WITH RESULTS PUBLISHED IN JULY 2022 GRADED US A GOOD IN HOW WE INVESTIGATE CRIME AND PROTECT VULNERABLE PEOPLE, SPECIFICALLY HOW "THE FORCE UNDERSTANDS THE NATURE AND SCALE OF VULNERABILITY. (THIS INCLUDES ALL TYPES OF VULNERABILITY E.G., OLDER PEOPLE, HATE CRIME, MENTAL ILL HEALTH, DOMESTIC ABUSE, CHILDREN, CHILD SEXUAL EXPLOITATION, MODERN DAY SLAVERY AND HUMAN TRAFFICKING ETC.)"





## TORUS HOUSING ASSOCIATION

Torus is proud to represent housing on St Helens Safeguarding Adults Board and is committed to contributing to and supporting the Board's aims and agenda.

Torus believes that safeguarding adults at risk of harm is everyone's business and as a landlord and service provider can play a significant role in identifying and responding appropriately to safeguarding concerns. We recognise that we are in a unique and privileged position to sometimes 'get behind the door' where other agencies may struggle and our Safeguarding Strategy 'Playing our Role' sets out how we aim to achieve our aims. These include:

We have a strong governance and leadership model and have recently merged our operational and strategic safeguarding groups to one Safeguarding Subcommittee, reporting to Torus Board. The subcommittee is made up of leads from across the organisation and drives our approach to safeguarding.

We ensure that all colleagues are able to identify and escalate safeguarding concerns through robust policies and procedures, mandatory safeguarding training, awareness raising events and have developed safeguarding resources for managers and their teams including 7-minute briefings.

**WE CONSULT WITH TENANTS VIA OUR TENANT VOICE GROUP ENSURING THAT THEY HAVE THE OPPORTUNITY TO INFLUENCE POLICY AND PRACTICE.**

We regularly complete internal audits and case reviews including 'near misses' to ensure we are maintaining standards of work and highlight opportunities for development and learning, ensuring this learning is disseminated to colleagues across the group.

Over the last year Torus has made significant progress towards achieving accreditation with the Domestic Abuse Housing Alliance (DAHA). The project is transforming how, as a housing provider, we respond to domestic abuse, and we aim to begin the accreditation process by the end of 2023.

We continue to support victims of domestic abuse, and their children, through the provision of essential specialist domestic abuse services including refuge accommodation, Independent Domestic Violence Advisor (IDVA) and Outreach services. We are proud to continue to deliver the multiagency domestic abuse training for professionals across the borough.

Our Housing services (Tenancy Sustainment, Staying Home, Housing and Safer Estates and Income) and Torus Foundation continue to provide support to the most vulnerable households, and we work closely with partners to both strategic and operational levels to support the identification and management of safeguarding concerns.

Over the next twelve months, we look forward to continuing strengthening our approach and ensuring the safety, health and wellbeing of our tenants, residents and customers.





## MERSEYSIDE FIRE & RESCUE SERVICE

During the period of this annual report, Merseyside Fire and Rescue Service (MFRS) have contributed to the national work being delivered around Safer Recruitment and Culture and Vetting of Fire and Rescue Service (FRS) staff (MFRS Chair the National Fire Chiefs Council (NFCC) Safeguarding Practitioner Group).

The role of Firefighter (and more broadly FRS staff) did not fall under the criteria of regulated activity and therefore the NFCC submitted a business case to the Home Office and Ministry of Justice to amend the Rehabilitation of Offenders Act 1974 (Exceptions). The business case was approved and heard in the House of Commons and subsequently in the House of Lords.

Fire and Rescue Services are now listed in the Rehabilitation of Offenders Act 1974 (Exceptions) and as such, all FRS employees are eligible for a minimum of Standard Disclosure and Barring Service (DBS) checks. This new eligibility augments existing access to Basic DBS for all FRS employees and Enhanced DBS with a check of the relevant adults' or children's barred list for those employees who do undertake regulated activity.

In addition to the legislative change and following consultation with key stakeholders, the NFCC Safeguarding Board has produced national guidance to support this, these being:

- Managing Allegations Guidance;
- Positive Disclosure Risk Assessment Guidance; and
- Joint Guidance on DVS Eligibility Checks for FRS roles.

NFCC have also created a 'Safer Recruitment Train the Trainer' course that will be Continuing Professional Development (CPD) Service accredited and delivered to Safeguarding and HR Professionals across the 43 Fire and Rescue Services in the United Kingdom.

IT IS HOPED THAT THE WORK ABOVE WILL ASSURE THE ST HELENS SAFEGUARDING ADULTS BOARD OF ITS COMMITMENT TO SAFEGUARDING THE COMMUNITIES OF ST HELENS BY STRENGTHENING OUR SAFER RECRUITMENT POLICY AND PROCESSES.

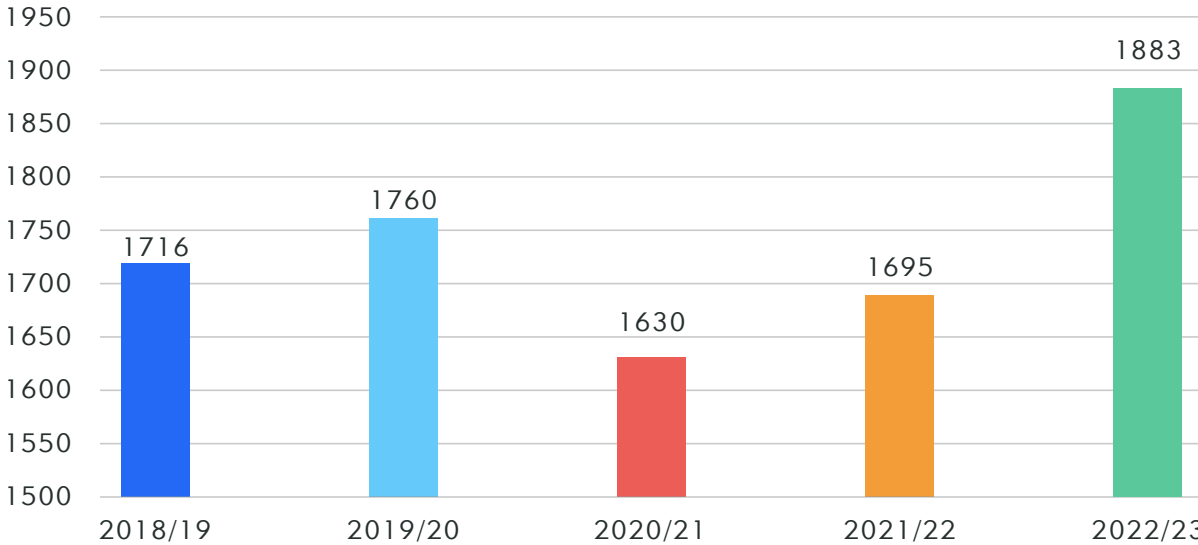




PERFORMANCE AND ACTIVITY INFORMATION 2023/23

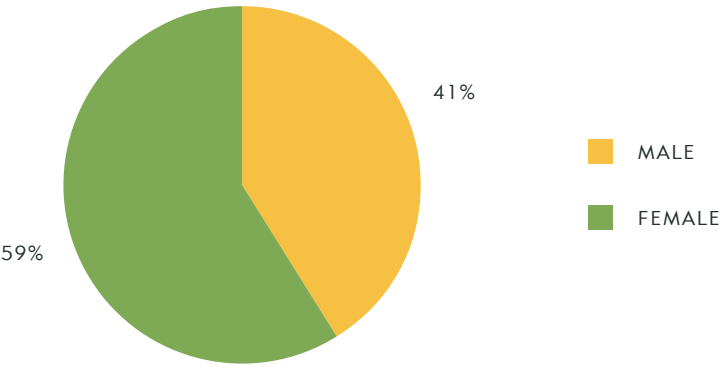
This Section of the Report sets out key data in relation to Safeguarding Adults in St Helens, together with explanatory commentary.

NUMBER OF CONCERNS PER YEAR



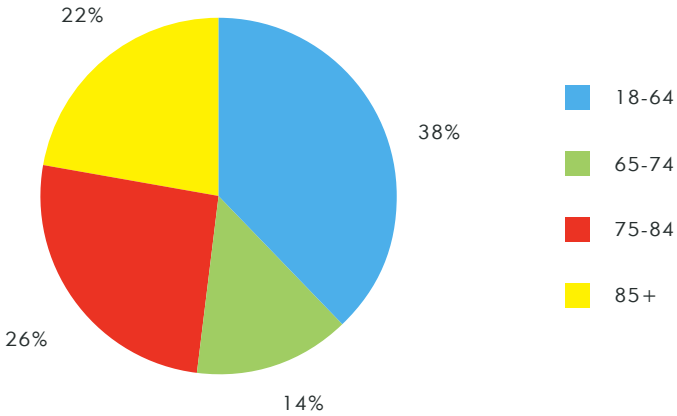
The total number of concerns this year has increased by 11% compared to 21/22. There was an average of 470 concerns per reporting quarter for 22/23. Every year prior to Covid there was an increase in referrals with the exception of 20/21. The increase in referrals could be attributed to raising Safeguarding awareness, sharing learning from SARs, providing ongoing training, development sessions, etc. The cost of living crisis may also have impacted this figure as may returning to pre-pandemic lifestyles.

SERVICE USER GENDER



The percentage of female service users has decreased slightly to 59% compared to 62% last year.

SERVICE USER AGE

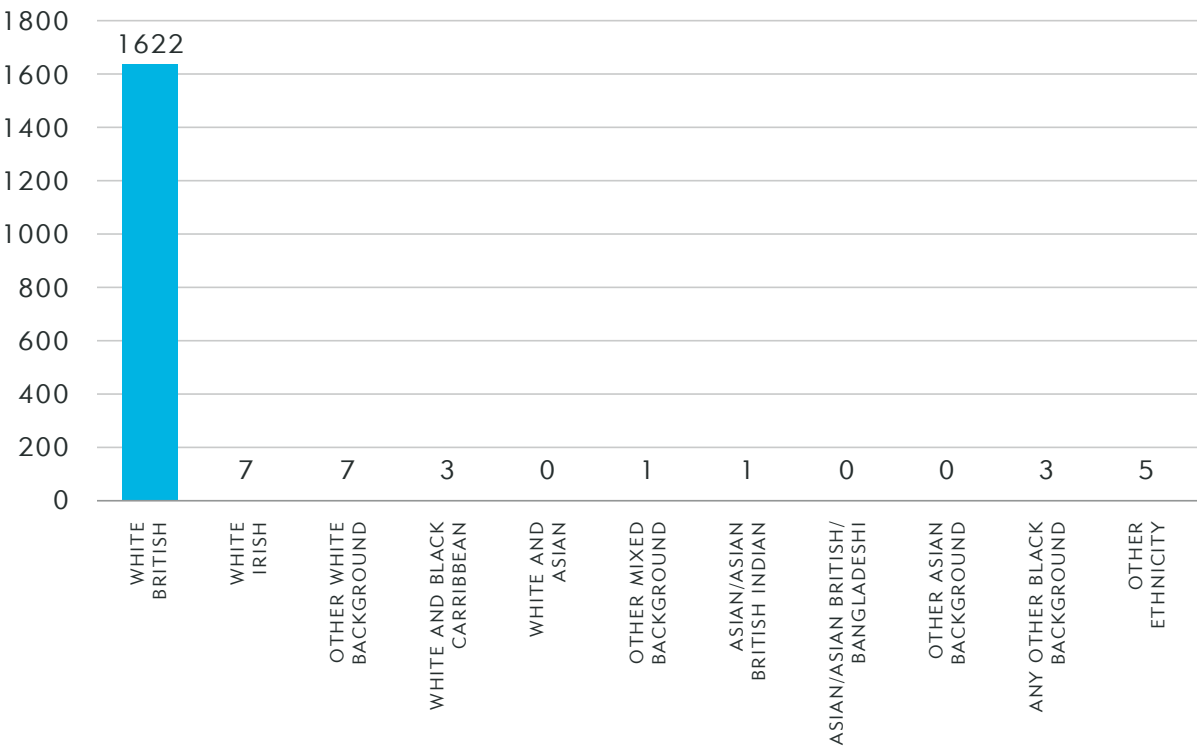


The service user ages have remained consistent compared with previous years, with 37.9% of referrals once again being made for people aged 18-64. 62.1% of concerns were made for people aged 65+.

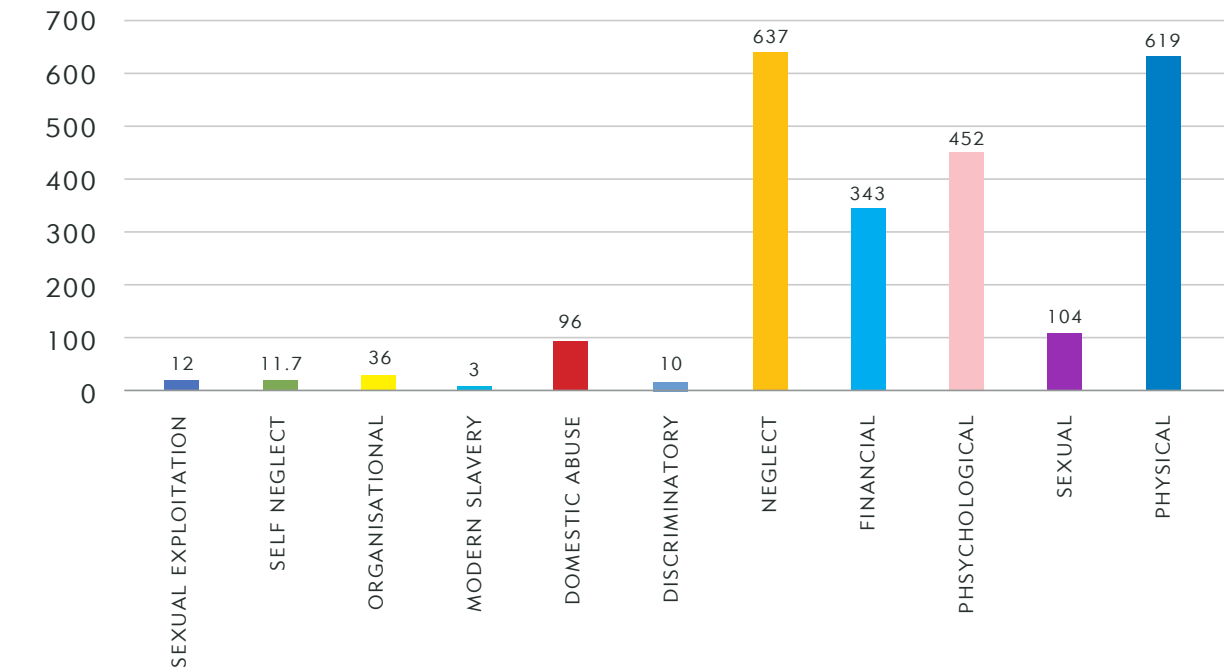
SERVICE USER ETHNICITY

There has been a decrease from last year's figure of 37 service users from the BAME community to 20 (1.06%) however, there has been an increase in cases whereby the ethnicity of the service user was not obtained or declared, we are working to make this a mandatory field.

St Helens State of the Borough 2022 states that the adult population of St Helens is 181,095 and 98% of St Helens adults consider themselves to be White British.



NATURE OF ABUSE



Neglect is the highest category of abuse whereby in previous years this was physical abuse. A large proportion of referrals identify more than one type of abuse

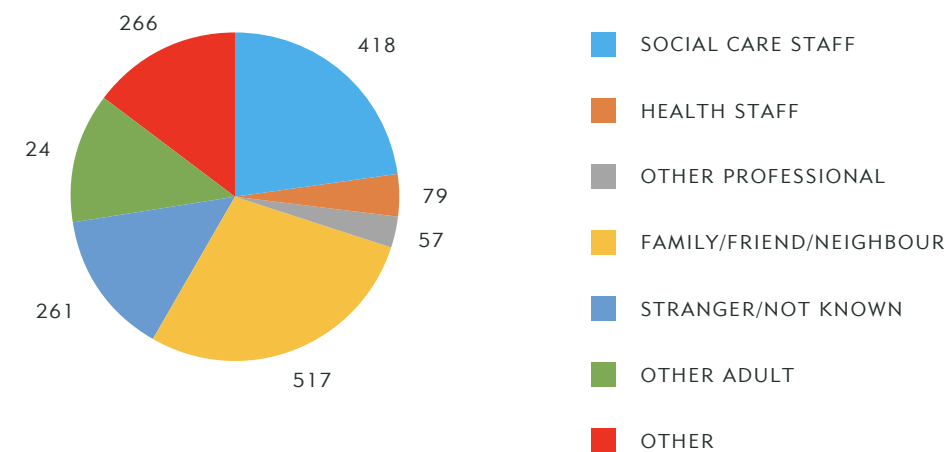
Domestic abuse may include financial, physical, sexual, emotional or all elements of abuse.

Concerns regarding discriminatory abuse, modern slavery and sexual exploitation have once again continued to be low.

Concerns regarding self-neglect have increased by 74% (117). A recent self-neglect audit has been completed, self-neglect training has been implemented and learning from SARs shared.



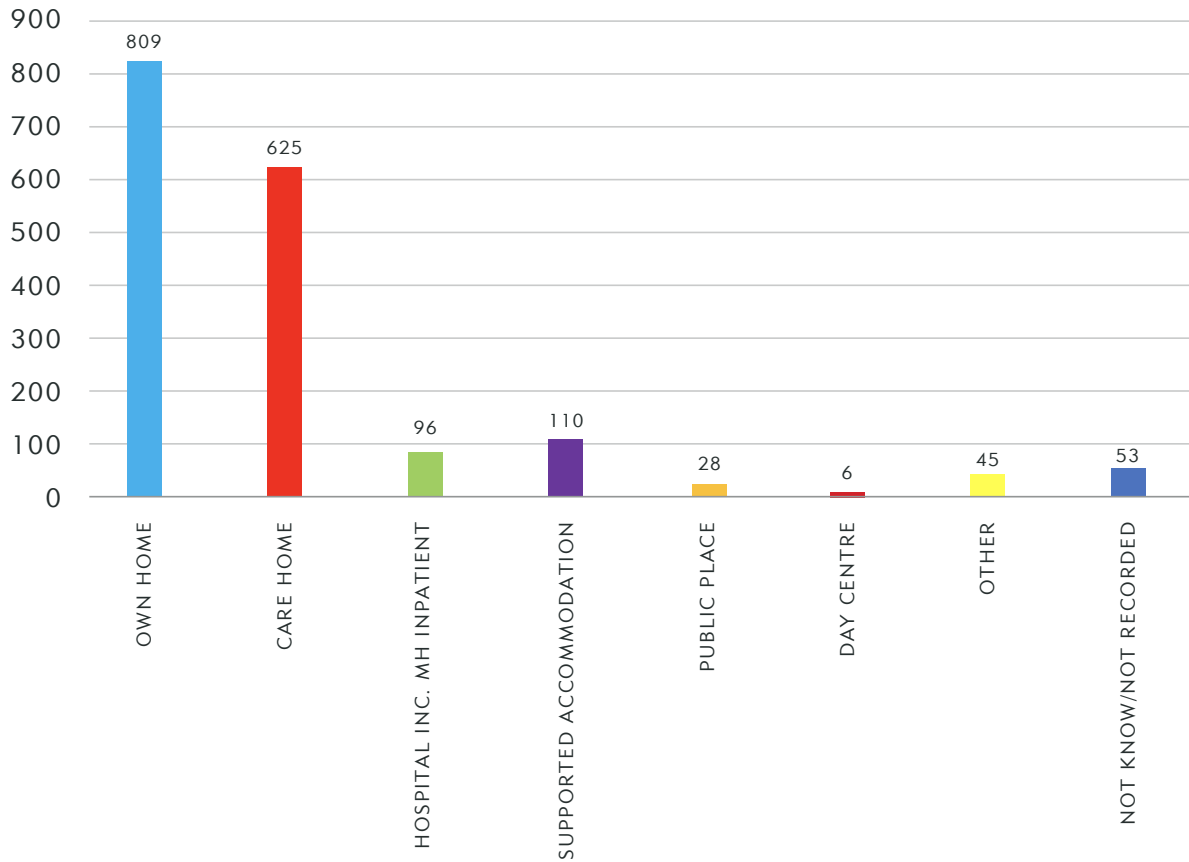
ALLEGED PERPETRATOR



There has been 28% of referrals where family/friend or the neighbour was the alleged perpetrator compared to 20% last year.

In cases where the perpetrator is categorised as “not known” this is often due to the fact that numerous professionals/agencies/family members have access to the service user therefore a named alleged perpetrator cannot be identified.

LOCATION OF ABUSE



The location of abuse - own home, is once again the highest which remains consistent with previous years.

FINANCIAL INFORMATION

St Helens Borough Council has continued to provide substantial financial support for the management of the Board and associated administrative costs of the Board and Sub-Groups. There are additional financial contributions from St Helens Clinical Commissioning Group and Merseyside Police. Wider Partners contribute by actively engaging with and supporting the Board to achieve its Priorities and Objectives.

The table below shows the contributions for the Adult Safeguarding Unit:

Agency	Contribution
Cheshire and Merseyside ICB	£25,000
Merseyside Police	£21,000
St Helens Borough Council	£413,279
Total Costs	£459,279

The majority of the spend £449,132.15 is on staffing costs, there are currently 7 members of staff within the Safeguarding Team. Other costs include equipment and supplies and costs of promoting the service.







## **SAFEGUARDING IS EVERYONE'S BUSINESS**

IF SOMEONE KNOWS THAT ABUSE  
OR NEGLECT IS HAPPENING  
THEY MUST ACT UPON THAT KNOWLEDGE,  
NOT WAIT TO BE ASKED FOR INFORMATION.

CARE ACT GUIDANCE SECTION 14.185 (UPDATED OCTOBER 2018)

## **8. LOOKING AHEAD – 3-YEAR STRATEGIC PRIORITIES 2023/26 & ANNUAL OBJECTIVES 2023/24**

The Care Act 2014 requires that, in addition to providing an Annual Report, the Board also reviews its 3-year Strategic Priorities and sets out the Annual Objectives that it will undertake to achieve those priorities. This Section sets out those Priorities and Objectives.

On the next page we will set out the SAB Priorities and Objectives:

	WHAT WE WILL DO	ACTIONS TO BE DELIVERED	WHO IS RESPONSIBLE FOR ACTIONS?	WHAT DIFFERENCE DO WE WANT TO MAKE?
<div>PRIORITY</div> <div>1</div> <div>CUSTOMER EXPERIENCES AND OUTCOMES</div>	<div>MAKE SAFEGUARDING PERSONAL AND SUPPORT ADULTS AT RISK TO ACHIEVE THE OUTCOMES THEY WISH</div>	<ol style="list-style-type: none"> <li><b>We will</b> ensure the delivery of safeguarding services to adults at risk of abuse and neglect , with a particular emphasis on MSP.</li> <li><b>We will</b> ensure all services focus on the voice of the person and evidence where possible the voice of the person has been listened to.</li> <li><b>We will</b> carry out evidence-based audits to ensure that Making Safeguarding Personal is embedded in practice.</li> <li><b>We will</b> provide training to focus on the voice of the service user.</li> </ol>	<ol style="list-style-type: none"> <li>Performance and Practice</li> <li>Engagement and Communication</li> <li>Performance and Practice</li> <li>Training and Development</li> </ol>	<ol style="list-style-type: none"> <li><b>So that</b> service users are at the heart of decision making.</li> <li><b>So that</b> we achieve positive outcomes.</li> <li><b>So that</b> we better understand risk and take action to mitigate this risk.</li> <li><b>So that</b> there is a consistent approach to practice.</li> </ol>
<div>PRIORITY</div> <div>2</div> <div>PROCESSES, PROCEDURES AND EVALUATION</div>	<div>TO ADAPT OUR APPROACH TO SAFEGUARDING ADULTS TO RESPOND TO EMERGING SOCIETAL TRENDS, PRIORITIES, REPORTS AND GUIDANCE AND DEVELOPING INNOVATIVE IDEAS TO IMPROVE THE EFFICIENCY AND EFFECTIVENESS OF OPERATIONAL SERVICES</div>	<ol style="list-style-type: none"> <li><b>We will</b> continue to build on the progress of our 'relaunch programme' by delivering a comprehensive self-improvement action plan to improve the effectiveness of the board, focussing on a series of initiatives and programmes following a comprehensive peer review.</li> <li><b>We will</b> review processes and procedures every 12 months and ensure they respond to emerging themes.</li> <li><b>We will</b> look at trends and themes collectively and analyse them.</li> <li><b>We will</b> complete a series of case reviews and identify any learning (not SARs).</li> <li><b>We will</b> develop a questionnaire for agency feedback to identify any issues with the referral process.</li> </ol>	<ol style="list-style-type: none"> <li>Strategic Leads</li> <li>Strategic Leads</li> <li>Performance and Practice</li> <li>Training and Development</li> <li>Engagement and Communication</li> </ol>	<ol style="list-style-type: none"> <li><b>So that</b> we are assured that the SAB is functioning to its full capacity.</li> <li><b>So that</b> we increase awareness of local priorities.</li> <li><b>So that</b> we identify good practice and areas for improvement.</li> <li><b>So that</b> we ensure any learning is embedded in practice.</li> <li><b>So that</b> there is clear understanding of safeguarding criteria, and we work collaboratively to address issues raised by partners.</li> </ol>
<div>PRIORITY</div> <div>3</div> <div>ORGANISATIONS, PROFESSIONALS AND COMMUNITIES</div>	<div>TO PROVIDE CONSISTENT LEADERSHIP FOCUSING ON POSITIVE OUTCOMES FOR THOSE USING OUR SERVICES</div>	<ol style="list-style-type: none"> <li><b>We will</b> increase collaboration with Cheshire and Mersey to increase capacity and expertise for Safeguarding Adult Reviews, with particular emphasis on identification, learning and intelligence.</li> <li><b>We will</b> increase the links across the transitional Safeguarding agenda and strengthen collaboration between the Safeguarding Children Partnership and Safeguarding Adults Board.</li> <li><b>We will</b> continue to build our focus as being recognised as leaders within the community and with partners, including the Elected Member, to improve engagement, communication and awareness of safeguarding adult issues.</li> <li><b>We will</b> use meaningful performance indicators and local data sets to understand the profile of abuse and neglect of people with care and support need.</li> <li><b>We will</b> continue to provide ongoing training when implementing any new processes, procedure or policy following any cases whereby learning has been identified.</li> </ol>	<ol style="list-style-type: none"> <li>MSARG</li> <li>Strategic Leads</li> <li>Engagement and Communication</li> <li>Performance and Practice</li> <li>Training and Development</li> </ol>	<ol style="list-style-type: none"> <li><b>So that</b> we provide a consistent approach to SARs across the Mersey City Region.</li> <li><b>So that</b> we provide support to those children/ young people transitioning to adulthood.</li> <li><b>So that</b> we continue to be accountable.</li> <li><b>So that</b> we learn from other areas, SABs, children services, etc.</li> <li><b>So that</b> we maintain efficient and effective standards of the services provided and that they are of a high quality.</li> </ol>
<div>PRIORITY</div> <div>4</div> <div>WORKING COLLABORATIVELY WITH OTHERS TO MAKE THE BEST USE OF RESOURCES</div>	<div>TO BE RECOGNISED AS THE LEADERS IN THE FIELD OF SAFEGUARDING ADULTS IN ST HELENS BY PROVIDING EXCELLENT STANDARDS OF PARTNERSHIP WORKING AND ENGAGING WITH OUR COMMUNITY, BUILDING AWARENESS AND CONFIDENCE IN OUR SAFEGUARDING SERVICE</div>	<ol style="list-style-type: none"> <li><b>We will</b> undertake a programme of training and awareness for all staff, with particular focus on those responsible for cases, including workshops for staff, NHS quality staff and Commissioners.</li> <li><b>We will</b> undertake a review of resources and capacity to support the Board, making the best use of data and intelligence and to ensure the Boards priorities, business plan, objectives and action plans are analysed, measured and monitored effectively.</li> <li><b>We will</b> continue to review and develop policies and procedures to enhance outcomes for service users and ensure new processes are embedded in practice - MARAM.</li> <li><b>We will</b> develop a decision-making tool to ensure that all practitioners understand safeguarding criteria and identify alternative solutions to manage risk.</li> </ol>	<ol style="list-style-type: none"> <li>Training and Development</li> <li>Strategic Leads</li> <li>Strategic Leads</li> <li>Performance and Practice</li> </ol>	<ol style="list-style-type: none"> <li><b>So that</b> all agencies have awareness and a working knowledge of safeguarding policies and procedures.</li> <li><b>So that</b> we have best use of resources.</li> <li><b>So that</b> we ensure service users get the best outcome in the most streamlined way.</li> <li><b>So that</b> it is clear from the referral the risk identified early in the process and when appropriate cases are signposted to the appropriate service and support is given to mitigate risk.</li> </ol>



ST HELENS  
BOROUGH COUNCIL



ST HELENS  
SAFEGUARDING  
ADULTS