



# Lancashire

# Safeguarding Adults Board

## Annual Report: 2023-24

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## 1. Foreword

**I am very pleased to introduce the Lancashire Safeguarding Adults Board Annual Report covering the period April 2023 to March 2024. I now seek to assure you on the pace, focus and commitment of our Board (and its members) in delivering against our three core duties, as defined in the Care Act 2014:**

1. To develop and publish a strategic plan.
2. To publish an annual report, detailing our progress on delivering our strategic plan.
3. Commissioning Safeguarding Adult Reviews (SAR's) for any cases which meet a set criteria.

This annual report celebrates our achievements and highlights our challenges. It also provides updates on progress made against our three strategic aims: Innovation in Safeguarding, Effective Safeguarding and Listening, Learning and Delivering. I am pleased to report that good progress has been made against these strategic aims, delivered through a planned programme of work ensuring that we continue to meet our statutory duties. The foundation for our progress began with a partnership development day held on the 22<sup>nd</sup> June 2023, where we agreed our three year [strategic plan](#)

This report outlines progress against our strategic plan, how we have strengthened our approach to communication and engagement, supporting partners in offering training, multi-agency safeguarding resources and opportunities for learning and reflection through Safeguarding Adults Reviews (SAR's). We have also developed new approaches to seek feedback on the lived experience of individuals that have been through the safeguarding process and will continue to build on this work over the next twelve months inviting people with lived experience to our Board and using feedback from the Healthwatch [Safeguarding Voices Project](#). This project has also incorporated the views of practitioners working across Lancashire and we have incorporated their views into our work programme going forward.

Partners continue to support the process of learning and improvement obtained through the SAR process. This report highlights information on SARs that have been commissioned or undertaken by the board during the year. Partners continue to provide information to the board on actions taken as a result of these reviews to embed learning and improvement. In September 2023 statutory partners, supported by our business unit, completed a comprehensive review of open recommendations, ensuring effective action was being taken, and potential learning progressed through guidance e.g. Seven Minute Briefings, and also wider, longer term training programmes such as the AQUA Project.

Services across Lancashire continue to operate under significant pressure; the challenges brought about by the cost-of-living crisis, continued demographic changes and other external factors, all contribute to this sustained demand. Our partners continue to deliver personalised and person-centred services to residents across Lancashire despite the pressures brought about by these external influences. I would like to take this opportunity to thank them for their commitment to working together in order to keep people safe, free from abuse and neglect across Lancashire during these difficult times. We continue to build on our approach in seeking assurance from partner agencies on their safeguarding arrangements and I am grateful to them for sharing their successes and challenges while delivering against our strategic plan. This has helped to ensure that we learn from one another; build on good practice as well as understanding any risks, and where appropriate mitigating against these risks.

This has been my first year as Independent Chair for The Lancashire Safeguarding Adults Board, and I look forward to many more. Working with LSAB Business Unit and board members we will continue on our journey in the delivery of our strategic plan, driving improvement and ensure safeguarding arrangements are the very best they can be for the people of Lancashire.

Steve Chapman  
Independent Chair, Lancashire Safeguarding Adults Board

## 2. The Board – Purpose & Structure

### 2.1 Purpose of the Board

The Lancashire Safeguarding Adults Board (LSAB) has a strategic role that is greater than the sum of the operational duties of the core partners. It oversees and leads adult safeguarding across the locality and takes an interest in a range of matters that contribute to the prevention of abuse and neglect. The LSAB will need intelligence on safeguarding in all providers of health and social care in its locality (not just those with whom its members commission or contract).

It is important that Board partners feel able to challenge each other and other organisations where it believes that their actions or inactions are increasing or contributing to the risk of abuse or neglect. This will include commissioners, as well as providers of services.

The Care Act 2014 requires a local authority to establish a Safeguarding Adults Board (SAB), which aims to help and protect individuals who it believes to have care and support needs and who are at risk of neglect and abuse and are unable to protect themselves, and to promote their wellbeing. Section 43 (3) sets out how the SAB should seek to achieve its objective, through the co-ordination of members' activities in relation to safeguarding and ensuring the effectiveness of what those members do for safeguarding purposes.

A SAB may undertake any lawful activity which may help it achieve its objective. Section 43 (4) sets out the functions which a SAB can exercise in pursuit of its objective and those of its members. Section 43 (5) Schedule 2 includes provision about the membership, funding and other resources, strategy and annual report of a SAB. Section 43 (6) acknowledges that two or more local authorities may establish a SAB for their combined geographical area of responsibility.

<https://www.legislation.gov.uk/ukpga/2014/23/section/43>.

**Six principles are set out in the Care Act 2014:**

<b>Empowerment</b>	<b>Prevention</b>	<b>Proportionality</b>
<b>Protection</b>	<b>Partnership</b>	<b>Accountability</b>

### 2.2 Core Duties

The Board has three core duties under the Care Act 2014:



### 2.3 What will we do?

Our vision is that as Partner organisations we will work together to protect people in our communities to promote wellbeing and rights being supported, safe from abuse and neglect.

### 2.4 Aims and Principles of Cooperation

Working together to ensure adults at risk are:

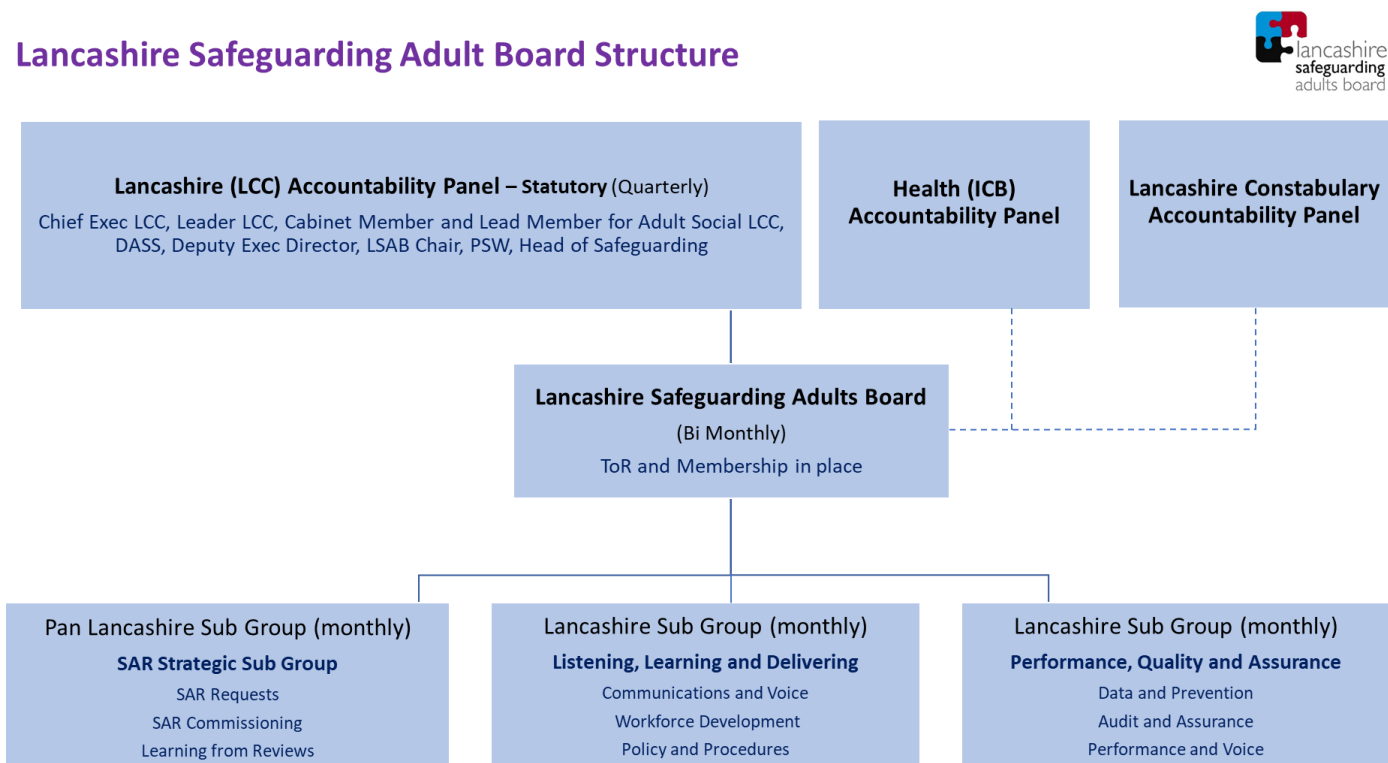
- safe and able to protect themselves
- treated fairly and with dignity and respect protected
- able to easily access support, protection and services.

## 2.5 Partnership Structure

The LSAB is supported by an Independent Chair to oversee the work of the Board, to provide leadership, offer constructive challenge, and ensure independence. The day-to-day work of the Board is undertaken by the Sub Groups and the Business Unit. From January 2024, following an effectiveness review the Joint Partnership Business Unit (JPBU) was dis-established and became the Lancashire Safeguarding Business Unit (LSBU).

The LSBU supports the operational running of these arrangements and manages the Board on behalf of the multi-agency partnership. The Board facilitate joint working, ensure effective safeguarding work across the region, and provide consistency for our partners who work across Pan Lancashire (Blackburn with Darwen, Blackpool and Lancashire).

As part of the effectiveness review, changes to the governance structure came about from the start of the financial year and established the following structure:

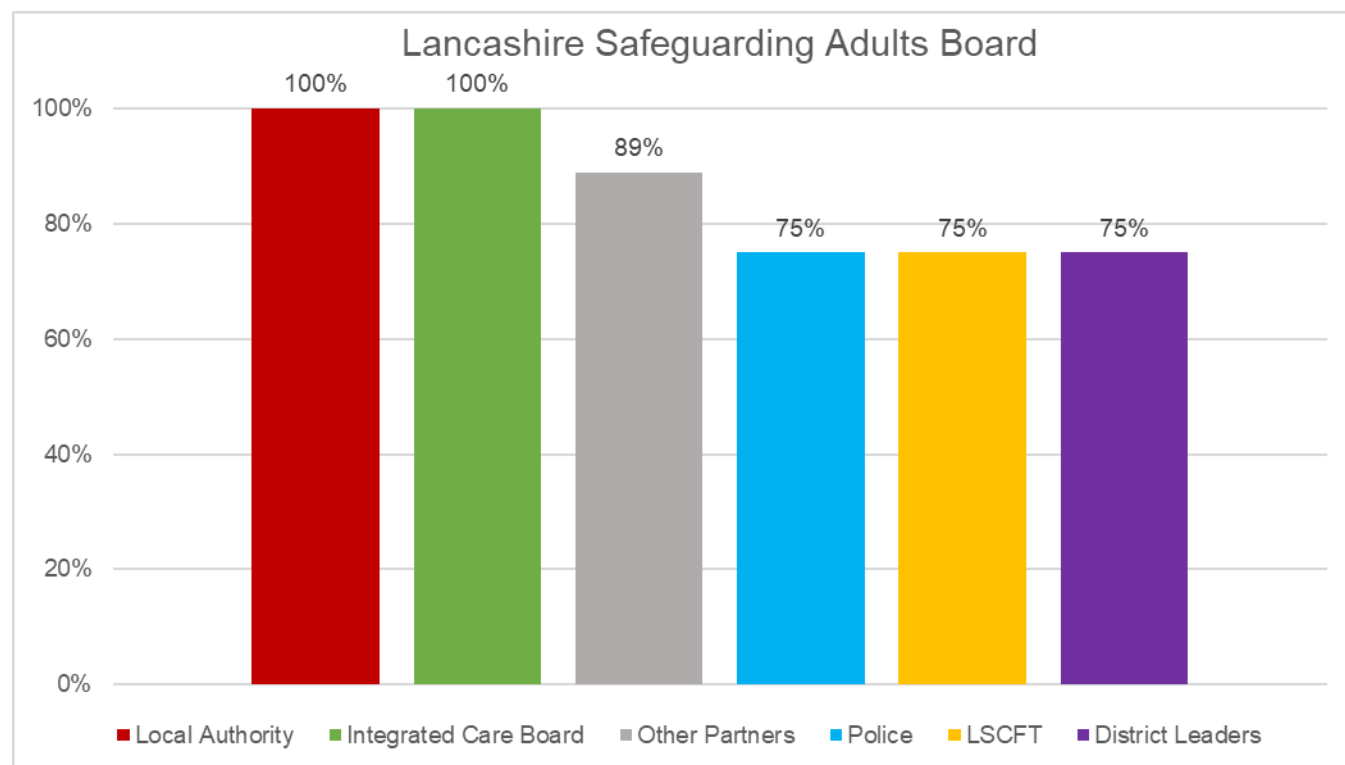


## 2.6 Lancashire Safeguarding Adults Board Members

- Lancashire County Council
- Lancashire and South Cumbria Integrated Care Board
- Lancashire Constabulary
- Lancashire & South Cumbria Foundation Trust (LSCFT)
- Southport & Ormskirk Hospital Trust (SOHT)
- Lancashire Fire & Rescue Service (LFRS)
- North West Ambulance Service (Nwas)
- Healthwatch Lancashire
- District Councils
- Department for Work & Pensions (DWP)
- Progress Housing Group (PHG)

- National Probation
- His Majesty's Prisons (HMP)
- Lancashire Women

## LSAB Attendance for 2023/24



## 2.7 Sub groups

The Sub groups were also subject to the effectiveness review, and in the first quarter of 2023/24 the previous pan-Lancashire sub groups, covering Blackburn with Darwen, Blackpool and Lancashire were closed. In Lancashire they were replaced with the following Subgroups to support agreed business priorities:

- Listening, Learning and Delivering Sub Group (Lancashire)
- Performance, Quality and Assurance Sub Group (Lancashire)
- SAR Strategic Sub Group (pan-Lancashire).

### Listening, Learning and Delivering Sub Group (Lancashire)

The subgroup met monthly from September 2023, and have met on six occasions.

Key objectives are:

- To develop website to support access by public and workforce to support needs and awareness, including policy development
- To develop and deliver a communications strategy to support safeguarding in Lancashire
- To develop and deliver a workforce plan to support safeguarding in Lancashire
- To identify and support quality learning from SARs to improve services and multi-agency working for adults at risk and their families across Lancashire

Key achievements from the group have included:

- Safeguarding Voices commission through Healthwatch Together
- Self Neglect Commission (due to present findings May 2024)
- Mental Capacity Act activity (MCA week of action held new task and finish group planned)
- Safeguarding Adults Week Campaign 2023, with campaign plan in development for 2024/25

#### Performance, Quality and Assurance Sub Group (Lancashire)

The subgroup met monthly from September and have met on seven occasions.

Key Objectives are:

- To develop a performance framework to capture safeguarding activity at multi agency level, including measures for both qualitative and quantitative
- To establish an audit and assurance programme, and seek assurance on delivery
- To consider data across key areas of the partnership to identify areas of improvement and best practice

Key achievements from the group have included:

- Development of a Data Dashboard to support data on safeguarding activity
- Supporting LSAB Risk management with key data and support on mitigations
- Established an audit and assurance approach and plan of activity

#### SAR Strategic Sub Group (pan-Lancashire)

The subgroup met monthly from April 2023 and have met on eight occasions

Key objectives are:

- To agree a robust process in consultation with Safeguarding Adults Board partners for; SAR Referrals; Consideration meetings, Commissioning Independent Reviewers; appropriate methodologies for completing SARs commissioned on behalf of Safeguarding Adults Boards across Pan Lancashire.
- Where a SAR is recommended, identify key issues for consideration, actions from previous SARs which are in line with Terms of Reference where relevant themes have occurred.
- Be informed of the Terms of Reference for the SAR Panel, draft recommendations and draft SAR reports
- Monitor the delivery of SARs in line with statutory timescales; escalate to Safeguarding Adults Board Chairs as appropriate.
- Regular assurance to be gained from Safeguarding Adults Board sub group/SAR action planning groups, who have responsibility to lead on recommendations, to report progress into Safeguarding Adults Board
- Advise Safeguarding Adults Board and sub-groups of emerging themes from SARs and referrals (pan-Lancashire).

Key achievements from the group have included:

- Review and improvement to Safeguarding Adult Review Process, including the SCIE Quality Markers in approach to support best practice, ensuring family involvement and making safeguarding personal are at the heart of the process;
- Established regular reporting activity from all three areas to ensure that referrals are progressed
- Supporting new approaches to reviews including the trial of the SAR in Rapid Time model (SARiRT)

## 3. What is Safeguarding?

3.1 Section 42 of the [Care Act 2014](#) requires that each local authority must make enquiries (or cause others to do so) if it believes an adult is experiencing, or is at risk of, abuse or neglect.

This applies where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)

- has needs for care and support (whether or not the authority is meeting any of those needs)
- is experiencing, or is at risk of, abuse or neglect and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it (Care Act 2014, section 42).

When an allegation about abuse or neglect has been made, enquiries are led by a qualified social worker to find out what, if anything, has happened. The enquiry will seek to establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.

### 3.2 Who can raise a safeguarding concern?

Anyone can raise a concern about a vulnerable adult with care and support needs who is at risk of abuse or neglect.

This may be family or friend, a carer, a professional working with adults with care and support needs or somebody who thinks they have been abused. It may even be a tradesperson or a member of the public seeing something in a health/care setting or home.

Alternatively, if a person has contacted other professionals (such as the police, health services or voluntary organisations) and there is concern that abuse is taking place, those agencies will also raise a concern.

### 3.3 How to raise a safeguarding concern in Lancashire

There are a number of ways a safeguarding concern can be raised.



Whether you are a member of the public or a professional, you can contact the Customer Access Service using the dedicated safeguarding line 0300 123 6721 and follow the options applicable to you.



Alternatively, you can visit the website at [www.lancashire.gov.uk/health-and-social-care/adult-social-care/report-a-concern-about-an-adult/](http://www.lancashire.gov.uk/health-and-social-care/adult-social-care/report-a-concern-about-an-adult/) Here you will find information about Safeguarding including how to identify abuse and the types of abuse that can occur. There is also information on the Safeguarding process.

## 4. Activity and Performance Information

### 4.1 Local Context and Background

Lancashire is in the North West of England and is a shire county and "2-tier authority", meaning it is controlled by a county council (Lancashire County Council), and 12 local government district councils.

The Joint strategic needs assessment (JSNA) can be found [here](#) and this report states that Lancashire County Council provides long-term adult social care services to over 23,000 people each year. Over 15,000 people receive services enabling them to live at home (including home care, day care, direct



payments, transport, meals and respite care), over 6,000 are supported in residential care and over 2,000 are supported in nursing care.

Recent surveys conducted with both carers and service users in Lancashire-12 indicate high levels of satisfaction generally with the adult social care services received, though satisfaction levels have shown a slight decrease from previous years. This in part may be a reflection of the difficulties in maintaining a high-quality service when resources are being stretched.

The population for the Lancashire-12 area, percentage increase is projected to be 8.6%, with the number expected to reach 1.31 million. These increases have been revised up from the previous projections. The estimated increases for both areas are similar to the average for the North West, 8.5%, but well below the expected increase for England of 10.4%. Chorley (17.8%), Fylde (16%), Ribble Valley (13.3%) and Rossendale (12.6%) are predicted increases above the England average. In the Lancashire-12 area, West Lancashire is predicted the lowest increase (3.8%).

Analysis by age shows that, the number of children aged 0 to 15 will peak in 2022 and then decline. The working age population is predicted to peak in 2032 and the older population are predicted to continue to increase, with more in the 85 and over bracket each year as life expectancy increases over the period. The old age dependency ratio (number of people on state pension per 1,000 people of working age), is predicted to increase in every district over the period of the projection, with Wyre seeing the largest increase from 489 in 2018 to 630 in 2043.

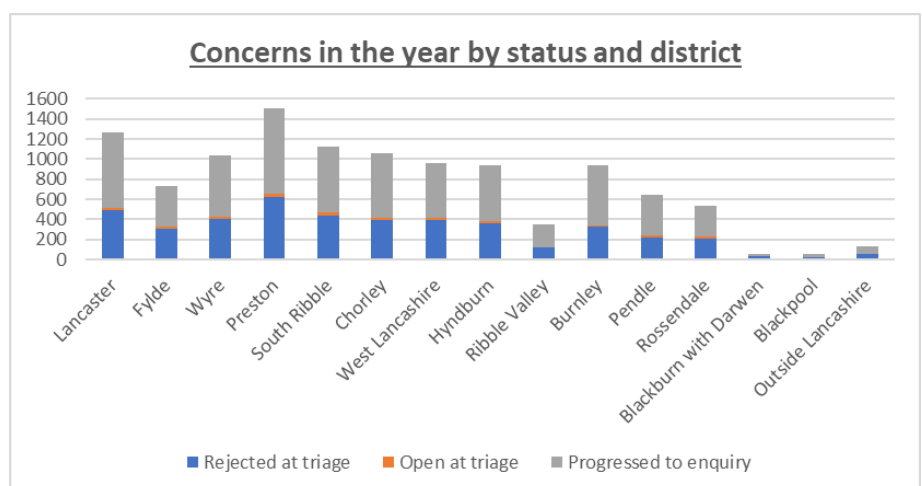
Census 2021 data on ethnicity shows that the single largest ethnicity across the Lancashire-12 area was White British at 88.9% (1.10 million), a decrease from 92.3% (1.08 million) in the Census 2011, which is similar to England and Wales. The next most common ethnic group across the Lancashire-12 identified as 'Asian, Asian British or Asian Welsh' (8.1% = 100,031) of the overall Lancashire-12 population, up from 6.1% (71,054 people) in 2011. The districts with the highest proportions were Pendle 19% (16,807), Preston 16% (21,732), Burnley 11% (9,578), Hyndburn 11% (9,007), and Rossendale 5% (3,396).

Preston was the only district where the percentage of the Black, African, Caribbean or Black British population exceed 1% of the total population, at 1.2% (1,676 people). Preston also contained the highest percentage of Mixed or Multiple ethnic groups, 2.4% (3,326), and people of 'Other' ethnicities, 0.8% (1,053 people).

### Safeguarding Activity

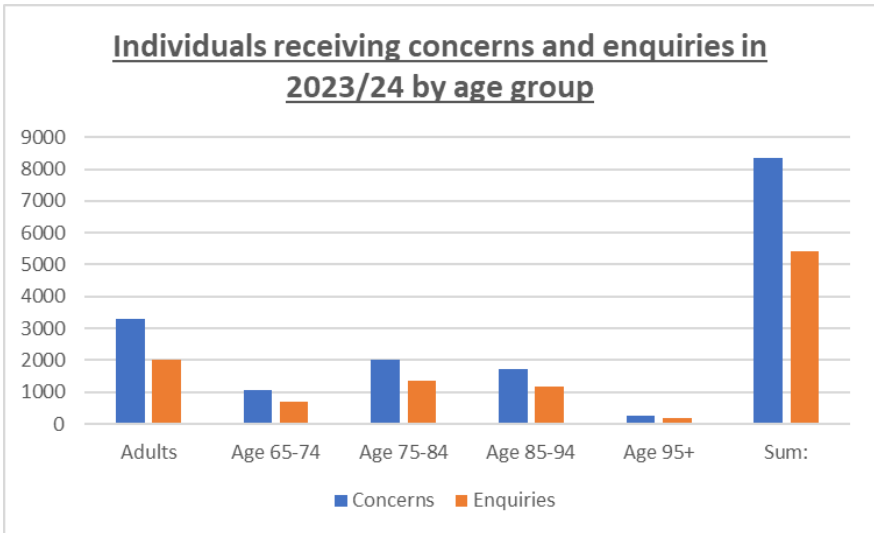
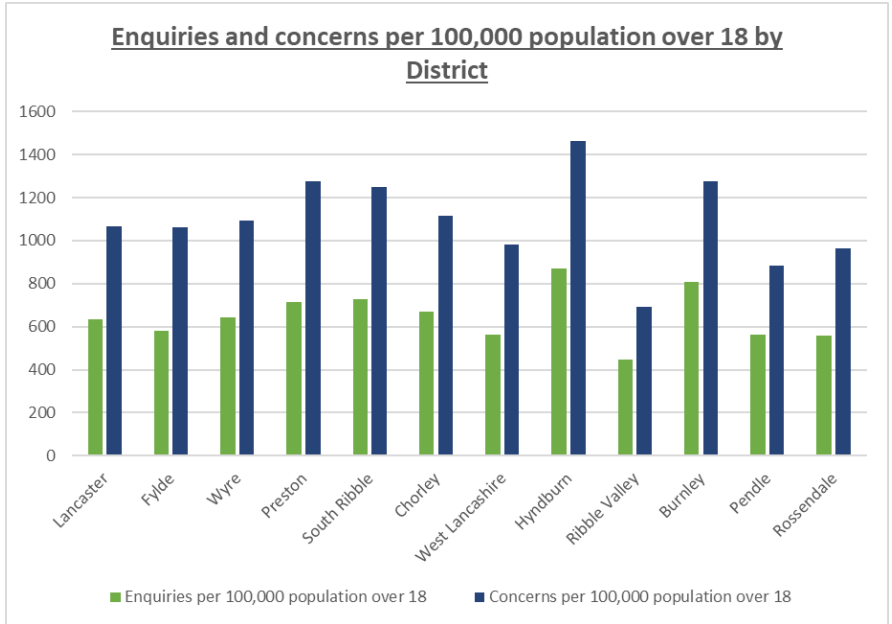
This table shows a breakdown of the concerns and enquiries by District area, including enquiries made to Lancashire relating to other areas such as Blackpool and Blackburn with Darwen.

- Preston had the highest level of concerns flagged which also progressed to enquiry, followed by Lancaster, and South Ribble, Chorley and Wyre had similar levels.



This table shows a breakdown of both the enquiries and concerns per 100,000 population for over 18 years.

Hynburn, Burnley and Preston are the three districts with highest levels of concerns and enquiries.

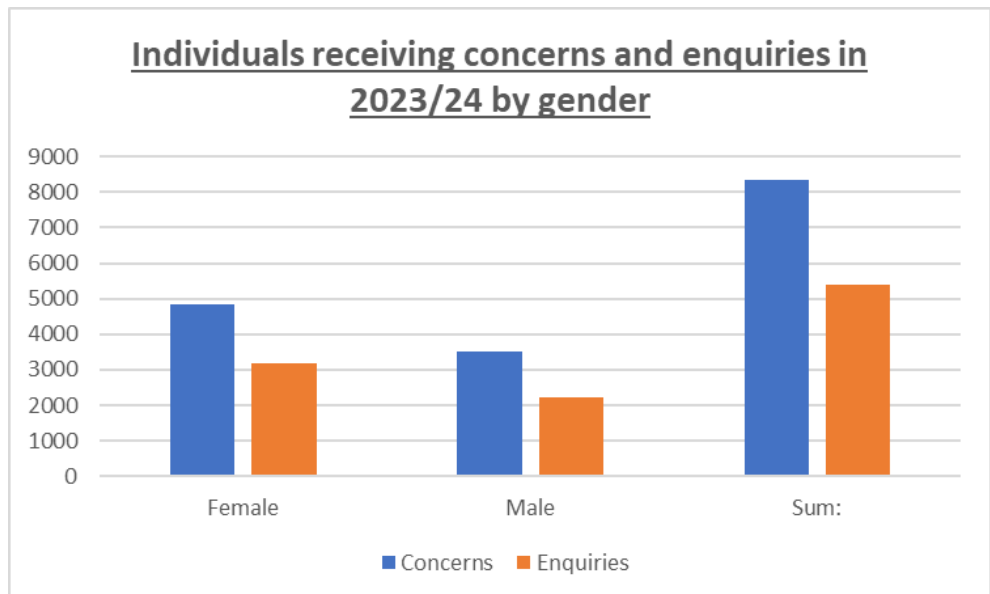


**Breakdown of Concerns and Enquiries (Age Group).**

- Age 75-84 are highest group in Older Adults, followed by Age 85-94

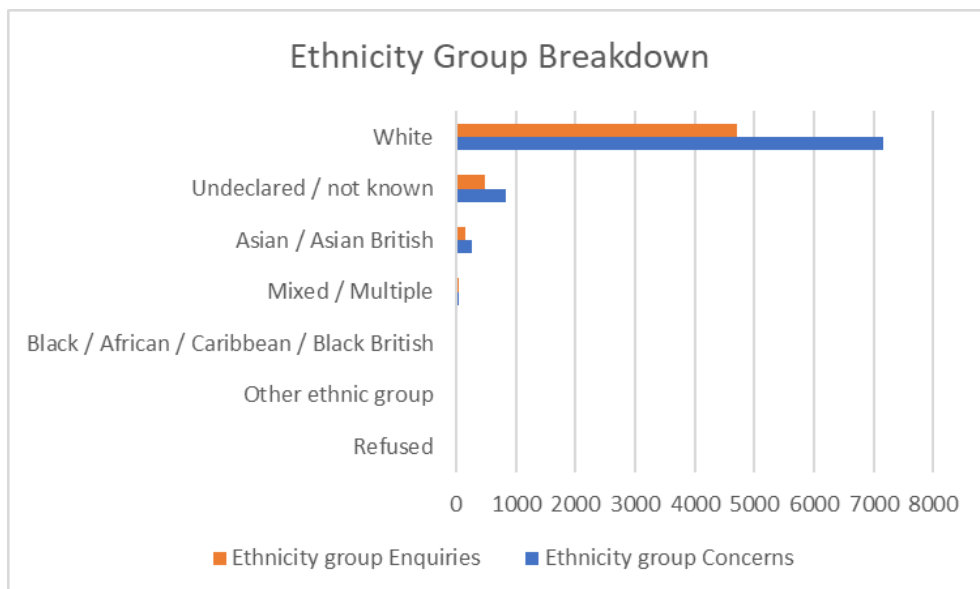
**Breakdown of Concerns and Enquiries (Gender)**

- Females are higher for both Concerns and Enquiries, which is similar findings to previous reporting year



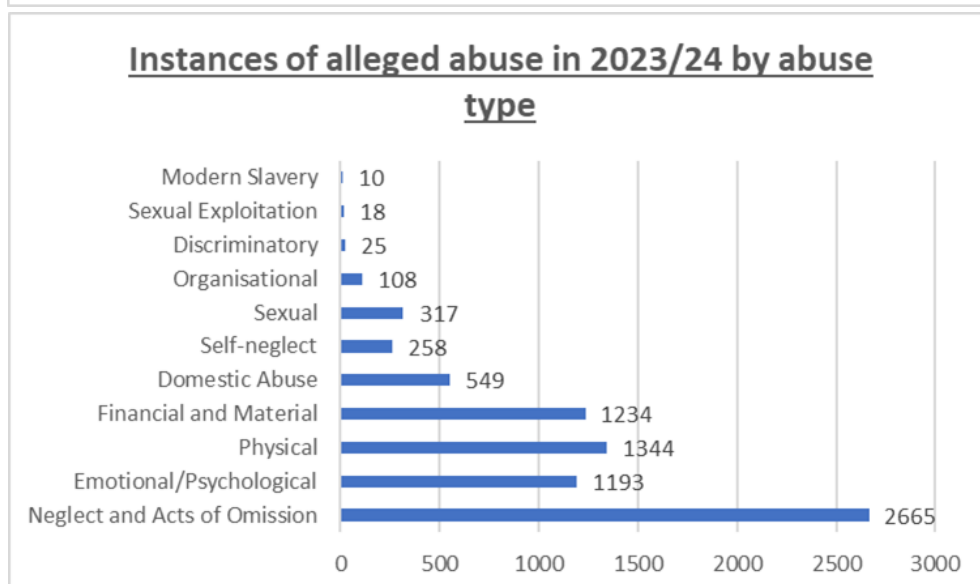
### Breakdown of Concern and Enquiries (Ethnicity)

- White is the largest number for both Concerns and Enquiries, which reflects the population of Lancashire and ethnicity breakdown

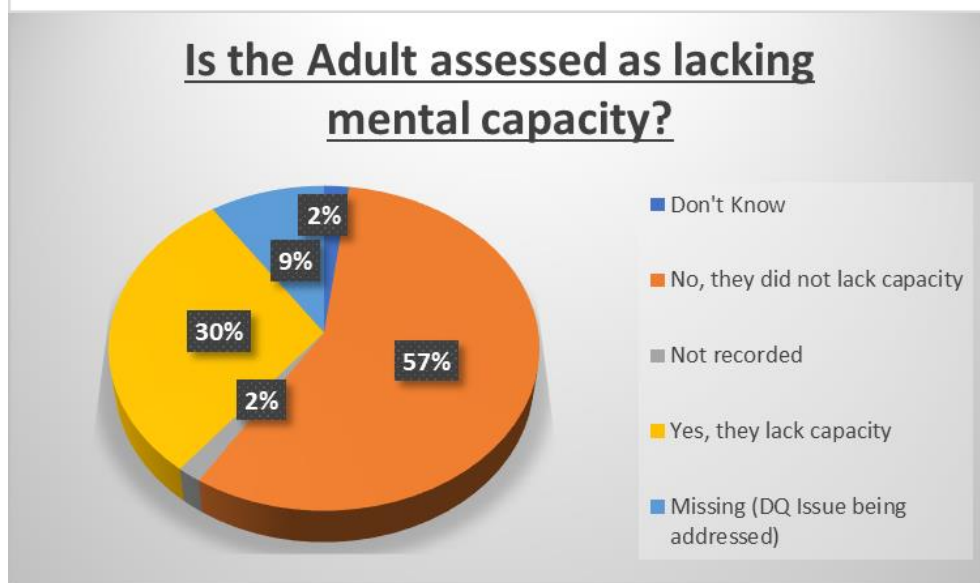


Instances of alleged abuse in 2023/24 by abuse type, tend to be the top four reasons from year to year.

- Neglect and Acts of Omission; Physical; followed by Financial and Material are the top three types of abuse recorded.
- In 2022/23 the top three were Neglect and Acts of Omission; Emotional / Psychological followed by physical abuse.



This chart shows that around a third of safeguarding concerns involve supporting people who are assessed as lacking capacity. Mental Capacity features in many Safeguarding Adult Referrals. The local authority work with family, advocacy and lead agencies to represent the views of the individual and involving them in a strengths based approach to keeping themselves safe in any decisions they are able to make themselves, where people lack capacity.



## 5. Safeguarding Adult Reviews

5.1 The findings from Safeguarding Adult Reviews in Local Authority are reported here, these include:

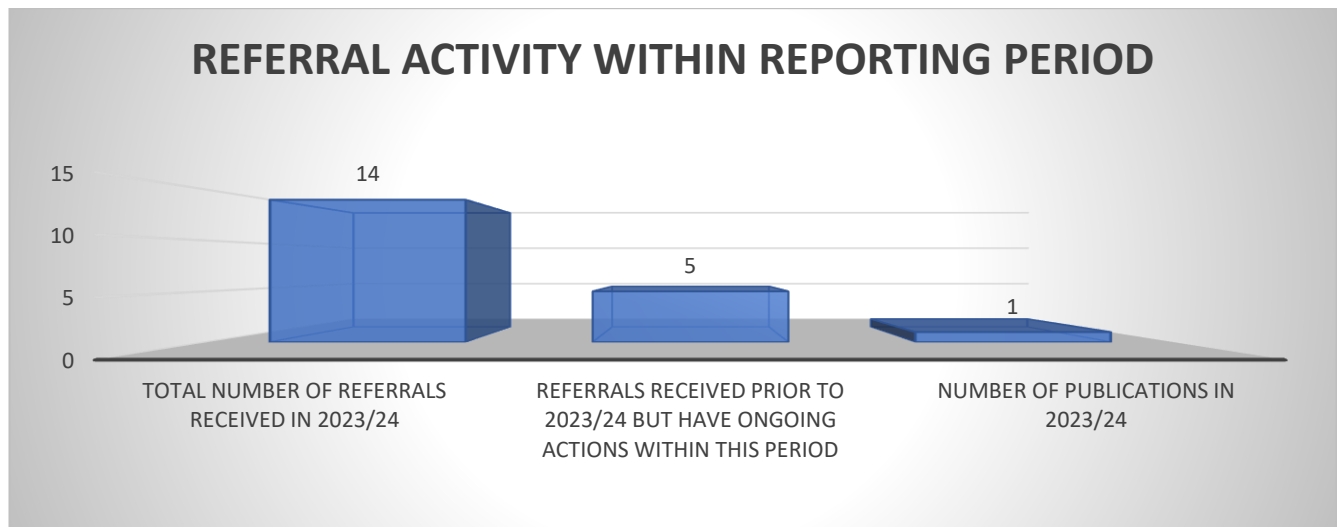
- the findings of the reviews arranged by it under section 44 (safeguarding adults reviews) which have concluded in that year (whether or not they began in that year),
- the reviews arranged by it under that section which are ongoing at the end of that year (whether or not they began in that year),
- what it has done during that year to implement the findings of reviews arranged by it under that section, and
- where it decides during that year not to implement a finding of a review arranged by it under that section, the reasons for its decision.

### 5.2 SAR Process

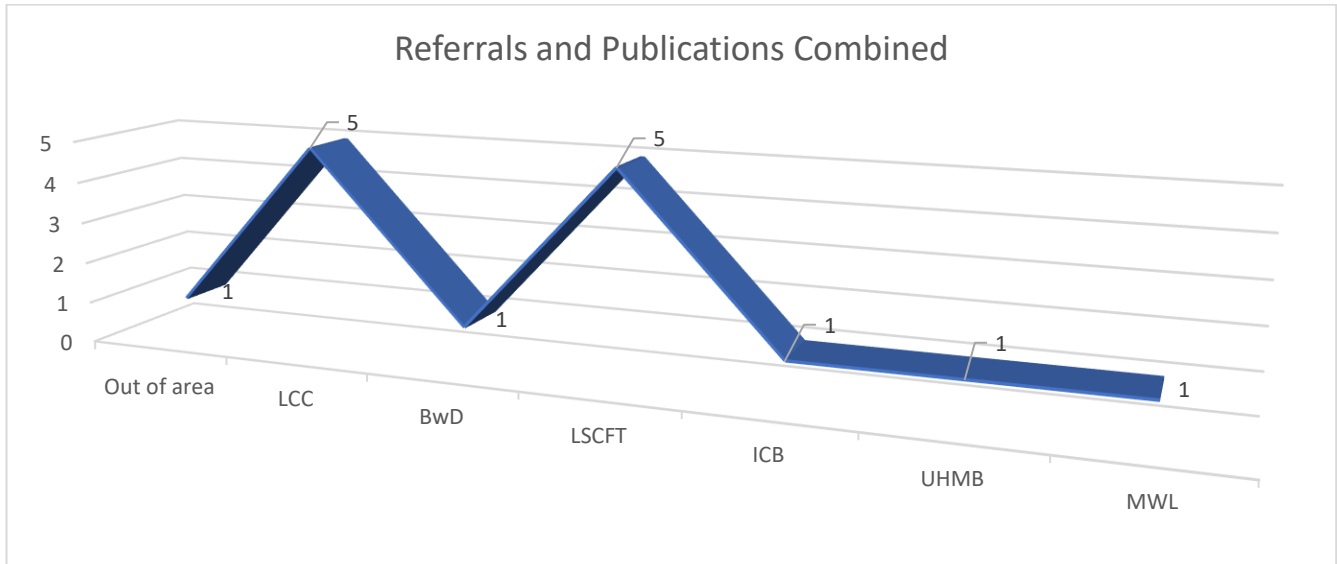
Any agency can request a Safeguarding Adult Review. Once a referral is made it will go through some key stages including initial scrutiny, consideration of meeting the SAR Criteria, and agreement of approach for the review, which may include commissioning of an Independent Chair and Reviewer.

Once the SAR process starts, meetings will be held to understanding learning and involvement from relevant agencies and what could be done to support prevention in the future. A report is then developed and published with a number of recommendations and actions for the Safeguarding Adults Board to take forward. Some recommendations may be for specific agencies, and some may be allocated to Sub Groups already managing improvements along particular themes e.g. Self Neglect.

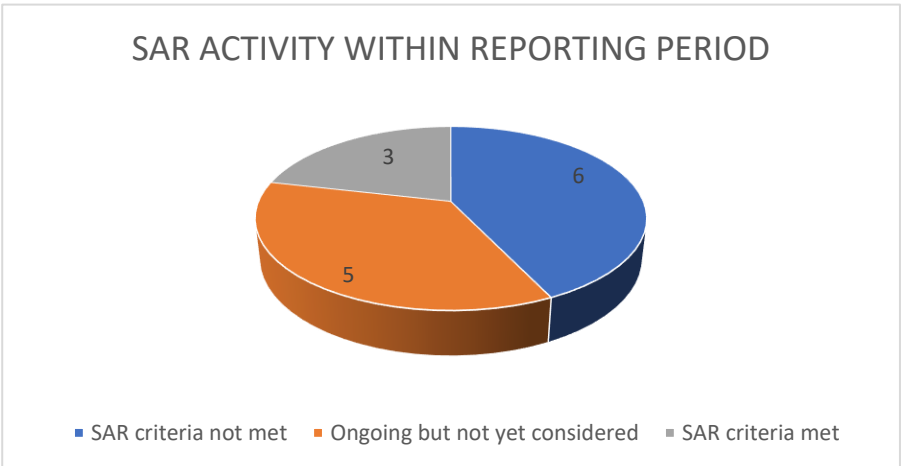
### 5.3 Local Authority SAR Activity



The activity being reported on in this period as shown in the above has been broken down into agencies who have referred, below.

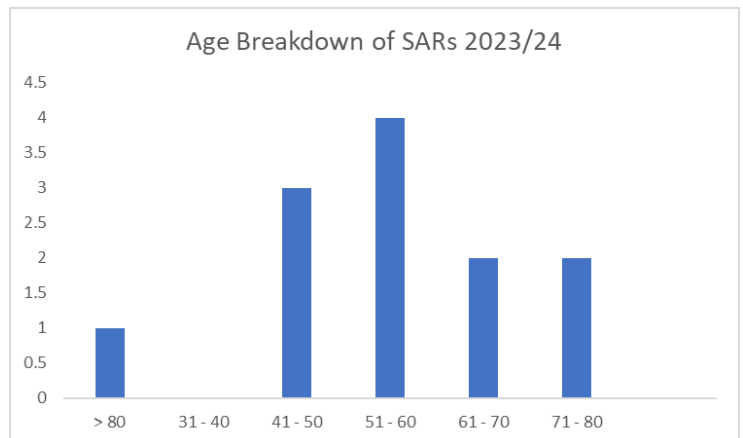
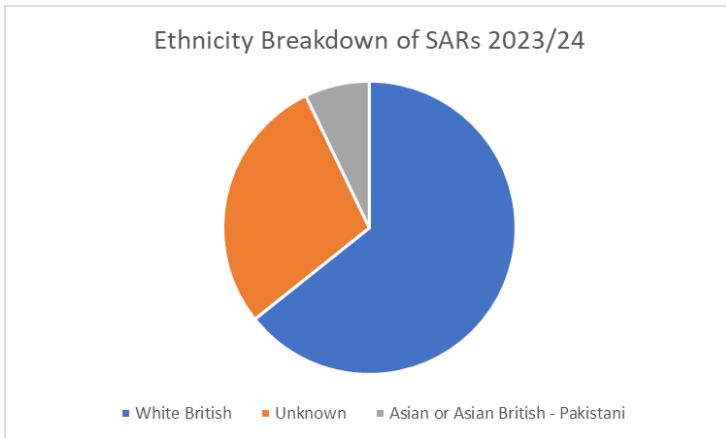


During this reporting period – 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024, the SAB received 14 referrals for a SAR. Of these, **six** did not meet criteria, **five** are still ongoing and **three** were taken to the consideration stage, all three have met the criteria for a Safeguarding Adult Review under s44 of the Care Act, but at the time of reporting the reviews had not yet started, but were planned activity for 2024/25.



#### 5.4 Demography of People

When looking at the social demographics of the referrals being reported on within this period, below is a summary of these which outlines the ethnicity and age range. Across Lancashire 4 referrals came from East Lancashire; 4 from Central Lancashire and 6 came from North Lancashire.



## Published SARs

The following referral was received prior to the reporting period 2023/24, but was published within the reporting period 2023/24:

### Adult S

This is related to a historical case looking back over 30 years. This case involved a care leaver and the living arrangements made following the closure of a facility which catered for those with mental impairment.

The Summary of Learning Points for this case are below:

LP1: Assessments considering whether to approve a person as a carer for a vulnerable adult should consider finances in detail. This should include detailing how the person's finances are being managed and where any monies being received including any benefits are being paid. This should include checking relevant documentation including bank statements and documentation from regarding benefit payments.

LP2: Statutory partners should ensure that financial auditing is in place and across their services where carers are approved for vulnerable people.

LP3: All approved placements for vulnerable adults should have support plans which actively consider and review the activities and stimulation which each person being cared for requires.

LP4: GP Surgeries should ensure that all vulnerable persons who qualify for an annual health check receive the same. This should include making arrangements to visit persons at home to complete the health check for those who cannot attend the surgery.

LP5: Services providing live in carers to vulnerable adults should review whether annual health checks are being accessed and support their carers to access annual health checks for the persons they are caring for.

LP6: Keeping accurate records and in particular responding fully to enquiries/concerns from families in a timely manner. This should be recorded on the case management system.

LP7: Agencies should recognise the importance of all significant relationships when making best interest decisions under the Mental Capacity Act 2005 and that practitioners check their own practice in respect of this.

LP8: Consideration is given by agencies working with vulnerable adults to ensure that appropriate documentation is retained around the person's journey and decision-making processes.

Due to the historical nature of this case, the SAR panel recognised that the events would not occur now as systems and processes have since been developed to address the issues raised within this review. The review provided assurance to the SAB that this scenario would not exist today due to the advancement of systems.

## 6. Board Strategy/Priorities for 2023/24

In the [Strategic Plan](#) for 2023-2026 the LSAB agreed three key areas of focus which are detailed below with how we have delivered against each area. These are aligned with our response to learning from Safeguarding Adult Reviews and how these are managed by the partnership.

### Innovation in Safeguarding

*"We will work together with partners to ensure we understand the themes, issues and trends relating to specific needs, ensuring that we deliver effectively and receive assurance which is proportionate."*



We've developed a Data Dashboard help demand, identify trends and information to support identified risk to help give an appropriate response.



We've considered how we manage Safeguarding Adult Reviews, and what our top themes are, with plans to look at training and frontline practice, in particular on self neglect and mental capacity act assessment.



We've also made connections with local, regional and national forums to identify innovative practice on emerging issues to help give the most effective response, in particular in managing assurance on recommendations from SARs and how we can improve key areas including resident safety.

### Effective Safeguarding

*"We will ensure that safeguarding arrangements across the partnership are robust and effective, and learning is embedded from reviews."*



We've developed a communications strategy to support improvements to information, and make it accessible to support that Safeguarding is everyone's business.



We've looked at key policies to support safeguarding practice and commissioned work to help make improvements to how we support vulnerable adults in Lancashire.



We've looked at how we can ensure the appropriate audit and scrutiny is in place, and agreed an approach, as well as delivering audits on the governance of the LSAB and SAR process, which have given us actions to ensure continuous improvement.

### Listening, Learning and Delivering

*"We will ensure the voice of our staff, residents and wider communities is heard in respect of safeguarding adults, protecting them, sharing best practice and taking a preventative approach."*



We've listened to people with lived experience to ensure continuous improvement in service delivery through the Safeguarding Voices work.



We've also invited family members to attend the LSAB board to help challenge and focus us on the work we do as a partnership



We've looked at recommendations from Safeguarding Adult Reviews (SARs) and gained assurance on how we will learn from these



We have made a start to develop a workforce plan which adds value to all we do to support a positive workforce skilled in effective safeguarding prevention and intervention.

Key projects we've done in this reporting year to support system learning include:

#### Safeguarding Voices

The LSAB commissioned Healthwatch Together to deliver a robust engagement project which reviewed the involvement of people within the safeguarding process.

We know processes are more successful when they involve people as fully as possible; engaging with people to increase understanding, choice, and control so that we improve the quality of life, wellbeing, and safety of the individual, and we wanted to improve how we manage safeguarding.

The project ran from September 2023, and findings were presented January 2024. 90 people were interviewed in Lancashire, including carers and covered:

- The experience of the individual



- The experience of the carer (where applicable)
- The experience of the professional

Full details of recommendations can be found here:

[Full Report](#)

[Summary Report](#)

We are currently developing an action plan to make sure we respond to the findings from the report and have committed to making improvements on how we communicate with vulnerable adults, their carers and support staff in managing safeguarding enquiries.

### Self Neglect Commission

Due to increasing numbers of safeguarding concerns, enquiries and Safeguarding Adult Reviews over recent years related to self neglect, we have commissioned a project to look at how we can improve support for people and front line professionals in supporting interventions and improved practice around self neglect and hoarding. The findings will be reported in Spring 2024 and actions will be progressed through place based sub groups.

### Reducing Restrictive Practice (AQUA)

Following incidents in care homes in relation to resident safety, we have supported a project with three homes which have Challenging Behaviour Units (CBU) to look at how incidents are managed and supported. This has had some great initial findings through changing environments, looking at how behaviours are de-escalated and fewer restricted practices are required. Findings from the project are also expected in April 2024.

## 7. Prevent and Channel Summary

Prevent forms part of the UK’s national counter-terrorism strategy, as one of the four P’s (Prevent, Prepare, Protect & Pursue).

The overarching objectives for Prevent are to:

- Tackle the causes of radicalisation and respond to the ideological challenge of terrorism;
- Safeguard and support those most at risk of radicalisation through early intervention, identifying them and offering support; and
- Enable those who have already engaged in terrorism to disengage and rehabilitate.

Lancashire is a priority area nationally and is funded by the Home Office to provide dedicated resources to deliver against these priorities. Blackburn with Darwen is the host and lead authority for the Lancashire team and Prevent programme sub regionally. Prevent & Channel delivery detailed below has been undertaken by the centrally funded team over the last twelve months (2023/24)

### Prevent Delivery

The Local Authority Prevent team & commissioned services engaged with approximately 17,475 individuals in relation to Prevent activity;

The main groups engaged with have been based on the risk profiles identified in the Prevent Action Plan

<b>Audience</b>	<b>Number</b>	<b>Notes</b>
Children (5 – 10)	640	mainly in primary education
Children & young people (11 – 16)	8175	Mainly in secondary education



Students (16+)	443	Sixth form, FE & HE Institutions
Aged 16 – 21	1654	Outside of education provision
Adults 22 - 65	1926	Across all sectors
Teaching staff	3926	Across all education provision
Front Line practitioners	711	Across a range of sectors

### Training

The Lancashire Prevent team offer face to face delivery, online sessions and bespoke training when requested by partners and a variety of sectors. Below are some examples of the range of audiences we have engaged with, supporting partners to delivery their statutory Prevent Duty obligations by ensuring front line staff understand the risk of radicalisation, how to report concerns and safeguard individuals.

- 47 Prevent Refresher Webinars were delivered to 5,266 participants
- 106 other Prevent related delivery to 9,233 participants
  - Audience for these sessions will include children, front line staff in Education, Health, Local Authority, elected members, third sector etc.
  - Topics will include: online safety, emerging trends, Prevent, Channel, case studies, counter terrorism risk and threat, British Values, risk assessments, Prevent in practice etc.
- 50 (308 individuals) Community / third sector groups were engaged with including domestic abuse services, refugees/asylum seeker support groups, sporting providers, outreach services, community forums, women’s centres, Salvation Army, ASB youth offending etc

In addition to training BWDBC commission specific providers to deliver projects which will mitigate against the Lancashire Counter terrorism risk and threat. For several years BWDBC have successfully secured funds from the Home Office to deliver projects both face to face and via virtual forms.

### *Other*

As well as Prevent and Channel, the Prevent Team have also supported wider safeguarding and public protection arrangements where radicalisation, extremism or terrorism maybe factor;

- The Prevent Coordinator continues to attend meetings for those individuals convicted for terrorism offences or where extremism is a concern ahead of their release (*MAPP*A). Support has included identifying safeguarding leads for faith or education establishments for disclosure, supporting other front-line staff working with the individual or their family etc.
- Targeted support was provided on a Prevent issue or need i.e. tailored advice about a specific issue, concerns about an individual or in response to an international/local incident to 111 institutions or groups.
- Safe Space Discussion guide and resources around having difficult conversations, tolerance and acceptance shared with education providers.
- On 12 occasions the Prevent team helped arrange support or an intervention for individuals with a Prevent related concern which were not dealt with via Channel, MAC or MAPPA.
- Advise re concerns about an event, activity or speaker was given 24 times.

### Communication and Engagement

The Lancashire Prevent Partnership acknowledge the importance of having a robust communications strategy in place to mythbust some of the common misconceptions associated with Prevent, leading to communities being suspicious of its aims and objectives. We have introduced:

- A Quarterly Prevent newsletter circulated to networks and individuals who undertaken Prevent training and provides updates on key matters, resources and useful links.
- The Lancashire Prevent Partnership website is live and has over 900 active users, who have access to resources, useful links, policy advice and government updates. ([www.lancashirepreventpartnership.org.uk](http://www.lancashirepreventpartnership.org.uk) )
- A Lancashire Prevent Forum has been introduced in order to share information of importance and allow partners from across Lancashire to discuss the topics affecting their individual areas. This forum also hosts guest speakers who share their expertise in such areas as hate crime and specific ideology.
- A Prevent Community Session was organised aimed at community groups, third sector organisations, faith establishments to talk about Prevent, understand what Prevent is and how it is delivered locally.

### Governance

The Lancashire Prevent Forum, Lancashire Prevent Partnership Board and Contest Board have been held on a quarterly basis throughout 2023/24.

The Contest Board is chaired by ACC Mark Winstanley (Lancashire Constabulary) with Denise Park, Chief. Executive Blackburn with Darwen Borough Council as Vice Chair.

Counter Terrorism Local Profile / Risk and Threat briefings were jointly delivered to governance board members by the Prevent Coordinator and CTP Prevent Inspector. Feedback from these sessions was accumulated into a refresh of the Prevent Delivery Action Plan

Subgroups for HE/FE and Prevent leads continue to be held regularly focusing on Prevent from their sector perspective and ensure. These report into the main governance boards as well.

### Channel Delivery

2023 - The Home Office announced a single future operating model of Channel delivery where management of channel cases will be police led and no longer managed by LA staff. The police led model is implemented nationally and the transition of Channel case management commenced earlier this year.

Work around the transition ensured that the quality of service remains around Channel processes, vulnerability assessments, decision making, consent management, multi- agency participation, interventions and successful outcomes in protecting vulnerable people being drawn into terrorism.

The changes taking place was communicated to stakeholders via governance boards and regular updates via briefings. Documents, referral processes and information maps have now all been updated to reflect the change in Channel case management.

The transition to police led completed 31<sup>st</sup> March 2024.

#### *Channel Panel Assurance Statement*

The Channel Panel Assurance statement is completed annually and captures local authority compliance with the requirements laid out under sections 36 – 41 of the Counter Terrorism and Security Act 2015 (CTSA) (as amended by the Counter Terrorism Border Security Act 2019).

2023 assurance statement formed part of a self-assessment for local authorities capturing Channel practice within each local authority area. Lancashire Channel Panel addressed all areas and evidenced compliance against aspects of Channel delivery outlined in the Channel Duty Guidance.

#### *Channel Duty Guidance 2023*

The revised Channel duty guidance was published in 2023 and replaced the guidance issued on 2 November 2020. The guidance is to support panel members and partners of local panels in England and Wales in the exercise of their functions. Partner update briefings were delivered highlighting key changes.

### *Channel Panel Development Day*

A Lancashire and Cumbria Channel development day was arranged by LA with several guest speakers attending from Forensic Child and Adolescent Mental Health Services (FCAMHS), Research Information and Communications Unit. The day also entailed a young adult speaking about their journey whilst being on the Channel programme and receiving support through counter narrative interventions.

### *Channel case numbers*

Channel case numbers including leading ideologies, trends and comparisons between previous year 22\_23 have been shared regularly at Prevent delivery groups. The figures shared relate to those referrals that have come into the Channel team via the police. Unfortunately, this information will no longer be provided by LA as Channel figures will not be available to LA to complete analysis work.

### Prevent objectives going forward

These are some of the key objectives, the Prevent team will focus on and have been included in the Prevent Action Plan

- Developing a Lancashire Prevent Partnership Training Strategy
- Revise the Lancashire Prevent referral pathway so that they go into the Local Authority front door (MASH), CTP and LA Prevent team at same time.
- Increase levels of engagement with communities, faith and third sector providers.
- Develop Prevent learning reviews

## **8. Contribution from Statutory Partners**

### **Lancashire County Council**

#### Innovation in Safeguarding

We believe safeguarding is everybody's business in Lancashire. The Safeguarding Service operates in a timely, effective, and person-centred approach. We have reduced waiting lists, established a single point of contact, and brought safeguarding functions into one coordinated service which links with our partners. The service does not have a backlog.

We have various forums operating across the service aimed at sharing good practice and learning as well as provide an opportunity for reflection. Learning Circles are designed to give staff an opportunity to share practice and learning with colleagues and to provide protected reflection time. Teams across Lancashire meet at least once a month facilitated by Senior Social Workers within the service. The launch of the Quality Assurance Framework which aligns to our strength-based practice will expand on this work.

It is important that we continuously learn from the feedback of people with lived experience. Our Section 42 resident satisfaction surveys focus on Making Safeguarding Personal. In July 23 in conjunction with our partners, we commissioned Healthwatch to undertake a project 'hearing service user voices'. Healthwatch met with people who have been subject to a Section 42 enquiry, including their carers. Some good practice was noted but also areas for improvement were identified, and an action plan has been developed and implemented to address learning. In February 2024, the Directorate published a new Engagement and Coproduction Charter that has solidified our commitment to learning from 'experts-by experience'.

Safeguarding in Lancashire has well established multi-agency working arrangements and cooperation from all partners. A multi-agency safeguarding meeting happens every quarter and allows partners to update on service improvements in their area thus sharing opportunities for learning and improvement.

This group also ensures we maintain effective relationships and can raise/escalate any gaps in working practice.

### Effective Safeguarding

Lancashire developed a dedicated Safeguarding Service in November 2022 to ensure that our statutory functions under Section 42 of The Care Act are robust. The Service has been audited by an internal audit team and given a moderate rating (good). Our Safeguarding Service was modelled to ensure manageable caseloads with safeguarding Social Workers receiving 10 safeguarding alerts every 8 days when on duty/triage. Social workers work with people to incorporate the strengths-based model Making Safeguarding Personal.

Robust processes, policies, and procedures are in place to support the Safeguarding Service. Alerts can be raised via a portal accessible to both professionals and the public. A 'Triage' Manager ensures every case is reviewed with a decision made to either progress to enquiry or signpost elsewhere. If progressed to enquiry the person is allocated a Social Worker who will apply the Making Safeguarding Personal principles whilst assessing risk possibly via a multi-agency Risk Assessment Planning meeting. This Social Worker will work with the person until an outcome/conclusion has been made.

A Senior Management Escalation Procedure is in place, where staff escalate significant and Serious Incidents through to the Head of Service, who may advise the relevant Director, the Principal Social Worker, Director of Community Social Work, Deputy Executive Director of Adult Service, Executive Director of Adult Service (DASS) and Cabinet Member for Adult Social Care. This process ensures risk to individuals and the organisation can be monitored and mitigated with a coordinated response at the appropriate level involving appropriate partners agencies.

### Listening, Learning and Delivering

Lancashire County Council is an active member of the Action Planning Response Group which meets regularly to identify areas of improvement following Safeguarding Adult Reviews (SARs) and develop action plans to ensure learning is effective. The Action Planning Response Group is also attended by staff from the Safeguarding Adults Board to provide additional assurance learning from actions is implemented in a meaningful way.

The Lancashire County Council SAR task group meets bi-monthly. The group plays a key role in ensuring learning identified from each SAR is shared across Adult Social Care services in Lancashire.

The SAR task group includes representatives from Adult Social Care, Safeguarding Adults Service, Policy, Information and Commissioning service, Lancashire County Council Older People Care and Disability Services. Representatives attending the task group meetings play an active role in supporting the SAR learning process. Their role involves taking away actions and supporting communication and follow up within their own service area. The group places an emphasis on strong partnership working and supporting a positive learning culture to achieve effective prevention of abuse.

The learning from SARs is also made available to the Shared Learning Panel, established to disseminate learning across Adult Social Care. The Shared Learning Panel identify the nature and frequency of learning and directs the development of guidance, policy, systems change and/or training as required.

Safeguarding in Lancashire has established multi-agency working arrangements and cooperation from partners. A quarterly multi-agency safeguarding meeting allows partners to update on service improvements in their area sharing opportunities for learning and improvement. The members of this group are the Police, Health, including the Integrated Care Board, Lancashire Teaching Hospitals, the Lancashire and South Cumbria Foundation Trust and Lancashire County Council Safeguarding adults

service. The group also ensures effective relationships are maintained and gaps in working practice can be raised/escalated.

## **Lancashire and South Cumbria ICB (L&SC ICB)**

### Innovation in Safeguarding

Throughout 2023 Lancashire and South Cumbria (L&SC) Integrated Care Board(ICB) underwent a redesign of the safeguarding delivery model. This process has strengthened and supported practice and partnership working, enhancing the opportunity to align and share learning across the ICB. The model supports the reduction of unwarranted variation and inequity of access for individuals, who access a range of services across Lancashire and South Cumbria.

There is a positive safeguarding culture across the ICB in the pursuit of being open and in learning to improve. Connectivity at local place has been strengthened, enabling the team to embed safeguarding practice and ensuring that the wider teams within the ICB are considering safeguarding as part of usual business and in using strategies that reduces the risk of abuse and neglect.

The ICB Director of Safeguarding and Designated Nurse for Safeguarding are represented on the LSAB and its subgroups, with the Director chairing the SAR Strategic Group.

The ICB has strong links with national and regional safeguarding teams and is connected into regional Mental Capacity Act (MCA) and Prevent (counter terrorism) partnerships to strengthen and align best practice locally.

There have been several ICB developments which include: (list not exhaustive)

- Targeted training opportunities to strengthen practice across Primary Care, and to support learning being embedded from Section 42 enquiries.
- Introduction of a Lancashire and South Cumbria health system safeguarding business network which is committed to working together to protect our communities with a focus on prevention of abuse and neglect.
- Improved learning and development opportunities for staff including access to level 3 and level 5 enhanced safeguarding training and case law/legal updates.
- Review of safeguarding policies and procedures in line with national guidance. Revision of the PIPOT and Supervision policies are ongoing currently.
- Effective safeguarding leadership and partnership working to support the regulated care sector.
- Strengthening the safeguarding data set, to inform performance and audit priorities.

### Effective Safeguarding

The ICB is committed to ensuring there are effective safeguarding arrangements in place across commissioned services and within the ICB. The ICB have introduced a Safeguarding Strategy and Assurance Group, as a Safeguarding Health Partnership to assure and scrutinise health partners statutory delivery of safeguarding and to provide a consistent health voice into the Safeguarding Partnerships and Adults Boards.

A place-based safeguarding assurance meeting is in place to scrutinise safeguarding practice across the four localities of the ICB. The meetings are informed by performance, quality assurance and challenge to improve safeguarding practice for adults with care and support needs.

To develop a positive workforce skilled in safeguarding, training is provided to all age continuing health care and Named Professionals within Acute, Community and Mental Health Provider trusts and is available ad hoc and on request from commissioned services.

Reflective and restorative supervision is in place to support health partners with complex safeguarding work, whilst understanding themes and trends to quantify data and support further learning. The voice

of the adult is heard to understand the lived experience of those experiencing safeguarding matters. This provides local assurance drawing on recommendations from National Reviews and local learning.

The ICB have developed a network of Trauma Informed Health Champions across the system. This promotes collaboration and preventative intervention to support an enhanced understanding of the impact of trauma amongst our vulnerable population. In addition to providing a person-centred response to safeguarding and making safeguarding personal.

The ICB safeguarding team work collaboratively with partners, including all age continuing care in the support and management of complex cases, understanding lived experiences, in strengthening safeguarding practice, including the principles of the Mental Capacity Act (MCA) and Court of Protection thresholds.

MCA compliance is a requirement within the annual Safeguarding Assurance Framework Audit for all commissioned services. Robust arrangements are in place to monitor Court of protection and deprivation of liberty safeguarding (CoPDoLS) and mitigate the risks where there are unlawful deprivations due to a backlog of applications.

Strengthening practice in Learning Disability mortality Reviews (LeDeR) and safeguarding has also been an area of focus, including where there have been unexpected deaths for people with a learning disability. The team have been supporting pathway improvements and working collaboratively with the Learning Disability Autism team in reviewing practice standards and embedding learning following S42 enquiries.

#### Listening, Learning and Delivering

L& SC ICB is committed to promoting a culture of continuous learning and improvement across the health system. Following recommendations from published SARs there have been several learning opportunities.

These include:

- An assurance review against learning from adult L and strengthening and reviewing current practice against the recommendations across the ICB and partner agencies.
- Strengthening practice in resident safety planning and reducing resident to resident harm incidents.
- Introduction of the Aqua Project Pilot 'Reducing Restrictive Practices'. Results and findings are expected spring 2024.
- Survey conducted to benchmark MCA practice and understanding across the partnerships which has resulted in the implementation of an MCA T&F group, expected to conclude summer 2024.
- Contribution to the MCA week of action in June 2023 including developing resources where MCA was a feature of SAR learning and developing an appreciative enquiry into the 'case of Rose'.
- Commission of an independent expert to review the self-neglect framework, learning from SARs and understanding lived experience which was integral to this review.

#### **Lancashire Constabulary**

##### Innovation in Safeguarding

The Force has created a performance framework and corresponding Powerbi dashboard for vulnerability areas of business and governance through a Strategic Vulnerability board and tactical local area groups, to ensure demand is managed from an evidence base.

The Vulnerability "App" is a software programme available to all frontline staff and affords a step by step guide to assist practitioners with all areas of public protection on handheld devices whilst at the scene.

The Introduction of the Force Target Operating Model has enabled Vulnerability specialist investigators in both Vulnerable Adult teams and Exploitation teams under a single line of strategic management ensuring an efficient and collaborative response to victims.

“DA in a Day” is a strategy introduced in February 2024 to build on our success to date in improving our response to domestic abuse. The strategy aims to ensure principles are that prompt attendance, early arrest, and achieving an outcome during the first period of detention significantly increases the likelihood of a charge or other positive outcome.

Challenges:

- Measuring effectiveness of the Target Operating Model (TOM) in relation to Vulnerability.
- Elements of an inexperienced workforce coupled with additional complexities of investigations (e.g. prevalence of social media and cyber offending related issues).

### Effective Safeguarding

“Right Care Right Person” implementation at inception of demand continues to ensure that the right care is provided by the right service for communities in Lancashire. The Force contributes to a National RCRP project, ensuring best practice and maturity of the model is developed across the Force. Operation Signature is now adopted as our response to victims of fraud, which requires a uniformed response to anyone who is the victim of courier fraud or romance fraud who is aged over 70 years and/or presents as vulnerable.

Efficiencies in MASH continue to ensure processing of Vulnerable Adult referrals without delay and, for some periods, in “live” time.

The Headquarters Public Protection team specialists continue to drive 4 “P” action plans (Prevent; Pursue; Protect and Prepare) across all 14 areas of public protection ensuring that the Force response to vulnerability is effective and efficient. This activity includes incorporation of national, regional, and local stakeholder evidence-based research to improve the response to all forms of vulnerability. SAR learning and recommendations are accommodated into the relevant business area activity.

Introduction of the Force’s “Target Operating Model” (TOM) aligns specialist staff and teams to respond to specific and complex vulnerabilities in adults. The model incorporates, amongst others, specialist teams for investigations involving Exploitation; Rape and Serious Sexual Assaults and Vulnerable Adults.

Neighbourhood policing review and implementation of new Safer Neighbourhoods structure and refresh of the Force Prevention strategy to focus on early intervention and collaboration to prevent crime and harm in our communities.

Challenges:

- The Management of Sexual and Violent Offenders (MOSOVO) and Integrated Offender Management review is underway in Force to ensure that demand is resourced effectively in line with best practice, aligning resources to ensure we meet the competing demands of offender management and ensuring the most efficient use of resources.
- Effectiveness of DRIVE project, in West BCU, to manage High Risk Domestic Abuse perpetrators. The Project focuses on breaking the cycle of abuse by working with the most high-risk, serial perpetrators of domestic abuse with the aim of stopping them from causing harm.

### Listening, Learning and Delivering

Implementation of TOM to include specific specialist Vulnerable Adult teams affording trained detectives to support adult victims. New staff into these roles and across all specialisms have suitable training in accordance with College of Policing mandated courses.

“DA Matters” training course from SafeLives commenced in March 2024 for all frontline staff. New recruits into Force undertake a comprehensive training package and in addition received an extra 3 days Public Protection related training package to prioritise the matters pertinent to vulnerability in Lancashire.

Continuous Professional Development in relation to Performance and Development Reviews - tailored objectives and training packages according to roles and remit.

Op Soteria Bluestone “RISDP” (RASSO investigators specialist development programme) course introduced for all RASSO investigators and supervisors.

Safeguarding teams reviewing all stalking investigations and in receipt of specialist training for protective orders and cyber offending/safeguarding matters.

Force wide Stalking training delivered July 2023 in partnership with Paladin.

“Peoples Voice” is a business-as-usual community engagement opportunity introduced across the Constabulary in early 2024. It is about the public sharing their lived experiences to help us to learn and improve. Continually building relationships with our growing, diverse communities and listening to their voices, and listening to the views of victims will enable us to better meet their needs and provide the best quality of service we can to everyone.

Challenges: Prioritisation of vulnerability related risk training amongst all Force training priorities.

### **Lancashire and South Cumbria NHS Foundation Trust (LSCFT)**

#### Effective Safeguarding

Achievements:

LSCFT continue to strengthen safeguarding practices and systems to sustain compliance with revised statutory Safeguarding, MCA and Prevent Guidance and responsibilities. All mandated and bespoke training packages are reviewed in line with national guidance to ensure the workforce is well informed.

LSCFT continues to collaborate with Local Authority Mental Health Safeguarding services to strengthen information sharing, in support of Section 42 referrals, with independent oversight provided by LSCFT Safeguarding team. Further interface meetings are being explored that will see the inclusion of other partner agencies i.e. Acute Hospital, Integrated Care Board and Adult Social Care.

We have continued to promote understanding and key messages in relation to domestic abuse via organisational communications, focused supervisions and training initiatives. Deliver monthly lunch and learn sessions as a way of cascading key messages across the organisation. Trust wide learning sessions have been undertaken in collaboration with partner agencies that have included North West Ambulance Service (NWAS) and Substance Misuse services. LSCFT also publish 7 minute briefings to the Trust around key information that needs to be shared.

We have carried out significant activity to raise awareness of the Think Family Agenda, connecting safeguarding adults with the safeguarding children agenda. This mandated training has achieved 80% compliance across the trust.



LSCFT continue to look at ways to strengthen the Blackpool MARRAC and DRIVE models, information sharing pathways to support timely information sharing and effective risk management have been developed.

We have raised the profile of contextual safeguarding, trauma-informed care. We have worked with services to further embed contextual safeguarding into practice. The introduction of Dialog + (an easy approach to building your care plan, focussing on things that are most important to you, at the time) within the organisation has strengthened trauma informed practice. There is an ongoing focus on Making Safeguarding Personal and the introduction and embedding of the Human Rights based Lundy model to ensure the voice of the child, young person and vulnerable adult is heard.

Self-neglect together with neglect feature within Safeguarding Adult Reviews, we have issued briefings in regards to this issue to strengthen awareness and support complex case activity as required. Dual Diagnosis lunch learning sessions with multi agency partners NWAS etc.

Monthly interface meetings have been developed with Lancashire's Mental Health safeguarding social care team to reflect on and review "stuck" cases; ensuring timely/good quality information sharing. Direct links to allocated social workers through MSTEAMS established.

We are building and maintaining positive relationships with local authority/ICB colleagues ensuing effective multi agency working.

Clear escalation pathways are in place to promote safety and wellbeing of all our service users.

#### Challenges:

- LSCFT have a key role in supporting prevention activity aligned to the Domestic Abuse Act to fulfil core safeguarding responsibilities. Training packages have been reviewed to promote understanding of Domestic abuse, its links to emotional well-being, trauma, mental health and impact. There has been targeted activity in the promotion of routine enquiry and undertaking the DASH risk assessment.
- LSCFT acknowledge the impact of domestic abuse on health and wellbeing. The safeguarding team are exploring ways of strengthening MARAC processes enabling robust action planning.
- LSCFT recognise the challenge of supporting service users where self-neglect is a feature of their presentation. Good evidence in applying the principles of MCA allows for multi-agency responses and shared care planning. Service users with a dual diagnosis (Mental Health and Substance Misuse) can experience disproportionate features of self-neglect. There has been a targeted focus on establishing forums where these complexities can be discussed.

Mandatory training compliance has seen a significant improvement, although it is not where we want it to be. We have worked hard to offer more accessible training for staff. Think Family is a theme we see in our Serious Incidents (SI's) and safeguarding reviews, therefore we will continue to embed this approach across the Trust, staff will think about family rather than an individual. This approach will support LSCFT to meet both local and national requirements, competences, standards and safeguarding responses.

#### Listening, Learning and Delivering

There is an ongoing focus on Making Safeguarding Personal (MSP) and the introduction and embedding of the Human Rights based Lundy model to ensure the voice of the child, young person and vulnerable adult is heard.

The implementation of a new incident reporting system (IRIS) provides an opportunity to promote MSP. Each incident flagged as a safeguarding concern is reviewed by a Named Nurse/Professional on a daily basis. Feedback is given as to whether all safeguarding actions have been completed in support

of the incident. Where there is no evidence to support MSP practitioners are contacted with advice and guidance as to how to proceed. There are also further opportunities within the Networks Serious Incident Review Panel (SIRP) and Integrated Governance meetings to highlight areas where lack of MSP has been identified. Each Network has a SIRP weekly with safeguarding attendance and weekly all cases are also discussed within the Safety Summit which is exec level sign off with the Head of Safeguarding /Deputy Head also present to review any further learning or escalations.

Briefings on MSP have been developed and shared throughout the organisation. An MSP trust wide lunch and learn session has been developed, the roll out of which commences in May 2024.

All safeguarding adult training packages make reference to MSP, the use of scenarios within the mandated level 3. Think Family training provides an opportunity to explore approaches to MSP.

The trust is undertaking a 'Think Family' audit, this will include the application of MSP. On completion of the audit appropriate actions and recommendations will be considered by all networks within the organisation.

LSCFT are represented at the LSAB Listening/learning and development group working to the identified priorities. LSCFT contribute to the development of processes including multi-agency training following learning from SARs as part of this.

#### **Multi-agency Collaboration in 2023/24: success stories**

The Community Mental Health Team (CMHT), supporting a service user with a diagnosis of Emotionally Unstable personality Disorder (EUPD) and a complex history of trauma and very few identified protective factors. The service user often presents to services quite distressed and significant self harm and self-neglect is also a feature. The team working with the Police, Blackpool Victoria Hospital, Primary Intermediate Health team and Adult Social Care have developed a multi agency risk and care plan acknowledging a shared agreement of the risks and vulnerabilities, their understanding of those risks and appropriate responses to prevent harm and escalate safeguarding concerns in a timely manner. Having this plan enables the service user to remain in their own home in the community where they want to be. There has been a reduction in the incidence of admission to mental health inpatient units and presentations at A&E. There are still incidents; however, having this multi agency support plan in place enables services to respond to their needs in a consistent manner reflective of the pace they have determined empowering the service user.

While an inpatient a service user disclosed that they were experiencing domestic abuse within the family home, coercive control and sexual assault. The service user advised that they were scared to leave the family home and had nowhere else to go. The ward staff worked closely with the service user undertaking a DASH risk assessment to quantify the risks to the service user making a MARAC referral and after discussions with the service user a safeguarding adult alert was made in view of their care and support needs. The ward supported the service user to liaise with the Police and the Safe Centre and signposted to victim support. The ward was able to facilitate safe meetings for the service user with IDVA, Social Worker and Police who in turn were able to support the discharge planning process.

#### Innovation in safeguarding

The safeguarding team have a learning lessons portfolio group, all learning from SAR's and other statutory reviews are considered within this group. This forum also considers local and national reviews where learning is transferable and will continue to support/improve services within the Trust. Summary and Learning on a page briefings are developed and shared throughout the trust, via network operational boxes, safeguarding champion's network and network governance meetings. These are also available on the safeguarding Sharepoint pages on the trust intranet.

Where networks have been involved in SARs they are supported by the safeguarding team to test out learning by undertaking an audit around identified learning and resulting action. This provides an

opportunity to establish assurance that learning has been embedded or the identification of further supportive actions.

Themes from SARs and other statutory reviews are fed into the trust wide learning lessons forum and reported on within the monthly patient safety bulletin.

Findings and themes from reviews are reflected within the suite of safeguarding training. Evaluations of all training is captured on the trust's LMSX system.

Safeguarding Policies and Procedures are again reflective of learning, these are reviewed and updated on a 3 yearly basis.

Where identified, standard operational procedures and guidance are updated on the back of learning. LSCFT presented an annual safeguarding conference with the overarching theme of "culture of vigilance". This included guest speakers with lived experience and how Making Safeguarding Personal/Person Centred Care can improve outcomes. This was open to LSCFT and partner agencies to attend.

### **Mersey and West Lancashire Teaching Hospitals NHS Trust**

#### **Innovation in Safeguarding**

The Safeguarding Team covering West Lancashire continuously review their practices and seek to make improvements. Examples have included the Named Nurse collaborating with Business Intelligence to develop a suite of reports including a domestic abuse report, detailing when those with a domestic abuse alert attend the Trust. This enables the HIDVAs to review clinical presentation and identify any missed opportunities. A homelessness report has also been developed for the Safeguarding Team to easily identify this vulnerable cohort of patients.

The 2-stage capacity assessment has been revised in accordance with the current case law. MCA decision support tools have been developed and shared with clinical teams.

The Trust provides representation at the Boards sub groups in West Lancashire.

#### **Effective Safeguarding**

Safeguarding is embedded in everyone's role and reflected in job descriptions. Safeguarding training is mandated and reported to the Trust's Quality Committee and the ICB.

With the development of a new organisation, Mersey West Lancashire Teaching Hospital NHS Trust, the Safeguarding Teams across the sites have revised safeguarding policies combining the practices and processes across five sites.

Governance for Southport and Ormskirk sites was provided through a bi-monthly Safeguarding Assurance Group which under the new organisation will take place quarterly and include all five sites.

The Trust has systems in place for reporting safeguarding concerns, with robust processes for documenting review of the concern, multi-agency working and onward referrals.

The Safeguarding Team covering West Lancashire complete a number of annual audits. These are included in the quarterly KPI submission.

#### **Listening, Learning and Delivering**

The Trust participates in the SAR process, undertaking relevant referrals, information sharing, action planning and provision of panel representation.

The Named Nurse provides representation at internal governance meetings to share updates and learning. The Trust has a programme of safeguarding ambassadors where learning and updates will be shared. The Team produces a monthly Safeguarding newsletter.

### **Healthwatch Lancashire**

#### Innovation in Safeguarding

Our CEO is an active member of the Safeguarding Adult Board and is the co-chair of the Listening, Learning and Development Sub Group

#### Effective Safeguarding

Safeguarding is taken very seriously in our organisation, reviewed regularly at our Senior leadership team and by our Trustees

All our staff continue to have appropriate levels of safeguarding training, and we report our performance in relation to safeguarding through our contract management processes to LCC.

#### Listening, Learning and Delivering

Healthwatch Lancashire carried out an independent review into the Lived experience of people who have been through the safeguarding process. The review heard from hundreds of people, family and professionals and has enabled us to really understand what it feels like to be supported by the safeguarding system.

We learned a great deal and are now working to embed this learning in future plans and service design.

### **Progress Housing**

Making safeguarding our priority - Our Safeguarding Annual Report helps us at Progress Housing Group understand what to prioritise for the upcoming year and marks our achievements from the previous year in preventing harm and safeguarding our colleagues, our tenants, their families, and our communities.

Delivering outstanding safeguarding support, supervision and training to our colleagues is one of our key priorities. To ensure our latest annual safeguarding report was accessible for everyone (our colleagues as well as our external audiences), we adopted a hybrid approach.

Presenting our annual safeguarding report - Traditionally, an annual safeguarding report would be presented in a PDF format, in other words, a static document that colleagues would download and print out or that we would publish as a hard copy. With many colleagues using mobile devices such as smartphones and tablets to access work documents, we knew that a PDF report wouldn't be accessible or easily navigated on these devices. We decided to convert the report into an [HTML format](#) and build out pages on our website to present it. Our colleagues could easily click through the pages to find the information they wanted to read. The report would also be accessible to anyone using a screen reader. People still had the opportunity to access the [PDF version](#) of the annual safeguarding report if they wished.

Activity in Adult Safeguarding Week - We support Adult Safeguarding Week each year in November across our organisation. RWP provides supported living across the UK to adults with a learning disability, or who are autistic, and to those with a mental health condition. We focus on themes of hate crime and signpost tenants to resources (like those available from the [Ann Craft Trust](#)) such as videos and [Easy Read booklets](#) that help to explain how they can protect themselves against abuse and harm. During this week, we also signpost our general needs tenants to advice and support agencies and provide animated videos in an accessible format to help people understand the issues.

Our charity, [Key Unlocking Futures](#), also focuses on raising awareness of the different types of abuse and how to get help, particularly for families in crisis or for people who are victims of domestic violence. As trusted leaders in the social housing sector, we also provide commentary with blogs and articles to help raise awareness with our partners and stakeholders.

Safeguarding hub - Our safeguarding activity continues throughout the year, with regular in-house training sessions for colleagues and partners. We have developed a safeguarding hub on our intranet, so that colleagues have a central point of information with resources and guidance on what to do if they spot the signs of abuse and wish to raise a safeguarding concern. We have a team of 12 managers/heads of service who act as safeguarding leads, monitoring referrals and providing assistance.

## 9. Looking Ahead to 2024/25

### 9.1 2023-2026 Strategy

A Strategy for the Lancashire Safeguarding Adults Board was established in 2023 to set out the priorities for the next three years up to 2025/26. This sets out the key priorities for the LSAB and will be subject to an annual review with key partners to focus on the learning from Safeguarding Adult Reviews and agreement of business activity to support:

- Innovation in Safeguarding
- Effective Safeguarding
- Listening, Learning and Delivering

### 9.2 Business Plan

The Business Plan for 2024/25 will establish the work programme and progress against this will be reported to LSAB on a regular basis to support progression of activity. This will include:

- Prevention and Engagement – Feedback, partnership
- Managing and responding - Understanding ‘safeguarding concern’
- Data and performance
- Learning from and shaping practice - Identification, assessment and management of risk
- Assurance and audit work - Tracking compliance/Self assessment
- Empower – Making Safeguarding Personal

## 10. Board Finance & Resources

The Board is a statutory formal strategic partnership and resourcing of the Board, and its work is a partnership responsibility. This is separate to partners' individual safeguarding responsibilities.

The Local Authority, Lancashire Constabulary, and Integrated Care Board (ICB) for Lancashire and South Cumbria have continued to fund the LSAB through contributions. Other organisations have contributed ‘in kind’ to the board, by allowing access to venues free of charge, and contributing to the Board’s sub-groups recognising that the board continues to operate on a relatively small and carefully managed budget.

It is important to have a clear ongoing understanding of the resource requirements to ensure the Board can operate effectively and deliver the agreed work programme. This is the basis for agreeing contribution levels required with partners and will be reviewed annually as the work programme is rolled forward. Due to the changes to the structure of the business units and safeguarding adults boards the budgets and finances have been under review. A full breakdown will be provided as part of the annual report for 2024/25. Key spending for 2023/24 covers business unit staffing, funding for independent chair, and also key projects as described in this report.

During the 2023/24 period the shared partnership arrangements with Blackburn with Darwen, Blackpool and Lancashire changed to become locally based business units. Under both structures the

business unit delivered the following functions, and became the Lancashire Safeguarding Business Unit from January 2024:

- Secretariat management and support to Adults Safeguarding Boards
- Support to Sub Group activity and associated task and finish groups
- Commissioning and activity of Safeguarding Adult Reviews (SARs)
- Funding and supporting the role of Independent Chair
- Development and publishing Annual Reports
- Learning and Development in relation to learning from case reviews on pan-Lancashire/multi-agency level
- Development of pan-Lancashire/Lancashire guidance in relation to key priorities
- Publicity and Communications