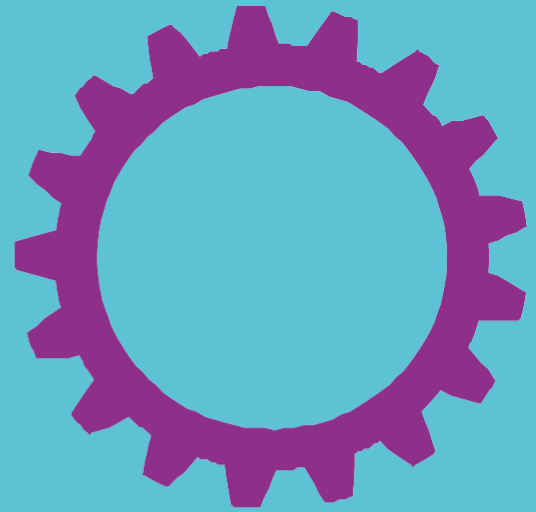




**Coventry Safeguarding
Adults Board**
Annual Report 2022/23





Board partners

National
Probation
Service



NHS
West Midlands
Ambulance Service
University NHS Foundation Trust

Coventry and Warwickshire **NHS**
Partnership
NHS Trust

NHS
Coventry and
Warwickshire
Integrated Care Board

University Hospitals **NHS**
Coventry and Warwickshire
NHS Trust



To report a crime:

In an emergency, contact the police:

Tel 999

If the person is not in danger now, contact the police:

Tel. 101

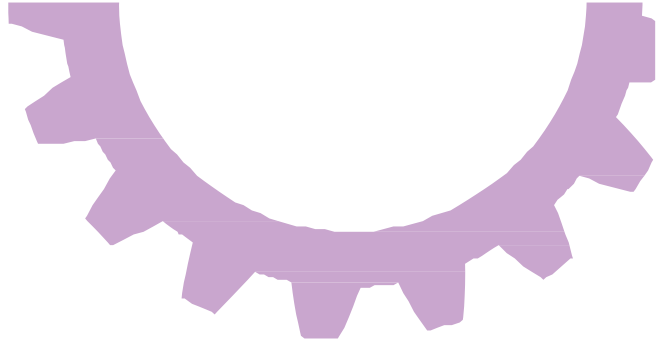
To report a safeguarding concern or seek advice:

Contact Adult Social Care:

Tel: 024 7683 3003

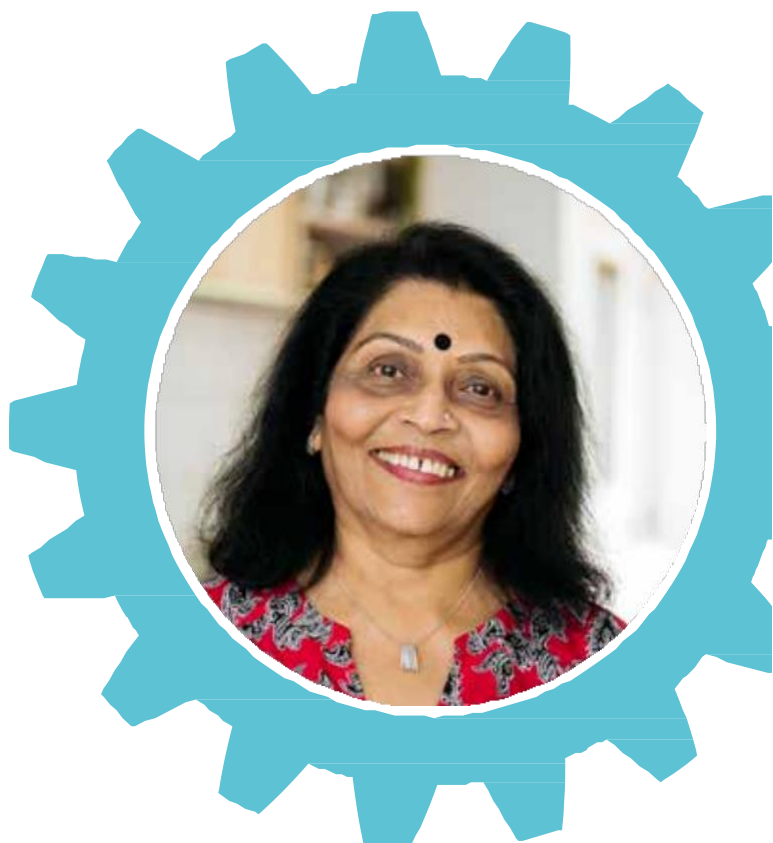
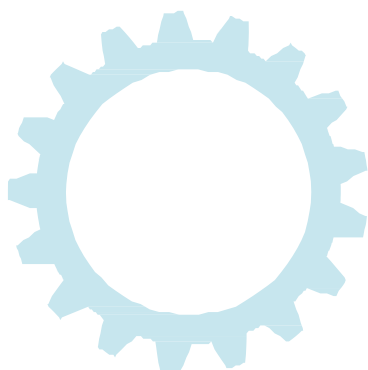
Out of hours:

Tel: 024 7683 2222



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Message from the Chair

It is my pleasure to introduce the Coventry Safeguarding Adult Board Annual Report for 2022/23.

As well as setting out the structure and purpose of the Board, the Annual Report provides a comprehensive account of the work carried out with our partners to safeguard people across the city with care and support needs.

Our priorities are explained, and information is provided that details the outcomes achieved and the difference made. All of the activity is underpinned by a shared commitment to keep people at the heart of what we do.

I would like to place on record my appreciation for the work of the partner agencies, and especially to all those dedicated colleagues working to make Coventry a safe place to live, work and visit.

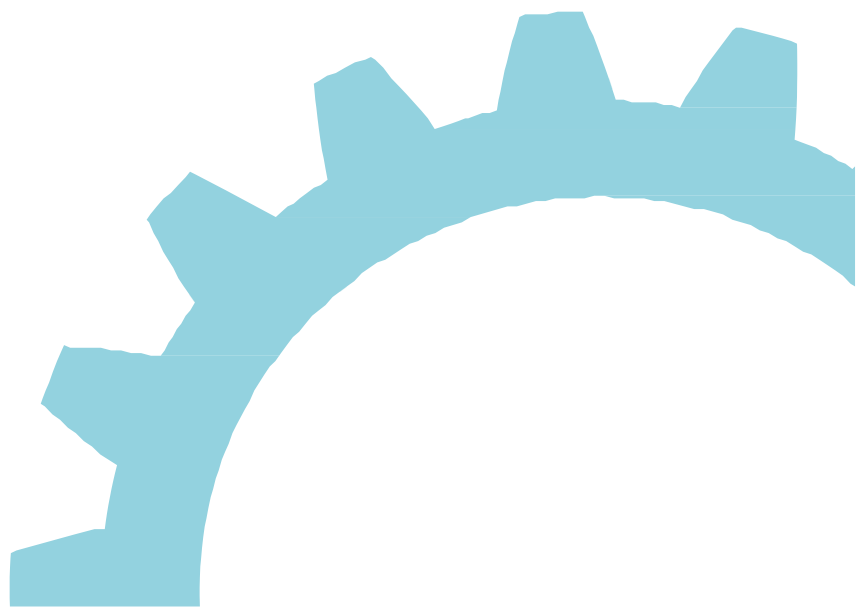


A handwritten signature in blue ink, appearing to read 'Derek Benson', written over a light blue horizontal line.

Derek Benson

Independent Chair

Coventry Safeguarding Adults Board



What we do?

The Coventry Safeguarding Adults Board (CSAB) is a partnership of organisations that work to both prevent and end abuse of adults with care and support needs in Coventry. The Board includes a wide range of organisations that have a role in safeguarding adults with care and support needs, from abuse and neglect. This includes senior representatives from the Local Authority, Police and NHS Integrated Health Board (ICB) as well as other statutory organisations, Healthwatch and the voluntary sector.

The Board commissions an Independent Chair, to provide an independent perspective, challenge and support to the Board in achieving its ambitions. A full list of members is available at appendix 1.

The Care Act (2014) requires that each local authority must establish a Safeguarding Adults Board for its area. The objective of a Safeguarding Adults Board is to help protect adults in its area in cases where the adult:

- has care and support 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

The Safeguarding Adults Board achieves this by co-ordinating and ensuring the efficacy of what each member does. Each Safeguarding Adult Board has three core duties which are to:-

- conduct any safeguarding adults reviews in accordance with Section 44 of the Care Act 2014
- publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any safeguarding adult review and subsequent actions.
- publish a strategic plan for each financial year that sets out how it will meet its main objective and what members will do to achieve this.



The work of the Board is underpinned by the six safeguarding principles as defined in the Care Act 2014, which are:

Empowerment I am asked what I want as the outcomes from the safeguarding process and this directly informs what happens.	Prevention I receive clear and simple information about what abuse is. I know how to recognise the signs and I know what I can do to seek help.
Proportionate I am sure that the professionals will work in my interest and they will only get involved as much as is necessary.	Protection I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.
Partnership I know that staff treat personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.	Accountability I understand the role of everyone involved in my life and what they do.

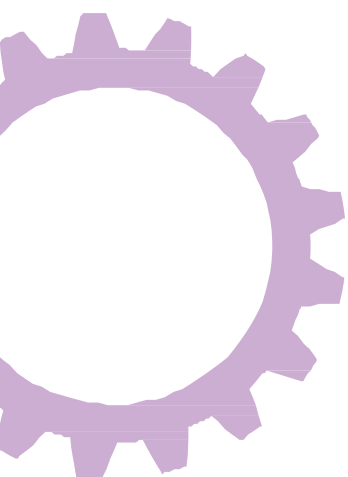
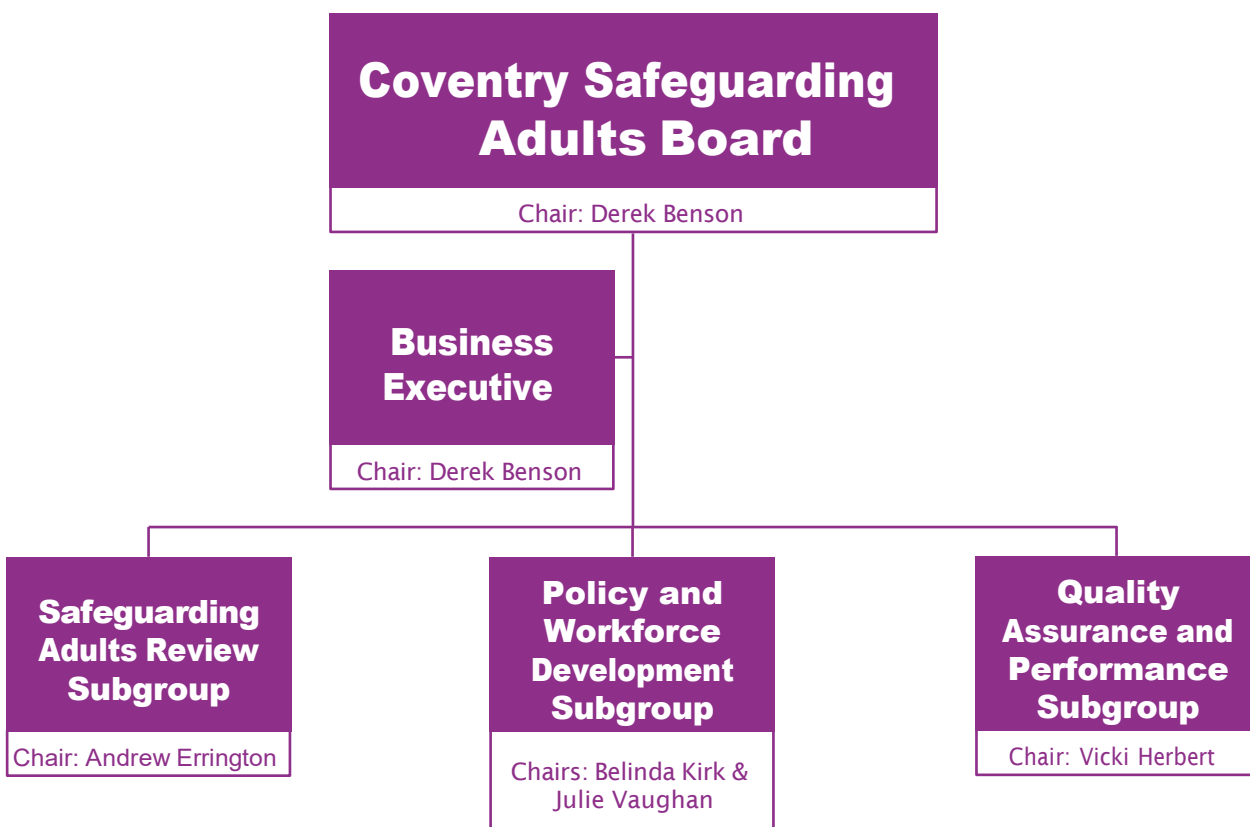
For more information see our One minute guide on [Making Safeguarding Personal](#) or see our [Making Safeguarding Personal leaflet](#).

Coventry Safeguarding Adults Board had three priorities for 2022-2023

- To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal' (MSP) and that adults are supported to achieve the outcomes that they want.**
- To prepare for and oversee the effective implementation of Liberty Protection Safeguards 2022.**
- The Board to seek to understand and respond to safeguarding issues arising out of lockdown easing of the COVID-19 pandemic crisis.**

Governance arrangements

The Board is a multi-agency statutory body which makes decisions about the strategic direction of safeguarding in Coventry. The work of the Board is supported through its Business Executive Group and Subgroups. The structure of these groups is shown in the chart below:



Coventry population

345,300

Median age is



35

26%
under 19

59.4%
are aged 19-64

14.6%
are aged over 65

Ethnic groups

Coventry | (England)

Asian, Asian British or Asian Welsh **18.5%** (9.6%)

Black, Black British, Black Welsh, Caribbean or African **8.9%** (4.2%)

Mixed or Multiple ethnic groups **3.4%** (3.0%)

White **65.5%** (81.0%)

Other ethnic group **3.7%** (2.2%)

% of all people

3.4 of adults who are unemployed in 2020

reported through the 2021 census. This may have been influenced by the Covid-19 pandemic.



Total male population

172,200

173,100

Total female population



Healthy Life expectancy at birth

64.0 For females (in years)

61.1 For males (in years)



Life expectancy at birth

82.0 For females (in years)

78.0 For males (in years)



Depending on the way it is measured, Coventry ranks

66th most deprived local authority area of 317 in England



Outcomes for Coventry Adults

During 2022/23 data was collated into a Performance Scorecard and analysed by the Quality, Assurance and Performance (QA&P) Subgroup to help understand how the partnership was progressing in its objectives and priorities:

Priority 1 – To be assured that safeguarding is underpinned by the principles of ‘Making Safeguarding Personal’ and that adults are supported to achieve the outcomes that they want.

1. The number of identified outcomes achieved for concluded safeguarding enquires:

	Fully Achieved	Partially achieved	Not Achieved	Asked but not expressed	Person not asked	Blanks/ don't know	Total
2021-2022	410 (47%)	241 (28%)	21 (2%)	91 (10%)	99 (11%)	7 (1%)	869
Previous Q4	181 (61%)	68 (23%)	8 (3%)	26 (9%)	20 (6%)	0 (0%)	303
Q1	86 (38%)	71 (32%)	14 (6%)	39 (17%)	15 (7%)	0 (0%)	225
Q2	91 (43%)	51 (24%)	7 (3%)	46 (22%)	18 (8%)	0 (0%)	213
Q3	84 (32%)	73 (28%)	10 (3%)	59 (23%)	36 (14%)	0 (0%)	262
Q4	133 (46%)	86 (29%)	10 (3%)	30 (10%)	33 (11%)	0 (0%)	292
Total	394	271	41	174	102	0	992
% of total	40%	28%	4%	18%	10%	0%	

2. The percentage of adults who lack capacity with concluded safeguarding enquiries that confirm that they were supported by an advocate or family member acting as a representative:

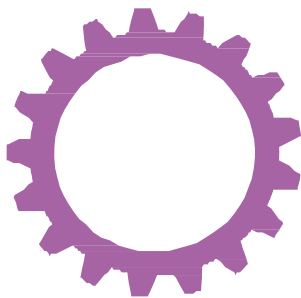
	Prev Q4	Q1	Q2	Q3	Q4
Supported by an advocate	88%	89%	94%	95%	98%

3. Conversion rate from concerns to enquiries (evidencing proportionality of involvement):

	Prev Year Total	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Number of new Concerns	5858	520	583	491	526	537	483	521	545	516	526	463	567	6278
Number of new Enquiries	899	83	90	67	79	86	97	96	92	92	102	86	89	1055
% of concerns who became an Enquiry	15%	16%	15%	14%	15%	16%	20%	18%	17%	17%	19%	19%	16%	17%

4. Number of hits on MSP resources on the CSAB website:

MSP Resources	Q1	Q2	Q3	Q4
Safeguarding Adults Board Resources Page	42	70	17	71
MSP Leaflet	5	10	0	0
MSP Learning Event YouTube Video	2	6	0	4



5. % of staff currently trained in basic safeguarding awareness:

Agency	End of last Q4	Q1	Q2	Q3	Q4	CAVEAT
ALL Local Authority	77	77	76	78	81	Calculated at 3 years (employer requirement)
Local Authority Adult Services	91	91	89	90	93	
Local Authority Adult Social Care Teams	91	92	92	89	92	
UHCW	95.4	96	96	95.8	96	Calculated at 3 year (employer requirement)
ICB	90.1	91.4	90.1	91.3	91.1	Calculated at 3 year (employer requirement)
CWPT	97.1	94.5	93	93.4	93.9	Calculated annually (employer requirement)
SWFT	92.5	92	90	92	91	Calculated at 3 year (employer requirement)
NPS	100	75	78.5	84	92	Calculated at 3 year (employer requirement)

Making Safeguarding Personal continues to be a key focus for the Board and, where possible, we want individuals to express their wishes and ensure their outcomes are achieved, and the end of year data demonstrates that throughout the year 68% of outcomes for concluded safeguarding enquiries were either fully or partially achieved. This represents a decrease of 7% in fully achieved outcomes compared to the previous year (no change for partially achieved outcomes) and is in line with the 7% increase of individuals not expressing their wishes regarding outcomes when asked. There was also a very slight increase (2%) in outcomes that were not achieved.

It was encouraging for the Quality, Assurance and Performance subgroup to observe an upturn in the percentage of individuals who lack capacity being supported by an advocate, going from 90% in Q1 to 98% by then end of year – this is the highest rate this performance indicator has reached since the Board began collecting this data 3 years ago.

There continued to be evidence of excellent safeguarding training compliance across all agencies this year. Probation reported a decline in their training compliance at the start of the year due to their organisation operating in ‘Red Status’ and as part of their national prioritisation framework, training was an area where they were permitted to pull back from

during that time. However this steadily improved and by the end of the year all agencies' compliance with safeguarding training was above 90%.

The number of adults referred in as a concern increased by 7% this year compared to last year. Coventry continues to have a higher rate of concerns, per 100,00 population compared with 2021/22 in England and the West Midlands. The conversion rate from concern to a Section 42 enquiry increased to 17% this year. The group understood that conversion rates can vary - both regionally and nationally (anywhere from 5% to 95%) however 15% is the expected rate locally.

Priority 2 – To prepare for and oversee the effective implementation of Liberty Protection Safeguards.

The implementation of Liberty Protection Safeguards was expected in the Spring of 2023 and therefore the Board decided that this should be one of their priorities, however in April 2023 the Government set out its plans for adult social care reform and in order to enable them to focus on their critical priorities, the Government made the decision to delay the implementation of the Liberty Protection Safeguards (LPS) beyond the life of this Parliament. Hence, the Deprivation of Liberty Safeguards (DoLS) remain an important system for authorising deprivations of liberty, and it is important that health and social care providers continue to make applications in line with the Mental Capacity Act 2005 to ensure that the rights of individuals who may lack capacity are protected and looked after in a way that does not inappropriately restrict their freedom.

The data outlined below was intended to provide assurances to the Quality, Assurance & Performance subgroup that DoLS applications are processed timely and to provide details of numbers of outstanding applications:

1. Deprivation of Liberty Safeguards (DoLS) applications:

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year Total
Applications carried over from previous period	469	563	511	540	
Number of applications received 2022-23	576	518	563	631	2288
TOTAL Number of applications at the end of the quarter	1045	1081	1074	1171	2757
Total number of granted	203	269	233	350	1055
Total number of not granted	279	301	301	363	1244
Total number of completed	482	570	534	713	2299
Completed %	46%	53%	50%	61%	83%
To be completed	563	511	540	458	458
To be completed %	54%	47%	50%	39%	17%

	Applications granted timescale form being received						Total
	0-3 months		3-6 months		6+ months		
Total 20-21	259	30%	565	66%	37	4%	861
Total 21-22	216	24%	554	62%	127	14%	897
Total 22-23	199	19%	750	71%	106	10%	1055

Reason for Not Granted DoLS	2022-23	
	Number	%
Change of circumstances	905	73%
Deceased	257	21%
Criteria not met	82	7%
Grand Total	1244	

The QA&P subgroup recognised that the number of DoLS application is still increasing; this is an observed trend year on year. 2022/23 saw the highest number of applications to date (2757) with highest number of applications completed (2299 – 83%) and at year end, 17% of applications were yet to be completed.

1055 (45%) of applications were granted; most applications were granted within 3 – 6 months, 199 (19%) were granted within 90 days, however 10% of applications were granted 6+ months after they were received and measures to ensure that this was reduced were put in place and included a 360 review of the DoLS process from receipt of application to final authorisation. The aim of the review was to identify where delays occur in the process and if possible, put measures in place to reduce them. Another measure was to ensure that all G8 managers who had completed the recent authoriser training were actively participating in the Authorisation Rota and ensuring that Best Interest Assessors (BIAs) were taking a proportionate response to assessing citizens who were being deprived of their liberty. BIA's were completing face to face assessments in care homes and hospital and remote assessments were only being done in exceptional circumstances.

CQC rating of Coventry care homes:

The Care Quality Commission (CQC) is the independent regulator of Health and Social Care in England. Each quarter a representative from the Commissioning Team brought a report to the subgroup to provide assurance around the internal and external audit and inspection systems in care homes in Coventry, how they are rated by CQC and plans for improvement along with current campaigns and any success stories.

This year the Joint Quality Assurance Team continued to focus assurance activity on commissioned providers with 'Inadequate' or 'Requires Improvement' ratings and shared information and intelligence with the CQC to inform their inspections. The Quality Peer Support Group (QPSG) and Provider Escalation Panel (PEP) continued to monitor and manage providers that had quality concerns and presented levels of risk to both the users of the service and/or risks to the market. These multi-agency groups have a shared responsibility for managing local quality assurance.

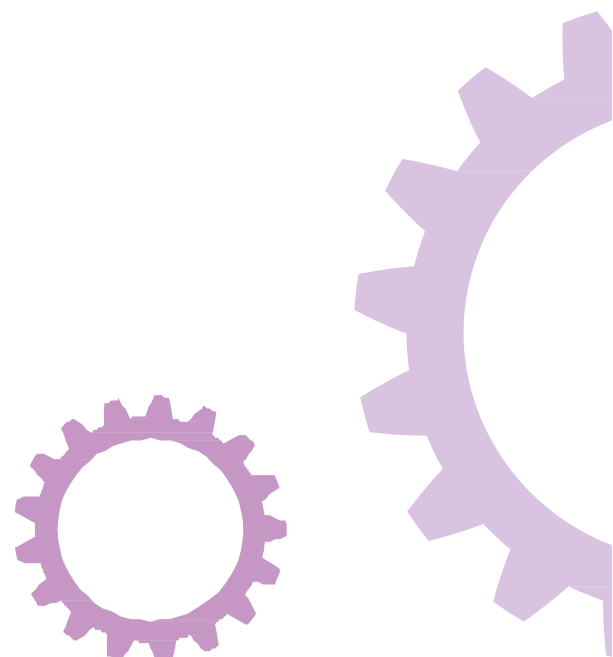
All providers should have a full quality assurance monitoring visit (announced and unannounced) completed on a yearly basis as a minimum; the joint quality team apply a risk-based approach to contract monitoring and quality assurance, with more focus on those providers identified to be most at risk.

The Commissioning Team developed and launched a new Quality Assurance Framework (QAF) which outlines the joint quality team's (Coventry City Council and Integrated Care Board (ICB) combined) contract monitoring and quality assurance process. This approach aligns to the 'Adult Social Care Offer' in Coventry, which emphasises the importance of ensuring people in receipt of services feel safe, well supported, listened to, and have choice and control.

As part of the Market Sustainability Plan, the Commissioning Team developed, jointly with providers and key stakeholders, an Adult Social Care Provider Support Pack which included advice, support and signposting on key challenges being faced by the adult social care market.

The Commissioning Team also worked with providers and other agencies to increase recruitment and retention in the care sector. Retention is particularly important in the care sector to build strong relationships with vulnerable service users and to strengthen staff relationships.

This year, the Commissioning Team strengthened the Out of City (OOC) process and has developed an Out of City placements and review process to ensure there is consistency provided to the individuals who are placed out of city – this applies to all care home, supported living, and housing with care placements made outside of Coventry City Council tax boundaries. When a person has been placed there will be a number of checks completed to ensure the quality of service they are receiving is of an acceptable standard.



Priority 3 – The Board to seek to understand and respond to safeguarding issues arising out of lockdown easing of the COVID19 pandemic crisis.

The QA&P subgroup felt that in order to reach any conclusions about the impact of Covid-19 and safeguarding issues arising out of lockdown easing, they wanted to review longitudinal, comparative data from the previous three years.

1. Categories of safeguarding concern for concluded enquiries by abuse type by quarter (cumulative):

Type of abuse	Prev Year 2019/20	Prev Year 2020/21	Prev Year 2021/22	Q1	Q2	Q3	Q4	End of Year Total
Discriminatory	0 (0%)	4 (1%)	2 (2%)	1 (0%)	0 (0%)	1 (0%)	0 (0%)	2 (0%)
Domestic	23 (3%)	14 (3%)	25 (3%)	8 (3%)	7 (4%)	18 (7%)	10 (3%)	43 (4%)
Financial	131 (19%)	91 (18%)	147 (16%)	29 (12%)	27 (12%)	29 (11%)	35 (12%)	120 (12%)
Modern Slavery	0 (0%)	0 (0%)	2 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Neglect & Acts of Omission	233 (35%)	208 (41%)	406 (44%)	118 (49%)	108 (50%)	139 (52%)	135 (45%)	500 (49%)
Organisational	25 (4%)	10 (2%)	20 (2%)	4 (2%)	4 (2%)	5 (2%)	5 (2%)	18 (2%)
Physical	135 (20%)	92 (18%)	145 (16%)	30 (13%)	35 (16%)	36 (13%)	43 (14%)	144 (14%)
Psychological/ Emotional	64 (9%)	32 (6%)	60 (6%)	15 (6%)	11 (5%)	12 (4%)	22 (7%)	60 (6%)
Sexual	24 (4%)	22 (4%)	21 (2%)	6 (3%)	1 (0%)	3 (1%)	6 (2%)	16 (2%)
Sexual Exploitation	7 (1%)	1 (0%)	1 (0%)	1 (0%)	0 (0%)	0 (0%)	1 (0%)	2 (0%)
Total	675	511	933	239	218	267	299	1023
Number of Concluded Enquiries			869	225	213	261	286	985

There was no significant change in trends in relation to abuse types this year; neglect and acts of omission (49%), physical (14%) and financial abuse (12%) continued to be the most prevalent abuse categories. There was an increase in domestic abuse (4% in 2022/23 compared to 3% in 2021/22) and some fluctuations in self-neglect, and this will continued to be monitored.

The data from the previous three years did not highlight any significant variation in types of abuse reported during the pandemic; although neglect has continued to increase year on year and physical and financial appeared to have steadily declined, they remained the top three categories of abuse.

2. The outcomes of safeguarding enquiries:

Concluded enquiries	Prev Q4	Q1	Q2	Q3	Q4	Total
Action taken, and risk remains	9 (7%)	8 (8%)	4 (4%)	4 (4%)	11 (8%)	27 (6%)
Action taken, and risk reduced	59 (47%)	46 (47%)	40 (45%)	65 (63%)	85 (58%)	236 (54%)
Action taken, and risk removed	57 (46%)	43 (44%)	45 (51%)	34 (33%)	49 (34%)	171 (39%)
Not recorded	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0%)	1 (0%)

3. Number of safeguarding enquiries broken down by location of risk:

Location of risk	Prev Year 2019/20	Prev Year 2020/21	Prev Year 2021/22	Q1	Q2	Q3	Q4	End of Year Total
Alleged Person Causing Harm's Home	12 (2%)	6 (1%)	13 (1%)	1 (0%)	3 (1%)	2 (1%)	2 (1%)	8 (1%)
Day Care	9 (1%)	4 (1%)	0 (0%)	3 (1%)	0 (0%)	3 (1%)	1 (0%)	7 (1%)
Education/Training/ Workplace	6 (1%)	0 (0%)	1 (0%)	0 (0%)	0 (0%)	1 (0%)	1 (0%)	1 (0%)
Hospital	11 (2%)	29 (5%)	41 (5%)	6 (3%)	4 (2%)	7 (3%)	12 (4%)	29 (3%)
Hospital-Mental Health	26 (4%)	20 (4%)	4 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (1%)	3 (0%)
Housing with Care	24 (4%)	17 (3%)	39 (4%)	3 (1%)	3 (1%)	9 (3%)	8 (3%)	23 (2%)
Not Known	18 (3%)	10 (2%)	14 (2%)	2 (1%)	1 (0%)	4 (2%)	6 (2%)	13 (1%)
Nursing Home	49 (8%)	68 (12%)	121 (13%)	22 (9%)	25 (12%)	44 (17%)	33 (11%)	124 (12%)
Other Health Setting	1 (0%)	4 (1%)	1 (0%)	1 (0%)	0 (0%)	1 (0%)	0 (0%)	2 (0%)
Other Location	21 (3%)	14 (3%)	14 (2%)	4 (2%)	3 (1%)	1 (0%)	6 (2%)	14 (1%)
Own Home i.e., where adult usually lives	289 (47%)	270 (49%)	409 (45%)	130 (56%)	112 (52%)	119 (45%)	148 (50%)	509 (50%)
Public Place	27 (4%)	12 (2%)	8 (1%)	6 (3%)	4 (2%)	7 (3%)	2 (1%)	19 (2%)
Residential Care	121 (20%)	99 (18%)	241 (27%)	54 (23%)	57 (27%)	66 (25%)	75 (25%)	252 (25%)
Shared Lives	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (1%)	1 (0%)	0 (0%)	4 (0%)
Total	614	553	906	232	215	265	296	1008

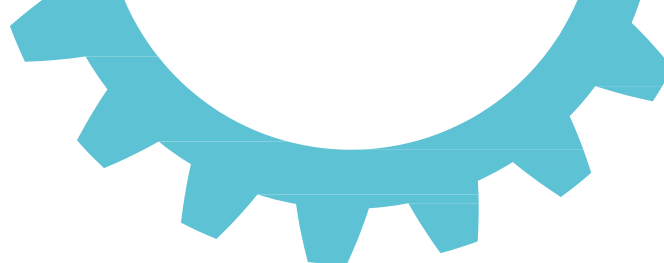


4. Location of abuse/risk for each abuse type for concluded enquiries (cumulative year to date):

	Care Home Nursing	Care Home Residential	Hospital-Mental Health	Hospital Acute	In a community service	In the community	Other	Own Home	Total
Discriminatory	0	0	0	0	0	0	2	0	2
Domestic Abuse	0	1	0	0	0	2	2	37	42
Financial or material	6	10	0	1	0	8	5	86	116
Neglect and Acts of Omission	85	167	0	21	5	7	7	201	493
Organisational	2	4	0	2	0	0	0	8	16
Physical	20	52	0	3	1	4	5	57	142
Psychological	0	7	0	0	1	2	3	42	55
Self-Neglect	6	7	1	0	0	2	1	100	117
Sexual	1	4	0	1	1	2	2	4	15
Sexual Exploitation	0	0	0	0	0	0	1	1	2
Total	120	252	1	28	8	27	28	536	1000

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5. Source of referral / concern:

Referral source	Prev Year 2019/20	Prev Year 2020/21	Prev Year 2021/22	Q1	Q2	Q3	Q4	End of Year Total
Adult Social Care (CCC)	55 (2%)	75 (2%)	114 (2%)	46 (3%)	50 (3%)	57 (4%)	40 (3%)	193 (3%)
Ambulance Service	417 (18%)	1001 (23%)	2007 (34%)	561 (35%)	545 (35%)	611 (39%)	563 (36%)	2280 (36%)
Anonymous/ Neighbour/Member of Public	13 (1%)	59 (1%)	56 (1%)	9 (1%)	17 (1%)	11 (1%)	22 (1%)	59 (1%)
Care Quality Commission	28 (1%)	57 (1%)	58 (1%)	11 (1%)	13 (1%)	10 (1%)	8 (1%)	42 (1%)
Community Health Staff/Setting	76 (3%)	192 (4%)	221 (0%)	87 (5%)	86 (6%)	91 (6%)	93 (6%)	357 (6%)
Coventry & Warwickshire ICB	8 (0%)	9 (9%)	5 (0%)	2 (0%)	6 (0%)	2 (0%)	2 (0%)	12 (0%)
Fire Service	8 (0%)	14 (0%)	18 (0%)	7 (0%)	3 (0%)	5 (0%)	6 (0%)	21 (0%)
Friend/Family/ Partner (Ex)	200 (9%)	321 (7%)	318 (5%)	98 (69%)	90 (6%)	78 (5%)	103 (7%)	369 (6%)
NHS Hospital Trust	350 (16%)	482 (11%)	514 (9%)	118 (7%)	115 (7%)	119 (8%)	120 (8%)	474 (8%)
Not Recorded	3 (0%)	6 (0%)	5 (0%)	0 (0%)	1 (0%)	4 (0%)	2 (0%)	7 (0%)
Other	174 (8%)	462 (11%)	390 (7%)	120 (8%)	134 (9%)	143 (9%)	132 (8%)	529 (8%)
Other Local Authority	16 (1%)	45 (1%)	32 (1%)	6 (0%)	12 (1%)	3 (0%)	12 (1%)	33 (1%)
Other Service User (or their family)	16 (1%)	14 (0%)	26 (0%)	7 (0%)	2 (0%)	0 (0%)	4 (0%)	13 (0%)
Police	55 (2%)	213 (5%)	215 (4%)	58 (4%)	47 (3%)	61 (4%)	47 (3%)	213 (3%)
Self	76 (3%)	86 (2%)	113 (2%)	28 (2%)	25 (2%)	19 (1%)	29 (2%)	101 (2%)
Social Care Provider/ Setting	760 (34%)	1285 (30%)	1766 (30%)	436 (27%)	400 (26%)	368 (23%)	373 (24%)	1577 (25%)
Total	2255	4321	5858	1594	1546	1582	1556	6278

*2019/20 - only for concerns recorded on SG1 or CWPT (Apr-Feb does not include additional concerns)

6. Number of concerns broken down by age of individual:

Age range	Prev Year 2021/22	Q1	Q2	Q3	Q4	Total	Total
18-64	1931 (33%)	531	498	500	487	2016	31%
65-74	817 (14%)	205	235	222	236	898	14%
75-84	1476 (25%)	380	380	389	406	1546	25%
85-94	1378 (24%)	419	419	405	361	1560	25%
95+	244 (4%)	57	57	65	61	246	4%
Unknown	16 (0%)	2	4	1	5	12	0%
Total	5862	1594	1546	1582	1556	6278	

7. Number of Active Safeguarding Adult Reviews per quarter:

Age range	Last Q4	Q1	Q2	Q3	Q4
Number of active SARs	2	2	2	2	2

Number of providers attending the Provider Forum:

Service Area	Number of Providers	Average number of attendees at forum			
		Q1	Q2	Q3	Q4
Older People – Care Homes	45	25	35	18	0 – Provider forum cancelled due to other priorities
Home Support		Next Forum scheduled for October 2022		13 (face to face)	0 – No Provider forum in Q4
Mental Health	34	17 (virtual)	-	14 (virtual)	19 (virtual)
Learning Disability	No forum currently planned - looking to reinstate shortly			13 (virtual)	5 (face to face)

In terms of outcomes for concluded safeguarding enquiries, there was a successful outcome in 93% of cases where the risk was either removed or reduced and these figures have held steady across the year with a peak to 96% in Q2 and Q3.

Location of harm for concluded enquiries this year was predominantly in the individual's own home (50%) - this appears to have gradually increased since the start of the pandemic with no significant changes in any of the other locations.

This year, most financial abuse was identified in the individual's own home as was domestic abuse and self-neglect. 51% of neglect and acts of omission was located in care homes and 40% in the individual's own home which is similar to physical abuse – 50.7% identified in care homes and 40% in the individual's own home.

36% of referrals into ASC this year were made by West Midlands Ambulance Service followed by social care providers (25%) which has remained consistent during the year. Referrals from WMAS increased during the pandemic and continued to do so, whilst referrals made by the Hospital Trust steadily declined. The QA&P questioned whether more referrals should be received from other agencies and agreed to investigate this further via an audit next year.

69% of all concerns this year were in relation to individuals aged 65+; during the pandemic, safeguarding concerns for the younger population increased to 40% (up from 36%) but have since returned to pre-pandemic levels and this year 31% of concerns were in relation to individuals aged 18-64.

The provider care home forum was reinstated in 2022; this was a hybrid approach with some providers choosing to attend face to face and some via Microsoft Teams. The older people care home provider forum in Q1 featured a presentation by a representative from the West Midlands Fire Service around fire safety and the CSAB and Local Authority Safeguarding Adults Team delivered a presentation about safeguarding.

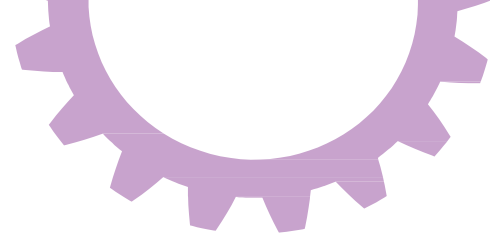
Conclusion

The CSAB continually seek to improve practice and ensure that this involves making safeguarding as person centred as possible and it is important that Coventry is in a position to be able to deliver quality services which keep people safe. This year's data revealed that neglect and acts of omission continues to be the most prevalent form of abuse in Coventry, followed by physical and financial abuse and we need to ensure that practitioners are able to identify and respond to these abuse types appropriately. Next year the Board will continue to receive assurance that partners across the city understand and fulfil their safeguarding responsibilities.

Covid-19 Position Statement

The Executive Group of the CSAB requested that we continued to update the city's Position Statement every 6 months to seek assurance from partner agencies about their post pandemic methods of operation and how it impacted on their ability to identify safeguarding issues, and to ensure there was a collective understanding of the services available for adults with care and support needs. We requested succinct information from services across the city to support this document with a focus on any positives and areas that were working well, key areas of concern and how agencies were responding to these and proposed recommendations to strengthen the safeguarding system.





How have we made a difference?

To be assured that safeguarding is underpinned by the principles of ‘Making Safeguarding Personal’ and that adults are supported to achieve the outcomes that they want.

Coventry and Warwickshire Integrated Care Board have an internal Safeguarding website which provides Safeguarding information, safeguarding pathways, processes, and links to other services. Making Safeguarding Personal is included, with direct links to both CSABs resources but also external resources such as SCIE. This is designed to give practitioners an overview and easy access to further information on specific safeguarding areas. Within this website Coventry and Warwickshire Integrated Care Board are going to trial a forum-based service where practitioners can ask the Safeguarding team questions but also each other.

Public Health commissions a number of services. All are required to have a named safeguarding lead. It is one of the contractual requirements for all of their commissioned providers to ensure that they deliver safeguarding training to their staff groups and work within local safeguarding arrangements. This is monitored through regular contract performance meetings and safeguarding is a regularly timetabled feature of discussions and audits carried out by services.

At Citizen, a Level 1 Safeguarding Awareness eLearning has been developed and was implemented in November 2022. New content has been produced including case studies and video, and includes Making Safeguarding Personal. It is mandatory for all staff and volunteers.

Coproduction and Engagement

Coventry City Council Adult Social Care continued to work to grow its commitment to developing a culture of ‘Coproduction and Engagement’. This included producing a piece of work highlighting their commitment to the way the service would engage and involve people.

<https://www.coventry.gov.uk/downloads/file/39258/adult-social-care-engagement-involvement-and-co-production-it-s-our-approach>

‘Safeguarding Adults Practice Guidance and Making Safeguarding Personal Toolkit’ has been shared with all probation staff at Coventry Probation Delivery Unit.

University Hospital Coventry and Warwickshire have a Trust strategy which puts the patient at the pinnacle of the strategy, and this is continued in their approach to safeguarding.

Patients and their preferences and wishes are at the centre of Safeguarding and all decisions are made in an inclusive way. Capturing the patient’s wishes and feelings is a mandated field within a UHCW Safeguarding Adult referral to ensure the persons views are heard and respected.



Policies and procedures: Citizens have established policies and procedures in relation to safeguarding, which have been communicated to staff through training and via the staff intranet. Policies and procedures extend to consider required processes, including how to raise a concern. This is supported by a secure centralised case management system supporting high level reporting for senior leaders.

A real time experience survey continues to be used to seek feedback from people who have recently experienced support from Adult Social Care. The results so far are showing a broadly very positive experience of those people who access support or the people who care for them having a positive experience. Feedback has included being complimentary about support and how Adult Social Care have worked to build a rapport and connection with people and a great proportion of people have wanted to get involved in some way in the work of Adult Social Care (over 650 people now signed up to the Adult Social Care bulletin as of May 2023).

Links for the survey are now on Adult Social Care's assessment, support plan and review forms.

https://myaccount.coventry.gov.uk/service/Adult_Social_Care_Experience_survey

Making Safeguarding Personal is included in all training delivered internally to Coventry and Warwickshire Integrated Care Board employees but also to Primary Care. Levels 1 and 2 training are online and is delivered by Health Education England.

A safeguarding toolkit has been produced and implemented in 2022 on the West Midlands Fire Service (WMFS) intranet to embed good practice and promote use of the NHS Safeguarding App which is on all WMFS mobile phones. It includes Making Safeguarding Personal.

Coventry City Council Adult Services has updated and published an updated version of its Practice Framework. A practice framework brings together, in an accessible way, an organisation's approach to practice, identifying what underpins the work, how this informs interventions and as an organisation how we support front line practice.

<https://www.coventry.gov.uk/downloads/file/30455/adult-social-care-practice-framework>

The Practice Framework identifies practice tools and approaches that are in place to support practitioners to undertake their role, one of which includes a commitment and resources to support Making Safeguarding Personal.

The Integrated Care Board fund and deliver training for the Safeguarding Adults Co-ordinators programme within Primary Care where Making Safeguarding Personal is a common thread. This role is open to all GP practices and is designed to assist the practices' Safeguarding GPs on delivering their Safeguarding Adults responsibilities. This is to improve Primary Care's engagement in Adult Safeguarding but also to support their roles in the partnership. This includes reporting and responding to external enquiries, requests for information and audits, and to co-ordinate all Safeguarding activity within the practice.

Adherence to the Mental Capacity Act (2005) remains one of the priorities for the Safeguarding Team at University Coventry and Warwickshire, to ensure that the persons wishes and views are known prior to any best interest decision. This is included in all face-to-face training that is delivered and audited.

Training: Citizen have established a suite of safeguarding training for staff and contractors to improve understanding of safeguarding risks and reporting requirements. Completion is mandatory and subject to monitoring via the Safeguarding Dashboard.

The approach to be adopted throughout The Probation Service is called 'Skills for Effective Engagement, Development and Supervision' (SEEDS). With person-centred, relational approaches at its core, SEEDS reflects the role Probation can all play in reducing reoffending and protecting the public, through effective, holistic engagement with people on probation, helping us to see and work with individuals, as a whole (holistically). This approach is in line with the principles of 'Making Safeguarding Personal'. SEEDS training has been rolled out across Coventry staff.

Additional information: Safeguarding policies, along with information on how to make a safeguarding report are made available on Citizen's website. These include a dedicated phone line and email address.

University Hospital Coventry and Warwickshire endeavours to hear the patients voice, and this is done in many ways including using person centred documentation such as Advanced Decision Making, Hospital Passports for patients with Learning Disability and Autism and Getting to Know You booklets for people with Dementia.

Risk Enablement Panel

Coventry City Council Adult Services continues to provide access to a Risk Enablement Panel. Risk Enablement Panels are designed to support staff in developing care and support plans in cases where there is a significant or perceived substantial risk to the individual. The Risk Enablement Panel forms a key part of Adult Services Strengths-based Practice Framework, supporting the delivery of the Adult Social Care Offer and commitment to adopting a strength-based approach.

Making Safeguarding Personal (MSP) forms part of the legal basis of safeguarding according to the Care Act 2014, both MSP and positive risk taking are underpinned by the principle that enablement and working with risk are intrinsically linked. Positive risk taking is also consistent with a strength-based approach, focusing on a person's assets, both individually and in their support network.

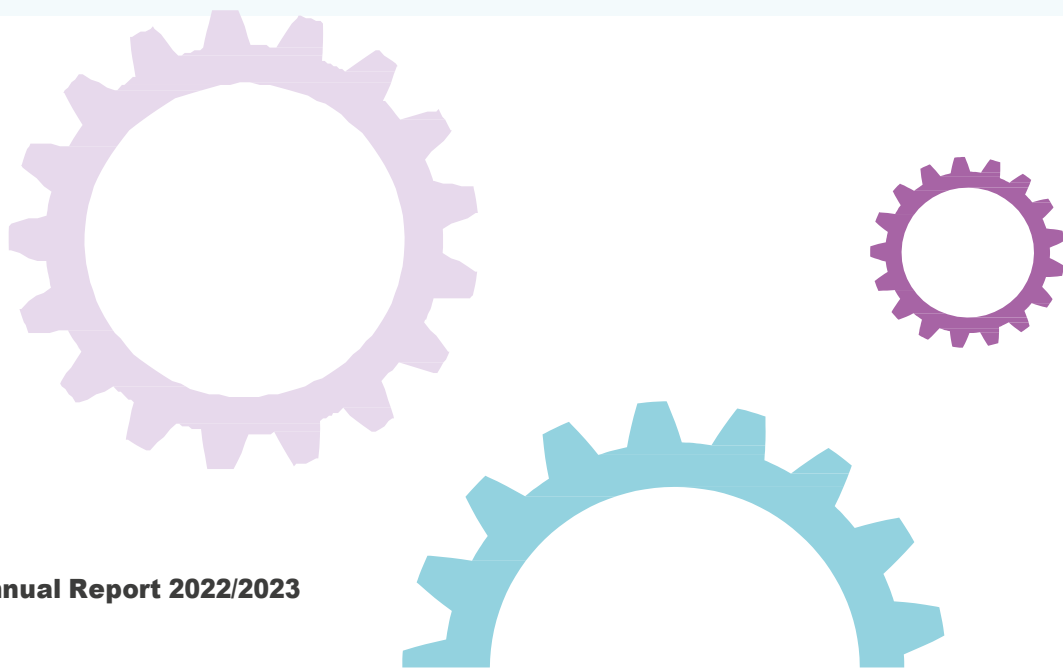
Panels have considered a range of situations and scenarios including support for people with issues associated with self-neglect and hoarding.

Mobile app: Citizen has rolled out an application for staff mobile devices to facilitate the recording of an Initial Notice of Concern (INOC), including the ability to add photographs. This streamlines and simplifies the process of logging safeguarding concerns.

Conclusion

Coventry Safeguarding Adult's Board is assured that Making Safeguarding Personal continues to be embedded in all safeguarding activity across the city. 68% of all safeguarding enquiries were either fully or partially met.

Coventry Safeguarding Adult's Board recognises that Making Safeguarding Personal underpins all safeguarding activity. It is vital that we strive for continuous improvement in this area and challenge ourselves to ensure that the needs and wishes of adults with care and support needs are understood and acted upon. Making Safeguarding Personal will therefore continue to be a priority for Coventry Safeguarding Adult Board in 2023-2024.



To prepare for and oversee the effective implementation of Liberty Protection Safeguards.

The University Hospital Coventry and Warwickshire Trust Board have been kept regularly updated in relation to the plan implementation of Liberty Protection Safeguards by the Safeguarding Team.

The University Hospital Coventry and Warwickshire Trust approved a business plan in principle to support the implementation of Liberty Protection Safeguards. No funding has yet been awarded as the start date has been delayed.

Preparing for Liberty Protection Safeguards

Coventry City Council in preparation of Liberty Protection Safeguards established an implementation group with 4 key areas of work

- Operating Model Approaches
- Workforce Development
- Communications and Stakeholder Engagement
- Performance and Recording Systems

Monthly meetings were in place to monitor progress and developments including work on a training plan for implementation, demand and identifying new processes, staffing requirements modelling and stakeholder communication and engagement activity.

Coventry and Warwickshire Integrated Care Board are involved with the Liberty Protection Safeguards preparedness in the city as a partner in a Health Liberty Protection Safeguards steering group, in a joint agency Liberty Protection Safeguards group and in an internal Liberty Protection Safeguards steering group. These groups allow effective information exchange, discussion regarding the recent consultation, a broader view of the plans for Liberty Protection Safeguards in the city and open communication regarding the changes to the system in the future. Coventry and Warwickshire Integrated Care Board are also part of the regional MCA/LPS group led by NHSE of which included regular audits regarding preparedness.

An example of where Liberty Protection safeguards impact on Public Health services is within the Change Grow Live (CGL) commissioned service which provides drugs and alcohol support. CGL are working closely with an external company, DCCi, to deliver the Mental Capacity Development Project, which is a large national project.

The aim of the project is to develop, and strategically align the Mental Capacity Act (MCA) organisational plan and governance framework to improve practice and ensure regulatory compliance.

To do this they will:

Create competency framework to improve Mental Capacity Act practice at all levels

Create and embed blended and sustainable learning and development approach.

Build a robust, practice focused quality assurance and governance framework

So far this work has included:

- Mapping all CGL roles to Mental Capacity Act framework.
- Creating Mental Capacity Act competency framework that applies to all layers of the organisation, providing role descriptors, accountability statements and practice standards.
- Undertaking an extensive organisation wide consultation on the framework prior to sign off.

The next phase of the project will develop the learning and development offer, including review and development of training, practice toolkits for employees.

The council commissioned a number of Mental Capacity masterclasses in key areas to continue to grow practitioners' confidence and expertise in the application of the Mental Capacity Act 2005.

At University Hospital Coventry and Warwickshire in order to help prepare there are weekly reviews of all DoLS applications so that the Trust profile is understood in relation to DoLS applications.

Conclusion

As noted on page 12 during the year the government set out plans for adult social care reform and in order to enable them to focus on their critical priorities, the government made the decision to delay the implementation of Liberty Protection Safeguards beyond the life of this Parliament.

Coventry Safeguarding Adults Board recognises the importance of practitioners having a good understanding of the Mental Capacity Act 2003 as it is at the centre of decision making for both Deprivation of Liberty and Liberty Protection Safeguards. Coventry Safeguarding Adults Board continues to undertake activity to support practitioners within all agencies to understand the Mental Capacity Act 2005.

The Board to seek to understand and respond to safeguarding issues arising out of lockdown easing of the COVID19 pandemic crisis

Probation has provided a 6 monthly position statement to the CSAB to contribute to assurance activity about our post pandemic methods of operation and how it impacts on our ability to identify safeguarding issues, and to ensure there is collective understanding of the services available for adults with care and support needs.

The Safeguarding Team remain fully staffed and accessible to all staff.

Monthly safeguarding training is offered face to face alongside bespoke safeguarding training for the Emergency Department, which is well evaluated and has supported an increase in safeguarding training compliance.

MSP and support pack

Coventry City Councils Adult Strategic Commissioning Team have written a Market Sustainability Plan, detailing the current position of the adult social care market for residential and nursing homes supporting individuals 65+, and 18+ home support (domiciliary care) services. The plan also details the expected challenges faced by both the local authority and the care market over the next two years and sets out a clear practical and financial support offer for the wider care market. This support offer continues to grow with the introduction of the Provider Toolkit, a free resource available on the Coventry City Council website detailing support in respect of:

- Recruitment and retention
- Tender and bid writing
- Boosting CQC ratings
- Reducing business costs
- Co-production and engagement approaches
- Staff wellbeing and development

This toolkit is continually updated to reflect best practice and evolve with the emerging needs of the Coventry care market.

Coventry and Warwickshire Integrated Care Board host a GP safeguarding leads forum to offer support, learning and an opportunity to assist the safeguarding team to understanding any developing challenges or themes practices are experiencing.

Coventry City Council (CCC) and Warwickshire County Council (WCC) have recently procured a case management system to support suspected suicide data. This will help to interrogate and analyse data, identify trends or clusters of concern, and improve the ability to share relevant information with key partners. The suicide prevention strategy has also been endorsed by both CCC and WCC Health and Wellbeing Boards and delivery planning is underway.

Recruitment and joint working

Recruitment and retention in the care workforce is a key area of support requested by the market, echoing both regional and national challenges for the care sector in this area. To provide more meaningful and innovative support to providers, links were made with The Job Shop, Coventry Migration Team (supporting newly arrived refugees and migrants into Coventry) and City College Coventry to educate on careers in care and promote opportunities in the profession to a wide range of people. Such support was delivered via targeted recruitment fayres in different areas of the city, 'All in One Place' collation and promotion of job vacancies and a monthly Job Shop event for the whole market. Feedback from this support has been overwhelmingly positive and has assisted in the recruitment to several for both commissioned and non-commissioned care providers. Support in this area will continue to evolve to target potential recruits from different communities across the city, aiming to open up opportunities to under-served communities to further diversify our workforce and better reflect the cultures of the people we support.

The Marmot Partnership, as a response to COVID, established subgroups to focus priorities and actions on supporting groups who may be experiencing increased need. The Marmot Partnership Monitoring Tool has recently been refreshed for 2023. The tool aims to provide us with a picture across Coventry of where inequalities are being reduced and work is having an impact and where potentially they may be widening, to help inform the work of the marmot partners.

The Coventry and Warwickshire Integrated Care Board Safeguarding Team host a Safeguarding and Looked after Children's assurance group for health professionals working with both adults and children. These forums provide the opportunity to identify safeguarding themes and/or gaps from across the health system which can then be shared/escalated across the Partnership.

Coventry City Council and oversight of Key Performance Indicators

Coventry City Council's, Safeguarding Adults Team continue to monitor the safeguarding data on a regular basis. Having a close overview of the key performance indicators enables us to identify particular patterns and/or trends within our data which may identify areas for improvement requiring further exploration. The safeguarding Adults Team are currently looking at introducing a new key performance indicator in relation to use of safeguarding protection plans when risk remains following a safeguarding enquiry.

The Early Intervention Team based at Coventry Central Police station has identified increased numbers of 56 – 75-year-olds experiencing domestic abuse – many from adult family members as well as a significant number of male victims. Reporting of domestic abuse increased significantly during COVID although research in West Midlands indicates that this exposed rather than caused domestic abuse to occur. Reporting however has not decreased coming out of the COVID period and numbers remain high but appear to plateau over the last 12 months. All commissioned services have resumed normal working following COVID. Services are in place to support male victims specifically. Public Health is also working with the Domestic Abuse consortium to identify additional funding streams to respond to the increased number of males needing support.

The Coventry and Warwickshire Integrated Care Board continue to commission IRIS, this during COVID-19 quickly changed to offer virtual training and support. IRIS, during COVID experienced an increase in referrals and at present time referrals remain consistent. Practices are now receiving refresher training due to the programme nearing five years. IRIS in addition to their usual programme deliver additional bi-monthly training sessions to allow for focused or thematic learning such as changes to legislation.

Commissioning website

Access to clear, valuable information is imperative to ensuring both the care market and individuals can deliver effective care and make informed decisions. The refresh and expansion of the commissioning website ensures key information in respect of business opportunities, policy and strategy documents, information updates and training or engagement events via our Forward Planner are always available and visible to a wide audience. The refresh of this website is a key step to improving the transparency of our commissioning processes and approaches and cultivating both relations and communications with non-commissioned or new provision in the city.

Coventry City Council Working practices and Safeguarding

Coventry City Council's, Adult Social Care have taken a blended approach to working practices. We have re-established our practice principles of face-to-face working, whilst also continuing to use and hold virtual meetings where possible and appropriate. We have produced specific guidance for staff including a 'Decision Making Framework for assessment visits and contacts' to support consistent approaches in practice.

The Coventry and Warwickshire Integrated Care Board in response to the Cost-of-Living Crisis have included this within our training programmes. Information on resources and services is shared across communication platforms and hosted on our website.

Conclusion

Coventry Safeguarding Adult Board's position statements have been invaluable in providing the Board with an insight into challenges that agencies face and ensuring that we work together to understand these and find potential solutions.

Some of the areas that have emerged such as financial abuse linked to the cost of living crisis will be explored in more depth across 2023-2024.

Audits

Across the year the Quality, Assurance and Performance subgroup (QA&P) undertook 3 audits.

LGA Covid-19 Insight Project Benchmarking

The purpose of this benchmarking exercise was to provide the Board with an update of the partnerships current position in relation to the key areas of the findings published in the final Local Government Association (LGA) COVID-19 Adult Safeguarding Insight Project.

This LGA COVID-19 Adult Safeguarding Insight Project was developed to create a national picture about safeguarding adults' activity during the COVID-19 pandemic. It was considered important to understand what happened to learn any lessons for future COVID-19 outbreaks and respond to changing safeguarding needs. It was hoped the data collected could improve understanding of the impact of COVID-19 on peoples' lives and the risks of neglect and abuse, and the effectiveness of safeguarding activity during the lockdown period under COVID-19 pandemic conditions.

The third and final report was published in October 2021 and covered the period up until June 2021 and summarised safeguarding adult's activity data and information from 106 Councils in England. The voluntary collection of data and insight on safeguarding activity aimed to compare between equivalent months in 2019 and 2020, and month by month trends.

An Association of Directors of Adult Social Services (ADASS) Advice Note published in August 2021 on safeguarding adults during the pandemic recommended that 'Safeguarding Adults Boards review data in light of the results of the LGA Insight Report and identify if/where local evidence differs from the national picture and robustly consider the causes for any divergence'.

Overall, the Coventry position during the pandemic was similar to the themes found in the Insight Project: at the start of the COVID-19 lockdown period there was a significant decline in both safeguarding concerns and Section 42 safeguarding enquiries during April and May 2020 followed by a fluctuating upward trend in safeguarding activity throughout the remainder of the year. There was a sharp increase in December and concerns continued to increase to above pre-pandemic levels during 2021. There was no significant change in trends in respect of abuse types in the period of 2020/21. Regarding location of abuse, enquiries concerning abuse located in the individual's own home remained the most frequent location cited during the pandemic with a sharp increase during the periods of national lockdown. Although there was some variation in respect of risks located in residential care homes and nursing care homes, both remained the second and third most common risk locations despite some decline during periods of Covid-19 restrictions.

Learning from these experiences is an ongoing process and the recommendations as a result of this piece of work are summarised below:

Recommendations

- Local Authority Adult Social Care Safeguarding Team to continue to monitor the number of safeguarding concerns and the Section 42 conversion rate and intervene where necessary.
- The QA&P subgroup have updated the key performance indicators within the Performance Scorecard and will monitor the numbers of safeguarding concerns referred into ASC, the prevalence of abuse types and the location of risks and harm.
- All partner agencies and local organisations need to continue to report concerns about abuse and neglect, and the CSAB will continue to raise awareness of how to report abuse via their website and social media platforms.
- Work is being carried out as part of the Domestic Abuse Strategy to raise awareness and help practitioners be better equipped to support adults experiencing domestic abuse.

Self-Neglect

Self-neglect is a complex area of practice which presents a unique set of challenges for professionals working with vulnerable adults. Whilst the Care Act 2014 places a specific duty on the Local Authority in relation to the assessment and management of self-neglect, all partners are likely to have contact or undertake work with adults experiencing difficulty in this area. A multi-agency case file audit was carried out in 2018 and identified excellent practice taking place across Coventry in relation to adults who were experiencing or at risk of self-neglect and it was clear that staff were working in line with the six principles of safeguarding outlined in the Care Act 2014. However, self-neglect is a dynamic, developing area and continues to be a frequent feature in Safeguarding Adult Reviews (SARs) and/or SAR referrals. Performance data also highlights that safeguarding enquiries due to self-neglect have increased over the last 12 months and quality assurance activity needed to remain focused on this area to ensure individuals are receiving the appropriate support.

By repeating the case file audit, with a similar methodology, provided the Board with further valuable qualitative information as to areas of good practice and areas for development to ensure practitioners are fully informed and supported around self-neglect work and the results of this audit were, again, incredibly positive. The findings offered assurance about the quality of work being undertaken across the partnership and highlighted the effective safeguarding practice taking place. All partners reported good or outstanding practice and provided evidence to support their responses. Even the lower scoring areas scored well and there were very few 'requires improvement' responses across the audit as a whole, and all of those related to single agency practice in one particular case. The overall outcome was that, from the evidence available in the case files audited, there continues to be positive work taking place with adults who are at risk of or experiencing self-neglect in Coventry and the direction of travel in this area is reassuring.

The audit did not identify any clear areas for development for the Coventry Safeguarding Adults Board/partnership as a whole and nothing of immediacy for the Board or the QA&P subgroup to consider however learning from a recent Safeguarding Adult Review carried out by the CSAB found that, in that particular case, there was no evidence that there was a clear recognition of self-neglect and therefore no multi-agency plan was initiated to support the individual. For that reason, there is a need for development and audit activity to remain focussed on this area to ensure individuals are receiving the appropriate support.

Safeguarding Adult Review Toolkit Enquiry Panel

The Coventry Safeguarding Adults Board, via its Quality, Assurance and Performance (QA&P) Subgroup wanted to explore the application and implementation of the SAR Toolkit and the purpose of this audit was to provide an assessment of how well the toolkit had been adopted across the partnership, identify strengths and areas of good practice, and to identify areas where development and improvement may be needed to ensure the Toolkit was fully integrated across the partnership.

This audit was undertaken in the form of an Enquiry Panel; in advance of the panel date, Board representatives were asked to create a response to specific questions and present these to the panel.

The responses to this Enquiry Panel evidenced some positive work taking place across the partnership with regards to SARs and application of the SAR Toolkit. Partners were able to demonstrate numerous ways in which they attempt to increase awareness and knowledge of SARs and share and embed learning from reviews. There was clear recognition from all agencies that whilst all staff within their organisation may not be aware of the SAR criteria or how make to a referral, they were confident that they could identify abuse and neglect, raise concerns, and escalate to their specialist safeguarding team who had mechanisms in place to identify the need for a potential SAR referral and ensue the process. Another emerging theme from the Enquiry Panel was the response to the question about implementation of recommendations which highlighted some effective ways of working to ensure recommendations were implemented and actions were taken forward and delivered.

In terms of improvement areas, the panel were concerned that sharing learning from regional and national SARs locally is still a work in progress and needs to be strengthened. The panel also felt that revisiting practice after a review, reinforcing the learning and actively promoting a culture of continuous learning and improvement across the partnership is another area for development.

The panel discussed a number of ways to address some of the themes that emerged throughout the panel and ultimately improve practice in relation to SARs and use of the SAR Toolkit; they made several recommendations and the implementation of these was monitored by the Quality, Assurance and Performance subgroup via an associated action plan.

Safeguarding Adult Reviews

The Care Act 2014 states that Safeguarding Adults Boards must arrange a Safeguarding Adults Review (SAR) of a case in its area where there is reasonable concern about the way the Board, members of it or relevant agencies worked together and an adult in its area has died as a result of abuse or neglect, whether known or suspected, or the adult is still alive and the Board knows or suspects that the adult has experienced serious abuse or neglect. This is a statutory responsibility.

The overall purpose of a Safeguarding Adult Review is to promote learning and improve practice, not to re-investigate or to apportion blame. The objectives include establishing:

- lessons that can be learnt from how professionals and their agencies work together.
- how effective the safeguarding procedures are.
- learning and good practice issues.
- how to improve local inter-agency practice.
- service improvement or development needs for one or more service or agency.
- lessons learned are shared to maximise the opportunity to better safeguard adults with care and support needs, who are or maybe at risk of abuse or neglect.

The Care Act 2014 requires that lessons learned are published in the Annual Report following the conclusion of the review. Coventry Safeguarding Adult Board has not undertaken any Safeguarding Adult Reviews in 2022-2023



Safeguarding Awareness week

This year's Safeguarding Adults Week took place between Monday 21 November and Sunday 27 November 2022.

This year's Safeguarding Adults Week theme was responding to Contemporary Safeguarding Challenges, with daily themes:

- Exploitation and County Lines
- Self-Neglect
- Creating Safer Organisational Cultures
- Elder Abuse
- Domestic Abuse in Tech-Society
- Safeguarding in Everyday Life

A comms plan was produced that was shared with partners and included Board resources that fit the theme of each day.

Facebook page reach increased by 73.6%. The exploitation post at the start of the week was the most popular, seen by 164 Facebook users, while the rest of the week maintained between 10 and 25 views per post. Instagram posts also had around 13 to 23 views each, with exploitation again being the most viewed post.

Twitter posts varied from 27 to 141 views, with multiple likes and retweets. Elder abuse was the most interacted with topic.

CSAB webpages had 141 visitors, with 175 pages viewed. The Safeguarding Adults page was the most popular page and the Policy and Procedures pages also appeared in the top 5.

The topics were included in the latest newsletter, which was received by 516 users. Our new CSAB poster was the most popular link clicked, followed by the missing people website and the Adult Social Care local account.



Learning events

Self-Neglect & Hoarding Learning Event

On the 28 June 2022, Coventry Safeguarding Adults Board hosted a multi-agency learning event around self-neglect, hoarding and developing best practice.

The event involved guest speakers including Suzy Braye Emeritus Professor in Social Work & Social Care, Enabling Spaces an independent Occupational Therapy led service specialising in Compulsive Hoarding Disorder (HD) and West Midlands Fire Service. Each guest speaker presented with an assortment of information focusing on theory, first-hand experience, services and how professionals should respond to self-neglect and hoarding.

214 multi-agency professionals attended the virtual event with many professionals requesting to take the information back to their organisations and departments.

Attendee feedback:

- 83% found the event very useful
- 93% felt the event had improved their knowledge of self-neglect and hoarding
- 100% felt confident in identifying self-neglect and hoarding

“Fantastic training with a really eye-opening content”

“This is brilliant training as it has given lot of understanding into hoarding and emotional attachment”

“Thank you so much. I have found this training extremely informative & useful for my role. I will share the information with my colleagues”

“Suzy, I’m doing some work on self-neglect with another area and your presentation was invaluable!”

Is it a SAR referral: Understanding the legal framework for conducting a SAR

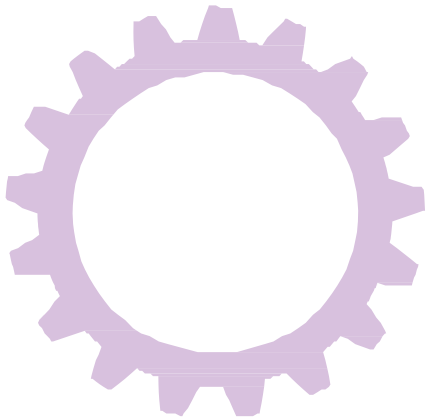
Coventry Safeguarding Adults Board hosted a multi-agency learning event in February 2023 focusing specifically on the criteria for a safeguarding adult review in relation to the Care Act 2014. The session included the use of case studies and reference to the legislative framework.

The session was delivered by Coventry City Council Legal Service and received a total of 95 attendees from both local and regional agencies.

Energy Advice Training – Delivered by Act on Energy 20 October 2022

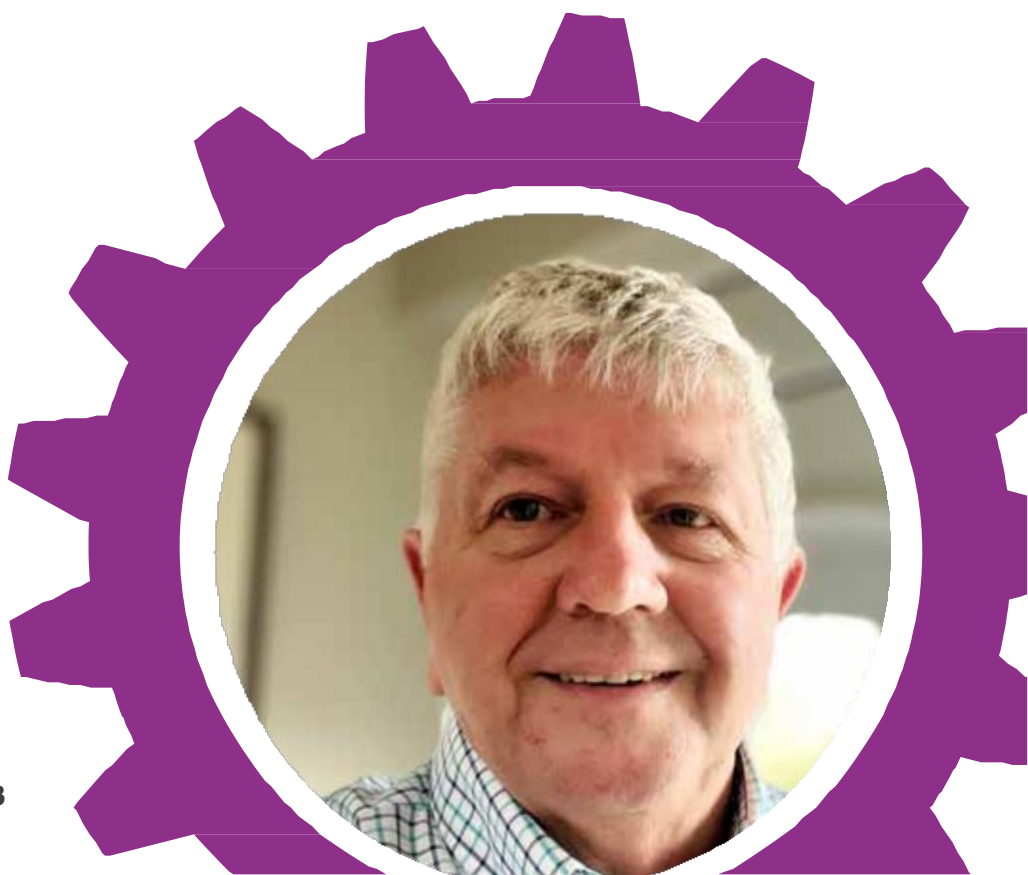
Act on Energy are an energy advice charity working across Warwickshire, Worcestershire, Birmingham, Coventry & Solihull. The charity provides free impartial energy advice to householders and business across the surrounding areas.

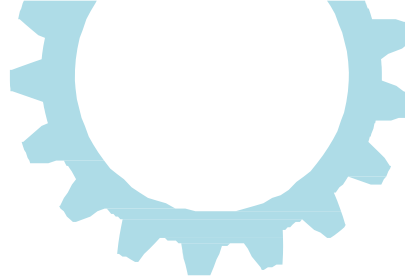
Coventry Safeguarding Adults Board arranged for Act on Energy to deliver a 2-hour webinar around energy bill advice, referrals for physical measures and grants, understanding energy efficiency and utilising some ‘top tips’.



90 multi-agency professionals attended the training, highlighting some of the following feedback:

- “It was good to hear about the regional differences in tariffs and where advice can be sought”
- “I learnt about why all of the increases have occurred which I found useful, and it made me understand more about why we are where we are. I also found the long- and short-term solution tips great”
- “I feel more able to advise our customers on why this energy crisis is happening and small changes they can make to help. I also think it’s useful to be able to refer customers to Act on Energy for more in-depth advice”





Looking forwards

Coventry Safeguarding Adult Board Business Plan 2023-2024

1. To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal' and that adults are supported to achieve the outcomes that they want

Why? To ensure that safeguarding is tailored to the individuals needs and outcomes improve as a result.

Measures of success

- The percentage of adults with care and support needs with fully or partially achieved outcomes at the end of a Section 42 enquiry.
- The percentage of adults who lack capacity that are supported by an advocate.
- Agencies are able to articulate an example of when MSP improved outcomes.
- Number of hits to MSP resources on the website

Outcomes

That practitioners understand the principles of MSP and apply these when dealing with safeguarding cases.

Action tracker

Action	Responsibility	Timescale
Raise Awareness of Making Safeguarding Personal by delivering training events across the partnership.	Policy and Workforce Development sub-group	September 2023
To socialise MSP resources created by the Safeguarding Adult Board across the Partnership.	Policy and Workforce Development sub-group	December 2023
To develop and socialise resources to increase practitioner's knowledge and confidence in relation to Mental Capacity Act 2005.	Policy and Workforce Development sub-group	March 2024
To continue to implement the Communication Strategy to ensure that key learning is shared across the partnership.	CSAB Business Manager	March 2024

2. The Safeguarding Adult Board to monitor/ respond to national and regional reforms, development and policy.

Why? To ensure that adults with care and support needs in Coventry benefit from a system that is evolving with legislation, guidance and best practice.

Measures of success

- Partners are aware of current changes in legislation and guidance.
- Gaps identified and mitigation in place to guard against the risk of people falling through gaps.

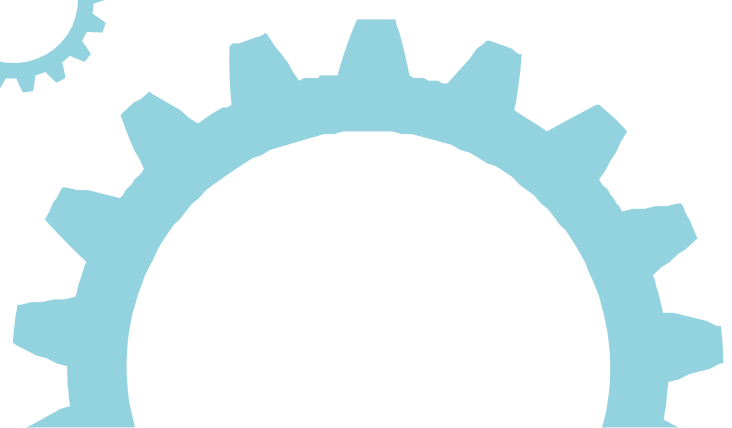
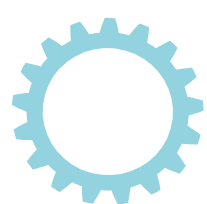
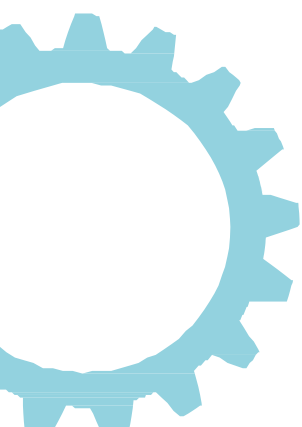
Outcomes

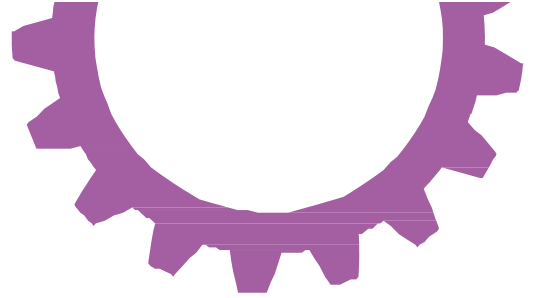
Partners have a good understanding of emerging legislation and guidance and adapt to these accordingly.

Action tracker

Action	Responsibility	Timescale
The Safeguarding Adult Board to undertake an audit of its statutory duties under the Care Act 2014.	Chair of Quality, Audit and Performance	July 2023
To ensure that the changes and the impact on safeguarding as a result of ICB's, ICP's and ICS are understood across the partnership	Head of Safeguarding ICB	September 2023
To understand the structure of WMP and the implications for Safeguarding as a result of organisational changes	Head of Safeguarding ICB	July 2023
The implications for partnership oversight and assurance around the ASC reform agenda, the implementation of LPS and the CQC framework and CQC oversight of the ICS.	Independent Chair	March 2024
To produce Position statements to understand strengths and gaps within the safeguarding system	CSAB Board Manager	May 2023
To continue to implement the Comms Strategy to ensure that key learning is shared.	CSAB Board Manager	March 2024
Develop an approach for engaging with service users, their carers or advocates and the wider community on the work of the Board and on its future priorities.	CSAB Board Manager	September 2023
To develop and approach to share the learning from regional and National SARs across the partnership.	Chair of SAR sub-group	December 2023

3. To have an understanding of and response to critical, emerging adult safeguarding issues and practices		
Why?	To ensure that the CSAB identifies emerging issues at the earliest opportunity.	
Measures of success	<ul style="list-style-type: none"> · Audit work evidences that safeguarding issues are identified at the earliest opportunity. · The number of attendees at Learning events in relation to emerging issues. 	
Outcomes	Practitioners have an understanding of critical issues and are responding to them.	
Action tracker		
Action	Responsibility	Timescale
Working with wider partners to understand support and resource for individuals facing cost of living issues	CSAB Board Manager	September 2023
To work with partners to promote the West Midlands self-neglect guidance	Policy and Workforce Development Sub-group	December 2023
To develop a strategy to raise awareness of financial abuse across the partnership	Policy and Workforce Development Sub-group	December 2023
Seek assurance from partner agencies about their post pandemic methods of operation and how it impacts on their ability to identify safeguarding issues.	Independent Chair	March 2022
To respond to emerging safeguarding issues	Independent Chair	December 2022
To work closely with other strategic Boards to tackle cross cutting issues.	Independent Chair	March 2023

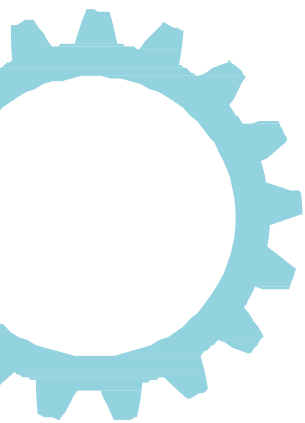





Appendix 1- Board membership

Title and Agency	Role
Independent Chair, Safeguarding Children's Partnership and Adult Board	Core
Chief Superintendent, West Midlands Police	Core
Director of Adult Social Care, Coventry City Council	Core
Deputy Chief Nurse, Coventry and Warwickshire Partnership Trust	Core
Consultant, Public Health	Core
Councillor, Coventry City Council	Core
Developmental Officer, Safeguarding Children's Partnership and Adult Board	Professional Advisor
Public Health Consultant, UHCW	Core
Safeguarding Co-Ordinator, Coventry & Warwickshire Integrated Care Board	Core
Director of Public Health & Wellbeing, Public Health & Insight	Core
Business Manager, Safeguarding Children's Partnership and Adult Board	Professional Advisor
Head of Safeguarding, Coventry City Council	Core
Vice Principal Safeguarding and Pastoral Care, Hereward College	Core
Director Of Nursing, UHCW	Core
Partnerships & Vulnerability Officer, West Midlands Fire Service	Core
Director of Housing Care & Support, Citizen	Core
Training Officer, Safeguarding Children's Partnership and Adult Board	Professional Advisor
Deputy Head of Coventry, Probation	Core
Assistant Director for Safeguarding, NHS England	Core
Safeguarding Nurse Specialist, UHCW	Core
Coventry Wellbeing Service Manager, Carers Trust	Core
Head of Safeguarding & Prevent, West Midlands Ambulance Service	Core

Title and Agency	Role
Safeguarding Manager, West Midlands Ambulance Service	Core
Safeguarding Adults Coordinator, Coventry City Council	Core
Named Nurse for Safeguarding (Adults), UHCW	Core
Head of Safeguarding, Coventry & Warwickshire Partnership Trust	Core
Lead Professional for Safeguarding, UHCW	Core
Associate Chief Nurse Safeguarding, Coventry & Warwickshire Integrated Care Board	Core
Quality Assurance Manager, Safeguarding Children’s Partnership and Adult Board	Professional Advisor
Chief Nursing Officer, Coventry & Warwickshire Integrated Care Board	Core
Lead Nurse, Adult Safeguarding Coventry & Warwickshire Integrated Care Board	Core
Solicitor, Legal Services	Professional Advisor
Chief Nursing Officer/Deputy CEO, Coventry and Warwickshire Partnership Trust	Core





If you think an adult is at risk
of abuse call Adult Social Care Direct

024 7683 3003

or e-mail

ascdirect@coventry.gov.uk

Adult Social Care Direct is based at
Broadgate House,
Coventry, CV1 1FS



10 categories of abuse:

Physical

Domestic violence

Sexual

Psychological

Modern slavery

Financial or material

Neglect & Acts of Omission

Discriminatory

Organisational

Self-neglect

Coventry Safeguarding Adults Board

Tel: **024 7683 2568**

www.coventry.gov.uk/csab

E-mail: **CoventrySAB@coventry.gov.uk**