

## **Report title: Norfolk Safeguarding Annual Report for 2020-21: Safeguarding adults during a global pandemic**

**Date of meeting: 29 September 2021**

### **Sponsor**

**(HWB member): James Bullion, Executive Director Adult Social Services**

### **Reason for the Report**

Publication of an Safeguarding Adults Board's annual report is a statutory requirement under the Care Act (14.136 Care Act Guidance 2021).

This report is to be shared with the chair of Health and Wellbeing Board (HWB) (14.160), and it is expected that the HWB *'fully consider the contents of the report and how they can improve their contributions to both safeguarding throughout their own organisation and to the joint work of the Board. (14.161)'*

In addition a copy of the annual report is required to be sent to the chief executive and leader of the local authority, the police and crime commissioner, the chief constable and the local Healthwatch. See the full annual report in Appendix A.

### **Report summary**

This report summarises the work of the Norfolk Safeguarding Adults Board (NSAB) and the wider partnership's adult safeguarding activity during 2020/21. It sets out work done to safeguard those at risk of abuse and harm in very challenging and fast changing circumstances of the response to the Covid-19 pandemic.

The report provides key point summaries on adult safeguarding activity covering the following topics:

- The statutory duty to carry out Safeguarding Adult Reviews
- Activity summaries from NSAB three statutory partners
- NSAB's key achievements during Covid
- Review of the business plan
- NSAB's website and social media

### **Recommendations**

The HWB is asked to:

- a) Agree the contents of the annual report 2020/21.
- b) Promote the work of NSAB to HWB partner organisations and stakeholders.
- c) Use its media profile to support the work of NSAB and partners agencies in protecting those adults at risk of abuse and harm.

## **1. Methodology**

1.1 The purpose of Norfolk Safeguarding Adults Board is to help and safeguard adults with care and support needs. It does this by:

- a) assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance
- b) assuring itself that safeguarding practice is person-centred and outcome-focused
- c) working collaboratively to prevent abuse and neglect where possible

- d) ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
  - e) assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area
- 1.2 The NSAB leads adult safeguarding arrangements across Norfolk and oversees and coordinates the effectiveness of the safeguarding work of its member and partner agencies.
- 1.3 This requires the NSAB to develop and actively promote a culture with its members, partners and the local community that recognises the values and principles contained in Making Safeguarding Personal. It also concerns itself with a range of issues which can contribute to the wellbeing of its community and the prevention of abuse and neglect, such as:
  - a) the safety of people who use services in local health settings, including mental health
  - b) the safety of adults with care and support needs living in social housing
  - c) effective interventions with adults who self-neglect, for whatever reason
  - d) the quality of local care and support services
  - e) the effectiveness of prisons in safeguarding offenders
  - f) making connections between adult safeguarding and domestic abuse
- 1.4 During the lockdown there has been increased concerns about many of the above topics.
- 1.5 The local authority along with the police and health commissioners form the three statutory partners for safeguarding adults, with the local authority holding lead responsibility.
- 1.6 Along with the three statutory partners the board has a wider membership covering a range of agencies active in safeguarding adults in the county. These include health provider organisations from both acute and community settings, Norfolk Fire and Rescue, Healthwatch, probation, representatives of the voluntary and independent sectors, prisons, CQC, district councils and the police and crime commissioner's office.
- 1.7 Safeguarding services sits within the adult social services department (ASSD), led strategically by James Bullion, Executive Director of Adult Social Services. NSAB is also supported by Craig Chalmers (Director of Community Social Work) and Helen Thacker, Head of Service, Safeguarding, who leads ASSD's operational safeguarding service.
- 1.8 The executive director takes a keen and active involvement in the work of NSAB and safeguarding is one of the items that continues to be discussed at monthly locality accountability meetings.

## 2 Some of NSAB's key achievements and activity during 2020/21:

- 2.1 In support of our partners and quickly following the first lockdown, NSAB set up a dedicated Covid-19 page on its website, providing advice and guidance in response to fast-changing challenges facing the partnership.
- 2.2 NSAB launched its '**See Something, Hear Something, Say Something**' campaign during the lockdown to raise awareness of adult abuse and harm and how to report it.
- 2.3 During the year there were **4,310** safeguarding concerns made to the local authority with **2,031** progressed to Section 42 enquiries. This gives a conversion rate of **47%**.
- 2.4 During the pandemic we switched to running all our meetings virtually and put in place an Executive Group consisting of key board members, who met alternate months in place of a full board meeting. Full board meetings resumed in July 2020 (virtually of course), and

currently take place every two months, as normal. The executive group was stood down in March 2021.

- 2.5 The Safeguarding Adults Review (SAR) Group received **17** case referrals (**nine males and eight females**), with **four** meeting the criteria for a SAR and one to be considered as a Multi-Agency Review (MAR). Those referred were predominantly 18-64 years old. By far the main type of abuse identified in referrals was neglect and acts of omission.
- 2.6 Board meetings included updates and assurance from partners and linked organisations throughout the year, covering topics such as impact of pandemic on care providers, health and social care systems including hospital discharges, use and understanding of the mental capacity act, workforce resilience, support for voluntary and community sector, risks associated with lockdowns and social isolation, approaches to tackling homelessness.
- 2.7 A **Response and resilience plan** was developed and published in December 2020 with the support of statutory partners, setting out NSAB's response to the changed safeguarding adults landscape.
- 2.8 NSAB's **Locality Safeguarding Adults Partnerships** continued meeting during the pandemic, supporting local organisations on safeguarding and providing vital intelligence back to the board on what was happening in the localities. From July 2020 onwards these meetings were virtual and have focussed on a number of key topics including:
- Safeguarding in a pandemic
  - Safeguarding in the community
  - Safeguarding for all - seldom heard communities
  - Mental Capacity Act and safeguarding
  - Safeguarding in less formal settings – volunteers and carers
- 2.9 Our Twitter followers have increased by **280** plus and we published **272** news stories during the year covering a wide range of subjects, all with safeguarding theme.

### Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

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