

Lincolnshire Safeguarding Adults Board Annual Report 2023 - 2024



LSAB

Making safeguarding personal

Ask

Listen

**Offer
Choice**

**Work
Together**

Independent Chairs Introduction

As the Independent Chair of the Lincolnshire Safeguarding Adults Board (LSAB) I would like to welcome you to consider our annual report for 2023-2024.

The report highlights the considerable work undertaken by all partners in delivering the Strategic Priorities of the LSAB. Evidence provided within the report details both the impact and progress made as we collectively strive as a partnership to deliver our vision of making Lincolnshire a place where adults feel safe, secure and may live free from abuse or harm. Our strength I strongly believe is in partnership and the evidence contained in this report details what can be achieved when we work together.

I would wish to place on record my gratitude to the staff members of the LSAB who work tirelessly to coordinate and support the work of the board, in meeting both its statutory requirements under the Care Act and working towards the achievement of its Strategic Priorities.

Richard Proctor

Lincolnshire Safeguarding Adults Board

Independent Chair.



Lincolnshire – Demographics

Lincolnshire is the 4th largest county in England covering an area of 5,921 sq. km. It is predominately rural, with some of its urban areas sitting within the highest levels of deprivation in the UK. These characteristics combined with a higher proportion of older residents gives us a population with proportionally higher levels of safeguarding challenges and vulnerabilities than in most other areas of the UK.



769,400
total population

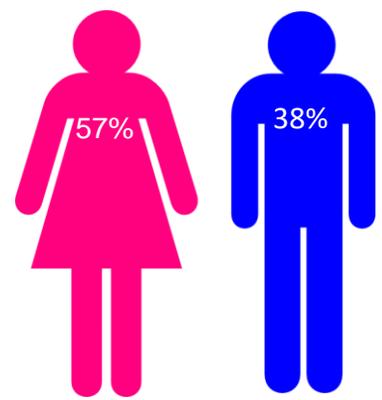
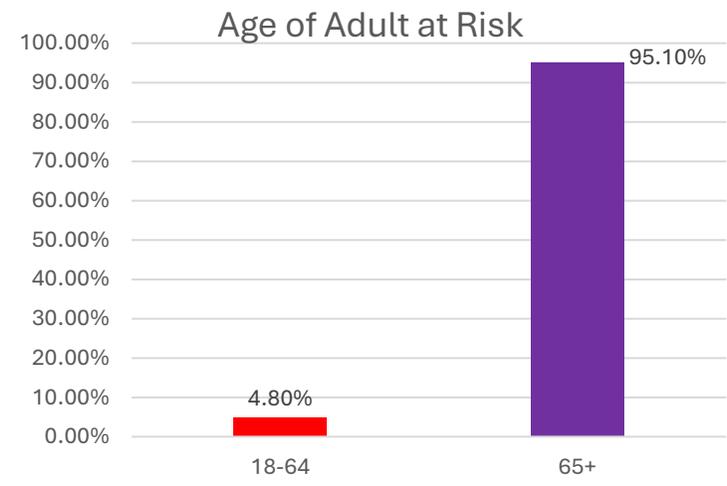


51%
Female

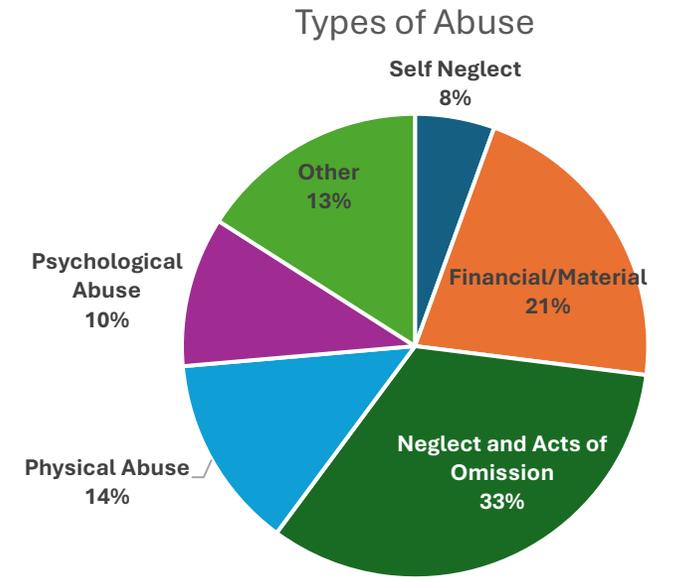


49%
Male

Safeguarding enquires data 2023/24



% of adult at risk by gender





What does the Safeguarding Adults Board do?

The Lincolnshire Safeguarding Adults Board (LSAB) has a responsibility and a legal duty to ensure that Lincolnshire has effective multi-agency arrangements for safeguarding and preventing abuse for our most vulnerable adults.

The board has a statutory responsibility to develop a three-year strategy that reflects identified areas of concern in Lincolnshire and to report back on its work each year in an annual report.

The board has a statutory duty to carry out reviews of cases where an adult at risk has died or sustained serious abuse or neglect and there are concerns as to how board partner agencies worked together to protect that individual ensuring that lessons are learnt, and good practice is shared to ensure a more joined up partnership approach to safeguarding.

What is adult safeguarding?

Safeguarding adults means protecting their health, wellbeing and human rights, enabling them to live in safety, free from abuse, harm or neglect.

The aims of adult safeguarding are:

- To prevent abuse, neglect and harm
- To reduce the risk of abuse and neglect
- To focus on improving life for the person in question
- To address the cause of any abuse or neglect that occurs
- To support adults in making their own choices and having control over how they live
- Safeguarding adults should be person centred and outcomes focused.
- To increase public understanding so communities can play a role in safeguarding alongside professionals
- To provide advice, information and support about how to stay safe and how to raise a safeguarding concern

Adult safeguarding seeks to protect those who:

- Have care and support needs
- Are experiencing, or are at risk of, abuse or neglect
- Are unable to protect themselves from the experience or risk of abuse or neglect due to their care and support needs

- [Categories and definitions of abuse](#)



The six principles of safeguarding adults

Empowerment

People supported and encouraged to make their own decision and informed consent.

Prevention

It's better to take action before harm occurs.

Proportionality

Aim for the least intrusive response that is appropriate to the risk presented.

Protection

Provide support and protection for those in greatest need.

Partnership

Services should work with their communities to provide local solutions.

Accountability

Practices in safeguarding adults should be accountable and transparent.

Making Safeguarding Personal

Making Safeguarding Personal (MSP) is the approach that should be taken to all safeguarding work. The key principle of MSP is to support and empower each adult to make choices and have control over how they want to live their own life. It is a shift in culture and practice in response to what is now known about what makes safeguarding more or less effective from the perspective of the adult being safeguarded.

MSP is about having conversations with people about how responses to safeguarding situations can be made in a way that enhances their involvement, choice, and control as well as improving their quality of life, well-being, and safety. It is about seeing people as experts in their own lives and working alongside them to identify the outcomes they want.

MSP focuses on achieving meaningful improvements to people's lives to prevent abuse and neglect from occurring in the future, including ways for them to protect themselves. People are individuals with a variety of different preferences, histories, circumstances, and lifestyles; so safeguarding arrangements should not prescribe a process that must be followed whenever a concern is raised, but instead take a more personalised approach.

The Lincolnshire Safeguarding Adults Board makes it clear throughout our policy, procedures, business plans, and priorities that the aims of MSP must be embedded throughout all the work we do.

Making Safeguarding Personal

Ask

- Understand the situation from the person's perspective and gather the facts using a strength's-based approach.
- What are their views and wishes?
- What are they worried about?
- What do they want to happen? What outcomes would the person like to achieve?
- What's working well? Discuss the person's strengths and what helps them to be safe.
- What needs to happen next?

Listen

- Listen carefully to what they are saying.
- Consider how the person usually communicates and any tools that may assist them in this.
- Give the person time and space to share what they feel is important information.
- Listen with empathy and respect and without judgement.
- Try to record what the person is saying in their own words.
- Pay attention to non-verbal communication.

Offer Choice

- Empower them to make their own choices.
- Consider the person's capacity to make relevant decisions, when they may need support with this, and who can provide this support.
- Ask who they would like to be involved?
- Be open and honest about when consent is needed and when action may be taken without consent.
- Be clear about what safeguarding is, who will be involved and what information will be shared with who.
- Be honest about what can be achieved.

Work Together

- Build and maintain a positive relationship with the person and work in partnership with them to achieve their desired outcomes.
- Ensure the enquiry is conducted at the person's pace.
- Establish how the person, or their advocate, wants to be involved and agree how this will be achieved.
- Share information with the person at every stage and check what they would like to happen next at every stage.
- As the enquiry progresses, assist the person to review risks and rethink the outcomes if required.
- Discuss and agree when the outcomes have been met as far as possible and confirm when safeguarding support will end.
- Feedback, did we meet their desired outcome?

Strategic Priorities

The Boards overarching priority for 2022-2025

Prevention and Early Intervention

The areas of work we intend to focus on over the coming years can be defined into 3 areas



LSAB: Key Updates

Throughout 2023-2024, the Board has continued to receive robust support from all partner agencies, including statutory bodies such as the Local Authority, ICB, and Police. We also value the contributions of our partners, including all seven district councils, voluntary sector agencies, emergency services, and care providers.

The collaborative efforts of all partners have resulted in a synergy that exceeds the sum of its parts, fostering a positive culture of constructive challenge, innovative service models, and strong safeguarding teams.

The Annual Report will now focus on the key pieces of work undertaken during 2023-2024.

Prevention and Early Intervention

A focus on keeping people safe by mitigating safeguarding risks before they escalate. Priority areas for focus include:

- Further improvement in the quality and safety of Residential and Nursing Care;
- Preventing and or limiting the impact of Pressure Sores (Across NHS and Independent sector providers);
- Tackling the Domestic Abuse of older adults (includes the opportunity for joint working with the other three statutory boards);
- Preventing Financial Abuse (includes the opportunity for joint working with the other three strategic boards);
- Safeguarding Adults with Complex Needs by piloting phase two of the Team Around the Adult approach.
- Supporting partners to work with individuals with complex cases.

Prevention and Early Intervention

Evidence of work undertaken throughout 2023 and into 2024 within the scope of prevention and early intervention includes:

- Having a well-established Prevention Subgroup comprising of key partner agencies. This has developed into several task and finish groups that are focused on:
 - Safety in nursing and residential care
 - Pressure Ulcers
 - Domestic Abuse in Older Adults
 - Financial Abuse
 - Adults with Complex Needs.
- Each of the T&F Groups has created a one-page plan that includes baseline data, required outcomes, work streams to meet the required outcomes, and an impact analysis process.
- As part of the Prevention sub-group work, a Prevention charter is being created. It is hoped all partner agencies will sign up in support of the Board's work.
- Phase 2 of TAA – review process and audit being undertaken, expected report available Summer 2024
- As part of the Board's assurance dashboards, the Board has requested quarterly updates from each task and finish group.
- Currently developing Trauma Informed Practice Training that will support practitioners to enhance their understanding of complex needs and trauma.

Learning and shaping future practice

To ensure that the learning from all our reviews and assurance activities is shared and embedded within partner agencies to reduce the risk of repeat incidents or causes of harm. Key areas of focus include:

- Trailing innovative approaches to Safeguarding Adult Reviews (SARs)
- Completing Assurance Activities to inform the continuous improvement of safeguarding practice across all partners
- Identification of themes and trends to drive training and awareness input both locally and nationally e.g. Professional curiosity, Mental Capacity
- Build on our ability to evaluate that system-wide change has taken place as a result of the learning.
- Supporting all stakeholders to improve the quality and impact of their safeguarding activity to improve the outcomes for adults who are abused
- Establish a constant cycle of learning and improvement at a local and national level.

Learning and shaping future practice

To demonstrate and evidence this, we have and intend to do the following:

- Completed 1 Safeguarding Adults Review and we have recently commissioned a second which is still underway. The completed SAR was run in a format not used in Lincolnshire before, which proved very beneficial to those practitioners attending and staff involved in the case as well as identifying key learning points for the independent author who facilitated the event.
- The Board's assurance and assessment framework is due for distribution and completion later in 2024 and into early 2025 with the Board working currently on its content to ensure the suitability and accountability of its partners.
- Themes and trends are monitored both nationally and locally to ensure the Board reacts as required, with evidence available from the SAR published in Dec 2023 creating the need for updated professional curiosity guidance as well as a refresh of its Hoarding protocol. This guidance has recently been approved.
- The Board is still developing its impact evaluation. Recently, it has begun collaborating with the LSCP to review its evaluation processes, which partners have cited as a positive initiative.
- The LSAB is working with the LSCP and the Head of Service for Leaving Care to strengthen the arrangements for those individuals in care transitioning from Child to Adult.
- We also distribute information across the partnership to enhance understanding and promote good practice. Alongside this, we also work more closely with LSCP and other strategic boards to improve how learning is shared.

Safeguarding Effectiveness

Ensuring the effective operation and continuous improvement of the governance, scrutiny, and business processes in place to support the board to work effectively. Key areas of focus are:

- Developing a flexible and effective communications and engagement strategy, including a review of the LSAB information and advice offer;
- Ensuring our Quality Assurance process is robust, identifying any challenges, sharing best practices, and hearing the voice of service user. This will incorporate the completion of the Local Assurance Framework by LSAB partners;
- Ensuring an effective risk/issues management process and the Boards policy and procedures including a review of the LSAB's risk register;
- Data collection and analysis to ensure our work is always based on evidence. This will include the development of an enhanced Assurance Dashboard for the LSAB Executive;
- Developing a service user and community engagement plan that will help us to further embed our co-production ambitions.

Safeguarding Effectiveness

LSAB can demonstrate and evidence this work in several ways:

- The Board has a communication plan in place and works closely with partners and other Boards to ensure joint work is undertaken around campaigns throughout the year with a key focus on Safeguarding Adults Week in November.
- A quality assurance process is in place for all SAR work based on the national SAR Quality Markers and a further assurance process is being reviewed to look at long-term impact assessment based on the Boards work.
- A new assurance and intelligence dashboard is currently under construction based on data gathered nationally as well as local information.
- The Board has recently started working closely with the Safer Lincolnshire Partnership to collaborate on several public events to try and promote the Board, its work, and importantly the MSP message.
- Within the new commissioning arrangements for Lincolnshire Healthwatch, the Board will be able to work closely with Healthwatch to support our community engagement and seek user engagement.

Making Safeguarding Personal

Ensuring that all LSAB Partners can consistently evidence a Making Safeguarding Personal (MSP) approach to safeguarding practice. In particular:

- Partners can evidence that they have spoken to the person at risk before raising a safeguarding adult concern
- That all partners will encourage the person at risk (or their advocate) to confirm what outcomes they wish to be achieved;
- That we will seek to achieve the outcomes expressed in a personalised way
- That partners will work together to keep people safe and prevent safeguarding risks from escalating.
- Implementation of the LSAB MSP action plan

Making Safeguarding Personal

LSAB can evidence this priority area in several ways:

- The Board's MSP work programme was reviewed earlier in the year and confirmed that all areas are competent, and expectations were to hold an MSP event with senior responsible officers from key agencies to discuss, review, and agree on the work undertaken and required around MSP. This event was planned for summer 2024.
- An MSP T&F group has been created sitting under the Board with colleagues from across partners sitting on the group which has the following expected outcomes:-
 - Reducing the number of safeguarding concerns that do not meet the safeguarding criteria. A T&F Group was commenced in February 2024 to improve MSP and s42 conversion rate, which was led by LCC.
 - LSAB partners to improve the consistency of MSP practice within their organisations.

Making Safeguarding Personal

- Analysis and Quality Assurance work identified that safeguarding partners were not consistently speaking to the adult at risk or their advocate before raising a safeguarding concern. This was identified as an area for improvement. LSAB developed an MSP action plan with identified SRO's in each organisation to lead developments in their areas.
- A one-page plan was developed with partners with data, training, quality assurance, and options and resources explored to support improvements.
- MSP T&F Group is continuing to meet and it is expected that the group will continue to embed and make improvements for 2024 – 2025.
- Other specific areas of work include working with Lincolnshire Police and East Midlands Ambulance Service to ensure MSP is embedded with their frontline staff to ensure adult safeguarding focussed on the individuals' requirements.

Update on Key Pieces of Work

Some key pieces of work undertaken during 2023-2024 are detailed in the following pages, along with updates on work areas, from some of our partners:

Trauma Informed Practice – LSAB has worked in partnership with Lincolnshire Domestic Abuse Partnership (LDAP) and Lincolnshire Safeguarding Children’s Partnership (LSCP) to deliver a joint and consistent approach to trauma informed practice across the partnerships. LSAB and LSCP are in collaboration to deliver Trauma Informed Practice training which should be launched in November 2024.

Transitional Safeguarding – LSAB are collaborating with LSCP to scope out cases and independencies across Children’s and Adult Care to enable some learning to be completed. Guidance has yet to be drafted to operationalise the approach, but this is a key piece of work for the future.

Policies and Guidance – During the reporting period, LSAB has continued to work in collaboration with other partners on the Professional Curiosity Resource Pack. It is anticipated that the pack will be approved for circulation in Autumn 2024.

Self-Neglect and Hoarding – ULHT has taken the lead on LSAB’s Self-Neglect Protocol and continues to work in conjunction with Public Health regarding the Hoarding Protocol Review. The Hoarding Pilot has launched in the East of the County and is being run by Public Health.

Update on Key Pieces of Work

Team around the Adult Phase 2

The Team Around the Adult Phase 2 has progressed well since 2022 and is due to conclude its work in the Summer of 2024 with an analysis report to be produced by the Task and Finish Group. The analysis report will identify recommendations developed through a multi-agency audit involving 35 individuals who were considered to have complex needs. The existing Team Around the Adult remains unchanged and runs alongside Phase 2.

To date, TAA phase 2 preliminary findings suggest that an initial hypothesis that individuals were presenting to multiple urgent response services simultaneously was incorrect. Instead, findings suggest that simultaneous contact with more than one non-urgent service and a reactive, rather than proactive response to individuals, without a detailed understanding of their specific needs and desired outcomes or how approaches could be adapted to provide person-centered support. This has enabled partners to consider future approaches.



Update on Key Pieces of Work

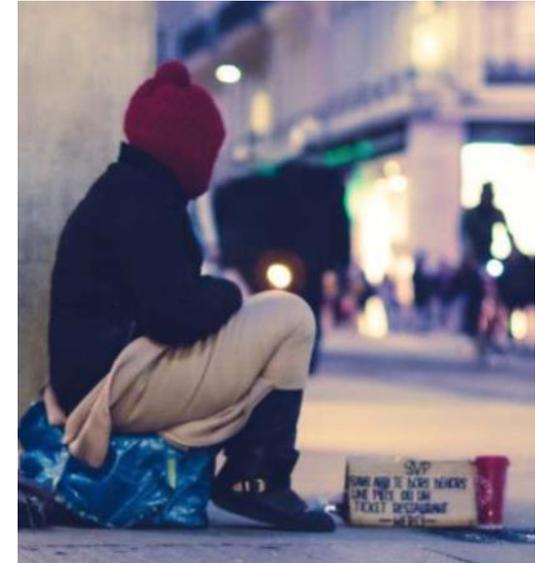
Team around the Adult Phase 2 (continued)

The Task and Finish Group and Multi-Agency Audit Group encouraged facilitated partnerships by creating a safe space for reflection and debate which facilitated emerging connections and relationships, enabling thoughtful conversations, insightful debates, and exchanges of information.

The group has identified several areas for future development such as the impact of non-engagement, professional curiosity, the importance of service coordination, and the importance of individuals being 'service ready' to benefit from service involvement.

It is anticipated that the recommendations aim to build on the relationships and partnerships developed, share and apply the learning, and prompt partners to effectively monitor service effectiveness and apply enquiry to understand and address root causes.

A full analysis will be conducted in 2024 – 2025, with findings to determine and inform the next steps.





Lincolnshire
FIRE & RESCUE

LSAB Partner Updates

In the past year, we have reviewed our safeguarding input and updated it to ensure that we are embedding the 'Making Safeguarding Personal' Concept. Our operational crews engage with a significant number of vulnerable communities and as such we want to make sure that concerns for welfare are always at the forefront of their thoughts and considerations.

Whilst our Home Fire Safety Visits focus on eight core components of fire safety, we have provided input to ensure that our Crews and Community Safety Advocates can identify any concerns relating to domestic abuse and financial abuse. Training and input have been provided with all staff able to refer as required.

We now review all of our safeguarding referrals monthly with an annual report submitted to our Senior Management Board for review and sign-off.

All of our officers receive face-to-face safeguarding training and act as our out-of-hours support for operational crews who identify safeguarding concerns.

A robust initial and maintenance of competence training programme have been embedded with our training plan. All recruits receive safeguarding training, and all existing members of staff receive training on an annual basis ensuring they are updated on changes to policy and procedures.



LSAB Partner Updates

In the past year, Lincolnshire Police have:

- Implementation of the Pathfinder project: Lincolnshire Police were selected as a wave 1 force to pilot the project. This has resulted in embedding a Social Worker and Probation Officer in the Lincolnshire Partnership Safeguarding Hub (formally known as Police Safeguarding Hub).
- Lincolnshire Police are leading the way regionally to ensure Ancillary Orders are used to protect vulnerable adult victims of Domestic Abuse (use of DVPN/O).
- Joint training continues with police and partners to better support each other in safeguarding victims.
- Extensive DA Matters training has been delivered to officers and staff.



LSAB Partner Updates

We would like to highlight the significant work relevant to the Lincolnshire Safeguarding Adults Board (LSAB) that East Lindsey, Boston, and South Holland have undertaken over the past year.

We have led the creation of the Lincolnshire procedure for supporting clients with restricted eligibility, particularly rough sleepers without recourse to public funds. We have funded a Community Connector to assist rough sleepers within the Boston Borough and East Lindsey, taken the lead role for District Councils in the Team around the Adult Task and Finish Group, and reviewed the Lincolnshire Prison release housing protocol.

Additionally, we have drafted guidance on local connection for prison leavers, employed Domestic Abuse Officers within each council to support clients, and actively attended Domestic Homicide Reviews (DHRs) to promote learning within councils.



LSAB Partner Updates

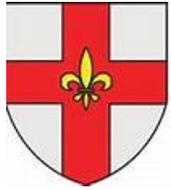
SKDC saw newly appointed designated safeguarding leads over the last year who are dedicated to putting safeguarding at the forefront of the Council's priorities.

Our Neighborhoods and Housing teams hold monthly Vulnerable Adult Panel meetings where complex cases are discussed with partner agencies to explore all suitable support options for those individuals.

During the past year, we have also created a new Domestic Abuse Support Officer within the housing options team. This role has been pivotal in supporting clients who are victims of domestic abuse and are homeless or have insecure accommodation because of this. This officer attends the MARAC meetings and works closely with other support agencies.

SDKC ensures that all its staff receive mandatory safeguarding training as part of the 3- or 6-year plan as developed by LSCP. Training is also provided to our elected members as part of their mandatory training package. Over the last year, we have conducted DBS basic checks for all staff in our housing service.

In the coming months, we will be re-establishing our internal Safeguarding meeting and recruiting safeguarding champions from across the organisation. This will ensure that Safeguarding is firmly on each service's agenda and is integrated into our day-to-day service delivery.



CITY OF
Lincoln
COUNCIL

LSAB Partner Updates

The City of Lincoln Council holds a monthly Protecting Vulnerable People Meeting to discuss the numbers of referrals, hot spots, and trends across the City. This is attended by Senior Management within the Authority, ensuring concerns and positive outcomes are cascaded down to individual teams.

The LCC 6-year training pathway continues to be followed by Officers and Operatives, tailored to job roles. Internal training is carried out for all Elected Members on an annual basis. Internal safeguarding concerns are highlighted to the CoLC Safeguarding Team for advice and signposting.

In May 2024, the first Lincoln Vulnerable Adults Panel was held. For the first 6 months this will happen monthly, hearing cases referred in by teams within the Authority. It is hoped this will be expanded to start receiving referrals from Agencies working with those vulnerable across the City.

A representative continues to participate with MARAC, with referrals into the process increasing from the Authority.



North Kesteven
DISTRICT COUNCIL

LSAB Partner Updates

Prevention and Early Intervention

Tackling Domestic Abuse of Older Adults

- NKDC holds meetings of the Vulnerable Adults Panel (VAP) to discuss cases referred by NK staff or external organisations. The purpose of the VAPs is to bring together all relevant agencies to collaborate and determine the best course of action to support the individual or individuals involved in the referral.
- We have active involvement in domestic abuse risk assessment tools such as DASH and participate in MARAC meetings.

Preventing Financial Abuse

- Engagement with low-level support services commissioned by Lincolnshire County Council.
- Working on the prevention of financial abuse agenda also allows the opportunity for joint working with three other strategic boards.



North Kesteven
DISTRICT COUNCIL

LSAB Partner Updates

Learning, Shaping Future Practice and Safeguarding Effectiveness

Continuous Improvement of Safeguarding Practice

- We have completed LSAB, LAAF, and LSCP audits with 100% compliance.
- Implemented biennial reviews of safeguarding procedures for contracted partners.
- Produced mandatory training for staff and council members including implementing quarterly safeguarding reports which are shared with our Governance, Risk, and Assurance Board.

Community Engagement and Making Safeguarding Personal

- NKDC has actively engaged with and supports all of LSAB's campaigns aimed at raising awareness of safeguarding issues.
- NKDC has a person-centred approach when ensuring individuals who are at risk are informed and their desired outcomes are considered.
- Our Vulnerable Adult Panels have proven to be effective at facilitating multi-disciplinary discussions between professionals to address low-level concerns and promote problem-solving, resulting in new options for support and assistance.

LSAB Partner Updates

During 2023-2024 members of the Lincolnshire Integrated Care Board (LICB) safeguarding team actively contribute to delivering the work of the partnerships throughout the year, participating in the sub-groups, core priority groups, audits, rapid reviews, child safeguarding practice reviews, safeguarding adult reviews, domestic homicide reviews and specific task and finish groups as required. The Chief Nurse and Associate Chief Nurse for LICB provide leadership for safeguarding and attend the strategic boards in this capacity.

The LICB is working with other system partners to support the LSAB prevention strategy with particular reference to the Tissue Viability and Pressure Ulcer Prevention Programme and Continuous Improvement in the Quality and Safety of Residential, Nursing, and Hospital Care. Both these programmes have sub-group arrangements due to the volume of work they cover.

The team ensures that NHS provider organisations provide a comprehensive service to safeguard individuals, through the provision of informed and evidence-based advice and training, and supervision for all professional disciplines.



Lincolnshire

Integrated Care Board

LSAB Partner Updates

The ICB plays a strategic role in ensuring Making Safeguarding Personal (MSP) is intrinsic in everything we do. Although the ICB does not work directly with adults, they ensure the voice of the adult is heard within the provider health services they commission.

In 2023, LICB agreed to fund pre-payment prescription certificates for Care Leavers aged 18 - 25 years who would otherwise not be entitled to free prescriptions.

The LICB safeguarding team works alongside agency colleagues to support best safeguarding practices within care homes that promote safe, compassionate, and dignified care to residents. In collaboration with CareinLincs and LinCa workforce (Lincolnshire Care Association) and Lincolnshire County Council mental capacity team, we have continued to deliver the Safeguarding Ambassador programme with a total of 451 which is an increase of 91 ambassadors from last year.

LSAB Partner Updates

During 2023 – 2024 ULHT has continued to work in partnership with the LSAB to ensure, where possible, that Adults in Lincolnshire feel safe, secure, and free from abuse and harm.

The ULHT safeguarding adults' team has continued to expand and now has specialists in post covering safeguarding adults, Dementia, Learning Disabilities, Autism, and Mental Health ensuring that all our patients receive a high quality of care which is embedded in the six principles of safeguarding adults. As well as our staff, we continue to develop close links with our learning disability colleagues across Lincolnshire and have a member of the Lincolnshire Recovery Partnership based with the team. The trust has also recently employed its own Safeguarding Domestic Abuse Advocate who will work directly with patients and staff who are victims of domestic abuse.

During the year, the Trust has developed a more formal relationship with the safeguarding team within LCHS ensuring the transition of care from community to hospital and return is more seamless.

With a focus on Vulnerabilities, the team works in a preventative model, empowering patients and making sure their voice is heard, and their individual needs are addressed. A principle that is steeped in the ethos of making safeguarding personal.³²

LSAB Partner Updates

Over the last 12 months we have strengthened our working with our voluntary partners such as Voiceability ensuring that we develop services based on client feedback (ASK) and more recently have undertaken a filming exercise with members of Voiceability (Listen / Work Together) to promote the services that ULHT can offer and raise the priority of reasonable adjustment for all our patients with additional support needs (Offer Choice).

Our priorities over the coming 12 months continue to align with the LSAB principles including the prevention and or limiting the impact of Pressure sores and continuing to identify domestic abuse on our older adults. We are working as a system to ensure that the knowledge of our professionals is heightened when looking after patients who have a learning disability and are on a journey to ensure that all staff within the trust complete the Oliver McGowan training.

Over the coming years, we look forward to continuing to work in partnership with the LSAB taking into account the strategic plan and further protecting our vulnerable adults.



LSAB Partner Updates

During 2023 - 2024 the LCHS team has expanded its role covering safeguarding adults, Dementia, Learning Disabilities, Autism and Mental Health ensuring that all our patients receive a high quality of care which is embedded in the six principles of safeguarding adults.

The trust continue to strive to prevent abuse and promote early intervention to keep service users safe.

The team attends the SQR meeting, promoting the escalation of poor practice concerns and maintain good relationships with the LCC contracting team.

Information is cascaded to LCHS staff to assist with recognition of potential risk and support and enhance working in partnership to improve patient care and has developed a more formal relationship with the safeguarding team within ULHT ensuring transition of care from community to hospital and return is more seamless.

LCHS safeguarding team offer oversight and challenge for pressure ulcer reviews at internal LCHS steering group, thematic reviews and provide safeguarding response to section 42 investigations.



Lincolnshire Community
Health Services

NHS Trust

LSAB Partner Updates

Safeguarding themes and incidents for learning are shared across divisions at the Safeguarding & Vulnerabilities Oversight Group meetings, and quality review of incidents is optimised as each division now has access to their own safeguarding dashboard assisting quality review within service lines.

LCHS Mandatory training updates include pressure sore prevention, domestic abuse in older adults, and recognition of financial abuse as well as the newly launched Oliver McGowan training. LCHS Safeguarding Champions continue to receive annual updates and cascade details of this support to colleagues in practice. Working with Team Around the Adults Multi Agency Audit Group meetings has enabled LCHS to be able to raise concerns and discuss how partnership working can support service users with complex needs.

The Safeguarding team strive to ensure all updates from local and national reviews are included in training and supervision and include themes of making safeguarding personal and professional curiosity. Audit of current practice in relation to Mental capacity assessments and DOLS applications is completed across Community Hospital Division and the Trust as developed mandatory training for all clinical staff relating to the Mental Capacity Act.

Over the coming years we look forward to continuing to work in partnership with the LSAB taking into account the strategic plan and further protecting our vulnerable adults.



LSAB Partner Updates

LPFT is dedicated to enhancing adult safeguarding within the Trust and throughout Lincolnshire. The following initiatives underscore our commitment to this agenda for the 2023/24 period:

- Reviewed and updated the Trust Safeguarding Screening Tools that identify safeguarding concerns for adults and direct on appropriate actions and responses.
- Begun a review of the Trust safeguarding team in relation to capacity and development needs with a view to improving support and consistency from frontline staff managing safeguarding concerns.
- Completed routine audits across the Trust involving safeguarding and mental capacity processes.
- Completed Awareness raising sessions within the Trust Adult Community Division in relation to the Multi Agency Self Neglect and Hoarding Protocols.
- Supported internal and multi-agency processes to focus on improving responses to Making Safeguarding Personal for Adults at risk of neglect and abuse.
- Contributed towards the multi-agency task and finish groups related to improving processes around responding to adults at risk.
- Supported the Trust to review policies and processes around Just and Restorative Culture in relation to the Trust Allegations procedure and protecting vulnerable people.



Lincolnshire Partnership
NHS Foundation Trust

LSAB Partner Updates

We have also completed focussed sessions and support for our network of Trust Safeguarding Champions on a number of subjects such as:

- Safeguarding and Professional Curiosity in Practice.
- Working to better support those from Traveller Communities.
- Spiritual and Faith Based Abuse
- LGBTQ+ Domestic Abuse and Honour Based Abuse.
- Safeguarding – Inclusivity, Equality and Diversity.

LSAB Partner Updates



The University of Lincoln has considered priorities from the LSAB strategic plan when developing safeguarding practices. Safeguarding is embedded across the University, where a risk-based approach ensures a safe and supportive environment for all enrolled students, including those on placement or participating in visits away from Campus, and extends to apprentices, including both in and out of their workplace, and all visitors and members of the community.

The University ensures it is addressing key duties such as the protection of vulnerable groups, fulfilling the Prevent Duty, and discharging its duty of care to students who are vulnerable due to mental health issues, disabilities, and other factors.

In 2024, the University received the Student Minds University Mental Health Charter Award, becoming one of only 15 other universities to achieve this quality standard. The University was commended for its dedication to enhancing student wellbeing, and mental health outcomes, and its comprehensive approach to ensuring the safety of its community.



LSAB Partner Updates

Other key achievements include:

- Securing funding for additional posts through further development of relationships with external partnerships
- The use of statistics to identify key themes and trends to drive developments
- Development of a training action plan
- Senior Leader acting as Deputy Chair for the Lincolnshire Prevent Steering Group
- Developing a policy review process
- Maintaining and improving service to meet student needs in a nationally challenging Higher Education environment

Efforts in Safeguarding and Prevent are robust and adaptive, addressing both the immediate needs of students and the broader challenges posed by an evolving risk landscape. Dedication to continuous improvement and collaboration ensures the safety and wellbeing of the university community.



LSAB Partner Updates

LinCA has contributed to LSAB's strategy in the following ways:

- Delivery of the of the Quality Incident Form (QiF) with system partners including launch event with CQC.
- Active participation within all the LSAB Task and Finish Groups as the representative for the Independent Care Providers of Lincolnshire.
- Continuation of the Safeguarding Ambassador programme, which supports all the independent care sector, with its aim to promote MSP and the Mental Capacity Act.
- Improved the uptake of the LSAB's 6-Year learning and development through open dialogues and promotion through various communication pathways.
- Support open communication between the Care Providers across adult social and both the LSAB and Lincolnshire County Council Safeguarding teams to promote a `best practice ` approach that enhances any person requiring care in Lincolnshire life.
- Delivered an annual conference for the independent care sector to support the MSP agenda.

LSAB Partner Updates

St Barnabas has contributed to LSAB's strategy in the following ways:

- PSIRF and LFPSE compliant and members of the action groups on pressure damage and medication incidents management
- Implementation and training on the new countywide Mental Capacity Act policy
- Revised safeguarding clinical templates and reporting systems to reflect making safeguarding personal
- Undertaken professional boundaries training with all safeguarding champions
- Bi-monthly safeguarding operational meetings for senior clinicians to discuss themes, policy, audit, and SARs
- Bi-monthly safeguarding supervision for safeguarding champions with external names safeguarding professional
- Annual mandatory training delivered including Level 5 for all Trust Board members
- Published quarterly safeguarding newsletter sent to all staff in the organisation.



LSAB Partner Updates

At the Lincs and Notts Air Ambulance, integrating our safeguarding strategy with the strategic goals of the LSAB (as well as other partner boards) has been a key priority of the past 12 months. Our focus in the past year has been to embed trauma informed practice into our safeguarding training and the culture across our clinical team. We have delivered training across all staff groups using experts by experience, national case studies, and case-based discussion to engage our clinicians in real-world examples of the impact that effective safeguarding can have on the lives of our patients and their families. This training has had an empowering effect on our clinicians to proactively report their safeguarding concerns and has resulted in a net increase in our referrals. Outside of the clinical team, our charity staff continue to support a wide range of volunteers who engage with us to support our charitable goals of providing prehospital critical care to the people of Lincolnshire and Nottinghamshire. We continue to work in close partnership locally with the East Midlands Ambulance Service and nationally with other Air Ambulance organisations to ensure the best practice in our safeguarding practice.

Reviews & Lessons Learnt 2023-24

We said we would ensure that the learning from all our reviews and assurance activities is shared and embedded within partner agencies to reduce the risk of repeat incidents or causes of harm.

Safeguarding Adults Boards (SAB) have a statutory duty to undertake Safeguarding Adults Reviews when:

“...an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult”

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

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



Reviews & Lessons learnt 2023-24 cont'd

The Significant Incident Review Group for Adults (SIRGA) is a sub-group of the Lincolnshire Safeguarding Adults Board (LSAB) which under the Care Act 2014 is responsible for Safeguarding Adults Reviews (SARs). The group met monthly throughout 2023-2024 with good and engaged representation from across the partnership. The group's programme of work includes managing the process of recommending and commissioning SARs as well as assuring the LSAB that recommendations and associated actions have been addressed by the multi-agency partnership and individual agencies. Throughout 2023 and into 2024, the group activity about the SAR process is detailed below.

Serious Incident Notifications received	4
Reviews initiated	1
Reviews completed	1
Reviews published	1

All published reports, executive summaries, and learning bulletins can be found on the board website by following the link below.

[LSAB Website](#)

Reviews & Lessons learnt 2023-24 cont'd

SAR – Anthony (published December 2023)

Anthony was in his sixties at the time of his death in the local hospital. Anthony was part of a family where there were complex dynamics, he was believed to have a learning difficulty and there were concerns about the conditions within his privately owned home and specific concerns about self-neglect.

What was the learning?

- Identification and escalation of safeguarding concerns
- Professional Curiosity
- Practitioners' knowledge of executive functioning
- The multiagency response to self-neglect
- Discharge planning

What have we done?

- Establishment of a Self-Neglect and Hoarding working group where the effectiveness of the SAB self-neglect toolkit was assessed against the learning from Anthony.
- Updated the professional curiosity resource pack to reflect the learning from the review.
- Reviewed learning and development approaches to include the learning.
- Developed a pool of learning and development material to include the learning from the review around executive functioning.
- Worked with agencies to review the effectiveness of multi-agency forums to support an effective response when there are concerns around self-neglect.

The LSAB is committed to learning from the Anthony review and work that is ongoing includes the development of an easy read version of the report.

Reviews & Lessons learnt 2023-24 cont'd

Evidence of good practice from SAR – Anthony

- Professional tenacity in ensuring Anthony received the care needed
- The practice of some professionals in undertaking assessments of capacity

How do we measure the impact of the learning from the actions taken in response to SAR Anthony?

- The learning has been developed into an action plan with agreed actions, the progress of which is monitored at each monthly meeting of SIRGA
- Each agency has presented evidence of how the learning has been taken forward.
- Each agency in turn presents a “safeguarding story” to SIRGA and SAB to evidence the impact of the learning and the effectiveness of the SAB policies and tool kits, which have been updated in response to the learning.
- Assessment through evidence presented during peer review and site visits as part of the new assurance framework.



Reviews & Lessons learnt 2023-24 cont'd

Learning from SARs – a thematic approach

- Throughout 2020 and 2021 three notifications were submitted to SIRGA for consideration as a Safeguarding Adults Review (SAR) and two were additionally submitted to the Lincolnshire Domestic Abuse Partnership (LDAP) for consideration for a Domestic Homicide Review (DHR). Although none of the cases met the statutory criteria for a SAR or DHR similarities in cases were noted and it was agreed that a joint thematic non-statutory review would be undertaken. The joint thematic review was completed in the period 2022-2023. The learning was developed into an action plan with agreed actions, the progress of which has continued to be monitored at each monthly meeting of SIRGA

What have we done?

- Developed a 7-minute briefing to promote the professional curiosity resource pack
- The complex needs section in the policies and procedures has been reviewed.

Reviews & Lessons learnt 2023-24 cont'd

Ongoing SAR

A referral was made by Lincolnshire Partnership NHS Foundation Trust regarding a potential SAR following the death of a man, in his forties. The male was found dead in his property. The cause of death was not confirmed but is suspected to be completed suicide.

The notification was discussed at the Significant Incident Review Group meeting in February 2024. Following consideration of the full multiagency information, a recommendation was made to commission a statutory, discretionary SAR, under section 44 (4) of the Care Act (2014).

The Independent Chair agreed with the SIRG recommendation and approved the commissioning of the SAR.

What have we done?

- The terms of reference and key lines of enquiry have been agreed
- An independent author has been commissioned
- Information from partner agencies is in the process of being collated
- There is ongoing communication with Family members
- A Facilitated practitioner workshop has been arranged

The SAR process is ongoing but as learning emerges LSAB is committed to the learning from the review and will work together to ensure actions are taken forward to promote system changes and improvements in practice.

Reviews & Lessons learnt 2023-24 cont'd

The Significant Incident Review Group for Adults – What else have we done 2023-24?

The second national analysis of Safeguarding Adult Reviews (SARs)

The analysis covering SARs completed nationally between April 2019 and March 2023 was commissioned by the Local Government Association and the Association of Directors of Adult Social Services as Partners in Care and Health supporting systems to improve the way they deliver adult social care and public health service.

Following the publication of the report, the SIRG undertook a benchmarking exercise, developing a gap analysis with agreed actions to be taken forward within Lincolnshire to continually improve our ways of working.

LSAB continues to use this to support ongoing improvement of practice and the SAR process.

Quality Assurance of SARs throughout the process using the Quality Markers embedded within the LSAB SIRGA Policy and Toolkit

Safeguarding Adult Review (SAR) Quality Markers are a tool to support people involved in commissioning, conducting and quality-assuring SARs to know what good looks like. Covering the whole process, they provide a consistent and robust approach to SARs.

The SAR) Quality Markers were used throughout the process of undertaking the SAR Anthony to provide assurance to LSAB.

Reviews & Learning – 2023 - 24 cont'd

SAR Recommendations

All safeguarding adult reviews commissioned by the LSAB come with recommendations from the independent reviewing author. These recommendations charge the LSAB and its partners with improving systems to try and prevent similar significant issues from occurring in the future.

The recommendations are monitored by SIRGA through to completion and the impact on the experience of service users is assessed through the SAB assurance framework.

What more will we do?

- Work is progressing to develop an approach to undertaking a thematic analysis to capture learning from notifications that do not meet the criteria for a SAR.
- Work with other strategic boards is planned to look at opportunities to align processes and share learning.
- Ongoing work is planned to continue to evidence the impact of learning emerging from SARs and SAR notifications.

LSAB Multi-Agency Training

The LSAB multi-agency training is an effective way of bringing together professionals from different agencies to gain a better understanding of each other's roles and responsibilities for safeguarding and how this can make a positive difference to frontline practice.

The training team has continued to adopt a hybrid delivery model, which includes a mixture of face-to-face, virtual, and online learning. Feedback from practitioners and partners supports this model of delivery.

The Learning System, Enable, provides multi-agency access to all Adult and Children Safeguarding and Domestic Abuse courses. All partners continue to encourage staff and volunteers to access the training.

During this period, we have created new guidance documents for professionals which have been positively received and have promoted the training at local events and with partners regularly. As a result, we have seen a rise in the number of people completing training.

There have been **11,457 Adult eLearning courses completed** during the period 01 April 2023 - 31 March 2024, compared to 6,870 in 2022-23, **an increase of 4,587**. There has also been an increase in attendance at our virtual and face-to-face courses with **205 attendees** across the year, compared to 126 in 22-23, **an increase of 79**.

These updated documents include:

- [LSAB 6 Year Pathway](#)
- [LSCP/LSAB/LDAP Training Policy](#)
- [How to use Enable](#)

The Voluntary Sector Briefings continue to be delivered jointly with the Safeguarding Children Partnership and are an excellent opportunity to promote the training courses available to the voluntary sector. These run quarterly, and within this time frame focus has been on:

- Family Hubs and Building Resilience in Communities,
- Child Sexual Abuse,
- Domestic Abuse,
- Diversity & Neurodiversity.

Across these sessions, **118 professionals** have attended from a range of services including,

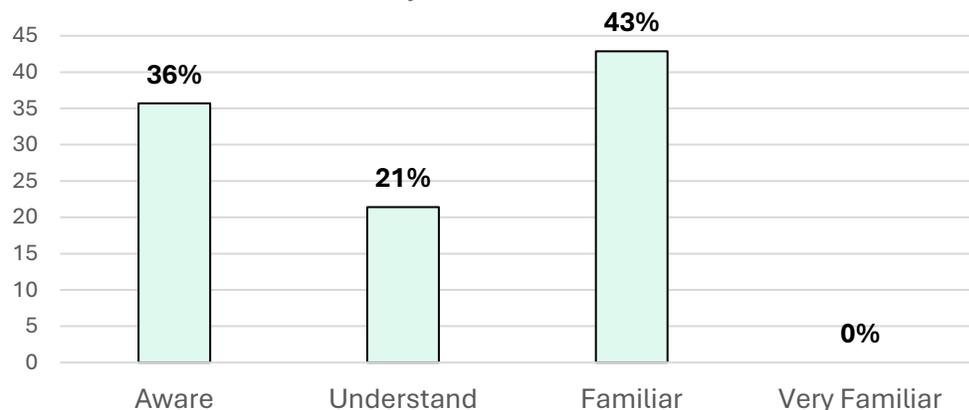
- YMCA,
- St Barnabas Hospice,
- Carers First,
- Lincolnshire Fire & Rescue,
- Diocese of Lincoln,
- Dementia Support.

LSAB Multi-Agency Training

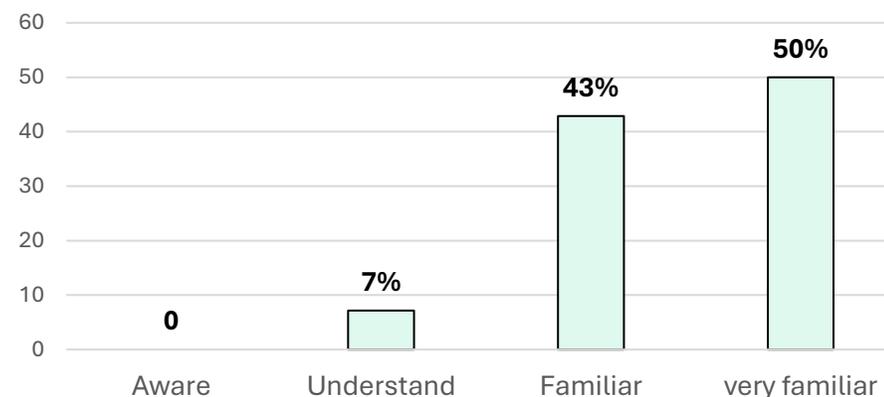
The training team continues to monitor evaluations closely, with evaluations being collected following all training completions. Staff completing training are asked to identify whether they feel that their knowledge has increased after completing the training courses offered.

One example, taken from the Making Safeguarding Personal feedback highlights a marked improvement in knowledge and confidence following completion of the eLearning and Virtual Workshop course.

Please indicate your knowledge and confidence in this subject **before** the course



Please indicate your knowledge and confidence in this subject **after** the course



The evaluations collected provide a range of positive and developmental feedback. The comments provided on the following slide demonstrate this and are taken from across the training pathway. Where developments are identified within evaluations, the training team work to respond accordingly, in the examples provided all courses have been updated to respond to the feedback or are in the process of being reviewed.

The focus for the upcoming year is on gathering more feedback relating to the impact of training courses, with follow-up evaluations being requested 3 months after completing some of our courses.

LSAB Multi-Agency Training – Participants Comments

Tackling Exploitation and Modern Slavery eLearning

“Good to see different examples of what is meant by modern slavery.”

“Beneficial to learn about knowledge surrounding exploitation, how county lines functions and knowledge of adult exploitation

“Couple of spelling mistakes!”

“More interaction”

MSP eLearning & Virtual Workshop

“Very interesting and informative. I have learned so much about personal centred plans.”-Support Worker

“This training will help me in the future when it comes to safeguarding. I have a greater knowledge of how to plan and cater for individuals, by implementing what I have learned and putting into practise.” – Support Worker

“It was all beneficial and explained how we can support someone through any safeguarding concerns.” – Community Care Officer

Self-Neglect eLearning

“I thought the course was very well laid out and very informative, I don't think there is a need for improvement .”- Community Care Officer

“The different types of self neglect and the signs to look for have added to my knowledge”-Community Care Officer

Domestic Abuse – Short Course eLearning

“It was beneficial to learn what to do in these instances, and having these instances localised to Lincolnshire.”

“Some of the links did not work”

Mental Capacity Act eLearning

“Will take more factors into consideration, be able to recognize subtle areas of concern and know how to handle these and better understand the organisations and my role as manager in terms of support.”

LSAB Multi-Agency Training

Multi-Agency training data for this period is provided here alongside data from last year. The training uptake continues to be very popular, and attendance and enrolment continues to increase.

eLearning Course	Completed 23 24	Completed 22 23	eLearning Course	23 24	22 23	eLearning Course	23 24	22 23
Introduction to Safeguarding Everyone in Lincolnshire	2711	1503	Domestic Abuse MARAC & MOP	271	159	Specific Conditions in Social Care	104	33
Domestic Abuse Awareness - Short Course	1403	952	Domestic Abuse - The Importance of Language in Domestic Abuse	95	n/a	Understanding the Impacts of Hate Crime	176	150
Tackling Exploitation and Modern Slavery in Lincolnshire	1747	886	Domestic Abuse Supporting and Understanding Men Who Experience Domestic Abuse	98	n/a	LGBTQ+ Awareness	61	n/a
Friends Against Scams E-Learning	1004	700	Radicalisation and Extremism	442	327	TAC Young Carers Short Course	43	10
Zero Suicide Alliance Training	619	63	Self Neglect	161	74	Domestic Abuse in Practice Prerequisite	265	144
Introduction to Safeguarding Adults	488	361	Refresher: Safeguarding Adults	76	106	Mental Health Awareness	113	53
Mental Capacity Act - Basic Awareness	357	261	Deprivation of Liberty Safeguards (DoLS)	265	194	Making Safeguarding Personal – Prerequisite eLearning	350	178
Dementia Awareness	120	92	Modern Slavery and Trafficking	148	137	Quality Incident Form	44	43
Domestic Abuse DASH	371	163	FGM (Abuse linked to faith or belief)	204	157			

LSAB Multi-Agency Training

The team increased delivery of the Making Safeguarding personal workshops, with an additional 4 workshops running.

This has resulted in an additional 49 practitioners being trained this year.

Further focus on this uptake and training programme is planned for 2024-2025.

	01 April 2023 – 31 March 2024		01 April 2022 – 31 March 2023	
Virtual Workshops	Workshops	Attendees	Workshops	Attendees
Making Safeguarding Personal	9	95	5	46
Recognising and Supporting Parents in Parental Conflict	10	13	11	1
Domestic Abuse Risk Indicators & Barriers (Replaced by Domestic Abuse in Practice July 2022)	N/A	N/A	4	15
Controlling, Coercive Behaviour & Stalking (Replaced by Domestic Abuse in Practice July 2022)	N/A	N/A	4	10
Face to Face	Courses	Attendees	Courses	Attendees
Domestic Abuse in Practice (Commenced October 2022)	12	78	7	32
Child to Parent Carer Abuse (Paused training due to process changes)	1	1	3	11
Recognising Disguised Compliance	9	16	8	8
TAC Young Carers Workshop	4	2	4	3

LSAB Finance Allocation and Deployment

LSAB's financial resource allocation and deployment for 2023 onwards are set out below:

Finance

Income:

LCC – Adult Care	£81,700k
ICB	£45k
Lincolnshire Police and Crime Commissioner	<u>£45k</u>
	£143k

Expenditure:

Staff Costs/Fees	£171,700k
Overspend	£8,500k

Human Resources

- 1x Independent Chair*
- 1x Deputy and Chair (SIRGA)*
- 1x Business Manager
- 1x Audit and Policy Officer
- 1x Administrator
- 1x Training Officer

*Engaged under contract for employment for fixed terms as per Memorandum of Understanding (MOU)