



Safeguarding Adults Board Annual Report

April 2022 - March 2023



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Introduction from the Chair

The Care Act 2014 makes a Safeguarding Adults Board (SAB) a statutory requirement. The purpose of Safeguarding Adults Boards is to help safeguard people who have care and support needs from abuse and prevent harm happening to them.

Telford and Wrekin Safeguarding Partnership (TWSP) is determined to ensure that people, rather than policies or processes, remain at the heart of what we do. By law, the SAB must have three core members which are: Telford and Wrekin Council, West Mercia Police and the Integrated Care System and in order to work effectively we also have a wider range of partners who contribute within our sub groups and panels.

Together we hold each other to account and build learning through identifying best practice and areas which need improvement to improve the quality of life for residents within Telford and Wrekin and to ensure they remain free from harm. In addition to our local partners, TWSP is in regular contact with our counter parts up and down the country to proactively share learning identified in other areas which may also be of use to Telford and Wrekin.

The SAB has three core duties:

- develop and publish a strategic plan setting out how we will meet our objectives and how the board members and our partner agencies will contribute;
- to make sure that Safeguarding Adult Reviews take place for any cases which meet the criteria; and
- publish an annual report showing that we have done what we should be doing.

In writing this year's annual report, we have continued to develop a more succinct and meaningful report that is better focused on the impact the work of the Telford and Wrekin Safeguarding Partnership has on residents and agencies.

I would like to take this opportunity to thank the huge number of professionals who continue to work tirelessly in Telford and Wrekin to make it a safer place for our adults who need that little extra protection.



Andrew Mason
Independent Chair of Telford and Wrekin Safeguarding Partnership

Who makes up the Telford & Wrekin Safeguarding Adults Board and what does it do?

Telford & Wrekin Council, West Mercia Police and Shropshire, Telford & Wrekin ICS have a statutory duty to put in place multi-agency safeguarding arrangements to protect and safeguard vulnerable adults. This responsibility is driven by the Telford & Wrekin Safeguarding Adults Board which is funded, equally, by the three statutory partners.

Membership of the SAB is drawn from:

- Shropshire Community Health NHS Trust
- Making it Real Board
- Shrewsbury and Telford NHS Hospital Trust
- Healthwatch
- Midlands Partnership NHS Foundation Trust
- Chief Officers Group
- Shropshire Partners in Care

The SAB has agreed its core focus is to:

- put the person who has been harmed or at risk at the centre of everything that we do and listen to their views about what we can do to improve the safety of people;
- hold members to account – are we/they doing enough to keep people safe;
- collect and share information about how well we are keeping people safe and what more we could do;
- make sure our workers and volunteers get the training they need to provide safe services and share concerns if they think a person is being hurt or abused;
- review our policies and guidance to make sure we are constantly improving; and
- raise awareness of safeguarding issues and what to do.



How the SAB does things is as important as what it does. To shape how it delivers its role, the SAB has adopted the following principles and values:

- **Empowerment** – presumption of person led decisions and informed consent;
- **Prevention** – it's better to take action before harm occurs;
- **Proportionality** – proportionate and least intrusive response appropriate to the risk presented;
- **Protection** – support and representation for those in greatest need;
- **Partnership** – local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting abuse and neglect; and
- **Accountability** – accountability and transparency in delivering safeguarding.

The SAB is chaired by an independent chair appointed by the three statutory partners with the objective of providing independent challenge and scrutiny. As part of our arrangements for external challenge, the chair presents the SAB's annual report to the Health & Wellbeing Board.

To drive delivery of its objectives, the SAB has a series of sub-groups and boards as set out below:



Telford and Wrekin – the place

The borough which the SAB serves is a place of contrasts. Central to the borough is the new town of Telford which was commissioned in 1968 and grew rapidly around existing communities including Wellington, Oakengates, Dawley and Madeley. Along the banks of the River Severn is Ironbridge, the birthplace of the industrial revolution and now a World Heritage site. Surrounding Telford is a rural hinterland – accounting for more than two thirds of the borough’s area.

The 2021 Census estimated the population of the borough to be 185,842 people. A quarter (45,504 people) are aged 0 to 19. From the 2011 to 2021 Census, the borough’s overall population increased by 19,000 people – an increase of 11% - making it the fastest growing area in the West Midlands. As the population grows it is becoming more diverse and ageing, between 2011 and 2021, the number of people aged 65+ grew by 36% which is twice the regional rate of 18%.



Many people who have come to live in the borough have been attracted by the value for money housing offer, our schools, outstanding natural environment, growing economy and our connectivity via road and rail into the West Midlands conurbation and beyond.

Whilst at face value the borough is prosperous and thriving, the Index of Multiple Deprivation shows that there are 18 neighbour areas in the borough which are ranked amongst the 10% most deprived in England. This impacts on the life experience of these residents in terms of poorer outcomes with regards to health, education employment and housing, such challenges have undoubtedly increased because of the current cost of living crisis. This impact can be seen on the demand for support from adults social care across the borough:

- the number of concerns raised in 2022/2023 remain stable at an average of 450 concerns logged each year, that’s just under two concerns reported each working day;
- during 2022/2023 – 62% of s42 enquiries were to protect females with males being at risk in 38% of cases; and
- 2022/2023 – saw a 53/47 split between females and males at the centre of concerns respectively.

What have we achieved in the last 12 months?

An essential objective of this report is to demonstrate the impact of the SAB and the multi-agency safeguarding arrangements that it has put in place. The following part of the report takes a month by month look at the activity of the board and the safeguarding impact that this has had.



The Partnership kick started the new financial year with a focussed seminar on **pressure ulcers** which was delivered by our partners in Shropshire Telford and Wrekin Integrated Care System (ICS). The session allowed opportunity for open discussion to take place ensuring that attendee's knowledge and practice provided optimum care and applied the Safeguarding Adults Protocol.

Safeguarding impact: The knowledge and guidance of experts in the field of tissue viability and safeguarding was able to be shared among a wide range of professionals who are likely to be in contact with those at risk of pressure sores which could be an early sign of neglect.



Learning identified through a previous case file audit exercise identified that **Motivational Interviewing training** would be hugely beneficial and, as such, a series of sessions were commissioned with places offered to partners. These sessions continued throughout 2023 to ensure as many professionals were able to attend as possible.

Safeguarding impact: The use of motivational interviewing is one of the many ways professionals can engage with individuals and families to effect positive and lasting change. It allows an individual to identify what thoughts and feelings cause unhealthy or unwanted behaviours and helps new thought patterns or behaviours to develop



The Partnership has many tools to audit how well partners have worked together to safeguard adults with care and support needs. One of these tools is **Multi Agency Case File Audits** (MACFA's) and June saw the completion of the one of these audits resulting in our first Safeguarding Adult Review (SAR) Awareness seminar being delivered to professionals, ensuring they are clear on the situations and process where a SAR referral is required.

Safeguarding impact: Professionals are familiar with the process and criteria for a referral to be made for review where an adult has been seriously harmed or sadly dies and there are concerns about how partners had worked together.



Work was undertaken with other Safeguarding Boards to make use of the **'Tricky Friends' animation** which was publicised across the partnership and highlights how friendships may not always be what they first appear to be.

Safeguarding impact: adults with care and support needs are empowered to identify when people they believe are friends may actually be abusing them and know to speak out against this



Work was undertaken in the **Performance, Quality and Data** (PQD) Sub Group to refresh and enhance the current data collection set which now allows a greater understanding of common forms of abuse in Telford and Wrekin and captures information around Making Safeguarding Personal.

Safeguarding impact: a holistic data set containing both quantitative and qualitative data allows decisions to be intelligence led and specifically tailored to meet the needs of those within our borough.



The new **Quality Framework and Standards** was agreed by the Safeguarding Adults Board in September. These set out what the shared priorities are and how we will hold partners to account in achieving them.

Safeguarding impact: By having a clear understanding of what is expected from all partners when safeguarding adults in Telford and Wrekin the Safeguarding Adults Board is able to monitor each partner's contribution to this shared responsibility, and if necessary, directly challenge when standards have not be adhered to.



Work continued to implement improvements across the services following the **West Midlands Care Act Audit** findings. The delivery of the action plan to address areas which needed improvement is monitored through the Adults, Review, Learning and Training (ARLT) sub group whose purpose is to promote a culture of continuous multi-agency learning and improvement.

Safeguarding impact: Safeguarding against new emerging risks requires a constantly evolving approach. The work of the ARLT sub group ensures that proactive steps are taken to address real areas of risk.



Safeguarding Adults Week falls within the month of November and, to mark the week, the partnership alongside Shropshire Partners in Care arranged a weeks' worth of learning and engagement events including a powerful seminar delivered by Daphne Franks, the daughter of a lady with severe dementia and terminal cancer who, because of this, never knew that she had married a much younger partner who went on to exploit her vulnerabilities. Please visit the [predatory marriage](#) website for more information. Safeguarding Adults Week also saw the first public engagement event in the Town Centre where representatives from across the partnership were on hand to offer advice and support.

Safeguarding impact: Following the predatory marriage seminar, changes were made by the registry office to further enhance safeguards in place so that, prior to a marriage, both parties are spoken to separately to ensure no one is under duress or unclear as to the decisions they are making due to conditions such as dementia.



Our [Domestic Abuse leaflets](#) were updated in consultation with our lived experience group to include information about [Clare's Law](#) and circulated to all leisure centres in Telford and Wrekin. Clare's Law gives anyone a right to ask the police if they believe that they or someone they know is in a relationship with an individual that could be abusive towards them.

Safeguarding impact: by raising awareness of domestic abuse and providing details of where to go to find help and support people with Telford and Wrekin will be better equipped to speak out and free themselves from an abusive relationship



To start the New Year the Safeguarding Adults Board took a proactive step in undertaking a series of internal audits to gather information which may be required for any future **CQC inspections**.

Safeguarding impact: this piece of work helped the partnership focus on reviewing policies and identify areas which needed enhancements to ensure safeguarding processes had the Making Safeguarding Personal (MSP) principle at its heart. MSP should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.



February saw the launch of the **new Domestic Abuse Strategy** following extensive consultation with partners and survivor groups who actively shaped the strategy and commissioning process for the new service. Telford and Wrekin Council were also the first local authority in the UK to sign the Child to Parent Abuse Covenant, which has been developed by a social enterprise known as Parental Education Growth Support. Recognising Child to Parent Abuse has also been incorporated into the new Domestic Abuse Strategy.

Safeguarding impact: The new strategy commits to hearing and taking on board the voices and expertise of people who have experienced domestic abuse through the forum to ensure services meet the needs of those experiencing domestic abuse, whether young or old, parent or child.



The Safeguarding Partnership is always trying to engage as much as possible with members of the public to understand their lived experiences of safeguarding and as such a new initiative was born, the **creation of a citizen group**.

Safeguarding impact: This new group will allow those with lived experience of the safeguarding process in Telford and Wrekin to directly feed into the work of the partnership and influence how we work continue to put people at the heart of our work

Safeguarding Adult Reviews (SAR's) and Domestic Homicide Reviews (DHR's)

The purpose of the SAR Panel is to meet the statutory requirements of the Care Act 2014, the Local Safeguarding Adult Board¹ has a responsibility to conduct **Safeguarding Adult Reviews (SARs)**. This sub-group has delegated authority to undertake this activity to promote a culture of continuous learning and improvement across the organisations by using learning from case reviews to drive improvements in practice.

Since April 2022 the panel has received one referral meeting the criteria for a SAR to be undertaken. An independent reviewer has been commissioned and has been tasked to review the case to identify learning for partners involved. The findings from this review will be published on the Telford and Wrekin Safeguarding Partnership website once it has reached completion. The panel has also:

- Delivered a SAR awareness online seminar focussing on the SAR process and produced an accompanying 7 minute briefing to be used by professionals as a point of reference
- Reviewed and enhanced the content of information leaflets for families and professionals involved in a SAR which have received national praise
- Reviewed and revised the SAR referral form to ensure it meets the needs of the process
- Contributed and engaged with regional and national networks to ensure learning is proactively undertaken from SAR's in other areas.
- Undertaken an assurance exercise across the partnership to ensure partners are clear on how to refer in for a SAR and also benchmarked against other areas in relation to SAR's being undertaken

The **Domestic Homicide Review (DHR) Decision Panel** seeks to ensure that the processes in Telford and Wrekin to determine when a case meets the DHR criteria and the ensuing actions necessary to complete the review meet the standards within the Home Office Multi-agency Statutory Guidance for the Conduct of Domestic Homicide Reviews 2016 (referred to as the statutory guidance)². The Domestic Homicide Review Decision Panel is responsible for making a recommendation to the chair of the Community Safety Partnership about whether a DHR should be commissioned or not.

The statutory guidance makes it clear that “where a victim took their own life (suicide) and the circumstances give rise to concern, for example it emerges that there was coercive controlling behaviour in the relationship, a review should be undertaken, even if a suspect is not charged with an offence or they are tried and acquitted.”

During April 2022 and March 2023 the DHR Decision Making Panel received four referrals for consideration with one progressing to a review being led by an independent reviewer who will review the case to identify learning for partners involved.

¹ This is now known locally as Telford and Wrekin Safeguarding Partnership

² https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/575273/DHR-Statutory-Guidance-161206.pdf

Training and development

The last year has seen changes to the way that training is coordinated to allow for a holistic and all-encompassing approach to ensure that learning applicable to multiple review areas is brought together across both adults and children safeguarding boards.

The following **training** has taken place between April 2022 and March 2023 and allowed over 200 professionals access to courses, seminars and learning material to develop their practice and expertise even further, to help protect the residents of Telford and Wrekin:

- [Pressure Ulcers](#)
- [The importance of robust recording within casework \(and top tips!\)](#)
- [Safeguarding Adults Review \(SAR\) Awareness](#)
- [Self-neglect](#)
- [The Abuse of Older People with Hourglass](#)
- [Predatory Marriage](#)
- [National Trading Standards, Friends Against Scams - Coercion and control in financial abuse](#)
- [Cyber Security](#)
- [Adult Safeguarding](#)
- [Emotional Abuse](#)
- [Domestic Abuse Awareness](#)
- [Managing Medicines](#)

"I wanted to say a big thank you for running this training session. I found it invaluable. I've shared your email [containing resources from the session and future dates] and encouraged attendance at your next training session. I really look forward to future sessions"

"very worthwhile session"

"I really enjoyed the sessions and will certainly be using some of the statistics in updating our training packages over the Summer."

"I found the session really informative and useful"

"I really enjoyed the couple of hours of learning... I also think that the recording of the event to allow sharing is a great idea for those that were unable to attend..."

Quality and performance

The purpose of the Adult Review, Learning and Training sub group is to promote a culture of continuous multi-agency learning and improvement throughout the partnership. Below is a table which detail the goals of the group and what has taken place over the last year to achieve them.

Our goals	What we did to meet them
The development, commissioning and communication of training, guidance, resources and tools;	Contributed to a timetable of safeguarding seminars and creation of 7 minute briefings.
Support the delivery of regional and single agency policies and procedures for safeguarding and promoting the welfare of adults;	Worked collaboratively with other Safeguarding Boards to make use of the 'Tricky Friends' animation and publicised this across the partnership.
Develop and monitor a performance framework to ensure effective partnership work to safeguard adults with care and support needs.	Reviewed partner's competency frameworks to ensure best practice is shared across partners.
Undertake multi-agency case file audits	MACFA completed in June 2022 with further 'peer challenges' taking place in 2023.
Undertake the Care Act compliance audit.	Audit completed and work continued to implement improvements across the services.
Develop appropriate learning, training and practice guidance	Contributed to multiple online and in person events to mark Safeguarding Adults Week, including a town centre drop in for members of the public and professionals to seek advice.
Develop policy and procedures locally and regionally with the West Midlands Regional Adult Safeguarding Groups	Reviewed the 'Person in a Position of Trust Policy' in collaboration with regional colleagues
Report progress against these objective and work plan to the Safeguarding Adults Board	Formalised a process of highlighting areas of concerns, sharing good practice and addressing learning from reviews.

Partnership review

As part of the process of ongoing review to ensure that local multiagency safeguarding arrangements are robust and effective, a review of safeguarding arrangements was commissioned in January 2023 with meeting structure changes scheduled to be implemented before the Autumn.

A heartfelt thank you to...

All the individuals and families who have taken the brave step to share their experiences and worked with us in pushing for change. The 100's of professionals up and down the borough who have continued to support the partnership, their colleagues and the residents of Telford and Wrekin.

