

BLACKPOOL SAFEGUARDING ADULTS BOARD

Annual Report 2024



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Foreword by Independent Chair

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

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

In line with the Board's promise in last year's annual report, we now have a three year strategy, with strategic aims and a business plan. This annual report celebrates our achievements and highlights our challenges in support of this strategy. It provides updates on progress made against our three strategic aims: Safeguarding Effectiveness, Learning and Development and Making Safeguarding Personal (MSP). I am pleased to report that good progress has been made against these aims, delivered through a planned programme of work ensuring that we continue to meet our statutory duties.

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

Partners continue to support the process of learning and improvement obtained through the Safeguarding Adult Review (SAR) process. This report highlights information on SAR referrals that have been received throughout the year, alongside updates from historic SAR's (commissioned previously). Partners continue to provide information to the board on actions taken as a result of these reviews to embed learning and improvement.

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

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



Stephen Chapman
Independent Chair
Blackpool Safeguarding Adults Board

1. Blackpool Local Context:

This information is produced by the Office for National Statistics (ONS) <https://www.blackpooljsna.org.uk> The Care Act 2014 aims to:

- 1.1 According to the 2022 mid-year estimates, the usual resident population of Blackpool is approximately 141,600. This is an increase of 0.4% from the 2021 mid-year estimates; the overall population of England increased by 1% and the North West increased by 1.2% over the same period.
- 1.2 Blackpool is the third most densely populated local authority in the North West, with 4,060 people per square kilometre (compared to 4,920 in Manchester, 4,442 in Liverpool, 501 in neighbouring Fylde, and 407 in Wyre).
- 1.3 Estimates indicate that older people (65 years plus) account for a greater proportion of Blackpool's resident population than is observed nationally). Since the 2011 census there has been a 7.6% increase in the number of people aged 65 and over in Blackpool, compared to a national increase of 3.6%. The Blackpool population of people aged 15 to 64 years has decreased by 2.8%, compared to a 3.6% increase nationally; and the population of those under 15 years of age has decreased by 2.1% since 2011, compared to an increase of 5% nationally.

1.4 Blackpool faces major health challenges. The early 2000s saw a steady improvement in life expectancy, dropping in 2013-15 before levelling off until 2017-19. However, the gap between Blackpool and the rest of England continues to grow. Life expectancy fell for both males and females from 2020 onwards, a trend also reflected nationally as the country was impacted by Covid-19. Blackpool saw increased mortality as a result of Covid-19 from April 2020.

1.5 Life expectancy is one of the key indicators of health in a population. Life expectancy at birth is defined as the average number of years that a new born is expected to live if current mortality rates continue to apply. Life expectancy for men in Blackpool is 73.4 years and for women is 79.0 (2020-2022), both lower than national averages. There are considerable differences in life expectancy within Blackpool. Men in the least deprived areas of the town can expect to live 13.2 years longer than men in the most deprived areas. Similarly, for women this difference is 9.5 years. Not only do people in Blackpool live shorter lives, but they also spend a smaller proportion of their lifespan in good health and without disability. Both men and women in Blackpool have the lowest life expectancy from birth of any local authority in England. Blackpool's life expectancy is 5.4 years below England and 3.9 years below the North West in Males. Female life expectancy is 3.8 years below England & Wales and 2.4 years below the North West female life expectancy from birth (2020-22).



2. Who are the Safeguarding Adults Board?

2.1 Safeguarding Adults Boards are established under the Care Act 2014. Their main objective is to seek assurance that local safeguarding arrangements and the organisations in those arrangements are working to help and protect (safeguard) adults who cannot protect themselves from abuse, neglect and self-neglect, because of their care and support needs.

2.2 The Board is a strategic body, it does not deliver any frontline safeguarding services. The Board works strategically to coordinate the work of its members and other agencies and ensures the effectiveness of each of its members.

2.3 Safeguarding Adults Boards have specific duties as set out in Schedule 2 of the Act. These relate to producing an Annual Report, Strategic Plan and the undertaking of Safeguarding Adults Reviews.

2.4 Our Vision

"Every adult in Blackpool has the right to live safely, free from abuse and neglect and to know where to go to seek help when in need. Partners across Blackpool will do their best to ensure early intervention and problem solving maximised at every opportunity to reduce the risk of increased care and support needs across the town."

2.5 Our Values

2.6 The six safeguarding Principles influence the delivery of our vision:

Empowerment – People being supported and encouraged to make their own decisions and informed consent. "I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."

Prevention – It is better to take action before harm occurs. "I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."

Proportionality – The least intrusive response appropriate to the risk presented. "I am sure that the professionals will work in my interest, as I see them, and they will only get involved as much as needed."

Protection – Support and representation for those in greatest need. "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 – Local solutions through services working together and with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse.

Accountability – Accountability and transparency in delivering safeguarding. "I understand the role of everyone involved in my life and so do they."



2.7 The aim of the Safeguarding Adults Board is to:

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- Stop abuse or neglect wherever possible
- Safeguard adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect.
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Address what has caused the abuse or neglect

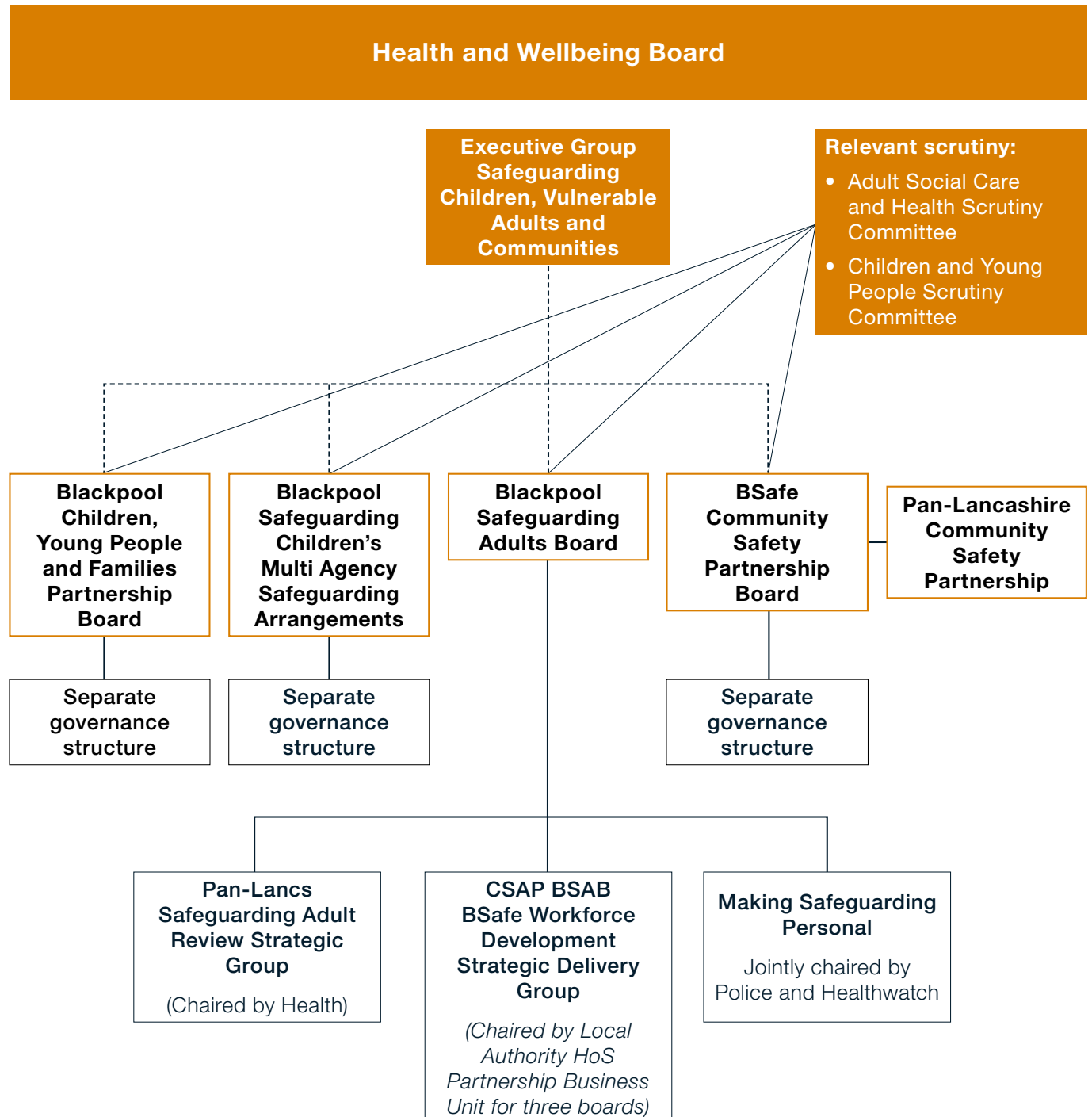
2.8 Board Members

A wide range of organisations are represented on the Safeguarding Adults Board in Blackpool. This includes senior representatives from:

- Blackpool Council
 - Adult Social Care
 - Children Social Care
- Lancashire Police
- Lancashire and Cumbria Integrated Care Board (ICB)
- Blackpool Teaching Hospitals NHS Foundation Trust (BTH)
- Lancashire and South Cumbria NHS Foundation Trust (LSCFT)
- North West Ambulance Service (NWAS)
- National Probation Service (NPS)
- Healthwatch Blackpool



3. Board Governance



3.1 There have been significant changes to the Blackpool Safeguarding Adults Board (SAB) governance during this reporting period. It returned to a place based business unit arrangement in January 2024. Prior to this, a centralised business unit hosted by Lancashire Council had been operating since July 2021. This supported the Blackpool SAB as well as Lancashire and Blackburn with Darwen SABs. The previous pan-lancashire sub-groups related to the 'Voice' and Performance related arrangements were reviewed and re-instated at a place based level, as well as the development of a new workforce and audit function.

3.2 For the purposes of this report, the previous centralised arrangements were in place from April 2023 to January 2024. Prior to the implementation of the changes, many work-streams were temporarily suspended during the transition period. Under the new arrangements implemented in January 2024, the Blackpool Partnership Business Unit provides support to the Safeguarding Adults Board (BSAB), Community Safety Partnership (BSafe) and Blackpool Children's Multi-Agency Safeguarding Arrangements (MASA). This has improved collaborative working and encouraged consistency in approach for the Partnerships across Blackpool.

3.3 Independent Chair

A new Independent Chair was appointed in September 2023, Steve Chapman, whose role involves providing leadership, challenge and support to the Board in achieving its ambitions.

3.4 Board Business Unit

The Board employs a small team to act as a dedicated resource to support and assist the Board in achieving its strategic aims. The team consists of a business manager, a workforce and audit coordinator and business support officer.

3.5 Key Strategic Partnerships

The Board has close working relationships with a range of organisations and networks that enable the Board to work in partnership towards making Blackpool a safe place for everyone. This includes:

- Blackpool Children's Multi-Agency Safeguarding Arrangements (MASA)
- Blackpool Community Safety Partnership (BSafe)

3.6 The Chairs of the Safeguarding Adults Board, Community Safety Partnership and Blackpool Children's Multi-Agency Safeguarding Arrangements, and those covering the neighbouring SABs across Pan-Lancashire meet to share information and identify common priorities and opportunities for collaborative working.

3.7 Funding Arrangements

The Board is funded by its strategic partners, Blackpool Council, Lancashire and Cumbria Integrated Care Board and Lancashire Police. This enables the Board to fund specific work streams, commission an Independent Chair and a Business Unit to support its work. The Board has a number of strategic delivery groups which report directly to it.



4. Delivery Group Activity

The below activity is based on the groups established under the new structure since January 2024.

- Safeguarding Adults Review (SAR) Strategic Group, oversees the management of Safeguarding Adults Reviews and advises the Board on required actions, shared learning and encourages the implementation of shared good practice across pan-Lancashire and nationally.
- Workforce Development Group, is jointly formed with the Blackpool Children's Multi-Agency Safeguarding Arrangements (MASA) and Blackpool Community Safety Partnership (BSafe). It oversees the multi-agency safeguarding training offered by the Safeguarding Board.
- Making Safeguarding Personal (MSP) and Assurance Group oversees Board assurance processes and data analysis, including the 'voice' of the adult. It aims to identify issues through both quantitative and qualitative data.

4.1 Safeguarding Adults Review (SAR) Strategic Group

4.1.1 The SAR Strategic sub-group was set up in 2021 as a pan Lancashire sub-group and continued to operate during the transition period. The terms of reference were reviewed during the reporting period once the new arrangements had been implemented in January 2024.

4.1.2 The meetings are well attended and membership includes key partners from:

- Local Authority (Adult Social Care/ Commissioning)
- Health (ICB, Acute Trust, LSCFT)
- Lancashire Constabulary (Public Protection Unit)

4.1.3 The revised functions of SAR Strategic Group include:

- An agreed robust process in consultation with Safeguarding Adult Board partners for; SAR referrals; consideration meetings, commissioning independent reviewers; appropriate methodologies for completing SARs commissioned on behalf of Safeguarding Adult Boards across Pan Lancashire.
- In cases where a SAR is recommended, to identify key issues for consideration, actions from previous SARs where relevant or similar themes have occurred.
- Be informed of the Terms of Reference for the SAR panel, draft recommendations and draft SAR reports.
- Monitor the delivery of SARs in line with statutory timescale and escalate to the Safeguarding Adult Board Chairs as appropriate.
- Monitor and hold Safeguarding Adult Board Strategic Delivery Group responsible for SAR activity to account. For example, in relation to multi-agency action plans developed as a result of recommendations made in a SAR.
- Regular assurance is to be gained from the Safeguarding Adult Board Strategic Delivery Group and SAR action planning panels, includes those with responsibility of leading on recommendations, to report progress into the Safeguarding Adult Boards.
- Advise Safeguarding Adult Boards and groups of emerging themes from SARs and referrals across pan-Lancashire, including Blackpool.
- Utilise links with other Boards and groups to evidence and share learning and good practice.
- Report on progress/risks via Safeguarding Adult Boards on a regular basis.
- SAR strategic group oversight on SAR action planning to ensure SABs create action plans which deliver on recommendations from Safeguarding Adult Reviews, including confirmation of actions; lead accountability; evidence base; outcome and impact. There are expectations to ensure that SAR recommendations are SMART – Specific, Measurable, Achievable, Realistic and Timely.

4.1.4 During this reporting period the key achievements from the SAR Strategic Group have included:

- A review and improvement to the Safeguarding Adult Review Process, including the SCIE Quality Markers in approach to support best practice, ensuring family involvement and Making Safeguarding Personal (MSP) are at the heart of the process;
- Established regular reporting activity from all three areas to ensure that referrals are progressed
- Supporting new approaches to reviews including the trial of the SAR in Rapid Time model (SARiRT)
- National SAR analysis findings were considered to ensure quality standards are adhered to and compliant with CQC Assurance methodologies.
- The group considered emerging themes for wider development on a multi-agency level.
- Clear expectations and clarity on the consideration process were agreed for a consistent approach.
- Webinars were delivered to staff on Professional Curiosity, the 'Case of Rose', Trauma Informed approaches and the SAR process. This has encouraged a well-informed workforce and promoted an understanding of SARs and how they directly impact on their work.

4.2 Workforce Development Group

4.2.1 The Terms of Reference of this Group spans across the all-age workforce working across Blackpool Children's Multi-Agency Safeguarding Arrangements (MASA); Blackpool Safeguarding Adults Board (BSAB); and Blackpool Community Safety Partnership (BSafe).

4.2.2 The group was established during summer 2023 and has continued to evolve as safeguarding arrangements returned to place-based approaches in January 2024. The group had good attendance and engagement from the following agencies/ services:

- Blackpool Council:
 - Children Services
 - Adolescent Services
 - Adult Services
 - Early Help
 - Education
 - Organisation & Workforce Development
- Blackpool Safeguarding Partnerships Business Unit
- Blackpool Teaching Hospitals Foundation Trust NHS
- Community Safety Partnership
- Delphi Medical

- Integrated Care Board NHS
- Parents of the Revolution
- Police
- Probation

4.2.3 Priorities for the group include:

- Priority 1: Develop a Joint Workforce Development offer for the 3 Boards
- Priority 2: Develop a Multi-Agency Training Pool and deliver and measure the impact of online and face to face training
- Priority 3: Effectively cascade lessons learned from local and national reviews and quality audits
- Priority 4: Work with colleagues across Pan-Lancashire to update TRI-X Procedures
- Priority 5: Design a new Safeguarding Blackpool Partnership Website, in collaboration with the Safeguarding Adult Board and BSafe Community Safety Partnership Board – Safeguarding Blackpool's children, adults and communities
- Priority 6: Deliver a bi-monthly online Safeguarding Blackpool's Children, Adults and Communities Newsletter, to share learning and developments undertaken by the MASA

4.2.4 Since returning to place-based safeguarding arrangements, the all-age multi-agency workforce development offer is being redeveloped and will continue to evolve to ensure local practice and policy is reflective of local and national learning.

4.2.5 At the time of writing, it is acknowledged that courses currently available are largely aimed at the children's workforce, and there is ongoing work to develop the offer for the adult workforce. It is the intention to undertake a Training Needs Analysis in the autumn term to fully understand the training need and existing learning across the workforce, however, initial conversations have highlighted the following as development areas:

- Domestic Abuse;
- Mental Capacity Act;
- Professional Curiosity (including Supervision and Commissioning);
- Neglect of a vulnerable adult;
- Section. 42 Concerns;
- Disguised Compliance;
- Self-Neglect;
- Hoarding;
- Financial Abuse (including Cuckooing).

The below activity and achievements is based on the group's establishment under the new structure since January 2024.

4.2.6 Domestic Abuse:

A dedicated multi-agency task and finish group is in place to address this from an all age perspective and will develop a layered approach to the training offer to include:

- Basic Awareness e-learning
- Face-to-face Domestic Abuse Stalking Harassment (DASH) Training (Level 2/3)
- Face-to-face Domestic Abuse DA Training based around the “Three Me’s” model (Level 3/4)
- 2 day specialist DA training for Children Social Care (CSC) and Early Help Staff (Level 4)
- Domestic Abuse Champions/ White Ribbon Training
- Development of a suite of resources such as 7MBs, videos, presentations.

4.2.7 Three day specialist training at level four has been delivered to staff within Adult Social Care and is also being considered as part of the task and finish group to agree how this moves forward.

4.2.8 At the time of writing, the DA task and finish group has had two meetings to date, with work currently in progress to update the Basic Awareness e-learning, and face-to-face DASH (Domestic Abuse Stalking Harassment) training.

4.2.9 Mental Capacity Act (MCA):

4.2.10 A multi-agency MCA task and finish group has been established under the governance of Lancashire Safeguarding Adult Board to work collaboratively to improve MCA implementation and identify learning and development, and to strengthen and support improved practice across the multi-agency partnership.

4.2.11 Whilst this group sits within Lancashire’s governance and will address Lancashire’s local training need, there is also a pan-Lancashire element in respect of a shared MCA Learning and Development Framework and supporting resources and toolkits which were previously developed under the Pan-Lancashire MCA Sub Group as part of the Joint Partnership Business Unit arrangements. For this reason, representatives from the place-based Business Units for Blackpool and Blackburn with Darwen are included in the membership of the task and finish group.

At the time of writing, the Group had met on two occasions and has established a work plan to review all resources and agree an approach to ensure they are up to date and relevant to each area.

4.2.12 Professional Curiosity

Existing resources were being explored and reviewed from an all-age workforce training perspective, and consideration was given as to how we can ensure professional curiosity runs throughout all training packages as a key message for practitioners.



4.3 Making Safeguarding Personal and Assurance Group

4.3.1 The functions of the newly formed Making Safeguarding Personal and Assurance (MSPA) Group is divided into two key elements. This includes the MSP element which has a focus on the 'voice' of the adult to support person centred approaches. The other element covers Assurance which has a focus on audit and performance data activity. This group is newly formed and was still in development at the time of writing this report. The group is chaired by Healthwatch and the Police deputy chair. The key objectives of the Strategic Delivery Group are:

4.3.2 Making Safeguarding Personal (MSP)

- To ensure an effective mechanism is in place to capture the 'voice' of the adult in line with requirements of the Care Act 2014
- To provide oversight and direction to Partners to ensure person centred approaches to safeguarding are embedded within practice
- To ensure 'engagement' at the ground level is included in strategic decision-making processes when reviewing partner systems, policies, processes and to identify any workforce development needs

4.3.3 Assurance

- To develop, implement and deliver a programme of multi-agency audit activity, based on Board priorities
- To seek assurance regarding actions and learning from Safeguarding Adult Reviews
- To have oversight of themes and learning arising from single agency audit activity and to challenge any quality issues that may emerge.
- Agencies are to complete audits, providing assurance to the sub-group that they are compliant with minimum safeguarding standards as specified in the Care Act. Returns are to be analysed with challenge as appropriate.
- To provide a multi-agency forum where safeguarding quality assurance issues can be discussed, resolved and shared.
- Provision of regular, timely, meaningful performance data with single agency analysis to accompany the quantitative information.
- To advise other SAB delivery groups about recommended areas of focus based on themes emerging from assurance activity and performance information
- To complement the MSP function to ensure effective communication with service users and their families so that this information can be used to measure impact and drive change.

4.3.4 The function of the Safeguarding Adults Board includes the development of a safeguarding culture that focuses on the personalised outcomes desired by people with care and support needs who may have been abused is a key operational and strategic goal. The Blackpool SAB, can play a role in embedding the 'Making Safeguarding Personal' approach across agencies by establishing and developing:

- A broader participation strategy
- Accessible information to support participation of people in safeguarding support
- A focus on qualitative reporting on outcomes as well as quantitative measures
- Advocacy
- Person-centred approaches to working with risk
- Policies and procedures that are in line with a personalised safeguarding approach
- Strategies to enable practitioners to work in this way, by looking at the skills they need and the support they are getting to enable this shift in culture

The achievements include the establishment of new governance arrangements, a suitable Chair was identified to drive the delivery of the MSPA Group, the development of Terms of Reference, to ensure the correct membership to support delivery of the aims and purpose. The Group have identified some clear areas to pursue over the next 12 months.

4.3.5 Key areas for development:

1. SAB Audit activity - To determine the effectiveness of the Safeguarding Adults Board in line with the requirements of the Care Act 2014, and its preparedness for the introduction of assessment by the Care Quality Commission.
2. Safeguarding Datasets - To identify priorities and key themes to direct assurance and audits. It is important to consider the analysis to ensure the information is meaningful and adds value. Action required could include awareness raising and training, commissioning and contracts management or other responses.
3. SCIE SAR Quality Markers - 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.
4. CQC Inspection preparation (audits) - The Northern ADASS regions have collaborated to produce a CQC assessment preparation resource, which may lead to further joint working on issues of collective interest. The characteristics of 'what good looks like' and current challenges to be considered.

5. Pillars approach – The following model has been prepared based on a National model of scrutiny. The approach aims to:
 - Ensure consistent focus on performance and assurance in respect of multi-agency safeguarding
 - Consider how agencies work together in respect of safeguarding at a strategic level
 - Promote a greater awareness and consideration of risk
 - Gain assurance in respect of the Safeguarding Adult Review process
 - Measure impact by listening to and engaging with practitioners, service users and their families
6. Healthwatch ‘Voices’ project – concluded in Sept 2023, which involved an audit of service user involvement. Healthwatch Together were commissioned by the three Pan-Lancashire Safeguarding Adults Boards to deliver a robust engagement project which reviewed the involvement of people within the safeguarding process. The project explored:
 - The experience of the individual
 - The experience of the carer (where applicable)
 - The experience of the professional

Healthwatch Together findings included the overall recommendations and local recommendations for each local authority to action and implement, in line with the Making Safeguarding Personal principles.

- **Empowerment:** Embed a consistent approach to explaining what a safeguarding enquiry entails and why there is an investigation. Consult with individuals and carers to understand how they would like to receive information and strive to make sure each person receives information in a way that is accessible for them. Aim to contact individuals and carers early in the safeguarding process to remove confusion and gain involvement from those involved at the earliest opportunity (Blackpool specific)
- **Prevention:** It is better to take action before harm occurs. Consider future plans and the sustainability of the approach taken when finalising the safeguarding enquiry, to hopefully prevent the situation from arising in the future
- **Proportionality:** The least intrusive response appropriate to the risk presented. Implement a model or communication framework that includes asking the individual and carers what support they need to make people feel more comfortable through the safeguarding process and ensure that everyone's needs are met appropriately. Feelings, views and experiences should be at the heart of decision-making



- **Protection:** Support and representation for those in greatest need. Develop a consistent approach to supporting individuals across the safeguarding team, and ensure they have a good understanding of the situation throughout.
- **Partnership:** Celebrate the positive feedback and best practice highlighted within the findings, to encourage a cohesive and progressive approach across the team. There is some excellent work happening and this should be recognised
- **Accountability:** Ensure there is a consistent approach across teams by providing all individuals and carers with a direct point of contact, to foster positive rapport and consistency. Aim to close the feedback loop with those involved in a safeguarding enquiry before closing the case or stopping contact, to ensure individuals are not left wondering what the outcome is. Communication is key. (Blackburn and Blackpool specific) Allocate a designated Safeguarding Officer to each enquiry where possible, to foster positive rapport and consistency. (Blackpool specific) Ensure communication is followed through in a timely manner, particularly when an individual is informed they will receive a further telephone call or visit. (Blackpool specific).

Each Local Authority has embedded the above recommendations within their s.42 processes. Blackpool Adult Social Care participated in the project and are implementing the findings.

5. Safeguarding Activity in 2023/2024

5.1 During 2023/2024, 1377 safeguarding concerns were logged, which is a reduction of 12% compared to 2022/2023, though over the longer term, activity is on an upward trajectory (Fig 2).

5.2 The number of safeguarding enquiries started in the year was 567.

Of these, 535 were Section 42 enquiries and 32 were other enquiries. This is an overall reduction of 20% compared to 2022/2023 – which is primarily linked to a return to pre-2022/2023 levels of other enquiries started (-83).

Commentary:

5.3 This is the year-end data not the ongoing performance data. The year-end is the summary and overall picture that is submitted to NHS England for 2022/2023.

5.4 Further work is being undertaken with the business intelligence team to produce live rather than retrospective safeguarding data.

5.5 Overall the figures represent an improving picture for adults in terms of our recording and performance around safeguarding. The system and process changes made as well as additional training for staff have had a positive impact.

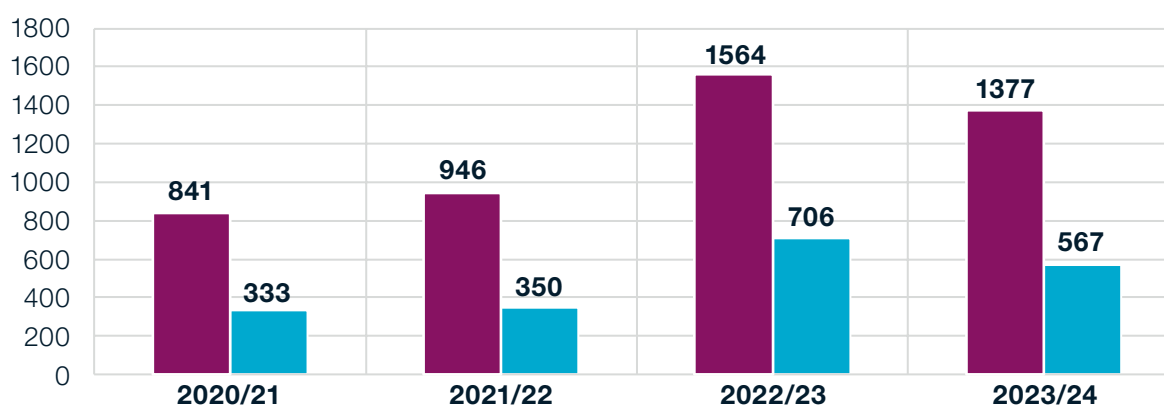
5.6 Adult Social Care (ASC) are now collecting separately and specifically on making safeguarding personal in the amended safeguarding documentation on Mosaic introduced towards the end of last year, the data presented shows an improving picture, with scope for further development. For example, ASC have recorded no outcomes expressed we may look to add in an indicator of why this is the case, the person may not have capacity or struggle to communicate, ASC question – ‘so what did we do?’ There is also room for discussion with the safeguarding lead staff as to what circumstances you would not record this or record not known/ do not know.

5.7 Changes in the business information system has adapted the way the business intelligence team gather the data and how this is compiled.

5.8 Whilst there is a noticeable increase in 22/23, and a decrease in 23/24 which the local authority considers a more accurate reflection of the current picture. This would also reflect a more proactive use of the safeguarding matrix threshold and associated appendices to aid decision making to determine whether a concern meets s42 criteria and the role ongoing case management plays in ongoing support.

Figure 2.

Safeguarding Concerns and Enquiries



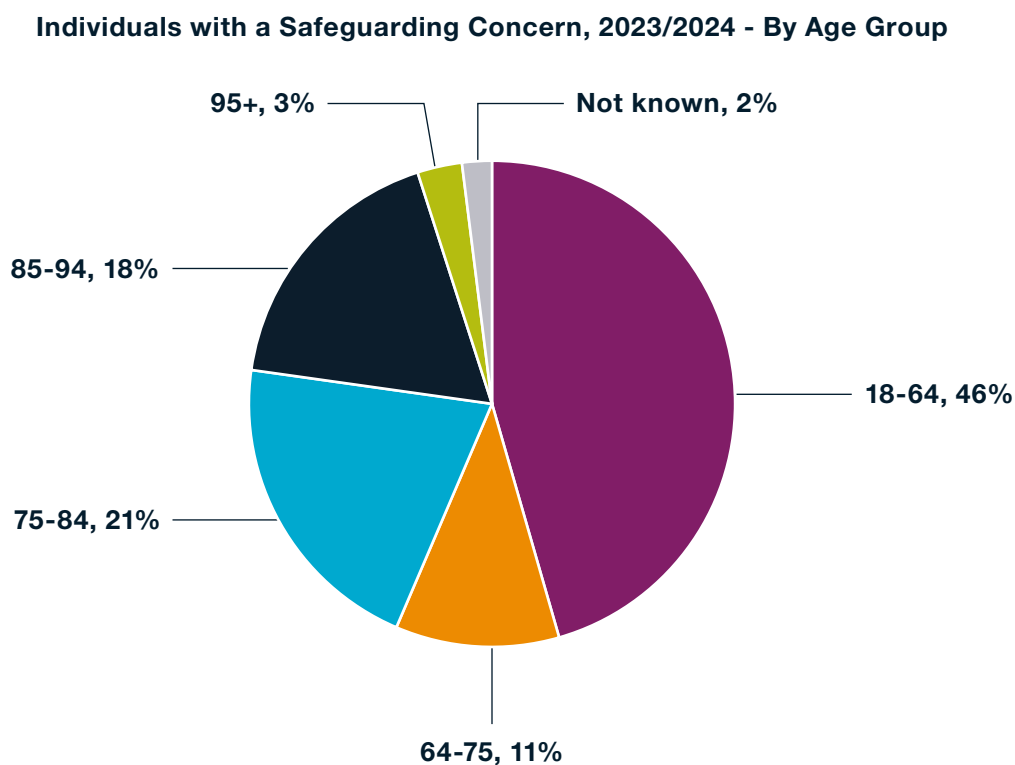
5.9 Of the individuals for whom a concern was logged in 2023/ 2024:

43% were male, **55% were** female and **2%** had a not known or other gender identity. These are similar proportions to 2022/2023.

72% were of white ethnic origin, **2%** were of another ethnic origin and **26%** had an unknown or undeclared ethnic origin.

46% were aged 18-64 and **53%** were aged 65 and over. A full breakdown by age band is show on the chart below. Compared to 2022/ 2023, there was an increase of 7 percentage points in concerns logged for people aged 18-64 and a similar reduction for people aged 65 and over.

Figure 3.



5.10 During 2023/2024, a total of 565 safeguarding enquiries were concluded.

5.11 There has been an increase of 3 percentage points in the proportion of concluded enquiries where the person was judged to be lacking capacity to make decisions in relation to the safeguarding enquiry, from 27% in 2022/2023 to 30% in 2023/2024.

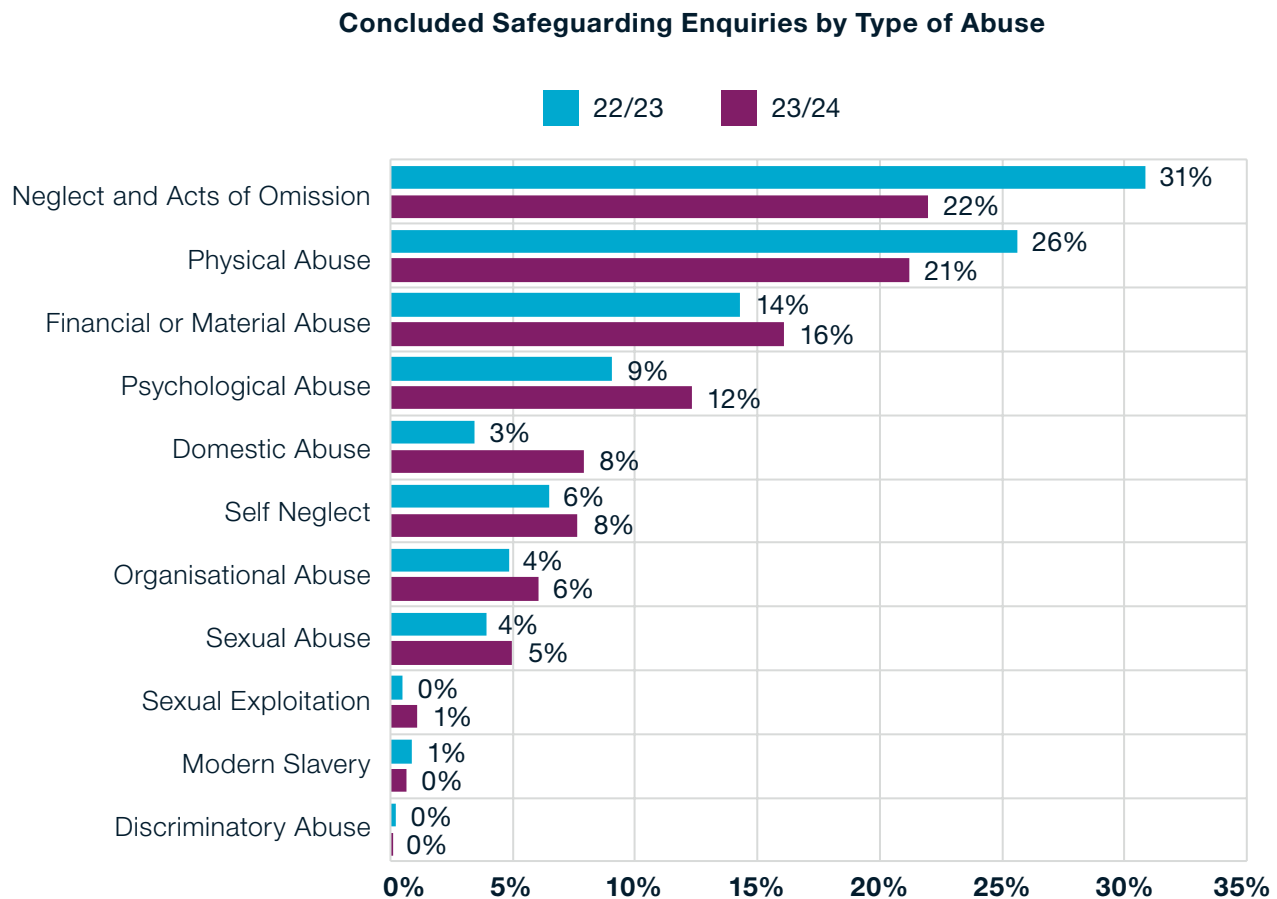
5.12 The charts below shows a breakdown of the types and locations of abuse identified during enquiries, comparing 2022/2023 and 2023/2024.

5.13 There has been a reduction in the proportion of cases involving neglect / acts of omission (-9 percentage points) and physical abuse (-5) but a higher proportion of cases where risks related to these areas:

- Domestic abuse (+5)
- Psychological abuse (+3)
- Financial or material abuse (+2)
- Self Neglect (+2)

5.14 Between 2022/2023 and 2023/2024, there has been an increase in the proportion of cases where the location of abuse is in someone's own home or a community based service (+10 percentage points) rather than a residential / nursing care setting (-11 percentage points). There has also been an increase in the proportion of completed enquiries where the location of abuse was a mental health hospital (+5 percentage points) compared to acute or community hospitals (-4).

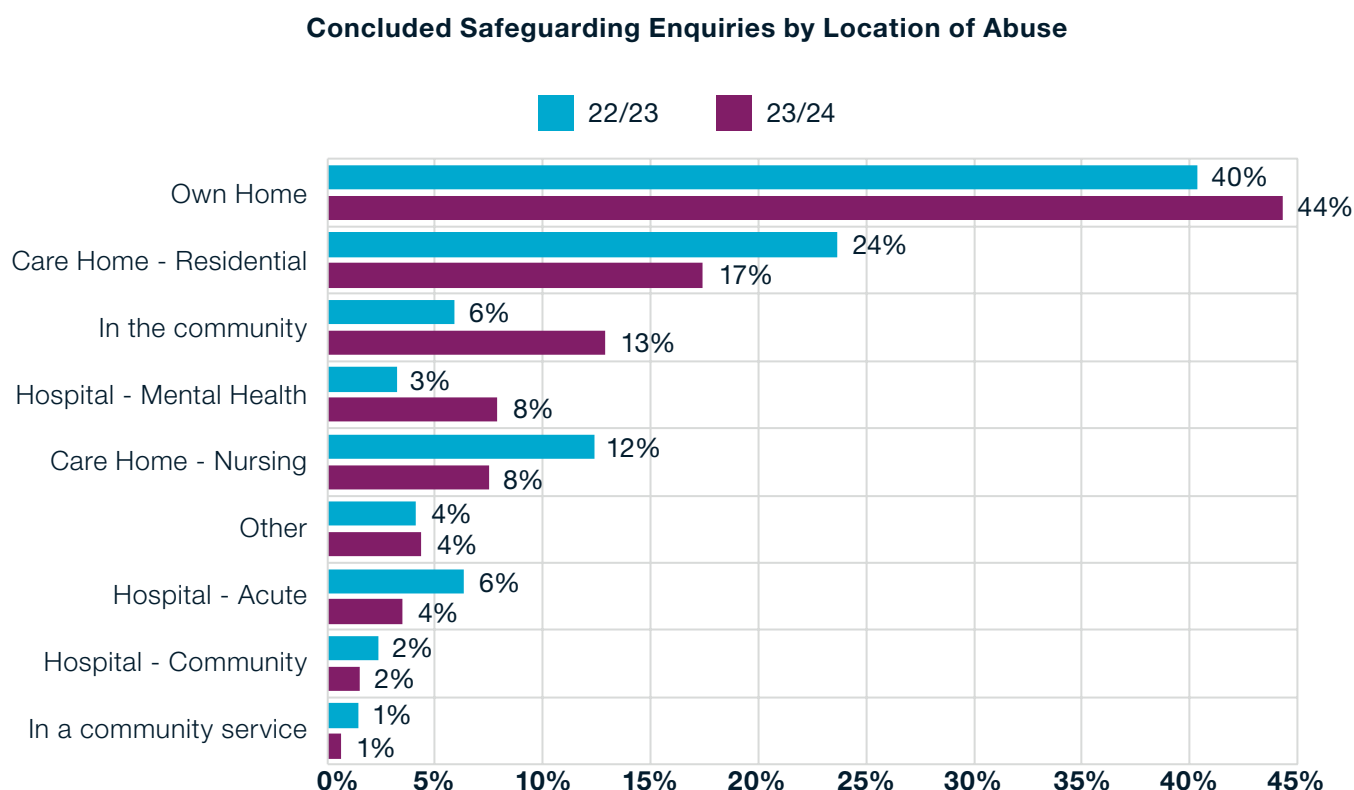
Figure 4.



Commentary:

5.15 The distribution on types of neglect section is as anticipated but ASC are pleased that system changes are now starting to collect previously unrecorded domestic abuse. The local authority have requested a breakdown of duplicates under this heading as you can tick as many types of abuse that apply, and often there is more than one type going on and it would be useful to understand this in relation to domestic abuse specifically in more detail.

Figure 5.



5.17 Of the enquiries completed during 2023/24, risks were identified in 84% of cases. This is a similar proportion to 2022/2023 (83%). Where risks were identified, risks were removed or reduced in 96% of cases. This year, the proportion of enquiries where risks were removed entirely has increased by 10 percentage points (43%) compared to 2022/2023 (33%).

5.18 Where people told us what outcomes they wanted to achieve from the enquiry, 96% had those outcomes fully or partially achieved. This compares to 93% in 2022/2023.

Commentary:

5.19 This area of risk is the one ASC are currently working on with staff and developing a robust risk assessment which can be used across adult social care. However, reassuringly we can clearly see on a rising scale where risks are identified there is also action taken to remove risk, seen above by the risk removed entirely by 10%.

6. Safeguarding Adult Reviews

6.1 There have been no new Safeguarding Adult Reviews (SARs) commissioned or concluded during this reporting period. The Board received three referrals during the 2023/24 period, compared to two referrals in the previous reporting year.

6.2 Two referrals were considered by multi-agency SAR case consideration panels during the year and were agreed as not meeting criteria for review. The learning themes from these cases are: self-neglect, mental health and suicide, and alcohol misuse. The themes are being progressed through the Workforce Delivery Group and where applicable individual agencies are to progress within their own organisations. A specific piece of work was commissioned for Self neglect across Pan-Lancashire, a report was produced with recommendations at the time of writing this report were being progressed by the Board Partners.

6.3 The referral received during Q3 was put on hold due to ongoing internal reviews and investigations, this referral has since been resubmitted during Q1 of 2024/25 and at the time of writing is going through the formal case consideration process to determine if a SAR is required.

6.4 The action plans resulting from the SAR 'Jessica' report recommendations were all completed. The Blackpool SAB commissioned the SAR, with the participation of East Sussex and Leeds SAB on the SAR panel and action planning meetings. This highlighted good collaborative working and opportunities to share good practice across geographical boundaries. There were ongoing pieces of work which continued as part of the improvement journey.

6.5 SAR Adult 'Q' SAR was concluded last year and all actions were completed by Blackpool SAB. There were a small number of actions remained outstanding actions for Trafford SAB at the time of writing this review.



7. Statutory Partner Agency Contributions

7.1 Statutory Partner contributions have informed this report on their performance, achievements and challenges against the Key Strategic Safeguarding Board Priorities and Risks. The strategic plan can be found here, (BSAB Strategic Plan 2024-2027). They have covered safeguarding effectiveness, such as SAR Learning and how this has been communicated with staff, and how it is embedded within their agency policies and practice. Making Safeguarding Personal and how they have achieved person centred approaches. Workforce development and what training and awareness has been provided to their staff. Multi-agency collaboration in 2023/24 success stories have been included to demonstrate effective partnership working. Partners have highlighted their agency key priorities for 2024/25. Other Partner contributions are included in the appendices.



7.2 Adult Social Care - Blackpool Council

Achievements and Challenges against the Key Strategic Safeguarding Board Priorities and Risks

7.2.1 Achievements

- Establishment of a Blackpool based Safeguarding Adults Board and dedicated business support for the board at place.
- Safeguarding Improvement Plan developed and implemented in 2023 – successful in achieving and delivering on a range of safeguarding practices and developments across adult social care and wider.
- Reviewed of Blackpool Safeguarding Guidance and associated appendices to aid decision-making for practitioners and providers. Awaiting sign off.
- Reviewed and updated Mosaic documentation in relation to how safeguarding work is recorded. Established a working group with safeguarding leads to develop and implement the new forms on Mosaic. With a focus on Making Safeguarding Personal including a dedicated section capturing how the person was supported, their wishes, feelings and outcomes.
- Reviewed and updated Mosaic forms in relation to the assessment of Mental Capacity and Best Interests to assist in the recording of decisions. Social workers were also part of this working group to review, test and implement new forms.
- The Healthwatch report has provided feedback from people who have been through the safeguarding process and identified key recommendations for us to work through and improve our practice which; have been incorporated into the Safeguarding Improvement Plan.
- A Safeguarding Assurance Group is also being established following on work from the improvement plan to ensure all aspects of safeguarding, assurance, quality are monitored, reviewed and improvements to practice and delivery maintained. Actions outstanding on the improvement plan will move to be monitored by the Safeguarding Assurance Group, first assurance group meeting on 9th April 2024.

7.2.2 Challenges

- Staffing pressures adversely influencing completion of investigations.
- The increased volume of Protection of Vulnerable People (PVP's) and associated alerts into Adult Social Care.
- Increase in volume of safeguarding across all of Adult Social Care Teams
- Increase number of referrals and support required for people experiencing hoarding.
- Increase number of referrals in relation to Domestic Abuse
- The overall significant growth in the complexity of safeguarding concerns coming through with often overlapping and multi-faceted areas of concern.
- People in Positions of Trust (PiPoT) - An on-going review of Blackpool arrangements to ensure fit for purpose. We have been working to the agreed Pan-Lancashire arrangements since 2019, which are aligned to the National Guidance/ Framework. However we recognise at PLACE we need something that reflects how Blackpool (all partners) work together and respond to 'Management of Allegations PiPoT', hence a full review of the arrangements is on-going. The ASC assistant director is leading on the review of PiPoT arrangements.
- Multi-agency Risk Assessment Conferences (MARAC) – In Blackpool we recognised the MARAC process was not functioning as effectively as it could. Following discussions between partner agencies suggested a new way of working to provide timely feedback and actions to MARAC is now being tested. We have also seconded a social worker from adult social care to sit and work with police.

7.2.3 Safeguarding Effectiveness

7.2.4 Achievements

- Adult V - SAR action plan in place and ongoing. Lessons Learnt briefing sessions delivered to over 200 ASC and providers staff in 2023.
- Learning embedded in Inductions for all staff when commencing working in Adult Social Care, new staff are provided with the PowerPoint learning session, a follow up discussion and recorded in supervision.
- Safeguarding Improvement Plan has incorporated key learning points from the SAR.
- Adult V learning brief shared across all contracted provider services.



- Adult V learning session for providers being held in May 2024 and workshop being set up to look at the soft intelligence gathered by care staff and how this information is triangulated, translates to red flags and concerns. How do providers gather this information, review and share this information. A joint piece of work with a care provider to deliver their learning, implementation, and then scope out across the other providers how they deliver on this to provide assurance around preventing future deaths.

7.2.5 Challenges

- Ensuring embedded changes and practice changes remain consistent.
- Identification and early escalation of untoward incidents and deaths. – development of an escalation of deaths & Post Incident Review process – Development of an escalation process to quickly review deaths as a senior leadership team with legal oversight to determine next steps. Development of an internal / post incident review process to assist in undertaking an internal look at policies / procedures and operational pathways following a death, to identify any initial learning. This will also assist in consideration and decision making on referrals to Safeguarding Adult Reviews
- How we ensure we identify and share learning from other SAR's outside of Blackpool.

7.2.6 Making Safeguarding Personal

7.2.7 Achievements

- A working group reviewed the safeguarding documentation, new revised safeguarding documentation was developed with a focus on Making Safeguarding Personal, and a section dedicated to asking and seeking the person's views and preferences. New revised forms are now live in Mosaic.
- Safeguarding audits are now in place.
- Specially commissioned Care Act s42 training covered making safeguarding personal- roll out of this training in 24/25 to embed across all practitioners.
- A working group looked at Mental Capacity and Best Interest documentation and recording. New revised Mental Capacity and Best Interest forms are now place to ensure best practice and recording in these areas.
- Adult Services have signed up to Research in Practice (for 2 years) – there is a suit of resources in relation to Making Safeguarding Personal and Person Centred Practices available which practitioners can access to improve practice, share learning and bring to the peer support groups.

7.2.8 Challenges

- Ensuring embedded changes and practice changes remain consistent.

7.2.9 Workforce Development

7.2.10 Achievements

- Dedicated specialist training was delivered to safeguarding lead social workers on Domestic Abuse. This was a 3-day course, we are now looking at 1 day course for all social workers to raise awareness of Domestic Abuse.
- Safeguarding Leads attended specially commissioned Care Act s42 training. Managers have reported a more consistency use of the thresholds for safeguarding to aid decision-making. We are looking at rolling out again in next year, so all relevant staff have the opportunity to attend.
- The Safeguarding Peer Support group was reviewed and the decision made in consultation to divide the session, into specialist service areas. With a focus on developing practitioners into a safeguarding lead role.
- The Healthwatch report has provided feedback from people who have been through the safeguarding process and identified key recommendations for us to work through and improve our practice which; have been incorporated into the Safeguarding Improvement Plan.

7.2.11 Challenges

- Ensuring training and learning are embedded in practice and consistently applied.
- To understand the training needs of our workforce

7.2.12 Multi-Agency Collaboration in 2023/24: success stories

- Health Linked Teams - In our health linked teams staff are based with colleagues from different professional backgrounds and co work on safeguarding as required. This works well and having additional input from clinicians has been invaluable for example where issues are related to care in registered nursing homes, this has also helped in situations where advice and support are required around medication management and skin integrity. Our staff within the acute hospital also work closely with the NHSHS safeguarding team based there.
- Learning Disability and Autism Teams - The Learning Disability Team continues to operate as a multi-disciplinary, integrated service with access to a variety of social care and health professionals, and team members allocated to liaise with the hospital, GP surgeries and Children & Young person's Learning disability team (Health).
- The Autism Team - Whilst not an integrated team, has a close working relationship with the specialist Autism practitioners in the Primary Intermediate Mental Health service (PIMHT) and the two teams meet weekly to discuss service user's needs and to request support from appropriate disciplines. This arrangement has now been in place for over 2 years and is working well.
- All Teams are also represented on the newly established Young People Operational Group, where teams from Children's and Adults services meet regularly to discuss young people who are likely to need assessment or support as adults and identify a team to establish contact and begin this work. Lancashire Police - Police Vulnerable Adults Team – Adult Social Care are supporting a secondment opportunity for one of adult social cares experienced social workers to join the new Safeguarding Vulnerable Adults initiative. A role we hope will shape and influence some of the multi-agency responses to safeguarding over the coming months and be in a position to build a more collaborative relationship between Lancashire Police and Adult Social Care.

7.2.13 Key Safeguarding Priorities for 2024/25:

- Embed making safeguarding personal across the teams and partners in Blackpool
- To develop a Blackpool strategy for working with Young People and Adults complex safeguarding needs.
- Implementation of Escalation of deaths and Post Incident Review process – to understand and learn quickly from untoward incidents and deaths to identify learning & prevent future deaths
- To develop a multi-agency approach to hoarding.

7.3 Lancashire Constabulary

7.3.1 Achievements and Challenges against the Key Strategic Safeguarding Board Priorities and Risks

7.3.2 Safeguarding Effectiveness

7.3.3 Achievements

- “Right Care Right Person” implementation at inception of demand continues to ensure that the right care is provided by the right service for communities in Blackpool. The Force contributes to a National RCRP project, ensuring best practice and maturity of the model is developed across the Force.
- Operation Signature is now adopted as our response to victims of fraud, which requires a uniformed response to anyone who is the victim of courier fraud or romance fraud who is aged over 70 years and/or presents as vulnerable.
- Efficiencies in MASH continue to ensure processing of Vulnerable Adult referrals without delay and, for some periods, in “live” time.
- The Headquarters Public Protection team specialists continue to drive 4 “P” action plans (Prevent; Pursue; Protect and Prepare) across all 14 areas of public protection ensuring that the Force response to vulnerability is effective and efficient. This activity includes incorporation of national, regional, and local stakeholder evidence-based research to improve the response to all forms of vulnerability. SAR learning and recommendations are accommodated into the relevant business area activity.
- Introduction of the Force’s “Target Operating Model” (TOM) aligns specialist staff and teams to respond to specific and complex vulnerabilities in adults. The model incorporates, amongst others, specialist teams for investigations involving Exploitation; Rape and Serious Sexual Assaults and Vulnerable Adults.

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

7.3.4 Challenges

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

7.3.5 Making Safeguarding Personal

7.3.6 Achievements

- An internal “Think Victim” campaign seeks to raise awareness and improve quality of investigations. The focus has been heavily weighted towards identifying vulnerability in, for example, elderly persons. The “no excuse for abuse” campaign is aimed at supporting victims of DA and continues to highlight services available across Lancashire.
- Operation Soteria Bluestone is a national Home Office funded research and change programme, led by the National Police Chiefs’ Council (NPCC). It is a collaborative programme bringing together police forces with academics and policy leads to use evidence and new insight to enable forces to transform their response to rape and serious sexual offences (RASSO). The Force adopted the framework June 2022 and has undergone self-assessments and continues to deliver against an improvement plan in place during 2023.
- “DA in a Day” is a strategy introduced in February 2024 to build on our success to date in improving our response to domestic abuse. The strategy aims to ensure principles are that prompt attendance, early arrest, and achieving an outcome during the first period of detention significantly increases the likelihood of a charge or other positive outcome.

- “Peoples Voice” is a business-as-usual community engagement opportunity introduced across the Constabulary in early 2024. It is about the public sharing their lived experiences to help us to learn and improve. Continually building relationships with our growing, diverse communities and listening to their voices, and listening to the views of victims will enable us to better meet their needs and provide the best quality of service we can to everyone.
- West Basic Command Unit Independent Advisory Group team challenges conventional thinking, to give an independent perspective on issues and to work as genuine partners with the police to inform improvements in service delivery. In addition, a VAWG scrutiny panel has commenced work in Force during 2023.
- The Introduction of Vulnerability specialist investigators in Vulnerable Adult teams and Exploitation teams under a single line of strategic management ensures an efficient and collaborative response to victims.

7.3.7 Challenges

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

7.3.8 Workforce Development

7.3.9 Achievements

- Implementation of TOM to include specific specialist Vulnerable Adult teams affording trained detectives to support adult victims. New staff into these roles and across all specialisms have suitable training in accordance with College of Policing mandated courses.
- “DA Matters” training course from SafeLives commenced in March 2024 for all frontline staff.
- New recruits into Force undertake a comprehensive training package and in addition received an extra 3 days Public Protection related training package to prioritise the matters pertinent to vulnerability in Lancashire.
- Continuous Professional Development in relation to Performance and Development Reviews -tailored objectives and training packages according to roles and remit.
- Op Soteria Bluestone RASSO investigators specialist development programme - “RISDP” course introduced for all RASSO investigators and supervisors.

- Safeguarding teams reviewing all stalking investigations and in receipt of specialist training for protective orders and cyber offending/safeguarding matters.
- Force wide Stalking training delivered July 2023 in partnership with Paladin.

7.3.10 Challenges

- Prioritisation of vulnerability related risk training amongst all Force training priorities.

7.3.11 Multi-agency Collaboration in 2023/24: success stories

- Within our West BCU that incorporates Blackpool the below are initiatives supported by the OPCC:
- Police Innovation Fund: Project Name: Operation Scoreboard
- Overview: Specialist Operations aims to equip Lancashire with drone detection equipment to combat illegal contraband entering prisons, supported by HMPPS funding, with a focus on disrupting and dismantling organised crime.
- Project Name: Video Doorbells
Overview: ASB, Prevention & Problem-Solving Command proposes installing video doorbells in residential properties across Lancashire, strategically placed to cover entrances and doorways, aiming to deter anti-social behaviour, burglary, robbery, and tackle domestic abuse and sexual violence, complementing the NICE2SHARE project.
- Project Name: Project Adder
Overview: Project Adder looks to help these individuals into treatment and recovery and away from crime using various diversionary methods such as Conditional Cautions, Referrals, and Rehabilitation. We are directed by our partners in health and housing to those who they think maybe struggling due to issues like cuckooing, debt bondage and exploitation.
The New Mental Health Street Triage team went live on Monday 2nd October across Blackpool, Fylde and Wyre. The team will consist of a Police officer and mental health practitioner who will travel in an unmarked vehicle to perform face-to face assessments and determine what support is needed. The team will also be able to provide telephone advice to officers dealing with someone in mental health crisis. The aim is to provide a coordinated approach between police and mental health services to ensure that people receive the right care, in the right place at the right time, by assessing and identifying at the earliest opportunity the mental health needs of the individual and to ensure the most suitable access to services is provided.

7.3.12 Key Safeguarding Priorities for 2024/25;

- The annual Force Management Statement delivers the priority areas for the Force Vulnerability Governance Unit and includes:
- Vulnerability in Adults including Domestic Abuse and Stalking and Harassment
- MOSOVO
- Use of civil orders

7.4 Lancashire South Cumbria Integrated Care Board (LSC ICB)

7.4.1 Safeguarding Effectiveness

7.4.2 Achievements

- Throughout 23/24 NHS Lancashire and South Cumbria Integrated Care Board (LSCICB) underwent a redesign of our safeguarding model. This process has strengthened and supported cross Local Authority and partnership working, enhancing the opportunity to align and share learning/best practice across the Blackpool footprint. This process increased the connectivity at place, enabling the team to review and further embed safeguarding practice ensuring the wider teams are considering safeguarding as part of usual business.
- LSCICB has committed to promoting a culture of continuous learning and improvement across the health system. Following learning recommendations from published Safeguarding Adult Reviews (SARs) across Blackpool, Lancashire and South Cumbria. Successfully providing a number of key learning opportunities throughout the year.
- As a result of the learning from SAR Jessica a learning presentation pack outlining primary care learning and assurances of GP Practice actions was developed. This included compliance of standards relating to Mental Capacity Act (MCA) and Best Interest Decision making process which is to support the involvement wishes and feeling of an individual. Cross boarder communication, use of the Blackpool Safeguarding Adult Board (SAB) Safeguarding Adults (SG) Adults decision making tool, Whole Family approach, use of Multi-Disciplinary Team (MDT) meeting processes and triadic consultation (when a 3rd person is present) where appropriate have taken place and work is ongoing at this time regarding the development of a sample policy “adult not brought” for primary care GP Practice so they can undertake a holistic assessment of why an individual may not be engaging with services.
- LSCICB provided training for Primary Care to strengthen arrangements, knowledge and understanding around Carers. We hosted a ‘Commitment to Carers’ event which was facilitated by NHSE, and evaluated well.
- LSCICB have also developed a network of Trauma Informed Health Champions across the system. This is to promote collaborative and earlier preventative intervention as a result of an enhanced understanding of the impact of trauma amongst our vulnerable population. This also supports a person-centred response to safeguarding.
- As one of the 3 statutory partners we have worked with Advancing Quality Alliance (AQUA) to deliver a pilot to reduce restrictive practices for adults in residential care experiencing Dementia is current as a result of a Lancashire SAR L. Early learning indicates a reduction in use of benzodiazepines (medication that induces calm, drowsiness and sleep), step down in acuity (dependency) of residents living and being cared for in Challenging Behaviour Units to dementia units and improved environmental factors. The project will report findings in April 2024 for consideration of next steps and scaling up the learning across L&SC inclusive of Blackpool place.
- Work to strengthen MCA compliance and risk assessment within the process for service requests for funding of one to one observational care interventions have taken place with the evaluation ongoing at this time.
- A Safeguarding System Network is operational and including support in delivery of MCA for 16-17year olds and LSCICB has representation into the Prevent Forum a multi-agency counter terrorism, policing and prevention programme.
- An MCA task and finish group has been convened to support collaborative partnership action following a pan Lancashire SAB’s MCA survey. Locally LSCICB have contributed to Blackpool SABs Place based MCA survey to support the future actions specific to Blackpool Place.

7.4.3 Challenges

- There is some increased complexity and demand supporting multiple boards. LSCICB SG team works to ensure commitment to Blackpool SAB place focussed partnership delivery and where it is warranted and proportionate for a Pan Lancashire approach to be taken this is supported.
- LSCICB has additional commissioning responsibility for primary care services provided by Dental, Optometry and Pharmacy Providers delegated from NHS England from early April 2024. Work has commenced to understand and support the Safeguarding and MCA functions for this workforce.
- CB is in its second year and continues to strengthen and or refresh system and processes following its amalgamation of the original 8 Clinical Commissioning Groups. One area now gaining momentum is training and supervision, all places have continued to deliver but we have seen variation that we are moving to align, making practice easier for our workforce.

7.4.4 Making Safeguarding Personal

7.4.5 Achievements

- The LSCICB has the principles of making safeguarding personal within the delivery of Complex case management support/advice and challenge.
- Training and safeguarding supervision is provided to whole age Continuing Healthcare (CHC) and Named Professionals within Acute and Mental Health Provider Trusts and is available ad hoc on request from commissioned services. The Supervision model is inclusive of the principles of Making Safeguarding Personal (MSP) listening to the lived experience of services users to ensure continuous improvement in the healthcare and support offer to individuals and influencing training and supervision delivery.
- MCA compliance is a requirement within the annual Safeguarding Assurance Framework Audit for all commissioned services.
- The ICB Court of Protection Deprivation of Liberty team (COPDOL) delivery has a focus on advocacy and patient voice to ensure MCA principles and Best Interests processes are embedded in practice.

- As a result of SAR learning the ICB has coordinated on behalf of Blackpool, Lancashire and Blackburn with Darwen Adults Boards a thematic review and appreciative enquiry of Pan-Lancashire practice, management of practice, policies and procedures, and multi-agency working in response to self-neglect using the Pan Lancashire Self- Neglect Framework. The work is current at the time of reporting being undertaken by Professor Michael Preston-Shoot. The learning from people with lived experience of self-neglect and hoarding is integral to this review and their contributions will support the recommendations when the report is presented to SAB in next reporting period.

7.4.6 Challenges

- LSCICB have identified within its governance structure research and innovation, both in terms of increasing awareness of its value into practice and confidence in its practitioners. This refreshed approach will facilitate the SG team to build on what is known about good and excellent practice for making safeguarding personal. This will include promoting wellbeing and preventing safeguarding issues arising in the first place. This links directly into the ICB Objectives for improving outcomes for its populations.
- The challenge is driving this forward as safeguarding continues to be in a large part reactive with a significant resource requirement.

7.4.7 Workforce Development

7.4.8 Achievements

- Integral to the refreshed LSCICB Leadership and Governance Safeguarding System Assurance Group (SSAG) brings together senior Safeguarding leads from across the health system. The work further supports learning development and assurance of implementation of safeguarding and MCA learning and facilitates the identification and response to new emerging concern/ risk. Connectivity at place has increased with the achievement of consistency in supervision and support to commissioned health services.
- The redesign of ICB safeguarding model has supported cross boundary local authority working and alignment and sharing of learning / best practice relevant to Blackpool Place.
- Internal ICB development has brought the COPDOL team into the ICB. This has improved the connectivity with the wider ICB workforce and there are revised pathways for Safeguarding and MCA support/learning and supervision in place.

- Investment in all age CHC / Individual Patient Activity (IPA) function inclusive of Learning disability and autism health support delivery to allow case management and has achieved a reduction in outstanding reviews. Work to strengthen transition processes inclusive of those young people who are Care experienced in line with learning from Adult Q SAR is ongoing.
- Work to strengthen the connectivity between Learning Disability Mortality Review (LeDeR) learning and learning from Safeguarding reviews is ongoing.
- Specific safeguarding updates are delivered to GP Primary care and into the primary care lead nurse forum with Named GP SG leads integral to ICB delivery model providing safeguarding leadership in a peer support model.
- We work across LSCICB to support workforce development and build professional curiosity understanding we all have a role in seeking to explore and understand so we ask the right questions to support vulnerable individuals.

7.4.9 Challenges

- Planned focus on the further development of Person In Position of Trust (PIPOT) process within ICB in response to changes in employed workforce. Revision of ICB PIPOT Policy is active. This will need to align with the current Blackpool SAB PIPOT process also under review.
- Further work to strengthen safeguarding and MCA within transition process.
- Workforce recruitment and retention and attracting workforce into the area of safeguarding is more difficult than previous years. Early work is underway to address, work across provider health and with educational institutions is needed.
- We are currently working with statutory partners to formulate a sustainable and focussed training plan across the partnership that is manageable and equitable within LSC ICB resources.

7.4.10 Multi-agency Collaboration in 2023/24: success stories

- ICB Director of Nursing and Designated Nurse are represented on Blackpool SAB and representation is in place and contributing to the work of the multiagency subgroups of the Blackpool SAB. Contributing to the development and innovation to achieve the BSABs priorities.
- ICB were integral to the multi-agency and cross local authority work to deliver on the action plans and required the service changes as a result of SAR Jessica some of which is ongoing at the time of reporting.

- Deputy Designated Nurse is a member of the Blackpool Risk Management group in support of the multi -agency proactive response to people who present with multiple disadvantage health and social care need who are not engaging with services and are presenting as high risk.
- ICB is responsive to PIPOT/LADO requests where health intervention is required and work in partnership with local authority and relevant partner agencies to respond to risk to adults with care and support needs and children where relevant.
- ICB Safeguarding team continue to work collaboratively with colleagues from Blackpool Local authority and providers of health and care services in Blackpool place in MDT response to complex case support and in support of providers where there are safeguarding concerns. to ensure improved outcomes for our population.

7.4.11 Key Safeguarding Priorities for 2024/25

- LSCICB continues to be a committed statutory partner of the Boards. It will do all it can to ensure local delivery without compromise to its populations across Lancashire and South Cumbria within the given resource.
- LSCICB is committed to further developing a Safeguarding System Assurance Framework which proactively identifies and responds to new and emerging risk. Also to identify and champion successful outcome improvement focussed interventions on safeguarding. To continue to develop MSP and lived experience as integral to all of our work in safeguarding, refreshing its single agency and multi-agency audit programme.
- Effective response to complex safeguarding challenges inclusive of the development of a consistent process and response for PIPOT activity. Focus to Improve ICB COPDOL activity through the in housed service inclusive of proactive response to facilitate least restrictive care provision and in proactive response to section 21a challenges.
- LSCICB will continue to invest in the health and wellbeing of its staff, support career developments, supervision model and take steps to work more collaboratively in recruitment alongside health partners.

8. Future SAB Plans for 2024/25

- **Pan Lancashire Policy and Procedures**
– A short term task and finish group updated and revised the Pan-lancashire multi-agency safeguarding policy and procedures during this reporting period, and will be reviewed during 24/25.
- **Self-neglect** – As a result of several SAR's featuring self-neglect, the Joint Partnership business unit (pre- January 24) commissioned an independent piece of work for the Pan-lancashire SABs including Blackpool. An independent consultant facilitated the workshops and consultations to provide advice and guidance to the Board on the best approach for Partners to address Self-neglect. A task and finish group has been set up to deliver the recommendations made in the report during 24/25.
- **Homelessness/ Rough sleeping** – The BSAB will prepare a coordinated response to the ministerial letter on rough sleeping. The Council has a well-developed multi -agency response to the needs of rough sleepers, both in terms of outreach, and safeguarding. A monthly "Risk Management" meeting was developed during the pandemic. The meeting facilitates the sharing of information and safety planning for those rough sleeping and at risk of rough sleeping, between a wide range of agencies, including housing, social care, police, probation, and relevant commissioned and non-commissioned services as and when appropriate.
- **QES (Quality Education Solutions)** - The SAR case review management system across the pan-Lancashire footprint is to be disbanded once the contractual agreement has ceased in the autumn of 2024. All information related to Blackpool SARs has been transferred to BSAB and will be held on a secure system within Blackpool going forward.
- **Partnerships Conference** - This will be an event to launch the BSAB, MASA and BSafe Partnerships in September 2024. The key themes will include domestic abuse, learning from reviews, trauma informed approaches.
- **Coproduction** - The BSAB plans to work more collaboratively and will support coproduction during 24/25.
- **Website** – A new Partnerships website is in development at the time of writing this review and will go live in autumn 2024.
- **Demand** – Continue developing BSAB dataset to more accurately understand incoming demand/referrals e.g. what does the overall reduction in concerns during 2023/24 mean for us as a partnership and how should the partnership respond to this? Within this data, some sub categories have seen decreases/ increases e.g. neglect has reduced and domestic abuse has increased? Why is this?
- **Update Membership** – to invite Housing and third sector organisations to future Board meetings



Appendices

Non - Statutory Partner Contributions

Empowerment

Healthwatch

Lancashire and South Cumbria Foundation Trust

Blackpool Teaching Hospitals

Probation

Horizon Delphi Medical