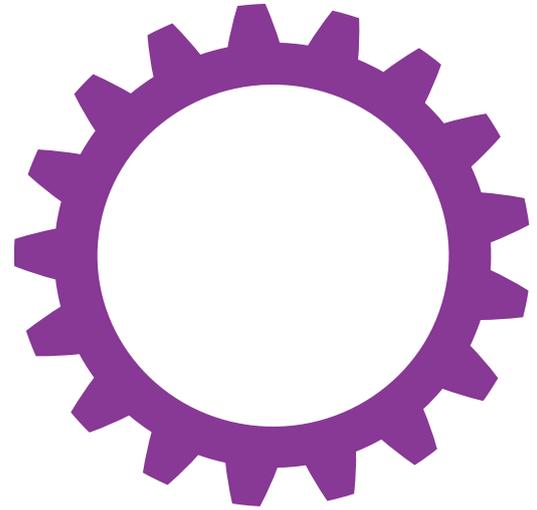
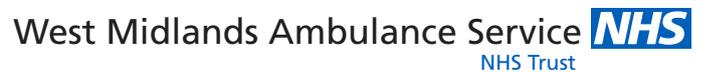


**Coventry Safeguarding  
Adults Board**  
Annual Report 2019/20





## Board partners



### To report a crime:

In an emergency, contact the police:

Tel 999

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

Tel. 101.

To report a safeguarding concern or seek advice:

Contact Adult Social Care:

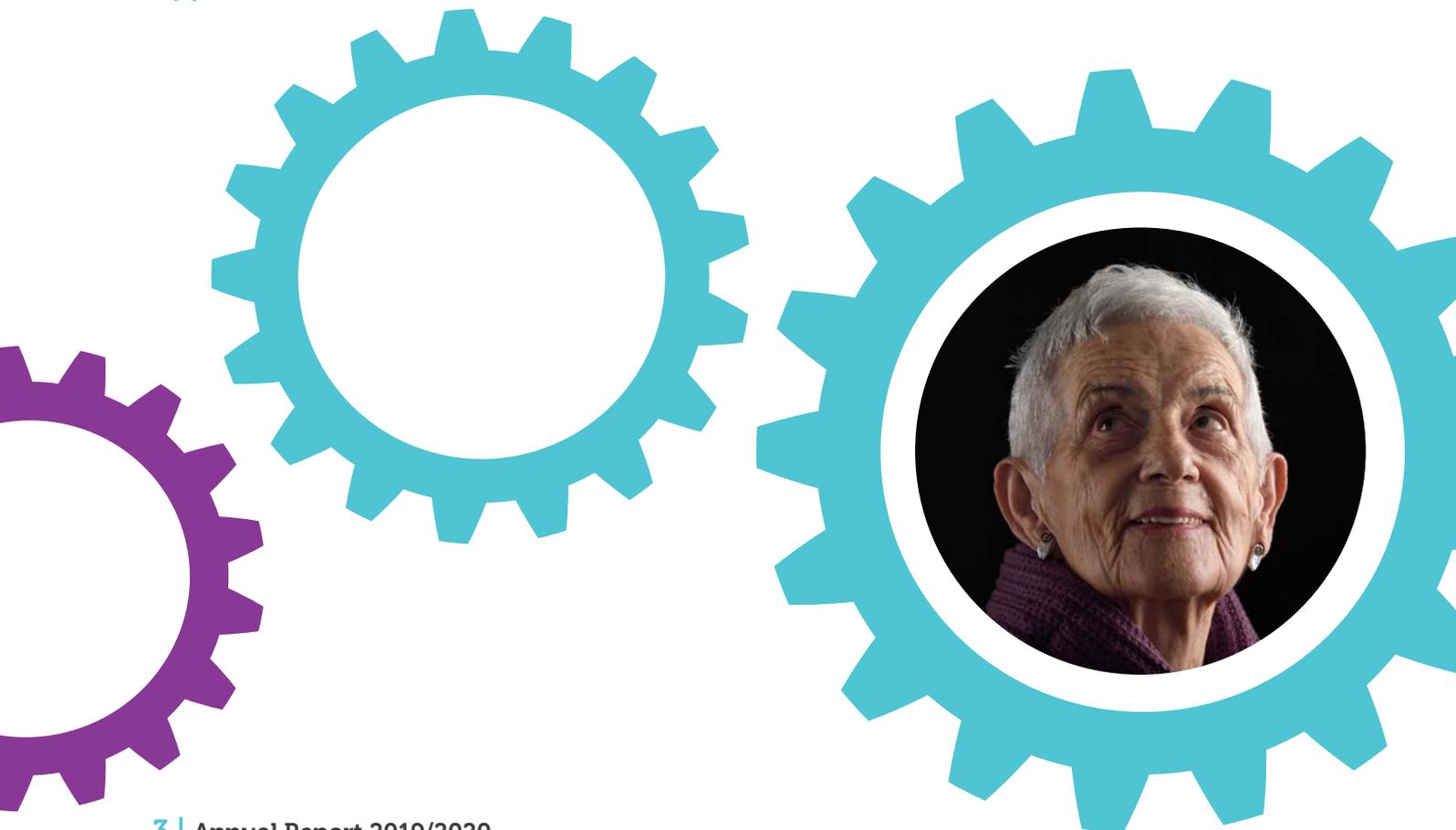
Tel: 024 7683 3003

Out of hours:

Tel: 024 7683 2222

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## Message from the Chair

**Like every individual, organisation and indeed society as a whole, the Coventry Safeguarding Adults Board had to quickly adjust how we work, operate and think so that appropriate oversight of safeguarding activity in the city was maintained.**

Safeguarding remains critically important and is best approached through agencies coming together with shared ambition, shared information and joint programmes of action. The strength and resilience of the partnership in Coventry has been apparent during the crisis, and I would like to place on record my appreciation of the efforts, commitment and professionalism of all those who contribute or work for the statutory and voluntary agencies, and come together to safeguard the city's most vulnerable people.

This report provides a summary of the activity that has taken place, how learning is identified and applied in practice so as to make a positive difference, whilst also highlighting some of the challenges we continue to face.

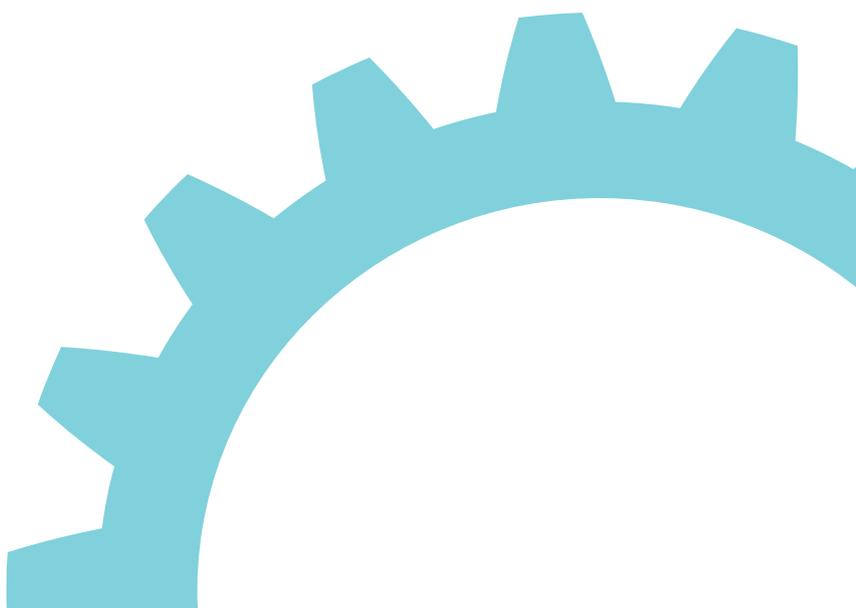
I firmly believe that a shared approach to safeguarding is the most effective, and the CSAB will remain committed to maintaining a strong and inclusive partnership in Coventry.



**Derek Benson**

Independent Chair

Coventry Safeguarding Adults Board



## What we do?

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

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

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

- has care and support needs.
- is experiencing, or is at risk of, abuse or neglect and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

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

- conduct any safeguarding adults review in accordance with Section 44 of the Care Act 2014
- publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any safeguarding adults review and subsequent actions
- publish a strategic plan for each financial year that sets out how it will meet its main objective and what members will do to achieve this. The plan for 2020/2022 can be found at appendix 2



## The work of the Board is underpinned by the 6 safeguarding principles as defined in the Care Act 2014, which are:

### Empowerment

I am asked what I want as the outcomes from the safeguarding process and this directly informs what happens.

### Prevention

I receive clear and simple information about what abuse is. I know how to recognise the signs and I know what I can do to seek help.

### Proportionate

I am sure that the professionals will work in my interest and they will only get involved as much as is necessary.

### Protection

I am sure that the professionals will work in my interest and they will only get involved as much as is necessary.

### Partnership

I can 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.

### Accountability

I understand the role of everyone involved in my life and what they do.

## Coventry Safeguarding Adults Board had three priorities for 2019-2021

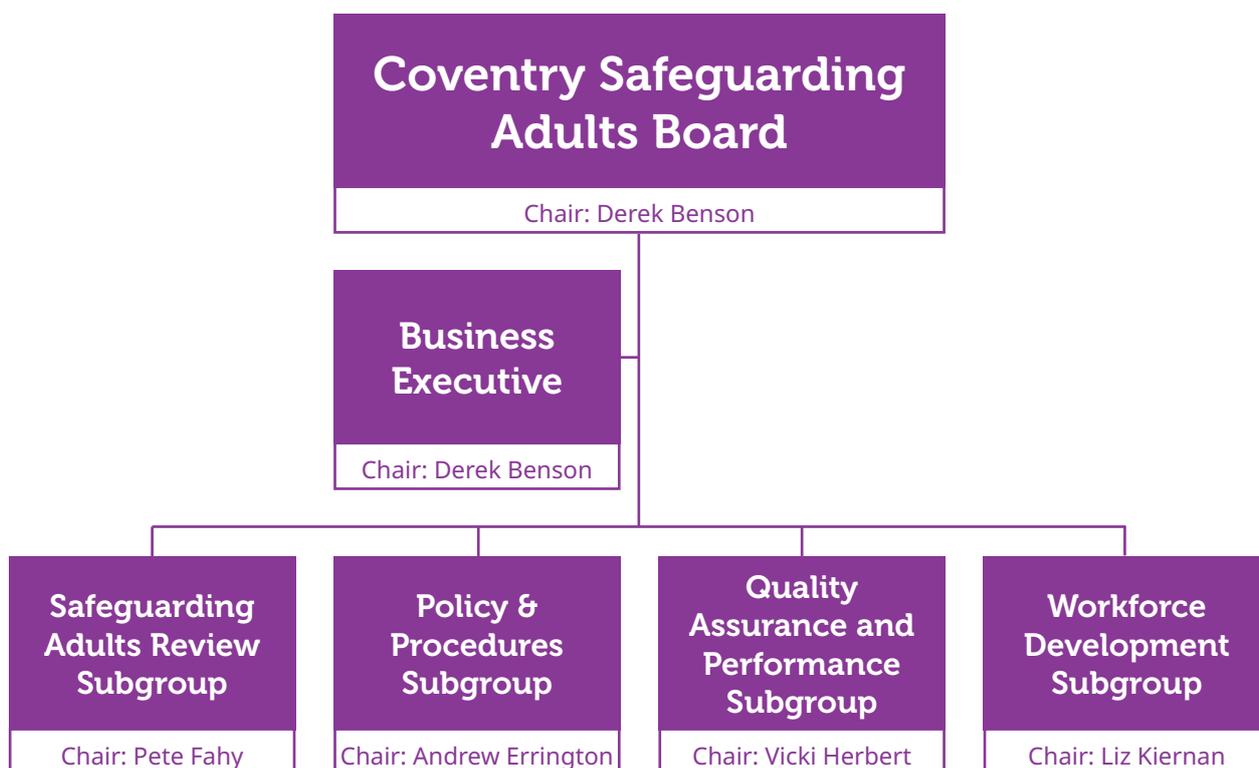
To be assured that services and agencies have appropriate systems, processes and training in place to support and safeguard adults effectively.

### Making Safeguarding Personal

To be assured in respect of issues that are complex, yet that sit outside of safeguarding, that agencies and organisations are working effectively together to prevent abuse /support people with a range of vulnerabilities.

## Governance arrangements

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



# Coventry population

# 366,785



**Median age is**

**32**

**78%**  
are aged 18 and over

**14.5%**  
are aged 65-84

**2%**  
are aged over 85

**180,1613** Total male population

**186,154** Total female population

**11.94%**  
population of households occupied by a single person aged 65 or over

**66%**  
Adults in paid work or full time education in 2019

**2%**  
of adults in Coventry are social care users in 2019

**16%**  
of population in 2019 had caring responsibilities

**Healthy Life expectancy at birth**

**62.5** For females (in years)

**61.9** For males (in years)

**51%**  
of adults have a longstanding health condition in 2019

**4%**  
of adults who are unemployed in 2019

Depending on the way it is measured, Coventry ranks between **64<sup>th</sup>** and **81<sup>st</sup>** most deprived local authority area of 317 in England

**768**  
Permanent admission to residential or nursing homes per 100,000 aged 65 and over

**10.39%**  
% reporting a long-term mental health problem

**Life expectancy at birth**

**82.3** For females (in years)

**78.5** For males (in years)

## Outcomes for Coventry adults

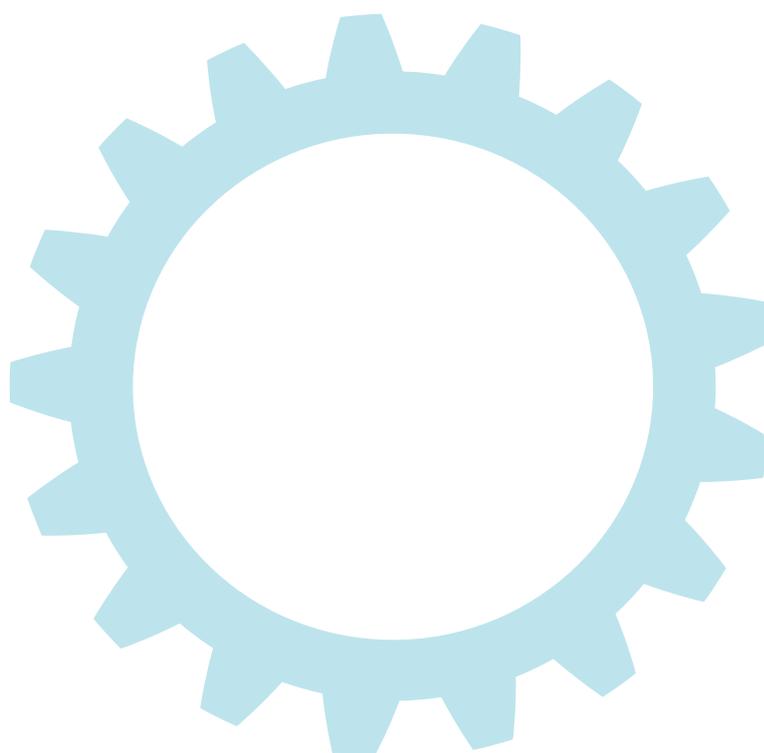
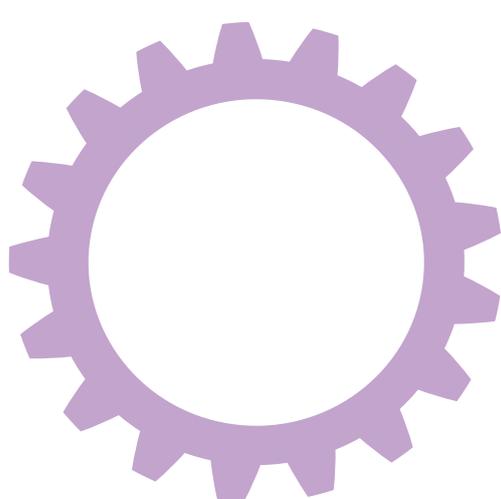
### Data Summary

Across the year 2019/20, data was collected and analysed by the Quality, Assurance and Performance Subgroup to understand how the partnership was progressing in its objectives during year one of the business plan:

#### Priority 1 – Making Safeguarding Personal

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

	Fully Achieved	Partially achieved	Not Achieved	Asked but not expressed	Person not asked	Blanks/ don't know
Q4	167 (29%)	115 (20%)	24 (4%)	201 (35%)	46 (8%)	22 (4%)
Q1	38 (30%)	37 (29%)	4 (3%)	26 (20%)	5 (4%)	13 (10%)
Q2	78 (25%)	68 (22%)	7 (2%)	73 (23%)	22 (7%)	55 (8%)
Q3	111 (24%)	92 (20%)	9 (2%)	113 (25%)	28 (6%)	95 (21%)
Q4	134 (24%)	107 (19%)	11 (2%)	144 (26%)	39 (7%)	116 (21%)



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

	Prev Q4	Q1	Q2	Q3	Q4
Supported by an advocate	87%	94%	89%	85%	86%

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

	April 19	May 19	June 19	July 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	
<b>Number of new Concerns</b>	302	366	335	428	386	366	367	340	351	395	444	343	4423
<b>Number of new Enquiry</b>	44	67	37	66	44	35	47	50	35	40	32	30	527
<b>% of concerns who became an Enquiry</b>	15%	18%	11%	15%	11%	10%	13%	15%	10%	10%	7%	9%	12%

There have been some anomalies within the data this year, investigation has identified that there was an issue with one provider’s recording of outcomes that accounts for the ‘blanks/don’t know’ in table 1, and the lower than expected advocacy rates in table 2. This has been raised with the Provider and a response deadline with the agency in question.

The low conversation rate in table 3 raises the question of whether the public and practitioners understand the right cases to refer into Adult Social Care. The Quality, audit and performance subgroup determined that this figure could be seen through a positive lens, that Coventry has an open door for any concerns about an adult with care and support needs to be raised, and that anyone is welcome to raise an issue, and contact for advice and support. However, the figures do indicate that a number of unnecessary enquiries could be avoided. Adult Social Care were able to provide further assurance around this conclusion, as there is regular dip sampling to check the concerns/ enquiries rate and that the right cases do go on to become enquiries.

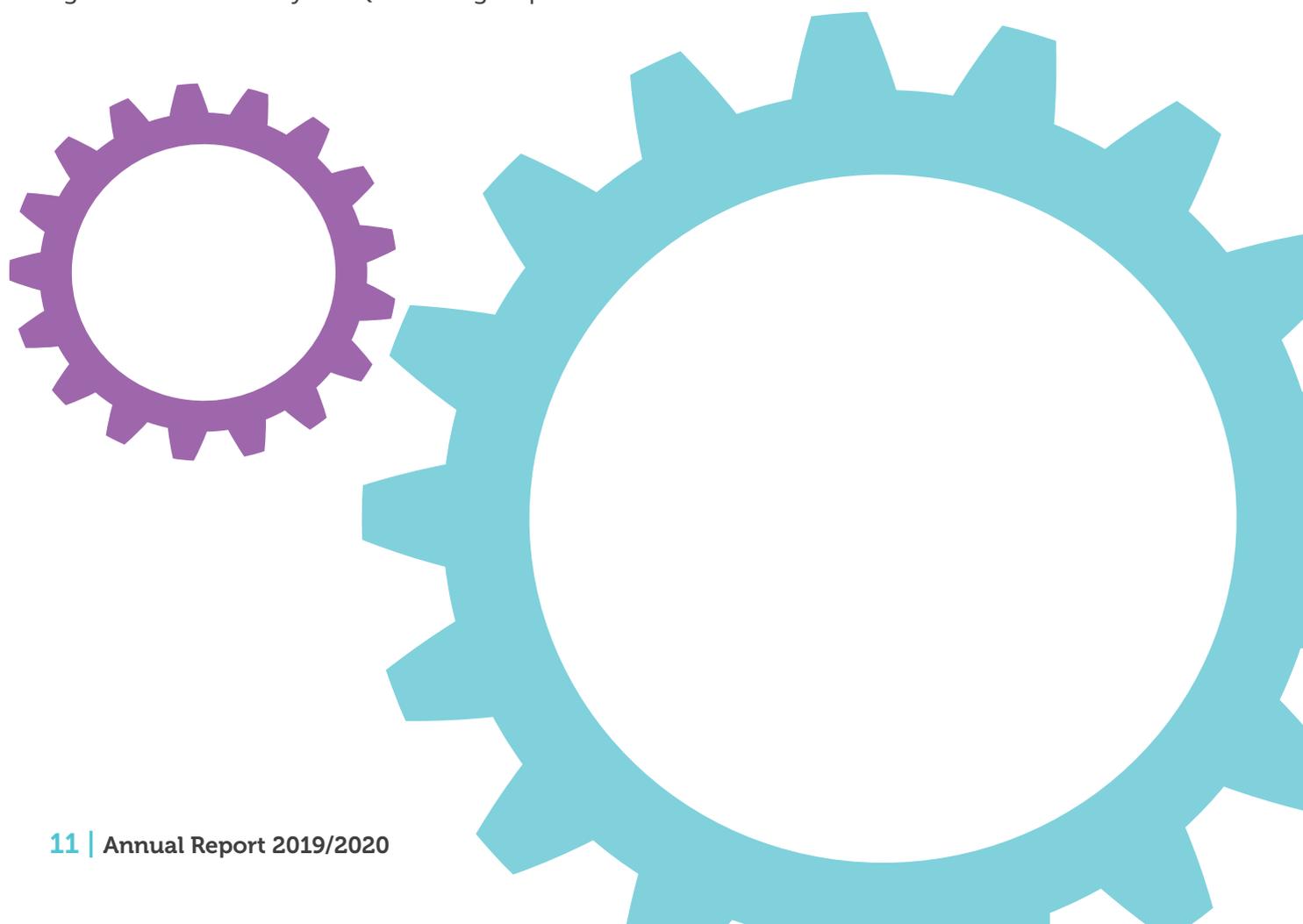


## Priority 2 – Making the system work

### 1. % of staff currently trained in basic safeguarding awareness:

Agency	End of last year	Q1	Q2	Q3	Q4	CAVEAT
<b>LOCAL AUTHORITY</b>	72%	70	72	72	74	Calculated at 3 years (employer requirement)
<b>UHCW</b>	94.02%	98.2	97.8	96.45	97.9	Calculated at 3 years (employer requirement)
<b>CCG</b>	86.36%	90	90	90.51	90.28	Calculated at 3 years (employer requirement)
<b>CWPT</b>	96.21%	93.5	92.4	92.47	93.47	Calculated at 3 years (employer requirement)
<b>CRC</b>	not received	not received	not received	not received	not received	Calculated at 3 years (employer requirement)
<b>NPS</b>	not received	not received	not received	not received	70	Calculated at 3 years (employer requirement)

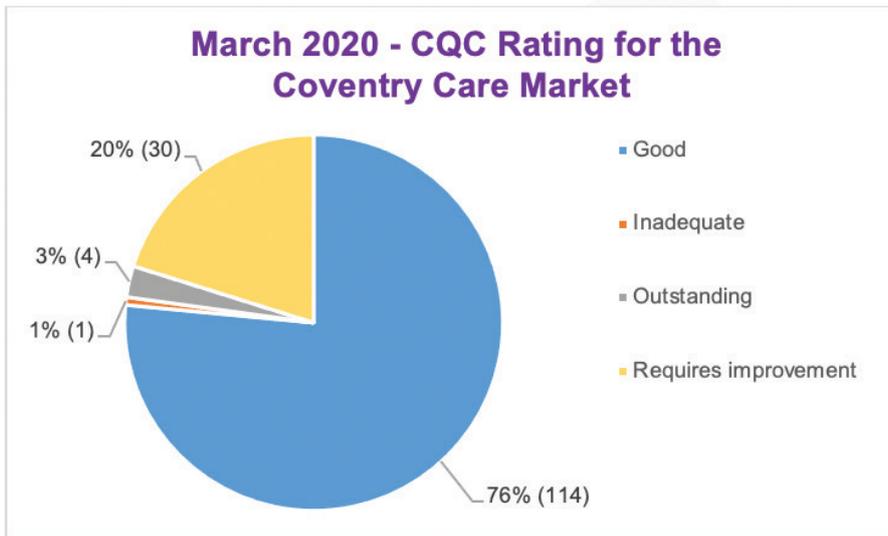
There continues to be evidence of excellent safeguarding training compliance across health agencies, but opportunities for improvement across other partnership organisations. It has been an ongoing challenge this year, as last year, to obtain training figures from all key agencies identified by the QA&P subgroup.



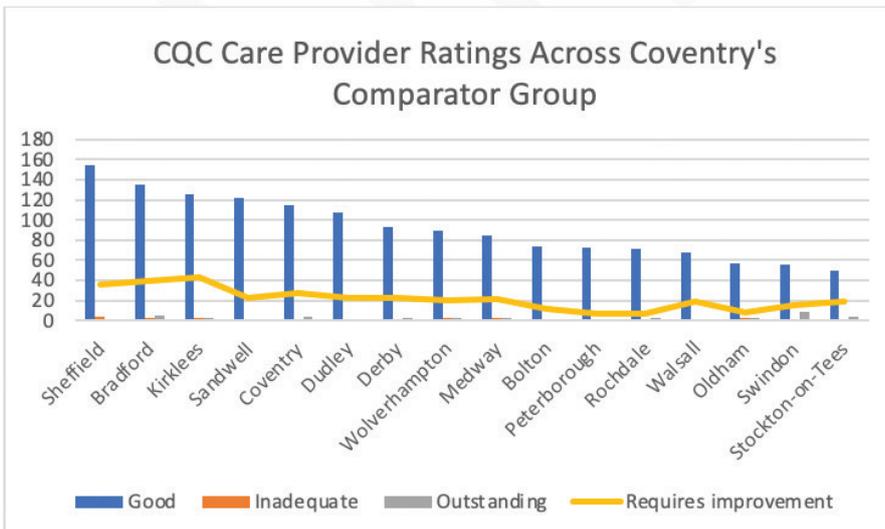
**2. CQC rating of Coventry care homes:**

Each quarter a representative from the commissioning team has presented a report to the Quality, Audit and performance subgroup regarding the assurance arrangements for Coventry care homes, how they are rated and plans for improvement along with current campaigns and any success stories. Overall, this has provided assurance around the internal and external audit and inspection systems, and around how homes rates ‘required improvement’ or ‘inadequate’ are supported in improving their practice, resulting in improved outcomes for residents and their families.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. The joint Health and Social Care Quality Team continue to work closely alongside CQC to ensure that we work collaboratively to make sure that health and social care services provide people with safe, effective and high-quality care.



During the past year we have seen ratings decline slightly with some providers previously rated “Good” now being rated “Requires Improvement”. Coventry are in line with the National average CQC ratings. Coventry are one of the top performers compared to our Local Authority comparators as indicated in the table below.



### 3. The outcomes of safeguarding enquiries:

Concluded enquiries	Prev Q4	Q1	Q2	Q3	Q4
<b>Action taken, and risk remains</b>	38 (10%)	4 (5%)	10 (6%)	13 (6%)	15 (5%)
<b>Action taken, and risk reduced</b>	195 (50%)	38 (45%)	81 (47%)	113 (46%)	144 (48%)
<b>Action taken, and risk removed</b>	159 (41%)	40 (48%)	81 (47%)	117 (47%)	139 (46%)
<b>Not recorded</b>	0 (0%)	2 (2%)	2 (1%)	2 (1%)	3 (1%)

Success in this area is defined by combining the figures for 'risk removed' and 'risk reduced' meaning that, in quarter 4, there was a successful outcome in 94% of cases and these figures have held steady across the year with no significant peaks or troughs.

### 4. Deprivation of Liberty Safeguards

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year Total	
<b>Applications carried over from previous period</b>	270	305	292	421		
<b>Number of applications received 2019-20</b>	491	480	522	487	1980	
<b>TOTAL Number of applications at the end of the quarter</b>	761	785	814	908	2250	
<b>Total number of granted</b>	236	283	220	307	1046	52%
<b>Total number of not granted</b>	220	210	173	347	950	48%
<b>Total number of completed</b>	456	493	393	654	1996	
<b>Completed %</b>	60%	63%	48%	72%	89%	
<b>To be completed</b>	305	292	421	254	254	
<b>To be completed %</b>	40%	37%	52%	28%	11%	

	Applications granted within < 90 days		Applications granted >91 - <180 days being received		Applications granted >180 days		Total
<b>Total 16-17</b>	546	51%	467	43%	66	6%	1079
<b>Total 17-18</b>	425	41%	457	44%	151	15%	1033
<b>Total 18-19</b>	735	64%	372	33%	36	3%	1143
<b>Total 19-20</b>	405	39%	619	59%	22	2%	1046

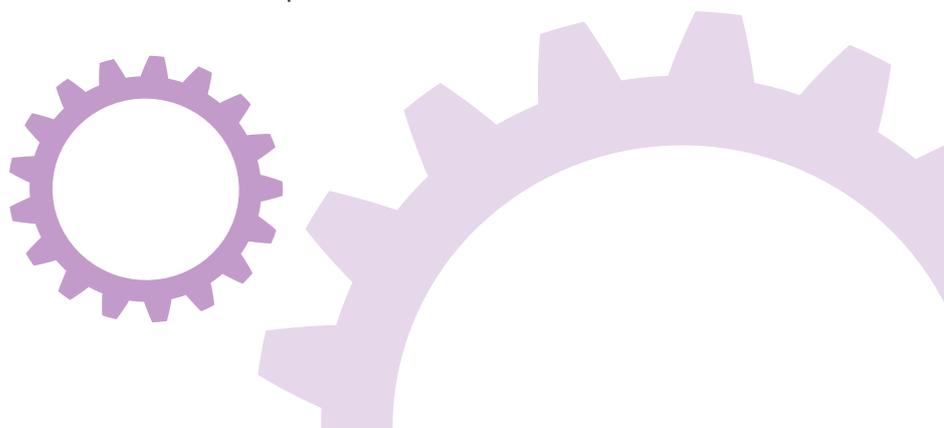
Reason for not Granted DoLS	2019-20		2018-19		2017-18	
	Number	%	Number	%	Number	%
<b>Change of circumstances</b>	610	64%	620	69%	381	54%
<b>Deceased</b>	267	28%	178	20%	211	30%
<b>Criteria not met</b>	73	8%	104	12%	117	17%
<b>Grand Total</b>	950		902		709	

The Quality, Audit and Performance subgroup noted a 3% reduction in the number of applications between this year and last year at quarter 4. This may be because the data reflects the beginning of the Covid-19 pandemic. 11% of applications are in due process at year's end as compared 12% in 2018/19 which is positive, being the first reduction in several years.

There was a decrease of applications granted after 6 months of being received from 3% in 18/19 to 2% in 19/20. This is positive, as these timescales have been something the subgroup have had concerns about and been monitoring. The subgroup confirmed this represents positive progress in the timeliness of dealing with DoLS applications.

The main reason for Not Granted DoLS across the year is 'change of circumstances' (64%). This often means a change of address or of needs for the individual rather than an inappropriate application. Indeed, the subgroup noted the improvement in terms of accurate referrals and criteria being met at year's end.

The Quality, audit and performance subgroup noted that the implementation of LPS has now been confirmed as delayed until April 2022, and so the group will continue to request DoLS data from the Local Authority until the new measures are place.



**Priority 3 -complex issues linked to safeguarding**

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

Type of abuse	Prev Q4	Q1	Q2	Q3	Q4
Discriminatory	1	0	0	0	0
Domestic	11	6	13	20	23
Financial	112	29	73	114	131
Modern Slavery	2	0	0	0	0
Neglect	259	62	129	183	233
Organisational	13	10	22	24	25
Physical	165	34	84	115	135
Psychological/ Emotional	61	16	31	48	64
Self-neglect	38	8	19	29	33
Sexual	23	4	13	20	24
Sexual Exploitation	3	0	3	7	7

Financial, physical, and neglect remain the top 3 abuse categories as was the case last year in Coventry. Domestic abuse has more than doubled in comparison to last quarter 4. There has been a new provider of domestic abuse services in Coventry as from July 2019 which has resulted in new campaigns and communications to the public and may have improved the figures, meaning more adults are accessing support. There has also been recognition over this year that some staff may be recording domestic abuse as physical abuse rather than domestic, skewing the figures in this area. One agency in particular has amended its training to ensure recording types are clear, and this may also partially account for the increase noted.

Organisational abuse and sexual exploitation have both almost doubled in comparison to the last quarter 4. There is no understanding within the subgroup of why that may be at present, but these areas will continue to be monitored across the next year to identify any reasons which may emerge.

## The six principles of safeguarding

The Quality, audit and performance subgroup identified during this 2 year business plan that they wished to understand how organisations across the city are embracing the six principles of safeguarding within their work and ethos. At each QA&P subgroup meeting a different principle is chosen, and each agency has 5 minutes to tell others around the table how their organisation embodies the chosen principle in their work and culture, and what work may be planned to progress this. Across this year the subgroup have discussed proportionality, empowerment and prevention so far.

## How have we made a difference?

Progress against the priorities is outlined below:

**To be assured that services and agencies have appropriate systems, processes and training in place to support and safeguard adults effectively.**

Public Health services in Coventry offer a range of training opportunities for local frontline staff through its providers. This includes areas such as supporting victims and challenging perpetrators around domestic abuse and addressing drugs and alcohol misuse.

The training offer has been brought together into a single document ([https://www.coventry.gov.uk/downloads/file/29303/public\\_health\\_training\\_offer](https://www.coventry.gov.uk/downloads/file/29303/public_health_training_offer)). Public Health are aiming to improve feedback on this offer and are trying to identify the training needs of partners through 'Let's Talk'. Last year, just under 1000 local staff attended the training developed by Change Grow Live., the commissioned drug and alcohol provider. Change Grow Live specific sessions for Adult Social Care staff on a drop in basis have been arranged. The Domestic Abuse services have run roadshows to engage with social care staff. Public Health are working with Domestic Abuse services to develop a training programme to help front line staff work appropriately and safely with domestic abuse victims and staff. Training around Domestic Abuse Stalking and Harassment (DASH) training within social care (both adult and children) is planned.

Coventry City Council Adult Services held 6 in depth Risk Enablement Panel discussions. Risk Enablement Panels are designed to support staff in developing care and support plans in cases where there is a significant or perceived substantial risk to the individual. The Panel, chair by the Adult Principal Social Worker, provides a clear process for discussion, and shared decision making to support both staff and individuals in considering potential consequences of any decisions. The Panel may provide advice and recommendations but ultimate decision making responsibility will continue to rest with the practitioner and their manager. Panel usually consists of 3 members with experience relevant to inform the issue or risk. Attended by the worker and/or their Team Manager/Leader and can include the individual concerned and any family, carer or advocate requested by the individual to represent them. The Panel has considered scenarios such as

- A person who with autism, mild learning disability and drug induced psychosis, homeless with concerns relating to engagement, mental health and multidisciplinary input
- A person with MS exhibiting inappropriate behaviours to care professionals with a risk of breakdown in care and support arrangements
- A person experiencing issues associated with self-neglect and hoarding
- A person with a number of physical health conditions including alcohol dependency who can be aggressive towards care providers and was declining care and support

At the end of 2019 the National Fire Chiefs Council (NFCC) published the Fire and Rescue Service Guidance and Self-Assessment toolkit. This has been used to inform the implementation of the scrutiny review recommendations.

A suite of resources has been produced by the CSAB aimed at highlighting different types of adult abuse and how to refer concerns. These have been shared with and promoted by all partner agencies.

All staff in the National Probation Service must complete in house training every three years, this includes e-learning and face to face learning. Staff are also encouraged to access the wide range of training on offer from CSCP.

Coventry City Council Adult Services commenced training in strength and asset-based assessments in Sept 2017, with over 80 staff attending five training sessions on strength-based practice during 2017 and 2018. We have then subsequently commissioned four, two-day Motivational Interviewing training which is an introduction to the spirit and principles of Motivational Interviewing. These sessions are aimed to support practitioners to learn practice skills to “start a different type of conversation” which enables people to recognise their resilience, resources and strengths. During 2018 and 2019, 90 staff have been trained in Motivational Interviewing. There was also an opportunity for staff to attend 2 additional ‘top up’ half day sessions to reflect on using the techniques.

The training has been very well received with comments including;



‘Attending MI training changed my life, should be taught on all SW courses’.



‘This is so relevant to my role. I’m really looking forward to putting it into practice’.



‘Training in getting our assessment write’ was introduced from July 2019 to support practitioners in the writing of effective assessments.’



‘I didn’t realise that this was something I naturally used but obviously not to be extent taught. I feel I now have that level of understanding.’

In June 2018, the NHS Coventry and Rugby CCG set up a pilot project to commission children's safeguarding administrators/co-ordinators in GP Practices in Coventry. This post is called a Named Safeguarding Professionals. These children's safeguarding professionals have been upskilled in 2019/20, and have received training related to adult safeguarding themes including Modern Slavery, Female Genital Mutilation and Honour Based Violence. This project has been so successful at embedding and co-ordinating children's safeguarding in Primary Care, that the CCG Safeguarding team presented a business case to commissioned Adult Named Safeguarding Professionals across its GP Practices, which was agreed in January 2020. Expressions of interest have been received from 45% of GP Practices by end of March 2020. There are plans for this project to be launched across Coventry and to deliver training to upskill Adult NSP's in Summer 2020.

The Coventry and Warwickshire Primary Trust Safeguarding team provides a suite of online and classroom based training around adult safeguarding themes. The principles of adult safeguarding and responsibilities under the Care Act is featured in training. The team are also developing a further 'Think Family' approached package of which will be underpinned by adult safeguarding principles.

(Face to face training currently suspended due to Covid-19).

Coventry City Council Adult Services, as an employer to make Making Safeguarding Personal and strength-based practice work we need to understand the practice conditions and working environment of the organisation's social care workforce. An Adults Services Organisational Health Check 2019/20 was undertaken using an online survey in July and August 2019. The same survey (with very minor changes to answer responses) from 2017/18 was used.

[https://www.coventry.gov.uk/info/192/adult\\_social\\_care\\_strategies\\_policies\\_and\\_plans/3460/adult\\_social\\_care\\_organisational\\_health\\_check](https://www.coventry.gov.uk/info/192/adult_social_care_strategies_policies_and_plans/3460/adult_social_care_organisational_health_check)

The survey identified the following strengths which included positive results concerning team culture;

- 90% get feedback/updates from managers
- 96% feel able to raise concerns about workloads
- 95% feel have enough autonomy to practice creatively with people

Since the independent scrutiny review of safeguarding was completed at the end of 2018/2019 work on the action plan has been ongoing to ensure West Midlands Fire Service has appropriate safeguarding systems. The review of the policy was the first stage of this.

In September 2019, to provide a platform for sharing local, regional and national learning, the Heads of Safeguarding at NHS Coventry and Rugby CCG, Warwickshire North CCG and South Warwickshire CCG set up a Safeguarding and Looked after Children's Assurance Group, with representations from the heads of safeguarding at all its providers. The Business Manager of the Board is a member of the group, and has provided updates regarding learning from Adult Safeguarding Practice Reviews and Domestic Homicide Review (DHR) at the quarterly meetings.

National Probation service risk assessments consistently highlight safeguarding concerns, so assessors have to explore if there are risks and how to address these.

The CSAB has created a series of Oneminute guides aimed at disseminating information to practitioners in a quick accessible format.

## Conclusion

The Board is assured that there is a high level of safeguarding training in place across the system which is supporting practitioners to identify and respond to safeguarding concerns.

The CSAB has created a range of materials from posters to One minute guides to raise awareness of safeguarding and the types of safeguarding both with practitioners and with the community. There is further work to be done in 2020-2021 to create networks to ensure the effective dissemination of materials and learning.

## Making safeguarding personal

Essential to the delivery of the Adult Social Care vision in Coventry City Council is taking a strengths based approach to practice. In support of embedding strength based practice Adult Social Care have developed and launched an 'Adult Social Care practice framework' Adults and their carers at the heart of practice' which brings together their approach in practice, identifying what underpins their work and how this informs interventions such as Making Safeguarding Personal. - <https://coventrycc.sharepoint.com/Info/Pages/Adult-Social-Care-%e2%80%93-Policies%2c-guidance-and-procedures.aspx>

The CCG Safeguarding Team has a safeguarding education platform, which includes a dedicated Adult Safeguarding repository with information related to Making Safeguarding Personal for open access to all staff. Making safeguarding personal is also included in the online and face to face safeguarding adults training that is delivered to clinical staff.

Coventry City Council Adult Services have been exploring the use of Family Group Conferencing (FGC), holding a number of FGCs. Family Group Conferencing is an empowering practice framework which embeds the principles of the Children Act 2004, Making Safeguarding Personal, Mental Capacity Act 2005 and Care Act 2014. FGCs are meetings of the extended family network and friends, together with those working professionally and directly with the family. They are essentially decision making meetings. When used for adults, they empower and support the person to make decisions about their future, and help them to develop a plan that addresses their concerns and focusses on their desire for change. It is their meeting and they decide who should be invited, and when and where the meeting will take place.

The Coventry Safeguarding Adult Board Task and Finish group has created a training presentation which has been delivered to GP's, Police teams and colleagues in housing. A Making Safeguarding Personal Oneminute guide has been developed which has been disseminated to all Safeguarding Adult Board partners.

Making Safeguarding personal and listening to the voice of the patient is fundamental to the work at University Hospital Coventry and Warwickshire. To further support making safeguarding personal, the Adult Safeguarding Team have named "the use of the Mental Capacity Act 2005" as a current priority. The Mental Capacity Act is in place to ensure that individuals are supported to make decisions and their preferences are heard.

Specialist teams work together to ensure that individual preferences are recorded and that all options are explored with them.

MSP and its importance is clearly stated in Coventry and Warwickshire Primary Trust Safeguarding Adults policy and underpins safeguarding adult training, advice and supervision for staff

Adult safeguarding training is part of the training offer at University Hospital Coventry and Warwickshire NHS Trust. Safeguarding adults training is undertaken by all staff at UHCW NHS Trust including volunteers, current compliance is above 95%. Non- patient facing staff undertake level 1 with other staff completing level 2. The Trust is in the process of introducing Level 3 safeguarding adult training, which will include specialist topics.

National Probation Service include all service users in sentence planning and complete a self-assessment to identify their goals, strengths, concerns so that they are involved in decision making and aware of objectives to achieve.

Public Health commission CRASAC (Coventry Rape and Sexual Assault service) which has a named safeguarding lead and safeguarding policy. The service places the victim/survivor at the centre of service delivery, taking a holistic approach to meet their individually assessed needs. Within our Public Health commissioned service provision there is flexibility in terms of how 18 – 24 year olds are supported depending on their needs.

Coventry Safeguarding Adult Board focused on Making Safeguarding personal during Safeguarding Awareness week 18th-22nd November. Partners worked together to share focused messages across communication platforms throughout the week.

The CCG's Clinical Assessment and Placements Team (CAPT) supports the use of personal health budgets to empower it's clients. A personal health budget is an amount of money to support someone's health and well being needs which is planned and agreed between the individual or their representative.

In support of strength based approaches Coventry City Council Adult Social Care launched a new 'real-time' experience survey in October 2019 to ensure they continue to seek feedback from our customers, clients and carers alike.

This was developed to ensure they understand the experience of those who access their support and to encourage more people to 'get involved, helping to improve Adult Social Care support and promote a co-production culture.

[https://www.coventry.gov.uk/info/194/health\\_and\\_social\\_care\\_-\\_having\\_your\\_say\\_and\\_getting\\_involved/3203/getting\\_involved\\_in\\_adult\\_social\\_care](https://www.coventry.gov.uk/info/194/health_and_social_care_-_having_your_say_and_getting_involved/3203/getting_involved_in_adult_social_care)

The CSAB Making Safeguarding Personal audit completed in 2020. This audit highlighted some good work from practitioners who were able to respond appropriately to safeguarding a patient whilst engaging them effectively in decisions.

Coventry and Warwickshire Partnership Trust is developing improved documentation for recording of adult safeguarding practice on patient records. This will enhance recording of patient's wishes and will be a great contribution towards the MSP principle.

## Conclusion

The Board has been encouraged by an increase in awareness in relation to MSP across the system and performance data demonstrates that this is leading to positive outcomes for Coventry adults. There is still further work to be done over the coming months to raise awareness of how the principles of MSP can best be implemented within individuals roles and to also raise awareness with service users and their families.



**To be assured in respect of issues that are complex, yet that sit outside of safeguarding, that agencies and organisations are working effectively together to prevent abuse /support people with a range of vulnerabilities**

The Head of Safeguarding at the CCG has been working in partnership with Coventry LA Public Health with regards to the strategy for the accommodation the homeless population in Coventry and Warwickshire in response to Covid19, exploring the unforeseen consequences and potential safeguarding risks of the measures put in place.

The CCG have supported with access to GP services for those accommodated, including screening for infectious disease and meeting their complex health needs. This has enabled LA Public health to become better sighted on the risks surrounding COVID and engaging in multi-agency working to support better pathways.

Coventry and Warwickshire Partnership Trust has a dedicated domestic abuse post to advise and support staff, and an established domestic abuse pathway to ensure an appropriate response to disclosures of domestic abuse.

National Probation service staff hold professional's meetings with other agencies to ensure all areas of risk/vulnerabilities are addressed.

The CCG and LA commissions the Carers accreditation scheme in GP Practices to support staff through training to identify carers and signpost them for support to the Carers Trust.

In 2019, A Coventry Sexual Assault and Abuse Strategy Steering Team (SAAST) was formed which is a multi-agency partnership to enable partners to work together to deliver the priorities from the national NHS England Sexual Assault and Abuse Strategy at a local level. The SAAST reports to the Harm and Reduction Partnership(HARP) which provides a system wide response to harm and abuse impacts in Coventry by having a partnership of experts connected.

WMFS has a team of 26 Complex Needs Officers (CNO's). This group of staff are operational personnel who have additional training including an apprentice based in Health & Social Care. They have access to a broad range of training on health and lifestyle themes. This training provides them with enhanced knowledge to support those in our communities with complex needs and chaotic lifestyles. The CNO's work routinely with partner agencies and organisations to support these individuals and reduce the impact of their needs on themselves, their community and agencies. Working to improve outcomes for these individuals reduces vulnerability to, and the likelihood of abuse/neglect and the need for safeguarding.

Professional supervision and support provide oversight and assurance that cases are handled appropriately, and that risk is identified and escalated where appropriate.

Many of our adult patients at UHCW may not have care and support needs however they may still require assistance to access advice and support.

The Safeguarding Team encourage a “Think Family” approach and this remains one of our priorities for the coming year.

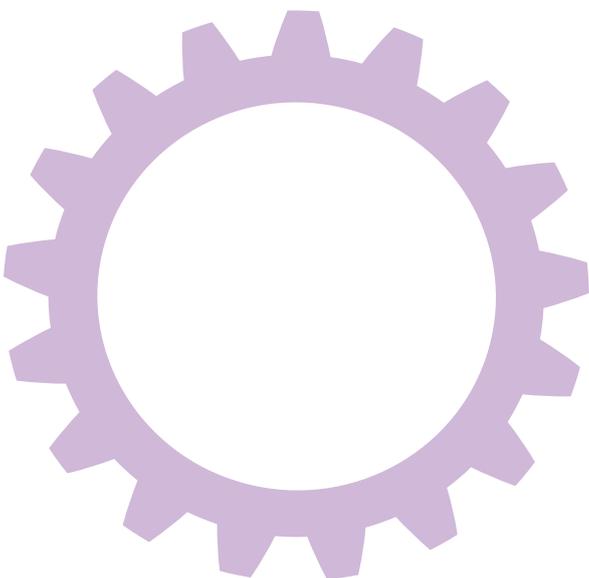
The team support staff and have developed several information campaigns around “Hidden Harm” and how to support individuals to access assistance.

The team use audit to look at practice around sign posting and referrals and this information is fed back via the Safeguarding Committee and used to improve practice.

The Clinical Commissioning Group commission IRIS (Identification and Referral Scheme) to raise awareness of Domestic Violence and Abuse through the training of GP’s and Primary Care staff. Through referrals to Advocate Educators from Coventry Haven, those identified are offered support. The scheme has been rolled out across 50% of the population since 2018, and increased finance has been secured to provide the service to all GP surgeries by end of March 2021.

## Conclusion

The Board has a good understanding of these complex issues and recognises that in order to best respond to these areas of work there is a need to look for new and creative ways of working. The CSAB is working closely with other Statutory Boards to seek assurance that work is ongoing across the City to ensure that there is an effective response to individuals in these vulnerable groups. The Board recognises that this is an ongoing requirement and will continue to raise awareness of complex issues facing Coventry adults.



## Audits

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

### Care Act Compliance

The Coventry Safeguarding Adults Board undertake this audit on an annual basis to obtain assurance that all partners are meeting their responsibilities under the Care Act 2014. The methodology and assessment criteria were agreed virtually by QA&P in September 2019. The self-assessment tool was created by the West Midlands Safeguarding Adult Boards regional working group based on the requirements within the Care Act and this allows for regional comparison around issues where appropriate. All relevant partnership agencies completed the audit except both Probation providers.

There were many areas of strength identified within this audit, evidencing that agencies are working to high standards in the majority of areas. The highest scoring areas of strength were:

- **Safer recruitment** – organisations were able to identify how they follow safer recruitment procedures consistently, including additional specialist checks for identifies roles as appropriate. This was an area of strength in the 2018 audit which is important to see, as the right staff are vital to good quality safeguarding of adults with care and support needs.
- **A senior staff member leads and promotes safeguarding in the organisation** – organisations could all identify a strategic leader with responsibility for safeguarding and this was a role rather than an individual, which avoids a lack of leadership during staffing changes.
- **Staff have open access to policies, procedures and protocols** - all agencies said that staff had access to policy and procedure via their intranet, and this could be accessed at any time.
- **Staff, volunteers and trustees can be clearly heard and can influence change** – all respondents were able to say how staff voices can be heard within their agencies via both formal and informal processes, and this included opportunities for formal and informal feedback, and whistle blowing.

The areas for development were:

- **Embedding Making Safeguarding Personal into practice** – this was the lowest scoring area across the audit, evidencing the value of the CSAB priority focussed on MSP to practitioners. Whilst some agencies were able to detail how they have incorporated MSP into the spirit of their work, using a person centred, outcome focused approach to empower individuals other recognised that more was needed to ensure the voices of service users were heard within their work.
- **Staff compliance with policy, procedure and protocol** – some agencies were less able than others to describe how they know staff are compliant with their organisational policy and procedure.

- **Quality assurance frameworks within agencies** – the majority of agencies do have a framework in place, but not all were able to identify how service user feedback was a factor in their assurance work. Some organisations recognised this was an area of development for them.
- **Knowing quality assurance positively influences safeguarding practice** – All but one organisation were able to say how the learning from quality assurance work is reported through to senior managers via established structures, and how this can then effectively influence change as required. The one agency without this procedure in place recognised this was an area of development for them.

## Conclusion

The 2019 Safeguarding Adults Compliance audit was generally a high scoring piece of self-assessment work which highlighted much of the positive work taking place across the city to protect and empower adults with care and support needs. It would be useful to see organisations now become more person and outcome led, moving away from process driven, output based thinking towards results-based findings, evidencing the impact work has on the safety and wellbeing of individuals.



## Position of Trust Enquiry Panel

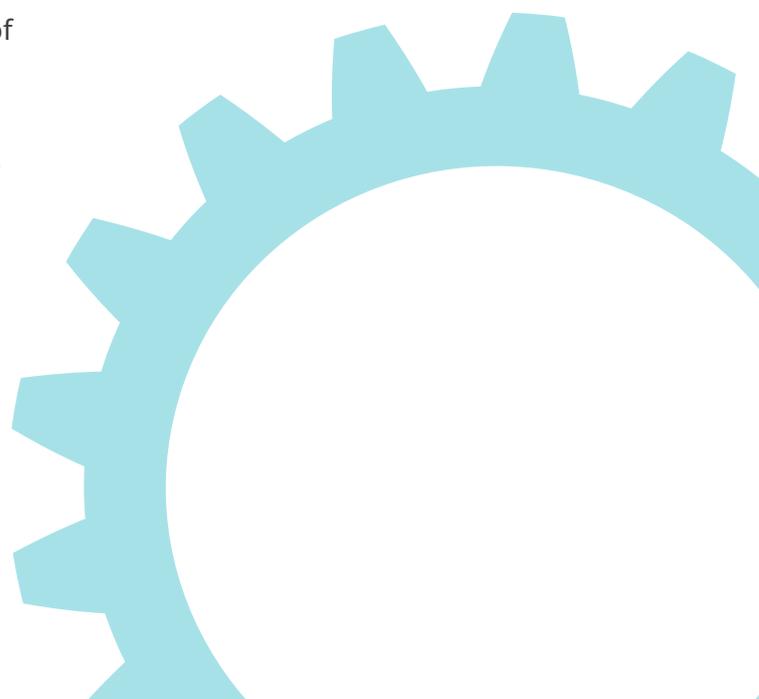
In April 2019 the Coventry Safeguarding Adults Board (CSAB) adopted the West Midlands Adult Position of Trust Framework to manage any allegations made against individuals working with adults with care and support needs. The accompanying CSAB toolkit to support local implementation contains a requirement for the Quality, Assurance and Performance (QA&P) Subgroup to provide assurance around its application and use, and to seek assurance that effective processes are in place and that any good practice is identified. To achieve this the Quality, Assurance and Performance Subgroup held an Enquiry Panel on 1st August to consider the implementation of the framework across the partnership.



The responses to this Enquiry Panel evidenced some excellent work taking place across safeguarding partners in response to allegations of breach of a position of trust. The panel were encouraged to see a compassionate and responsive approach to this sensitive area of work, and there was thorough recognition that communication is key when an allegation is made. Agencies all recognised that allegations can cross organisational borders, and that appropriate information sharing is key to obtaining the right outcomes for the service user and for those accused. In addition, all responders were clear about their obligation to forward allegations on to the Police where necessary.

From the recommendations the Board agreed that:

- Work is to be done on promoting the Position of Trust toolkit
- The Business Manager and Independent Chair should ask at the regional Boards meeting who has adopted the regional guidance, and how they have taken the framework forward.



## Learning and development

The Care and Support Statutory Guidance for the Care Act 2014 on safeguarding states that the Safeguarding Adults Boards should ensure that relevant partners provide training for staff and volunteers on the policy, procedures and professional practices that are in place locally, which reflects their roles and responsibilities in safeguarding adult arrangements.

A key priority of the Workforce Development Strategy was to establish a core program of Adults Safeguarding Training and explore the opportunities for multi-agency delivery.

This year's programme included information around the requirements of staff as indicated by their role, level of responsibility, performance expectation and experience and included the courses offered by:

- Adult Social Care
- Coventry and Warwickshire Partnership Trust
- University Hospitals Coventry and Warwickshire

Each course shows the target staff group, competencies achieved, aims and outcomes and application information. There is also information to show which courses are open to all agencies.

The awareness level courses are all subject to a yearly evaluation through the Quality Assurance Scheme.

This year Female Genital Mutilation training and Forced Marriage training, delivered in the Safeguarding Children Partnership training programme, have been expanded to incorporate safeguarding adult information and have been included in the Adult Training programme.

Multi-Agency delivery is provided through the Topic Based Multi-Agency Learning Events (see separate section).



## Learning events

Each year the Board host a series of three multi-agency learning events on hot topics, identified by practitioners and related to our priorities. Each event is led by a subject matter expert. This is an opportunity for practitioners from all agencies to come together to learn about complex safeguarding issues and improve their practice as a result. These events have been very well attended by Social Workers to Care Home workers and providers, as well as Health colleagues. This year the topics were: -

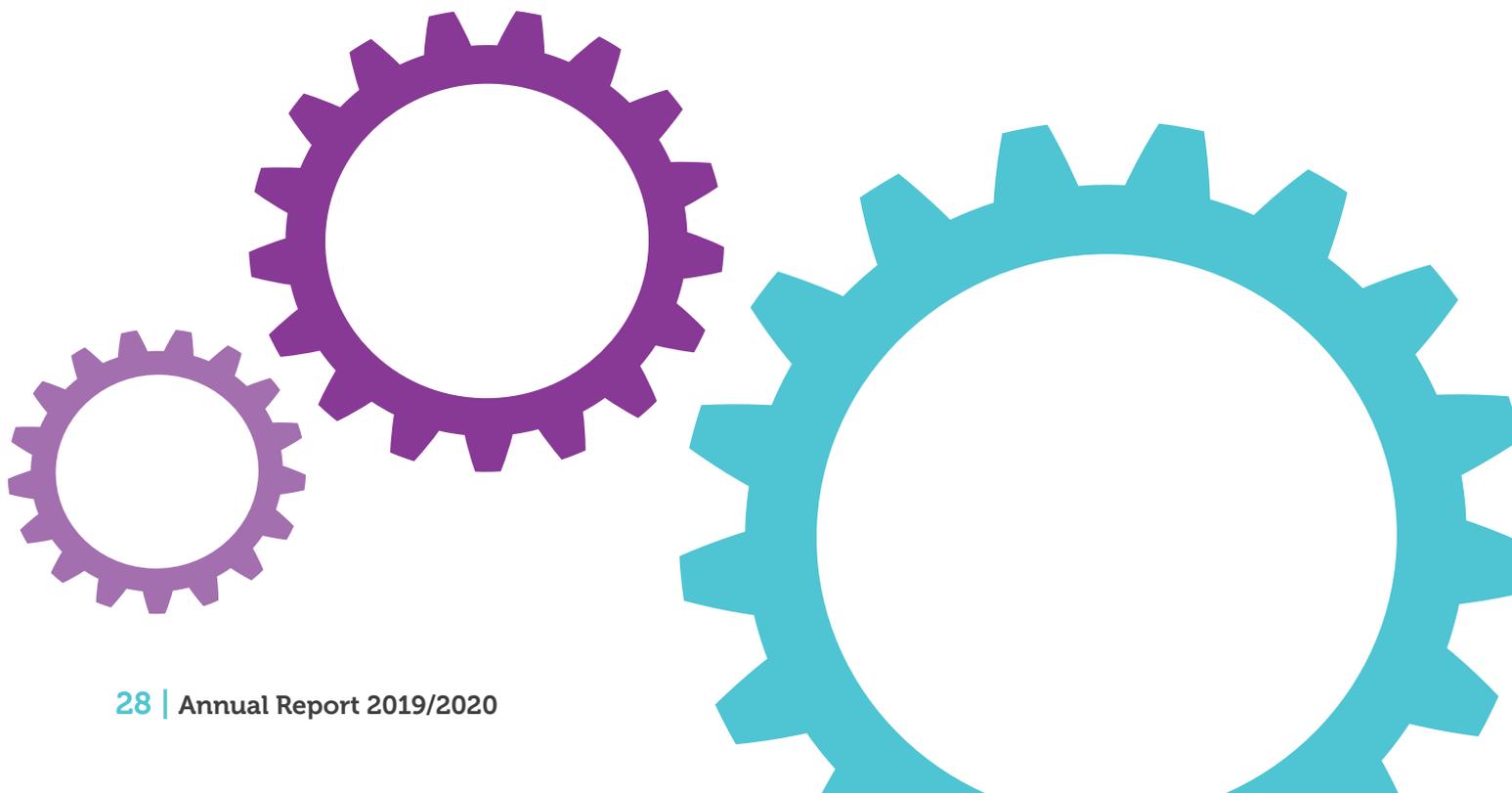
- Safeguarding and Advocacy led by Voiceability
- Financial Scamming and Fraud led by Professor Keith Brown, Bournemouth University
- Modern Day Slavery led by West Midlands Police

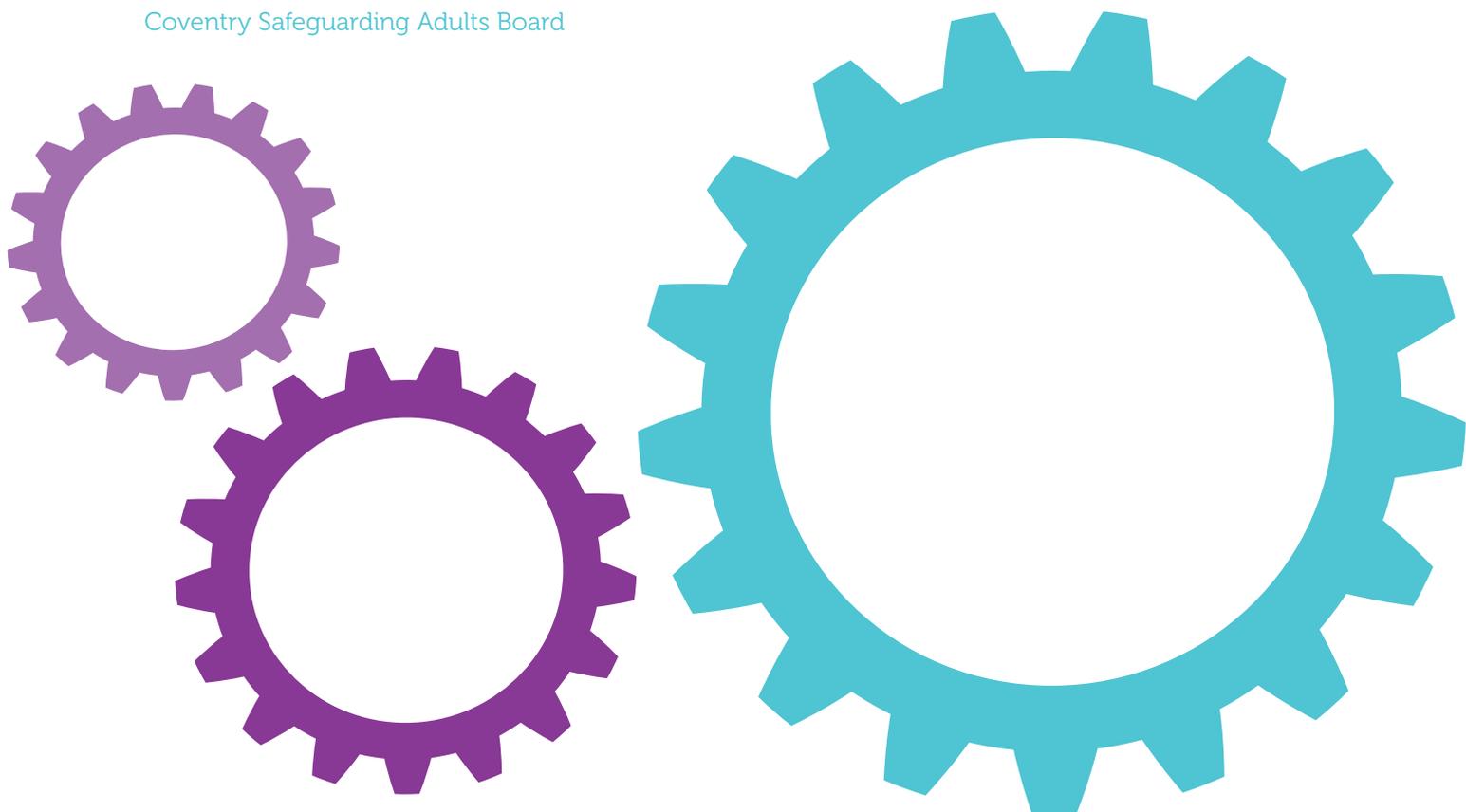
All the presentations after each session were shared with the attendees and can be found on the website under downloads. These events are popular and well attended.

### Event One

**Safeguarding and Advocacy** was held on 18th March 2019 and was led by Voiceability, the commissioned provider of Advocacy for Coventry City Council. The presentation covered what advocacy is and its purpose, as under the care Act 2014 there is a duty to provide an independent advocate to adults who need care and support in safeguarding. The presentation included case studies /advocacy scenarios', role of the advocate, advocacy principals, the importance of Making Safeguarding Personal and being person centred, how an advocate supports a person through the safeguarding process, and finally working with an advocate and how to make a referral.

The event was well received by those who attended, and most attendees found it to be useful or very useful. Most felt they understood the role and need for using an advocate better.





## Event Two

**Financial Scamming and Fraud** was held on 24th June 2019 and was led by Professor Keith Brown, Bournemouth University supported by Coventry Building Society and Coventry Trading Standards. This event was put on as part of Coventry's Practice week and was the largest event we have put on so far, attended by over 90 people.

Professor Brown's presentation was very factual but with some humour. He covered what is scamming and fraud, who is targeted and by whom, what is the government doing about it and new trends – cyber fraud and scamming. Professor Brown is one of the governments advisors on this subject. He talked a lot about the effect this crime has on people of and how easily they can become trapped without knowing it. People from all walks of life can and are targeted. Very often the victim knows the person and trusts them.

Coventry Building Society talked about what the banks and Building Society can do including the Banking protocol. They have a dedicated team who will investigate any types of financial fraud or suspected cases. Their presentation also included some case studies. CBS do work closely with our safeguarding team and have a system in place if their cashiers think someone is being scammed or a victim of fraud.

Coventry Trading Standards talked about the types of scams and gave examples of popular scams e.g. you have inherited large sum of money, how to spot a victim, consequences of falling for a scam, top tips to protect yourself and others, what you can do to prevent scamming e.g. call blocking, and had some case studies. They also showed a very powerful video about scamming and fraud.

The feedback from this event was very positive with most attendees found it very useful and thought provoking – not only from a work point of view but also a personal one. Most left with a better understanding of how they can support victims of financial scamming and fraud and how to spot it.

### Event Three

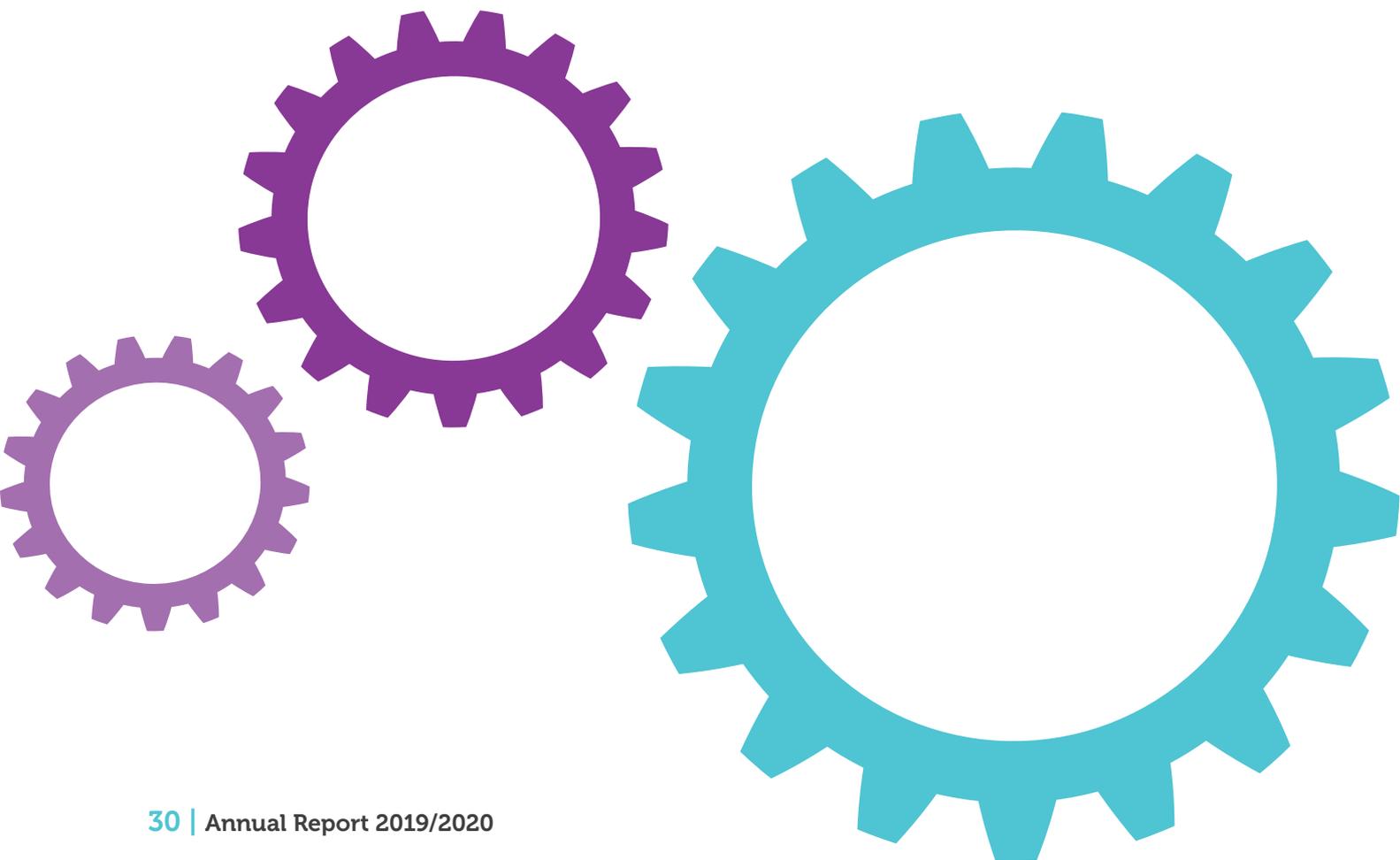
**Modern Day Slavery** was held on 16th October and led by West Midlands Police supported by Turnaround and West Midlands Anti-Slavery network.

West Midlands Police within their presentation talked about how much of an issue is Modern Day Slavery in the UK, understanding the different types of exploitation, spotting key signs and rescuing a person, understanding what happens to a victim and the support provided and understanding the local issue which includes nail bars, car washes and the sex industry. They also covered the National Referral Mechanism (NRM).

West Midlands Anti-Slavery Network's presentation showed the support given to victims once they have been identified often via the NRM. They work with mainly males and provide a safe place for them to overcome their trauma of being a victim of MDS and get the support they need. This is a time limited scheme and relies on volunteers as well as paid workers.

Turnaround is a community interest Company commissioned by Coventry City Council to provide social support to sex workers living and working in the City. They talked about how they build up a relationship with the women to find out the reasons why and where they work. Many of them are potential victims of MDS with a lot of the workers being from Romanian and surrounding countries. They used case studies and very powerful videos to highlight the issues and the work they do.

Feedback was very positive with most people feeling they had learnt something and would take back the information to their colleagues.



## Safeguarding Adult reviews

### What is a safeguarding adult review?

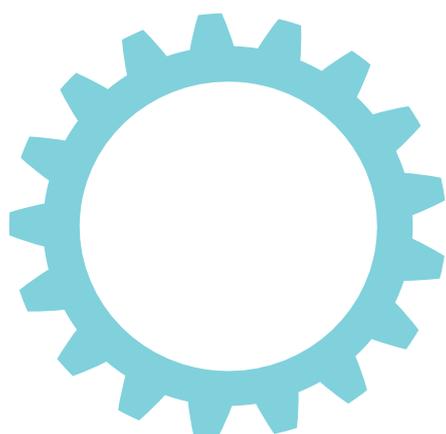
The Care Act 2014 states that Safeguarding Adult Boards must arrange a Safeguarding Adult Review (SAR) when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked together more effectively to protect the adult. This is a statutory responsibility.

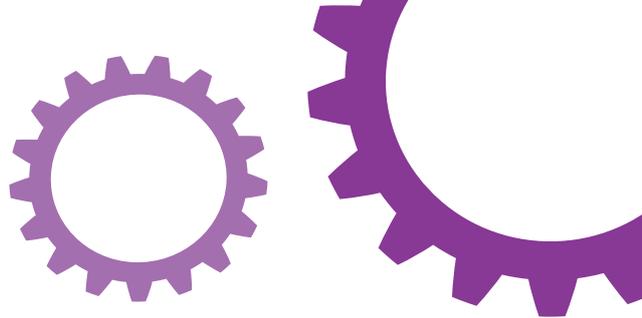
The overall purpose of a Safeguarding Adult Review is to promote learning and improve practice, not to re-investigate or to apportion blame. The objectives include establishing:

- lessons that can be learnt from how professionals and their agencies work together
- how effective the safeguarding procedures are
- learning and good practice issues
- how to improve local inter-agency practice
- service improvement or development needs for one or more service or agency

Lessons learnt are shared to maximise the opportunity to better safeguard adults with care and support needs who are or may be at risk of abuse or neglect. The Care Act 2014 requires that lessons learnt are published in the Annual Report following the conclusion of the review.

Coventry Safeguarding Adults Board has not undertaken any Safeguarding Adult Reviews in 2019-2020.





## Safeguarding awareness week

Safeguarding Adults Awareness Week took place during 18-22 November 2019. The theme was Making Safeguarding Personal and the week's activity was aimed towards professionals.

The week's activity was supported by four new resources that were disseminated throughout each partner agency:

### The Digital Communications Strategy

The Digital Communications Strategy was an overarching communications piece from the Monday to the Friday, that was broken down into different articles. There was one article every weekday that focused on a different theme and included a back to basics approach that could be understood by any professional across 2 Coventry regardless of experience, organisation or role.

### The One Minute Guide

A new One Minute Guide was written specifically for the awareness week, covering Making Safeguarding Personal.

### The Presentation

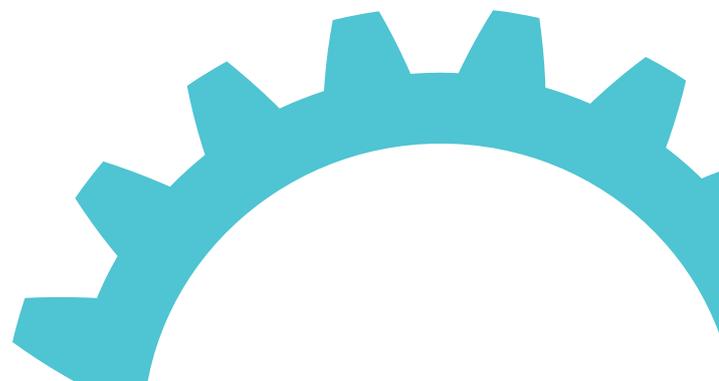
An introductory presentation about Making Safeguarding Personal was created, with the intention of sharing it with colleagues directly in the workplace during team meetings.

### The Survey

A short survey on Making Safeguarding Personal was aimed at professionals across Coventry. The survey contained 7 questions that were designed to ascertain how practitioners use Making Safeguarding Personal in their day to day roles and their understanding of the principles of Making Safeguarding Personal.

Other activity throughout the week included a Twitter campaign focusing on key messages, supporting and re-tweeting partners and other appropriate organisations who were supporting the awareness week. The One Minute Guide was shared on Twitter and links to the CSAB website were shared during the campaign.

The survey results were analysed and shared with the Board to inform future training needs and provide an understanding of how professionals across the city incorporate Making Safeguarding Personal into their everyday work.



## COVID 19

The Coventry Safeguarding Adults Board (CSAB), responded dynamically to the situation arising from COVID 19 as an emerging health issue in January 2020, recognising there were a number of changes in the safeguarding system which required a changing response. The table below outlines how the CSAB has responded to the current challenges:

**Monthly Executive Board meetings** have taken place with a focus on support and seeking assurance in respect of:

- Safeguarding and contingency planning
- Identifying themes and issues
- Supporting each other

A position statement has been created on a monthly basis which:

- Provides an update in relation to individual agencies service provision
- Highlights key areas of concern
- Proposes recommendations to strengthen the safeguarding system

**Domestic Abuse** - The CSAB has promoted #noexcuseforabuse to signpost individuals to sources of support <https://www.coventry.gov.uk/downloads/download/6071/noexcuseforabuse>

The CSAB has also produced a series of posters offering practical advice for individuals who may be affected by DA [https://www.coventry.gov.uk/info/233/coventry\\_safeguarding\\_adults\\_board/3561/covid-19\\_coronavirus\\_safeguarding\\_adults\\_resources](https://www.coventry.gov.uk/info/233/coventry_safeguarding_adults_board/3561/covid-19_coronavirus_safeguarding_adults_resources)

Information and support to volunteers and the voluntary sector The CSAB has developed and promoted:

- Awareness raising posters [https://www.coventry.gov.uk/info/233/coventry\\_safeguarding\\_adults\\_board/3260/safeguarding\\_adults\\_life\\_stories](https://www.coventry.gov.uk/info/233/coventry_safeguarding_adults_board/3260/safeguarding_adults_life_stories)
- A safeguarding training guide for volunteers [https://www.coventry.gov.uk/downloads/file/32627/one\\_minute\\_guide\\_-\\_safeguarding\\_adults](https://www.coventry.gov.uk/downloads/file/32627/one_minute_guide_-_safeguarding_adults)
- Information in relation to financial scamming [https://www.coventry.gov.uk/downloads/file/32368/safe\\_isolating\\_advice](https://www.coventry.gov.uk/downloads/file/32368/safe_isolating_advice)

The CSAB Business Manager has become a member of the Community Recovery and Engagement Cell to ensure that these key messages are disseminated directly to the voluntary sector and volunteers.

**Social Media** - The CSAB Business Team has developed a Facebook site which is linked in with key community groups to disseminate key messages directly into the community.

**COVID19** - The CSAB website has been updated to include COVID related resources - [https://www.coventry.gov.uk/info/233/coventry\\_safeguarding\\_adults\\_board/3561/covid-19\\_coronavirus\\_safeguarding\\_adults\\_resources](https://www.coventry.gov.uk/info/233/coventry_safeguarding_adults_board/3561/covid-19_coronavirus_safeguarding_adults_resources)

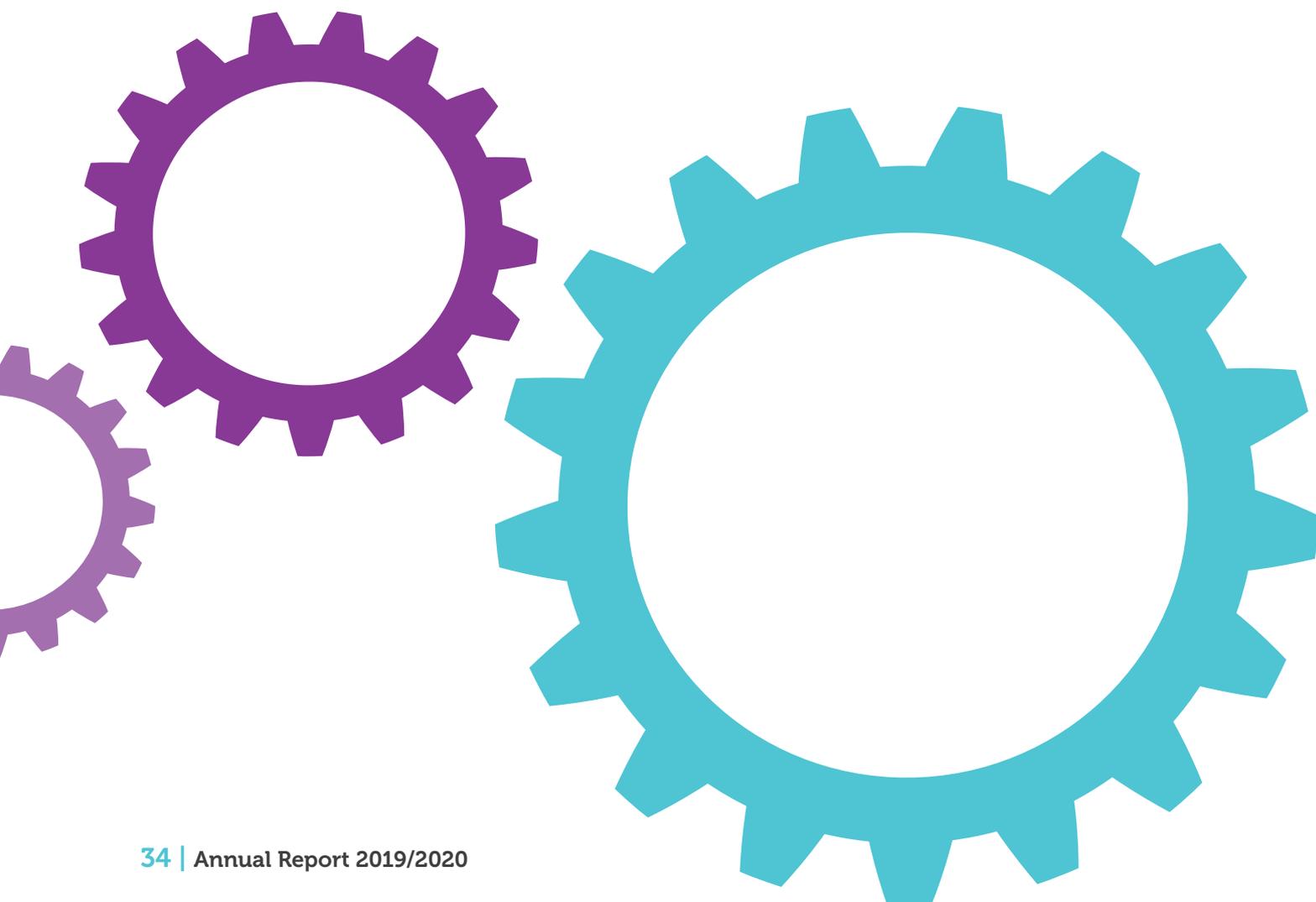
**Newsletter** - All resources have been shared with partners through the CSAB newsletter.

Care Act Easement - The CSAB created a One minute guide in relation to the Care Act Easement including an update on Coventry's position [https://www.coventry.gov.uk/downloads/file/32628/one\\_minute\\_guide\\_-\\_care\\_act\\_easement](https://www.coventry.gov.uk/downloads/file/32628/one_minute_guide_-_care_act_easement)

**Financial abuse/ Scamming** - The CSAB created a guide issuing advice to individuals who might be self isolating [https://www.coventry.gov.uk/downloads/file/32368/safe\\_isolating\\_advice](https://www.coventry.gov.uk/downloads/file/32368/safe_isolating_advice)

**Carers** - The CSAB has signposted carers to support from the Carers Trust and Operation Sheild.

The COVID situation currently remains and agencies and working practises will continue to evolve to meet the needs of the most vulnerable in our communities and this will continue as agencies look towards recovery.



## Looking forward

### Coventry Safeguarding Adult Board Business Plan 2019-21

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

**Why?** • To ensure that safeguarding is tailored to individual's needs and outcomes improve as a result.

#### Measures of success

- Improved performance between the first and second MSP case file audit
- Agencies are able to articulate an example of when MSP improved outcomes
- Number of attendees at MCA event
- Number of hits to MSP webinar
- An increase in safeguarding enquiries where wishes are met or partially met

#### Outcomes

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

#### Action tracker

Action	Responsibility	Timescale
Seek assurance that organisations are committed to MSP and that it is working well in practice by carrying out 2 case file audits and also an enquiry panel.	Chair, Quality Assurance and Performance Subgroup.	Case file audits – December 2019 and January 2021.  Enquiry Panel – June 2020.
The Board will ensure that MSP is promoted at Board level by: monitoring Local Authority MSP returns to NHS Digital, by board members receiving a presentation on MS, by developing a network of MSP critical friends and amending sub group chairs highlight reports to ask them how they have considered MSP.	MSP Task and Finish Group.	December 2019.
A suite of resources will be developed to inform practitioners and stakeholders in respect of the principles of MSP. This suite will include information for practitioners, the service user and family and carers. These will be available on both the Board and partner agency websites.	MSP Task and Finish Group.	March 2020.
To review the current performance dashboard to ensure that a mechanism exists for providing assurance in respect of MSP.	Chair, Quality Assurance and Performance Subgroup.	October 2020.
A Mental Capacity Act event will be organised and will be targeted at those agencies which were highlighted as weaker in the MCA audit.	Event Planning group.	October 2020.

<b>To be assured that services and agencies have appropriate systems, processes and training in place to support and safeguard adults effectively.</b>		
<b>Why?</b>	<ul style="list-style-type: none"> <li>To ensure that practitioners are skilled to identify safeguarding needs and to respond to them effectively.</li> </ul>	
<b>Measures of success</b>	<ul style="list-style-type: none"> <li>More safeguarding enquiries where wishes are met or partially met</li> <li>Self-assessment demonstrates positive results</li> <li>Number of attendees at events</li> <li>Number of agencies involved in electronic campaigns</li> <li>Number of accredited care homes</li> <li>Number of individuals signing up for the newsletter</li> </ul>	
<b>Outcomes</b>	Individual safeguarding cases will be quickly identified and responded to.	
<b>Action tracker</b>		
<b>Action</b>	<b>Responsibility</b>	<b>Timescale</b>
Produce a suite of resources aimed at highlighting the different types of abuse and how to report concern. These resources to be used in electronic campaigns across partner agencies.	Board Manager.	March 2020.
Work with LA/ CCG commissioners to obtain assurance around how standards, policies and professionals are being applied and to develop a best practice model/ accreditation for adult safeguarding with care providers.	Task and finish group.	March 2021.
To refresh the CSAB workforce development strategy and deliver the second year of learning events and training quality assurance.	Workforce Development Sub group.	March 2021.
To be assured that learning is having a demonstrable effect on frontline practice by seeking out ways to ensure that information is reaching frontline practitioners, creating networks of safeguarding champions and developing One Minute Guides and newsletter to keep staff up to date.	Workforce Development Sub Group.	March 2021.
Be assured about action being taken in respect of safeguarding gaps in agencies current CQC statements.	CSAB Board.	March 2021.
Work with regional colleagues to ensure that the Care Act compliance self assessment tool includes questions in respect of training, supervision policies, whistleblowing procedures, commitment to the SAR process and MSP. This self assessment to be completed with Board members and the gaps identified will be translated into an action plan of remedial action.	Quality and Assurance Manager.	March 2021.
To monitor developments in relation to Liberty protection safeguards and work with Board partners to implement.	Policies and Procedures sub group.	March 2020.

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

**Why?** To ensure that there is an effective safeguarding system in place for Coventry residents.

**Measures of success**

- Number of referrals where individuals wishes are met or partially met.
- Number of individuals still receiving training.

**Outcomes**

To ensure that individuals receive the support that they need.

#### Action tracker

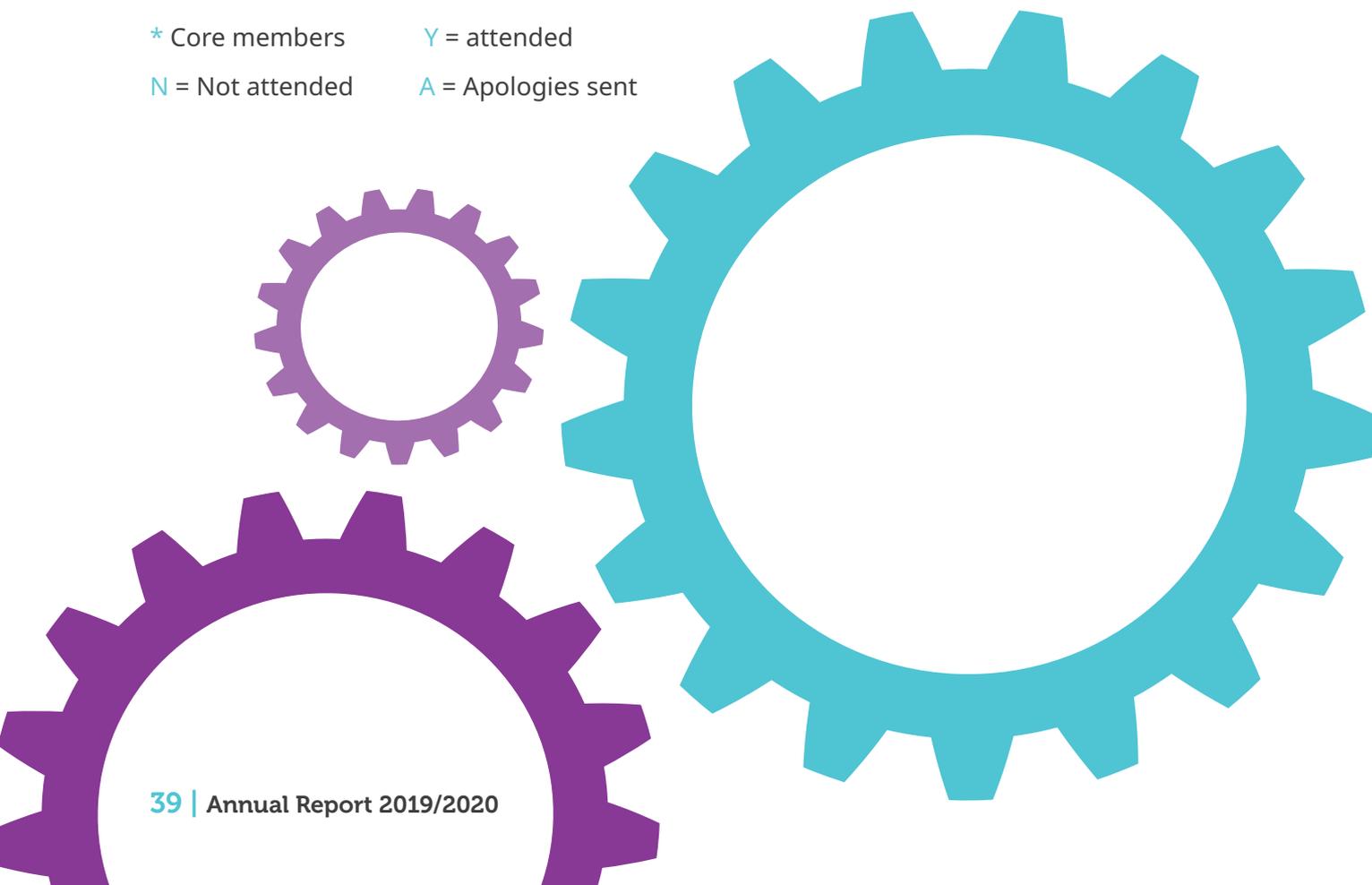
Action	Responsibility	Timescale
The Board will ensure that innovative solutions are used to meet excess demand for Safeguarding Adults Review to include Safeguarding adult Reviews in Rapid time and regional work.	Chair of the Safeguarding Adult Review Sub group.	March 2021.
Work with the strategic Chairs group to identify how support for the identified areas can be developed across Boards.	Independent Chair.	March 2021.
The Board will produce bi-monthly position statements to identify and respond to key issues and risks. Key areas will be added to the Business Plan as they are identified.	Business Executive Group.	March 2021.
The Board will seek to engage service users, their families and providers through virtual means in the absence of face to face meetings.	Board Manager.	March 2021.
The Board will seek assurance from agencies that appropriate workforce development is in place.	Chair of Workforce Development sub group.	March 2021.
The Board will escalate any issues that require further consideration to a National Level.	Independent Chair.	March 2021.

## Appendix

Name	Title and Agency	Role
Derek Benson	Independent Chair, Coventry Safeguarding Adults Board	Core Chair
Jo Galloway	Chief Nursing Officer and Deputy Accountable Officer NHS Warwickshire North and NHS Coventry and Rugby Clinical Commissioning Groups	Core
Mike O'Hara	Coventry Commander, West Midlands Police	Core
Gail Quinton	Deputy Chief Exec (People), Coventry City Council	Core
Pete Fahy	Director of Adult Services, Coventry City Council, Chair of Safeguarding Adults Review subgroup	Core
Andy Wade	Head of Cluster, NPS Midlands - Coventry, Solihull & Warwickshire	Core
Kirsty Baker	Acting head of Coventry for the CRC	Core
Elaine Clarke	Associate Director of Nursing, Quality and patient Safety	Core
Liz Gaulton	Director of Public Health, Coventry	Core
Nicola Albutt	Safeguarding Manager & Prevent Lead, west Midlands Ambulance Service	Core
Gail Read	Partnership Officer, west Midlands Fire Service	Core
Andrew Errington	Head of Safeguarding and PSW for Adults, Coventry City Council, Chair of Policy & Procedures Subgroup	Core
Annette Dallas	Head of Safeguarding, Coventry & Warwickshire Partnership Trust	Core
Rebekah Eaves	Boards Business Manager	Core
Liz Kiernan	Chair of Workforce Development Subgroup. UHCW	Professional advisor
Belinda Kirk	Safeguarding Adults Coordinator Coventry City Council	Professional Advisor
Janice White	People Team Services, Legal Services, Coventry City Council	Legal Advisor
Lyn Parsons	Head of Safeguarding, Coventry & Rugby CCG	Professional Advisor
Jane Ferguson	Hereward College, Adult Education	Professional Advisor
Abi Jones	Q&A Manager, Safeguarding Board/Partnership Team	Professional Advisor
Martyn Hale	Director of Care & Support, Citizen Housing	Professional Advisor
Neil MacDonald	Strategic Lead - Quality Assurance, Coventry City Council	
Cllr Mal Mutton	Elected Member, adult Services	Observer
Lillian Symonds	Safeguarding Board/partnership Team	Admin Support
Jacqueline Barnes	Regional Director of Nursing West Midlands, NHS England	Link
Kamaljit Toor-Bajwa	Regional Advisor, NHS England	Link

Organisation	Q1 - June 2019	Q2 - September 2019	Q3 - December 2019	Q4 Meeting Cancelled due to Covid 19. - March 2020
<b>*Independent Chair</b>	Y	Y	Y	
<b>*Cov &amp; Rugby CCG</b>	A	Y	Y	
<b>*WM Police</b>	Y	Y	Y	
<b>*Coventry CC</b>	Y	Y	Y	
<b>CWPT</b>	Y	Y	Y	
<b>UHCW</b>	Y	Y	Y	
<b>NHSE</b>	N	N	N	
<b>Public Health</b>	N	A	Y	
<b>CRC Probation</b>	N	A	N	
<b>National Probation Service</b>	A	A	A	
<b>WM Fire</b>	Y	Y	Y	
<b>WMAS</b>	N	N	N	
<b>Legal Services</b>	Y	Y	Y	
<b>Hereward College</b>	Y	A	Y	
<b>Housing</b>	A	A	A	

\* Core members      Y = attended  
 N = Not attended      A = Apologies sent





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

**024 7683 3003**

or e-mail

**[ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)**

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



## **10 categories of abuse:**

**Physical**

**Domestic violence**

**Sexual**

**Psychological**

**Modern slavery**

**Financial or material**

**Neglect & Acts of Omission**

**Discriminatory**

**Organisational**

**Self-neglect**

**Coventry Safeguarding Adults Board**

Tel: **024 7683 2568**

**[www.coventry.gov.uk/csab](http://www.coventry.gov.uk/csab)**

E-mail: **[CoventrySAB@coventry.gov.uk](mailto:CoventrySAB@coventry.gov.uk)**