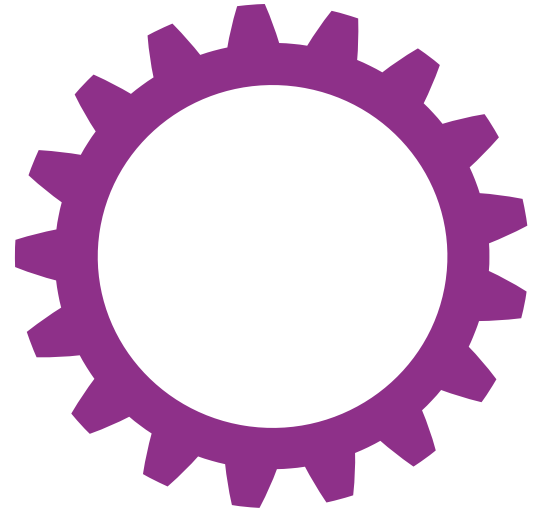
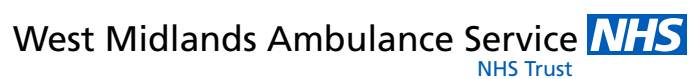


**Coventry Safeguarding
Adults Board**
Annual Report 2020/21





Board partners



WEST MIDLANDS FIRE SERVICE



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:

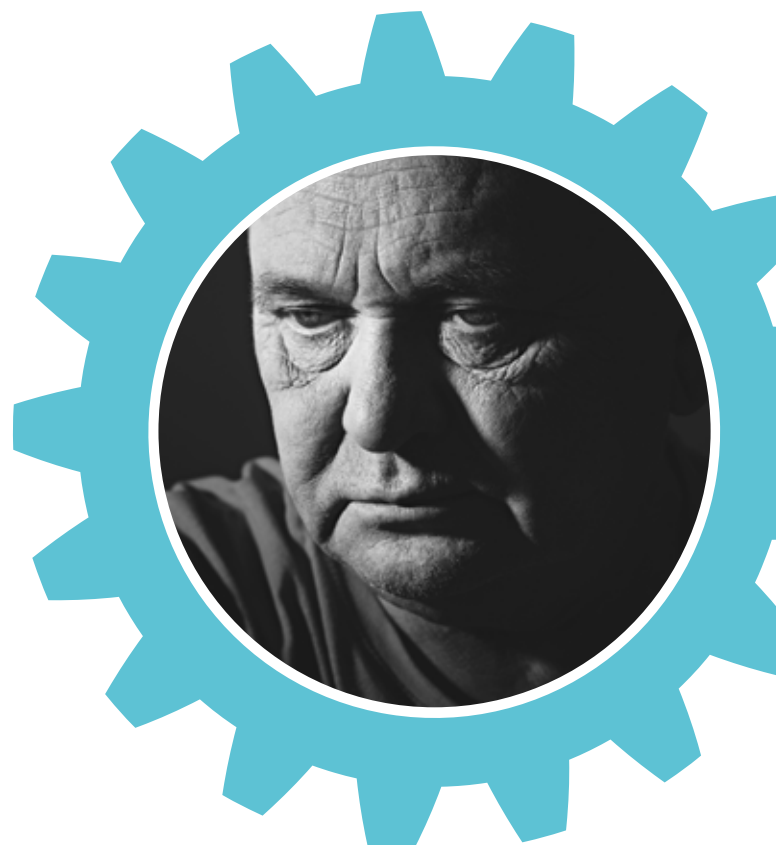
Tel: 024 7683 3003

Out of hours:

Tel: 024 7683 2222

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Message from the Chair

The last year has seen unprecedented challenges for all the partner agencies involved in the safeguarding of adults in Coventry as the pandemic exacerbated vulnerabilities and increased demand for services.

As the Independent Chair of the Safeguarding Adults Board I have seen at first hand a flexible and innovative response and would want to place on record my appreciation for the dedication and commitment of the frontline practitioners, their managers and senior leaders.

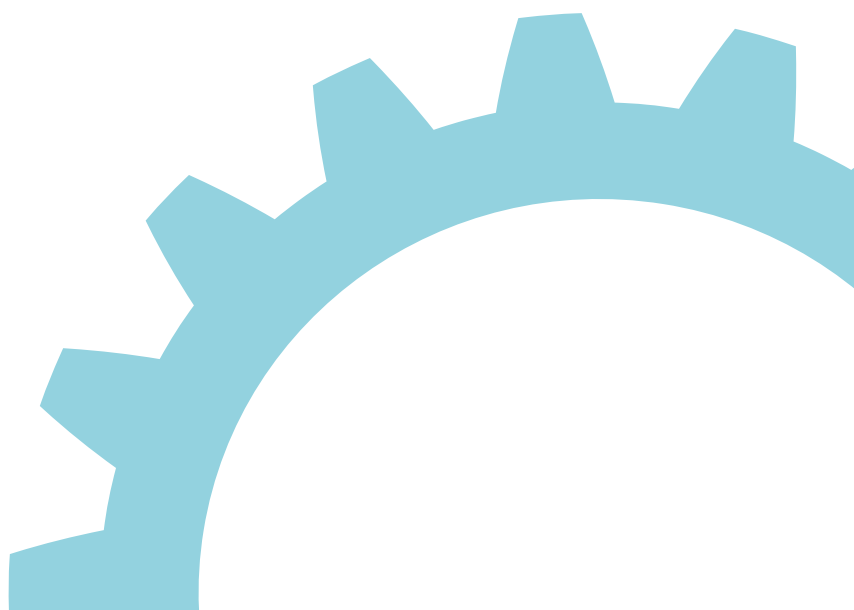
The Annual Report provides an overview of the year highlighting the issues faced, the outcomes experienced and an assessment as to whether the partnership has made a difference.

There is always more to be done and 2021/22 will continue to be shaped by the ongoing pandemic. Our priorities reflect the continued importance of a personal approach to safeguarding, the need to review the effectiveness of services and to do so against the backdrop of a constantly evolving national and international situation.

I remain confident that the partnership is strong, open to challenge and scrutiny and determined to work with partners in providing effective safeguarding for those who need our care and support.



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 2021/2022 can be found at appendix 2.



The work of the Board is underpinned by the six 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

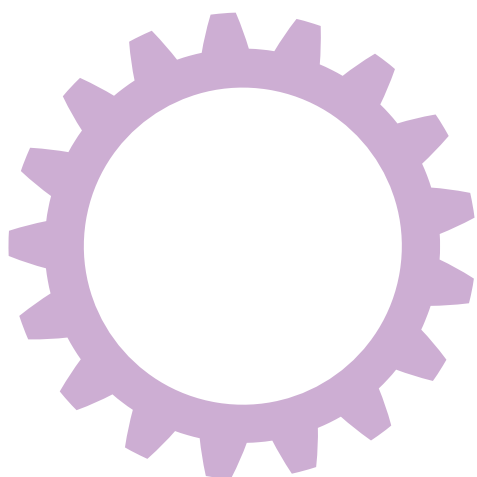
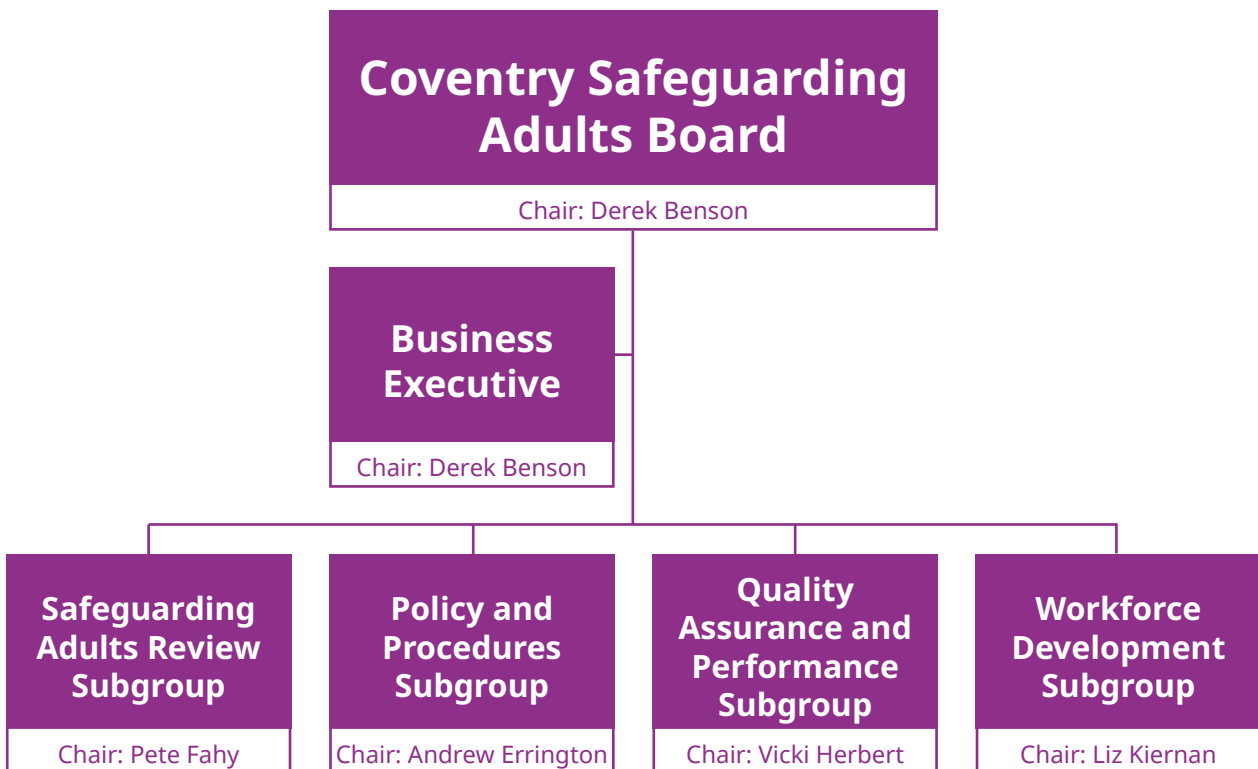
To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal' and that adults are supported in the way they want.

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

The Board to seek to understand and respond to safeguarding issues arising out of the COVID-19 pandemic.

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

371,521

Median age is

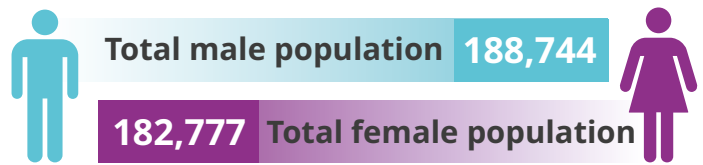
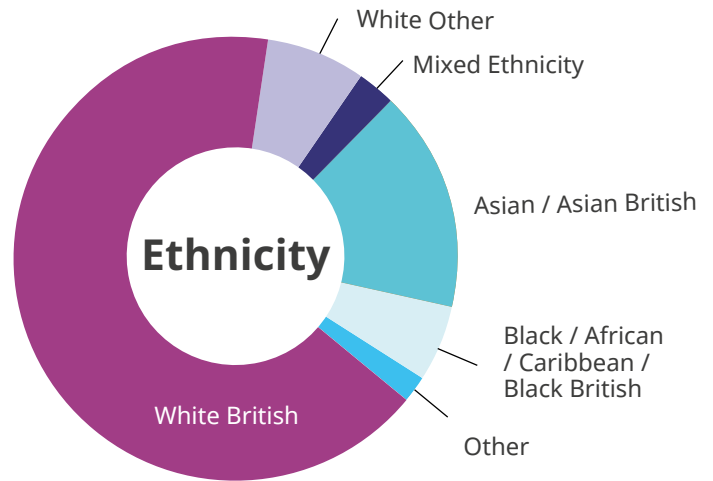


32


78.5%
are aged 18 and over

11.9%
are aged 65-84

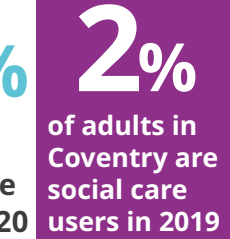
1.9%
are aged over 85





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



64.6%
Adults in paid work or full time education in 2020



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




15.6%
of population in 2019 had caring responsibilities

Healthy Life expectancy at birth

62.5 For females (in years)

61.9 For males (in years)




6%
of adults who are unemployed in 2020



17.7%
of adults have a longstanding health condition in 2020

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



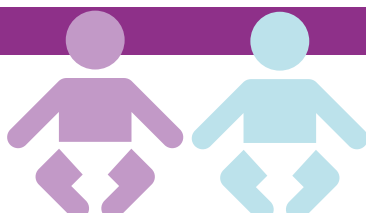
766
Permanent admission to residential or nursing homes per 100,000 aged 65 and over



Life expectancy at birth

82.15 For females (in years)

78.73 For males (in years)



Outcomes for Coventry adults

During the year 2020/21 data was collected and analysed by the Quality, Assurance and Performance Subgroup to understand how the partnership was progressing in its objectives and priorities during Year Two of the business plan:

Priority 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.

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

	Fully Achieved	Partially achieved	Not Achieved	Asked but not expressed	Person not asked	Blanks/ don't know
Previous Q4	167 (29%)	115 (20%)	24 (4%)	201 (35%)	46 (8%)	22 (4%)
Q1	44 (34%)	35 (27%)	6 (5%)	24 (19%)	11 (9%)	4 (3%)
Q2	83 (31%)	72 (27%)	10 (4%)	49 (18%)	33 (12%)	16 (6%)
Q3	125 (32%)	101 (26%)	15 (4%)	73 (18%)	47 (12%)	30 (8%)
Q4	151 (31%)	125 (25%)	19 (4%)	87 (18%)	61 (12%)	45 (9%)

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%	81%	84%	86%	85%

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

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Number of new Concerns	302	366	335	428	386	366	367	340	351	395	444	343	4423
Number of new Enquiries	36	51	48	52	41	49	39	24	26	39	44	27	476
% of concerns who became an Enquiry	12%	18%	13%	15%	14%	16%	12%	8%	7%	9%	9%	5%	11%

The Quality, Assurance and Performance subgroup group identified that the advocacy figure (table 2) has remained low this year and the group determined we should reasonably expect to see this at 100%, as everyone without capacity and with no advocate should be supported by one. Coventry and Warwickshire Partnership Trust(CWPT) has completed a deep dive review and were satisfied with what they found. They identified that some individuals had an advocate, but this was not always recorded however they were able to provide assurance that people who need an advocate are receiving one.

At the start of the Covid-19 pandemic the number of adults being referred in as a concern was low (table 3) in comparison to the previous year, however referrals have steadily increased during the year and the subgroup agreed that there appears to be a move back to business as usual levels. The overall conversion rate from concerns to enquiries was 11% this year; the trajectory of this will be monitored by Adult Social Care however they were able to provide assurance around this, as previous dip samples have shown that when a concern has been raised, the quality of the work that is undertaken and the information gathered at this stage means the case does not progress to a S42 enquiry.



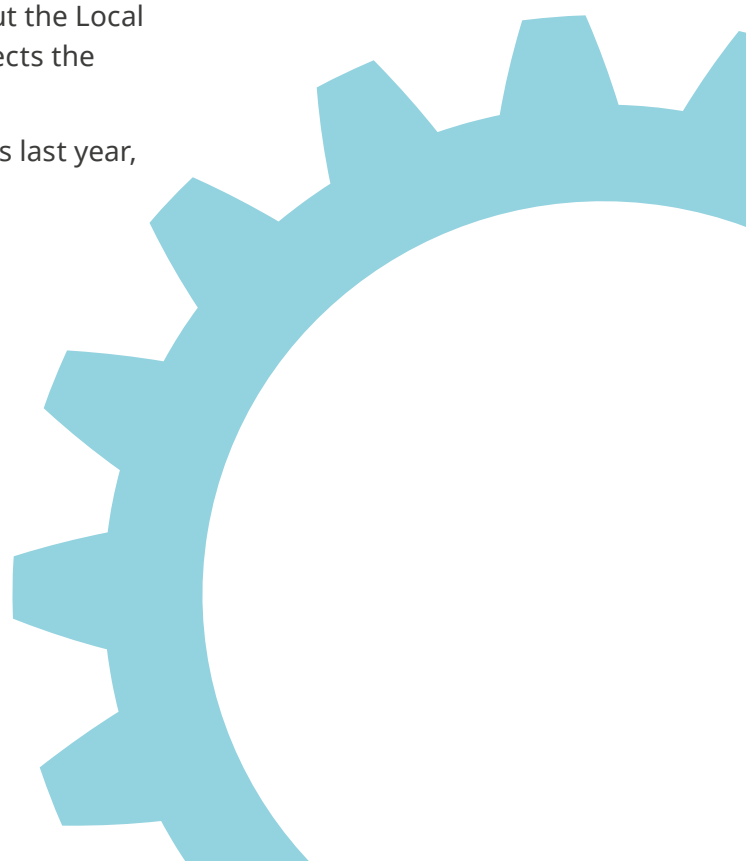
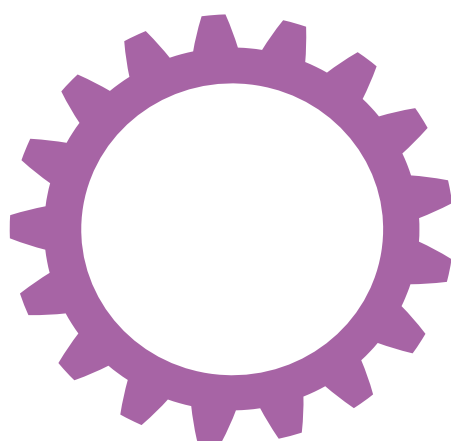
Priority 2 – To be assured that services and agencies have appropriate systems, processes and training in place to support and safeguard adults effectively

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

Agency	Previous Q4	Q1	Q2	Q3	Q4	CAVEAT
LOCAL AUTHORITY	72	77	78	79	76	Calculated at 3 years (employer requirement)
UHCW	97.9	97.8	96.5	96.51	95.3	Calculated at 3 years (employer requirement)
CCG	90.28	88	91.44	91.4	91.8	Calculated at 3 years (employer requirement)
CWPT	93.47	91.9	94.2	94.4	95.1	Calculated annually (employer requirement)
SWFT	N/A	92	Not received	92	93	Calculated at 3 years (employer requirement)
CRC	Not received	Not received	Not received	Not received	Not received	Calculated at 3 years (employer requirement)
NPS	70	Not received	Not received	Not received	Not received	Calculated at 3 years (employer requirement)

The training statistics generally show a positive picture that safeguarding awareness training is ongoing despite the Covid-19 pandemic. There continues to be evidence of excellent safeguarding training compliance across health agencies. The Local Authority has also shown improvement in their training compliance; the Quality, Assurance and Performance subgroup were made aware that within the Adult Social Care Team, the safeguarding training compliance figure is 87% - but the Local Authority figure includes all council staff which affects the overall figure.

It continues to be 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:

The Care Quality Commission (CQC) is the independent regulator of Health and Social Care in England. Each quarter a representative from the commissioning team has brought a report to the subgroup to provide assurance around the internal and external audit and inspection systems in care homes in Coventry, how they are rated and plans for improvement, along with current campaigns and any success stories.

Throughout the pandemic, The Joint Quality Assurance Team have focused assurance activity toward commissioned providers rated as 'Requires Improvement' and below. All safeguarding, whistle-blowers, complaints etc are reviewed and discussed on a case by case basis to establish if a visit is required. All providers receive a minimum of a fortnightly telephone/MS teams call by contract officers, who provide support and information to ensure services are safe and well led. The team have shared information and intelligence with the CQC which has then informed their inspections however face to face visits will soon be resumed. The team continue to work closely and collaboratively alongside the CQC to ensure that health and social care services provide people with safe, effective and high-quality care, resulting in improved outcomes for residents and their families.

3. The outcomes of safeguarding enquiries:

Concluded enquiries	Prev Q4	Q1	Q2	Q3	Q4
Action taken, and risk remains	38 (10%)	9 (11%)	16 (10%)	24 (10%)	27 (9%)
Action taken, and risk reduced	195 (50%)	43 (52%)	85 (51%)	123 (51%)	147 (49%)
Action taken, and risk removed	159 (41%)	30 (36%)	64 (39%)	95 (39%)	125 (42%)
Not recorded	0 (0%)	1 (1%)	1 (1%)	1 (1%)	1 (1%)

In terms of outcomes, 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 91% of cases and these figures have held steady across the year. This evidences that the vast majority of people are being kept safe as a result of their engagement with services. The Quality, Assurance and Performance subgroup felt that, despite the reduced referral numbers, they were happy that risk management is accurate and supporting people appropriately.

4. Deprivation of Liberty Safeguards (DoLS)

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year Total	
Applications carried over from previous period	254	401	430	436		
Number of applications received 2020-21	527	483	493	480	1980	
TOTAL Number of applications at the end of the quarter	781	884	923	916	2250	
Total number of granted	145	251	208	257	861	46%
Total number of not granted	235	203	279	310	1027	54%
Total number of completed	380	454	487	567	1888	
Completed %	49%	51%	53%	62%	84%	
To be completed	401	430	436	349	349	
To be completed %	51%	49%	47%	38%	16%	

	Applications granted within < 90 days		Applications granted >91 - <180 days being received		Applications granted >180 days		Total
	Count	%	Count	%	Count	%	
Total 16-17	546	51%	467	43%	66	6%	1079
Total 17-18	425	41%	457	44%	151	15%	1033
Total 18-19	735	64%	372	33%	36	3%	1143
Total 19-20	405	39%	619	59%	22	2%	1046
Total 20-21	259	30%	565	66%	37	4%	861

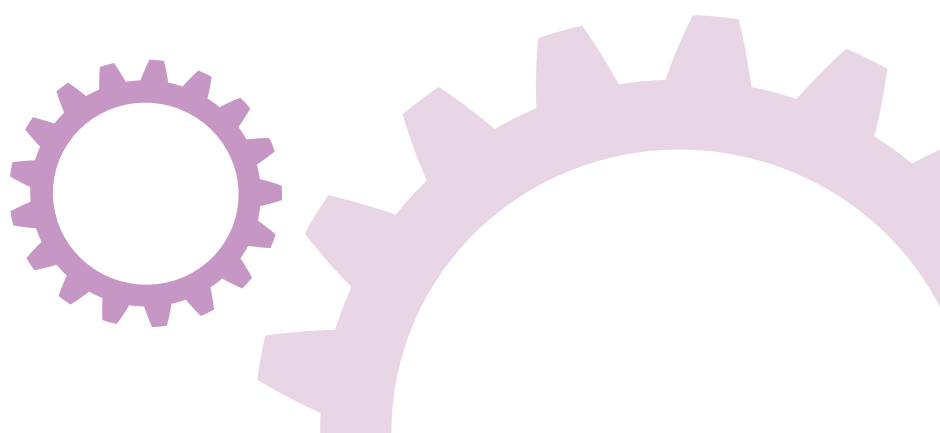
Status	2020 /21	2019 /20	2018 /19	2017 /18	2016 /17	2015 /16	2014 /15	2013 /14
Granted	861	1046	1143	1033	1041	751	219	74
Not Granted	1027	950	902	710	490	451	68	48
In Due process	349	254	270	314	205	354	394	0
Total	2237	2250	2315	2057	1736	1556	681	122

Reason for not Granted DoLS	2020-21		2019-20		2018-19		2017-18	
	Number	%	Number	%	Number	%	Number	%
Change of circumstances	727	71%	610	64%	620	69%	381	54%
Deceased	231	22%	267	28%	178	20%	211	30%
Criteria not met	69	7%	73	8%	104	12%	117	17%
Grand Total	1027		950		902		709	

The Quality, Assurance and Performance subgroup noted there has been a similar number of new applications at quarter 4 this year (1983) compared to last year (1980); however there has been a 5% decrease in completed applications this year in comparison to last year. The Local Authority have advised this is due to the Covid-19 pandemic as most activity is processed remotely and relies heavily on the availability of nursing staff.

There was an increase in applications granted after 6 months of being received from 22 (2%) in quarter 4 last year to 37 (4%) in quarter 4 this year. The main reason for Not Granted DoLS is "change of circumstances" (71%) reflecting the revised hospital discharge practice and increased health admissions during the pandemic. It is positive to see improvements seen year on year in terms of accurate referrals and criteria being met.

The Quality, Assurance and Performance subgroup noted that the implementation of Liberty Protection Safeguards (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 - 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

Type of abuse	Prev Q4	%	Q1	Q2	Q3	Q4	%
Discriminatory	0	0.0%	0	1	3	4	0.8%
Domestic	23	3.4%	4	9	12	14	2.7%
Financial	131	19.4%	26	51	77	91	17.8%
Modern Slavery	0	0.0%	0	0	0	0	0.0%
Neglect	233	34.5%	52	103	160	208	40.7%
Organisational	25	3.7%	2	5	7	10	2.0%
Physical	135	20.0%	23	46	67	92	18.0%
Psychological/ Emotional	64	9.5%	5	14	24	32	6.3%
Self-neglect	33	4.9%	7	24	30	37	7.2%
Sexual	24	3.6%	9	14	18	22	4.3%
Sexual Exploitation	7	1.0%	1	1	1	1	0.2%

Financial abuse, physical abuse and neglect remain the predominant categories of abuse in Coventry. The QA&P subgroup noted that the overall figure for each of the categories has notably decreased in comparison to last quarter 4 (which is likely due to the overall decline in the number of adults being referred in as a concern at the start of the Covid-19 pandemic). However, Adult Social Care advised that the percentages provide a more accurate representation of the data due to there being more concluded enquiries in 2019/20 (554) compared to 2020/21 (508) and also, there can be more than one type of abuse per case. So, the quarter 4 end of year data in comparison to last year shows there has been percentage increases in neglect, self-neglect, sexual and discriminatory abuse and a decrease in physical, domestic, financial, organisational and psychological.

Safeguarding referrals for adults experiencing domestic abuse has decreased in comparison to last quarter 4 however the Quality, Audit and Performance subgroup are aware that some abuse types have become more prevalent during the Covid-19 pandemic (for example, requests for support with domestic abuse have risen nationally), so subgroup will be undertaking some investigations as to whether domestic abuse is being recorded correctly as the figures do not reflect the spike that agencies are seeing. The CSAB also raised awareness around the types of abuse during safeguarding adult's awareness week at the end of November 2020 and social media campaigns throughout the year.



The six principles of safeguarding

The Quality, Assurance 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. Last year the subgroup discussed three of the six principles - proportionality, empowerment and prevention; this year the group has discussed the remaining three principles – partnership, accountability and protection and the Board is assured that all agencies are applying the six principles within their organisations.

CSAB Covid-19 Pandemic Response

The Coventry Safeguarding Adults Board produce a monthly Position Statement to ensure there is collective understanding of the services available for adults with care and support needs, along with any safeguarding concerns. It is updated as the pandemic evolves and provides an update in relation to individual agencies service provision, highlights key areas of concern and proposes recommendations to strengthen the safeguarding system.

At the start of the pandemic, agencies had to make a number of changes to their operating procedures and many services were undertaking business as usual, both via virtual means and face to face where appropriate. It was evident people and organisations were going over and above to make sure those in need of support receive it and services continue to work together to safeguard adults with care and support needs and ensure their needs are met.

The number of referrals into services such as Adult Social Care and Advocacy were lower than expected for the time of year and changes in assessment practice prevented social workers from speaking directly to adults and carers thereby reducing the likelihood of disclosures of abuse. The CSAB produced a One Minute Guide in basic safeguarding knowledge which has been shared with the community to upskill members of the public. Referrals now appear to be steadily increasing with the possibility of a return to previous levels.

Care was taken to ensure that those with additional or alternative needs understood what was happening and what is expected of them during lockdown restrictions. Coventry City Council continued to keep its day services for people with learning disabilities / autism open during the latest lockdown. In relation to homelessness, all known rough sleepers in Coventry have been offered accommodation and this includes those with no recourse to public funds.

The Coventry Safeguarding Adults Board were made aware of a reported increase, nationally, in the number and types of scams and fraudulent activity perpetrated against older people and adults with care and support such as shopping, in which money is taken but goods never received, Covid-19 vaccine scams via a fake NHS text message and telephone scams. The CSAB produced a public information leaflet to raise awareness of the risk of fraud and have encouraged agencies to share this widely so that victims are equipped to report any scam they may become aware of.

Coventry City Council redesigned its approach to co-ordinating the community response to Covid-19 which supported the existing community social action by establishing a new Community Co-ordination Framework.

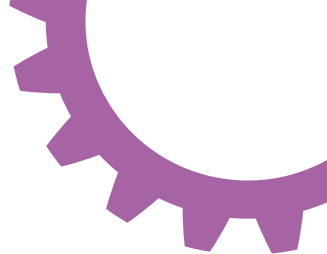
Initially, there were challenges in obtaining enough Personal Protective Equipment (PPE) for staff working on the frontline however a centralised system ensured a stable supply and the National PPE scheme has been extended until June 2021 to support this critical stage for vaccination and mass testing programmes. The management of outbreaks in care homes has been thorough and has resulted in a significant reduction. All outbreaks and single isolated cases have been identified through proactive testing. Where a provider has a confirmed or suspected outbreak, they receive regular support from the Coventry and Rugby CCG Infection Prevention and Control Team seven days per week. Coventry City Council has also been supporting care homes with their digital technology; supporting homes with remote consultation and ensuring the appropriate digital equipment is available. Strategic Commissioning are supporting the CSAB with the development of safeguarding tools and guidance for registered providers to use within their settings to support the safeguarding function.

Domestic abuse providers in Coventry reported a 20 per cent increase in calls from victims and this mirrors regional and national trends. The CSAB promoted a #NoExcuseForAbuse campaign which was led by the West Midlands Police and Crime Commissioner. This provided victims of domestic abuse with the right information on how to get help whilst coronavirus continued to present new challenges. Digital advertising was on display at over 20 major supermarkets across the West Midlands along with a social media campaign and information about the support services in the region. An e-learning course on Domestic Abuse and Sexual Violence was launched for all Coventry City Council staff in November 2020. Online webinars have also taken place during the last year, covering the risks of domestic abuse during the pandemic, and an introduction to the Domestic Abuse Bill. There has recently been the implementation of three Domestic Abuse Specialists (DAS), who will be working alongside the Police to help provide support to victims of domestic abuse. There is also a Domestic Abuse Champions Network Co-ordinator who will oversee and develop a multi-agency network of professionals across the city to ensure consistency and best practice.

Following an initial cessation of training, safeguarding training has resumed for most agencies in a more condensed virtual delivery. Its envisaged going forward that training methods will take a blended approach of face to face and virtual delivery.

The CSAB held a virtual Making Safeguarding Personal Learning Event on 30th March 2021 which featured a presentation from keynote speaker Professor Michael Preston-Shoot and presentations from regional colleagues. The event was attended by over 200 practitioners from across Coventry and the [presentation recording is available to view on the CSAB website along with other MSP resources](#). The Coventry & Warwickshire 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.

The Coventry Safeguarding Adults Board and other key board members are committed to good safeguarding practice as we work through the easing of lockdown restrictions. The Board continues to operate for both adults and children to meet the needs of the most vulnerable in our communities and reinforces that working together has never been more important.



How have we made a difference?

To be assured that safeguarding is underpinned by the principles of ' Making Safeguarding Personal' and that adults are supported in the way they want.

In response to the pandemic and the need to minimise face to face contact, Coventry City Council Adult Services supported managers to use digital technology for holding safeguarding meetings. Training sessions were held with practitioners and managers providing “top tips” in holding virtual meetings and ensuring adults and their family members were supported to attend “virtual” safeguarding meetings. Feedback from practitioners about how adults and family members have experienced the use of technology has been overall positive, some saying that they have found this method of attending meetings more flexible and convenient.

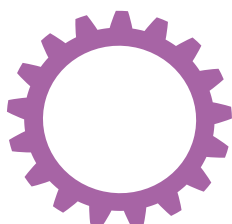
Making Safeguarding Personal has been central to the approach at NHS Coventry and Rugby Clinical Commissioning Group in 20/21. This Clinical Commissioning Group will merge with South Warwickshire and North Warwickshire Clinical Commissioning Group on 1st April 2021 and this new organisation will continue to uphold the values to ensure that patients, their family, and carers voice are heard.

Over the last year due to COVID-19 there has been considerable change to how we work and deliver care:

- There has been a move to alternative technology and a decreased face to face service model at the outset of the pandemic. These alternate efforts to maintain contact has ensured that patients and their families are still included in decisions, and that reasonable adjustments are made for participation.

Coventry City Council Adult Services have worked with a group of practitioners to build a Direct Work toolkit or resource. This includes a range of resources to support engagement and communication with people, this being a key part of strength-based practice and Making Safeguarding Personal. The resources include a toolkit of downloadable resources such as worksheets and suggestions of things you may want to have in actual toolkit. We are also starting to include photographs to support understanding so in here you will find some initial ones for equipment and mental health units in Coventry and Warwickshire.

<https://www.coventry.gov.uk/directworktoolkit>



When a Safeguarding concern is raised about an individual the process within University Hospital Coventry and Warwickshire (UHCW) is underpinned by documentation that supports the practitioner to explore the patient's preferences and choices. Together with this the Safeguarding Team review every safeguarding referral to ensure patient choice and preferences are considered and practitioner feedback is given as appropriate.

The Clinical Commissioning Group Safeguarding team have shared Making Safeguarding Personal updates throughout the pandemic that have been shared with GP and Primary care via the Clinical Commissioning Group Communication team.

The Clinical Commissioning Group has commissioned Adult Safeguarding Co-ordinators in GP Practices and the training package has commenced. Making Safeguarding Personal is centre to the delivery of this and in addition, there is a dedicated training afternoon that focuses in more detail re Making Safeguarding Personal.

During the COVID-19 pandemic, Coventry City Council Adult Social Care continued to support people, at times without the need for face-to-face contact. This was essential to balance the need to protect and support whilst avoiding causing harm by the spread of infection. However, all our direct contact was risk assessed and planned in advance, taking account of local and Public Health guidance regarding the use of Personal Protective Equipment (PPE).

We saw our ways of working change significantly with working from home becoming the new norm and a massive increase in the use of MS Teams to enable us to communicate and collaborate remotely, especially when lockdown measures were announced in March 2020. Clearly this presented challenges not just for ourselves but the people we supported during this time and their families, carers and friends. Examples of how we worked can be found in the Annual Report for Adult Social Care

https://www.coventry.gov.uk/info/192/adult_social_care_strategies_policies_and_plans/1399/annual_report_for_adult_social_care

At UHCW the patient is put at the centre of everything they do. There is an emphasis on Making Safeguarding personal and listening to the voice of the patient.

Personalised information is given a high priority with staff regularly reminded via newsletter and other communication of the Patient Passports for Learning Disability and Autism. The "Getting to Know You form" is part of the Forget-me-not Care Bundle for people with Dementia.

West Midlands Fire Service Safeguarding Policy and Process make explicit the requirement to attempt to establish what those referred to safeguarding want to achieve as a result. There is a requirement to include this on any referrals made. There is comprehensive guidance to support our workforce to do this.

Current systems do not allow for full data capture on this, but system development is underway to address this.

Public Health commission Coventry Rape and Sexual Assault Centre (CRASAC), a sexual assault provider, 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.

Casefile audits are carried out with various cross cutting themes which cover elements of 'Making Safeguarding Personal'. For example, Change Grow Live (CGL) is required to conduct an annual audit of clients with mental health conditions to explore the extent to which the service adheres to specific standards. These standards include that a strength-based approach is adopted to supporting clients to select and engage with community 'assets' to promote their wellbeing.

West Midlands Police safeguarding teams focus on being victim led and understanding the needs and requirements of each individuals rather than providing a generic approach to all.

Working collaboratively with other agencies and sharing information to understand the needs and requirement of victims.

Offering with the relevant intervention and prevention methodology to prevent repeat incidents.

Evidence led prosecutions are considered along with the wishes and feeling of the victims.

Priority engagement for the National Probation Service with Board relates to protect adults against perpetrators. However, there are occasions when an individual is under supervision and requires safeguarding measures to support and protect. With these cases NPS staff ensure a personal centered approach with promotes and supports the 'making safeguarding personal' principles agenda. The NPS have a national and regional Service User engagement plan to ensure that the voice of the Person on Probation is heard, and their views are sought to improve and develop practice to support their experience. In all risk assessments, Service Users are asked to complete a SAQ (self-assessment questionnaire) to promote discussion and ensure that their views are represented.

All National Probation Service staff are trained in interview skills to encourage good engagement with Service Users.

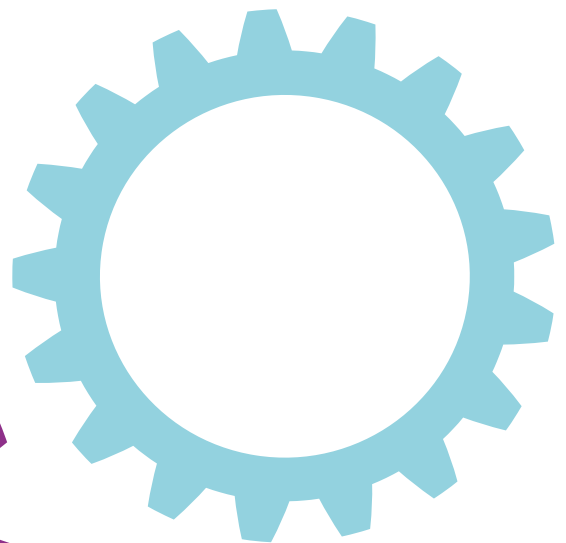
Coventry City Council's (CCC) adult services have recently reviewed their suite of safeguarding forms in an endeavour to continue embedding a strength-based practice approach and to strengthen Making Safeguarding Personal (MSP) (which underpins all our safeguarding activity). Strength based approaches recognise that individuals, families and communities are resourceful and if enabled can find the best solutions for themselves. Strength based approaches are seen as being the opposite to the more traditional "deficit" approach to practice. For more information please read our Practice Framework https://www.coventry.gov.uk/downloads/file/30455/adult_social_care_practice_framework

The use of the Mental Capacity Act 2005 remains one of the priorities for the Safeguarding Board. A great deal of work has been undertaken in delivering training on the use of The Mental Capacity Act 2005 in the acute hospital setting. In May of this year MCA became one of the essential modules of the Safeguarding Level 3 which is now part of Mandatory training for all doctors and senior health practitioners. As Principle 2 of the MCA is to offer support to make informed decisions, the training includes how to elicit the wishes of individual and work as closely to these as possible.

Conclusion

The Board is assured that Making Safeguarding Personal continues to be embedded in safeguarding activity across the city. Across 2020-2021 there were a high proportion of safeguarding enquiries where the individuals wishes were fully met or partially met and the Board is also seeing increasing evidence of the principles of Making Safeguarding Personal being considered in its audit activity.

The Board has developed a guide in relation to informing individuals and their families about Making Safeguarding Personal and this continues to be promoted throughout agencies, on social media and at events.



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

Despite formal contracting arrangements being paused between health providers and the Clinical Commissioning Group, providers continued to share the safeguarding training data with the CCG. In addition, the Safeguarding Team at the CCG shared the online adult safeguarding training links and other training opportunities with providers to encourage staff to maintain their competence.

Citizen staff receive mandatory safeguarding training, and this also extended to contractors and partners we work with. Our approach is tested via our internal audit programme and our external training provider SAFE.

Mandatory Training at University Hospital Coventry and Warwickshire includes Adult Safeguarding training at Level 1 and 2. Over the past year the Safeguarding Team have introduced Level 3 which in May 21 has been incorporated into the University Hospital Coventry and Warwickshire Mandatory Training Framework and is part of the training offer at University Hospital Coventry and Warwickshire NHS Trust. Safeguarding adults training is undertaken by all staff at University Hospital Coventry and Warwickshire NHS Trust including volunteers, with current compliance for level 1 being above 95%.

Adults Safeguarding Level 3 training, includes the core elements of Adult Safeguarding, Mental Capacity Act 2005 and Prevent. The face to face offer of this level has given the Safeguarding Team the opportunity to introduce specialist topics such as learning from Safeguarding Adult Reviews and Safeguarding Case themes and outcomes.

Coventry City Council Adult Services have worked closely with their colleagues in workforce development and training providers to convert all of their safeguarding training to a virtual delivery model, achieving this with minimum disruption to the overall safeguarding training offer for Adult Social Care staff during the pandemic. Looking forward we will seek to develop a blended approach of face to face and virtual training opportunities.

The National Probation Service have mandatory training package for all staff working directly with service users. This includes an E-Learning and a one-day face to face event. These are completed on a three yearly basis to ensure staff refresh their knowledge and understanding to support standards of practice.

The Clinical Commissioning Group hosts a Safeguarding and Looked After Children (LAC) Assurance Group for all Providers including the independent sector to provide a platform to share learning, awareness raising and training.

The National Probation Service (NPS) has internal quality assurance systems to create standards of excellence and consistent practice. Locally all managers and front-line staff within offender management undertake a Self-Assessment Quality Assurance session to review their case management, in line with HMIP expectations and guidance. The National Probation Service use a universal risk assessments (OASYS) and practitioners have access to all process guide and policies through a National system.

Domestic Abuse Specialist (DAS) – are now integrated within the West Midlands Police safeguarding teams. This has provided an opportunity for specialist staff to work with police to engage with victim of domestic abuse at an earlier stage. Although early in its implementation, it is anticipated that the DAS's will provide a greater insight into the current police practices and help support providing a more bespoke service to victims of Domestic Abuse.

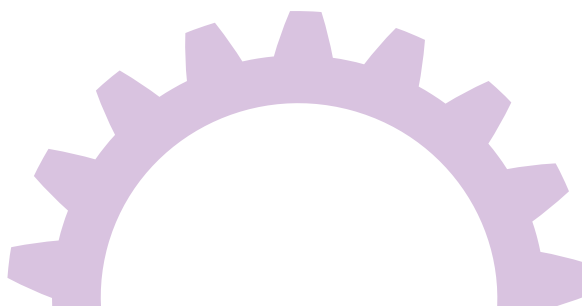
During 2020-21, Coventry and Rugby Clinical Commissioning Group have ensured that safeguarding training at all levels has been maintained above 90%. Level 1 & 2 training is accessed online via E Learning for Health (EIFH), and in 2020, a Level 3 training module was developed by Health Education England.

Public Health commissions a number of services. All providers are required to have a named safeguarding lead, specific minimum levels of safeguarding training for staff groups and to work within local safeguarding arrangements. Contract meetings are regularly held with providers and 'safeguarding' is a regularly timetabled feature of discussions; safeguarding is also a feature of audits carried out by services to support service development.

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). The link below lists all the recorded webinars that have taken place and also link into the training offer. https://www.coventry.gov.uk/info/190/health_and_wellbeing/3283/public_health_services/2

The Clinical Commissioning Group have co-ordinated the annual Protected Learning Time events for GPs and Primary Care staff which have been delivered virtually. Adult topics included Prevent, Exploitation, and when patients with care and support needs 'Were not Brought' to hospital appointments. These sessions were attended by 450 Primary care staff and evaluated well.



The Clinical Commissioning Group commission IRIS (Identification and Referral to Improve Safety) which is a dedicated training and referral pathway in Primary Care. Throughout the pandemic, the commissioned provider Coventry Haven has been able to deliver training and support using virtual means, as well as some face to face engagement with clients. The IRIS advocate Educator team have been commended by the National IRIS Organisation for their production of a virtual training package at the outset of the pandemic which was endorsed as an exemplar of good practice. The project has received an increasing number of referrals during the pandemic, which was not experienced by other areas of the country and is testament to the innovative, pro-active approach that the team has made.

West Midlands Fire Service (WMFS) now has a Safeguarding Manager and a Safeguarding Overview & Assurance group.

- The Safeguarding Oversight and Assurance Group is a part of the WMFS governance arrangements and reports to Strategic Enabling Team (SET).
- It is led by the SET Lead for People Support Services and has terms of reference. It meets monthly from February 2021.

Most of West Midlands Fire Service prevention intervention and activity is undertaken face to face. This has been a major challenge during Covid. We have had limited access to those in our communities who are our most at-risk demographic to carry out Safe & Well visits, as they are largely the groups who were shielding. It was also important to protect our frontline workforce so emergency response was not adversely impacted.

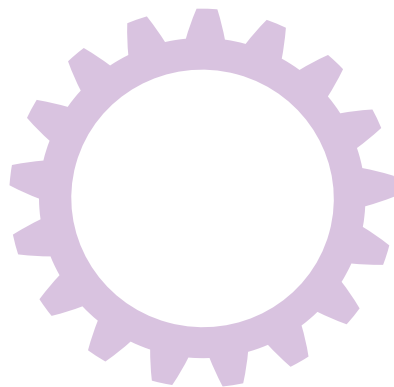
We have had to work dynamically to adapt systems of work such as carrying out remote Safe & Well visits over the telephone or using 999 eye technology. Less face to face contact limits our ability to identify risk and vulnerability as well identify safeguarding concerns. This may lead to an increased risk of harm to those individuals.

As of May 2021, we have removed the fire risk triage process for Safe & Well which should see an increase numbers of face to face visits, if the community are comfortable with visits to their homes. It is unknown whether this will to an increase in safeguarding concerns.

Conclusion

COVID-19 has posed a challenge but despite this agencies have responded by very quickly, changing the delivery of face to face training to virtual methods to ensure that the workforces knowledge and skills remain up to date.

Outcomes of safeguarding enquiries demonstrate that throughout the year a high proportion of enquiries have had action taken that has reduced or removed the risk demonstrating that despite the difficulties in conducting face to face visits practitioners have used alternative methods to deliver safeguarding support.



The Board to seek to understand and respond to safeguarding issues arising out of the COVID-19 pandemic.

The Government produced guidance for people, including children, who were at very high risk of severe illness from coronavirus (COVID-19) because of an underlying health condition. This included the use of 'Shielding' as a measure to protect people during national lockdowns. People identified were strongly advised to stay at home at all times and avoid any face-to-face contact for a defined period receiving a letter from the NHS.

During the waves of national lockdown eventually over 28,000 people were on the shielding list in Coventry. The council received the updated central government data with details of those classed as clinically vulnerable and if people need additional help to follow this guidance, people could request support from the local authority.

During the three waves of shielding, the Council with support from CV Life and their own Library Services made contact with people to establish if they needed support and ensured they had appropriate access to food supplies.

Furthermore, the way in which the shielding data was used has led to the development of a wider population health management approach in Coventry. The benefits of collaborative data sharing has provided a platform for improved health and social care data usage. An example of which is the way in which a segment of the local population was approached for their Covid-19 vaccine. Using the data mapping approaches adopted as part of the shielding work it has been possible to demonstrate improved targeting of services, such as vaccine rollout.

The Clinical Commissioning Group noted the increase in Domestic Abuse during and post lock downs. In response, the CCG have continued to ensure that the IRIS project continued its delivery.

Homelessness - The Clinical Commissioning Group safeguarding team have worked in partnership as safeguarding systems experts with Local Authority Public Health to inform and strengthen the safeguarding elements of the housing strategy for homeless individuals in Coventry during the pandemic.

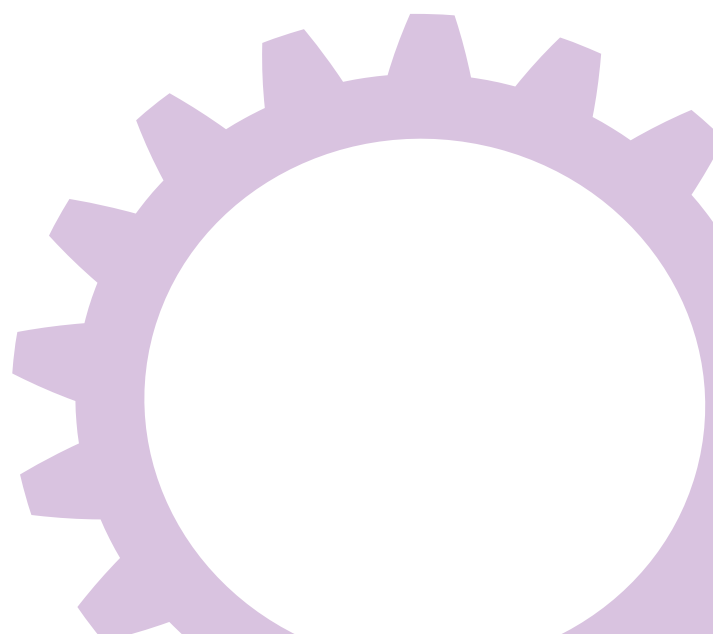
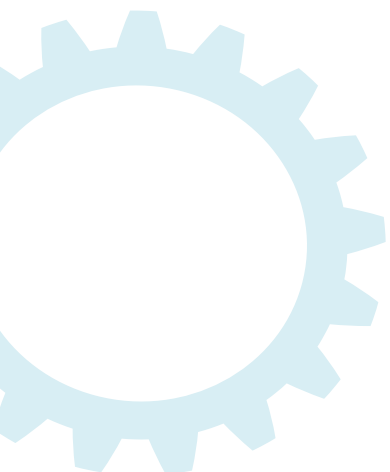
The National Probation Service have worked to the Exceptional Delivery Model throughout the COVID pandemic ensuring that service users continued to be managed and seen based on risk and need.

Throughout the pandemic the services provided by the police in relation to safeguarding have remained largely the same. Staff and officers have remained within the workplace and have been able to continue with 'normal duties'.

Completing home visits has continued where appropriate and with the required PPE. This is risk assessed on a case by case basis and if appropriate and required then police staff will visit Domestic Abuse victims to engage and understand their needs.

During lockdown, the Clinical Commissioning Group Safeguarding Team provided information regarding access to domestic abuse and support to individuals accessing COVID-19 screening at the **Ricoh Arena** following concerns raised by the provider regarding disclosures of abuse.

Change, Grow, Live (CGL) provide drug and alcohol support in Coventry. Services continued to be delivered via a combination of face to face and virtual; face to face appts are prioritised for new presentations and those at highest risk. All clients receive individualised risk assessments and during the pandemic many were taken off supervised consumption arrangements and provided with up to a two week supply of medications with safety interventions including naloxone, lock boxes for secure storage and liaison with partner agencies. As we emerge from COVID the level of face to face provision is increasing, focussing on those at higher risk, but the option for increased virtual support will continue as part of a blended service offer. To identify and build on learning from COVID, CGL and Children's Services are conducting a joint 'hidden harm' casefile audit which will lead to service improvement action across both agencies. Public Health England have released additional funds to increase investment in drug and alcohol services, focussing on drug using offenders, rough sleepers and employment; Public Health are working with CGL and wider partners to invest in areas of greatest need including those with multiple and complex needs.



Coventry City Council identified during 2020 that there were additional demands on carers as a result of Covid-19. The limitations on social contact and social distancing, combined with clinical vulnerabilities put increasing pressure on carers within the home environment. In addition, a number of carers had concerns regarding their own futures, either as a result of coping with a recent bereavement, a change in lifestyle, or concerns about employment.

In order to recognise these additional demands on carers the Cabinet Member for Adult Services additional funding for the creation of an 'enhanced carers support offer' to be in place through Carers Trust Heart of England, who already support Carers with information, advice and the provision of short breaks. This enhanced support offer included a range of interventions to improve carer resilience across areas including physical and mental health, digital and use of technology, coping with grief and loss, support in the workplace, hardship and poverty, young carers and supporting the specific needs of black and minority ethnic carers. Feedback and evidence of success of this enhanced offer will inform the types of support that need to be mainstreamed for carers in Coventry as part of a multi-agency carers strategy from 2021.

Care Homes - The Clinical Commissioning Group Care Homes team have continued their assurance visits and supported with safeguarding incidents/alerts. The Clinical Commissioning Group have commissioned outreach vaccination teams to ensure care home residents have received their vaccinations.

The National Probation Service is committed to a local task force group which meets fortnightly to ensure all agencies are working together to ensure DV and safeguarding remains a priority during EDM/lockdown.

Each person testing positive for COVID in Coventry is phoned to ask if they require any kind of support to self-isolate (this includes medical, food or social support).

COVID advisors and community champions have engaged with residents and communities in order to better understand barriers to adherence COVID regulations and guidance; this engagement was actively used to enhance our communication and support offer.

Turnaround continues to support women involved in on-street sex work by weekly evening Outreach and drop-in, 1-2-1 support, provision of essentials, and weekly peer support groups. The service works with other sex worker support services to enable on street sex workers to attend appointments such as health appointments.

Demand on the Safetotalk helpline has increased since April 2020 with increases in calls from victims and professionals. To create more helpline capacity for victims, many calls from professionals are now often diverted away from the helpline. Additional accommodation has been sourced for 12 months commencing in August 2020. Coventry Haven have secured some additional resources to support demand during Covid-19. Public Health are currently working with partners to explore opportunities to mitigate risks associated with the additional demand. The Local Authority has a number of new statutory duties arising from the Domestic Abuse Act 2021 to protect victims and children; funding has been received to provide additional support and Public Health is working with providers and other partners to develop and expand robust packages of support to engage with and protect victims in safe accommodation.

Lockdown has been an extremely testing time for the acute hospital but UHCW have recognised the other challenge it has created for the community. Through this period training has continued with levels of compliance remaining above 95% for Level 1. Information has been provided via communication channels and some face to face has continued. The Safeguarding team have remained based on the hospital site with visits over to Rugby St. Cross. Safeguarding support and related issues such as Domestic Abuse and Modern Slavery for practitioners has been available throughout the recent time period. The Safeguarding Team are contactable by phone, email, bleep and for face to face advice. Through this time virtual updates and regular conversations have continued with the Safeguarding Link workers.

Public health teams in Coventry and Warwickshire have established a real time suicide surveillance system in partnership with the Coroners team. Cases of suspected suicide have been reviewed for the last 12 months, during the period of lockdown, and a learning panel has been established to identify lessons learned and highlight where suicide prevention can be strengthened across both Coventry and Warwickshire. Joint working arrangements have also been set up with CDOP following recent cases in Warwickshire.

Communication channels have been strengthened with the nominated safeguarding coordinators based at most GP surgeries. The safeguarding professionals have been invaluable in the aspect of information sharing and reaching those patients where there is a concern that does not reach the threshold for a safeguarding referral.

On each stage of the COVID release road map, the police have responded by having additional officers on duty to cater for anticipated rises in a DA incidents. This has worked well and the over-staffing has allowed for a greater police response. The impact on the release stages has been indifferent and there does not appear to be a set trend for the offences that are committed post release that enables preventative work to be completed. There is further work underway to understand patterns of offences to identify possible prevention opportunities.

Conclusion

The Board is assured that, despite the unprecedented challenge posed by COVID-19, throughout the pandemic partners had a good understanding of the strengths and weaknesses within the safeguarding system and partners responded to these by working in new ways, forming new partnerships and protecting the most vulnerable residents in the city.

The Board receives a regular position statement updated by all partners and this will continue for the foreseeable future to allow the Board to monitor and respond to any challenges.



Safeguarding Adult Reviews

What is a safeguarding adult review?

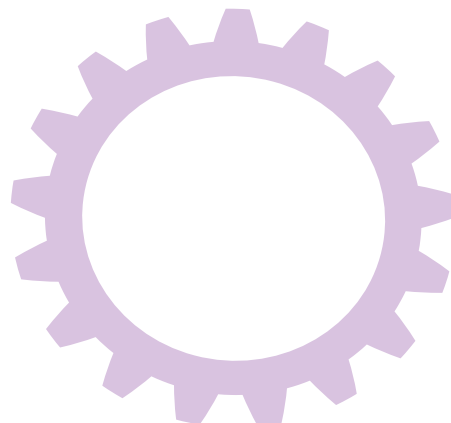
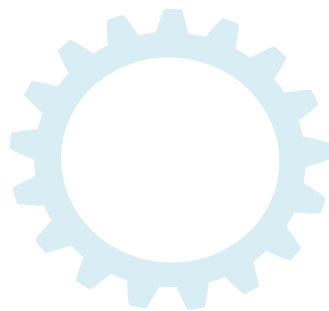
The Care Act 2014 states that Safeguarding Adult Boards must arrange a Safeguarding Adult Review (SAR) when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked together more effectively to protect the adult. 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 learned 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 learned 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 learned are published in the Annual Report following the conclusion of the review. Coventry Safeguarding Adults Board has not undertaken any Safeguarding Adult Reviews in 2020-2021.

The Safeguarding Adults Board will be undertaking activity in 2021-2022 to assure itself that there is a good understanding across the partnership of what a Safeguarding Adult Review is and how potential cases should be referred.



Safeguarding Awareness week

Safeguarding Adults Awareness Week took place during 16-22 November 2020. Each day focused on a different theme with resources and social media posts tailored to the days specific aspect of adult safeguarding: Safeguarding and Wellbeing; Adult Grooming; Understanding Legislation; Creating Safer Places; Organisational Abuse; Sport & Activity; Safeguarding in Your Community.

Unlike previous years where events and surveys would be undertaken in the community, due to Covid-19 restrictions, this year's campaign had to have a greater online and social media presence.

Prior to the week, a social media schedule was created to share CSAB posters and webpage links alongside resources from other organisations. These all followed the daily theme of raising awareness on a specific form of abuse put forward by the Anne Craft Trust who were hosting the week.

Interaction with other groups and resources were maintained using the #SafeguardingAdultsWeek. An email detailing the campaign and details of the social media pages were sent to Board Partners to disseminate within their organisation as well as being published on the Intranet and on the Intranet round up email.

While we were unable to get direct feedback from the public in the form of questionnaires as obtained in previous years, social media and web analytics have shown the success of the week.

Social media posts were seen by an average of 8,500 users a day thanks to other organisations sharing these to their own pages, which increased the visibility of CSAB posters and increased traffic and link clicks to the CSAB webpages. The CSAB website had 235 visits during the week, across a range of subpages such as 'Discriminatory abuse', 'Neglect and Acts of Omissions' and 'Safeguarding Adults Information leaflets and posters'.

Overall, the success of the week can be demonstrated by the high level of engagement from the public liking and sharing posts, clicking links and following the pages, as well as the high exposure of posts to a wide audience raising awareness on the different forms of abuse adults may suffer, education on how to spot signs and signposting resource and services to contact when help is needed.



Learning and development

Training Quality Assurance Scheme

The Safeguarding Adults Board has a responsibility to ensure that people working with adults at risk in the City have access to safeguarding training that meets appropriate quality standards. The Quality Assurance Scheme has therefore been established in order to provide training standards and a process for the Board to fulfil its responsibilities for safeguarding adults at risk training.

The scheme aims to review single agency awareness / level 1 adult safeguarding training in order to assure the Board that all staff from partner agencies are receiving relevant training that includes the appropriate content. Staff attending this training have a responsibility to contribute towards safeguarding adults but do not have a specific responsibility or statutory authority to intervene. They need to:

- Understand what Safeguarding is and their role in Safeguarding Adults.
- Recognize an adult potentially in need of Safeguarding and take action.
- Understanding the procedures for making a 'Safeguarding Alert' (now entitled 'concern' under the Care Act 2014).
- Understand dignity and respect when working with individuals.
- Have knowledge of policy, procedures and legislation that supports Safeguarding Adults activity.

Objectives of the scheme:

- To ensure that course content meets appropriate standards.
- To ensure that course content is updated regularly in line with new relevant national/ local legislation or practice guidance.
- To ensure that the effectiveness of training is monitored and evaluated and informs future practice.

The scheme does not assess quality of training delivery as this is deemed the responsibility of relevant leads within each partner agency.

This is the third year that the scheme has run and it will continue to be a rolling programme every year, to ensure that content is updated regularly in line with new relevant national legislation or practice guidance. It is subject to monitoring, evaluation and review by the Workforce Development Sub-Group who report to the Board on the progress of the scheme and standards of training.

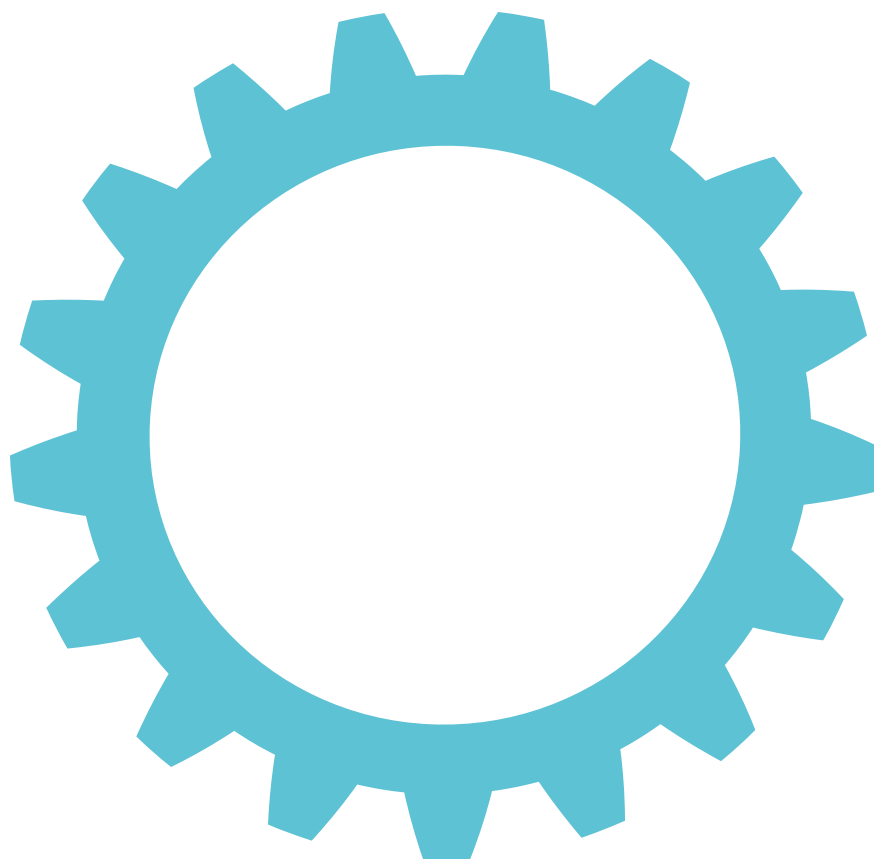
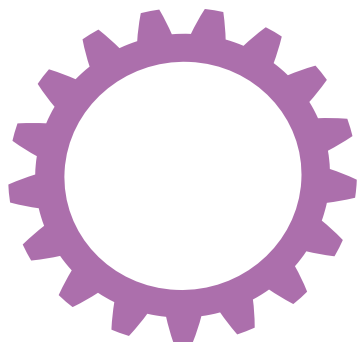
An annual validation certificate is issued to each agency once their course has been quality assured.

The following courses have been validated for this year:

Safeguarding partner	Name of course
Coventry & Rugby Clinical Commissioning Group	Safeguarding Adults Level 1
Adult Social Care	Safeguarding Adults Awareness
Coventry and Warwickshire Partnership Trust	Safeguarding Adults Level 1
University Hospitals Coventry and Warwickshire	Safeguarding Adults Level 1



Learning events



Mental Capacity Act (2005)

The Mental Capacity Act (2005) Learning Event was held on 27th August 2020 and featured a presentation from representatives of Coventry City Council Practice Development & Safeguarding and Coventry City Council Legal Services.

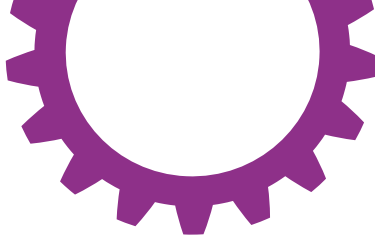
The Presentation covered a recap of the 5 Statutory Principles of the Mental Capacity Act (2005), detailed the 'Two Stage Test' (Diagnostic and Functional) and covered the 3 elements of Deprivation of Liberty Safeguards (DoLS).

The role of assessor / decision maker and key points on best interests, protection from liability and restraint were broken down into their relevant sections of the Act and the role of the Independent Mental Capacity Advocate (IMCA) and when they must / may be appointed was detailed.

Key points and advice were illustrated by case examples and sections of the Act and top tips were given on each stage of the process, from making an application and report writing to best practice in court.

The presentation concluded with an insight into the future of the Act, including the Mental Capacity (Amendment) Act (2009) which has had its implementation delayed until April 2022.

The event was attended by 94 people. The feedback from this event was that attendees found it very useful and felt the Act was presented in a simple, clear and understandable way. Further comments and questions largely related to specific scenarios and case studies as this presentation gave a broad explanation of the underlying principles.



Making Safeguarding Personal

The Making Safeguarding Personal Learning Event was held on 30th March 2021 and featured a presentation from Keynote Speaker Professor Michael Preston-Shoot, Bedfordshire University, and presentations from regional colleagues aimed at local practitioners

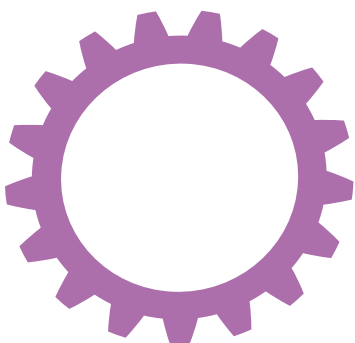
Professor Preston-Shoot's presentation focused on making safeguarding personal through the lens of self-neglect. He discussed the use of voices of 'experts by experience' and what can be learned by those with lived experience and understanding their journey to their current position. These lived experiences were included in quotations from thematic reviews throughout the presentation.

He also discussed how making safeguarding personal is a two-way process, in which professionals should also present their own voices, experiences and personal connection. Professionals will not always immediately be trusted or have their offer for help accepted, perhaps due to shame or past life experience of being let down, abused or neglected. It was stressed to be mindful of reason for disengagement, not take refusal at face value and take time to explore with an individual how best to engage with support, utilising a common humanity and persisting to make a personal connection.

These messages were illustrated with learnings from Safeguarding Adult Reviews and thematic reviews throughout and attendees interacted in the discussion with Professor Preston-Shoot and contributed their own experiences.

The latter half of this presentation, focusing on a local perspective, again highlighted the view that people are experts in their own lives and illustrated good practice through case studies. This was also an opportunity for the CSAB to launch the [Making Safeguarding Personal Leaflet](#) and encourage this to be shared amongst colleagues.

The event was attended by 160 people. The feedback from this event was that attendees found it very useful and particularly liked the case studies that provided a lived experience and insight that isn't found elsewhere. Attendees found Professor Michael Preston-Shoot gave a good account of the topic and made some think about how they can use making safeguarding personal in their own practice.



Looking forward

Coventry Safeguarding Adult Board Business Plan 2021-22

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 hits to MSP resources on the website.
- Evidence that there is 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 sub-group	June 2021
The CSAB to continue to develop and promote a suite of resources aimed at raising awareness of MSP.	Workforce Development sub-group	December 2021
To review the current performance dashboard to ensure that a mechanism exists for providing assurance in respect of MSP.	Chair, Quality Assurance and Performance sub-group	September 2021
The CSAB will undertake activities including webinars, podcasts and one minute guides to increase understanding and awareness of the Mental Capacity Act 2005.	Workforce Development (WFD) sub-group	December 2021

2. To prepare for and oversee the effective implementation of Liberty Protection Safeguards (LPS).		
Why?	To ensure that partnership is prepared for Liberty Protection Safeguards 2022	
Measures of success	<ul style="list-style-type: none"> • Number of partners attending training sessions • Readiness of partners to implement LPS • Awareness of LPS amongst providers 	
Outcomes	Swift and effective implementation of LPS leading to better outcomes for adults with care and support needs	
Action tracker		
Action	Responsibility	Timescale
To raise awareness of LPS across the City, through a range of resources to include staff briefings and WFD materials.	WFD Chair	March 2022
To seek assurance in relation to CSAB Partners readiness for LPS and a sufficient level of resourcing across the city.	Independent Chair	March 2022
To horizon scan for the LPS codes and regulations and to consider these within local safeguarding policies and procedures.	Chair of Policy and Procedure sub-group	March 2022
To develop and monitor a Liberty Protection Safeguards Implementation Plan.	Board Manager	March 2022



3. 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 safeguarding practice is effective in Coventry.

Measures of success

- Number of referrals where individuals wishes are met or partially met.
- Number of individuals still receiving training.
- Number of providers attending the Provider Safeguarding forum.

Outcomes To ensure that individuals receive the support that they need.

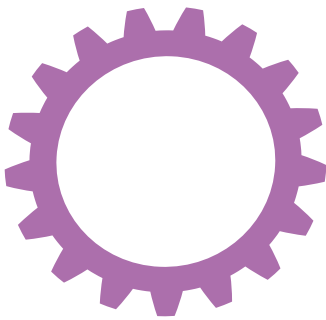
Action tracker

Action	Responsibility	Timescale
The Board will ensure that innovative solutions are used to identify systems learning for cases that may have been impacted by the pandemic.	Chair of the Safeguarding Adult Review sub-group	March 2022
The Board will review the way that it operates following lockdown to understand how it can effectively undertake its functions moving forwards.	Board Manager.	December 2022
A Practitioner event to take place to assist a better understand of the nature of safeguarding work during the COVID-19 pandemic and any learning for future practice.	Board Manager/ Independent Chair	December 2022
CSAB to create quarterly position statements to seek assurance that agencies are able to carry out their functions and to identify any risks in the system.	Chair of Quality, Audit and Performance sub-group	December 2022
An audit to be undertaken to understand the impact of virtual working with adults at risk of abuse or neglect.	Chair of Quality Audit and Performance sub-group	December 2022
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	Chair of Workforce Development.	March 2022
To share regional and national learning.	Chair of Workforce Development Sub Group	March 2022

Appendix 1 Board Membership

Title and Agency	Role
Independent Chair, Coventry Safeguarding Adults Board	Chair Core
Chief Nursing Officer and Deputy Accountable Officer NHS Warwickshire North and NHS Coventry and Rugby Clinical Commissioning Groups	Core
Coventry Commander, West Midlands Police	Core
Deputy Chief Exec (People), Coventry City Council	Core
Director of Adult Services, Coventry City Council, Chair of Safeguarding Adults Review subgroup	Core
Head of Cluster, NPS Midlands - Coventry, Solihull & Warwickshire	Core
Acting head of Coventry for the CRC	Core
Associate Director of Nursing, Quality and patient Safety	Core
Director of Public Health, Coventry	Core
Safeguarding Manager & Prevent Lead, West Midlands Ambulance Service	Core
Partnership Officer, West Midlands Fire Service	Core
Head of Safeguarding and PSW for Adults, Coventry City Council, Chair of Policy & Procedures Subgroup	Core
Head of Safeguarding, Coventry & Warwickshire Partnership Trust	Core
Boards Business Manager	Core
Chair of Workforce Development Subgroup, UHCW	Professional advisor
Safeguarding Adults Coordinator, Coventry City Council	Professional Advisor
People Team Services, Legal Services, Coventry City Council	Legal Advisor
Head of Safeguarding, Coventry & Rugby CCG	Professional Advisor
Hereward College, Adult Education	Professional Advisor

Title and Agency	Role
Q&A Manager, Safeguarding Board/Partnership Team	Professional Advisor
Director of Care & Support, Citizen Housing	Professional Advisor
Strategic Lead - Quality Assurance, Coventry City Council	Professional Advisor
Elected Member, Adult Services	Observer
Safeguarding Board/Partnership Team	Admin Support
Regional Director of Nursing West Midlands, NHS England	Link
Regional Advisor, NHS England	Link
Healthwatch Coventry	Link
CQC regional Advisor	Link



Appendix 2

Coventry Safeguarding Adult Board Business Plan 2019-21

1. To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal' (MSP) 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.

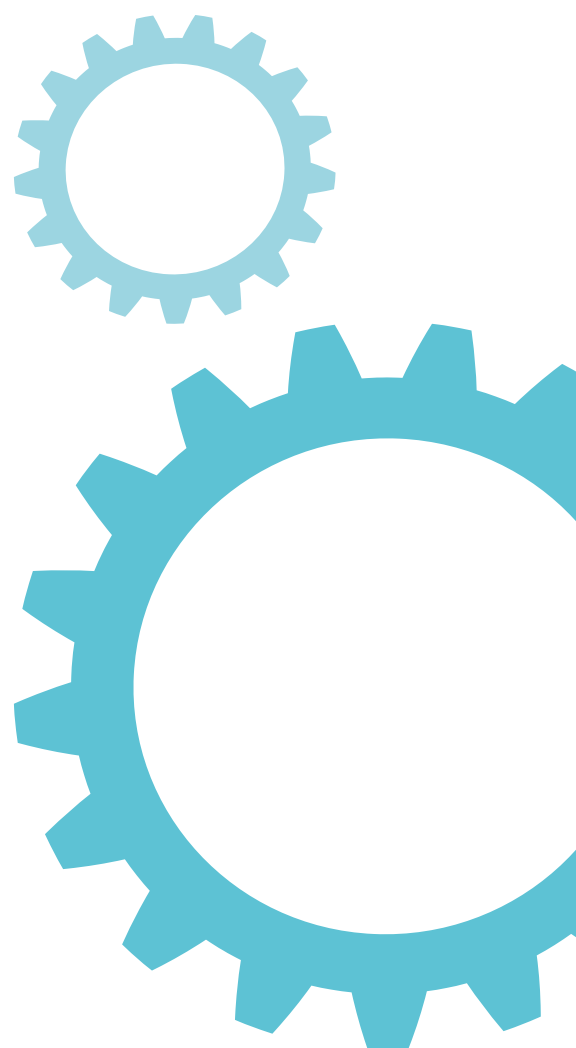
Outcomes

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.

Action tracker		
Action	Responsibility	Timescale
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




2. To be assured that services and agencies have appropriate systems, processes and training in place to support and safeguard adults effectively.		
Why?	To ensure that practitioner are skilled to identify safeguarding needs and to respond to them effectively.	
Measures of success	<ul style="list-style-type: none"> • More safeguarding enquiries where wishes are met or partially met. • Self-assessment demonstrates positive results. • Number of attendees at events. • Number of agencies involved in electronic campaigns • Number of accredited care homes • Number of individuals signing up for the newsletter. 	
Outcomes	Individual safeguarding cases will be quickly identified and responded to.	
Action tracker		
Action	Responsibility	Timescale
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

Action tracker		
Action	Responsibility	Timescale
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

3. The Board to seek to understand and respond to safeguarding issues arising out of lockdown easing of the COVID-19 pandemic crisis.

Why?	To ensure that there is an effective safeguarding system in place for Coventry residents.	
Measures of success	<ul style="list-style-type: none"> • 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



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

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

E-mail: **CoventrySAB@coventry.gov.uk**