

Annual Report | 2022/2023



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1. Forward by the Independent Chair – Dr Carolyn Kus



Dr Carolyn Kus
Independent Chair

Welcome to Birmingham Safeguarding Adults Board (BSAB) annual report, and my first for the partnership having been appointed as the Independent Chair for the board in October 2022.

This report is an opportunity to provide a summary of our work as a Board, and the achievements made against our four core priorities **Communication and Involvement, Prevention and Early Intervention, Making Safeguarding Personal, Learning through Development and Assurance.**

The report also has a section which details the progress and achievements of our partner organisations, and this year we have asked for a specific focus on outcomes in relation to Making Safeguarding Personal (MSP).

The report has been styled to be informative and to tell the Birmingham story of how we work together to keep people safe from harm, through our continued learning and development so as well as infographics, giving data information, we have included citizens stories and subsequent learning.

As a Board we are committed to reaching as many citizens as possible and a continued priority for us is how we effectively communicate and engage, so we are asking our colleagues in Healthwatch to take an active role in helping shape our new refreshed Strategic Plan which we will be launching at our proposed spring conference in 2024.

Thank you to all partners, citizens and organisations for their continued support, and especially thanks to the BSAB support team who work across the partnership, and finally thank you from me for the warm welcome I have received from Birmingham. I look forward to building stronger relationships and achieving our goals for the citizens of Birmingham.

“*Our vision is that people with care and support needs in Birmingham are able to live their lives free from harm.*”



2. BSAB Board

Welcome to Birmingham Safeguarding Adults Board (BSAB) Annual Report for 2022-2023.

The law says we must publish an annual report every year to say what we have done to achieve our goals, detail achievements made and how our partners have supported us in doing this.

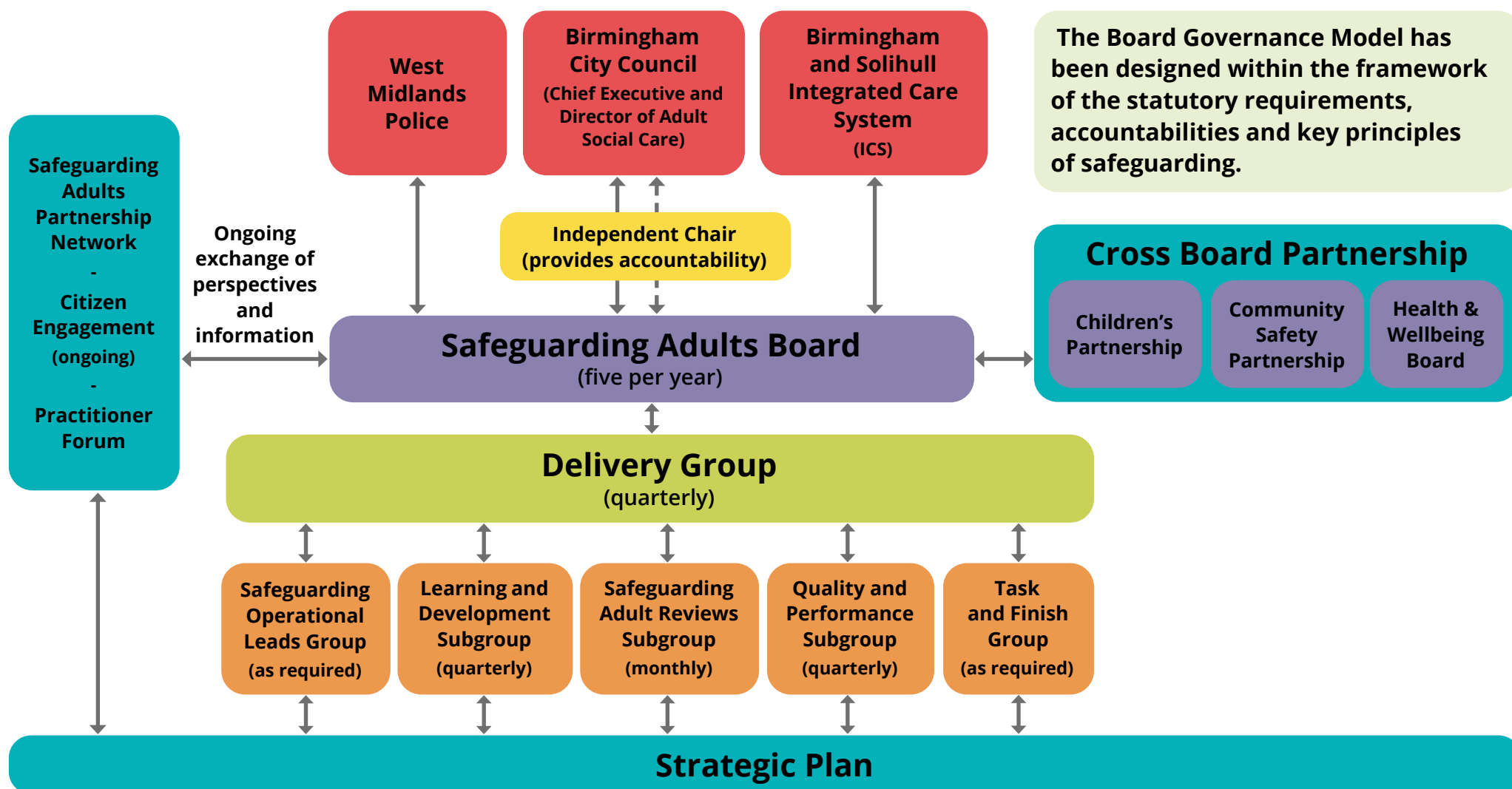
The purpose of Safeguarding Adults Boards is to seek and obtain assurances that local safeguarding arrangements across the partnership are in place and are robust to protect the welfare of local citizens who may be at risk of abuse and/or harm. The Board works in accordance with the duties outlined in the Care Act 2014 and supporting statutory guidance.



BSAB's membership is made up of senior officers nominated by partner agencies, partners of the Board have delegated authority to represent and to make decisions on behalf of their organisation. Members of the Executive Board are:

- Birmingham City Council - Adult Social Care
- Birmingham City Council - City Housing
- West Midlands Police
- Birmingham and Solihull Integrated Care System (ICS)
- Healthwatch Birmingham
- West Midlands Fire Services
- Voluntary Sector Representation – Women Acting In Today's Society (WAITS)
- Birmingham Community Healthcare Foundation Trust
- Birmingham and Solihull Mental Health Foundation Trust
- Birmingham City Council - Public Health.

BSAB's board structure



3. How is the BSAB funded?

In 2022-2023 we had **£366,399 to spend**, this money represents contributions from West Midlands Police, Birmingham City Council and combined contributions from Birmingham and Solihull Integrated Care System.

As partners we also work together and provide staffing resources where needed in addition to the allocated fund. The money was adequate to meet the Boards' needs and supported planned pieces of work. We were also able to keep money in reserves in case we needed to carry out any Safeguarding Adult Reviews, or specific commissioned pieces of work. The Board keeps a close watch on how the money is spent.

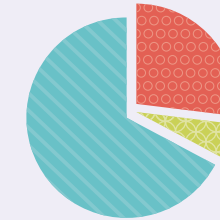
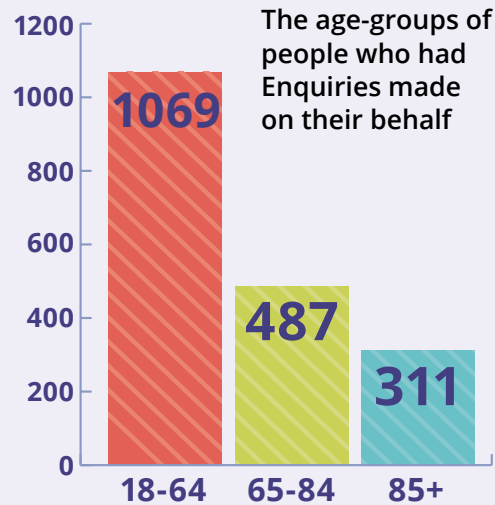


4. Key Safeguarding Facts for 2022-2023

856,108
adults live in
Birmingham



150,892
are aged 65 and over



61%
656 concluded
Enquiries listed
the source of
risk as someone
known to the
person at risk

30%
319 concluded
Enquiries
involved service
providers

9%
95 concluded
Enquiries listed
the source of
risk as someone
not known to
the person
at risk

9%
Increase in
the number of
Concerns raised,
up from 11,861
last year

122%
Increase in
the number of
Enquiries started,
up from 834 last
year



Enquiries
involved
allegations
of neglect



Enquiries
involved alleged
physical abuse



Abuse or
neglect
occurred in
the person
at risk's home

1019
White British
531
Black and
Minority Ethnic

People had
safeguarding
enquiries made
on their behalf

By **Concern** we mean the reporting and responding stage in the safeguarding process under the Care Act 2014.

By **Enquiry** we mean the planning and undertaking of the enquiry stage in the safeguarding process under the Care Act 2014.

5. Our Vision and Core Duties

“ Our vision is that people with care and support needs in Birmingham are able to live their lives free from abuse and harm because we have a city that does not tolerate abuse or neglect; the community works together to prevent abuse and neglect and people know what to do when it happens.



During the period 1 April 2022 and 31 March 2023 the Board met 4 times and was supported by the Delivery Group and 3 subgroups – Learning and Development, Safeguarding Adult Reviews, and Quality and Performance.

Safeguarding Adults Boards have three core duties as detailed by the Care Act 2014:

- To publish a Strategic Plan setting out how they will meet their objectives and how their members and partner agencies will contribute. The plan must be developed with the local community involvement and the SAB must consult the local Healthwatch.
- To publish an Annual Report detailing what the Birmingham Safeguarding Adults Board (BSAB) has done during the year.
- To conduct any Safeguarding Adult Reviews in accordance with Section 44 of the Care Act.

The Annual Report 2022/2023 provides an overview of the Boards' achievements against the BSAB Strategic Plan 2021-2024. The Strategic Plan is due for review and refresh in 2024 and will involve collaboration with Healthwatch.

The Annual Report, Strategic Plan and the principles of the Board are fully aligned with the six key principles outlined in the Care Act 2014.



Empowerment

I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens.



Prevention

I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help.



Proportionality

I am confident that the responses to risk will take into account my preferred outcomes or best interests.



Protection

I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and to which I am able.



Partnership

I am confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses for my own situation.




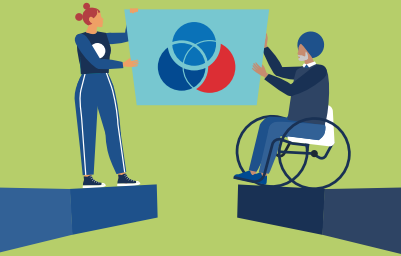
Accountability



I am clear about the roles and responsibilities of all those involved in the solution to the problem.

6. Progress and Achievements of the Board 2022-2023

For the period 2022/2023 BSAB had agreed four priorities: Communication and Involvement, Prevention and Early Intervention, Making Safeguarding Personal, Learning through Development and Assurance.

The achievements against these are detailed below:

Priorities	What we said we'd do	What we did
STRATEGIC PRIORITY 1 Communication and Involvement 	<ul style="list-style-type: none"> • Recognising communication and information sharing as a means of prevention and early intervention. • Communicating in a language, and through channels that are accessible. 	<ul style="list-style-type: none"> • Our social media platform on Twitter (X) (@BrumSAB) continued to share messages that support the work around safeguarding and information sharing both locally and nationally. • Our website hosts publications and information relevant to support all partners and citizens. We ensured partners are aware of these so they could share in their wider communities. • We have leaflets and web-based materials to inform professionals and citizens on safeguarding.
STRATEGIC PRIORITY 2 Prevention and Early Intervention 	<ul style="list-style-type: none"> • Having clear protocols and strategies in place. • Sharing business objectives and priorities with other strategic boards and partners to ensure we work in a coordinated way to reduce risk to the safety of adults in Birmingham. 	<ul style="list-style-type: none"> • We have continued to establish and welcome key partners to drive and embed change around reducing risk for citizens with care and support needs. We continued to seek assurance on various subjects including the cost-of-living crisis, responses to safeguarding Concerns and Enquiries and Homeless Deaths Reviews. • We continue to strengthen working relationships with the Children's Partnership, Community Safety Partnership and the Health and Wellbeing Board. • We have continued to work with regional and national counterparts.

Priorities	What we said we'd do	What we did
STRATEGIC PRIORITY 3: Making Safeguarding Personal (MSP) 	<ul style="list-style-type: none"> • Assurance that people will be supported to make their own decisions. • Empowering people and communities to take an active role in their own wellbeing and safeguarding. • Providing safeguarding support and guidance to empower people and community groups they work with. 	<ul style="list-style-type: none"> • We ensure Citizens Stories are shared by partner agencies at Executive Board meetings on how Making Safeguarding Personal principles have been applied in practice. • We ensured MSP was central to Practitioner Forums on topics of Forced Marriage, LeDeR reviews and Missing Persons, Coercion and Control.
STRATEGIC PRIORITY 4: Learning through Development and Assurance 	<ul style="list-style-type: none"> • To develop an emotionally intelligent learning culture. • Engaging all partners with a focus on continuous improvements. 	<ul style="list-style-type: none"> • We continue to share learning through our various communication channels. • We held Practitioner Forums in conjunction with partner agencies to facilitate learning and development on topics of Forced Marriage, LeDeR reviews and Missing Persons, Coercion and Control. • We held a briefing event for learning on Hoarding and Self-Neglect. • We have continued to develop a safeguarding dashboard with several partner agencies to increase our intelligence on what is happening in relation to safeguarding concerns and citizen outcomes being achieved. • We continue to work with partners on Safeguarding Adult Reviews referrals and their outcomes so that any learning can be shared with all relevant partners. Where change was identified as required we have ensured this happened through assurances to the Board.

7. Progress and Achievements of Partner Organisations

2022-2023

The Board worked closely with its statutory partners, with partners being both present and Chairing at the subgroups. We asked this year for a focus of achievements and outcomes in relation to Making Safeguarding Personal (MSP) and areas for development.

West Midlands Fire Service (WMFS)

Key Achievements	Key Achievements: In particular to Making Safeguarding Personal (MSP)
<ul style="list-style-type: none">Action has been taken to strengthen safer recruitment including:<ul style="list-style-type: none">An online statement reflecting the duty to safeguard and promote the welfare of children, young people, and adults with care and support needs is now on the WMFS' website.Commitment to safeguarding is in careers and job information on website.All internal and external job adverts now include a statement on safeguarding.Interview questions on safeguarding piloted by the Partnerships and Vulnerability Team and Crew Commander interviews.The Level 1 Safeguarding Awareness e-Learning has been developed and was implemented in November 2022. New content has been produced including case studies and video.The Safeguarding Oversight and Assurance Group started to receive quarterly reports on recommendations from safeguarding reviews in 2022.A safeguarding toolkit has been produced and implemented in 2022 on the WMFS intranet to embed good practice and promote use of the NHS Safeguarding App which is on all WMFS mobile phones.WMFS took part in the BSAB safeguarding referrals audit. All referrals were judged to be appropriate with one exception where a referral should also have been made to Children's social care.	<ul style="list-style-type: none">Our safeguarding policy and procedures are based on MSP. For example, hearing and acting on the voice of the adult is a key principle in the policy. Our level 1 Safeguarding Awareness is mandatory for all staff and volunteers and includes MSP. The training is evaluated using a short feedback form. Feedback is reviewed by the WMFS Safeguarding Oversight and Assurance Group every 6 months. Changes to the e-Learning are made in response to feedback where appropriate.There is a section on MSP in the WMFS safeguarding toolkit.

Areas for Development/Learning

- WMFS shared our Safeguarding self-assessment with BSAB in April 2023. This provides information for the annual report and evidence of applying learning to support improvement. Our priorities in the next 12 months are:
 - Strengthening safer recruitment to prevent and detect people who pose a risk of harm to children, young people and adults from entering or remaining in WMFS.
 - Developing our digital systems to include recording safeguarding concerns and action taken.
 - Complete the development of and implement the safeguarding dashboard to improve safeguarding data. This will strengthen oversight and assurance of safeguarding in WMFS.
 - Develop and implement the learning and development required for levels 2-4 of the safeguarding competency and supervision framework.
 - Implement a common referral form to social care in the West Midlands Metropolitan Region through the West Midlands Emergency Services Safeguarding Adults Group (WMESSAG).
 - Raise awareness of the WMFS People in a Position of Trust Policy and managing allegations made against staff through staff engagement events for Managers, Uniformed, and Non-Uniformed staff.
 - Plan and undertake recruitment to Safeguarding Manager post.

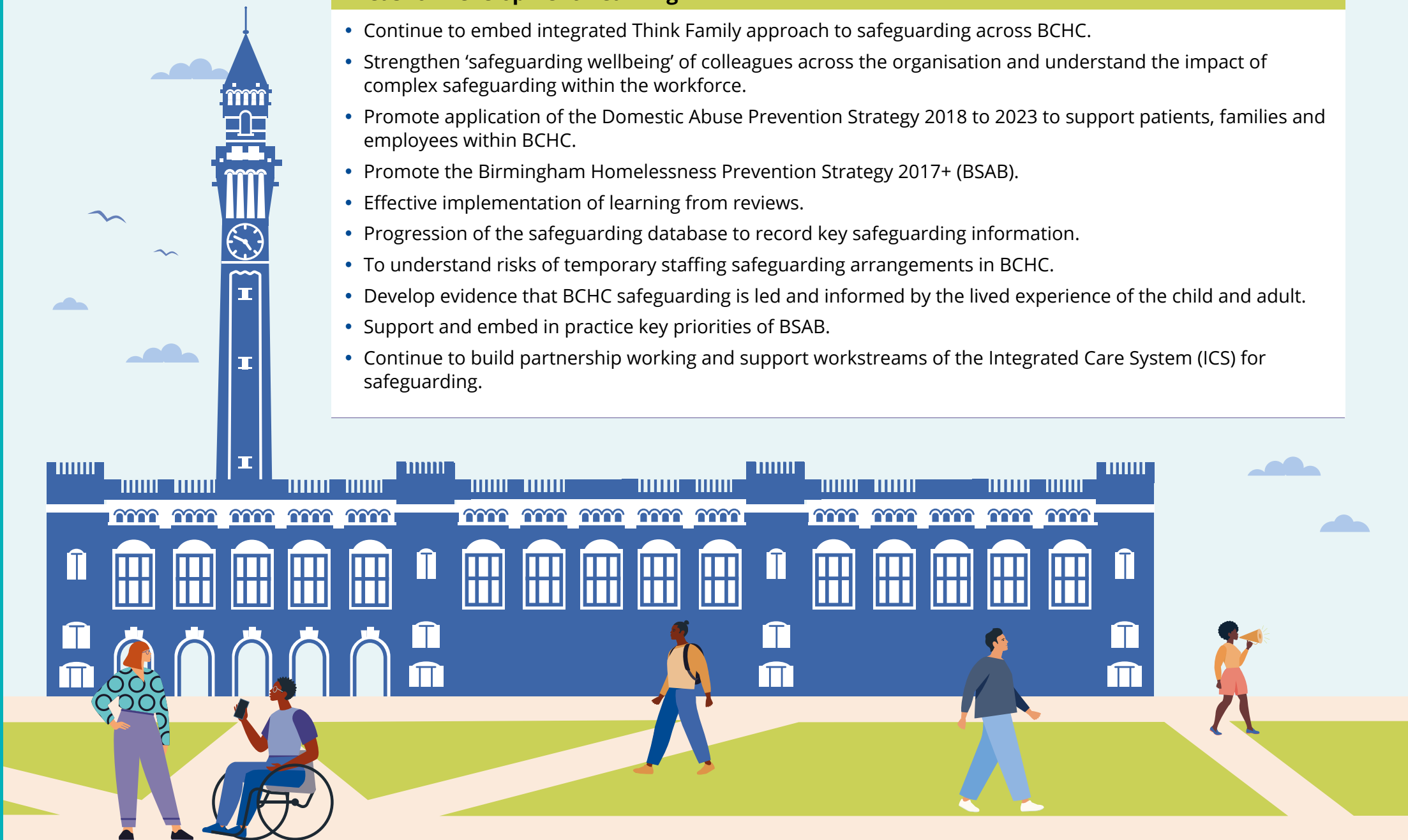


Birmingham Community Healthcare NHS Foundation Trust (BCHC)

Key Achievements	Key Achievements: In particular to MSP
<ul style="list-style-type: none">• Ensuring that our Safeguarding Adults Duty and Advice system is accessible: This was delivered supported by face to face, phone line, e-mail and reflective supervision.• Think family: This work developed so that in addition to our Duty service covering both adult and child we also developed our training to support the Think Family approach.• Self-Neglect, Domestic Abuse, Prevent, Dignity and Quality: These areas were focussed upon as societal challenges have resulted in increased poverty, isolation and risks of exploitation. Safeguarding Policy and training and multi-agency working has been evident in these areas.• Training: All training was reviewed and supported by a quality assurance training group and a Trust wide Mandatory Training Group.• Liberty Protection Safeguards (LPS)/Deprivation of Liberty Safeguards (DoLS): LPS and DoLS are about good care and our focus over the last year has been on DoLS as LPS has been delayed. DoLS supports independent review of any deprivation which has governance through our safeguarding sub-committee and mental health legislation group.• Section 42 Enquiries: The Trust has supported the Local Authority in relation to the Care Act (2014), where instructed, to ensure that safeguarding concerns are investigated with outcomes reported. Our work with the Local Authority recognises our need for co-operative, collaborative working focussed on patient need.• Continued Multi Agency working: Demonstrated throughout work on, Safeguarding Adult Reviews, Domestic Homicide Reviews, Serious Incident Reviews. All of these processes aim to reduce the risks of harm to individuals.• Safeguarding Newsletter: This continues to be a valued quarterly information sharing process.• Audit Programme: Focussed via our Safeguarding Annual Audit Plan.• Work Programme: Focussed on key areas of concern. The Team sits at the heart of the Governance process so that safeguarding flows from Board to practitioner.	<ul style="list-style-type: none">• We evaluated the outcome of our key achievements through our governance and audit programme which reports directly to our safeguarding sub-committee. This enables a check and challenge process which is also viewed with our review of safeguarding activity across the Trust each quarter.• We have aimed to make safeguarding personal through the use of the dignity audit and section 42 fact find process which looks to capture the patient voice.

Areas for Development/Learning

- Continue to embed integrated Think Family approach to safeguarding across BCHC.
- Strengthen 'safeguarding wellbeing' of colleagues across the organisation and understand the impact of complex safeguarding within the workforce.
- Promote application of the Domestic Abuse Prevention Strategy 2018 to 2023 to support patients, families and employees within BCHC.
- Promote the Birmingham Homelessness Prevention Strategy 2017+ (BSAB).
- Effective implementation of learning from reviews.
- Progression of the safeguarding database to record key safeguarding information.
- To understand risks of temporary staffing safeguarding arrangements in BCHC.
- Develop evidence that BCHC safeguarding is led and informed by the lived experience of the child and adult.
- Support and embed in practice key priorities of BSAB.
- Continue to build partnership working and support workstreams of the Integrated Care System (ICS) for safeguarding.



Birmingham and Solihull Integrated Care Board (BSol ICB)

Key Achievements	Key Achievements: In particular to MSP
<ul style="list-style-type: none">• Birmingham and Solihull Integrated Care Board have developed strong safeguarding oversight arrangements over the last year including the quality committee which provides assurance to the ICB, that there is an effective system of quality governance and internal control that supports it to effectively deliver its' strategic objectives and provide sustainable, high-quality care. The Deputy Chief Executive Officer/Chief Nurse has a lead role in coordinating the interface between Integrated Care Board and the Birmingham Safeguarding Adults Board arrangements.• We continue to prioritise safeguarding adults and are a statutory member with the Birmingham Safeguarding Board and its sub-groups. We have remained committed to improving staff knowledge and understanding of Domestic Abuse and the dedicated Interpersonal Violence Team are regular members of both Multi Agency Risk Assessment Conference (MARAC) and Multi Agency Public Protection Arrangements (MAPPA) panels.• We continued to work collaboratively with our partners to continuously improve the safeguarding systems for adults to help achieve the best possible outcomes as quickly as possible.• We continue to share the learning and development resources via our General Practice Safeguarding Network (GPSN) meetings, other forums and our newsletters. We have also maintained our advice and support duty line which offers support to our Primary Care Staff and other Health colleagues and through this we do promote principles of MSP and other guides such as the risk enablement and Self-Neglect tools.• During this last year we have continued to raise awareness of the Mental Capacity Act and have also worked closely with our partners to prepare for the implementation of Liberty Protection Safeguards (LPS). The BSOL ICB Designate Nurse for Safeguarding chaired the local group and also attended the regional group.	<ul style="list-style-type: none">• We participated in a Section 11 Care Act audit.• We also monitor and audit the Designated Nurses advice and support duty database. Where we take calls on our duty advice line the discussions include confirming that clinical staff are involving the person and take appropriate action (advice given) responding appropriately to risk.

Areas for Development/Learning

- We will continue to raise awareness of MSP and the Mental Capacity Act and how this is applied in practice. This is covered in our training packages but will also be including a survey/poll of staff understanding.
- We will be developing a robust audit schedule which will focus more on the adult with care and support needs and link to Board priorities.
- We will continue to promote and raise awareness of the Self-Neglect and Risk enablement guides via our training sessions and the GPSN forums.
- We will continue to participate in any Domestic Homicide Reviews/Safeguarding Adult Reviews/Learning reviews and identify any particular themes/trends and ensure that any recommendations are implemented and monitor effectiveness.
- We will continue to work collaboratively with the Violence Reduction Board on the strategy and the implementation of the Serious Violence Duty which also forms part of our Joint Forward plan.
- From April 2023 Pharmacy, Ophthalmology and Dentistry (POD) services now come under the ICB therefore we will be working closely with their Safeguarding Leads to seek assurance that they understand their safeguarding roles and responsibility.
- The Designate safeguarding team are currently working on a specific training package which will be rolled out, we will also evaluate and seek feedback.
- We are also part of an Offensive Weapons Homicide Review (OWHR) pilot which was launched by the Home Office. Birmingham along with Coventry, Wales and London are the initial localities and the project is being closely monitored. 2 of the BSOL ICB Designate Nurses have undertaken the specific training required and will be responsible for attending the panel meetings and drafting the Independent Management Reviews (IMRs), they will also attend the steering group meetings too.



Birmingham and Solihull Mental Health Foundation Trust

Key Achievements	Key Achievements: In particular to MSP
<ul style="list-style-type: none">• Over the last 12 months, we have forged closer links with the patient safety team within our trust. This is timely as the trust is moving towards a new way of response to incidents which includes compassionate engagement and involvement of those affected considered, and proportionate responses and supportive oversight with a focus on learning. Safeguarding has been accepted as a key area for this and we have been able to spot for themes, enhance learning and prioritise specific areas for bespoke teaching and support.• We have continued improvement on the compliance training figures for level 3 adult safeguarding.• We have maintained the safeguarding advice line at a reduced capacity (until 12:30pm) – there is a plan to return this to 16:00 from September.• We have commissioned external safeguarding supervision training for trust staff. This is with the aim of developing an additional network of safeguarding supervisors amongst our trust sites to bring safeguarding learning and reflection to the forefront when there are complex cases.• We have developed a workstream within our internal communications team. This means that we will be able to issue monthly content to all staff within our organisation – we have already issued communications on the themes of professional curiosity and self-neglect.	<ul style="list-style-type: none">• Key messages and learning are now able to be easily disseminated trust wide within our regular communications plan. Making Safeguarding Personal is embedded within the messages that are being sent out. As an example, the brief on self-neglect highlighted the need to make safeguarding personal and to respect an individual's autonomy.• The safeguarding supervisors' network we have developed includes bi-monthly sessions for learning and additional teaching for the individuals who have attended the training. These sessions include the message of making safeguarding personal. Alongside this, we have increased our attendance to clinical sites around the trust by also offering safeguarding supervision which increases our ability to bring themes into practitioners thinking, reflection and practice.
Areas for Development/Learning	
<ul style="list-style-type: none">• We are launching a new approach to safeguarding within the organisation following the Think Family agenda. Learning from safeguarding reviews tells us that it is essential to understand the context of families and to respond to their unmet needs and any risks they face. This helps us promote the wellbeing of children and adults with care and support needs and to keep them safe. This is due to be rolled out very soon.• We have developed a way of collating learning and recommendations to join up themes between adults, domestic abuse and children and young people with the aim of streamlining recommendations and enhancing our response as a team.• There is a refreshed focus on the adult safeguarding pathway within the organisation – we are in the process of recruiting a named doctor for safeguarding adults and a dedicated band 7 nurse for this workstream.• We are becoming more visible amongst clinical sites and seeking to actively support staff with complex cases.	

Birmingham Women's and Children's NHS Trust (BWC)

Key Achievements	Key Achievements: In particular to MSP
<ul style="list-style-type: none">• Maternity Services - In 2022/23, there was an increase in the number of women with care and support needs attending maternity services at BWC. It was notable that the increase was particularly in relation to women with a learning disability where mental capacity assessments were required, or where there were significant mental health issues. In addition to having care and support needs, there were complex safeguarding in some cases requiring multi-agency partnership working across adults and children's services. In several cases, it also involved working with the Trust's Legal team to ensure that staff were working within appropriate legislation and giving every opportunity for women to be involved in making decisions about their care and the care of their babies. Best Interests meetings were held where appropriate to support the decision-making process and applications to the Court of Protection made where necessary.• Learning Disabilities - The Learning Disability Liaison Nurse from Birmingham Children's Hospital (BCH) worked alongside the Safeguarding Adults Midwife to assess need and offer appropriate referrals, hospital passports and reasonable adjustment plans for women with a learning disability. This included ensuring that appropriate referrals to adult social care, advocacy services and voluntary agencies, such as specialist services for parents with learning disabilities, and children's social care were made.• Mental Capacity assessments - In the previous year, 2021-22, BWC revised and updated the Safeguarding Adults Policy and the Mental Capacity Act (MCA) Policy, which included updating the BWC MCA assessment and Best Interest Decision-Making forms to support improving the quality of assessments to inform a high standard of care. The MCA assessment is now also available on the maternity electronic record – Badgernet where it is accessible to staff who need to complete the assessment, and readily available for other members of staff involved in a woman's care.	<ul style="list-style-type: none">• Adults with care and support needs who have presented to BWC in the past year with concerns about care and support needs have been appropriately assessed utilising the Trust's Mental Capacity Act (MCA) Policy and Best Interests Standard Operating Procedure (SOP). These documents provide clear guidance and support for busy practitioners to be able to adhere to the legal framework whilst still ensuring that the woman is at the centre of the assessment and is encouraged to participate in decisions about her care to the best of her ability. In two cases where the MCA demonstrated that women at Birmingham Women's Hospital (BWH) were not able to make decisions about their care, best interests meetings were held with the woman, her family, advocate, and other professionals involved in her care to agree the best way forward for her, such as around decisions about birth. In both cases, the process was deemed as successful as the births went as agreed by the women, their families, and professionals, meaning less stress and anxiety for the pregnant woman and her family, as well as a safe outcome for mother and baby.

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Key Achievements

- Liberty Protection Safeguards (LPS) - MCA assessment training sessions based on the key principles were delivered to key areas across BWC including consultants and other members of the multi-disciplinary clinical teams in preparation for LPS and to improve the quality of the MCA assessments. The Safeguarding Adults Midwife and the Forward Thinking Birmingham (FTB) Safeguarding Specialist Nurses attended further specialist training in MCA as well as training in preparation for the introduction of LPS. They share their knowledge and skills in regular sessions with consultants and other members of the clinical teams involved in providing care to service users with care and support needs.
- Safeguarding Adults Supervision - The Safeguarding Adults Midwife and the FTB Safeguarding Specialist Nurses also offered opportunities for safeguarding supervision drop-in sessions as well as 1:1 ad-hoc safeguarding supervision as and when required for staff working with adults with care and support needs.
- Safeguarding Adults Training – Training is regularly reviewed and revised in line with the intercollegiate documents and learning from Serious Case Reviews (SCRs) and Domestic Homicide Reviews (DHRs). Training compliance is monitored through the BWC safeguarding governance structure. Information is accessible on the Trust intranet site and disseminated via '7-minute' briefings, bitesize training sessions and newsletters that include key messages, recommendations and learning from practice reviews including Safeguarding Adult Reviews (SARs) and DHRs. The Safeguarding Adults Midwife and the Safeguarding FTB Specialist Nurses facilitate safeguarding supervision via drop-in group sessions, 1:1s and ad-hoc for staff working with adults with care and support needs.
- BSAB Engagement - BWC are represented at the BSAB sub-groups including the Governance and Scrutiny Committee, the SAR meetings on a case specific basis and the Learning and Development Meetings. The safeguarding adult practitioners also attend national and regional safeguarding adults groups and share updates and learning with the wider integrated safeguarding team.

Key Achievements: In particular to MSP

- In a case where the MCA showed a lack of capacity around decisions in the antenatal period, concerns were then raised about the woman's ability to consent to marriage and intercourse. The woman and her family were seen both at home and in the hospital by specialist practitioners (Adult Safeguarding Midwife and Lead Learning Disability Liaison Nurse, Adult Social Worker, Advocate, etc.) to discuss the circumstances around her marriage and how she came to be pregnant. Her thoughts and feelings were explored, as were the thoughts and feelings of her family. Aids such as pictures and simple text documents were utilised to assist in her ability to understand. The case remains ongoing but was deemed to be successful as both the woman and her baby were safeguarded.

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Key Achievements	Key Achievements: In particular to MSP
<ul style="list-style-type: none"> Domestic Abuse (DA) - BWC noted an increase in cases of forced marriage and honour-based violence. The routine enquiry around domestic abuse is embedded in policies across the Trust and staff are encouraged to be pro-active in finding opportunities to see people alone. The DA Specialist Midwife and the FTB Safeguarding Specialist Nurses provide expert advice and support to staff. The DA Specialist Midwife and the FTB Safeguarding Specialist Nurses are actively engaged in the Multi Agency Risk Assessment Conference (MARAC) process, supporting referrals, lateral checks and actions follow-up. 	

Areas for Development/Learning
<ul style="list-style-type: none"> The DA Specialist Midwife intends to utilise her recent learning around stalking and non-fatal strangulation to benefit the wider Trust. She will integrate both topics into the Domestic Abuse Policy to ensure that staff are aware of what to do should they encounter women who have experienced these issues. She will stipulate the requirement for completion of the Stalking - Domestic Abuse, Stalking and 'Honour' based abuse (S-DASH) tool upon disclosure of stalking and will develop a standard operating procedure for women who present with non-fatal strangulation. To embed these changes, she will ensure that these topics are included in an updated education package on domestic abuse available throughout the Trust. Birmingham and Solihull Women's Aid have an Independent Domestic Violence Advocate (IDVA), specifically to support women with diagnosed learning disabilities and the BWC team will continue to regularly liaise to ensure that these women are supported via this service. Staff will be notified of this change and informed via training, supervision, and internal Trust communications regarding when to refer women to this IDVA for support. The Safeguarding Adults Midwife will continue to monitor changes in relation to LPS and update the Trust's policies and training appropriately. She will complete a SOP for the care and support of patients with learning disabilities/difficulties and/or autism (LDA). Whilst the SOP would be focussed on patients presenting in Gynaecology, it will subsequently be adapted to also be a tool for maternity colleagues. There has been a review of the LDA service across BWC that identified a gap in LDA Liaison Nurse support at BWH and a business case has been submitted. The BWC safeguarding team will continue to monitor changes in relation to LPS and update the Trust's policies and training appropriately. There is a plan to develop a BWC Trust wide Learning Disabilities and Autism Policy.

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Areas for Development/Learning

- The BWC safeguarding team will implement an audit plan for adult safeguarding practice to ensure the practice improvement around the principles of the MCA Policy, including Best Interests, is maintained, and other areas including implementation and quality of reasonable adjustment plans, and whether adult and child safeguarding has been addressed when needed. An audit around the routine enquiry for domestic abuse will take place to ensure that staff are continuing to ask the question at appropriate times and that it is an essential aspect of maternity care.
- The BWC safeguarding team will establish a new auditing tool for safeguarding adult referrals to regularly assess the quality of referrals made for the Trust. They will then offer targeted support to areas where it's felt there is a learning need as a result.
- There will be a review of the adult safeguarding training packages. This will include mandatory sessions ranging from level 1 - level 3 as well as additional e-learning courses and our bespoke 1-hour workshops. This is to ensure content meets the needs of specialist staff groups, adheres to the expectations of the intercollegiate document, and equips them with the information they need to know to respond to adults with care and support needs who are at risk of harm, abuse, and neglect. This review will also allow for relevant legislation and guidance updates to be included as well as a focus on 'the voice of the adult' using a media format and where possible will consult with 'experts by experience'. In addition to reviewing current packages, the FTB Safeguarding Nurse Specialists will co-create a workshop which focusses on adult social care, S42 Enquiries and the processes which take place following a safeguarding referral. This will promote a more collaborative approach with adult social care and improve the staff groups understanding so they can better advocate for what the adult needs and is entitled to.
- The FTB Safeguarding Nurse Specialists will establish routine quarterly supervision dates in advance and monitor attendance. They will utilise feedback and discussions from these sessions to contribute towards quality updates and service improvements.
- The team will endeavour to seek assurances that safeguarding is a standing agenda item within services areas clinical governance meetings to encourage ownership and oversight of service improvements and learning for areas of safeguarding by service leaders.
- The BWC safeguarding team will work with the FTB leadership team to develop the BWC Trust wide Multi Agency Public Protection Arrangements (MAPPA) Policy to ensure that statutory obligations are met and that FTB services are engaged in the MAPPA process.

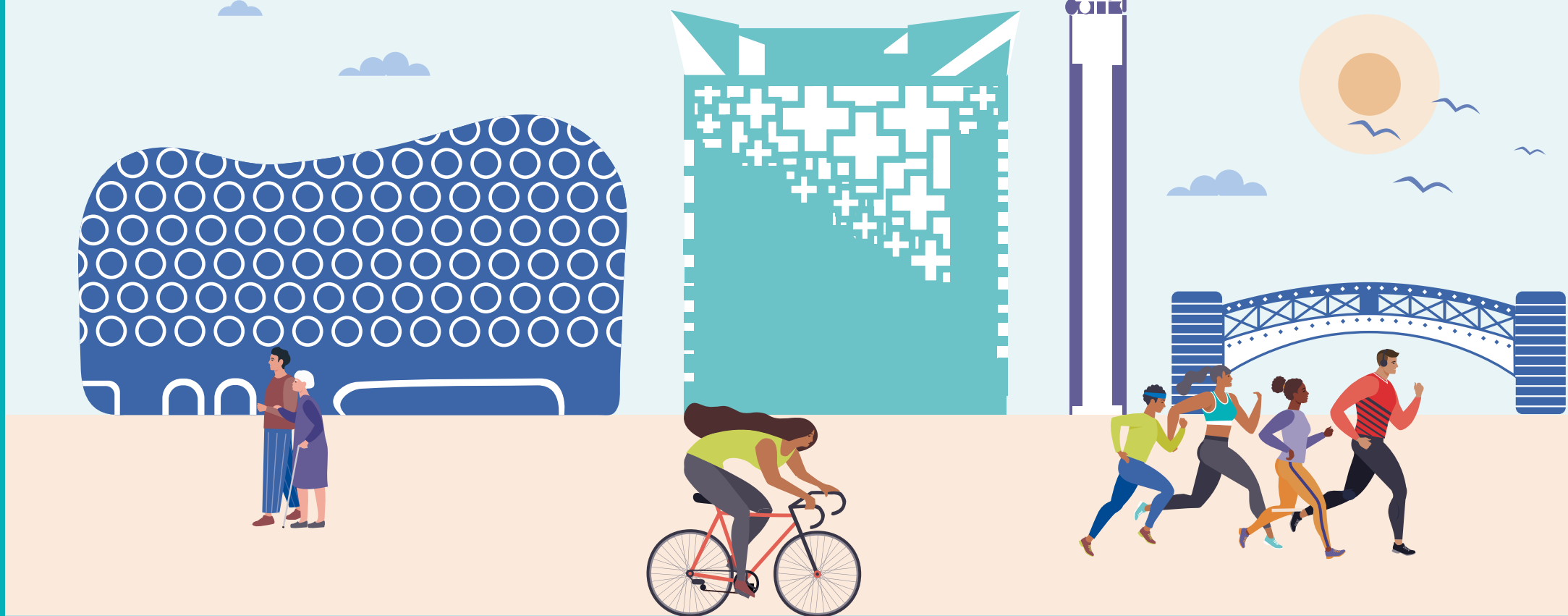


University Hospitals Birmingham NHS Foundation Trust (UHB)

Key Achievements	Key Achievements: In particular to MSP
<ul style="list-style-type: none">• During 2022-23 the Trust Safeguarding Teams produced a combined Safeguarding Strategy and associated Operational Action Plan. This has led to a clear audit and action plan for each team.• The Safeguarding Team at UHB has undergone a restructure in 2022-23 building on the work already achieved in previous years to merge the different Trusts. The restructure has facilitated an in-reach model of support and training for staff and patients from the safeguarding team with daily visits to the emergency departments and wards.• The Trust training needs analysis was reviewed and agreed at Safeguarding Board. It has been simplified to ensure staff are receiving key messages and are able to access training either face to face or via Moodle. The training package has been benchmarked against Adult Safeguarding: Roles and Competencies for Healthcare Staff and Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff. Further in-reach training on Mental Capacity and Deprivation of Liberty Safeguards (DoLS) has commenced to ensure staff are compliant with the Mental Capacity Act (MCA) 2005.• The safeguarding team have introduced a single point of contact number for staff simplifying access to the team for staff.• The Trust Safeguarding Champions programme of additional training recommenced in conjunction with the Vulnerabilities Team. The first training day for Safeguarding and Vulnerabilities Champions was held following the journey of a patient with a learning disability who had been subject to abuse. Staff had additional training on Making Safeguarding Personal, Advocates, Disability Standards, Mental Capacity and DoLS.• Following the roll out of a single electronic noting system across all sites a single safeguarding adults' flag has been created to ensure staff are aware of patients with open safeguarding concerns, and the DoLS flag is now available for all inpatients. From this system a list can be pulled at any time of all patients with safeguarding concerns or on DoLS admitted to the Trust. Electronic system includes non-concordance form which prompts staff to assess capacity and consider DoLS.• The safeguarding team have a combined action plan for all Domestic Homicide Reviews/Safeguarding Adult Reviews/Serious Incident Reviews/Child Safeguarding Practice Reviews. This is presented to Trust Safeguarding Board quarterly for assurance of compliance with the required action.	<ul style="list-style-type: none">• The Trust safeguarding team has completed regular audit of the quality of safeguarding referrals received. Quarter 2 44% excellent; 55% adequate; 1% poor.• Patient stories are shared at Safeguarding Board and divisional meetings.

Areas for Development/Learning

- Priorities for 2023-24 are based on completion of the Trust Strategic Plan. This will include:
 - Ongoing work with Trust IT systems to support staff in their safeguarding duties.
 - Completion of an audit of Making Safeguarding Personal.
 - Update level 3 safeguarding packages for key areas.
 - Recruit staff member to work with teenagers and young adults.
 - Strengthen support provided to emergency departments.
 - Listen and record the voice of the adult.



The Royal Orthopaedic NHS Foundation Trust

Key Achievements	Key Achievements: In particular to MSP
<ul style="list-style-type: none"> • Increased staff and public awareness of the local and national safeguarding agenda and priorities across the Trust, using roadshows and events. • The Trust safeguarding team has expanded in terms of staff which included Transition to Adult Services, Learning Disabilities and Autism, Dementia Practitioner and Safeguarding Nurse. • Domestic Abuse Champions in the Trust have received annual refresher training. • Routine enquiry (direct domestic abuse) question launched and embedded across three departments - admissions and day case unit, pre-operative assessment clinic, and Physiotherapy department. • Patient story discussed at Board - sharing wider learning in the organisation. • Quarterly Safeguarding Champions Days - these provide bespoke training sessions which include local and national key themes and external speakers within the safeguarding arena this year focused on hoarding and self-neglect. • Number of concerns and disclosures have increased with feedback that people feel it is a safe space to disclose about their abuse. • Increase and therapeutic observation policy has been reviewed and updated to improve patient care and to support staff in decision making and evidence rationale when depriving patients of their liberty - Deprivation of Liberty Safeguards (DoLS). • Mental Capacity and DoLS training offered to staff. • Internal audits undertaken included Mental Capacity Act and Section 42 referrals' quality and outcomes. • The Safeguarding Team continue to work with the Discharge Liaison sister for the Trust to identify vulnerable adults who may be experiencing homelessness and require accommodation or safe housing following discharge, working in a multi-agency partnership to support adults. • Embedding the learning from the SAR on Stephen, rolling out the learning across the Trust. 	<ul style="list-style-type: none"> • Through supervision sessions, both group and individual, ensuring the patients voice is at the centre of all care and decision making and evidencing this through documentation. • Ensuring the patient voice is being heard, in best interest meetings and also via our internal safeguarding notification system.

Areas for Development/Learning

- Focus on reducing the implications for patients experiencing neglect and including self-neglect.
- Updating internal and external websites for safeguarding to ensure this is up to date, reflects best practice and is easily accessible to staff across the Trust.
- Development of internal Safeguarding and Vulnerabilities database to assist in accurate reporting internally and externally.
- Liberty Protection Safeguards (LPS) working with the system in terms of processes when LPS is implemented.
- Focusing on improving the understanding and application of the Mental Capacity Act.
- Exploitation-to increase our staff's awareness, provide briefings for staff to strengthen safeguarding practice and communication updates throughout the year.
- Update Female Genital Mutilation (FGM) guidance and provide support to adults who experienced FGM.
- Continue to recognise staff who have evidenced the use of professional curiosity, identifying and responding to emerging risks, information sharing between professionals and appropriately responding to adult concerns, within the Trusts' quarterly safeguarding newsletter as Safeguarding Stars!
- To strengthen our approach and evidence as an integrated team in all our priority areas, these being:
 - To hear the voice of adults and the family.
 - To make safeguarding a priority.
 - Mental Capacity Act (MCA) and implementation of Liberty Protection Safeguards (LPS).
 - To work in partnership.
 - To have a safe and effective reporting workforce.
 - Focus on Transition from child to adult services.



West Midlands Police (WMP)

Key Achievements	Key Achievements: In particular to MSP
<ul style="list-style-type: none"> The Integrated Care Board (ICB) play an integral part in our Anti-Social Behaviour (ASB) Case Reviews (Previously Community Triggers) and I have the pleasure of having one of my Sergeants sitting on panels with various Safeguarding Nurses from ICB who are key in supporting us when discussing issues around adult mental health and wellbeing and referral mechanisms to support vulnerabilities. They are also key in reminding us and presenters of the safeguarding responsibilities around children in those circumstances. Last year BCC Community Safety Partnership conducted 52 ASB Case Reviews and they continue this year with the support of the ICB. 	<p>Birmingham Partnerships are structured in such a way that there is a multi-faceted approach to assist other wider departments with safeguarding:</p> <ul style="list-style-type: none"> The first approach is through the ASB/Hate route where the ASB and hate Crime team engage with and triage cases. They seek to implement safeguarding and long-term problem solving through mediation and also refer matters to our commissioned service partners Remedi and Pioneer Housing. Remedi deal with all Crime matters where there is a "Harmed and Harmer" identified, whereas Pioneer facilitate mediation between parties in an ASB/Non-Crime environment. These series of interventions aim to reduce the number of victims of crime and ASB and reduce the risk of future harm. The second strand focusses on working with Early Help teams working with Birmingham Local Authority Early Help Hubs, working jointly with Social Care, to deliver early intervention and prevention around children and families believed to have additional needs. Although primarily set up to address children safeguarding, many of the referrals that come through the hub focus on supporting the wider families and home environment. The hub also apply the Right Help Right Time Assessment, Additional or Complex Needs are risk assessed and signposted internally through family hubs or EmpowerU. This also incorporates work with mental health services and ensuring that referrals are signposted to the most appropriate area for support when needed.

Areas for Development/Learning

- Partnerships aim to utilise technology to enhance the service we provide and ensure a more efficient and effective front end user experience through the development of an App that will be installed on officers' mobile devices. This will ensure consistent information is captured and submitted in a timely manner. This will enable communication and information sharing through accessible channels.
- To continue to develop clear protocols for information sharing and early intervention strategies.
- To continue to develop an emotionally intelligent learning culture. Engaging all our partners with a focus on continuous improvement.
- To continue to provide assurance that people will be supported to make their own decisions. Empowering people and communities to take an active role in their own wellbeing and safeguarding. Providing safeguarding support and guidance to empower people and community groups they work with.

Birmingham City Council Adult Social Care (ASC)

Key Achievements	Key Achievements: In particular to MSP
<ul style="list-style-type: none"> • The Adult Social Care Safeguarding Service has recruited more Social Workers and Managers to respond to concerns about adult citizens with care and support needs who are at risk of or experiencing abuse and/or neglect. • A Safeguarding Triage Team has been set up to provide an initial response to new referrals, ensuring that immediate action is taken where required, and that adults with or without care and support needs receive the right support at the right time. • A Safeguarding Enquiry Team is now divided into six teams; five to work with citizens over the age of 25 in the north, south, east, west, and central areas of Birmingham, and one specialist team to work with citizens aged 18 to 25 citywide. This has improved partnership working and engagement with diverse communities across the city. • The Adult Social Care Safeguarding Service has worked collaboratively with other council and external partners to prevent abuse and neglect where possible and promote recognition that safeguarding is everyone's business. 	<ul style="list-style-type: none"> • Birmingham Adult Social Care gathers data and information from case audits, direct feedback from citizens, from our workforce, and from partner organisations, and learning from events such as Safeguarding Adult Reviews, to evaluate the outcomes of our key achievements. The application of Making Safeguarding Personal (MSP) principles, is one of the key indicators that we use to measure the quality and success of adult safeguarding activity. Some examples of the application of Making Safeguarding Personal (MSP) principles in Adult Social Care are: <ul style="list-style-type: none"> • The Safeguarding Team received a referral about an adult who lived at home with her husband, who was her carer. The adult had mental and physical health conditions which impaired her ability to mobilise and manage tasks of daily living. The adults' GP was concerned that she was not receiving enough care to meet her needs, and her husbands' behaviour towards her appeared to be controlling and aggressive. The adult had care and support needs as defined under the Care Act (2014), was at risk of physical abuse, emotional abuse, and neglect, and was potentially unable to protect herself from said abuse and neglect as a result of her care and support needs, so an Enquiry was undertaken by Adult Social Care. In agreement with the adult, her daughter was contacted by the Social Worker to ensure that she had access to appropriate support and advice throughout the safeguarding Enquiry. The adult was supported to discuss her situation and the concerns and the outcomes she wanted the Enquiry to achieve. Both the adult and her daughter expressed their concerns about her husbands' ability to manage her care and support needs on his own. The adult wanted to return home to live with her husband and wanted to have formal carers visiting regularly to meet her needs and promote her dignity and reduce pressure on her husband. The adult did not want him to know about the concerns and her decision was respected by the Social Worker and other people involved in the Enquiry. A formal care provider was arranged, and the outcome the adult wanted the Enquiry to achieve was managed in a well-planned and supported way. The formal care provided a level of monitoring of the situation and reviews since the concerns were raised have indicated that the risk has been fully addressed.

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Key Achievements

- Adult Social Care Commissioning Service and the Safeguarding Service have recruited two specialist Safeguarding Commissioning Officer posts to streamline our response to care provider quality concerns.

Key Achievements: In particular to MSP

- The Safeguarding Team received a referral from the Manager of a Care Home. The concerns related to an adult who was at risk of significant harm as a result of choking on food. The adult had substantial physical health issues and there had been several recent choking incidents when eating. The Speech and Language Therapy (SLT) recommendation had been for the adult to maintain a pureed oral diet, but he had chosen not to adhere to that recommendation and was insisting on eating solid food, which then resulted in choking episodes. The adult had care and support needs as defined under the Care Act (2014), was at risk of self-neglect, and was potentially unable to protect himself from said neglect as a result of his care and support needs, so an Enquiry was undertaken by Adult Social Care. An Independent Advocate was commissioned by the Local Authority in agreement with the adult to ensure that he had access to independent advice and support throughout the safeguarding Enquiry. The adult was asked what outcomes he would like the Enquiry to achieve; he told the Social Worker that he really did not enjoy puréed food and wanted to continue eating solid food despite the risks to his health. The adult clearly demonstrated the mental capacity to understand and make independent decisions in relation to the risks in question and was exercising his right to make decisions that others may view as unwise. The Social Worker, SLT, and Care Home, worked together with the adult to provide information and advice about how he could maintain his safety as much as possible while choosing to take risk. For example, the adult agreed to try a range of textures and to eat in communal areas where support would be on hand should he begin to choke. This approach provided the outcome that the adult wanted and ensured that there were clear plans in place to help him maintain safety as much as possible while supporting his right to take risks; this is called positive risk enablement and is an important part of making safeguarding personal.



Areas for Development/Learning

- For the coming year, the Adult Social Care Safeguarding Service plans to continue recruiting more Social Workers and Managers to respond to concerns about adult citizens at risk of or experiencing abuse and/or neglect.
- We plan to further develop the Triage Team to continue improving the quality of initial responses including the information and advice available at the front door.
- The Adult Social Care Directorate will continue to invest in relevant safeguarding training and development for Social Workers and other professionals to ensure that they have the necessary skills, knowledge, and support to prevent abuse and/or neglect and safeguard citizens who are at risk.
- The Adult Social Care Safeguarding Service will continue to build collaborative partnerships with other council and external organisations, finding ways to work together to prevent abuse and neglect where possible, and promote recognition that safeguarding is everyone's business.
- We will work closely with our Commissioning Service to ensure that responses to quality concerns about commissioned care providers are supported and maximised as safeguarding prevention opportunities.



Birmingham City Council Housing

Key Achievements	Key Achievements: In particular to MSP
<p>Birmingham City Housing Department continues to strengthen its response to safeguarding the importance of early intervention, offering the correct services to our customers, and ensuring staff are trained and have the correct knowledge. A key area of focus has been ensuring staff can provide accurate information and effective sign posting. These are some of our Key Achievements:</p> <ul style="list-style-type: none">• Domestic Abuse - 857 survivors of domestic abuse have been supported by specialised Housing Officers to ensure that our tenants are safe, supported and have the correct housing information to understand their Housing Options. New partnerships have been launched to strengthen our offer and support our customers, this includes Cranston, Viola who provide £100 vouchers for furnishing if required, and locality working within early help hubs has also taken place.• Warm Welcome Spaces - City Housing has been working in partnership with agencies across Birmingham City Council to respond to the cost-of-living crisis. As a result of this work, over 250 Warm Welcome spaces have been set up. The offer within each space varies and can range from digital and financial support within a community café, or a space, to understand community networks that residents can access.• Think Family - The Early Help offer has been strengthened to support families in need at the earliest opportunity. Our think family team are now based within the locality hubs, offering Housing advice and support. All Think Family workers are fully trained in Graded Care Profile 2, which is the neglect assessment tool and have had ACES training.• Section 11 Audit - City Housing is an active member within the Corporate Safeguarding Network and has contributed to the Section 11 Audit. The audit findings have been developed into an action plan for 2023 - 2024.• Exempt Accommodation - a Charter of Rights have been developed with providers and at present 86 Landlords have signed up to the voluntary agreement. There has been a continued focus on quality of support, accommodation, and benefit scrutiny. Over 1500 property inspections have been conducted, 800 support reviews, and 950 community safety investigations have taken place. Over £3.9m overpayments of Benefits/Income paid to landlords have also been recovered.	<ul style="list-style-type: none">• Warm welcome spaces have been developed to meet the needs of the community. They evolved based on what is required and what the engagement says they are very much made personal and have examples in which if residents have asked for additional things within these it has been responded to.

Key Achievements

- Contractor Awareness - our repairs contractors are a key link to our customers and to ensure that they are able to identify areas of vulnerability and safeguarding concerns. Existing pathways were revised, and training was given, resulting in an increase of referrals requesting support or intervention.
- Housing Solutions and Support Service have worked very closely with colleagues across Refugee and Migration services, to ensure families fleeing wars in Ukraine, Sudan and Afghanistan are provided with the necessary interventions, at the earliest opportunity.
- Housing Solutions and Caseworker service has significantly increased its prevention activity, by over 30%. This measures the prevention activities we do to respond to Homelessness households, as early as possible.
- City Housing are members of Family Drug and Alcohol Courts (FDACs) They aim to keep families together, where it is safe to do so, by supporting parents to address their substance abuse.

Key Achievements: In particular to MSP

Areas for Development/Learning

- Key areas of focus:
 - To respond to the Section 11 audit - areas that need developing are staff supervision, assurance and learning and development.
 - Homeless prevention - the prevention hubs are being developed and work is taking place with early intervention and prevention to ensure that key support is provided.
 - Proactive response - Housing management understand the role they play to sustain tenancies and offer a safe home and are working on a new target operating model and tenant engagement strategy to ensure the customer voice is captured and responded to in line with Domestic Abuse Housing Alliance (DAHA).

8. Making Safeguarding Personal

The Care Act 2014 emphasises a personalised approach to adult safeguarding that is led by the individual not by the process. This approach is called Making Safeguarding Personal (MSP) and aims to make safeguarding more person centred and outcome focused and moves away from process driven approaches to safeguarding.

We have continued to seek assurances from our partners on how they are **“Making Safeguarding Personal”** in their organisations and how MSP has continued to be implemented in their organisations. Some of examples of how we do this:

Citizens Story

We start every Safeguarding Adults Board Executive Meeting with a citizen story to ground and focus the board members to the primary reason we all meet.



Learning Events

Our learning events have focussed on the adult at risk being at the centre of the support and in control of what is happening around them and their chosen outcomes to be achieved.



Self-Neglect Guidance

This guidance was refreshed with multi-agency collaboration from partners to ensure and promote good practices.



Risk Enablement

This was developed with partners to achieve a balance between protection and autonomy that is right for the adult in each case.



We asked partner agencies to share how they have worked with an adult to ensure Making Safeguarding Personal was at the heart of their work. Here are two examples, in the words of partners, from Adult Social Care and West Midlands Police.



Adult Social Care - Case Study 1

The Adult Social Care Safeguarding Team received a referral from a Midwife. The referral was about an adult female aged 24, who has a diagnosed learning disability.

The adult had attended the hospital for a blood test appointment, and staff were concerned that her father appeared to be controlling towards her and wasn't allowing her views to be heard. There were also concerns that she was married and pregnant and there were queries about whether she had the mental capacity to consent. Her husband was not in the country but was reportedly making efforts to obtain a UK visa.

The adult had care and support needs as defined under the Care Act (2014), was at risk of abuse, and was potentially unable to protect herself from said abuse as a result of her care and support needs, so an Enquiry was undertaken by Adult Social Care. An Independent Advocate was commissioned by the Local Authority in agreement with the adult to ensure that she had access to independent advice and support throughout the safeguarding Enquiry.

The adult was supported to discuss her situation and a plan to safeguard the adult and achieve the outcomes she desired from the Enquiry, which were ultimately to remain with her family and promote her independence and safeguard herself within relationships, was agreed and implemented with her, her family, and professional partners.

The Social Worker had multiple contacts with the adult to maximise her mental capacity and promote her choice and control over her own life. The adult was seen in different settings with support to be able to compare her responses and ability to understand, retain, weigh up and communicate in relation to information on the decisions on marriage and sexual relations. The assessment established that the adults' poor mental health during pregnancy and following the placement of her baby into foster care impacted on her capacity to retain and weigh up relevant information in earlier visits.

Through building a rapport and trust, her capability to understand and retain information improved across visits and it was determined that, with appropriate advocacy and support, the adult was able to demonstrate that she can weigh up and process information relevant to engaging in sexual relations and keeping herself safe.

In agreement with the adult, an assessment of her social care needs was undertaken, and she was supported to identify mechanisms and support to further develop her independence and ability to remain safe within relationships. An enablement service was arranged, which facilitated a level of monitoring, and the outcome the adult wanted the Enquiry to achieve was managed in a well-planned and supported way. The Social Worker and partner professionals from adults and children's health and social care have continued to work with the adult to regularly review the safeguarding plan and ensure that the positive MSP outcomes of the Enquiry have been sustained.



West Midlands Police - Case Study 2

A 71-year-old adult male (Adult 1) who had learning difficulties and had grown up with foster parents, was placed into supported accommodation by an external council some years ago.

He could not read or write, suffered with emphysema, and required support with his finances and medication. Adult 1 was in a relationship with another vulnerable adult. In 2022, the couple were preyed on by two adult offenders who exploited their vulnerabilities and befriended them in another area of the country in order to exploit them financially. The offenders coerced the pair into travelling with them to the Midlands where they moved them into their Birmingham home. When family members could not contact Adult 1, they contacted his partner who explained they had travelled to Birmingham and were living with offenders who were abusing them. By this point, the partner had managed to escape, but Adult 1 remained with the perpetrators, after he had seemingly been brainwashed to stay. West Midlands Police were duly contacted by Adult 1's family and they quickly located his partner not far from the perpetrator's address. Officers attended the given address and located Adult 1 with the offenders. On speaking with Adult 1, it was apparent that he believed the perpetrators were his friends, and did not wish to leave the premises. He informed that he had travelled with them willingly.

Officers were inquisitive and asked many questions in order to assess Adult 1's capacity. Background checks were conducted by officers in attendance. Whilst the officers concluded that Adult 1 did have capacity, they made a referral to Birmingham Adult Social Care, owing to the fact he was now in the Birmingham area and required on-going support. They detailed how it would be in his best interests for better-placed professionals to conduct a further Capacity Assessment.

In the coming days, the information shared by the officers via the referral was collated and reviewed by staff within the Birmingham Exploitation Hub. Staff from the Hub raised their concerns directly with Detectives within the Complex Adult Abuse Investigation Team who shared these concerns and duly reacted. Detectives conducted a further visit to the perpetrator's address in order to speak with Adult 1. This time, Adult 1 presented as being anxious and confused, further raising suspicion that the perpetrators had indeed trafficked Adult 1 from another area to Birmingham. The pair were subsequently arrested on suspicion of Human Trafficking and Adult 1 was removed from the property and placed in temporary accommodation organised by Birmingham Adult Social Care.

A criminal investigation ensued and remains underway, led by specialist Detectives within West Midlands Police.

The initial responding officers made Adult 1's safeguarding personal; they understood that Adult 1 was vulnerable for a range of reasons and took the time to chat with Adult 1 about his ailments, hobbies, relationship and wishes and feelings. They showed empathy and compassion throughout their interaction with Adult 1 and his extended family. They considered his needs and ability to make his own decisions, whilst taking into consideration remarks from family members and the information obtained from Social Services within and outside the West Midlands area.

The actions taken and referrals made by the responding officers played a pivotal role in the safeguarding of Adult 1 and prompted a S42 Enquiry. As soon as it was evident that Adult 1's mental state had deteriorated, positive action was taken. The perpetrators were rightfully arrested and given bail conditions following their release from custody offering additional safeguarding measures not only for Adult 1, but for other vulnerable adults within the community. West Midlands Police continue to work with partner agencies as part of this process.

9. What is a Safeguarding Adult Review (SAR)?

A Safeguarding Adult Review takes place when agencies who worked with an adult who suffered abuse or neglect, come together to find out how they could have done things differently to prevent harm or a death.

A SAR does not seek to blame anyone; it tries to find out what can be changed so that harm is less likely to happen in the future in the way it did to other people. The law says BSAB must arrange a SAR when:

- There is reasonable cause for concern about how BSAB, its partners or others worked together to safeguard the adult; AND
- The adult died and BSAB suspects the death resulted from abuse or neglect; OR
- The adult is alive and BSAB suspects the adult has experienced abuse or neglect.

SARs are overseen by BSAB's Safeguarding Adult Reviews subgroup, made up of representatives from statutory partner organisations and were chaired by Mat Shaer, Chief Superintendent within the West Midlands Police.

In 2022-2023, BSAB received 7 SAR referrals in total which were reviewed by the SAR subgroup. These referrals did not meet the criteria for a statutory review, however, a discretionary SAR was commissioned on one of the cases that evidenced learning points for partner agencies, work on that case continues and the learning will be shared across the partnership and disseminated to all stakeholders going forward, utilising our website and 7-minute briefings.

In 2022-2023 to be robust we continued to monitor and seek assurances on outcomes following recommendations from previous SAR action plans with our respective partners.

We will continue to share any learning from any regional or national reviews across our partnership. We continue to be proactive and contributory in the national discussion on Homelessness and Safeguarding with the Local Government Association (LGA) and the Department of Health and helping to shape the direction and outcomes from the research that still continues on SARs.



10. Assurance Report 2022-2023

The Board uses different data and intelligence from across the partnership to give both a fuller picture and rounded view of safeguarding in Birmingham, this information is then used to identify key risks and areas where greater focus may be required.

Our Assurance Model looks like this:

BSAB Assurance overview



Partners

What partner agencies told us in partnership meetings and in their annual statements.



Citizens Voice

What the people of Birmingham told us about their experiences.



Reports

Executive Board and Subgroup reports on a range of themes.



Data and Intelligence

What we know from the data we collect and interpret.

Assurance Report 2022-2023

We have sought Assurance on the following:	What did the Assurance tell us?
<p>We have continued to seek robust assurances from partners on their activity with each other more so in ensuring partners were supportively engaging with each other and citizens to protect adults with care and support needs. We kept abreast of key issues and sought assurance on what was happening to deal with these.</p> <p>Assurance was received on:</p> <ul style="list-style-type: none"> • Learning Disabilities and Vulnerabilities Strategy Implementation. • Learning Disability and Autism Strategy. • Homeless Deaths Review and Homeless Persons Mortality Review. • LeDeR. • Direct Payments. • Supported Housing Strategy and Exempt Accommodation. • West Midlands Fire Service Oversight Assurance. • Adult Social Care 'Safeguarding' Update. • West Midlands Ambulance Service. • Care Quality Commission (CQC) assurance. • Safeguarding Data & Dashboard. • Carers' assessments. • DoLS and LPS Updates. • Learning & Development Competencies and Toolkit. • Cost-of-living crisis. • Mental health units in Birmingham post Panorama programme focused on a mental health unit in Manchester. • Commonwealth Games. • Self-neglect. • Did Not Attend Report for adults needing support to attend health appointments. 	<ul style="list-style-type: none"> • Homeless Deaths Reviews assured us learning would be shared with members of the Homeless Partnership Board. • West Midlands Ambulance Service gave assurance on queuing and waiting times in A&E departments. • We heard about improvements of the take up of Direct Payments. • The partnership engagement work around DoLS and LPS was evidenced promoting clear pathways. • We received safeguarding dashboard data to continually inform us of the enquires operational staff were managing and to highlight key areas of interest for future research such as neglect and self-neglect. • ASC gave assurances on plans for staff retention and addressing frontline issues. • We heard assurances on working with adults in respect of increased risks in the cost-of-living crisis. • Mental Health gave assurances on mental health units in Birmingham in response to the Panorama programme about abuse in a mental health unit in Manchester. • Safeguarding strategies were in place ready for the Birmingham Commonwealth Games 2022. • We heard assurance on adults who were not brought in for health appointments.

11. How do we support learning, development, engagement, and information sharing?

Multi Agency Practitioner Forums and Events:

Practitioner events were held 3 times in 2022-23 where learning was shared and there were opportunities to explore cases in detail. We also held a Briefing Event. These were led by partners and/or specialists in the areas being covered. These included:

- Forced Marriage and Predatory Marriage – led by West Midlands Police and the University of Nottingham – shared learning on Forced Marriage Protection Orders and Mental Capacity assessments.
- LeDeR Review – led by Birmingham and Solihull LeDeR Team – shared learning on the importance of communication; planning for transition; effective use of the Mental Capacity Act; oversight and trusting relationships.
- Missing Persons, Control and Coercion – led by Adult Social Care – shared learning on the consideration of coercion on an adults' mental capacity and the importance of professional curiosity.
- Briefing Event on Self-neglect and Hoarding – Clouds End and Adult Social Care Hoarding Team – presentation on key issues to consider on hoarding and working effectively with adults who hoard.



Communication/Engagement:

We have been active in disseminating information using various communication tools.

- We have published regular newsletters.
- The Chairs' report is shared with all partners and includes regional and national updates.
- We have engaged with Partners and Citizens including where we have been carrying out reviews.
- We have continued to keep our website up to date and improved information on it.
- We have increased our engagement with other boards and partnerships.
- We have been engaging on the development of safeguarding publications.
- We held a development event in March 2023 to look at what we have learned, what has gone well, what needs to be improved and what are our partnership priorities going forward.

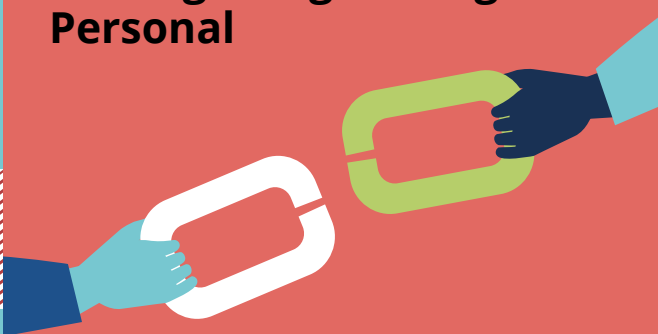


12. Future Priorities 2023-2024

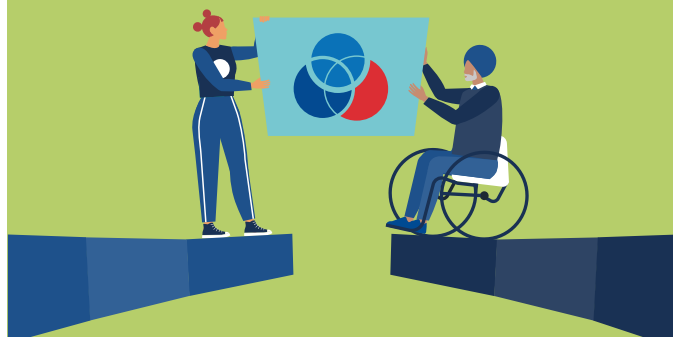
STRATEGIC PRIORITY 1 Communication and Involvement



STRATEGIC PRIORITY 3: Making Safeguarding Personal



STRATEGIC PRIORITY 2 Prevention and Early Intervention



STRATEGIC PRIORITY 4: Learning through Development and Assurance



“ We will also
be working
on developing
Priorities for
the future
Strategic Plan.



13. Appendices

Appendix 1 - BSAB Executive Attendance at Board Meetings 2022/2023

4									
3									
2									
1									
	Birmingham City Council - Adult Social Care	Birmingham City Council - Housing	Birmingham Healthwatch	Birmingham and Solihull Integrated Care System	West Midlands Police	Birmingham and Solihull Mental Health Trust	Birmingham Community Heath Care Foundation Trust	West Midlands Fire Service	Women Acting in Today's Society



Appendix 2 – Partner Feedback

Partner 1: BSol ICB

“ NHS Birmingham and Solihull has a strong working relationship with the Birmingham Safeguarding Adults Board which continues to grow in strength. As a partner we are proud of the work undertaken and demonstrated by the Board in creating a safe and healthy community for adults across Birmingham. BSAB recognise and value partnership working which is demonstrated by leading, listening and learning. We are committed to working with BSAB and our partners in making Birmingham a safer and fairer place where our vulnerable citizens can live without fear, harm and neglect. ”

Diane Rhoden – Director of Nursing – Safeguarding and Children in Care – NHS Birmingham and Solihull ICB

Partner 2: Healthwatch

“ Healthwatch Birmingham is proud to be a member of the Board and subgroups, and celebrate the achievements outlined in this report. Our role of listening to the public's experiences of health and social care give us a unique perspective for the Board. Our ability to hear quality and safety issues for adults with care and support needs across local services is an important role. We look forward to working with the Board in the year ahead to continue to hear the experiences of individuals and support the Board in using this insight to drive improvement for Birmingham residents. ”

Andy Cave – CEO Healthwatch – Birmingham

Partner 4: BSC ASC

“ Birmingham City Council Adult Social Care is a core partner of BSAB and is proud of the work that has been undertaken by the partnership this year to promote the safety and wellbeing of the citizens of Birmingham, and to prevent the risk and experience of abuse and neglect of adults with care and support needs. The Board provides a strong platform for partnership working in the context of adult safeguarding, including hearing the voice of citizens, carers, and communities, sharing information to identify themes and patterns of abuse and neglect, and developing strategies to address or prevent wherever possible, and learning from experiences when things haven't gone well. BCC ASC is committed to supporting and making a key contribution to the ongoing work of the Board, which is to make Birmingham a place where citizens live without the fear of abuse or neglect. ”

John Williams – Director – Community and Operational Services
Merryn Tate – Head of Service – Safeguarding – Birmingham City Council Adult Social Care

Partner 3: WMP

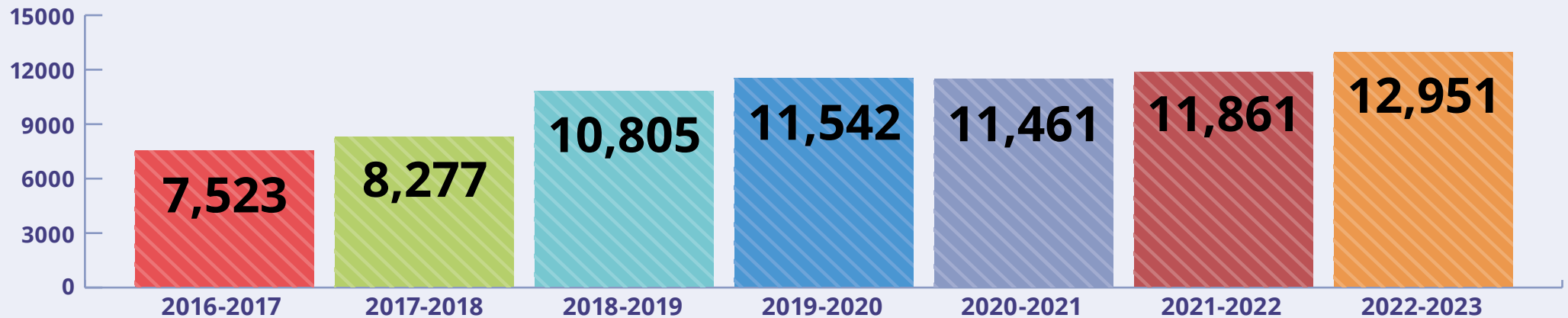
“ West Midlands Police continues to take its statutory responsibility in respect of the safeguarding of adults seriously, this shows in our close relationship with the Birmingham Safeguarding Adults Board. We are fully committed members and chair, on behalf of the board, the Safeguarding Adult Reviews (SAR) subgroup. We have worked closely with Dr Carolyn Kus since her appointment as BSAB Independent Chair.

The relationships with partners of the Board are valued, so often demonstrated by the level of discussion, scrutiny and learning that is fundamental to the how the Board functions. The regular learning events and publications the Board provides are of a high quality, as The Care Act rightly would demand. Equally, the level of scrutiny of action plans that emerge from SARs is robust and timely. West Midlands Police looks forward to work with Carolyn to continue the important work of the Board and to ensure the partnership remains committed to this important area of business. ”

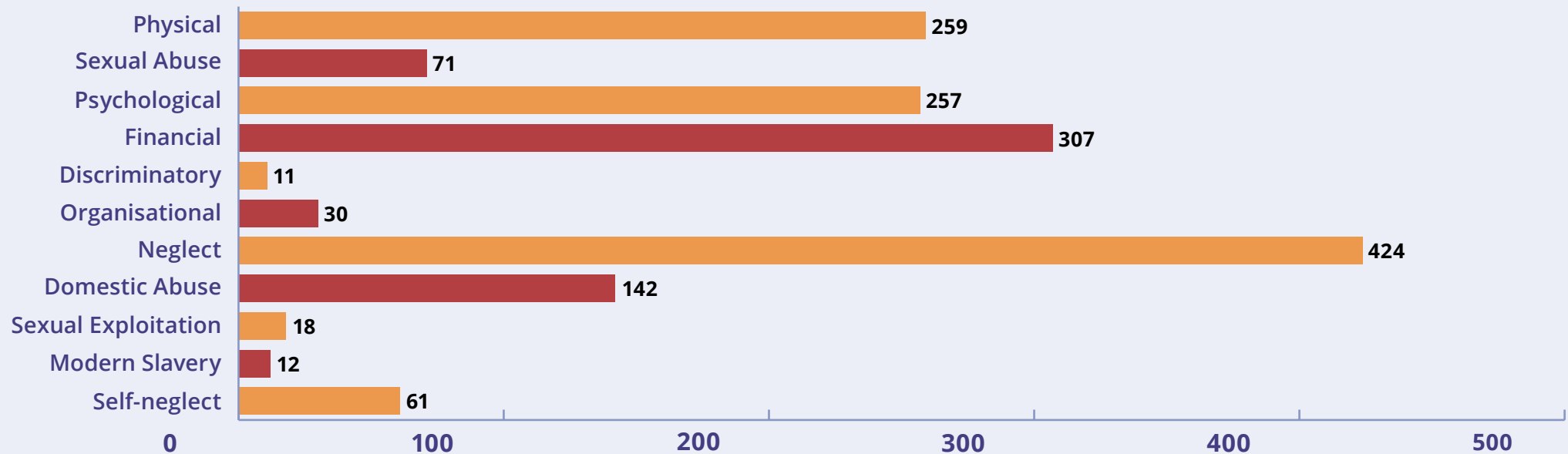
Mat Shaer – West Midlands Police – Chief Superintendent, Commander for Birmingham East NPU

Appendix 3 - Safeguarding Adults Data

Adult Safeguarding Concerns reported to Birmingham City Council each year from 2017-2023

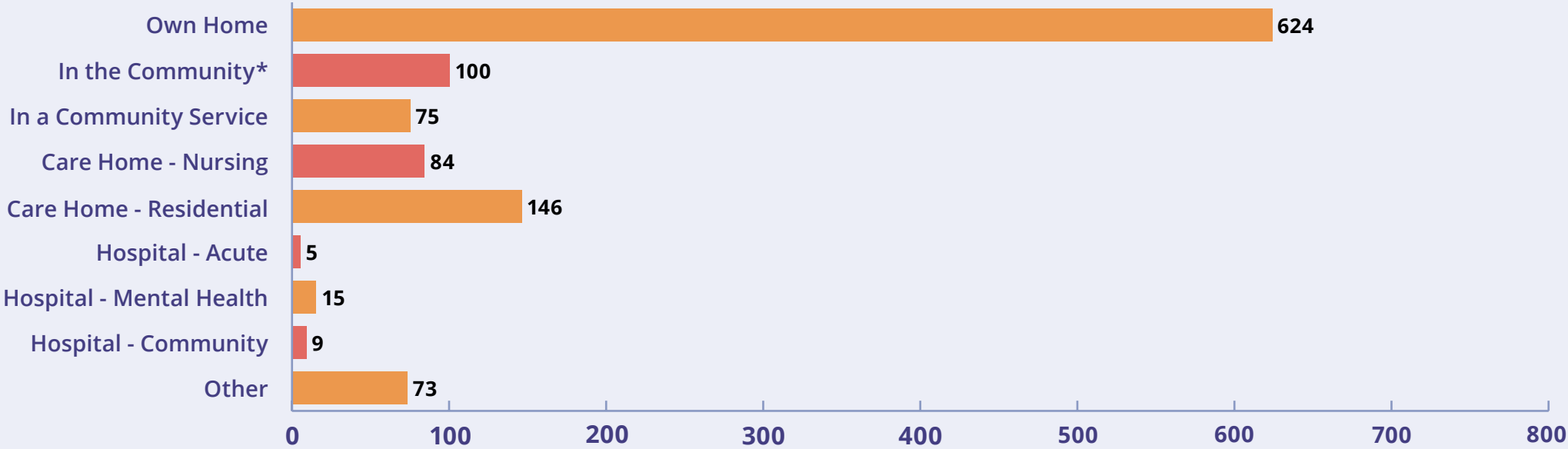


Types of abuse for all Enquiries 2022-23



Appendix 3 - Safeguarding Adults Data *(continued)*

Location of alleged abuse or neglect in concluded Enquiries 2022-2023



*(Excluding Community Services)

Appendix 3 - Safeguarding Adults Data *(continued)*

How people felt about whether their Enquiry had achieved what they wanted

Fully achieved	64.2%
Partially achieved	27.4%
Not achieved	8.4%
Not recorded	0%

Proportion of people who were asked the outcome they wanted for their concluded Enquiry in 2022-2023

% of people who told us what they wanted to achieve	62.7%
% of people who were asked but did not say what they wanted to achieve	11%
% of people not asked	21.7%
Not Recorded	4.6%

How people felt after their Enquiry

Did the person feel involved?	97.3%
Did the person feel listened to?	97.6%
Did you understand why people did what they did?	95.8%
Do they feel safer as a result?	89.8%
Do they feel happier as a result?	92.2%



14. Glossary

Adverse Childhood Experiences (ACEs) – the stressful or traumatic events in childhood that can affect people as adults.

Anti-Social Behaviour Case Reviews – right for victims to request a review where they believe their report of anti-social behaviour problems has not been properly addressed.

Care Act 2014 – the law that sets out how adult social care in England should be provided:

- s42 the section under the legislation that sets out when a Local Authority has a duty to undertake, or cause others to undertake, a safeguarding Enquiry if an adult with care and support needs may be at risk of, or is experiencing, abuse or neglect and as a result of those needs is unable to take steps to protect themselves.
- s44 the section under the legislation that sets out when a Safeguarding Adults Board should consider when Safeguarding Adult Reviews should be undertaken because the criteria have been met or there is value in doing so.

Care Quality Commission – the independent regulator of health and social care in England.

Child Safeguarding Practice Reviews – an independent review where a child has been seriously harmed or has died and abuse or neglect is known or suspected.

Community Safety Partnership – statutory partnership to reduce crime, fear of crime, anti-social behaviour, alcohol and drug misuse and reducing offending.

Domestic Abuse, Stalking and 'Honour'-based violence (DASH)

– risk assessment tool in relation to the risk of domestic abuse used to support referrals to MARAC. These can have specific risk areas such as the S-DASH with questions focusing on the risks of stalking and harassment.

Deprivation of Liberty Safeguards (DoLS) – procedure to protect the rights of adults in care homes or hospitals who cannot consent to their care and treatment arrangements under the Mental Capacity Act 2005.

Domestic Abuse Housing Alliance – national partnership supporting housing providers response to domestic abuse.

Domestic Homicide Reviews – enable lessons to be established where a person was killed as a result of domestic violence and abuse.

Early Help HUBs – a resource for practitioners working with children and families to find services that can help to support.

Exempt Accommodation – supported housing that is exempt from certain Housing Benefit provisions e.g. a resettlement place or certain accommodation providing care, support or supervision.

Forced Marriage – a marriage where one or both parties do not or cannot consent to the marriage and pressure or abuse is used to force them into the marriage.

Forward Thinking Birmingham – partnership of organisations offering mental health support, care and treatment for under 25s in Birmingham.

Health and Wellbeing Board – sets strategic direction to improve health and wellbeing of people locally.

‘Honour’ Based Violence – abuse that occurs when perpetrators perceive that the victim has shamed the family and/or community by breaking an ‘honour’ code.

Independent Domestic Violence Advocate – works with the victim of domestic violence and seeks to empower them.

Independent Management Review – to detail, analyse and reflect on actions, decisions, missed opportunities and areas of good practice within an individual organisation.

Integrated Care Board – NHS organisation responsible for developing a plan for meeting health needs, managing NHS budgets and arranging health care in a geographical location.

Integrated Care System – partnership between organisations that meet health and social care needs.

LeDeR – learning disabilities mortality review to identify learning where a person with a learning disability and autism has died.

Liberty Protection Safeguards – the planned legislation that will replace DoLS.

Multi Agency Public Protection Arrangements – management of violent and sexual offenders.

Multi Agency Risk Assessment Conference – meeting to share information of the highest risk domestic abuse cases.

Offensive Weapons Homicide Review – requirement for police, Local Authorities and local health boards in England and Wales to review deaths of over 18s involving, or likely to have involved, an offensive weapon.

Predatory Marriage – a forced marriage where the individuals’ mental capacity to marry is in doubt or is vulnerable to undue influence.

Right Help Right Time assessment – guidance for everyone working with children and families in Birmingham.

S11 audit – under Children Act 2004 – duty on key organisations to self-assess the extent to which they meet the safeguarding requirements and standards to safeguard and promote the welfare of children.

Serious Incident Review – to identify, investigate and learn from serious incidents.

Serious Violence Duty – councils and local services to work together to share information and target interventions to prevent and reduce serious violence.

7 Minute Briefing – a tool for learning based on research suggesting seven minutes is the ideal timespan in which to concentrate and learn.

Think Family Agenda – a way of working that recognises and promotes the importance of a whole-family approach.

Violence Reduction Unit – a partnership organisation that aims to reduce violent crime across the West Midlands.



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