

**OLDHAM
SAFEGUARDING
ADULTS BOARD**

**SINGLE-
AGENCY
STATEMENTS
2020-2021**



Oldham Council is a local authority with a vision to work cooperatively with the people of Oldham. We have many responsibilities to support and provide services to the people of Oldham, but supporting people to live safely, free from abuse and neglect is a priority for us. We are passionate about safeguarding adults, promoting and protecting the human rights, wellbeing and the safety of the people of Oldham.

We have very specific legal duties for preventing, delaying, assessing and meeting the care and support needs of adults under the Care Act 2014. We also have specific duties to undertake safeguarding enquiries for adults aged 18+ and to organise Oldham's Safeguarding Adults Board.

Under the Mental Capacity Act (MCA) 2005 we are responsible for organising assessments and authorising deprivations of liberty for adults in hospitals and care home settings when this are deemed to be in a person's best interests. We also ensure that individuals and their representatives have the information needed to challenge their deprivation if they wish to do so.

Oldham Council undertake these responsibilities as part of Oldham Cares Integrated Care Organisation and deliver them through our Adult Community Health and Social Care services.

Safeguarding and Oldham Council

Safeguarding is our top priority in Adult Community Health and Social Care. We work with adults aged 18+ who have care and support needs, to support them to stay well and live safely, free from abuse and neglect.

Our approach is to work in partnership with adults to make safeguarding personal to each individual by understanding what is important to a person and what they want to happen to stay safe and well.

We take a multi-agency approach to safeguarding, working in partnership with other agencies and organisations to support the safety and wellbeing of adults.

For us, promoting the safety and wellbeing of adults begins with prevention through signposting, building community capacity, through the assessment and management of risk, the promotion of wellbeing, and by supporting positive risk taking. The aim of this approach is to prevent abuse by empowering people to be resilient, build support networks and to be able to safeguard themselves.

Our approach also involves responding to concerns of abuse and neglect for adults with care and support needs. This involves coordinating concerns, arranging meetings, completing safeguarding

enquiries, direct work, protection planning and review, where an adult is experiencing or at risk of abuse or neglect. At all times we aim to ensure an individual's outcomes are at the centre of this process and aim to empower and protect adults who are unable to protect themselves from the experience of abuse and neglect. Our approach is to respond proportionately and in the least intrusive way to the individual at risk.

We work with individuals to ensure that they are not illegally deprived of their liberty, and that the care and support they receive is necessary and proportionate to manage the risks to their wellbeing.

Alongside our work with individuals, we also work with care providers, reviewing the quality of services to support the delivery of safe care through support, prevention and intervention.

The final part of our approach is to work at a systems level to strategically develop and maintain the effectiveness of the safeguarding system in Oldham.

Safeguarding in 2020/21

The key safeguarding themes in 2021/21 were:

- Increased reports of abuse to Adult Social Care. We were required to respond effectively to increased levels of safeguarding concerns throughout the pandemic response and recovery period.
- Increased support needed for care providers. We provided enhanced support to care providers in order to support the safe delivery of care throughout the pandemic response and recovery.

We also recognised ongoing trends regarding how Community Health and Social Care and the wider safeguarding system in Oldham support people who:

- are experiencing exploitation as an adult
- are transitioning through safeguarding services
- have complex dependencies
- self-neglect
- experience Domestic Abuse
- experience Elder Abuse

We are working strategically to:

- empower our front-line staff with the specialist knowledge, skills and ability to prevent abuse and respond effectively when someone is at risk of, or experiencing, abuse.
- establish an evidence base, practice framework and definition in relation to complex and contextual safeguarding for adults, through local, regional and national initiatives.

- Be effective members of Oldham’s multi-agency safeguarding partnership through proactive engagement with Oldham Safeguarding Adults Board and wider multi-agency safeguarding forums.
- Continuously improve our services to support people to live safely.

Our top areas of progress in 2020/21 were:

- Embracing new ways of working and innovative safeguarding practice and service delivery throughout the pandemic response and recovery period. Some examples of this included:
 - ◇ Training all adult social care staff to complete virtual assessments
 - ◇ Training all adult social care staff to complete virtual mental capacity assessments
 - ◇ Training all adult social care staff to use personal protective equipment when face to face contact was required
 - ◇ Moving safeguarding meetings to video conferencing.
- This commitment to continuous development has supported safeguarding responses and interventions to continue to be delivered safely and effectively throughout 2020/21.
- Implementing and embedding multi-agency risk huddles within primary care networks to deliver preventative safeguarding responses via risk management. This preventative approach has supported a reduction in repeat safeguarding referrals.
 - Leading and contributing to the development of complex safeguarding evidence base, strategy and practice. Working collectively with national, regional and local partners, we are committed to understanding what constitutes and causes complex safeguarding and to preventing and responding effectively to adults experiencing exploitation.
 - Improving recognition and responses to organisational abuse.

Safeguarding Adult Review Learning

One of the key areas of learning from Oldham’s Safeguarding Adult Reviews (SARs) relates to how we work with people with complex dependencies and self-neglect. Our neighbouring Safeguarding Boards in Bury and Rochdale have also recognised key learning in this area within their SAR reviews too. Collectively Oldham, Bury and Rochdale adult care services delivered a tri-borough event to embed this learning into frontline social work practice. The Safeguarding Adults Board also participated in a strategic tri-borough event.

Oldham Safeguarding Adults Board Business Unit has produced a self-neglect podcast and published a self-neglect toolkit to support frontline practice. They have also delivered a practice learning event focused on how our safeguarding system can support the wellbeing and safety of women who have had children removed from their care.

Within Strategic Safeguarding we have taken a flexible approach to SAR learning, proactively applying lessons learnt, promoting making safeguarding personal as central, providing constructive challenge, connecting into frontline teams and promoting multi-agency working in our daily work on complex safeguarding.

Successful Multi-Agency Safeguarding Work

The Insight Project was developed to create a national picture regarding safeguarding adults’ activity during the Covid-19 pandemic. The first report provided a picture of how safeguarding adults activity in England was affected by the initial stage of the pandemic and first lockdown, up until June 2020. This second report provided information on safeguarding adults activity up to December 2020.

The project was developed as it was recognised that the Covid-19 pandemic and accompanying lockdowns have had an unprecedented and extraordinary impact on all aspects of day-to-day life and behaviours. There are ongoing concerns about how people with care and support needs may experience different or more abuse or neglect due to these changes. Insight into the impact of the pandemic on safeguarding activity can firstly, describe what is happening, secondly, inform future activity to mitigate increased or different risks of abuse and thirdly, offer a national picture for the varied and shared local experiences. Data and intelligence provide evidence, both to emphasise the importance of safeguarding adults and influence policy and decision makers.

It is important to understand what has happened, and continues to happen, in order to respond to changing safeguarding needs, learn lessons for future Covid-19 outbreaks and consider the longer-term impact of the pandemic. It is hoped that this insight and data improve understanding of the impact of Covid-19 locally and nationally and informs responses to people with safeguarding needs as well as assist planning for the future. Throughout the pandemic, there have been concerns that safeguarding issues were not being identified and reported, due to reduced ‘face-to-face’ contact between adults with care and support needs and professionals, families and friends, especially, but not only, regarding people living in care homes. In community settings, there continues to be increased concern regarding the ongoing impact of social isolation and the changing risks of abuse for people with care and support needs (e.g. increased self-neglect, new scams regarding Covid-19 testing and immunisation). There continue to be concerns about ‘surges’ in safeguarding demand and activity when lockdown restrictions are eased and face-to-face social and professional contact restarts and intensifies. The monthly data, alongside the qualitative intelligence, collated in insight reports describes the median experience amongst councils but also how councils may have had a very different set of patterns and trends.

Association of Directors of Adult Social Services (ADASS) Complex

and Contextual Safeguarding for Adults project is a group of ADASS Safeguarding members, led by Oldham, that are working together to produce a definition of complex and contextual safeguarding for adults and a framework that supports individuals and enables a consistent approach.

The priority areas for the project have been identified as:

- Developing and refining a definition of Complex and Contextual Safeguarding for Adults considering the inclusion of individuals:
 - ◇ with adverse childhood experiences
 - ◇ who have experienced trauma
 - ◇ in transition or post-transition from children's services
 - ◇ who do not or are not able to engage with services
 - ◇ who may be deemed to have capacity, but where this may be constrained
 - ◇ with drug and/or alcohol misuse
 - ◇ with mental health problems, disorders or illnesses
- Building our understanding of needs, circumstances and outcomes (using qualitative and quantitative data that supports effective working with individuals)
- Developing our understanding of different approaches and offers
 - ◇ Themes around trauma-informed practice, how some of this represents 'old-fashioned' social work (and the need for experience and expertise, particularly around capacity and mental health), issues of join-up between Children's and Adult Social Care, and of 'Rights versus Risk'
- Considering what is working and/or being developed in other areas
- Developing improved data and analysis to give us a greater understanding of the people and circumstances involved in this type of safeguarding work, and how we might better prevent or intervene early
- Developing outcome approaches to support partnerships to better understand the impact of their work and approach to complex and contextual safeguarding
- Developing a framework for tackling complex and contextual safeguarding, and good practice examples, focused on the partnership working required to address complex and contextual safeguarding and the different models of provision and practice that are used to address complex and contextual safeguarding

Safeguarding Priorities in 2021/22

Our strategic objectives are to:

- Work in person centred ways to enable and protect people in Oldham to live independent lives free from abuse, neglect and fear.
- Be recognised as the 'go to' experts on all aspects of adult

safeguarding, valued for the way we provide accessible, timely and responsive information and advice.

- Work creatively to empower individuals so their voices are amplified and act as a catalyst for positive change.
- Lead Oldham's multi-agency safeguarding offer through a culture of learning, reflection, growth and transformation within adult safeguarding practice.
- Champion Oldham's all age safeguarding offer.
- Be valued and respected by other service and partners as a united team led by its values and ethics, that achieve solutions through a culture of collaboration and respectful challenge.
- Recognising and responding to national and local safeguarding themes, to deliver a service that makes change happen; providing the right support at the right time, leading to better outcomes for individuals.

In 2021/22 our priorities are:

- Strategic Oversight and Leadership for Adult Safeguarding: To establish the service as a highly visible centre of excellence for safeguarding within Oldham and Greater Manchester and the 'go to' service for adult safeguarding advice and information.
- Multi-Agency Safeguarding Offer for Oldham: Families in Oldham stay safe as a result of 'all age' safeguarding policies and practices, and effective multi-agency responses to safeguarding concerns.
- Safeguarding Adults Policy and Practice: To be assured of consistent and effective safeguarding practice across agencies based on a suite of safeguarding standards, guidance and policies supported through an ongoing programme of safeguarding training and development across agencies.

Key Challenges

The biggest challenge going forward will continue to be the impact of the Covid-19 Pandemic.

We are committed to challenging inequality, preventing abuse, and responding to the impact of increased levels of social inequality and abuse seen during the pandemic.

We will continue to evolve our service delivery to overcome new challenges and adopt new ways of working to prevent abuse, recognise and respond to abuse, to protect those who are most vulnerable to abuse and neglect, and to support our staff and partners in doing so safely.

We will be vigilant to the hidden harm the pandemic may have caused and to future safeguarding trends which may emerge.

Most importantly we will listen and maintain individuals at the heart of our work as we adapt and evolve during this time of great change to continue to secure the human rights and promote the wellbeing and safety of adults with care and support needs.

Greater Manchester Police



Greater Manchester Police is responsible for providing the first line response to the needs of the community, which include fighting crime, keeping people safe and safeguarding vulnerable people.

Safeguarding and Greater Manchester Police

Safeguarding children and vulnerable people is a priority for Greater Manchester Police (GMP). The role of Safeguarding is a much wider concept than investigating criminal offences. In addition, we recognise that safeguarding is everyone's responsibility.

All GMP staff work internally and externally with partners to safeguard victims of Domestic Abuse, children at risk of abuse or exploitation and any other vulnerable person. This is in order to ensure that we achieve the best outcomes for them whilst also ensuring that we consider the wider threat posed by perpetrators and do not limit our safeguarding considerations to the victim(s) identified at individual incidents.

Safeguarding in 2020/21

The key adult safeguarding themes to emerge within the last year related to the month on month increase of Domestic Abuse incidents, in particular; Stalking, Harassment and domestic related sexual offences.

The circumstances surrounding the Covid-19 pandemic has led to an increase in demand across all areas of Adult Vulnerability and has been a particular challenging time for the Police and other agencies.

Having identified the increase in demand, a number of measures were put in place within the Oldham Multi-Agency Safeguarding Hub (MASH) in order to ensure that the partnership provided the best possible service to those who are identified as being vulnerable in our community.

Our top areas of progress relate to the preparation for the implementation of an Investigative Safeguarding Review unit (ISR2). This will move officers into specialist units in the areas of child protection, adult safeguarding, serious and complex criminal investigation and complex safeguarding. By moving towards this structure, GMP will be able to offer an enhanced service which supports our own staff, partners and the public.

The Detective teams are currently made up of the main office Criminal Investigation Department (CID), the Complex Safeguarding Team (which includes Child Sexual Exploitation, Child Criminal Exploitation and Organised Crime Groups) and

the MASH. The arrival of ISR2 will split these officers between the CID, a Child Protection Investigation Unit (CPIU), an Adult Safeguarding Unit (ASU) and the Complex Safeguarding Team. If looked at in isolation, many Child Protection or Domestic Abuse incidents can appear straightforward with no complicating factors, however many of these incidents will in fact be complex due to a number of factors, which may include the history and background of the victim, interfamilial issues, substance misuse or mental ill health. Public protection enquiries will often require joint working with partner agencies in order to find the best possible outcome for the victim, and in many cases this will move away from a criminal justice solution.

The date for the ASU has been set for 21 October 2021 and will be implemented once the CPIU has been introduced in September 2021.

Another area of progress relates to GMP's response to domestic Incidents. As a result of the action plan put in place following Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) recent inspection, the Public Protection Governance Unit conducted internal audits on each district.

These audits assessed both good practice displayed by officers and also areas of learning and improvement. Some key learning was highlighted within this review which has resulted in the implementation of Domestic Abuse Learning Circles.

This is a new initiative which is being trialled in the Oldham District and will encourage reflective practice amongst officers and staff at all level of service. This two-way process will allow the officers to reflect on their performance as well as the chance for them to comment on organisational barriers when dealing with domestic incidents.

Safeguarding Adult Review Learning

GMP are dedicated to embedding learning from Safeguarding Adult Reviews into the day to day running of the organisation.

The proposed structure of ISR 2, moves away from the previous ISR model and principle that all detectives need to be 'omni-competent'. Specialist child protection and adult safeguarding units are required. This view is consistent with feedback obtained from officers, staff and partners.

Successful Multi-Agency Safeguarding Work

A Stalking Scrutiny Panel took place in December 2020, made up of Police, the Crown Prosecution Service (CPS) and Victim Service Coordinators. The exercise determined that the CPS were receiving more stalking cases and a better explanation as to why other charges were being considered. The exercise also found some excellent investigations and tenacity of officers, good evidence of CPS and Police working together on cases, some excellent statements and good applications for restraining orders. In regard to areas of learning, the quality of some files were poor with little supervisory oversight; delays in responding to the CPS were highlighted. In addition to this, in some examples, there was a lack of victim care and some leading behaviour by officers.

This piece of work has led to further internal audits being conducted on the district which has highlighted some excellent practice and some areas of development for officers. For 2021, a learning circle practice has been introduced which allows the officer to discuss a case that they have attended and begin to apply reflective practice in regard to their performance.

Safeguarding Priorities in 2021/22

The key adult safeguarding priority for 2021/22 is the implementation of ISR2 and the ASU.

The new ASU will enhance GMP's response to adult safeguarding. Domestic Abuse victims will be contacted and supported throughout the Criminal Justice process. The ASU will also provide an enhanced response in relation to Adult Protection.

The ASU will triage each Adult Protection incident and identify adults who are in need of support. Working closely with adult social care, mental health services, drug and alcohol services

and Neighbourhood Beat Officers, Adult Protection concerns will be problem solved and resolved quickly by the most appropriate agency and, in so doing, it is anticipated that demand into all services will be reduced.

The main focus of this new unit will be to implement GMP's Domestic Abuse policy and support frontline officers dealing with Domestic Abuse prisoners. Adult Protection will also sit within this unit.

Currently the majority of district MASH and District Safeguarding Teams (DSTs) triage all Domestic Abuse, Child Protection and Vulnerable Adults cases, many are co-located with partners. It is recommended that the Domestic Abuse and Vulnerable Adult triage aspect of the MASH and the Multi-Agency Risk Assessment Conference (MARAC) coordination functions combine to form the new ASU unit.

The ASU will be staffed with a mixture of detectives, those undertaking the Initial Crime Investigators Development Programme (ICIDP), police officers and staff who have a desire and passion to work in Domestic Abuse and Adult Protection.

The unit will provide an excellent opportunity for police constables to develop whilst allowing detectives who have a desire to work in Domestic Abuse and Adult Protection to support uniform colleagues.

Key Challenges

We will continue to respond to the emerging trends of Complex Safeguarding, Domestic Abuse and Child Abuse. The increased demand particularly in these key vulnerability strands will be our key challenge.

It is anticipated that we will continue to see a rise in reports due to the ongoing restrictions and a potential backlog of reports due to the Covid-19 Pandemic.

The creation of the new all-age Complex Safeguarding Team is also a key partnership area for us to work on moving forward.



NHS Oldham Clinical Commissioning Group (CCG) is an organisation responsible for deciding how taxpayers' money is spent on the health of people who live in Oldham. NHS Oldham CCG is a membership organisation, with every family doctor in Oldham as our members. The vision of NHS Oldham CCG is to improve health and healthcare for the people of Oldham by commissioning the highest quality healthcare services, provided near to the patient, in an integrated fashion and representing best value for money. NHS Oldham CCG is accountable to [NHS England and Improvement](#) which, among other roles, supports us to effectively buy, or commission, services for the NHS.

Safeguarding & NHS Oldham CCG

CCGs are one of the statutory safeguarding partners and the commissioners of local health services. They are responsible for the provision of effective clinical, professional and strategic leadership in regard to safeguarding adults, including the quality assurance of safeguarding through their contractual arrangements with all provider organisations and agencies, including from independent providers.

The Safeguarding Team is a fundamental part of the CCG's commissioning and contractual process; ensuring NHS funded services are delivering safe and effective care. NHS Oldham CCG is committed to the protection of adults and preventing abuse. The Designated Nurse Safeguarding Adults represents NHS Oldham CCG on the Safeguarding Adults Board as a professional advisor and on various Sub Groups of the Board and continues in the chair role of the Board's Safeguarding Adult Review Sub Group. The Director of Nursing & Quality provides the executive level oversight on the Board. The Safeguarding Team maintain excellent operational links with Primary Care, the team deliver regular safeguarding training sessions as well as opportunities to discuss updates and learning from reviews etc in the GP Safeguarding Lead Forum. The Designated Professional Team undertake assurance activity with all commissioned providers.

Safeguarding in 2020/21

Throughout 2020/21, NHS Oldham CCG has taken a lead role in the response to the Covid-19 pandemic, working alongside the wider health system and the wider partnership. NHS Oldham CCG has listened to NHS England and learning nationally throughout this time, with some key areas of focus to ensure residents of Oldham are safe and receive the right care at the right time. The two areas of focus were:

- End of life care – information packs were circulated to all primary care practices and care providers to ensure practitioners understood the coronavirus legislation. The information packs included DNACPR (Do not attempt cardiopulmonary resuscitation) forms, advance decision

making as well as the changes to statements of intent forms. NHS Oldham CCG chaired the end of life group, co-ordinating information across all services and ensuring each agency was aware of new guidance. NHS Oldham CCG reviewed patient specific information, when concerns arose of end of life care being applied in a blanket fashion, and this was addressed accordingly.

- Adherence to the Mental Capacity Act (MCA) – During the coronavirus pandemic, there has not been any alterations or easements to the Mental Capacity Act. As a result, NHS Oldham CCG has supported the health economy and the wider partnership to ensure that the Mental Capacity Act remains central to any care delivery. This involved developing a flowchart and decision-making guide for practitioners to use when considering swabbing Oldham residents for the coronavirus to delivering MCA training sessions to frontline practitioners.

During 2020/21, a priority consideration for NHS Oldham CCG is the mental health and the impact of the coronavirus pandemic, on the residents of Oldham and staff working within Oldham.

An achievement for the CCG during 2020/21, has been to ensure the CCG continues to meet the statutory safeguarding responsibilities during the coronavirus pandemic. This includes the CCG participating in Safeguarding Adult Reviews, attendance of Board meetings, contributing to the ongoing developmental activity for the Board, and most importantly working hard to keep individuals safe from harm. NHS Oldham CCG took a lead role with the development of end of life pathways, ensuring that they adhered to the Mental Capacity Act. There was vast consideration during the pandemic, to how those who are most vulnerable, would be protected against the coronavirus, as well as ensuring that their physical, psychological and wellbeing needs could be met.

Another achievement for NHS Oldham CCG is the continuation of the LeDeR programme (learning disability mortality review programme). During 2020/21, NHS Oldham CCG have signed off 23 learning disability mortality reviews. NHS Oldham CCG have undertaken a substantial amount of work, along with partner agencies to embed the learning from LeDeR reviews (locally and nationally) as well as to re-design services, due to the pandemic, which aim to meet the needs of people with a learning disability.

Safeguarding Adult Review Learning

NHS Oldham CCG has reflected upon the learning from Safeguarding Adult Reviews with this informing how and where the focus of activity should be. Although the

CCG have recognised that learning from SARs needs to more widely distributed across the CCG for the learning to be truly embedded into practice.

As a commissioning organisation with limited direct contact with patients, the CCG has focussed on sharing the learning from SARs with frontline practitioners in primary care, delivering safeguarding training and supporting changes in practice. NHS Oldham CCG is committed to supporting the Oldham Safeguarding Adults Board to develop effective policies, procedures and systems to safeguard the residents of Oldham.

Successful Multi-Agency Safeguarding Work

The CCG Safeguarding Team developed a forum for the multi-agency partnership to discuss Adults with Multiple Complex Needs. This forum brings together representatives from a number of agencies including NHS Oldham CCG, Greater Manchester Police, Adult Social Care, NHS trusts, strategic housing services, Turning Point, strategic housing services, probation services as well as other organisations in Oldham to discuss the safety, health and well-being of individuals with multiple complex needs. The purpose of the meetings is to share information to increase the safety, health and wellbeing of high-risk individuals as well as to discuss barriers in practice and see if agencies can work together to identify any solutions. This meeting will also be able to gather insights on trends and gaps in service delivery, which will feed into the Safeguarding Adults Board as part of the agreed governance structure.

NHS Oldham CCG is also leading on the development of a protocol when a person develops a pressure ulcer and how practices interface with safeguarding procedures. The protocol is being designed to span four geographical areas of Greater Manchester in the first instance and will support practice within NHS organisations, Adult Social Care as well as independent care home providers. It is expected the protocol will be complete during 2021/22.

NHS Oldham CCG participated in a series of live domestic abuse question and answer sessions. The sessions allowed members of the public and staff to contact a panel of agencies to gain advice relating to domestic abuse.

Safeguarding Priorities in 2021/22

A priority for NHS Oldham CCG in 2021/2022 will be to review the long-term response of increasing safeguarding concerns as a result of the coronavirus pandemic. There has been an increase in SAR activity in the last 12 months, therefore a priority will be to ensure the learning is distributed and that any recommendations made to improve practice are embedded into NHS commissioned organisations.

NHS Oldham CCG will act in response to the transformation

outlined in the white paper: Integration and Innovation: Working Together to Improve Health and Social Care for All. The CCG will aim to ensure safeguarding roles and responsibilities are reflected in any new arrangements, including the development of an integrated safeguarding service.

Safeguarding assurance of all NHS commissioned services will remain a priority for NHS Oldham CCG. The safeguarding team are developing a dashboard that will enable areas for concern to be visible. NHS Oldham CCG will also be preparing throughout 2021/22 for the implementation of the Liberty Protection Safeguards. The scoping of potential numbers of individuals who would be subject to procedures has already been undertaken, Mental Capacity Act practice will be audited and once the Code of Practice is released, there will be a review of internal policy and procedures as well as a focus on the internal staffing structures and governance arrangements for NHS Oldham CCG.

NHS Oldham CCG will continue to support the Safeguarding Adults Board to deliver against priorities, including to evaluate the effectiveness of partnership activity relating to children transitioning to adulthood, as well as how adult services respond to complex safeguarding matters, such as the exploitation of adults at risk.

Key Challenges

Health services have been significantly impacted in recent months by the coronavirus pandemic, resulting in services working in very different ways. The challenge that faces us is ensuring that all services are able to come back to full capacity, whilst recognising that these changed ways of working will continue for the foreseeable future. Whilst this clearly presents a challenge, it also brings opportunities as teams and services have found ways of working more collaboratively to solve problems quickly and effectively and working creatively to ensure access to care at the point of need, notably through the use of digital technology and virtual consultations.

As the easing of lockdown restrictions continues there is a constant challenge of maintaining the safety of both staff and service users and creating balance to ensure access and visibility particularly for those in extremely vulnerable circumstances. The impact of lockdown is yet to be fully seen and appreciated and we will continue to work with partners around issues such as Domestic Abuse, complex and contextual safeguarding and the impact from a mental health and wellbeing perspective. The learning that we can take from the global pandemic is now central to our approach as we move forward with delivering services for individuals in a much more aligned and integrated fashion. Safeguarding practice and the personalisation agenda are vital components of this and the challenges we face are striving towards that whole system approach whilst ensuring that individual need remains a key priority. As ever, this must be done within a context of tightening purse strings and necessary savings which means the focus on safeguarding and supporting our most vulnerable is as important, if not more so, than ever.

Age UK Oldham (AUO) is a local independent charity helping older people in many ways:

- FROM care services for frailer older people TO friendly and fun social activities
- FROM a friendly listening ear on the phone TO unravelling complicated entitlements
- FROM giving people and their families clear information when facing illness or major change TO supporting them to understand when making decisions on their future
- FROM sharing our wide local knowledge and experience TO guiding people when care needs loom and ensuring their voice is always heard.
- FROM fixing a leaky tap TO educating people on avoiding being “scammed”.

We can often make that first connection and help them take steps to improve their life.

Safeguarding and Age UK Oldham

Prevention has always been our byword – we connect with and contact older people at an early stage, recognising the paths to deterioration. We strive to address their vulnerabilities with the provision of innovative services and strategies, to help avoid breakdown of relationships which can lead to safeguarding issues.

The challenge is to ensure we are abreast of current learning and approaches to delivery and that our ever-changing outlook is fresh, imaginative and a direct response to our learning. This approach helps us to attract the appropriate people, partnerships and funding and provide what people and their families want and need.

Safeguarding in 2020/21

As AUO services had to close, the year of the pandemic highlighted the vulnerability of older people who live alone and face severe isolation. Whatever their physical, financial or emotional needs, regular contact with someone they trust can build the foundation of prevention and lead them on the road to safety and appropriate care – to which we are all entitled.

It also brought to the fore the daily huge challenges faced by family carers (especially of those with dementia). Lockdown restrictions exerted huge pressures on families, taking a toll on both their physical and mental health.

Our practical home services (Handyman, Major/Minor Adaptations, etc.) could only offer an emergency service opening the door for the “scammers” to emerge. Financial abuse of older people is a growing problem and as we encourage people to learn digital skills, we also open them up

to new attempts from abusers of coercion and exploitation with devastating consequences.

Our top adult safeguarding achievements and areas of progress were as follows:

- As a relatively small local charity, during the pandemic here in Oldham, we had contact with over 20,000 people each week by way of meal and shopping deliveries, emergency and crisis provision, emotional support for people living with dementia and their carers, telephone befriending for people living alone, welfare checks, advice and information response, library books and craft delivery, Zoom Falls exercise classes, doorstep visits, etc.
- The speed and inventiveness of the way we reconfigured services to ensure that older people were not neglected. We made sure that all existing service users and all new referrals from all sources including the Council Emergency Hub were accepted. Despite a massive loss of income, our Board agreed that we must dig deep into our reserves. Trustees, staff and volunteers similarly dug deep both physically and emotionally, working long hours in sometimes stressful circumstances and went that extra mile to serve both existing and new customers.
- Brilliant partnership-working, including transporting vulnerable people to appointments and vaccinations and taking people home following discharge from hospital, delivering emergency shopping and meals, daily calls and other vital support. People from lots of different organisations and those who were on furlough volunteered their valuable time to help when they could have stayed at home tidying their cupboards or making banana bread.
- We recognised the need for recovery plans at an early stage and quickly got to work on those, securing a small amount of funding for the innovative ideas staff came up with. One example is a place-based community market which will address the huge loss of confidence and mobility experienced during isolation and our strategic ways in which to build up resilience in people who would otherwise remain vulnerable at home and open to isolation and abuse.

Making Safeguarding Personal

The ethos of our local organisation is flexibility, building up relationships and trust whilst accepting people’s different lifestyles and working with their vulnerabilities to help them accept support. We provide a myriad of services and there is a routine built into our staff relationships to find a way, even if, ‘they don’t reach FACS criteria’ or ‘they have capacity’. We don’t need a written policy - it’s

A new integrated leadership model in the trust, supported by the Oldham Head of Quality enhances the work of our services how our training ensures that everyone who approaches us, from the most intensive care service to a Handyvan customer needing a small household task, is given the best service according to their needs and wishes.

Successful Multi-Agency Safeguarding Work

Partnership working runs through many of our services and achievements and if not executed formally we are besieged with visitors with whom we willingly share our learning. Examples include:

- Direct contact with older people - First Choice Homes Oldham supporting our Befriending and Emergency Shopping services.
- Social Innovation Partnership – a partnership social prescribing initiative with Action Together, Tameside Oldham and Glossop Mind and Early Help.
- Care Home Review Service – delivering statutory reviews in care homes.
- Doorstep Engagement – several staff were involved in doorstep engagement roles as part of Oldham Council’s response to the pandemic, going door to door across the borough checking on welfare and identifying where residents needed additional and sometimes urgent support.
- Age UK Oldham’s Dementia Support Service works very closely with Oldham’s Memory Clinic and Community Mental Health Teams including facilitating information

sessions for service users and Carers at Oldham Council premises.

- A joint venture with Safeguarding Board members, hosting and organising the “Rats in the Sofa” learning event production by Made by Mortals theatre group.

Safeguarding Priorities in 2021/22

As older people have been severely isolated during the Covid lockdown, we intend to address financial abuse of older people. Starting with household “Scams” during World Elder Abuse Awareness Week and continuing the theme throughout the year to make people aware of the many types of fraud that can affect their lives.

Our Community Development Manager is a key player in a Greater Manchester initiative to address the prejudice and difficulties older LGBT residents sometimes face in Sheltered Accommodation and Residential Care.

Assisting Carers emerging from Covid isolation (and maybe returning to work) struggling to get support and appropriate services.

Key Challenges

Older people and their Carers who have been isolating for more than a year have been badly affected by their enforced isolation - poor mobility and deterioration in both physical and mental health means they will need support to regain their health and confidence to re-join community activities and return to normality – that is our goal.

Pennine Care NHS Foundation Trust



Pennine Care NHS Foundation Trust is proud to provide mental health and learning disability services to people across Greater Manchester. We serve a population of 1.3 million and our vision is a happier and more hopeful life for everyone in our communities. More than 4,000 dedicated and skilled staff deliver care from around 200 different locations in five boroughs.

In Oldham, our Mental Health teams provide care and treatment for people with mild to moderate conditions such as depression, anxiety or dementia, or more serious Mental Health illnesses such as schizophrenia and bi-polar disorder. Our services include Healthy Minds (psychological therapies), psychiatric intensive care, and rehabilitation services. Our Learning Disability services are for people with a moderate to profound level of learning disability.

Our Healthy Young Minds service is committed to providing a comprehensive and targeted intervention which positively aims to promote the emotional and psychological wellbeing of our children and young people.

Safeguarding and Pennine Care NHS Foundation Trust

Pennine Care NHS Foundation Trust continues to be committed to ensuring the principles and duties of safeguarding adults at risk are holistically, consistently and conscientiously applied at the centre of what we do. Safeguarding adults is ‘everyone’s responsibility’. The Pennine Care NHS Foundation Trust Safeguarding Strategy recognises a ‘Think Family’ approach as children, adults and their families and carers do not exist or operate in isolation. Our safeguarding team, which has recruited a Named Professional for Safeguarding Adults during 2020/21, offers training, advice, support and guidance to all our staff working in Oldham and supports our commitment to the Adults Safeguarding Board and respective Sub Groups.

All staff have the responsibility to promote the welfare of any child, young person or adult at risk they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm, under the Care Act 2014.

The Community Mental Health Team (CMHT) takes a proactive approach and will make enquires to establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom. Moreover, the CMHT will support with ongoing duty work, information gathering, Making Safeguarding Personal, supporting individuals and families, working with partners, attending strategy meetings, organising and attending case conference meetings along with the management team and taking on the role of Safeguarding Adult Manager (SAM).

All staff work in line with our Safeguarding Families Policy and local safeguarding policy and procedures and there are robust processes in place for the management of incidents and complaints.

Safeguarding in 2020/21

During 2021/21, Pennine Care NHS Foundation Trust recognised the following themes:

- Poor application of Mental Capacity Act, particularly in relation to capacity assessments and the interface with the Mental Health Act.
- Recognising, understanding and use of 'self –neglect' pathways when adults are considered to be making unwise decisions.
- Responses to self-discharge, and services users not attending services or failing to be brought.
- Routine enquiry and responding to disclosures of domestic abuse.

Our top adult safeguarding achievements in 2020/21:

- Mandatory adult safeguarding training was fully offered virtually by the safeguarding team from May 2020, to ensure staff were able to complete essential training.
- The safeguarding team continued 'duty service' as usual throughout 2020/21, so staff were able to access safeguarding advice, support and guidance.
- The numbers of consultations with staff working in Oldham increased, this demonstrated that they were still recognising and responding to safeguarding issues despite having to work differently due to the Covid-19 pandemic.

Safeguarding Adult Review Learning

The safeguarding team developed and recorded 'lunch and learn' training videos for our staff that are designed to be focused so that staff can gain important knowledge in a short

period of time. A Financial Abuse 'lunch and learn' training video was produced as the result of learning from a Safeguarding Adult Review. This training is made to all staff via our web page.

Safeguarding Priorities in 2021/22

Priorities for Pennine Care NHS Foundation Trust in 2021/22 will be to:

- Ensure we fulfil our statutory responsibilities in supporting the Oldham safeguarding partnerships.
- Continue the provision of safeguarding advice, support and guidance and oversight of adult safeguarding incidents within the Trust.
- Develop a skilled and knowledgeable workforce that is able to competently and confidently support with Section 42 (of the The Care Act, 2014) adult safeguarding enquiries.
- Roll out Domestic Abuse basic awareness training to all staff.
- Continue to work with Oldham Council Adult social Care to ensure that there is a comprehensive safeguarding partnership and multi-agency working with Pennine Care NHS Foundation Trust.
- Develop the offer of safeguarding supervision within adult Mental Health and Learning Disabilities services and embed a culture of reflection and learning in relation to safeguarding work.

Key Challenges

Our key challenges will be:

- To continue support OSAB, including representation at all relevant forums to reduce the risk of harm and ill treatment of adults at risk and continue to promote the safeguarding adult agenda across the workforce.
- Establishing mechanisms within the Trust to ensure lessons learnt from reviews can be shared with frontline practitioners.
- To continue to work with OSAB to identify themes and improve outcomes for adults at risk, using our services.
- To continue to deliver Level 3 Safeguarding Families Training, virtually, going forward and to consider how, as a Trust, we can ensure all our staff are compliant and confident in safeguarding the citizens of Oldham.
- To review representation at OSAB and its Sub Groups to ensure consistent attendance.

Doctor Kershaw's Hospice



Dr Kershaw's Hospice provides palliative and end of life care for the people of Oldham who have a life limiting condition. This specialist care extends across an Inpatient unit, Community services and Wellbeing Centre.

Safeguarding and Dr Kershaw's Hospice

Our Chief Executive Officer (CEO) is the Board lead with executive responsibility for safeguarding; supported by the Medical Director and Director of Clinical Services as named Safeguarding Leads. The Safeguarding Leads are in place to ensure that all staff and volunteers within Dr Kershaw's Hospice receive the required advice, support, and supervision in relation to safeguarding, the Mental Capacity Act, Deprivation of Liberty Safeguards and Prevent (the aim of Prevent is to reduce the threat from terrorism by stopping people becoming terrorists or supporting terrorism). In the past year, the Hospice has met all its statutory requirements in relation to safeguarding children, young people and adults; remaining fully compliant with the Care Quality Commission (CQC) fundamental standards relating to safeguarding.

A Prevent Lead has been identified and training put in place for staff (99% compliance rate achieved). The Prevent Lead has undertaken relevant training and is an active participant of North West meetings. We also have a 'Freedom to Speak Up' Champion in place who attends meetings at local Trust to network with other leads. We have a Complaints Lead in place and their contact information and complaints procedures are included in information leaflets and posters.

Information is displayed around the Hospice to signpost staff, volunteers and visitors to the appropriate lead person.

A core mandatory training programme is provided to all staff. Safeguarding Adults Level 2 training compliance level is currently 100% and Safeguarding Children Level 2 compliance level is also 100%.

We have relevant policies and procedures in place to provide a framework for responding to concerns and links with external partnership organisations regarding safeguarding including the MASH, CCG, Local Authority, local Acute Trust and Greater Manchester Police.

There is a robust recruitment process in place for all staff and volunteers appointed including use of the Disclosure and Barring Service and obtaining satisfactory references as mandatory prior to an offer a written confirmation of employment. A robust system is also in place to

monitor nursing and medical professional registration details, as standard practice.

Our hospice agreed 'Principles of Behaviour' are embedded within our culture and are displayed around the building. There are measures in place to safeguard vulnerable populations and promote equity and dignity in service provision, for example, measures to support bereaved dementia sufferers.

Dr Kershaw's Hospice was the first hospice to be recognised nationally to become homeless-friendly. This is via an established link with a local GP.

Our Information Governance and Data Systems Officer advises the hospice regarding the management of privacy rights in relation to the data processing during the pandemic response, for example, in relation to leaflets, transparency statements, data sharing and legal justification for doing so.

Safeguarding in 2020/21

Our CEO has proactive membership member of the Board. The Board undertakes its strategic work through a number of specialist multi-agency Sub Groups. Our Director of Clinical Services is a member of OSAB Workforce Development and Mental Capacity Act Sub Group. As a member of the Board additional resources including training have been made available to all Hospice staff.

The Hospice has promoted all aspects of safeguarding training in a bespoke manner. There has recently been a 'spotlight on' safeguarding learning exercise undertaken which has included a display of key information and relevant policies. An audit was completed before and then following the learning exercise and there was a noted improvement in staff knowledge regarding safeguarding related matters including the escalation process.

Throughout the Covid-19 pandemic and associated restrictions there has always been careful consideration to ensure our services continue to fit the needs of our local community and ensuring that both patients, their loved ones and staff and volunteers are safe and well cared for.

There are robust systems in place for reporting safeguarding incidents and concerns. Safeguarding incidents at the Hospice are rare but processes are in place to manage these. A recent concern logged via the CQC was responded to swiftly and we engaged with local safeguarding agencies for a speedy resolution. The CQC outcome was that there were no regulatory issues arising. This concern enabled the hospice to test its systems and processes regarding investigation and resolution of safeguarding incidents.

Successful Multi-Agency Safeguarding Work

The Hospice works collaboratively with other health and social care organisations and where any issues or concerns are flagged by our clinical staff, we proactively engage to discuss a partnership approach to managing these. This has been evidenced in the past via debriefs and significant events analysis.

The hospice actively supports and advises Oldham Safeguarding teams in their investigations where they are in connection with palliative and end-of-life care, in an honorary fashion and collaborative spirit. The hospice's Medical Director provided advice and guidance to NHS Oldham CCG and the investigating GMP officer in two challenging safeguarding cases in 2020/21. This helped the case officers' decision finding.

Safeguarding Priorities in 2021/22

The Hospice ensures that it adheres to the 6 principles of safeguarding and this is referred to throughout the core

mandatory training. Currently the Hospice is developing a module that will encompass training regarding safeguarding, the Mental Capacity Act, Prevent and Restraint. The Hospice is in the process of developing a safeguarding audit tool that reflects the importance of partnership working.

Key Challenges

Our key challenges going forward will be to resume to a full face to face service, particularly in the Wellbeing Centre, to facilitate larger groups within the Wellbeing Centre and to safely relax current visiting restrictions in line with government guidance. We are regularly undertaking reviews and frequently updating our risk register and we have safety measures such as, Lateral Flow Tests, PCR testing and Personal protective equipment (PPE) in place.

A further challenge will be financial sustainability to ensure services can continue running as expected. We are also focusing on staff resilience via multiple means including wellbeing sessions, Schwartz rounds and counselling services.

Turning Point



Turning Point, Rochdale and Oldham Active Recovery (ROAR), is a community substance misuse service. The service offers a variety of support interventions for people that are affected by drugs and alcohol. Interventions include a range of group work, one to one recovery worker support, substitute prescribing, health and wellbeing, harm reduction, relapse prevention, needle exchange and support with employment and housing. The service also offers support for families and carers. Detoxification is provided at the service in a combination of ambulatory and home detoxification.

Safeguarding and Turning Point

Turning Point is committed to the wellbeing of the people who use our services and safeguarding adults at risk of abuse or neglect. As part of this commitment we observe the six key principles that underpin all safeguarding work:

- Empowerment - Personalisation and the presumption of person-led decisions and informed consent
- Prevention - It is better to take action before harm occurs.
- Proportionality - Proportionate and least intrusive response appropriate to the risk presented.
- Protection - Support and representation for those in greatest need.
- Partnership - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability - Accountability and transparency in delivering safeguarding.

We also:

- Ensure that services understand and follow the Multi-Agency Safeguarding Adults Policy and Procedures
- Ensure people supported by Turning Point and their families have access to information about safeguarding and are able to raise concerns
- Work collaboratively with other agencies to prevent, identify and respond to abuse and neglect
- Ensure that all employees are fit and proper to work for Turning Point, have been through appropriate checks, as detailed in our recruitment policy and through subsequent checks and contractual responsibilities such as employee's duty to inform Turning Point of changes to their circumstance.

Safeguarding in 2020/21

During 2020/21, we recognised escalating alcohol use in particular, attributed in part to the lockdown and impact of the Covid-19 pandemic amongst both people with a history of drinking problems and those with compounding mental ill health, self-neglect and abuse. We experienced higher levels of complexity

of referrals, with people suffering from co-existing physical and mental health problems. We also recognised increased reports of suicidal ideation and domestic abuse.

Our top safeguarding achievements or areas of progress in 2020/21 included:

- The completion of the Alcohol Exposed Pregnancy pilot. This has been part of a Greater Manchester approach to delivering interventions to child bearing age women to reduce the number of births of children with foetal alcohol syndrome.
- Multi-agency engagement supporting clients with multiple complex needs. In particular, improving the confidence and capacity of substance misuse staff to call Multidisciplinary Team meetings and complex case reviews.
- Maintaining contact with the vast majority of our clients during the Covid-19 pandemic and working with them to manage risk and keep people safe despite restrictions. For example, improving uptake of naloxone, a self-administered drug to reverse the effects of opiate overdose; supporting our clients remotely via regular contact when in crisis; and maintaining safe face to face work with pregnant and homeless clients.

Making Safeguarding Personal and Safeguarding Adult Review Learning

We have developed practice, training and the awareness of staff in working with people with a dual diagnosis (Learning Disabilities/Autism and Alcohol/Drugs). This has resulted in staff being better able to support people by tailoring delivery and adapting our communication styles appropriately. We have also linked in with the Board and attended Making Safeguarding Personal meetings and awareness events that focused on getting this message out to all, that the adult has to be at the centre of their own treatment.

Successful Multi-Agency Adult Safeguarding Work

We have developed a partnership with Pennine Care NHS Foundation Trust to enable professional advice and training to be provided to Mental Health teams by Turning Point and professional attendance from Mental Health at

Turning Point Multidisciplinary Team meetings and vice versa to exchange knowledge and skills in working with vulnerable older age populations. This has evolved from recognition of the increasing number of ageing clients in both services with Mental Health and alcohol or drug problems.

Safeguarding Priorities in 2021/22

Priorities for Turning Point in 2021/22 will be to:

- Re-institute face to face work prioritising higher risk clients.
- Develop local response to the increasing concerns regards suicidal ideation amongst client group.
- Refresh the approach to dual diagnosis with Pennine Care NHS Foundation Trust and other partners.
- Train and develop our staff to increase their capacity to respond to clients in Mental Health crisis.
- Improve our ability to embed learning and sustain positive delivery change; we are employing a dedicated Governance and Quality Manager to support in this area. This will enable better tracking of learning from reviews, incidents and deaths and ensure learning leads to positive sustained changes in practice.

Key Challenges

Our key challenges will be:

- Increasing demand and complexity of many referrals, as the impact of the pandemic becomes clear. This will require a strengthened multidisciplinary approach that we started to develop in the last year; we will build on this both internally and externally.
- Capacity of partners to provide ongoing wrap around support. We will continue to work with partners and wider communities in Oldham to ensure that recovery is visible and achievable for all residents who aspire to it.
- Recruitment, development and training of staff who may be new to substance misuse work. We will dedicate additional resource to training, development and supervision of staff.
- The ongoing challenge with regards to higher risk individuals with complex physical and Mental Health conditions alongside substance misuse. Again, we would aspire to strengthen our multidisciplinary approach and partnership arrangements across health, social care and criminal justice.

Greater Manchester Fire & Rescue Service



Greater Manchester Fire and Rescue Service (GMFRS) is one of the largest Fire and Rescue services in England, covering an area of 493 square miles and serving a population of 2.8 million residents, with many other people working or visiting the region. The service has 45 sites across Greater Manchester, including 41 fire stations aligned to ten local councils. GMFRS provides a fast, safe and effective response; helps people reduce the risks of fires and other emergencies; helps protect the built environment; uses resources sustainably and deliver the most value; aims to develop a culture of excellence, equality and inclusivity; integrates our services in every locality with those of partner agencies.

Safeguarding and GMFRS

Safeguarding is a responsibility in every public facing role profile throughout GMFRS. GMFRS has 20 fully accredited Designated Safeguarding Officers who provide practical advice and assurance to staff on the front line. GMFRS has a strategic level group that ensures that all safeguarding responsibilities are carried out in accordance with Policy and Procedure.

All staff complete mandatory training which encompasses safeguarding processes and procedures that need to be undertaken and explains how to raise referrals. Referrals are made directly to the relevant Local Authority and this process is quality assured by the area Designated Safeguarding Officer who also attends all Safeguarding Boards on behalf of GMFRS.

Safeguarding in 2020/21

The key adult safeguarding themes for GMFRS have not changed in 2020/21 these are related to Self-Neglect, Hoarding, Mental Health, Substance abuse, Mobility and Dementia. During 2020/21, GMFRS has refreshed the Internal Governance in relation to Safeguarding. The two existing safeguarding groups, the Designated Safeguarding Officers Group and the Safeguarding Policy Reference Group have now merged into one Safeguarding Policy and Practitioners group. GMFRS have also appointed a dedicated Lead Officer for Safeguarding across the organisation.

Safeguarding training for all staff has continued and staff have had awareness training in different facets of Complex Safeguarding including Modern Slavery, Human Trafficking, Child Sexual Exploitation and Domestic Abuse. Furthermore, Dedicated Safeguarding Officer training now includes accredited Level 3 training.

Safeguarding referrals have continued to be made during the Covid-19 restrictions. It is recognised that our current telephone assessment operating practice may mean that not all safeguarding concerns are identified, but every effort has been made to ensure the most vulnerable members of the community receive the appropriate service. One of the

priorities of the new Safeguarding Policy and Practitioners group is to measure performance both on the number of safeguarding referrals and also on the quality of referrals. We are now keeping a matrix of all referrals sent, depicting a reason code, for example Self-Neglect, and keeping accurate analysis of these figures

Making Safeguarding Personal

Our current Safe and Well assessment is wholly person centred, staff try and follow this attribute when they are undertaking safeguarding referrals. Firefighters and Prevention Advisers routinely ask the individual "what changes they would like to see" from the Safeguarding referral that is being made. GMFRS personnel, where possible and appropriate, support and encourage people to make their own decisions and give informed consent.

Successful Multi-Agency Safeguarding Work

In supporting professionals meeting during 2020/21, the Designated Safeguarding Officer has been involved in ensuring vulnerable adults are safer in their own independent living environment; reducing hoarding within the living environment; moving vulnerable persons to supported living environment for their own safety; and identifying other services and support to improve the quality of life for vulnerable persons

Safeguarding Priorities in 2021/22

The main priorities for the coming year are to update and refresh the Safeguarding Policy and Procedure; ensure all Designated Safeguarding Officers are trained and accredited to Level 3 in Safeguarding; and ensure Making Safeguarding Personal and SAR learning is continually applied within the organisation and the practice is reflected in all policies and procedures.

Key Challenges

GMFRS have a Safeguarding Policy and Procedure which is an integral part of the Safeguarding Policy and Practitioners group workloads. These will be reviewed to reflect learning and practice based on experience during the Covid-19 pandemic. All safeguarding training provision will be evaluated to ensure it provides the required level of knowledge and understanding to support staff in executing their responsibilities. The new Lead Safeguarding Officer will lead on this work.



Healthwatch Oldham (HWO) is the consumer champion for health and social care in Oldham. Our role is to gather the views of local people to help shape the way services are provided, understand what is important to service users, and hold services to account. HWO plays a key role engaging with hard to reach and vulnerable groups across Oldham.

Safeguarding and Healthwatch Oldham

HWO carries out four key roles that support the safeguarding agenda. These are to ensure the voices and experiences of service users are heard and fed into the planning of services; to help shape the design and delivery of health and social care services; to hold services to account; and to support the resolution of any NHS complaints and ensure lessons are learnt. HWO achieves this by:

- listening to people, especially the most vulnerable, to understand their experiences and what matters most to them, and involving people in the commissioning and scrutiny of health and social care services
- influencing those who have the power to change services so that they better meet people's needs now and into the future
- enabling people to monitor and review the commissioning and provision of care services
- providing information and signposting support
- empowering and informing people to get the most from their health and social care services and encouraging other organisations to do the same
- working with a network of health champions to improve services and to empower local people
- providing an independent complaints service.

HWO representation ensures compliance with the statutory Care Act requirement to include Healthwatch organisations as part of the development of strategic plans. Through our NHS Complaints work, HWO is a key independent resource for people to report safeguarding concerns and incidents.

HWO ensures that the person is placed at the heart of any review and has evidence to show that lessons learnt, particularly from safeguarding incidents, are used to reshape services and inform the training of front-line staff. HWO is also a member of the Oldham Advocacy Steering Group designed to give adults at risk a voice to challenge services and report on safeguarding issues.

HWO has policies to ensure all staff are trained in safeguarding and the Mental Capacity Act and clear processes are in place to ensure

safeguarding cases are subject to wider scrutiny by senior staff who are the named safeguarding leads for Healthwatch. Where appropriate, cases are escalated to statutory partners.

Safeguarding in 2020/21

During the last year, due to the challenges of Covid-19, we have picked up challenges people from the Learning Disability community from across the health and social care system. Our [Covid-19 report](#) references the issues. HWO have continued efforts to engage with the Learning Disability community around challenges faced during Covid-19 and beyond.

Successful Multi-Agency Safeguarding Work

Wheelchair Users Survey: After consultation with the Oldham Safeguarding Adults Board, we teamed up to find out how easy it is for wheelchair users in Oldham to access social groups, physical activities, and local services by collectively producing a survey. The findings will be analysed, and an infographic will be produced in the coming weeks. We understand that this is a very specific subject to seek feedback in relation to, but we are always looking at ways of developing links to reach seldom heard communities.

In February, we met with Northern Care Alliance NHS Group to look at how we could work in partnership to gather peoples feedback on remote appointments (either by telephone or video call) to produce a report whereby the recommendations would shape a patient guide to accessing and attending remote appointments and to provide Northern Care Alliance NHS Group with valuable insight on how services can improve the patient experience as we move forward. This included a specific focus group on Learning Disabilities.

Safeguarding priorities in 2021/22

Our priorities for 2021/22 include working with the Board to engage with the experience of wheelchair users and those with a Learning Disability, through this co-production work we aim to look at gaps in services. We hope to do this via forums and wider engagement. This will build on our work over the past year and develop our remote engagement during the Covid-19 pandemic.

Another priority is reviewing the way that different organisational complaints processes tend to work in isolation. As confidentiality is a key factor this can mean that safeguarding trends emerging across organisations are hard to identify or may be missed. We would like to work with partners to examine emerging safeguarding trends that complaints processes indicate.

Key Challenges

Given the challenges of Covid-19, HWO's priorities are under regular review and this should be a shared approach. We remain focused on coordinating engagement plans between partners so that they are designed to reach out to the most at-

risk groups. This will include gathering views as part of the changing landscape of services as we work with the new neighbourhood clusters. This work will also support the development of the Board and ensure we meet our statutory duty to gather service users input as part of the development of the Safeguarding Adults Strategic Plan.

MioCare Group



The MioCare Group is a Council owned company who, as part of the wider integrated community health and social care service, provides a range of services to adults with Learning Disabilities and older people who require support outside of hospital; we do this with the aim of supporting people to maintain their independence and to live in their own homes for as long as possible.

Safeguarding and MioCare Group

Safeguarding is a priority for the Group and features in all elements of our operational activity, leadership and governance. We ensure that all employees are equipped with the skills, knowledge and support required in order to identify and act upon any concerns. Safeguarding training is mandatory, reiterating that all employees have a role to play in ensuring that people are safeguarded and that the safety of our service users is never compromised. We are represented at Associate Director level on the Board and it's Sub Groups.

Safeguarding in 2020/21

Adult safeguarding themes to emerge in 2020/21 included:

- Transitions from children's to adult services continuing to be a challenge.
- We continued to prepare for the change to Liberty Protection Safeguards alongside waiting for the outstanding Deprivation of Liberty Safeguards applications, particularly in Supported Living.

Our key achievements 2020/21 included:

- The way in which the Group have effectively safeguarded service users during the pandemic, being the least restrictive during unique circumstances; being innovative, creative and flexible in our approach which has resulted in positive outcomes for individuals.
- Enabling people to stay at home for longer by innovative and creative care plan design and delivery
- Redesign and implementation of new Accident, Incident and Safeguarding documentation to allow for improved analysis and learning from incidents
- Medlock Court were made a designated setting and received an infection prevention and control (IPC) visit from CQC which confirmed that all regulatory requirements were at the required standard
- The integration of health and social care and the implementation of the Discharge Hub.

Safeguarding Adult Review Learning

We have been involved in several coroner's cases and used this experience to reflect on our practice. One case resulted in a SAR and recommendations have been received and acted upon; as a result, we have devised a new tool to support and monitor incidents and reintroduced a Behaviour Specialist role within our Learning Disabilities services. MioCare received some very positive comments from the Coroner in relation to practice and support provided; this has been shared so that the team understand their role in keeping people safe.

Successful Multi-Agency Safeguarding Work

We have worked collaboratively with partners through our continued membership of the Making Safeguarding Personal and Transitions Sub Groups. We have also had Assistant Director level representation at the Learning Disability and Autism Practice Learning Group.

Safeguarding Priorities in 2021/22

Our priorities over the coming year include:

- Reviewing manager training in relation to all aspects of safeguarding with a view to introducing more classroom-based learning
- Working with Adult Social Care to prioritise Deprivation of Liberty Safeguards applications and restrictive practices
- Recruitment of the Behaviour Specialist
- Embedding Positive Behaviour Management (PBM) and Positive Behaviour Support (PBS) and related monitoring tools
- Continuing work in relation to safe transitions.

Key Challenges

We will reflect upon the learning from experiences during the pandemic and reviewing our practices, care plans etc. which may result in some changes to custom and practice whilst bringing staff teams on the journey of change.

National Probation Service & Community Rehabilitation Company



The National Probation Service (NPS) is a statutory criminal justice service that supervises high-risk offenders released into the community. We work in partnership with Community Rehabilitation Companies (CRC), with the courts, police and with private and voluntary sector partners in order to manage offenders safely and effectively. Our priority is to protect the public by the effective rehabilitation of high risk offenders, by tackling the causes of offending and enabling offenders to turn their lives around. The Probation Reform programme including the unification of the CRC and the NPS has been a substantive focus of the last twelve months.

Safeguarding in 2020/21

During 2021/21, NPS and CRC focused on safeguarding during the Covid-19 pandemic as well as staff training and development of our internal virtual learning. We have continued our focus on risk including no gap in the delivery of Multi-Agency Public Protection Arrangements (MAPPAs) during the pandemic. We utilised alternative delivery methods following the temporary pause of group work with a focus on sex offender and Domestic Abuse intervention. This led to qualitative outcomes following reviews of priority cases.

Staff have had awareness training in different facets of Safeguarding including:

- Updates for all staff concerning safeguarding children, safeguarding adults and Domestic Abuse, this included feedback into a national update on child safeguarding training
- E-learning concerning working with men who commit sexual offences completed by all offender management staff and management.

This was evidenced through our learning and development pathway plans and performance reporting.

When NPS and CRC were unable to continue with office based visits, one-to-one engagement took place on both a virtual

and face-to-face basis, including doorstep visits and visits at the office, for individuals not posing a high or very high risk of serious harm. Distraction packs and books were delivered to people on probation on requests, as well as continued delivery of food parcels for people struggling with finances. A survey was conducted with our people on Probation prior to increasing office reporting levels. The comments that were shared highlighted that individuals felt they were treated with compassion during this period and that Probation practitioners had considered the additional emotional impact of isolation resulting from lockdown. One person on Probation reported that they had received daily telephone contact with their Probation practitioner who had focused, not only on their risk, but they also felt cared for by someone.

Safeguarding priorities for 2021/22

The NPS focus for the next twelve months will continue to be on unification and personal learning plans, ensuring all practitioners feel confident and competent in their safeguarding practice. We will also work to strengthen partnership relationships developed during the Covid-19 pandemic.

NPS will focus on the implementation of community based integrated rehabilitative services to enhance positive outcomes for our people on probation, increase desistance from reoffending and reduce victimisation; this includes work with families of people on probation.

NPS will provide MAPPAs training for partners to ensure effective engagement in collaborative risk management planning and safeguarding activity for complex, high and very high risk of serious harm cases. We will also embed learning emanating from serious further offence reviews, Safeguarding Adult Reviews, child learning reviews and inquests.

Positive Steps



Positive Steps is a charitable organisation which works with children, young people, families and adults, supporting them to make positive changes. We provide a range of services which are designed to meet our vision: people and communities inspired to take control of their lives.

Safeguarding and Positive Steps

Safeguarding is a key function for our services, be that in prevention, identification or response to safeguarding concerns.

Safeguarding in 2020/21

During 2020/21, Positive Steps recognised:

- An increase in Mental Health concerns as a result of the Covid-19 pandemic as well as increases in suicidal thoughts and self-harm.
- An increase in Domestic Abuse: increases in the number of issues reported across the age range of our clients including issues reported amongst the older cohort, aged 45 years old and older.
- A decrease in engagement of adults with multiple issues, such as, substance misuse, homelessness and Mental Health issues. These adults can have a number of concerns but do not engage with support services or do not qualify for services. On numerous occasions, some cases have been referred to Adult Social Care or Community Mental Health Team and have not met the criteria. Professionals and family are concerned that they will come to harm but some individuals will not accept support to change their behaviours.

During 2020/21, Positive Steps have:

- Progressed staff training in Adult Safeguarding
- Reviewed Positive Steps safeguarding policy to cover all ages
- Worked in partnership with the Safe Haven

- Worked with Adult MASH to establish a referral pathway for the new Early Intervention and Prevention service.

Safeguarding Adult Review Learning

The OSAB Thematic Review of self-neglect cases has been shared with staff in Early Intervention and Prevention and staff have participated in learning events and shared the toolkit for use to support clients.

Successful Multi-Agency Safeguarding Work

As part of the Crisis Safe Haven, Positive Steps staff have continued to work closely with Pennine Care NHS Foundation Trust and Tameside, Oldham and Glossop Mind to support adults at risk of suicide.

Safeguarding Priorities in 2021/22

Positive Steps priorities are related to:

- Mental Health: we will ensure staff and clients have access to information, resources and services to support good Mental Health.
- Domestic Abuse: we will work with partners to enhance our prevention offer.
- Our work with agencies to establish the adult Early Intervention and Prevention offer and pathways including support of the development of the high intensity offer to engage adults with multiple issues and non-engagement.

Key Challenges

Staff wellbeing is key to being able to deliver services successfully during the Covid-19 pandemic. We will continue to seek staff feedback and support staff through employee wellbeing programmes and effective

Thank you from us

