



Annual Report 2023/2024

Protecting adults from abuse and neglect

- Keeping people safe from abuse is everyone's business
- Work together to prevent abuse
- Knows what to do when abuse happens

Introduction by Moira Wilson Rotherham Safeguarding Adults Board Independent Chair



I am pleased to present Rotherham's Safeguarding Adults Board Annual Report for 2023/24. Partnership working in Rotherham has remained strong with all partners contributing to the Board to ensure that people in Rotherham are protected and safeguarded. The sub-groups of the board are chaired by representatives from across the partnership. They take forward the Board's priorities; this report gives examples of work achieved during the year. Attendance continues to be strong, and I would like to thank all subgroup Chairs and members for their continued involvement.

In July 2023 we commissioned an independent safeguarding peer challenge undertaken by the Local Government Association, and you can read more details of their findings in the report. The feedback has been very most helpful in revising our strategic priorities and working together on the recommendations made by the peer review team.

Following our SAB development day in November 2023 we are working on three key themes:

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- Strengthening user voice – making sure that we hear the experiences of people who may have been involved in safeguarding to continuously improve safeguarding across the partnership.
- Strengthening the Board - reviewing how we work together at the Board, Executive and SAB subgroups so that our decision-making arrangements are robust and clear.
- Making the best use of data – using data from all safeguarding partners to help us make informed decisions, including information about quality as well as safeguarding activity

I would like to thank partners for their ongoing support. Looking forward we will be updating our strategic plan for 2025 onwards, with all partner contributions a vital component of this work.

Keeping people safe from abuse is everyone's business

Recognise - Respond - Report

The Rotherham Safeguarding Adults Board (RSAB) works to protect adults with care and support needs from abuse and neglect.

The RSAB's primary objective is to ensure that local safeguarding arrangements and partnerships act to help and protect adults at risk or experiencing neglect and/or abuse. The RSAB is a multi-agency strategic partnership made up of senior/lead officers and nominated safeguarding leads from within adult social services, criminal justice, health, housing, community safety, and voluntary organisations.

The RSAB coordinates the strategic development of adult safeguarding across Rotherham and ensures the effectiveness of the work undertaken by partner agencies in the area. The Board aims to achieve those objectives whilst supporting individuals in maintaining control over their lives and in making informed choices without coercion.

Who is at risk?

An adult at risk is someone who is aged 18 or over who:

- Has needs for care and support
- Is experiencing or is at risk of abuse or neglect, and is unable to protect themselves

What is abuse?

Abuse can be:

- Something that happens once
- Something that happens repeatedly
- A deliberate act
- Something that was unintentional, perhaps due to a lack of understanding
- A crime

Abuse can happen anywhere, at any time and be caused by anyone including

- A partner or relative
- A friend or neighbour
- A paid or volunteer carer
- Other service users
- Someone in a position of trust
- A stranger



Types of abuse

Physical abuse

Hitting, kicking, punching, kicking, inappropriate restraint

Domestic abuse

Psychological, physical, verbal, sexual, financial, or emotional abuse by a current or former partner or family member

Organisational abuse

Poor treatment in a care setting

Financial or material abuse

Theft, fraud, misuse of someone else's finances.

Sexual abuse

Being made to take part in a sexual activity without consent

Discriminatory abuse

Harassment based on age, gender, sexuality, disability, race, or religion

Neglect and acts of omission

Failure to provide care or support

Psychological and Emotional abuse

Shouting, ridiculing, or bullying

Modern slavery

Human trafficking and forced labour

Self-neglect

Declines essential care support needs, impacting on their overall wellbeing

Doing nothing is not an option

Rotherham Safeguarding Adults Review of 2023/24

Local Government Peer Review of Rotherham Safeguarding Adults Board

In July of 2023 the Rotherham Safeguarding Adults Board commissioned the Local Government Association to carry out a Peer Review of the Board and its safeguarding arrangements with partners.

To support RSAB on its improvement journey the peer team made the following recommendations:

- Use the groups and mechanisms which already exist in your partner organisations to start the work to increase voice in the work of the Board. Take time to think what questions you would want to ask these groups.
- Set aside some time for a development session to better understand the relevance of the various meetings, who attends them and why. We recommend reconsideration of the best way to include representation of the independent care provider market.
- Review how the RSAB sets its agendas to encourage oversight of broader safeguarding related matters arising from partnership working.
- Ensure you have robust SMART plans which you can track and monitor. Look to other Boards for good practice and templates in this area.
- Explore how best you can use the data and information to identify areas for improvement, celebrate successes and answer the 'so what' questions.
- Consider whether partners' understanding regarding the safeguarding pathways and expectations around these is sufficiently clear and shared and whether there are strategic or operational changes which can ensure better alignment.

The Board held a 'Development Day', bringing partners together to explore the recommendations made and to develop an action plan that would ensure the improvement. The partnership categorized the recommendations into themes.

THEME 1 - STRENGTHENING THE USER VOICE

Work with partners to establish what user groups are in place.

Where does the 'Voice of Experience' sit within current subgroups.

Refresh the Communication Strategy and how we deliver and improve on current arrangements.

THEME 2 - GOVERNANCE, STRENGTHENING BOARD ARRANGEMENTS

Restructure the Board, refresh the membership of the Executive Group and update the Terms of Reference for the Board and its subgroups.

The Executive will oversee the delivery of the Strategic Plan to ensure it is delivering on the aims of the SAB.

The Board agenda will be developed by the Executive Group.

THEME 3 - MAKING THE BEST USE OF DATA AND INFORMATION

Ensure performance reports have a partnership contribution.
Ensuring data is qualitative not just quantitative with an accompanying narrative that gives context.



Work began immediately to implement the recommendations that were made by the Peer Review and the first action was to change the structure and governance of the Safeguarding Board and the Executive Board. The Executive Board now consists of the three strategic partners, Director of Adult Social Care, Borough Commander for Rotherham South Yorkshire Police and the Director of Nursing for Rotherham Integrated Care Board for Rotherham Place the group is chaired by the Independent Chair of the Safeguarding Adults Board. The Executive Group will oversee all action plans, performance reports and audit reports to ensure the Safeguarding Board receive clear and concise information.

The four subgroup chairs report to the Executive at the quarterly meeting to ensure they are informed of ongoing work streams. All the Boards subgroups refreshed their terms of reference and have gone on to hold development sessions to ensure they are delivering on the aims of the strategic plan and the peer review action plan.

Work continues to ensure strong links with the Childrens Safeguarding Partnership and the Safer Rotherham Partnership. Attendance at partnership safeguarding strategic meetings including Health and the Police is monitored to assure the board that all safeguarding messages are shared across the partnership.

The SAB Website is currently under redesign, and we are working with RMBC communications team to make the improvements that will include a partnership professional page where safeguarding information can be shared. The website will be more user friendly and will contain useful information that members of the public can access including how to report a safeguarding concern and what happens after.

All partners were asked to share details of their customer groups and forums so the board could maximize the impact of hearing the voice of the customer and have many channels to

share safeguarding messages and learning. Each of the subgroups have a standing agenda item for Customer Voice to ensure it stays the focus of all pieces of work and partners are asked to share customer stories on a regular basis.

The Independent Chair has visited Voluntary Action Rotherham to talk about the role of the Board and how safeguarding is a partnership approach in Rotherham. A visit to South Yorkshire Fire and Rescue was requested to ensure that senior fire officers knew how important the role of their organisation was to the safeguarding partnership. The Independent Chair and members of the Board will be attending more meetings to promote the function and role of the SAB.

To ensure that performance data contains more partnership contributions, all partners will be asked to complete a performance on a page template, this information will be added to the performance dashboard to provide a wider view of safeguarding performance across the borough.

Safeguarding Awareness Week 2023

Safeguarding Awareness Week SAW23 was held across a local and South Yorkshire regional footprint. Rotherham hosted the regional launch of SAW23 at New York Stadium where sixty safeguarding professionals and leaders came together to celebrate the start of a week filled with training and awareness sessions. The theme of the launch was Fraud and Scams and South Yorkshire Police presented an update on the regional and national picture of cyber awareness and fraud protection.

Events of the week saw Adult Care, Children's Services and Safer Rotherham Partnership delivering training and awareness sessions to the safeguarding partnership. Over the 5 days there were 22 awareness sessions held across the borough, these included Suicide Prevention, Deprivation of Liberty – Safeguarding the Person's Rights, Advocacy Services for children and adults and training sessions with colleagues from Public Health on Making Every Contact Count.

Below is an outline of the attendance figures for Safeguarding Awareness Week events.

Event	Attendance Figure (Approx)
Virtual	300
Face to Face	100
Regional Virtual	160

Rotherham Safeguarding Partnership worked with Rotherham United Football Club to raise awareness of fraud and scams, we created a QR code that held lots of information regarding current scams and how to protect yourself, the QR code was included in the match day program and was displayed around the ground.



Safeguarding Caused Enquires

The SAB worked with the Council and partner agencies to clarify the legislative requirements when there is 'cause to be made' in relation to the partnerships statutory duty under s42 of the Care Act 2014.

Whilst the local authority will always have formal responsibility in relation to an adult safeguarding enquiry, there may be cases where the local authority is not the right agency to undertake the enquiry. In these cases, the local authority can cause partners to make an enquiry on the basis that is the most appropriate agency or has the expertise to do so.

Causing an enquiry to be made is distinct from requesting actions from another organisation as part of an enquiry being carried out by the local authority. The local authority retains accountability and oversight of the enquiry and outcomes, and it cannot delegate its lead co-ordinating duty of enquiry to another organisation or agency.

The SAB facilitated meetings with all partners and ensured everyone received and understood the necessary information to ensure the realignment of the approach to caused enquiries means that the partnership are fully compliant with their statutory duties as outlined in relevant legislative frameworks.

The priorities for the board for 2023/24 were:

Priority	Action
Commission a Peer Review of the Rotherham Safeguarding Adults Board.	A team of five inspectors from the Local Government Association (LGA) came to Rotherham in July 2023, an inspection team spent three days speaking with safeguarding partners. The Safeguarding Adults Board provided the inspection team with a full self-assessment and a collection of documents as evidence prior to inspection. The Peer Review findings report was presented to the Board in September 2023 and a development day was held in November 2023 with all partners in attendance to develop an action plan based on the findings of the Peer Review.

<p>Reset, Refresh and Retrain' and update the partnership by awareness raising, information sharing and training.</p>	<p>The Safeguarding Board worked with partners to ensure that a new training package was on offer from April 24. A new prospectus will be available from May 24. The partnership training needs are continually monitored to ensure demand is being met and new and emerging trends are included in the training offer.</p>
<p>We will improve awareness of safeguarding across all communities, especially with those who are isolated, diverse, and underrepresented by reviewing our communication strategy and developing a measurable action plan.</p>	<p>The Safeguarding Adults Board worked with RMBC Communications team to refresh the Communications Approach 2023 to 2025 for the Board. Rotherham celebrated Safeguarding Awareness Day on 21 June when safeguarding fold out information cards were distributed across the borough, colleagues handed out information to partners and to members of the public including Rotherham Indoor Market and Rotherham Leisure Centers. Safeguarding Awareness Week was held in November and the safeguarding partnerships explored new ways of reaching members of the public with safeguarding messages around fraud and scams. Rotherham United Football Club allowed us to share information via their match day program and by using a QR code we were able to maximize the amount of information we shared.</p>

The RSAB has four subgroups to ensure the priorities of board are delivered. The Sub-Groups each have a work plan and during 2023/24 they were able to deliver the following specific pieces of work:

Performance and Quality Subgroup

<p>The Performance and Quality subgroup carried out a multi-agency audit of safeguarding referrals that had been recorded as 'no further action'.</p>	<p>An audit tool was developed to enable professionals and partners to evaluate the effectiveness of the Safeguarding Adult process and outcomes for service users, carers, and professionals when a safeguarding concern was not progressed into the safeguarding system.</p> <p>Representatives from across the partnership met to examine 8 case files to ensure that the correct decision was made when the case had been received as a safeguarding enquiry.</p> <p>A findings report was prepared, and feedback was given to partners and services.</p>
<p>Ensure the quarterly performance report provides performance data from across the partnership. Provide a narrative that compliments the report and highlights the exceptions,</p>	<p>Work continues to ensure the quarterly safeguarding performance report includes performance data from across the partnership, partners will be asked to complete a 'Performance on a Page' proforma. The request to partners is that they will provide the safeguarding board with relevant and timely information around training, referrals, audits and area of concern and good practice. The dates of Executive and Board meetings will be scheduled to ensure performance data is available and the preparation of the performance report is considered.</p>

Workforce Development

<p>Procure a new training offer. Ensure the RSAB training offer is offering value for money and delivering the training that is needed by the partnership.</p>	<p>The Workforce Development subgroup have examined past training offers and monitored attendance from across the partnership to develop a training offer that can provide the amount and type of training that is needed. Working with RMBC procurement team, a new prospectus was available offering a range of courses that are needed by the partnership. Training materials and training content is all quality assured.</p>
<p>Work with the adult and children's safeguarding partnership including the Safer Rotherham Partnership to deliver Safeguarding Awareness Week 2023.</p>	<p>Rotherham hosted the South Yorkshire Regional Launch at the beginning of the Safeguarding Week and welcomed safeguarding leads from across the region to hear presentations from South Yorkshire Police and the Collingwood Theater Company on the topic of Fraud and Scams.</p> <p>During the week over 700 attendees were able to access virtual and face to face training and awareness sessions on a range of safeguarding topics.</p>

Policy and Practice

<p>Work with all safeguarding partners to ensure the Board that the Council’s statutory safeguarding duties in relation to causing enquiries is embedded and working.</p>	<p>The Policy and Practice subgroup worked across the partnership to involve all partners in the caused enquiry process, this was to ensure that everyone understood their role in the safeguarding pathway and that the process was robust and delivering effective safeguarding practice.</p>
<p>Develop a common understanding on what is safeguarding. Work with partners to provide advice and guidance regarding when to refer a matter into safeguarding.</p>	<p>A threshold guidance document has been developed by the subgroup to offer guidance to all partners including health, care providers and police. The threshold document is to be used across Rotherham to support professionals, partners, and providers to decide on whether to report a safeguarding concern for an adult with care and support needs. It also helps differentiate between quality issues and safeguarding and provides alternative actions that can be considered.</p>

Safeguarding Adults Review

<p>The SAR subgroup will work to ensure that recommendations and learning is embedded across the partnership when an adult dies or has experienced serious abuse or neglect.</p>	<p>Safeguarding Adult Review (SAR) Multi-Agency Learning Approach has been developed with partnership involvement to ensure that recommendations from Thematic Reviews and SAR’s are embedded in practice. Partners will ensure learning events are available after all reviews, 7-minute briefings are circulated to the whole workforce and learning points are shared via newsletters and team briefings.</p>
<p>The Safeguarding Adults Review (SAR) subgroup completed one SAR during 2023/24, the SAR was presented at Board in March 2024.</p>	<p>The SAR subgroup commissioned a SAR that involved two people who had similar issues accessing mental health services. The author of the report worked with partner agencies to deliver one report that looked at the issues the two individuals had in their adult lives and their relationship with mental health services. The report was presented to the Safeguarding Board in March 2023. Work continues to develop the report and recommendations made by the author.</p>

Looking forward to 2024/25

The Safeguarding Adults Board and its subgroups will continue to work on the recommendations made in the Peer Review Report, the Board will oversee the action plan to ensure all improvements are delivered with partnership involvement and in a timely manner.

All of the subgroups will be holding development days to ensure their terms of reference are up to date and that the membership of the group is inclusive and has a true reflection of the Rotherham safeguarding partnership.

The voice of the customer remains high on the agenda of all subgroups to ensure we are hearing and responding to the people of Rotherham. Safeguarding awareness will be targeted, and we will use the voluntary sector to help share the important messages around safeguarding and keeping safe. We will work closely with HealthWatch and Voluntary Action Rotherham and they will be part of the Safeguarding Board membership to bring their voice and the voice of their service users to the partnership.

We will offer a comprehensive training package that is available to all partners and the voluntary sector, and we will continue to respond to training requests that are the outcome of safeguarding reviews and audits. During safeguarding awareness week 2024 (SAW24) we will work with the Safeguarding Childrens Partnership and the Safer Rotherham Partnership to deliver a wide range of training and awareness sessions aimed at colleagues, volunteers, and members of the public. We will run a campaign that will look at domestic abuse in older people and will host a learning event for all partners, there will be posters and leaflets to support the campaign and will be used to share important messages.

September 2024 will see all partners come together to present their safeguarding self-assessment to the adults and children's independent chairs. All statutory partners were requested to complete a comprehensive self-assessment that focuses on safeguarding arrangements for adults and children within their organisations and they will be questioned and challenged by the independent chairs at the event in September. This process provides assurance to the safeguarding boards that safeguarding arrangements in Rotherham or robust and partners are working to continually improve services for their customers.

The Safeguarding Board continues to meet quarterly and early in 2025 we will hold a Development Day to prepare a new strategic plan that will take the board from 2025 to 2028. The focus of the day will be to ensure we are on track to complete all of the strategic aims that were identified in the 2022-25 strategic plan and then to plan and agree our new strategic aims moving forward.

Appendix 1

Key Partnership Contributions 2023-24

The partners of the RSAB all have a responsibility to help deliver the priorities that are set out in the strategic plan. Each partner has provided evidence to how they deliver the four priorities of the Board. Here are some examples of the good practice, learning and customer stories that ensure that the Rotherham Safeguarding Partnership is committed to working together to safeguard its citizens and to continue to raise awareness of safeguarding.

Rotherham Borough Metropolitan Council

How does your organisation make sure that partners, organisations, and communities will work together to prevent abuse from happening?

The local authority worked with partners to ensure that the safeguarding pathway was in line with the Care Act 2014, and followed the persons journey, the partnership approach ensured that all safeguarding enquires were reported into the local authority.

The local authority will always have formal responsibility in relation to an adult safeguarding enquiry, however, there may be cases when the local authority is not the right agency to undertake the enquiry. In these cases, the local authority can cause partners to make an enquiry on the basis that it is the most appropriate agency or has the expertise to do so.

Although the local authority cannot delegate its duty under s42 of the Care Act 2014, the local authority can cause another agency to make whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult's case. This means that:

- The local authority can decide that another agency can undertake a s42 enquiry and report its findings back to the local authority.
- The local authority can request a number of different organisations to make enquiries depending on the nature of the safeguarding concerns and if there is more than one adult affected by these.

CUSTOMER STORY

Mr P was referred to the Complex Lives Team following concerns about extensive hoarding in his property, a first floor RMBC council flat which was posing a risk to himself and to other properties in the block. P had previously been open to secondary mental health services, and suffered with anxiety and depression meaning that he was largely isolated. Mr P was not engaging with his GP or taking previously prescribed medication. Mr P slept and sat on a small sofa in the living room, with a narrow walkway to access this.

It took several visits before enough trust was built up to allow anyone to enter the home, but it became clear that Mr P was not in a position to address the condition of the property on his own. Mr P allowed joint visits to take place with the housing officer and the Fire Service, and Multi-disciplinary Team Meetings (MDTs) were held including additional relevant agencies. Mr P eventually agreed to accept support from Hoarding Disorders UK, a specialist agency providing support to hoarders. Mr P was supported with an initial assessment visit, and provided reassurance about the type of support proposed, and his priorities were acknowledged and considered. Mr P received support over a period of 20 weeks, and he largely engaged well with this. This was successful at tackling some of the possessions in the property. He was supported to dispose of some items, and to improve his storage systems, Mr P benefited from the approach of this agency, and also accepted a further targeted period of support from this same agency.

Rotherham NHS Foundation Trust:

How does your organisation make sure that all services have appropriate systems and processes in place to support and safeguard adults effectively.

All policies and procedures are reviewed regularly to ensure they reflect national and local learning including National Institute for Health and Care Excellence guidance.

Promotion of support to staff experiencing domestic abuse and availability of support to them

The Trust has carried out an independent review of policies and procedures conducted by National Health Service England this year as part of appreciative inquiry.

Safeguarding training as per Intercollegiate document.

CUSTOMER STORY

A patient attended Emergency Department with diagnosis of autism and cerebral palsy, the patient appeared frail and was noted to be a frequent attender to Urgent Emergency Care Centre (UECC). There was an escalating picture of UECC attendances, often leaving prior to assessment.

A further concern was raised following the patient's disclosure of domestic abuse, coercion and control and there was a noted decline in mental health and potential self-neglect due to missed health appointments. The patient was supported to report a crime and staff worked with the patient in line with Making Safeguarding Personal to identify their outcomes. The patient consented to a Care Act Assessment. There was a multi-agency approach taken, and the case was discussed at the Community Multi Agency Risk Assessment Conference (C-MARAC) and UECC frequent attender meeting.

Best Practice was achieved by a partnership approach, staff evidenced 'Professional Curiosity' by asking the right questions and the use of Humiliation, Afraid, Rape, Kick (HARK) form to assess risk.

South Yorkshire Integrated Care Board (ICB) Rotherham Safeguarding Team (Formerly NHS Rotherham Clinical Commissioning Group - CCG)

How does your organisation ensure the 6 principles of safeguarding are embedded in practice. Making Safeguarding Personal is part of everything we do.

NHS South Yorkshire ICB at Rotherham Place ensures that all ICB staff have accessed or have access to appropriate Safeguarding Training (as per the Intercollegiate training information for health document) which focuses on the key 6 principles of Safeguarding and the practice of Making Safeguarding Personal in any identified Safeguarding concerns by ICB staff, or where we as a commissioning organisation of health care are made aware of Safeguarding concerns.

The ICB Safeguarding Team at Rotherham Place deliver support, advice and Safeguarding supervision where needed to all ICB staff who are operational and patient facing.

As a commissioner of health care within Rotherham Place (and across the whole of South Yorkshire), the ICB also seeks and requests Safeguarding assurances and as part of this process requires commissioned providers of health care to evidence that Making Safeguarding Personal and the six key principles of Safeguarding are embedded within their Safeguarding processes.

CUSTOMER STORY

Patient Aloysius is a gentleman who lived alone and who had input from the District Nursing Team and the Hospice, as well as a package of health care in place that was funded by NHS South Yorkshire ICB.

It was reported that Aloysius was victim of a burglary at his home where an amount of money that was on display was stolen. During the police's visit, they noted concerns regarding his vulnerability, as well as his living conditions, and made a Safeguarding referral to the Local Authority.

The ICB Safeguarding Team performed a joint visit with the Continuing Healthcare Team and were able to speak to Aloysius. An assessment of capacity was completed, and he was deemed to have capacity, information received from his carers noted that he did not lock his

door, and there were issues with lighting leading to the entrance, which was a further safety risk for carers visiting the property.

Aloysius agreed to a light being fitted which meant that his door could be locked and carers could safely access the property at night times. he stayed with a relative whilst his property was cleaned and a new bed delivered. Importantly, Aloysius was happy with the plan and that his wishes had been listened to and he had been able to make choices that were right for him.

The circumstances and support provided by agencies fully considered Aloysius's wishes and this demonstrate how the principles of 'Making Safeguarding Personal' informed the Safeguarding process. This gentleman was able access support whilst still being able to make personal choices and maintain appropriate control over his future and key decisions in his life.

South Yorkshire Police:

How does your organisation ensure the 6 principles of safeguarding are embedded in practice. Making Safeguarding Personal is part of everything we do.

The most vulnerable members of the Rotherham community are identified via a variety of referral mechanisms into the Safer Neighborhood Service (SNS) hub. The less complex cases will generally be addressed and safeguarded across the partnership led by the vulnerability officers within the unit in conjunction with the person in question.

The more complex cases are now, in the main, triaged by a multi-agency triage panel and either signposted to Community Multi Agency Risk Assessment Conference (CMARAC), Multi-Disciplinary Teams (MDT), Vulnerable Adults Risk Management Model (VARMM) or in the most serious cases Safeguarding Adult Reviews (SAR).

All referrals into the SNS hub are captured, held, finalised, and archived on police systems. Decision making is detailed and rationalised and can be re-accessed should risk/vulnerability change, re-emerge or a case need to be reviewed.

CUSTOMER STORY

A "carer" who drained an elderly woman's bank account and altered her will to benefit her has been prosecuted and pleaded guilty to fraud by abuse of position. The carer stole thousands of pounds from her victim and dishonestly gained power of attorney over her affairs. The police were told she visited the victim up to three times a week to provide care, but officers were able to use Automatic Number Plate Recognition (ANPR) cameras to prove she had not been making the journeys as often as she claimed to. Police discovered the carer had plundered both the victim's savings and pension and had cancelled the delivery of bank statements to her home to hide what was happening. She had also exaggerated the woman's vulnerability to social services so that she could be granted power of attorney and arranged for a will to be written naming herself as the main beneficiary.

After the victim's nephew challenged the carer over the missing money she wrote to the victim telling her to sell her house and move in with her, saying that as she had power of attorney she could override any decision she made. South Yorkshire Police were contacted when the woman realised her birth and marriage certificates were missing, with the documents later found in the carers home.

"The victim gave a detailed account of what had been going on, at a time when she needed people she could trust around her. The carer abused that trust, hoping nobody would ever find out. However, the hard work of our forensic accountant highlighted the true scale of the carer's actions."

Rotherham, Doncaster, and South Humber NHS Foundation Trust (RDaSH):

How does your organisation make sure that partners, organisations, and communities will work together to prevent abuse from happening?

The Trust continues to be fully committed to working in partnership with other agencies to ensure that our patients and other vulnerable citizens are appropriately safeguarded. We continue to have a strong presence at the Safeguarding Adults Board and all of its respective subgroups.

Service Improvement

As a Trust we have noticed a significant increase in relation to cases of Domestic Abuse. In response we have:

- Enhanced our training offer to staff, we now have a suite of training packages focusing on a variety of themes relating to domestic abuse which are facilitated by the Trusts safeguarding team.
- We have reviewed and updated our Domestic abuse policy to ensure there is robust guidance to inform how we support both victims and perpetrators who are staff members or volunteers.
- We have secured funding to employ a dedicated MARAC/Domestic Abuse lead within the safeguarding team.

South Yorkshire Fire and Rescue Service (SYFR):

How does your organisation make sure that all services have appropriate systems and processes in place to support and safeguard Adults effectively?

SYFR have appropriate policies and procedures in place to ensure that staff can recognise, respond, report, and refer in safeguarding concerns. There is a system to cover a 24-hour period.

The SYFR Safeguarding Leads work hard to ensure that they support adults at risk with their limited resources and this is usually completed through multi partnership working. Training incorporates everyone's role and responsibilities in safeguarding along with safer recruitment including People in Positions of Trust (PiPoT).

A lot of work has been undertaken with those that deputise for safeguarding out of hours to ensure that SYFR staff safeguard their concerns regardless of other blue light services present such as ambulance service. SYFR often has more access and can observe abuse and neglect that others can miss, this can be very relevant in the event of a fire when SYFR access the while premise.

CUSTOMER STORY

Fire incident attended due to wheelie bin fire spreading to the home, Fire Service raised concerns around unmet care needs, self-neglect, and hoarding. Person had to attend to hospital. Referral made to Safeguarding. Feedback was prompt from Adult Social Care, person was unknown and on discussion was going to have an assessment and receive support. The person said he was struggling and needed help and support. This is good news in terms of working together.

Rotherham Voluntary and Community Sector:

The Voluntary and Community Sector (VCS), through the Adult Services Consortium, has continued to show its commitment to Adult Safeguarding across the Borough by contributing to the work of the Adult Safeguarding Board via its nominated representatives.

A representative from Voluntary Action Rotherham (VAR) attends the Safeguarding Adults Board as the nominated representative and attends the Policy and Practice subgroup.

The Independent Chair has attending user forums to talk about the work of the Safeguarding Adults Board and to strengthen links between the board and the voluntary sector.

Appendix 2

Key Facts and Figures

A Concern

A Concern is a feeling of anxiety or worry that a Vulnerable Adult may have been, is or might be, a victim of abuse. An alert may arise as a result of a disclosure, an incident, or other signs or indicators.

A total of **3,963** concerns were reported through the Safeguarding Adults Collection (SAC).

Each concern is looked at and the 3-point test is applied.

The safeguarding duties apply to an adult who:

1. Has needs for care and support (whether or not the local authority is meeting any of those needs)
2. Is experiencing, or at risk of, abuse or neglect
3. As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

If the concern does not meet the criteria of the 3 point test the case may be signposted to a different team. We will always ensure the person is safe and not in any danger.

3963 Safeguarding Concerns were received in 2023-24

An Initial Enquiry

The purpose of the initial enquiry by information gathering is to establish whether the safeguarding Section 42 criteria are met.

An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom. The findings from the enquiry are used to decide whether abuse has taken place and if the case needs to progress to a safeguarding enquiry.

1659 Safeguarding Initial Enquiries were received in 2023-24

Section 42 Enquiry

The Care Act 2014 (Section 42) requires that each local authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.

‘Safeguarding adults’ is the name given to the multi-agency response used to protect adults with care and support needs from abuse and neglect. When an allegation about abuse or neglect has been made, an enquiry is undertaken to find out what, if anything, has happened.

At any point during this investigation a case can exit the safeguarding process.

The subject of the investigation must be aware and, in most cases, agree to the safeguarding enquiry unless they are unable, or a crime has been committed.

588 Section 42 enquiries began 2023-24

Decision Making Meeting (DMM)

The DMM will bring all relevant people together to ensure that, if the enquiry continues, the right questions will be asked of the right people. The voice of the person at risk of harm must be heard. Plan the way forward, look at who is best placed to investigate the concern.

This meeting may be held virtually, to ensure it happens in a timely manner.

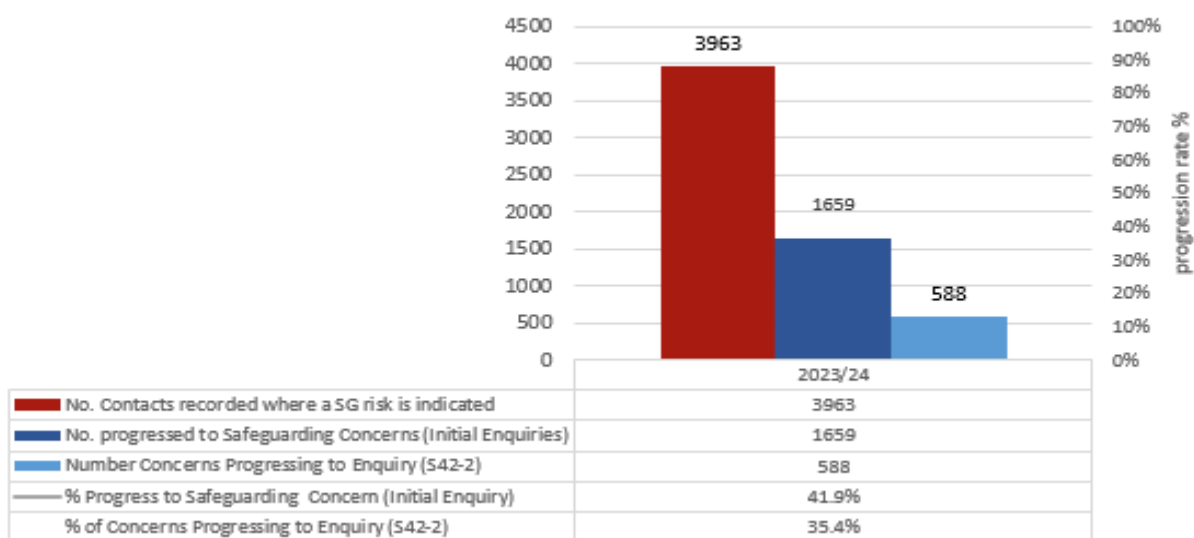
Outcomes Meeting

The Outcome meeting will bring all interested parties together including the individual if they wish to attend. Support from friends, advocacy or family is also encouraged. The voice of the person at risk of harm must be heard throughout the meeting and they must be given the opportunity to tell their story.

The meeting will bring the investigation to a conclusion and recommendations must be agreed by all interested parties and timescales and expectations clearly identified.

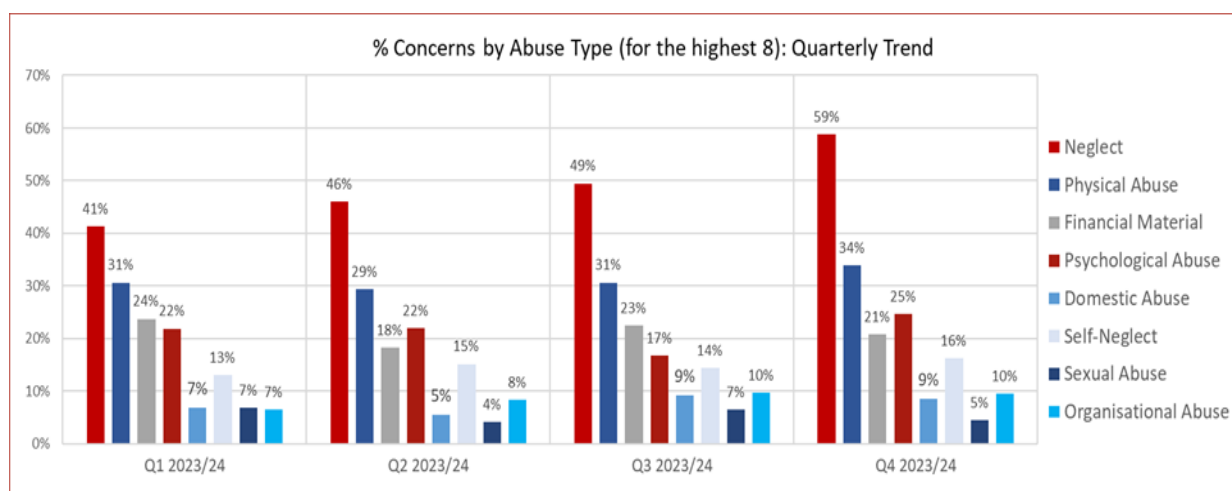
Safeguarding Annual Performance: 2023-24

No. Contacts where a SG risk is indicated and progression rates



There have been 3,963 safeguarding contacts in total in 2023/24, an increase of around 250 on previous years - this is due to a high volume of contacts received in the final quarter, with each of the last 3 months of the reporting year recording a higher volume than any of the previous 9 months (average number of contacts was 374 per month for Q4, versus 315 per month for Qs 1-3).

Although volume of contacts are high, progression from Contact to Initial Enquiry is continuing to rise slightly, currently at a rate of 41.9% (up slightly from 35.7% at end of Q1, 37.4% at end of Q2 & 39.5% at end of Q3). Of those that do progress to Initial Enquiries (1,659), 588 of these then progress to Further Enquiries (35.4% - down from 35% at Q2), with the remaining 1,071 closing following initial investigation by using a case management or other similar non-statutory approach.



Proportion of Enquiries by abuse type*	2021/22	2022/23	2023/24	One Year Direction of Travel
Physical Abuse	23.6%	18.8%	28.0%	9.2%
Sexual Abuse	5.1%	6.8%	6.2%	-0.6%
Psychological Abuse	14.5%	16.1%	26.2%	10.1%
Financial Abuse	25.5%	19.9%	25.0%	5.1%
Neglect and acts of omission	40.0%	38.8%	40.2%	1.4%
Discriminatory Abuse	1.0%	0.6%	0.4%	-0.2%
Organisational Abuse	8.6%	7.3%	10.7%	3.4%
Domestic Abuse	4.9%	3.9%	8.6%	4.7%
Sexual Exploitation	1.0%	1.1%	2.1%	1.0%
Modern Slavery	0.0%	0.3%	0.4%	0.1%
Self-Neglect	12.8%	10.9%	17.8%	6.9%
No abuse type recorded	3.2%	10.1%	5.6%	-4.5%

***Please note one enquiry may be linked to multiple abuse types**

Neglect remains the most common abuse type (40.2%), Physical Abuse has remained the second most common (28.0%), Psychological 3rd highest (26.2%) and Financial 4th (25.0%).

Self- Neglect has shown a marked increase from 11.6% last year to 17.8% in the year to date, although the rate has been falling through the year (21.5% at Q2, 19% at Q3)

Neglect and acts of omission covers concerns including:

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors

- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

Safeguarding Adults Review – (SAR)

A Safeguarding Adults Review must be carried out if

- An adult dies (including death by suicide) and abuse or neglect is known or suspected to be a factor in their death. In such circumstances the SAB should always conduct a review into the involvement of agencies and professionals associated with the vulnerable adult.
- An adult has sustained a potentially life-threatening injury through abuse or neglect, serious sexual abuse, or sustained serious and permanent impairment of health or development through abuse or neglect, and the case gives rise to concerns about the way in which local professionals and services work together to safeguard vulnerable adults.
- Serious abuse takes place in an institution or when multiple abusers are involved, the same principles of review apply. Such reviews are, however, likely to be more complex, on a larger scale, and may require more time. Terms of reference need to be carefully constructed to explore the issues relevant to each specific case.

The SAR is commissioned by the SAB and all partners who have had involvement with the subject of the enquiry will be required to participate in the review. The results of the review are published by the SAB in the form of a final report.

Number of SARs Commissioned 2023-2024
1 SAR were commissioned in 2023/24.
Number of SARs Completed 2023-2024
1 SAR was completed in March 2024

SAR Noelle and George

George and Noelle Recommendations

Learning from this SAR has identified missed opportunities, and has been used to develop the recommendations below to ensure the RSAB has assurance:

1. That each appropriate partner agency reviews their discharge planning policy to ensure that people who do not attend appointments with health or social care agencies are proactively followed up.
2. That each *appropriate partner agency ensures that their workforce access appropriate legislative training, which focuses on the Mental Health Act 1983, the Care Act 2014, and the interface with the Mental Capacity Act 2005.
3. That each appropriate partner agency has training, policy and guidance in place which ensures accurate and contemporaneous recording, trauma informed practice and professional curiosity.
4. That each appropriate partner agency ensures that their s.117 Aftercare Policy is fully implemented; and that each appropriate partner agency understands their own legal responsibilities, including how, and when it is legally appropriate to end a s.117 Aftercare.

The RSAB seek assurance that the appropriate partner agency has considered and actioned the recommendations within this SAR Report within 6 months. The update required for RSAB will need to include how the learning has been disseminated, how practice is different and what has been changed or implemented.

*Appropriate partner- Please note that these recommendations are only relevant to areas of the workforce that require this specific training.