

20/21

Bolton Adult Safeguarding Annual Report



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Welcome to our annual report on the work and effectiveness of our Safeguarding arrangements.

We are writing this report in unprecedented times, where the demands of a global pandemic have challenged, and continue to challenge us all, both personally and professionally. As the pandemic emerged and restrictions were placed upon us, our primary thought was how we keep adults at risk, safe. This became our core priority. We are extremely proud of the way partners have worked together and are still collaborating to ensure our Safeguarding arrangements remain effective.

Despite the demands of the pandemic, our vision and ambition for keeping adults safe has remained strong.

Whilst progress against the business plan and other workstreams was effected by the pandemic, it has now improved, the partnership has grown stronger and we have learned positive lessons from COVID-19. We are acutely aware that the next 12 to 18 months are likely to continue to present considerable challenges for our adults in Bolton, but as a partnership we are committed to ensure

that adults at risk are safeguarded effectively.

Finally, we would like to take this opportunity to thank all our practitioners in Bolton. It is the commitment, dedication, care and passion that they give to the population which we service 365 days a year day and night that is the beating heart of our partnership, the 'Bolton Family'.



Partnership Vision

The Bolton Safeguarding Adults Board (BSAB) works to promote a zero-tolerance culture towards abuse and neglect of adults who are vulnerable.

Its work is underpinned by the following ethos and principles:

- Safeguarding adults at risk and their carers is everyone's business and responsibility.
- All organisations and local communities have a responsibility to ensure that they foster a culture which takes all concerns seriously, enables transparency, reports concerns and supports whistleblowing.
- All staff and volunteers, whatever the setting, have a key role in preventing abuse or neglect and in taking prompt action when concerns arise.
- Adults at risk and their families, carers or representatives must have access to information regarding the standards, quality and treatment they can expect to receive from individuals (paid or unpaid), services or organisations involved in their lives.
- A 'Making Safeguarding Personal' approach is essential to ensure that any support offered and/or provided is person centred and tailored to the needs, wishes and the outcomes identified by the adult. The person at risk at the centre of any Safeguarding process must stay in control of decision making as much as possible.
- All organisations must have processes aimed at preventing abuse from occurring in the first instance and to ensure support is offered at an early stage.
- When abuse does take place, it must be identified early and dealt with swiftly and effectively, and in ways that are the least intrusive and most proportionate.
- People supporting adults with care and support needs and/or their carers must have the appropriate level of skills, knowledge and training to safeguard adults from abuse.



Living a life free from harm and abuse is a fundamental human right of every person.



Adults in Bolton who are in receipt of care and support from Bolton Local Authority (Rate per 100,000 population)

18-64
1,255
65+
7,805

Number of adults in Bolton aged 18 -64
169,261



Percentage of population who are adults aged 65+

Bolton
17.4%

England
18.5%



Number of adults in Bolton aged 65+
50,056



Proportion of the population from people experiencing racial inequalities, or communities experiencing racial inequalities

Bolton
20.6%

England
20.3%



Percentage of population who are adults aged 18-64

Bolton
58.7%

England
60.1%

Number of GP surgeries
49

Number of Care Homes (Residential / Nursing)
57

Long-term support needs of adults met by admission to residential and nursing care homes per 100,000 population

18-64
21
65+
808



Proportion of types of risk for formal safeguarding investigation enquiries – Domestic Abuse
10.2%

Number of safeguarding concerns per 100,000 adults received
1,263

Number of formal safeguarding investigation enquiries per 100,000 adults commenced
473

Formal safeguarding investigation enquiries as a proportion of all enquiries
85



Making Safeguarding Personal – Outcomes fully achieved (per 100,000)
89%



Number of Safeguarding Adult Reviews
2

Number of DoLS applications completed (per 100,000)

Bolton
729

England
551

Percentage of DoLS granted

Bolton
78%

England
43%

Partnership Development Timeline

**Apr
20**

Under national lockdown

**May
20**

BSAB stood down as responding to COVID-19

**Jun
20**

Partners continue to support COVID-19 efforts

**July
20**

BSAB re-established

**Aug
20**

Under local lockdown

**Sept
20**

Established a working group with a focus on Domestic Abuse and Violence

2020-2021

**Oct
20**

Safeguarding Adults Review (SAR) commissioned into house fire/Self Neglect

**Nov
20**

Launch of the Eyes Wide Open Campaign in Safeguarding Adults Week

**Dec
20**

First COVID-19 Vaccines were given

**Jan
21**

Under national lockdown

**Feb
21**

BSAB develop and approve the GM Safeguarding Adults Review Protocol

**Mar
21**

BSAB agree recommendations from two SARs

Priority Areas

Four local priorities were agreed in 2020/21 and we will give an overview of progress made to date in each.

Strategic Priorities

People in Bolton have a voice in the service they receive

Evidence

Improve engagement with all partners and the different sections of the community to strengthen adult Safeguarding in Bolton. Ensure that the voice of the adult is central to Safeguarding adults practice across the whole partnership in Bolton.

Reduce the prevalence and impact of hoarding

Develop an integrated approach to identifying and responding to the prevalence and impact that hoarding has on the community and on services.

Domestic Abuse

Develop and deliver the new partnership strategy and business plan. Focus on Prevent, Protect and Repair.

Workforce development with effective practice

Develop more multi-agency audits with key lines of enquiry to help highlight good practice and identify gaps.

Improve Board effectiveness

Ensure that learning is captured from Safeguarding Adult Reviews both locally and nationally to improve outcomes for the people of Bolton. Strive to have more sophisticated data sets which help to demonstrate what is happening across Bolton in relation to Safeguarding adults.

Resources 2020/21

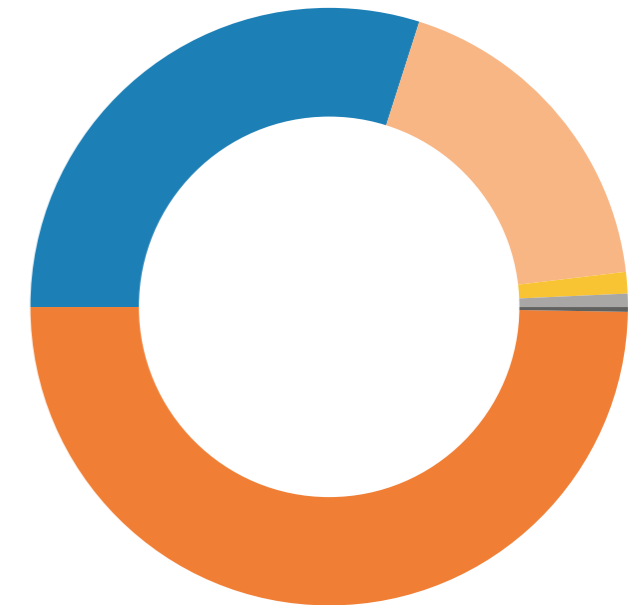
The Board approved a notional budget of £100k per year in 2014, in response to the Care Act, and the Board becoming a statutory function.

The financial contributions were to be made by the three statutory partners. In 2020/21, the Board made the decision to reduce the amount contributed by the three statutory partners for this financial year, due to the large underspend which had happened over the last three years. The percentage split remains the same as previous years.

Core Members	Contribution
Local Authority	60%
CCG	30%
Police	10%

Annual Spend 2020/21

- Admin Support
- Independent Chair
- Marketing/Equipment
- Miscellaneous
- Room bookings, refreshments and annual conference
- Safeguarding Board Officer
- Safeguarding Review



We propose that the end of year underspend is rolled forward into reserves and held by the Council to contribute and draw down on for future Safeguarding Adult Reviews as and when required.

COVID-19

It would not be possible to write an annual report for 2020-2021 without giving due consideration to the impact that COVID-19 had on Safeguarding arrangements.

As the financial year came to an end in 2020, the day-to-day business had become affected by the impact of the Coronavirus pandemic.

The UK Government imposed lockdown restrictions on the evening of Monday 23rd March 2020 and key partners were expected to respond promptly to the crisis. The borough of Bolton was affected greatly during 2020 with restrictions only being eased for a short period of time in the early summer.

Statutory partners took the swift decision in late March 2020 to suspend planned work. The justification for this response devolved from partners meeting in other forums more frequently,

where the fast-changing landscape was discussed at depth, with emphasis on the Safeguarding of our most vulnerable population.

They wanted to concentrate on ensuring a co-ordinated strategic response to deliver effective Safeguarding arrangements during the restrictions, and beyond.

Following the implementation of the Coronavirus Act 2020, Care Act easements were introduced but this did not change Adult Safeguarding statutory duties.



Statutory Partners

Following the national lockdown on 23rd March 2020, staff prioritised working with our most vulnerable and have continued to meet the Local Authorities' statutory Safeguarding Adult duties which have not changed legislatively.

Over the last 12 months, Primary Care Health Services, Greater Manchester Police, the Local Authority and Adult Services adapted to safeguard staff and individuals when the public's demands increased. The pandemic has caused huge disruption to demand and normal working practises across the whole partnership. GPs have had to respond very quickly to a different working model by offering virtual consultations by telephone, video and online. However, face-to-face consultations have still been available when clinically indicated, alongside vaccinating the population.

From within the CCG, adaptations were made to help support the wider system. Members of the CCG Safeguarding Team were re-deployed to Bolton Foundation Trust Safeguarding Team in response to COVID-19.

Greater Manchester Police worked continuously through the pandemic and processes such as the sharing of information between agencies in relation to Safeguarding has improved significantly. Despite the increase in demand, and at times reduction in staff due to COVID related issues, Greater Manchester Police are regularly meeting as a force and managing the demand via the daily triage process. It has been a difficult period of time, but this has not impacted negatively on partnership working.

Across Adult Services, staff adapted to new ways of working, utilising digital solutions such as Microsoft Teams.

This enabled Safeguarding meetings to continue virtually, including individuals when this may not have been previously possible. The attendance of partners and their contributions have continued to be positive and has enabled Safeguarding processes to continue.

Following the first wave of the pandemic, the Safeguarding Adults Team returned to having a presence with the multi-agency Safeguarding Hub to support partners in the usual way. Since then, the Safeguarding Adult's Team and Social Work/Occupational Therapy Duty Teams have had a presence in Castle Hill alongside health colleagues to manage and support referrals and offering a co-ordinated response.

It is worth noting the impact of the pandemic on Care Homes across the borough. The changing legislation and public health advice to prevent the virus spreading, stopped 'usual' staff visits being carried out. These visits would usually provide a level of intelligence, offer support and de-escalation of issues. However, Safeguarding visits and investigations continued throughout the pandemic with staff wearing Personal Protective Equipment (PPE). Professionals have continued to visit throughout to support residential and supported living settings, reporting concerns when appropriate which has reassured the Local Authority and the Board.



Secondary Care Health Partners

From a Safeguarding perspective, it has been 'business as usual' at Bolton Foundation Trust, with all staff respecting their Safeguarding responsibilities. The Trust has continued to provide a Trust wide, Safeguarding service, supporting all services in both the community and bed-based services. The Trust has been able to continue to provide face-to-face support for vulnerable patients especially within the Emergency Department and Community settings.

Through both the first and second wave of the pandemic, the Foundation Trust witnessed a significant increase in Safeguarding referrals with an average of 247 referrals per month as opposed to 180 per month pre-pandemic. As of the 31st March, the Trust has received 2,968 potential Safeguarding referrals during the pandemic.

Across the Foundation Trust, numerous staff undertook additional roles to fulfil service gaps in other areas, where large numbers of staff were unavailable due to COVID-19 (e.g. shielding, isolating, symptomatic). This was to ensure patient safety continued to be maintained and Safeguarding remained a priority.

Greater Manchester Mental Health Trust adapted in accordance with the law, application of the Care Act, Mental Capacity Act, and Mental Health Act. The service had many operational difficulties such as undertaking home visits/assessments. More digital assessments/visits took place i.e. phones and video consultations. Remote working was established with 'On Tap' support from colleagues in an office environment.

During the past 12 months, Greater Manchester Mental Health Trust also worked to redesign Safeguarding training, suitable for delivery across the whole Trust.



Wider Community Partners

All services had to adapt to the changing situation due to the impact that COVID-19 had on services over the last year. During this difficult period, housing partners worked to ensure that the most vulnerable in Bolton were protected and they established new ways of delivering services. Staff embraced these new ways of working, which at times has been difficult.

Housing partners were unable to provide a proactive response to Safeguarding concerns in the community as visits were not permitted but there was a significant increase in domestic violence incidents. Staff ensured extra contact/communication was made with the vulnerable customers to help safeguard their welfare. Tenants over 60 and vulnerable tenants were contacted weekly to check they had medication, food and COVID test kits.

To support those who were most vulnerable, partners helped by providing residents with food deliveries, a befriending scheme was established, and virtual services delivered debt money skills advice.

Greater Manchester Fire and Rescue Service, (GMFRS) has tried to balance how they keep households safe from fire whilst limiting the exposure of our operational staff to the public and/or the COVID-19 virus. GMFRS continues to provide fire safety advice which helps them to mitigate fire risk, and identify when the support of other agencies may be required to help them further.

GMFRS continues to signpost or refer to those agencies. Those subject to an 'urgent threat to life' and people in our communities who are most vulnerable to fire.

The Community Voluntary Sector (CVS) has been integral to the response against COVID-19. Bolton CVS team all worked from home, so meetings, training and forums moved online. There has been increased concerns about digital Safeguarding in the VCSE sector and they have developed and tailored guidance both to individual groups and as part of training sessions. All training was delivered via Zoom and included interactive activities which encourage participation. Training was adapted to include issues around COVID-19 (i.e. increased awareness of digital Safeguarding and carrying out risk assessments to meet changing circumstances). Delivery of online support has raised a number of issues in relation to accessibility and barriers to access - only those with suitable devices and tech skills were able to access online sessions.

Vaccination programme for Bolton.

The vaccination programme in Bolton is being directed by NHS Bolton CCG under the leadership of Dr Helen Wall (Clinical Director Commissioning).

As Senior Responsible Officer, (SRO) Helen has been working closely with the Clinical Directors of the recently formed Primary Care Networks (PCNs) to ensure that a vaccination programme is delivered at scale according to the regulations, and the strict eligibility criteria set out by NHSE/I.

As a result, dedicated vaccination sites have been set up across Bolton to enable easy access for all residents.

The first vaccines were given in December 2020, starting with the most vulnerable people in Bolton and those with care and support needs. This included people aged 80 years and above, and residents in care homes. All GP Practices have been working tirelessly for nine months to invite their patients to attend a vaccination site close to where they live, using the latest guidance on priority cohorts from the Government.

Here is the latest data available on uptake in Bolton (Up to September 2021)

Cohort (Patients appear in more than one cohort)	1st Dose Uptake	2nd Dose Uptake
Age 80+	96.1%	94.9%
Age 50-79	91.4%	89.2%
Age 16-49	69.0%	57.3%
Clinically Extremely Vulnerable	92.8%	89.3%
COVID-19 at Risk	86.9%	81.6%
Learning Disability	74.0%	63.8%
NHS & Social Care Workers	91.7%	88.4%

As a system, health and care staff have worked collaboratively to reach out to our most vulnerable residents and encourage uptake of the vaccination.

Learning Disability

The Learning Disability Nurses teamed up with the Primary Care Networks and took the vaccine into residential homes and other community settings. This approach was familiar to this group of residents and promoted a relaxed setting in which to vaccinate and chat through any concerns.

Care Homes

The Primary Care Networks have had responsibility for connecting with care homes in their geographic area. They organised visits to care homes to vaccinate the residents. Staff willing to have a vaccine were also vaccinated during these sessions. Primary Care Networks have made many visits to care homes over the last nine months to undertake both first and second doses. At present, they are working closely with care home managers to try and encourage the remaining staff to be vaccinated.

Bolton system partners have been trying hard to engage with the most vulnerable residents.



Partnership Success

Specialist housing officers working to assist older people and those impacted by delayed transfer of care from hospital.

Undertaking better joint working with internal and external agencies and services in addressing Safeguarding concerns. Thinking differently, collaboration on visits in the community to investigate concern, which in turn ensured a continued positive response to Safeguarding during what was an unprecedented period.

Successful roll out of the COVID vaccine.

In the period April 20 - April 21, GMFRS made 15 referrals for Safeguarding concerns in Bolton borough.

Over 900 urgent response volunteers signed up to the Bolton CVS during the COVID pandemic. Volunteers have been involved in a multitude of roles and have been essential in contributing to the effective roll-out of the vaccination.

Community Learning Disability Team (CLDT) has successfully supported the roll-out of the vaccine programme to our adult learning disability population, making adjustments within GP surgeries and supporting primary care staff to ensure that those who were able to have the vaccine were able to do so in a way that meets their needs.

Bolton Foundation Trust, despite the pandemic has provided an on-site holistic and responsive service working closely with integrated partnership services to respond effectively to Safeguarding.

Continued delivery of homelessness services including 'everyone in' and significant rise in use of temporary accommodation to keep people from sleeping rough.

Improved information sharing between Greater Manchester Police and partner agencies.

Bolton at Home - uninterrupted delivery of Careline providing a lifeline for vulnerable people.

Making Safeguarding Personal

Case study

The Adult Safeguarding Team received a call from a close relative regarding their 88-year-old family member raising concerns about his living situation and how he was being treated at home. The gentleman was visited by a Safeguarding Social Worker in an agreed location where he disclosed that the family he was living with had been locking him in his bedroom at night, making him use a bucket as a toilet and he was being asked to leave his home between 7am until 6pm. He also explained he was given £10 per day and advised the Social Worker that he was not allowed to ask for any additional cash. He did not have a bank account.

The Social Worker spent time with the gentleman to establish what he wanted. He had capacity and was clear that he did not want any police intervention but did allow them to collect his belongings. The Social Worker made an application for sheltered accommodation and a place was secured. The Social Worker sourced furniture to make the accommodation habitable, working tirelessly with charities to provide the items he needed. The gentleman then arranged a plan with the Social Worker for moving into his new home. The Social Worker and another family member supported him to obtain a bank account and receive his own benefits.

Despite the challenges of the pandemic, the “Making Safeguarding Personal” agenda has been central to our Safeguarding functions with our data demonstrating this.

On the day of his move, several residents in the sheltered housing scheme met with him and gave him moving in gifts. The scheme manager supported him with practical tasks of putting pictures up to make him feel welcome. The gentleman has now become a part of the community and he now feels “part of something” and valued. Since moving his support has been reviewed and he has told people that the people around him have “saved him.”



Staff resilience has been a strength of Adult Services, adapting to new ways of working with individuals and services who serve our community and always seeking to minimise risk.

Our Integrated Community Learning Disabilities Team (CLDT) contacted carers identified as a high risk of carer breakdown on a weekly basis after the Learning Disability Day Services temporarily closed. Alternative support was offered wherever possible.

The Council has taken an active role in the Board's Domestic Abuse task and finish sub-group, providing and collating data from partners focusing on the older adult population with care and support needs and supporting the continuation of the Eyes Wide Open Campaign.

The pandemic has brought professionals together to work in innovative ways to strengthen relationships and meet our statutory Safeguarding duties. There is evidence of excellent multi-agency working. This was to share Safeguarding intelligence and concerns to ensure that people with care and support needs had their needs met in a timely way and to prevent the need for escalation. This includes regular Safeguarding Intelligence Forum meetings.

The Local Authority's Commissioning and Quality Assurance Team has supported residential nursing homes, domiciliary care providers and supported living providers throughout 2020/21. It has telephoned providers, issued newsletters and co-ordinated regular webinars to provide information, advice, and guidance on legislative and policy changes. This was particularly in relation to infection prevention control and offering providers a space to ask questions to support and safeguard people we support across Bolton. This has and continues to be a collaborative approach across the partnership. Over the period, 20 webinars have taken place. The majority of care homes and domiciliary home care providers from across the borough attended regularly. Feedback has been extremely positive and welcomed by providers.



Learning from Reviews

The Safeguarding Adults Board, under the Care Act 2014, is required to commission a Safeguarding Adult Review (SAR) when a person with needs for care and support has died, and it is suspected that the death is a result of abuse or neglect, and there are concerns around how partner agencies worked together to safeguard that person. This is regardless of whether the local authority has been meeting any of those needs.



During 2019 and 2020/21, two reviews were commissioned. One joint Safeguarding Adult Review/Domestic Homicide Review and one stand-alone Safeguarding Adult Review.

Areas of notable work from the recommendations of both reviews include;

- Review multi-agency training for Domestic Abuse and Self Neglect and best practice for record keeping.
- Review the information it produces and distributes to the community about Domestic Abuse and Self Neglect.
- Review processes regarding information sharing and family involvement.
- Improve risk assessment tools and reference to other resources to support professionals with Self Neglect cases.
- Improve BSAB Safeguarding Policy.

Plans for the Coming Year

Develop relationships with the Integrated Care Partnership (ICP)

Appoint an independent Chairperson

Strengthen relationships with the Children's Arrangements and Community Safety Partnership

2021-2022

Develop a policy and practitioner guidance for Self Neglect

Develop the Multi-agency Safeguarding Adults Policy

Understand and address the increasing issue of domestic abuse amongst the over 70's and those with care and support needs

Develop the PiPOT (Person in Position Of Trust) Policy

Learn from lived experience and use this to inform policy and change in practice

**The Safeguarding Adults Board
would like to thank all partners and
their staff for their hard work during
these unprecedented circumstances.**



For further information about the arrangements, share your experiences of Safeguarding in Bolton or get involved in the work we do, contact us:

Phone: 01204 336900

www.bolton.gov.uk (Search Safeguarding Adults)