

SOUTHERN LOCAL ADULT SAFEGUARDING PARTNERSHIP



Southern Local Adult Safeguarding Partnership

**Annual Report
April 2019 – March 2020**

**Approved by the Southern LASP June 2020
& Southern Trust**

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1.0 Introduction

During the reporting period the Southern LASP has continued to support partner organisations with the implementation of the new Regional Policy, “*Adult Safeguarding: Prevention and Protection in Partnership*” July 2015, issued by the DHSSPS and DoJ. The LASP has met on 4 occasions within the reporting year and engagement is reflected in Appendix 1 of this report. Furthermore the 3 workstreams, Prevention in partnership, Protection in partnership and Training in partnership have also met on a quarterly basis to progress the agreed workplans. The LASP continues to promote the partnership approach between the community, voluntary, independent and statutory sectors spanning the continuum of adult safeguarding. This is reflected within the structure and preparation of this report detailing the contributions of partners on behalf of the sectors they represent.

2.0 Southern LASP 2019/20 Work Plan

This report will outline the Southern LASP’s progress in relation to its 2019-20 workplan under each of the NIASP themes, including other achievements and challenges in the reporting period. The report will also provide an analysis of Southern Trust protection activity within the same period.

Southern LASP Development

Membership of the Southern LASP continues to evolve and remain under review to ensure the LASP has representation from all sectors of the community. The Southern LASP would like to acknowledge the contribution of the following members who have either retired or moved to another position within the reporting period.

- Miceal Crilly, LASP Chair, Assistant Director Disability, SHSCT (Retired October 2019)
- Carolyn Agnew, PWB, SHSCT (Retired September 2019)
- Eamon Farrell, Assistant Director AHP, SHSCT, (moved post April 19)
- Emma Bailie, Positive Futures (moved post February 2019)
- Claire Maddison, Volunteer Now (moved post Dec 19)
- Gary McDonald, PSNI (Moved post summer 19)

The Southern LASP have welcomed new members to the partnership and look forward to working together to safeguard adults within our community. New members can be found in Appendix 1. The partnership has also welcomed two new partner organisations to the LASP this year, Northern Ireland Housing Executive and Leonard Cheshire reflecting the partnerships strong desire to work closely with all sectors supporting adults.

The Southern Trust continues to deliver against the Corporate ‘*Southern Trust Corporate Adult Safeguarding Blueprint 2017 – 2022*’ and elements of work contained in the LASP annual report integrate with the priorities in the Blueprint. (Refer to separate report for full details.)

3.0 Priority 1: Prevention in partnership

LASP Prevention workstream

The prevention workstream has successfully been meeting together for the reporting period 2019-20. Membership has been stable and throughout the year has welcomed new members from ABC / NM Council and the local PSCP. The prevention workstream is chaired by Mr Aidan Gordon, Archdiocese of Armagh, representing Faith Communities. The workstream developed a local Southern LASP prevention plan identifying priorities under the prevention objectives as set out in the NIASP workplan.

3.1 NIASP Theme: Awareness Raising and prevention plan

LASP Objective: To raise awareness and prevention in adult safeguarding

The LASP Prevention workstream identified a number of key priorities for awareness raising within the reporting period. The lead responsible has provided the following update on each priority.

3.1.1 **Action:** The Southern LASP Prevention workstream will continue to seek opportunities to distribute the LASP prevention leaflet and regional safeguarding material.

LASP partners have continued in year to distribute widely the LASP prevention leaflet and poster as well as the new regional safeguarding posters to raise awareness of the various types of abuse, exploitation and neglect and provide information on where to

seek support. This was achieved through the Prevention Workstream and at the ASC Network events. Working in close collaboration with the local PSCP the partnership has availed of opportunities to provide a presence at local public events such as the *St Patrick's Symposium: A Vision for Peace 2020 in the Market Place Theatre, Armagh in March.*

How do I report harm, exploitation or neglect?
Police, health and social care staff work together to safeguard adults at risk of harm or in need of protection.

In an emergency call: 999
To report your concerns call: 191

For advice contact your local Social Services office, GP, Health Professional or any adult abuse hotline.
Domestic Violence Helpline: 0800 917 1414
Action on Elder Abuse Helpline: 0800 688 8541

Or alternatively:
Contact the Adult Gateway Protection Team
During Office Hours, Mon-Fri 9am-5pm (020) 3750 4423
Outside of working hours (020) 9504 9999

What happens next?
We will take steps to ensure the immediate safety of the adult at risk and anyone else that may be at risk, including children.
We will talk with the adult at risk or their advocates to find out what happened and investigate their concerns. We will work together with them to plan what we can do to support the adult to achieve the changes they want to help keep them safe whenever possible.
Where there are concerns of a criminal nature we will consult with PSNI and support you through this process.

We will always do what we can to help prevent abuse happening again.

HSC Southern Health and Social Care Trust



Members of the Southern LASP report they have disseminated the materials widely in their own organisations. An indicator of success is reflected in the requests for literature and sharing of approx. 16,500 LASP leaflets and 1000 regional posters within the reporting period. This has included the use of the leaflet within new service user information packs within statutory and independent sector settings; statutory outpatients departments; local churches; and council facilities.

3.1.2 Action: LASP partners to include link to NIASP website on organisations websites where this is possible. www.hscboard.hscni.net/niasp Southern LASP information will be uploaded to the SHSCT website.

LASP partners have been actively encouraged throughout the year to upload the NIASP website link to their respective organisations websites where this is available to ensure those accessing their service has the most up to date information. To date 41% of Southern LASP partners who have a website have a direct link to the NIASP site. This is an area the partnership would seek to improve in the next reporting year.

3.1.3 Action: LASP to work with local councils to identify opportunities to raise public awareness of adult safeguarding supports and services.

Within the reporting year both Newry Mourne and Down District Council and Armagh City, Banbridge and Craigavon Borough Council have consolidated their representation on the Southern LASP through the appointment of an Adult Safeguarding Champion. Reflecting on this first full year, the Council representative on the Southern LASP, noted

that it was evident there was scope for further engagement between Council and the LASP.

Given the size and complexity of the Council structures it was important to recognise services provided to all adults by Council whether through Community Planning/Engagement, Environmental/ Neighbourhood Services, Policing in the Community Safety Partnerships (PCSP), or Environmental Services requires a heightened awareness of risk of harm and robust measures to prevent harm.

The initial focus was to identify the main LASP priority most compatible with the vision of both Councils. Set against 'The Adult Safeguarding Continuum' it was crucial to acknowledge these Council services, while not interventions for protection, or support services for those at risk, are nonetheless central to early interventions and fundamental to the prevention of risk and harm.

For all Council services and functions there is recognition of the overlap in respective objectives, and how working together to share learning, experiences and support means that staff are more confident in their role of safeguarding. To facilitate this, it was agreed that in addition to the LASP, Council would have representation on the LASP Prevention workstream.

Community Planning/Engagement and PCSP, will now contribute the wider preventative element of adult safeguarding in the context of the various programmes of work they deliver. This also includes the Procurement of goods and services across Council by ensuring Safeguarding compliance is a core element of the tender process.

LASP can therefore support Council through the development of adult safeguarding preventative measures within existing and emerging programmes, schemes or events while also supporting any relevant regional and local priorities. Improved communication and engagement between LASP and Council also enables a proactive and swift response to demand where the two areas of business overlap.

3.1.4 Action: LASP to work with local Housing Executive officers and Women's Aid to identify opportunities to raise public awareness of adult safeguarding supports and services.

Southern LASP identified an opportunity to work together to support the understanding of local Northern Ireland Housing Executive officers in recognising and responding to adult safeguarding and domestic abuse situations. Existing contracts between Armagh Down Women's Aid and NIHE were creatively used to enrich the relationships between agencies and support interactive learning. Two workshops were delivered on 12 & 13th February, Marlborough House, Craigavon.

Methodology & Approach to learning

To ensure the most effective approach NIHE developed a short questionnaire for relevant staff to ascertain their views on key areas of learning. This included typical scenarios that NIHE staff would experience that may involve a safeguarding concern. In planning the content and format of the workshops it was agreed the most beneficial way to support learning was through exploratory discussion – e.g. how to respond without consent and situations where adults need support rather than protection. Based on the feedback from staff a programme was developed jointly by Armagh Down Women's Aid and SHSCT adult safeguarding staff.



The NIHE Adult Safeguarding Champion opened the workshops and provided the context to the role of the ASC and the expectations of NIHE staff in safeguarding. A quiz was successfully used as the introduction to learning to establish a baseline of current knowledge and to build confidence amongst NIHE staff in exploratory discussion.

General awareness of domestic and sexual abuse and adult safeguarding was provided and learning was then applied to scenarios identified in the pre workshop questionnaire. Given time limitations Women's Aid Armagh Down's element of the training aimed to focus on how NIHE staff could respond to a disclosure or concern in their daily roles. Examples of how this can be incorporated into both NIHE internal records, statutory safeguarding referrals and also on the local Women's Aid pro forma were used to demonstrate how effective information sharing can make a difference to the response and safety of individuals and families.

Group work and facilitated discussion encouraged NIHE staff to consider 'what it would feel like' to respond, report and to support improving relationships. Participants reflected

that *“The interactive elements were the highlight of the training as it got attendees to think about different scenarios...and it challenged preconceived ideas on the subject”* and *“The training session was set up in such a way that we were encouraged to ask questions, start discussions about the topics discussed”*

Evaluation and learning from the workshops

The workshops demonstrated how different organisations can work collaboratively to make things better for both adults and children whom we come in contact with during our daily work. Feedback from staff indicate that they were challenged to think about their own responsibility in situations they regularly are part of and therefore being equipped with relevant contextual information allowed them to feel more confident in their responses. *“I feel more confident in escalating concerns and would continue to discuss issues with NIHE Safeguarding lead and other relevant staff involved in safeguarding matters”* and *“I believe I have a deeper understanding of the cycle of domestic violence and would be more attuned to victims”*

It was acknowledged from the outset that short sessions would only enable attendees to have an introduction to domestic violence and adult safeguarding. The feedback reflected the positives of this as a taster introduction. However, a common perspective from staff identified a continuous learning approach was needed. *“While it was a really good course it was too short – we need a full day”* and *“A full day training would ensure that such a complicated subject could be discussed without time constraints to ensure attendees could get the most out of the workshop”* and *“The session should be a day course, separated into two sessions, domestic violence in the morning and safeguarding in the afternoon”*.

Partners acknowledge that should further workshops be offered to other NIHE offices that the programme would be extended to facilitate greater exploration of the topics. The NIHE will develop a tool to measure how this bespoke workshop has impacted on staff practice and actions based on increased awareness, knowledge and understanding in relation to Domestic Violence and Adult Safeguarding. The ASC for NIHE reflected, *“Our staff encounter the most challenging of situations which are often layered with many complex issues...by the time these are untangled and accommodation solutions found, sometimes the abuse doesn’t get the priority it*

requires. This training has helped focus minds and helped to elevate safeguarding to the level it needs to be.”

3.1.5 Action: LASP members to consider supporting the INPEA Declaration on an annual basis and LASP to consider and plan a “joint signing” at an event in 2020

The Southern LASP encourage partners to support the International Prevention of Elder Abuse (INPEA) campaign on an annual basis, collating partners signed declarations and lodging them with the Irish Representative in University College Dublin. This year there was an increase in engagement with this initiative to reflect a 30% partnership return with partners displaying the signed declaration alongside their Safeguarding Posters in prominent public places to mark World Elder Abuse Awareness day. The Southern LASP seeks to increase this commitment by 5% in 2020 – 2021 and has invited Amanda Phelan from UCD to share learning from the impact the declaration has at an international and national level at the Southern LASP WEAAD event in June 2020.

3.1.6 Action: Prevention workstream to coordinate key messages for communication throughout the LASP to raise awareness of abuse of older people and partners to consider holding local events around 15th June 2019 to mark WEAAD



This year the Southern LASP encouraged partners; agencies; organisations; staff and volunteers to “Join the conversation with Action on Elder Abuse” The aim to raise awareness of abuse, exploitation and neglect of older people and all other adults through taking simple steps to make a difference to an adults life. The LASP Prevention workstream prepared and distributed a presentation in May to encourage and support groups / organisations and their networks to promote and participate in WEAAD 2019. This provided ideas, a number of resources and contacts for support. Many chose to wear a purple ribbon, take the Action of Elder Abuse Promise or to make their own personal commitment to what they can do to make a difference in adult safeguarding in the area where they work.

Many individual organisations/members undertook an activity in their own areas and these will be reflected in their individual Adult Safeguarding Champions Annual Position reports. For example: the Archdiocese of Armagh circulated the LASP Presentation to all Clergy across the 61 Parishes of the Archdiocese. Priests were encouraged to mark

the awareness day at Masses on the weekend of 15th and 16th June 2019 and to include a prayer in their intercessions.

Some reflections from those who engaged with the “Join the Conversation” initiative this year are found below.

“To do my Protection training within the Church” Member of the public

*“I can give information to people at the training events I deliver in my community”
Volunteer*

“I pledge to use “myself” as an intervention to highlight the importance of adult safeguarding” Sensory Social Worker

“I will highlight with Shared Care Families at training tonight” Manager of Adult Placement Short Breaks Learning Disability



“I will try to always listen, advocate and be approachable so that someone may open up” Student Nurse

“I promise to approach the matter of domestic abuse more regularly with my service users” Learning Disability

“I will visit my relatives and talk about keeping safe” Member of the public

“I will make a referral” Anon

“I will sign the Action on Elder Abuse promise and return it” Carer

3.2 LASP Objective: Raise awareness of Financial Safety

3.2.1 Action: To raise awareness of roles and responsibilities of partner agencies in financial safety.

The LASP Prevention workstream have continued in year to seek opportunities to raise awareness about financial safety. The workstream undertook to develop and coordinate a biannual LASP Briefing with first feature article *on raising awareness of financial*

abuse. Contributors to this included Ulster Bank, PSNI, ABC PCSP, N&M PCSP; Women's Aid and Action on Elder Abuse. This briefing was issued electronically and disseminated through the LASP partner networks to raise awareness.

3.3 LASP Objective: Governance, audit and quality assurance

3.3.1 Action: ASC Position report to be audited across the Southern LASP area to identify themes, trends and areas for support in the following year. Initial roll out in year 1 (2019-20) will target LASP partners. Year 2 (2020-21) commissioned services in SHSCT

The audit of the Southern LASP partners ASC Position report took place in September 2019 as part of the Southern LASP Prevention workstream workplan. The workstream acknowledge that there was some learning about the audit tool used given the spread across sectors. A summary report was prepared for the LASP identifying themes, trends and challenges. While the response was limited there were 9 ASC Position Reports received from partners and analysed by workstream members. A number of positives were noted such as all organisations had an ASC and policy in place. Most organisations had clear arrangements in place to brief their respective Management teams/Committees in relation to Adult Safeguarding activity and most had good evidence of staff / volunteer training. It was also positive that there was a lack of reference to challenges/ issues regarding the use of the regional documentation – APP forms. It was encouraging to note evidence of inter-agency work and co-operation in respect of Adult Safeguarding which has led directly to service improvements and proactive risk management.

Some of the reports evidenced examples of positive engagement with service users and families in responding to Adult Safeguarding concerns. However, this was not consistent. There was also little evidence of direct service user involvement in formulating or reviewing adult safeguarding policies or procedures/participating in Committees. Some organisations had not identified a delegated person to take on the role and responsibilities of the ASC if they are absent or unavailable. Feedback from Statutory Services to voluntary/community sector groups in respect of Adult Safeguarding concerns which have been notified could also be improved.

The partnership made reference to a need for regional clarification on the data set contained in the ASC position report. The LASP ASC Support Network had provided some guidance for ASC's in this regard however for organisations operating across Trusts suggested this support was not consistent.

3.3.2 Action: Southern LASP ASC Support Network programme to be planned to include themes and topics identified in initial workshops.

The Southern LASP opted to create a variety of ways to support ASC's within the area. This includes those with ASC responsibilities in reporting and responding to concerns; a network of support for those providing training and also meeting the needs of smaller groups who are not required to have an ASC. (Also refer to priority 3 on training) A series of events and communications therefore meet the above objective.

Adult Safeguarding Champion Network Workshops

Following the success of last year's support workshops, the LASP responded to the ASC's request to meet biannually at key points in the year to reflect on the learning from completion of the first reports and latterly to correlate with the drafting of upcoming reports. The first was held on 10th of May 2019 in Armagh. Mrs Helen McCormick, Trust Adult Safeguarding Specialist and Mr Aidan Gordon, Director of Safeguarding, Archdiocese of Armagh provided a presentation on the emerging themes and common issues highlighted in the LASP self assessment audit.

Key topics for discussion included the Adult Safeguarding ASC Position Report, ASC requirements, useful examples of governance tools, training, achievements and key challenges. The presenters explained the process of completing the position report and provided examples and time for questions and answers. The feedback from participants was extremely positive and comments stated "*Significantly enhanced my understanding of the reporting processes and the expectation of the trust*" another participant stated "*detailed but not boring, everything explained in a factual and concise manner*". All participants in attendances agreed they felt better prepared to complete the position report. All participants said they now feel more confident in monitoring adults at risk of harm. They reported they have a clearer understanding of their role as ASC.

The second Adult Safeguarding Champions Network (ASC) workshop took place on 21st of January 2020 with over 30 participations from various independent sector providers and voluntary organisations across the Southern LASP area. Mrs Helen McCormick, TASS provided an introduction to the key areas of ASC responsibility and as per the Regional Adult Safeguarding Policy and Procedures. Mr Aidan Gordon, Director of Safeguarding, Archdiocese of Armagh provided a synopsis of the learning from the Southern LASP ASC position report audit to reflect positive feedback and learning points. (As reported above) As part of the audit outcomes, Helen Cranny, Support Services Manager, Women’s Aid on behalf of the prevention workstream collated examples of good ideas, suggestions and tips from the audit sample and shared an exemplar position report for group discussions. Helen reflected on her organisations learning and noted handy hints to collate information throughout the year.

A round table discussion on the areas covered by the presentations was facilitated by Helen McCormick and Maureen Ennis, Senior Practitioner, Adult Protection Gateway Team (APGT). An open floor Q&A session concluded the workshop. Some participants raised concerns about their understanding of the thresholds for Adult Protection. They discussed challenges in making contact with the core team key workers and felt feedback/notification from the trust could improve. Some participants advised they have developed spreadsheets to assist them to manage the safeguarding information for their organisation and noted this was helpful at the end of year reporting. The feedback from event was very positive and staff found the exemplar report extremely helpful. The APTG continues to provide advice, support and consultation to our independent sector providers.

3.4 LASP Objective: Co production

3.4.1 Action: To deliver on the regional 10,000 Voices service user and carer feedback and develop a local learning response and action plan



The Southern LASP continues to support the implementation of the regional project “Adult Safeguarding, 10,000 Voices” and actively promotes service user and carer engagement to ensure the experience of those receiving a service is listened to, understood and informs quality improvement. (Refer to Southern Trust Blueprint Position Report)

3.4.2 Action: To coproduce a programme of shared education to raise awareness of how adults can be supported to feel safer in their homes.

Working Together to Keep Me Safe – Partnership Initiative



The LASP prevention workstream have been actively promoting opportunities to engage in conversations about what adult safeguarding is across all partner organisations. A subgroup was established to explore and develop an initiative for nursing, residential, supported living facilities and day care settings or group activity settings in the community providing services to adults which could be adapted by each individual facility as appropriate for their service user group. Subgroup membership included Four Seasons, Cedar Foundation, Positive Futures and SHSCT.

Working Together to Keep Me Safe was launched on 11th March 2020 and was supported by 33 attendees across the statutory, independent and community sectors. The initiative applies a coproduction approach to increase the knowledge and understanding of abuse, exploitation and neglect of adults. Service Users,



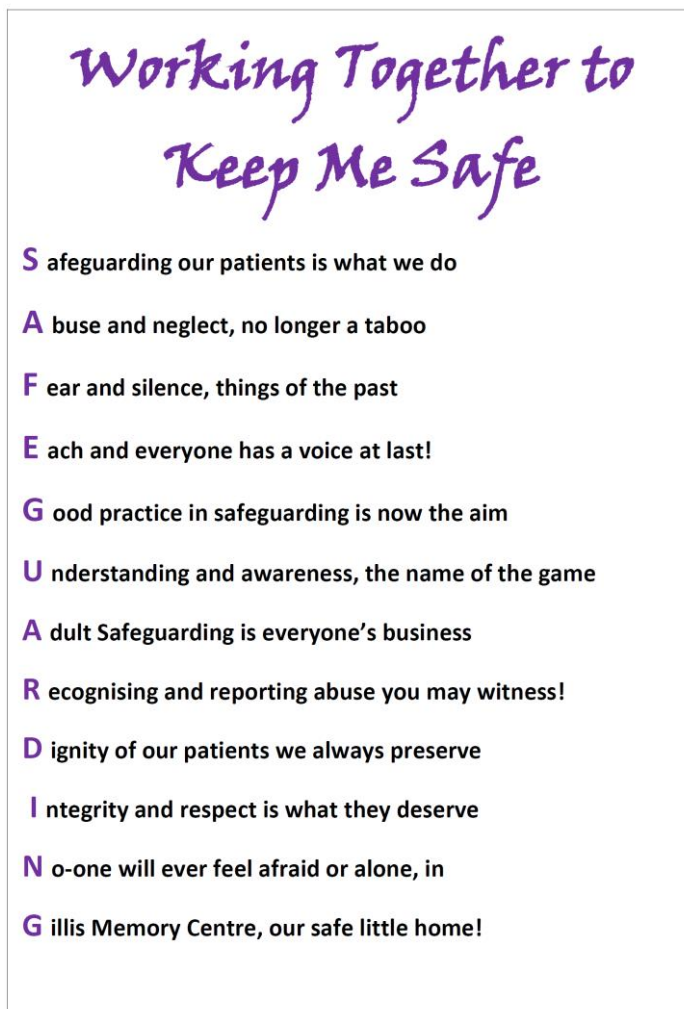
relatives, staff and the public who visit each facility co design their own unique project which aims to enhance relationships and improve the quality of life experience of users of the service. Easy read material was developed as part of the pack of materials for the initiative to support staff and families to join the conversation.

The overall aspiration of this initiative is that by talking about adult safeguarding and promoting good practice, more people will be able to prevent abuse by keeping themselves safe or by raising concerns early to prevent serious harm from abuse, exploitation or neglect. This enables adult safeguarding to be proactive and to build positive relationships rather than only reactive when protection needs to occur.

Those attending the launch were able to see examples of ideas / suggestions that have been piloted in 12 group settings across adult services. Examples ranged from tea parties to workshops and many groups opted to mark World Elder Abuse Awareness Day as part of this conversation about Keeping Safe. The initiative was supported by Frances Gault, Acting Assistant Director RQIA, who attended the launch and reinforced the importance of collaborative working in adult safeguarding in her closing remarks. Participants in the pilot said, *“The two staff members found the project useful for*

generating ideas and discussion, it enabled them to look at safeguarding from a different angle. They liked the fact they were discussing issues with their service users rather than on behalf of their users.”

In the feedback from the pilot the social worker from the Gillis Memory Centre said “*we found the launch event extremely informative and provided guidance and tips as to how we could take the project forward within Gillis Memory Centre. The wall displays and hearing the experiences of people who have already piloted the project was very helpful and reassured us that this was something we could pilot in our ward.*” Gillis Memory Centre had opted to hold a coffee morning for patients and families to mark World Elder Abuse Day on 15th June, however, this is likely to be



*Working Together to
Keep Me Safe*

- S**afeguarding our patients is what we do
- A**buse and neglect, no longer a taboo
- F**ear and silence, things of the past
- E**ach and everyone has a voice at last!
- G**ood practice in safeguarding is now the aim
- U**nderstanding and awareness, the name of the game
- A**dult Safeguarding is everyone’s business
- R**ecognising and reporting abuse you may witness!
- D**ignity of our patients we always preserve
- I**ntegrity and respect is what they deserve
- N**o-one will ever feel afraid or alone, in
- G**illis Memory Centre, our safe little home!

delayed due to COVID-19. As part of the planning a poem was written for the wall display alongside the thoughts of our patients (where possible) and family members and pledges of staff on our Pledge Tree.

82% of the organisations who attended have expressed an interest in using this initiative within their services and a LASP evaluation mechanism has been inbuilt to the material to enable a measurement of the spread of the initiative in the next reporting year. A comment in the feedback said “*No comments re future improvements as the event would have been even better had we not been going into the crisis with covid-19*”. Given the success of the event and recognising the implications for group care settings

to engage in this in the current climate it is envisaged that the project will be relaunched in the future.



Partner contributions:

The Cedar Foundation

Cedar continued to implement the Regional Policy and Operational Procedure for Adult Safeguarding across its services and is represented by senior managers on both the Southern and Belfast LASP. During the year Cedar worked on prevention activity to enhance awareness of adult safeguarding among service users. Work has commenced to roll out the 'Keeping You Safe' training developed by the Belfast Health and Social

Care Trust and was initially tested in the Southern area with our User Forum group in November 2019. Feedback from the session was positive with 100% of participants reporting that they understood what was abuse and would know who to talk to if they had any concerns. The next stage of this is a Train the Trainer session where members of the User Forum across Northern Ireland will be trained to deliver the training to Cedar service users and this will be rolled out in 2020/21. Cedar has also contributed to the Southern LASP Working Together to Keep Me Safe project through the review of the information materials and testing out the approach in a community setting with participants from our employment service ahead of the office project launch in March 2020.

Archdiocese of Armagh

Each year the Catholic Church in Ireland, Scotland, and in England and Wales has a *Day for Life*, a day dedicated to raising awareness about the meaning of human life at every stage and in every condition. The *Day for Life* in 2019 was held on Sunday 6th October and the theme this year was focused on domestic abuse. This is a call to action for our parishes, schools and Catholic communities to reflect, learn and act together, so that we can help those suffering from domestic abuse in our parishes, our workplaces and even in our own homes. Knowing what to look for and spotting the signs means that, individually and collectively, we can make a real difference to people's lives. The Archdiocese promoted World Elder Abuse Day in June as above.

The Archdiocese of Armagh has joined with 4 other Catholic Dioceses (Kilmore, Dromore, Derry and Clogher) to deliver a bespoke programme of Adult Safeguarding training which has been developed with Volunteer Now. Volunteer Now have trained those who deliver the training and validate their licence to continue to do so. In 2019-20, 55 volunteers and Clergy in the Archdiocese of Armagh have been trained as part of the programme. The Cathedral Parish of Armagh has also initiated a pilot scheme of providing photographic identification to Ministers of the Eucharist who visit parishioners in their own homes. However, the Diocese is concerned about recent discussions with AccessNI who have indicated that this role does not require vetting since it does not fall into any of the categories of regulated activity. This vetting forms a crucial part of our recruitment and selection process for those visiting the homes of some vulnerable individuals.

4.0 Priority 2: Protection in partnership

The Southern LASP Protection Workstream is chaired by the Trust Adult Safeguarding Specialist and membership includes partners from PSNI, Probation, Freedom Acts, Four Seasons Health Care, SHSCT Hospital Social Work and the APGT representative. The workstream have considered the strategic objectives as set out in the NIASP protection workplan and have developed the following local actions. The lead responsible has provided the following update on each priority.

4.1 NIASP Theme and LASP Objective: Governance, audit and quality assurance

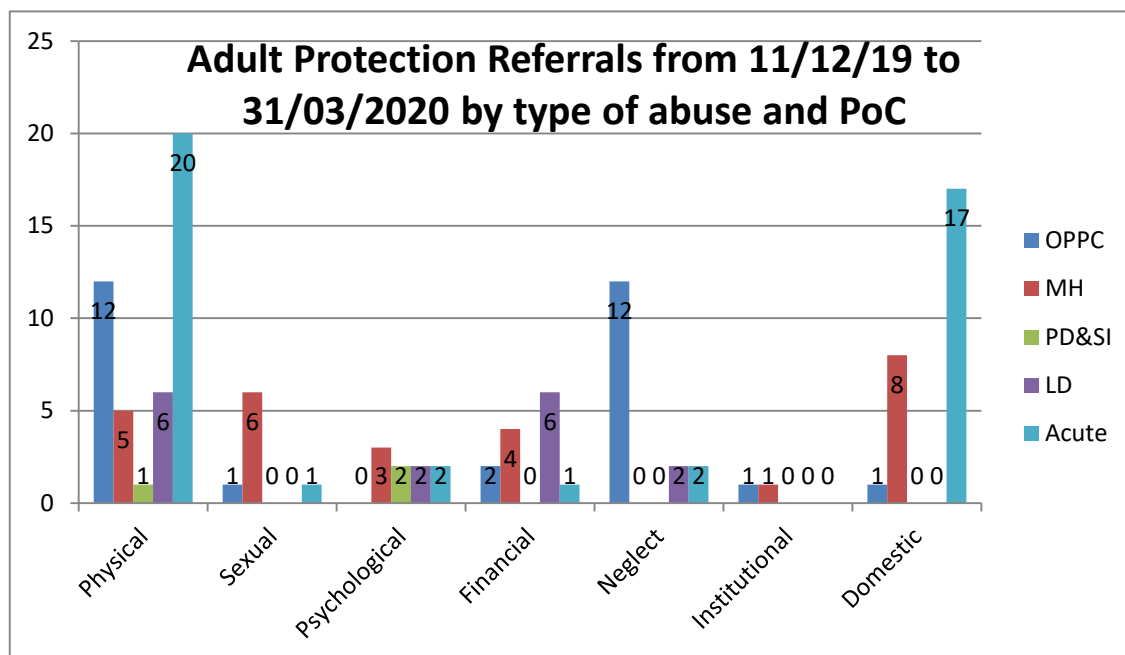
4.1.1 Action: Establish a baseline audit of protection / Domestic Abuse referrals

Purpose: A snapshot baseline audit to identify the number of adult protection referrals also recorded as meeting the related definition of domestic abuse/violence.

Audit Period: 11th December 2019 - 31st March 2020.

Methodology: Southern Trust have been using the new PARIS recording system from 11th December 2019 and therefore data was extracted from this to establish the first quarter baseline.

Findings:



Analysis

Of the **92** referrals assessed as requiring an adult protection response **26** of these also met the related definition of domestic abuse. **65%** of these domestic violence related referrals were identified in the acute setting. Over the last 2 years Southern LASP has been working in partnership with Women's Aid and Freedom Acts to raise awareness of Domestic Abuse and Human Trafficking within admission wards in acute settings therefore this high reporting rate could correlate with this activity. As a response to this the Southern Trust and Women's Aid have undertaken a pilot to support front line responses in Acute hospitals to domestic violence incidents. (Refer to section 4.3.4 below)

Conversely, the association between the referral rate and domestic violence identified in community services is relatively low at 35%. This may be a reporting issue and will be explored further in the incoming year by the APGT assessing the referrals.

4.2 NIASP Theme and LASP Objective: Co-Production

4.2.1 Action: To coproduce a public information leaflet on the adult protection process, roles and contacts of key agencies and services, supports available.

PSNI, Social services and the Independent sector have completed a public information leaflet on the adult protection process, roles and contacts of key agencies and services and supports available. We are awaiting the final contribution from one partner before formally launching the leaflet.

4.2.2 Action: To coproduce with partners a pack of information to support partnership staff to support victims of domestic violence.

The Protection workstream had recognised the number of agencies supporting victims of domestic abuse and the various forms of information available through partner organisations. Members had suggested that an electronic library of these resources would support practitioners to access the most up to date information when needed and in a timely way. Key contributors include Women's Aid, PSNI, Southern Trust and Legal remedies information. Information will be linked to the author's agency and therefore updated as required. The workstream will review annually and include new information if it becomes available. Women's Aid will provide an overview of how to use

the library when the resource is finalised to ensure partners are equipped to use the pack effectively.

4.3 NIASP Theme and LASP objective: Streamline Interfaces

4.3.1 Action: To establish a cross border working group to explore understanding of operational working arrangements for supporting adults at risk and in need of protection when adults are placed by HSE in the Southern LASP area.

As a continuation from last year's work plan the small working group from the LASP protection in partnership workstream met on several occasions to discuss the HSE Vulnerable Adult Policy 2017 and the interface with the NI regional Adult Safeguarding procedures, 2016. The agreed objective was to develop a mutual understanding of the operational arrangements for supporting adults at risk and in need of protection when placed by respective parties on either side of the border. There were a number of delays with progressing this work as the HSE had reviewed their internal procedures. However, in the reporting year we have finalised the simple flowchart and guidance to reflect key roles and responsibilities of each party under the legal and policy jurisdictions. This relates to those placed in nursing or residential care within the Southern LASP area or by the Southern Trust on bordering counties in the Republic of Ireland.

The Southern Trust were able to pilot this pathway over the past 6 months in a large scale cross border cross trust Protection investigation. The pilot demonstrated that at times there were significant delays in the sharing of the information with the Adult Protection Team which impacted on the actions that could be taken. However, the pathway demonstrated an improvement on the ability of the Trust to make contact with the appropriate personnel and the developed relationships with HSC colleagues has supported and improved partnership working. It is planned to review the effectiveness of the pathway after 1 year to ensure it continues to work as it was envisaged.

4.3.2 Action: Evaluate the introduction of the SHSCT Procedure for the coordination of Adult Protection cases with Human Resources and/or PSNI and share learning.

The Southern Trust "Procedure for the Coordination of adult Protection Investigations with Human Resources and/or PSNI Investigations" was developed in 2016 to support

staff involved in adult protection investigations where there was an interface with an internal Trust process under Human Resources.

Within the reporting year ongoing evaluation and review of the procedures has been undertaken to reflect learning from individual cases. Communication of the learning has been shared via various fora including the Investigating Officer and Designated Adult Protection Support Fora and through Human Resource colleagues' liaison with line managers and team leaders. This reflective approach has incorporated both the learning from service users through the 10,000 voices methodology and also learning from the staff experience who have been subject to an adult protection / Human resource process.

Key actions have included the need to complete a piece of work on awareness of the Joint Protocol arrangements for Human Resources staff; Human Resources develop a checklist to support line managers with key information on how to support a staff member while an investigation is ongoing and for all personnel to be mindful of the impact of language on both service users, families and staff. A key area for further exploration in the incoming reporting year is the 'Just Culture' Merseycare approach.

4.3.3 Southern Domestic and Sexual Violence Partnership

Members from the Southern LASP continue to be represented at the Southern Domestic and Sexual Violence Partnership.

4.3.4 **Action:** Pilot Project: Domestic Violence Advisor in CAH Emergency Dept

The Southern LASP has supported a number of initiatives over the last 2 years to raise awareness of domestic abuse and human trafficking within the Southern Trust Emergency Departments and admission wards. Responses to this input have been positive and encouraging and as a result of this education it has become evident to the hospital social work service and management team that staff within the acute setting were not always able to respond fully to potential victims of domestic violence due to the busy nature of the Emergency Departments. A proposal for a pilot Domestic Violence Advisor based in acute ED is under development in partnership with Armagh Down Women's Aid. It is anticipated that the Domestic Violence Advisor would be based in CAH and employed by Women's Aid. The role would include:

- To provide immediate support and advice to victims of domestic violence within hospital
- To link individuals and families to longer term community based support
- To provide hospital based staff with expert training so that they have the confidence to ask about domestic abuse.

Specific details are to be finalised in relation to information access, human resources, referral pathways and governance arrangements. The post is funded via Social Work Strategy, ABC PCSP, Women's Aid and Southern Trust. It was envisaged that the post would be operational from March 2020 however this has been delayed due to the impact of COVID-19.

4.3.5 Collaboration with local Public Protection Branch to share learning and enhance quality of service delivery

PSNI Southern Trust Public Protection Branch (PPB) Domestic Abuse and Adult Safeguarding (DAAS) team continue to provide a critical investigative service in relation to incidents and reports of adult safeguarding. We remain focused within PPB on keeping people safe, and are committed to working closely with our statutory and voluntary partners to collaboratively deliver tangible outcomes for the public in this critical and sensitive area of service.

Southern Trust DAAS continue to undertake a number of educative opportunities to inform and instruct on the critical aspects of the work. D/Sergeants Eakin and Ryan, and D/Inspectors Hamill and Hodge have delivered internal and external training inputs, including to front line uniform policing teams and Trust student Health Visitors. D/Sergeant Ryan has also supported local Neighbourhood Policing Teams with provision of key Adult Safeguarding support and information literature which has been distributed at key 'safe places' across the Trust area, in line with the *Safe Places* initiative.

D/Inspector Hodge, alongside Adult Protection representatives from the five HSC Trusts, PSNI and Trust training, and key RQIA and RESWS partners, continues to contribute and participate in the ongoing review of the *Joint Protocol for the Investigation of Adult Protection Cases*. Southern Trust PPB also continues to

participate in Southern Trust's LASP, including input by D/Sergeant Eakin to the upcoming Financial Governance Workshop.

PSNI PPB is currently undertaking a comprehensive review of its wider Adult Safeguarding structures and resource allocation, in order to ensure the most effective method of service delivery across the five Trust areas, so as to best meet the needs of partners and the public.

The Adult Protection Gateway Team and representatives from the Public Protection Branch continue to meet on a quarterly basis to explore local issues that have arisen with the continued emphasis on finding positive solutions.

This is particularly of relevance with regards to the reduction of joint protocol investigations. Social work practitioners have raised concerns about the reduction in the number of ABE interviews and the concerns of becoming deskilled and losing confidence in carrying out ABE interviews. The group continue to indicate that they enjoy the role and feel strongly that the social work role is important to balance the welfare needs with the points to prove.

The meetings have also enabled productive reflection on positive experiences of service users and carers when investigations are conducted jointly via the review of service user experience via 10,000 Voices:

"I previously had a difficult experience with Police and Social services as a child, but this experience has been different. The Police were great and helpful and the social worker helped me to make plans, put arrangements in place to end a financially abusive relationship".

"I am disabled and have speech difficulties due to my disability. I was robbed and experienced significant trauma. Police, Social Worker and Registered Intermediator all came to support me to progress my complaint with Police. It is hard for me to express myself but people made it easy for me. When he was jailed I felt it was a good result"

4.3.6 Adult Safeguarding and interface with (PPANI)

The Adult Safeguarding Manager and Principal Officer for PPANI continue to consult on a regular basis to enhance their knowledge and understanding of pertinent interface issues. Both teams liaise to exchange information mainly on the operational working of the two local MARAC Meetings which are attended by the Senior Social Work Practitioners from both teams at Mahon Road, PSNI Station, Portadown.

4.3.7 Management of Large Scale Investigations

Within the reporting period there have been two large scale investigations where the Southern Trust has undertaken the lead coordination role. As the host Trust this has involved working closely with other Trusts; HSE; PSNI PPB officers; RQIA inspectors and independent providers. From a reflective perspective there are a number of areas which have worked well. In a large scale investigation involving 4 Trusts the Southern Trust opted to second a Designated Adult Protection Officer (DAPO) to the Adult Protection Gateway team (APGT) to coordinate and lead the investigation. This approach provided support for the DAPO, close supervision and expediency of the management of the case and provided consistent leadership on the protection interventions and monitoring arrangements of the safety and welfare of residents. The coordination of a cross Trust arrangement for the monitoring of the safety and wellbeing of residents also demonstrated the value in this Host Trust arrangement. All Trust staff were clear on the responsibilities and tasks required as part of the monitoring with clear reporting and escalating arrangements. There was a structured demonstration of cross Trust liaison. This case also provided a valuable opportunity to test the draft Southern LASP working arrangements developed for the management of Adult Protection cases with colleagues in HSE. Learning has been considered and incorporated.

As with all large scale processes the management of this case was not without its challenges. The size of the nursing home in itself was a challenge when considering the systemic impact of allegations and concerns. This required significant staff resource and time to identify, access, review and analyse a significant volume of records both within the nursing home and also within the respective commissioning Trusts. The investigation team was comprised of staff from within Southern and Western Trust's and while there were advantages to this in terms of accessing both Trust records there were capacity challenges for the investigating team who were not seconded from their

substantive posts to undertake this work. Hence, competing individual and Trust priorities often added delays to the team approach. A further challenge for the team in connecting the information gathered was that they were not co-located to debate and consider information consistently as part of the ongoing process. The occasions when the team physically met together demonstrated the ability for the team to be more effective in the synthesis of the information gathered. Delays in the provision of the records from the nursing home were managed through the regular presence of the investigation team in the facility. Building relationships in an adult protection context can be challenging however the skills of the social work relationship in this situation and regular communication and updates on progress brought about solutions.

In this case there were multiple processes being undertaken involving many different departments and personnel. This included RQIA, Trust contracting departments, HSCB Early alert and Trust communications departments. The oversight of the volume of information from these multifaceted processes was time consuming and on some occasions delays occurred, however there was value in the connectivity as the sharing of information enabled the protection team to pick up areas of concern and follow up accordingly. This included the specific identification of individuals who were observed to experience harm during RQIA inspection processes. These reports were investigated on an individual basis.

Learning from both investigations has highlighted the importance of clear, written, detailed communication from the commissioning Trust to the provider on the assessed need and care plan for the individual which is then reflected in the providers records. The absence of good record keeping has presented challenges to reaching an understanding of what happened when an incident occurred and therefore often making it difficult to conclude whether the definitions of abuse were met. (Refer to the SHSCT Corporate Adult Safeguarding Blueprint ASC Report)

5.0 Priority 3: Training in Partnership

The Southern LASP training workstream reflects Southern LASP membership and is representative of the range of training providers who offer Adult Safeguarding Training. The training workstream has successfully been meeting together for the reporting

period 2019-20. Membership continues to be fluid due to personnel moving posts but includes those with responsibility for various levels of training in SHSCT; CEC HSCNI; Community Sector training; Volunteer Now; Crime Training; Action Mental Health; and more recently Positive Futures. The training workstream is chaired by Mrs Daphne Johnston, Head of Service for Training and Development, SHSCT. The workstream developed a local Southern LASP training plan identifying priorities linked to the NIASP objectives. In the year 2019-20 the following objectives were identified regarding training and shared learning.

5.1 NIASP Theme: Training, Shared Learning and Coproduction

LASP Objective: Shared Learning

5.1 Action: To plan and hold a Southern HSC/LASP conference to promote shared learning and discussion in Adult Safeguarding.

Following on from the success of the Safeguarding Conference in November 2018, it was agreed that the Southern Trust alongside LASP partners would support a further Safeguarding Conference in November 2020. A planning group comprising of 7 LASP partners, including HSC Trust, PSNI, Local council and community sector training, has been established and a literature review on trending topics was completed and a proposal brought to the LASP for consideration and discussion. The conference theme options were as follows:

1. "Consent and Mental Capacity in Adult Safeguarding"
2. "Decision Making Across the Adult Safeguarding Continuum"
3. "How can partners contribute to managing risk"
4. "Good adult safeguarding practice in a just culture"
5. "Trauma informed practice in Adult Safeguarding"

LASP partners agreed the theme for the adult safeguarding 2020 conference would be "Trauma informed Practice in Adult Safeguarding."

The programme will consist of several guest speakers and will explore topics such as collective learning, an organisational response and the impact of trauma on the individual. Feedback from the previous conference indicated that partners valued the workshop approach and therefore a series of workshops exploring trauma informed practice and support for victims is incorporated into the programme.

The conference planning group are keen that partners will be equipped with tools to bring to daily safeguarding practice as a result of their attendance and contribution to the event.

5.1.2 Action: To build on the partnership trainers network supporting trainers in adult safeguarding from across partner agencies.

Following the success of the inaugural trainers event in 2018 the LASP acknowledged the local identified need for trainers to come together to reflect on emerging learning and share ideas and thinking on how to improve the delivery of safeguarding training.

A subgroup of the LASP Trainers workstream was established to explore training themes and with the support of the partnership planned and coordinated a day for Trainers on 25th February 2020. The workshop focused on one of the emerging themes from the COPNI Home Truths report regarding “Integrating Human Rights into all areas of training”. The subgroup members spanned community sector training; PSNI training; CEC; Social services training and safeguarding practitioners.



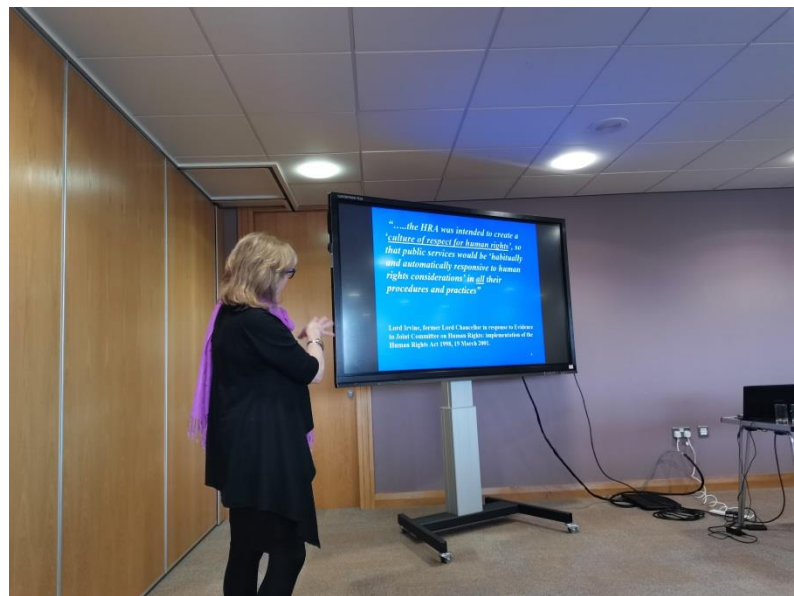
A total of 32 participants from 21 organisations across the Southern LASP area attended the workshop.



The interactive workshop provided an opportunity for trainers to reflect on training designs to maximise the transfer of learning, innovative methods for delivering training and seeking evaluation of training. Human Rights input focused in particular on how to affirm the basic principles in Fairness, Respect, Equality, Dignity and Autonomy – the FREDA model and the PLAN model as a decision making tool to consider if actions are Proportionate, Legitimate, Accountable and Necessary.

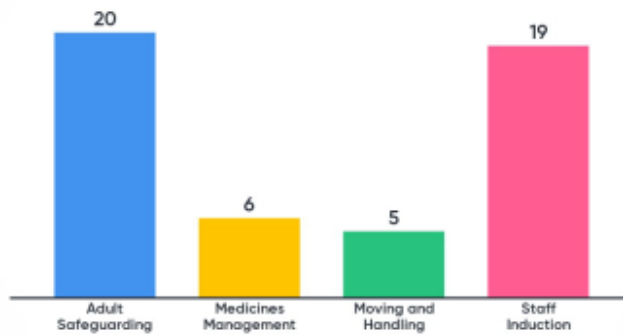
Equality, Dignity and Autonomy – the FREDA model and the PLAN model as a decision making tool to consider if actions are Proportionate, Legitimate, Accountable and Necessary.

A key component of the day was to stretch thinking beyond the tick box of identification of Human Rights towards value based practice that inherently reflects Human Rights principles. This shift was recognised as one that bring many challenges when weighing up the duty of care and responsibility to keep an individual safe and also to promote the autonomy and independence to make unwise decisions. Integration of the principles of human rights applied in the administration of medication; manual handling and care planning were explored more fully in the group work sessions.



The day was evaluated by demonstrating the interactive use of “Mentimeter.” The attending trainers are involved in the provision of a range of relevant training opportunities as set out in this evaluation response.

I deliver the following training sessions



A word cloud was produced, based on the feedback, to show what the attendees thought of the workshop.



With the overall event being rated as follows

How would you rate your learning today



5.1.3 Action: To promote partner access to SAaRIH and SCIE

The Southern LASP continues to promote partner access to SAaRIH and SCIE and also the NIASP website resources.

5.2 LASP Objective: Improving Partnership Working through training

5.2.1 Action: To facilitate Volunteer Now in delivering 5 free sessions of Adult Safeguarding training to Southern LASP community and voluntary sector organisations.

Throughout 2019-20 Volunteer Now has continued to work in partnership with the Health and Social Care Board and Southern LASP to deliver free 'Keeping Adults Safe' training to participants from voluntary, community, independent and faith sector organisations in the Southern Trust Area. The following are the summary statistics:

- 5 full day KAS Module 2 'Keeping Adults Safe: Training for Staff and Volunteers'.
- There were 101 participants in total and the average participant evaluation score was 4.8 (on a scale of 1 to 5, where 5 is excellent).
- 97% of participants said it would have a high or medium impact on their work or the work of their organisations

Volunteer Now Enterprises Ltd also continues to promote the 'Keeping Adults Safe: Adult Safeguarding Champion & Appointed Person' training through the LASP.

Details of courses delivered

A full break down of the KAS sessions in the Southern LASP area is included below:

Keeping Adults Safe: Training for Staff and Volunteers				
Date	Location	Participants	Average Score	Participant comments
15/10/19	Craigavon (Housing Executive)	13	4.5	<ul style="list-style-type: none">– Excellent facilitation, professional and boundaried– Very good at pacing and keeping group on topic– Greatly presented by trainer– I have a clear and better understanding of doing my job better
20/11/19	Newry (Library)	24	5	<ul style="list-style-type: none">– Excellent trainer – very easy to listen to and lots of relevant scenarios.– Well presented and interesting training.
22/1/2020	Banbridge	19	4.7	<ul style="list-style-type: none">– Very informative, well done to the

	(Library)			trainer – Groupwork and training materials were excellent – The trainer kept the group engaged, on track and supported people who were needing further advice – Content brilliant
14/2/2020	Armagh (Southern Trust)	18	4.8	- Excellent course - Course very relevant to my place of work - Really enjoyed the training..brilliant training - Very informative and highlighted legal and ethical commitments - Very thorough training - Exercises brought the training to life - Trainer so knowledgeable on training subject
6/3/2020	Armagh (Southern Trust)	13	4.6	- Clear and very informative training carried out by a trainer who spent time explaining every aspect in detail "excellent" - Very informative study day, presentation was excellent, excellent manner and very approachable in Trainer's teaching methods - Enjoyable day - informative - Easy to listen to Trainer

As demonstrated by the participant evaluation comments included above, feedback has continued to be excellent with respect to the trainers, course content, delivery and interactive nature of the sessions.

Acknowledgments are extended to LASP partners who contributed to the awareness raising through the provision of venues and catering. Coordination and facilitation of the schedule was completed by the Trust Adult Safeguarding Specialist with the Volunteer Now coordinator. Volunteer Now look forward to continuing to work with the Southern LASP and planning further 'Keeping Adults Safe' courses for 2020-21.

5.2.2 Action: To support communities to understand responsibilities and minimum expectations under the new policy

Within the reporting year 2019/20 Level 1 Adult Safeguarding Awareness programme have been delivered to 205 participants from 17 small community and voluntary groups across the Southern Trust area. These are from a variety of groups including

Community Fitness Centres, Lady's Groups, Food Banks, Wellness Centre, GO-bility, Care in Crisis, Community Advice to name but a few. The programme aims are to

Community Sector Training

ADULT SAFEGUARDING AWARENESS

Good practice training for community and voluntary groups

All community groups providing activities for adults are expected to meet minimum standards to safeguard adults at risk of harm. This starts with increasing your awareness of harm through abuse, exploitation and neglect.

This short, 2 hour course will:

- Increase your awareness of abuse issues
- Advise how and when to report concerns
- Outline the responsibilities of groups
- Signpost to further support and training available

Free to community and voluntary groups in the Southern HSC Trust area

Contact: Community Sector Training
 t. 028 3756 1440 or 1441
 e. cst.training@southerntrust.hscni.net
 w. www.southerntrust.hscni.net/services/1986.htm

Southern Health and Social Care Trust
 Quality Care - for you, with you

continue to support them to understand their responsibilities under the Adult Safeguarding Policy and procedures. All requests for further training including Adult Safeguarding Champion are signposted to Volunteer Now.

As well as local community groups, this awareness training has also been delivered to 3 classes of A Level Students in various schools who are studying Health & Social Care and are volunteering in the SHSCT programme and other community projects with adults. Some feedback included, “The use of

real life examples gave great opportunity to discuss situations.” and “See something say something!!”

What was the most useful thing you learnt?

- “Be more vigilant in looking out for different types of abuse.”*
- “Better able to identify signs of abuse and neglect and report accordingly.”*
- “Everyone is entitled to choice, including choosing what happens with themselves.”*
- “All the different types of abuse, I only knew of 5, not 7!”*
- “Recognising next level of personal characteristics and environmental circumstances to grade high risks to adults who are unable to protect themselves.”*

How will you use the training in your role?

- “The videos and case studies were really beneficial and helped to understand the topic.”*
- “More confident in my role in responding to concerns.”*
- “Be more ‘aware’ when dealing with the public.”*
- “I am now more aware of the vulnerability of adults at risk and I will hope to not be so apprehensive in dealing with the problem.”*
- “To enhance my ability to identify when an adult is at risk and know the procedure to follow to help.”*

5.3 NIASP theme and LASP Objective: Raise awareness of Financial Safety

5.3.1 Action: To hold multiagency information event on promoting financial safety

The Southern LASP have considered the learning from colleagues in Northern Trust and Western Trust over the last 2 years in relation to providing support to Independent Sector providers in relation to the roles of key agencies in the investigation of allegations of financial abuse and to promote good governance in safeguarding service users finances. The Southern LASP are keen to support our providers locally, learning from the experiences of others and planned to replicate this approach within the Southern Trust area on Tuesday 28th April 2020. Key speakers included HSCB, RQIA, SHSCT Finance Department; BSO Counter Fraud and Probity; BSO Internal Audit; PSNI and SHSCT Contracting Department.

Unfortunately, due to the challenging environment relating to COVID-19 a decision was taken to postpone the event.

5.3.2 Action: To facilitate PSNI Crime prevention training sessions for care workers

Southern Trust had undertaken this work in partnership with PSNI colleagues in 2017/18 and 2018/19. However, during 2019/20 there were no operation repeat sessions were available from PSNI within the Southern LASP area. The Southern LASP intends to further explore this with PSNI colleagues to secure opportunities for this valuable training to be delivered in the incoming year.

6.0 Adult Protection Activity

Table 1 below captures the overall protection figures for 2019/20 and compares these with the figures for 2018/19.

6.1. General Overview

Within the reporting year the new thresholds for adult protection responses have continued to be embedded into operational practice. As previously reported this has evidenced a gradual but consistent decline in overall numbers of referrals from the previous years. This is in keeping with the regional trends. It is worth noting the Southern LASP area referral rate is consistent and the peaks noted in the data are during June / July when there were specific increases in Mental Health, Learning Disability and Acute referrals.

NB Southern Trust has implemented the PARIS recording system and the last quarter of data has been extracted from this source. The first 3 quarters are the monthly manual returns as submitted to HSCB. It is anticipated that when protection cases predating the introduction of PARIS are closed that reporting for all protection cases will come from this system and present a more accurate reflection on recording activity.

ALL PoCs				
	<i>REFERRALS</i>	<i>ASSESSED AS PROTECTION</i>	<i>INVESTIGATIONS</i>	<i>PROTECTION PLANS</i>
2018/19	678	430	343	304
2019/2020	607	420	293	262
Variance	-10%	-2%	-14%	-14%

Referrals

All adult protection referrals continue to be received centrally through the Southern Trust APGT. Initial assessments are completed by the gateway team and due consideration to the threshold for adult protection is considered. The gateway team duty system responds to referrals and the central oversight of all referrals has enabled the team to be more proficient in identifying referral trends and patterns at a corporate level which may

expedite or require a more specific response. This has also provided a valuable resource for tracking the allocation of referrals within and across the organisation. This has been enhanced through the development work of the PARIS system.

The decrease in protection referrals received continues to represent an anticipated downward trend evidenced in the previous reporting period. The 36% variance from 2016/17 to 2017/18 decreased to a 19% variance in 2018/19 and latterly to a 10% variance over the last 12 month period. This would indicate that the system is stabilising in relation to the appropriateness of referrals received into protection by the Gateway team. There are a number of factors which potentially account for this.

The average referral rate was 50.58 referrals per month. This spanned a range between 35 referrals in December 2019 and 75 referrals in June 2019. Interestingly the spike in June was similar to the previous year following the publication of the Home Truths report. The spike of referrals in June 2019 related to Learning Disability supported living settings and Mental Health referrals which predominately originated within the adult's own home.

The operational implementation of the new policy and procedures has continued to be supported in practice through the practice support fora for staff who are involved in the management of protection work. It is of note that referral rate dropped significantly in December 2019. A potential reason for this was the implementation of PARIS on 11th December 2019. Staff training and induction on the use of the system for adult safeguarding activity commenced at the beginning of December and it is reasonable that staff required time to adjust to inputting information onto the system which may have resulted in some delay. However, referrals from the independent sector continue to be received on the Regional APP1 referral and the APGT transcribe these onto the PARIS system. There was a significant decline in Independent Sector referrals in this month.

69.2% of referrals were assessed as requiring a protection intervention which is an increase of 5.8% from the previous year. This is a positive indicator of a continuing shift towards more appropriate referrals being submitted to the Gateway team. This may be as a result of ongoing work which has been undertaken within the partnership to consider supporting decision making in relation to thresholds and responsibilities based on learning from the trends in the previous year.

Adult Protection Investigations

70% of all referrals assessed as protection resulted in an investigation compared to 79.8% the previous year. While this is not a significant change it is important to recognise that in addition to the investigation rate, practitioners are using professional decision making and judgement as part of the protection response in the facilitation of the strategy planning discussion. 30% of protection referrals did not progress beyond strategy discussion and on such occasions further information identified has negated the necessity for formal full investigation but has nonetheless ensured the safety of the adult is paramount and their wishes considered in the response. Therefore this variance is a reasonable position. It is recognised that practitioners sometimes 'check out' higher level, detailed information informally, which on reflection, may be more appropriately conducted and recognised as a formal investigation process with the consent and agreement of the service user.

Again similar to last year 38% of referrals accepted resulted in formal investigation originated within the Directorate for Older People. 48% originate within Mental Health and Disability Directorate and 11% originate in the Acute Directorate and 2% were undertaken by APGT as part of the pilot. This is a good indicator of the workload demand on operational service areas and the workforce required to deliver in both the DAPO and IO functions.

Protection Plans

62% of referrals assessed as protection had protection plans in place. This is a decrease from the 70.7% reported in the previous year. While we would wish to understand the reason for this decline it is important to note that 89% of the 262 protection plans in place involved cases that proceeded to investigation. A possible reason for this decline is that a higher proportion of cases have been resolved at strategy planning stage. This demonstrates consideration of protection planning as a fundamental part of responding to referrals meeting the threshold for adult in need of protection.

Referrals by Type of Abuse

	ALL PoCs <i>Referrals accepted into protection by Type of Abuse</i>						
<i>Figures relate to (**)</i>	<i>Physical</i>	<i>Psychological /Emotional</i>	<i>Sexual</i>	<i>Financial</i>	<i>Neglect</i>	<i>Exploitation</i>	<i>Institutional</i>
2018/19 (*6mths Assessed as Protection only and 6mths total referrals due to change in reporting)	239	57	49	91	38	1	12
2019/20	219	100	66	74	48	6	6

Consistent with last year physical abuse remains the primary category of alleged abuse. This is consistent across all programmes of Care. The peak reporting periods for physical abuse are July and December with 24% of the annual physical abuse referrals being reporting in these months. Within the reporting year there has been a shift in the trend of reported psychological or emotional abuse as the primary form of abuse. This has risen by 43%. It is followed by financial exploitation and abuse. It is of note that last year an emerging trend reflected the increasing correlation with psychological abuse and domestic violence. This is seen in the recording of psychological abuse in the first 3 quarters of this year. The trend changes in the last quarter as can be seen in the audit sample above. A potential reason for this was the introduction of the PARIS recording system which limits the user to making a decision on the primary type of abuse to one form. The LASP will continue to monitor this trend in the incoming year.

Within the reporting year there has been an increase in the number of referrals falling within the category of sexual abuse and violence. This increase is predominantly reported from Mental Health services with a particular spike in September 2019.

The pattern of decline in financial abuse referrals continues to be reflected In 2019/20. While this is acknowledged as positive, addressing concerns of financial abuse and

exploitation will have a continuous focus within the Southern LASP area to ensure that this evidence reflects prevention and safety rather than poor reporting or awareness.

There is a 50% decrease in referrals where there are reported explicit concerns of an institutional nature. While numerically, these are not significant, cognisance of the time intensive work to respond to such referrals is of significance. This must also be further considered in view of the significant number of referrals which originate in regard to an individual but throughout the process of assessment and investigative response concerns for other adults emerge which on occasion raise institutional concerns. This is not reflected in this data.

6.2. Older People and Primary Care Directorate

Adult Protection activity returns for the PoC 4 OPPC directorate are inclusive of the following services:-

- Older Person's Integrated Care Teams/ Care Home Support Team
- Memory Services (now operationally sitting in Mental Health Directorate)
- Acute/Non Acute General Hospitals.

6.2.1 Older Person's Integrated Care Teams/ Care Home Support Team and Memory Services

Adult protection activity for the 7 Integrated Care Team's, OPPC Care Home Support Team and Non - Acute Hospitals and Memory Services are represented below. Memory Services adult protection activity is operationally reflected within the Mental Health & Disability Directorate. However for reporting purposes it is situated under PoC 4 in the 2019/2020 LASP report.

NB The recorded variance is between the total referrals to OPPC and Memory Services in the 2 reporting years.

PoC 4 - OLDER PERSONS including Memory Services				
	REFERRALS	ASSESSED AS PROTECTION	INVESTIGATIONS	PROTECTION PLANS
2018/19	208+48=256	140+24=164	133+20=153	126+6=132
2019/2020	186	137	112	96
Variance	-27%	-16.4%	-26.8%	-27%

Referrals

Older People and memory services have seen a 27% decrease in activity in 2019/2020 which is 1% more than the previous collated reporting period. The referral rate in OPPC and memory services is 30.6% of the total referrals received into the Trust. This is a small decrease from the 37.7% last year but in keeping with the regional decline. 74% of the referrals were assessed as protection which is a significant increase from the 64% previous year. This is encouraging as an indicator of improvement of appropriate referrals. As reflected above this may be partially due to the impact of some of the work that LASP have undertaken in relation to improving the nature and quality of referrals to protection.

Adult Protection Investigations

82% of the referrals for OPPC and memory services assessed as protection under the adult safeguarding procedures by the APGT proceeded post strategy to investigation. This constitutes 38.2% of the Trust investigation activity within OPPC and memory services which is a small decrease from last year.

Protection Plans

There was a 27% decrease in the number of protection plans in place in 2019/2020 compared to the previous year. Approximately 70% of all referrals accepted had a protection plan in place. In 2018/19 there was a low correlation between referrals accepted into protection and protection plans in memory services. Work is ongoing to improve this at a corporate level and may account for the overall PoC 4 decrease from 90% correlation in the previous year.

Referrals by Type of Abuse POC 4

	PoC 4 <i>Referrals by Type of Abuse</i>						
<i>Figures relate to (**)</i>	<i>Physical</i>	<i>Psychological /Emotional</i>	<i>Sexual</i>	<i>Financial</i>	<i>Neglect</i>	<i>Exploitation</i>	<i>Institutional</i>
2018/19 (**6mths Assessed as Protection only and 6mths total referrals)	77	15	9	46	30	0	5
2019/2020	66	26	7	25	32	0	2

Within OPPC and memory services, physical abuse referrals remain the most common type of abuse. This is consistent with previous years and with Trust trends. While allegations of psychological abuse have increased within 2019/2020 in line with trust trends, it is interesting that neglect within OPPC and memory services is the 2nd highest reported type of abuse. This may be attributed to the age profile and the service provision within the care sector. Interestingly, financial exploitation and abuse has decreased within OPPC in the reporting year. This may be an indicator of the LASP continuous focus on financial safety. Further analysis of the origins of the referrals is required to understand this in more detail. Within the Southern Trust 2 out of 6 referrals relating to institutional abuse were identified in OPPC and Memory services which is a decrease from last year. However, in all of the reported institutional referrals there tends to be individuals from across programmes of care and therefore this may be a recording issue rather than a reliable indicator. These areas will remain a key priority for the LASP in the next reporting period.

6.3 Acute Services

All protection referrals identified within acute general hospital are collated from across 2 hospital sites. These are

- Craigavon Area Hospital
- Daisy Hill Hospital

PoC 1 - ACUTE SERVICES				
	REFERRALS	ASSESSED AS PROTECTION	INVESTIGATIONS	PROTECTION PLANS
2018/19	89	80	38	35
2019/2020	85	65	33	9
Variance	-4.5%	-18.7%	-13%	-74%

Referrals

Referrals within acute hospitals have decreased by 4.5% within the reporting year. 76% of the referrals were assessed as requiring a protection response as compared to 90% the previous year. While there is a slight decrease the referral rate throughout the year remains relatively constant. This is encouraging and demonstrates a sustained application of the new thresholds within acute settings. The referral spikes within acute

are noted at key holiday times June/July and December. This may be correlated with the high correlation of domestic abuse referrals reported by acute hospital social work.

Adult Protection Investigations

Approximately 50% of accepted referrals resulted in an adult protection investigation taking place which is similar to 47.5% in the previous year. There is one significant spike in the reported number of investigations in June 2019. This requires further exploration to understand this figure but from initial consultation this may be a data error. This constitutes 11% of Southern Trust activity.

Protection Plans

13.8% of the referrals assessed as requiring a protection response had protection plans commenced within the reporting period. This is a decrease from 43.7% the previous year. Further work will be required to consider how protection planning work is being captured within an acute setting as it is possible that this is a recording issue rather than a practice issue as feedback from staff and service users demonstrate due consideration of developing a protection plan to meet the needs of the service user. Alternatively, protection planning for individuals may be conducted outside the acute setting and therefore the activity is not reflected by this Directorate.

Referrals by Type of Abuse

	PoC 1 Referrals by Type of Abuse						
Figures relate to (**)	Physical	Psychological /Emotional	Sexual	Financial	Neglect	Exploitation	Institutional
2018/19 (**6mths Assessed as Protection only and 6mths total referrals)	68	2	8	6	1	0	0
2019/2020	61	7	5	4	6	1	1

Consistent with the pattern over the last number of years, physical abuse was reported as the most common type of abuse disclosed in acute services. It is recognised that victims of physical assault often require medical attention and this may be sought through the Emergency Departments in Acute Hospitals. The second highest category of abuse disclosed within Acute settings was psychological abuse. Again this is

consistent with the Southern Trust overall figures. Staff within acute settings are well placed to recognise at an early point indicators of potential abuse, exploitation or neglect. Work continues within the acute setting to ensure that the turnover in staff group continue to recognise, respond and report as appropriate all types of abuse, exploitation and neglect and importantly have an understanding of the related definitions of domestic and sexual violence, modern slavery and hate crime as contained within the policy. The LASP has been proactive within the reporting year in working alongside colleagues in Emergency Departments in relation to these related definitions.

6.4 Adult Disability and Mental Health Directorate

6.4.1 Mental Health

Adult protection returns from Mental Health Services are collated from the following areas:-

- Supported Living Services
- Support and Recovery Services
- Mental Health Primary Care
- Mental Health Eating Disorders
- Mental Health Forensic Services
- Mental Health Personality Disorders
- Mental Health Home Treatment
- Mental Health Liaison Psychiatry
- Mental Health Acute Services

PoC 5 - MENTAL HEALTH				
	<i>REFERRALS</i>	<i>ASSESSED AS PROTECTION</i>	<i>INVESTIGATIONS</i>	<i>PROTECTION PLANS</i>
2018/19	207	93	77	67
2019/2020	158	105	73	76
Variance	-24%	13%	-6.5%	13%

Referrals

The number of referrals within mental health services has decreased by 24% from last year and this is reflected as 26% of the overall Trust referrals. This is a decrease from 2018/19 where Mental Health referrals constituted 30.5% of the total referrals to the

Trust. The majority of referrals are received and managed within Support and recovery services.

66% of these referrals were assessed as requiring a protection intervention which is an improvement on the 44.9% during 2017/18. This indicates that referrals are moving towards becoming more appropriate to protection. Specific bespoke pieces of work have been carried out within areas of Mental Health services in year and this may have influenced an improvement in how practitioners record safeguarding in terms of adults who are at risk of harm and require alternative safeguarding responses and those adults who require protection as a result of an incident of alleged abuse, exploitation or neglect. It is also of note that the adult safeguarding lead workforce within Mental Health has changed considerably in year and may account for the variance in practice for referring into protection. Continued work will seek to improve this correlation in the next reporting year.

Adult Protection Investigations

Of the referrals assessed as protection 70% proceeded to investigation. Again this is a slight decrease from last year where 82.9% of protection referrals proceeded to investigation however is comparable to the decrease in referral rate. This indicates that a reasonable proportion of protection referrals progress after strategy discussion to investigation. It is reasonable that this figure is not always 100% as further information made available at strategy discussions may influence a more proportionate response than investigation. This constitutes 24.9% of Southern Trust activity.

Protection Plans

Approximately 72% of accepted referrals had a protection plan in place. This is constant from last year. This demonstrates consistent understanding of the paramountcy of protection planning and support for adults with mental health.

Referrals by Type of Abuse

	PoC 5 <i>Referrals assessed as protection by Type of Abuse</i>						
<i>Figures relate to (**)</i>	<i>Physical</i>	<i>Psychological /Emotional</i>	<i>Sexual</i>	<i>Financial</i>	<i>Neglect</i>	<i>Exploitation</i>	<i>Institutional</i>
2018/19 <i>(**6mths Assessed as Protection only and 6mths total referrals)</i>	54	13	20	21	2	1	3
2019/2020	50	35	34	21	1	1	2

In keeping with the trend within the Southern LASP area the most common category of reported abuse within Mental Health services was physical abuse. Similarly to other Programmes of care, psychological abuse is the 2nd most common category of abuse reported. In keeping with previous years, sexual abuse referrals are highest in this Programme of Care and may be explained by the number of historical sexual abuse allegations disclosed during admission to hospital or during therapeutic intervention. The referral rate for reported concerns of financial abuse has remained constant and accounts for 28% of the Trust referrals for financial abuse and exploitation.

7.4.2 Learning Disability Services

Adult protection returns from Learning Disability Services are collated from the following areas:-

- 6 Community Learning Disability Teams.
- Dorsey Unit

PoC 6 - LEARNING DISABILITY				
	REFERRALS	ASSESSED AS PROTECTION	INVESTIGATIONS	PROTECTION PLANS
2018/19	84	62	48	43
2019/2020	112	78	49	57
Variance	33%	26%	2%	33%

Referrals

Contrary to last year the referral trend in Learning Disability has increased in the reporting period. A potential reason for this is in relation to the emerging awareness and learning within the sector from the Muckamore Investigation. It may also be an indicator that the referral rate is now stabilizing following the significant shift in the threshold for

protection responses in this service user group. ie incidents between service users are now managed via alternative safeguarding responses. As reported last year this was an area of focus for the Trust and LASP to promote through education appropriate referral into safeguarding and protection. This shift may also be as a result of the Southern Trust audit of protection cases and the reviewed focus on consistent application of the threshold for what constitutes as protection referral. 70% of the referrals sent to the APGT were assessed as requiring an adult protection intervention. This is an indicator of the success of work done with both Trust and independent sector providers in consistently applying the definitions.

Adult Protection Investigations

63% of all accepted referrals resulted in formal investigation. This is a decrease from last year where 77% of referrals led to formal investigation. The reason for this is unknown and further exploration within the Directorate is required to understand individual case and practitioner reasons for this. Similar to Mental Health this is an indicator that a reasonably high proportion of protection referrals progress to formal investigation after initial information gathering is completed at strategy discussion. This constitutes 17% of Southern Trust activity.

Protection Plans

73% of referrals where the initial assessment identified a protection response resulted in the implementation of a protection plan to address and reduce identified risks. This is an improvement from last year's correlation of 69%. This demonstrates a continued focus on welfare during strategy planning discussions.

Referrals by Type of Abuse

	PoC 6 <i>Referrals assessed as protection by Type of Abuse</i>						
<i>Figures relate to (**)</i>	<i>Physical</i>	<i>Psychological /Emotional</i>	<i>Sexual</i>	<i>Financial</i>	<i>Neglect</i>	<i>Exploitation</i>	<i>Institutional</i>
2018/19 <i>(**6mths Assessed as Protection only and 6mths total referrals)</i>	25	22	9	10	4	0	3
2019/2020	34	24	14	20	6	3	0

Physical abuse remains the most common type of reported alleged abuse within Learning Disability services. This is consistent with the Southern Trust trends. The high referral rate in regard to alleged emotional and psychological abuse was not in keeping with the Trust trend last year but has remained stable this year and now is in keeping with referral rates for this type of abuse across the Trust. The trends within Learning Disability are reflective of the Corporate trends within Southern Trust.

6.4.4 Physical and Sensory Impairment

Adult protection returns from Physical & Sensory Impairment Services are collated from 4 community teams.

PoC 7- PHYSICAL & SENSORY DISABILITIES				
	<i>REFERRALS</i>	<i>ASSESSED AS PROTECTION</i>	<i>INVESTIGATIONS</i>	<i>PROTECTION PLANS</i>
2018/19	42	31	27	27
2019/2020	32	20	20	24
Variance	-24%	-35%	-26%	-11%

Referrals

The number of referrals in respect of physical and sensory impairment services decreased this year by 24% on the previous year figures. This is a decline of 4% on the previous year. 63% of referrals were assessed as protection by the gateway team. This is a decrease from last year indicating that further support to delegated appointed persons is required to enhance understanding of the thresholds for protection and adult at risk of harm. It is of note that while numerically the referrals into protection from

Physical and Sensory Disability are lower than other Programmes of Care the complexity continues to be significant in terms of interface arrangements between teams; services and supports provided both across acute and community services.

Adult Protection Investigations

100% of assessed as protection referrals resulted in progressing to formal investigation. This is a strong indicator that the preliminary information gathering and initial assessment undertaken by the APGT has provided sufficient detail to progress the case beyond strategy. This constitutes 5% of the overall Southern Trust activity.

Protection Plans

All referrals accepted for a protection intervention and investigation had a protection plan in place. The additional 4 reported are potentially interim protection plans that have been referred to in the referral and counted manually in the HSCB data return. As these referrals were not assessed as needing a protection response they would have been responded to through alternative safeguarding arrangements and therefore these interim protection plans should not have been captured in this data. The PARIS system will rectify this manual error moving in the future.

Referrals by Type of Abuse

	PoC 7 <i>Referrals assessed as protection by Type of Abuse</i>						
<i>Figures relate to (**)</i>	<i>Physical</i>	<i>Psychological /Emotional</i>	<i>Sexual</i>	<i>Financial</i>	<i>Neglect</i>	<i>Exploitation</i>	<i>Institutional</i>
2018/19 <i>(**6mths Assessed as Protection only and 6mths total referrals)</i>	15	5	3	8	1	0	1
2019/2020	8	8	6	4	3	1	1

There was a shift in year in the pattern of 'type' of protection referrals. Referrals in regard to physical and financial abuse decreased by approximately 50% however referrals relating to psychological/emotional abuse, sexual abuse and neglect increased. The most prevalent type of reported abuse is consistent with the Trust trends for physical and psychological abuse.

7.0 Appendices

7.1 Appendix 1 Membership

PARTNER NAME & ORGANISATION	07/5/19	10/9/19	3/12/19	9/03/20
Micéal Crilly, SHSCT (Retired October 2019 repl by Barney McNeany Dec 19)	Apology	Apology	Apology	
Deborah Hanlon, SHSCT	✓	✓	✓	✓
Helen McCormick, TASS, SHSCT	✓	✓	✓	✓
Aidan Gordon, Archdiocese Armagh	Apology	✓	✓	
Clair Whiteside / Anne Woods, Cedar	Apology	✓	✓	✓
Carmel Harney, AHP, SHSCT	Apology	Apology	Apology	Apology
Pat Carville, Faith Communities	X	Apology	✓	Apology
Sharon McKinstry Older Peoples Services, SHSCT/Alana Carr	X	Apology	✓	✓
Flo Fegan, Acute SHSCT	X	Apology	Apology	✓
Lorraine Thompson, Four Seasons	✓	✓	✓	✓
Helen Cranney, Women's Aid	✓	✓	Apology	✓
Carolyn Agnew, PWB, SHSCT (Vacant from Sept 19)	Apology	Retired	Vacant	Apology
Daphne Johnston, Training SHSCT	Apology	Apology	✓	Apology
Jim Murdock, Volunteer Now	✓	X	X	-
Mel Wiggins, CIP Freedom Acts	X	X	X	Apology
Gary Scott, ABC / NM Council	✓	✓	✓	Apology
Dave Hodge, PSNI PPB (repl Gary McDonald, Sept 19) J Eakin	X	✓	Apology	Apology
Patricia Kingsnorth, Nursing SHSCT (repl Trudy Reid)	Apology	X	X	Vacant
Aileen Mulligan, Nursing SHSCT	✓	X	✓	Apology
Diane Irwin, Mid Ulster District Council	X	X	X	X
Audrey Allen, AMH	✓	✓	✓	✓
Emer Loughran, PBNI	X	X	X	X
Andy Thompson, Faith Communities	X	X	X	X
Paul Barton, Alzheimer's Society	Apology	Apology	Apology	Apology
Paul Yam, Wah Hep	X	X	Apology	X
Stephen Sherry, PPANI SHSCT	Apology	Apology	Apology	✓
Joanne Corcoran / Kelly Devlin, Positive Futures	Vacant	✓	✓	Vacant
Tony Steed, NIHE (New Partner)	✓	✓	✓	
Emma Bailie, Leonard Cheshire (New Partner)			✓	