



OLDHAM SAFEGUARDING ADULTS BOARD

ANNUAL REPORT 2019 – 2020

“

The most important thing for me was having support to help me live life the right way . . . one year I was in hospital twenty two times, last year I wasn't in hospital once.”

Participant
Oldham Safeguarding Event
September 2019

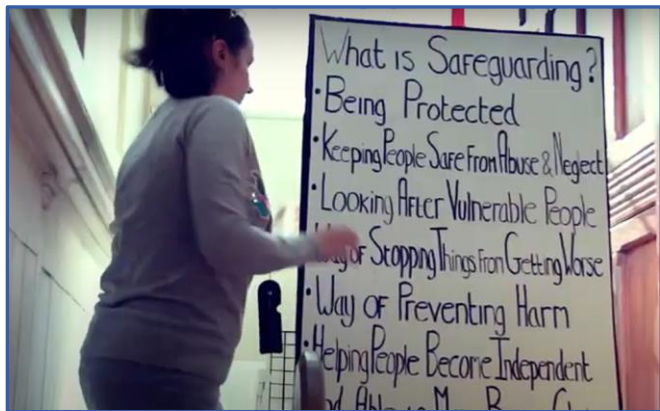
Contents

| | |
|--------------------------------------|----|
| Helping people live safely in Oldham | 3 |
| Profile of Oldham | 4 |
| Message from the Independent Chair | 7 |
| Safeguarding Adult Reviews | 8 |
| People at the heart of what we do | 10 |
| Our work in 2019/20 | 11 |
| Partner Contributions | 12 |
| Oldham Council | |
| Oldham Clinical Commissioning Group | |
| Greater Manchester Police | |
| Our Plans for 2020/21 | 15 |
| Get involved! | 16 |

Helping people live safely in Oldham

Whilst abuse can happen to anyone, some people face a greater risk of being hurt, neglected or exploited. The Oldham Safeguarding Adults Board aims to help people in Oldham to live safely and make sure that everyone is valued and their rights are protected.

There are many different types of abuse and neglect such as financial and sexual abuse, domestic violence, elder abuse, modern slavery all of which can happen at home, in the community or within a care setting. The term Safeguarding describes how organisations work together to help people live free from harm, abuse and neglect.



By law, each Local Authority area in England must have a Safeguarding Adults Board that is responsible for protecting people's health, their wellbeing and their human rights.

The Board has 3 core duties:

- **Produce a Strategic Plan setting out the changes the Board wants to achieve and how organisations will work together**
- **Publish an Annual Report setting out the safeguarding concerns it has dealt with in the last year as well as future plans to help keep people safe**
- **Undertake a Safeguarding Adult Review where it believes someone has experienced harm as a result of abuse or neglect**

This Annual Report provides information on the types of safeguarding concerns seen in Oldham during 2019/20 and sets out the actions the Board has taken to help keep people safe. The Report also gives details of the Safeguarding Adult Reviews it has undertaken and what it has done to ensure that any lessons learnt from these reviews have shaped and improved the way services work in Oldham.

Who are we?

By law, the Board membership must include Oldham Council, Oldham Clinical Commissioning Group and Greater Manchester Police.

The Board works as a collaboration between the following partner organisations:

- Age UK Oldham
- Positive Steps
- Early Help
- National Probation Service
- Community Rehabilitation Company
- Dr Kershaw's Hospice
- Greater Manchester Police
- Pennine Care NHS Trust
- Public Health
- Pennine Acute NHS Trust
- Turning Point
- Healthwatch Oldham
- Multi-Agency Safeguarding Hub
- Northern Care Alliance
- Action Together
- Housing Services
- Greater Manchester Fire and Rescue Service
- Oldham Council
- Oldham Clinical Commissioning Group

The Board is managed by an independent Chair who is responsible for providing leadership, ensuring partners carry out the legal duties of the Board and to offer independent and constructive challenge.

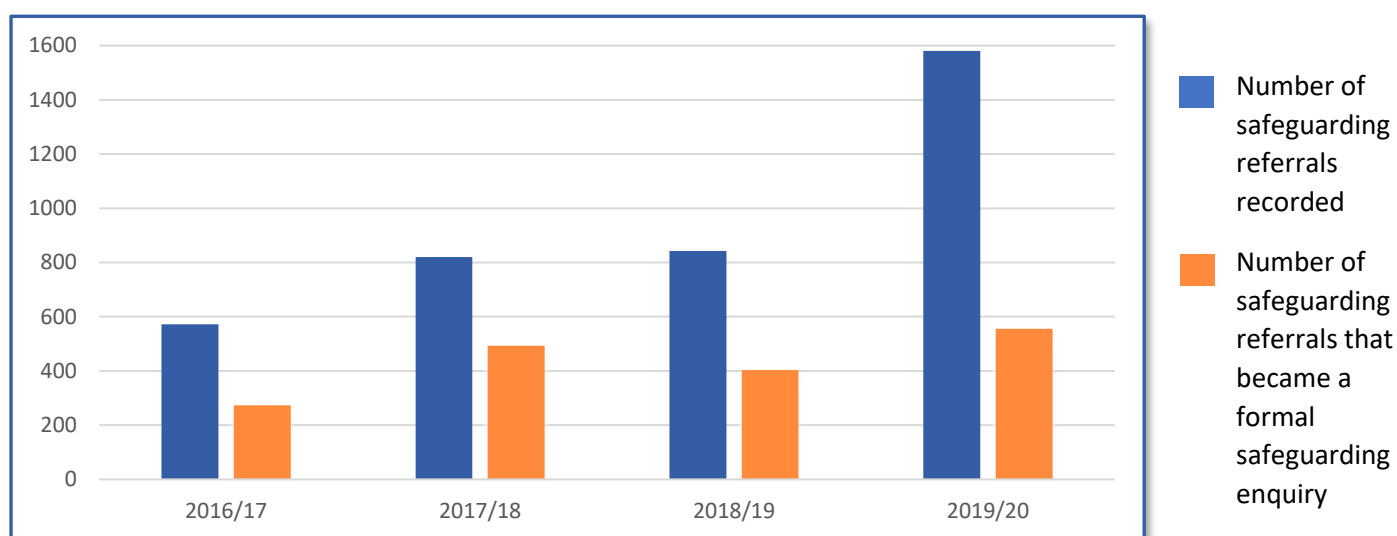
We are also working with Oldham residents and communities to set up the **Oldham Safeguarding Voice Network**. This group will help to inform the work of the Oldham Safeguarding Adults Board, lead awareness raising campaigns and engagement events, and support the training of operational teams.

Profile of Oldham

The following section shows the adult safeguarding referrals recorded for Oldham residents in 2019/20 and compares this information to referrals from previous years. This comparison enables us to identify any changes in the number and types of safeguarding concerns in Oldham.

Safeguarding referrals that became a formal safeguarding enquiry

Each safeguarding referral is investigated and if we believe that someone is at risk of abuse or neglect the referral becomes the subject of a formal safeguarding enquiry. The chart below shows the number of safeguarding referrals and formal safeguarding enquiries recorded over the last four years.



During 2019/20, the number of safeguarding referrals recorded almost doubled compared to the number in 2016/17. Some of this increase may be due to improvements in the way information is recorded and campaigns designed to encourage people to report any safeguarding concerns.

Sex, age and ethnic group of safeguarding referrals



safeguarding referrals were about women in 2019/20



safeguarding referrals were about men in 2019/20

In 2019/20 a total of 1580 safeguarding referrals were received and of these 55% of the referrals related to women, 44% of referrals related to men and 1% were unknown. In Oldham women make up 51% of the total adult population so the percentage of safeguarding cases per head of population in 2019/20 were slightly higher for women than for men.

Of the 1580 safeguarding referrals in 2019/20:

- 772 were 18-64 years old
- 206 were 65-75 years old
- 602 were 85 years old or older



Of the 1580 safeguarding referrals in 2019/20:

- 81% were White British
- 9% were Asian/Asian British
- 1% were Black/African/Caribbean
- 2% were Other
- 7% were Unknown

The breakdown by age group showed that 49% of cases related to someone aged between 18 and 64 and 38% of cases related to someone aged over 85.

These figures suggest that White British people aged between 18 and 64 were more likely to be the subject of a safeguarding enquiry in 2019/20, compared to any other group.

Number of closed safeguarding referrals and enquiries



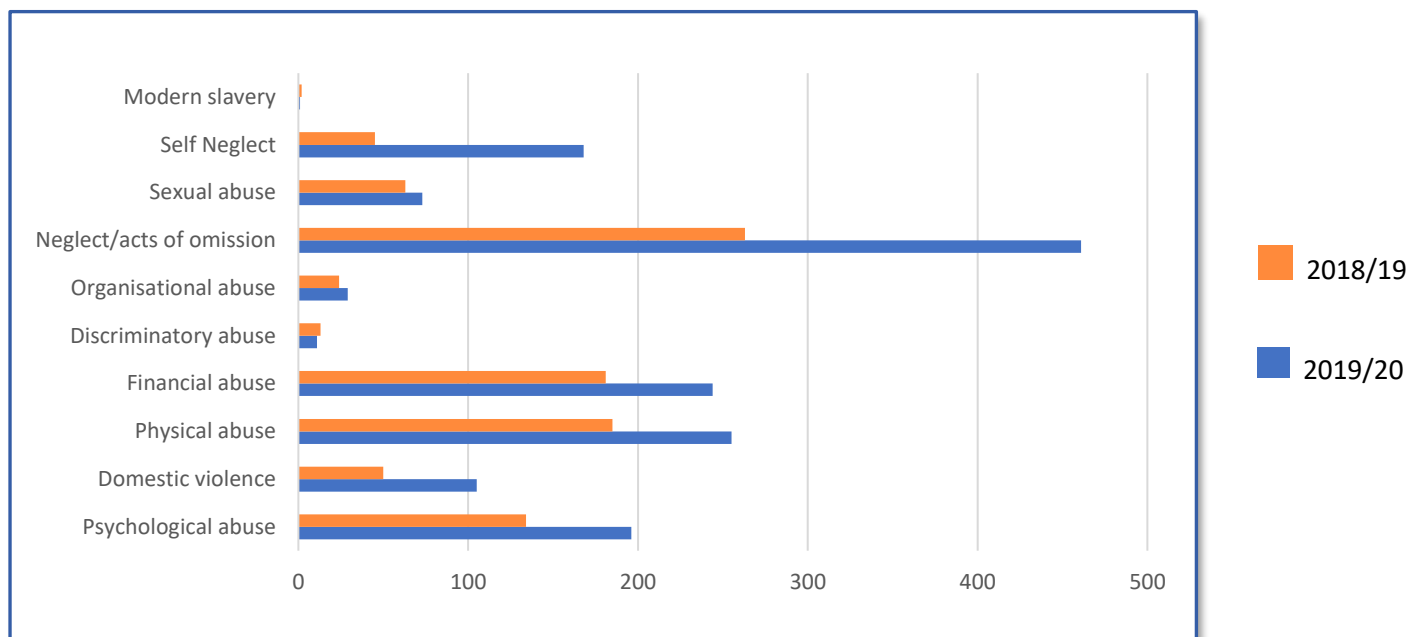
960 safeguarding referrals and enquiries were closed in 2018/19

1543 safeguarding referrals and enquiries were closed in 2019/20

During 2019/20 more safeguarding referrals and enquiries were closed than the year before and many of the cases in 2019/20 were more complex as 48% involved people who lacked capacity to make their own decisions compared to 30% in 2018/19.

Types of safeguarding abuse

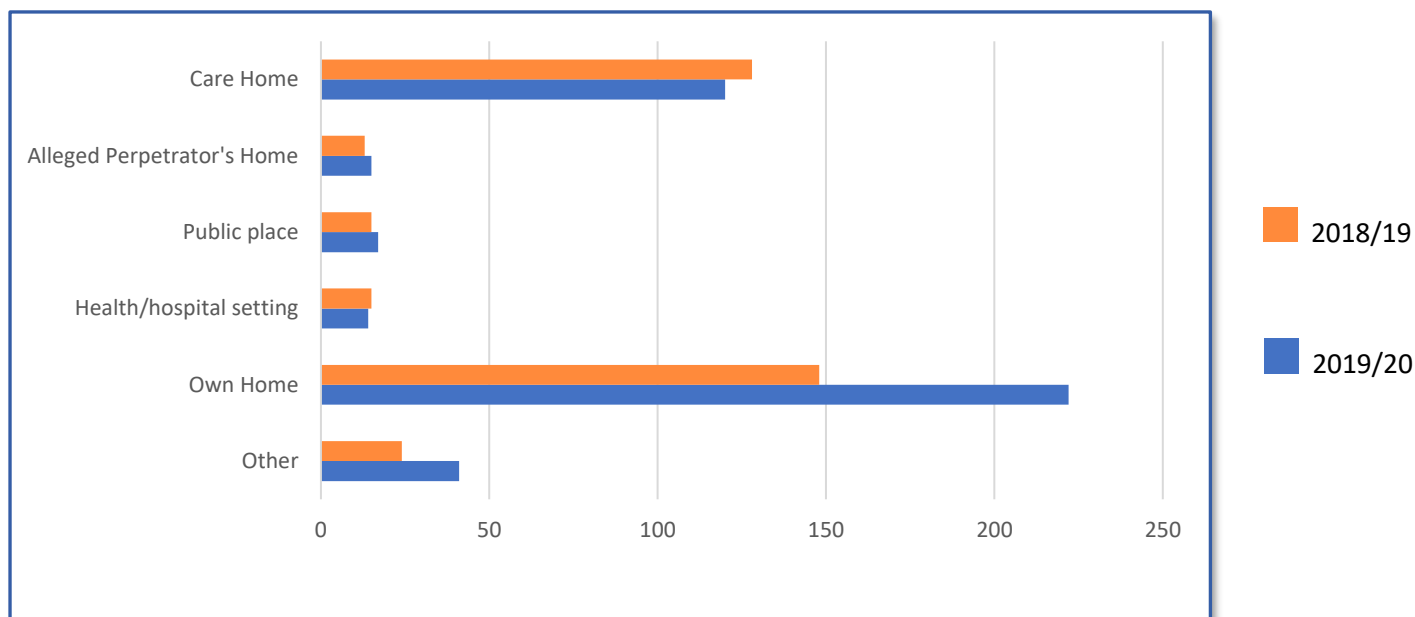
The chart below shows the number and type of safeguarding abuse investigated in 2019/20 compared to those investigated in 2018/19.



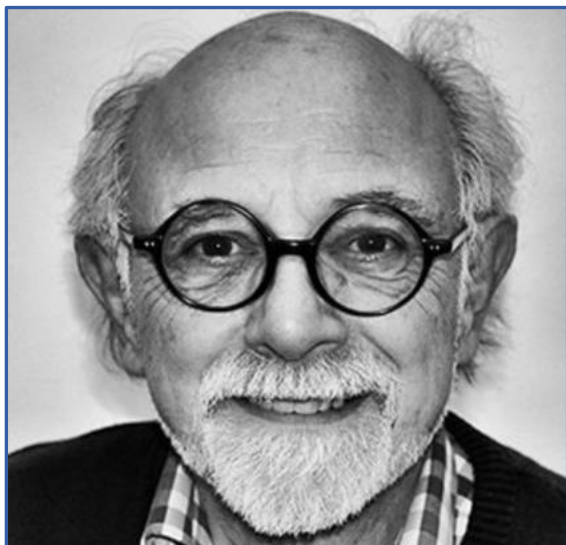
There has been a significant increase in the number of cases relating to self-neglect, neglect by care services or carers, and domestic violence (which can also include physical abuse, sexual abuse and/or psychological abuse). Some of these increases coincide with lockdown restrictions during the Covid-19 pandemic at the end of 2019/20 when families found it harder to access services and support.

Where the abuse took place

The chart below shows the number of safeguarding enquiries completed by location in 2019/20 compared to the cases completed in 2018/19.



Message from the Independent Chair



alignment of services across Oldham's five health and social care community clusters to reflect locality living.

All of this should ensure a more responsive safeguarding provision from agencies and a greater confidence in the community to raise safeguarding concerns.

The Oldham Safeguarding Adults Board continues to commit itself to being a learning forum. This can be seen in its response to findings from the Safeguarding Adult Reviews, its ability to adapt and respond to new manifestations of safeguarding need and its preparedness to be led by people's experiences of accessing help and support.

As part of our learning culture we invited Dr Adi Cooper OBE to join our Development Day in February 2020. Drawing on her extensive experience chairing the Association of Directors of Adult Social Services (ADASS) and several Safeguarding Adults Boards, Dr Cooper reflected on the positive attitudes of partners and culture of the Oldham Board. She challenged us to aim high with our safeguarding ambitions and to continue to shift from a Local Authority focus to ensure that safeguarding is recognised as everyone's business.

The period covered by this annual report came to a close as the impact of the Covid-19 pandemic was felt in Oldham. Whilst this posed significant challenges for all agencies and services in Oldham, including the Adult Safeguarding Board, it has also shown how well services have come together to safeguard adults at greater risk of experiencing abuse and neglect as a result of the lockdown arrangements. The Covid-19 pandemic has also provided significant learning opportunities, as we will report next year, which will enable more effective safeguarding practice in the future.

A handwritten signature in black ink, appearing to read 'H. Giller', written over a light blue background.

Henri Giller
Independent Chair
Oldham Safeguarding Adults Board

“ This annual report demonstrates the growing role of the Oldham Safeguarding Adults Board and the effective influence its work has on the lives of people in Oldham. However, this increase in influence and the reach of the Board across local communities, brings an increase in the number of referrals and enquiries into adult safeguarding concerns. Moreover, these referrals and enquiries show an ever-increasing degree of complexity and involve people who do not always have the capacity to make decisions with respect to their own health, safety and wellbeing. This, in turn, is reflected in the primary reason for referrals. While we continue to see substantial numbers of referrals for physical and psychological abuse, there has been a significant increase in the number of referrals that relate to neglect or acts of omission, where people have struggled to meet their basic needs including medication, nutrition, housing and heating.

In order to meet the different safeguarding challenges, the Oldham Adults Safeguarding Board has been seeking to reposition itself to be more responsive to emerging trends. This is all part of the Board's response to improve its efforts in Making Safeguarding Personal.

This work has involved close examination of the context for prevention of safeguarding need and how we translate this into practice, the engagement of users and their carers to gain a better understanding of what they need to help keep them safe, and the re-

Safeguarding Adult Reviews

The Board has a legal duty to carry out a **Safeguarding Adult Review** if it believes that someone in Oldham has died of, or experienced, serious abuse or neglect which could have been prevented. A review brings together all the organisations connected with an individual to review the way services worked together. The process also invites the individual, if they are still alive, or the family to take part in the process to share their experiences.

The aim of a review is to gather learning to improve services and prevent the abuse or neglect happening again. There are many different types of abuse and neglect including financial abuse, sexual abuse, neglect, domestic violence, elder abuse, physical abuse, psychological abuse, modern slavery and organisational abuse.

Where cases do not meet the legal requirements for a formal Safeguarding Adult Review, but the Board feels there are lessons to be learnt, it can carry out a Learning Review.

The information below shows the number of reviews that were commissioned by the Board in 2018/19 and 2019/20.

2018/19 2 Safeguarding Adult Reviews
1 Learning Review



2019/20 5 Safeguarding Adult Reviews
4 Learning Reviews



The following stories show what can happen when families and services work together to prevent abuse or neglect or, in the case of Kasia, what happens when there isn't a service with overall responsibility for coordinating support.

Andy's Story

Andy is 40 years old. A few years ago, he was attacked and suffered a brain injury which has left him with several chronic health issues including epilepsy, neurogenic bowel and bladder problems and problems swallowing. Andy receives all his nutrition via a special (PEG) tube.

Andy depends on nursing staff to anticipate all his needs and sometimes this requires 5 members of staff to help him at the same time which can upset him.

Andy's mum raised several safeguarding concerns about the nursing staff relating to unexplained bruising, issues with the PEG feed and his personal care. Concerns were also raised by the nursing staff who were unhappy with the way Andy's mum behaved with them. The relationship between nursing staff and Andy's family started to break down.

A safeguarding enquiry officer got involved and recognised that Andy's communication improved through one-to-one interaction and with people who he is close to. The enquiry officer developed a positive relationship with Andy and completed a life story with him.

As Andy did not have the capacity to make his own decisions about where he lived, or about his care and treatment, the enquiry officer connected him to an independent advocate who was appointed to represent Andy's wishes at meetings about his care.

Andy was originally from Manchester and his family still live there. One of the outcomes from the 'Making Safeguarding Personal' conversations with Andy, his advocate and his family was to move him to a nursing home in the Manchester area.

Andy's mother and other family members can visit him every day and the combination of this and less restrictive care means that he is more settled, and his family have a more positive relationship with staff.

Safeguarding Adult Reviews

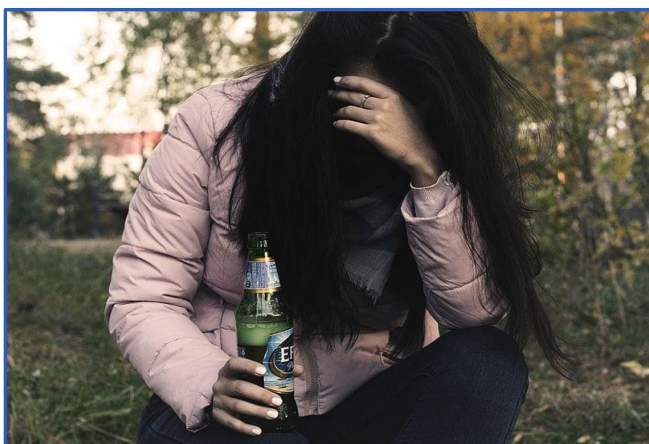
Kasia's Story

Kasia was a victim of domestic violence. Her three children were living with other family members whilst she was living in a rented property with no food or heating. Kasia was at risk of becoming homeless and services were concerned about her mental health and wellbeing because she often drank, became aggressive and neglected her wellbeing.

On one occasion Kasia was admitted to hospital as she was found unconscious outside her house with hypothermia after drinking alcohol. Kasia experienced minor physical injuries in the year before she died such as bruising and grazes associated with falls.

Kasia's mother tried to get support for her daughter on several occasions and finally reported her concerns to the police. The police went to Kasia's house but found that she had died. There were around one hundred empty alcohol bottles littered throughout the property.

It is not clear if Kasia understood the implications of her actions because services did not explore this with her. What is clear is that Kasia was known to several different services so the main concern raised by the Safeguarding Review was that agencies had failed to talk to each other about how they could work together to help Kasia.



The Safeguarding Review for Kasia also looked at some similar cases. The review made the connection between key factors such as homelessness, childhood trauma, physical and mental ill-health and substance misuse.

The following recurring issues were highlighted by the review:

- Frustration by people with multiple and complex needs to connect with lots of different services at the same time.
- Inflexible services that do not shape their support to meet people's unique situations. Services can create barriers to access, especially for those whose lives are chaotic and challenging.
- Adverse childhood experiences can result in homeless women experiencing a complex mix of social and health issues which put them at risk of further abuse.
- Services can be quick to close cases, or step back and transfer responsibility to others, or have rigid referral criteria when a more flexible and proactive approach is needed to look at people as individuals.
- In cases of domestic violence and child protection, services should also consider ongoing support to safeguard a mother when children are removed.

The Board accepted all fourteen of the recommendations in the Safeguarding Review and have a plan in place to change the way services work to prevent similar cases like this happening again. The key recommendation focuses on improving multi-agency working by identifying a lead agency and key worker and hosting multi-agency meetings that create the time and space to focus on complex and challenging cases that span across Adults and Children's services.

The Board has made a commitment to implement the recommendations within twelve months and report back on the changes it has made to services and how this has improved the situation for people in Oldham.

An update will be included in next year's Annual Report.

People at the Heart of what we do

One of the main priorities of the Board is to ensure that agencies listen to the wishes of the individual at the centre of a safeguarding enquiry. Whilst this seems obvious sometimes the act of bringing organisations together to help find solutions can end up focusing on the process rather than the person.

In Oldham we want to make sure that people control decisions about their own lives.

What we did in 2019/20

Every safeguarding enquiry must start by asking the person what they would like to change about their situation or what they want to happen as a result of the safeguarding concern. This is recorded so the Board can review how well services support people during a safeguarding enquiry.

In 2019/20, over 90% of Oldham residents involved in a safeguarding enquiry were asked about their wishes and the outcomes they wanted to achieve. Our aim is to increase this figure in 2020/21 and we will report on our progress in next year's Annual Report.

The Board has also been involved in an exciting project with a Community Theatre Company called Made by Mortals. In September 2019, a mix of local people and professionals from Oldham took part in a drama production called Rats in the Sofa. The performance explored financial abuse, hoarding and self-neglect and created a safe space for people to share stories and ideas about how to keep each other safe and manage risky situations.



The project was led by Age Uk Oldham, Healthwatch Oldham, Oldham Council and Made by Mortals and was a great example of how extraordinary people

with their own 'lived experience' can create a show about safeguarding and use it to connect with others in similar situations.

"The process benefits both the audience and the performers involved. It helps professionals working in safeguarding put their work into context and consult in a meaningful and accessible way...and helps 'real people' experience a sense of authorship over their lives and the world in which they live."

Paul Hine, Made by Mortals

The aim of the performance was to come up with solutions to help prevent abuse and neglect. The performance listened to the experiences of people with mental health, learning disability, addiction and/or long-term health issues who are not eligible for Adult Social Care support.

Rats in the Sofa was jointly funded by Healthwatch Oldham, Turning Point, Age Uk Oldham, Oldham Council, Oldham CCG, GMP and Greater Manchester Health and Social Care Partnership.

Our plans for 2020/21

In 2020/21, we will continue to develop solutions to help prevent people in Oldham experiencing abuse, neglect or exploitation. Despite the impact of the Covid-19 pandemic we will continue to collect and share people's stories. We are working with local people and groups to establish a **Safeguarding Voice Network** and create a podcast library. People's stories will be used to help professionals and organisations adapt services to reflect the needs and wants of people in Oldham, ensuring that the views of local people are at the heart of Oldham's safeguarding practice.

"Sharing stories allows people to be educated and to be closer together and that is important in a social community like we have."

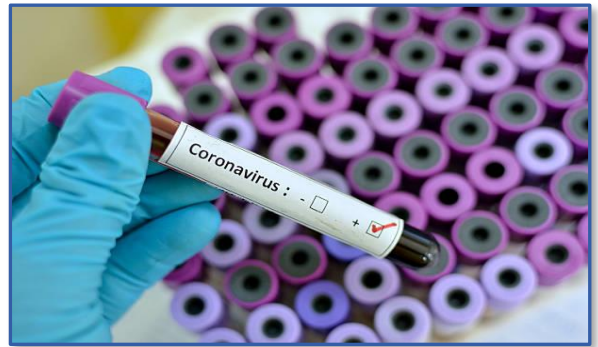
John, Rats in the Sofa, September 2019

Our Work in 2019/20

The role of the Oldham Safeguarding Adults Board is to ensure that organisations across Oldham are working together to help adults live safely. This means helping people to make decisions about the risks they face and protect people who are not able to make decisions for themselves.

The Board's Three-Year Strategy sets out the changes it wants to achieve and explains how partners will work together. Each year partner organisations provide an annual summary of their safeguarding work which is published in the Board's **2019/20 Single Agency Report**. Some key achievements include:

- Oldham partners have delivered mandatory safeguarding awareness training to relevant staff and additional training has been offered by some agencies covering the Mental Capacity Act, suicide prevention, domestic abuse awareness and 'unconscious bias'.
- Learning from the Safeguarding Adult Reviews has changed the way services are provided through new policies and procedures on 'Persons in a Position of Trust' and self-neglect. As an example, The Royal Oldham Hospital has adopted processes to identify and address self-neglect both within the hospital and community setting.
- A dedicated Business Unit has been set up to strengthen and improve the local Safeguarding Adults Board arrangements. The service is hosted by Oldham Council and provides a multi-agency safeguarding resource for partners on the Board as well as agencies and communities across Oldham.
- A total of fifteen workshops have been held to raise awareness of PREVENT, a programme designed to reduce the radicalisation of vulnerable adults. Over 380 staff from different organisations took part in the training.
- The Prevention Sub Group reviewed eight safeguarding case studies to understand what good preventative safeguarding looks like. The group identified several recurring themes relating to older people who self-neglect, in particular the need to improve the early identification of safeguarding concerns within primary care.



- In March 2020, the Covid-19 pandemic and lockdown restrictions changed people's situations overnight. The Board recognised that limited access to family, friends and services placed some groups in Oldham at a much greater risk of abuse or neglect. In response it set up the Covid-19 Safeguarding Assurance Group bringing together council, health and police services. Through weekly updates the group gathered information to identify safeguarding trends and understand the levels of risk for people in Oldham. The Board ensured that organisations reacted appropriately to safeguarding issues as they emerged.
- Domestic abuse and elder abuse have been key areas for concern during the Covid-19 lockdown. Partners in Oldham were quick to adapt their services and focus on prevention. The National Probation Service worked with several agencies to ensure known victims of domestic violence were actively supported during lockdown, whilst Greater Manchester Police hosted successful domestic abuse Facebook adverts and campaigns with partners in Oldham. Age UK Oldham also created a crisis support service to help unpaid carers manage the challenging behaviour of the person they care for during lockdown.
- Care Homes have also felt the impact from Covid-19 with the dual challenges of low staffing levels and residents with high needs. Council and health services in Oldham established the multi-agency Supporting Treatment in Care Homes (STICH) team to offer wrap around support and pick up any safeguarding concerns. The STICH model has been identified as an example of best practice across Greater Manchester

Oldham Council is responsible for providing a range of public services to support local communities. One of the main services it provides is Adult Social Care which offers practical support to help people live independently and safeguard people who have extra support needs from abuse or neglect.

In Oldham, Social Care has been integrated with some community health teams and sits within the **Adult Community Health and Social Care Service**.

Where does safeguarding fit?

Safeguarding is central to Oldham's Adult Community Health and Social Care service. We work with individuals to make safeguarding personal by understanding what is important to them and how they want to live safely. Working with other agencies we help people to identify and manage risks to help safeguard themselves and prevent abuse.

We also have a duty to make sure that people are not illegally deprived of their liberty, and work with care providers to review the quality and safety of their services so people are not neglected or abused.

Lessons from Safeguarding Adult Reviews

In line with recommendations from the Self-Neglect Thematic Review new systems have been set up across Adult and Children's services to help staff understand and recognise patterns of self-neglect as they emerge. These systems also include multi-agency processes designed to coordinate and join up services to help people live safely and maintain their wellbeing.

In 2019/20 our safeguarding work focused on:

- **Consistent Safeguarding** – we have been working with partners to develop guidelines and policies to improve the way statutory services work together to safeguard adults.
- **Improving skills** – a programme of safeguarding training has been delivered to Community Health and Social Care services to improve the way we identify, support and help people to keep safe.

- **Creating a new multi-agency Strategic Safeguarding Service** - based on recommendations from the Safeguarding Review completed in January 2019, the new service includes specialist safeguarding workers, a revised Deprivation of Liberty function and enhanced safeguarding support based within five community hubs.
- **Tackling new safeguarding trends** – particularly focusing on emerging issues of self-neglect, domestic abuse, and complex safeguarding which can include sexual and financial exploitation, drug and alcohol issues and trafficking. Some trends increased during the Covid-19 pandemic and will continue to be a priority in 2020/21.

Our Priorities for 2020/21

Oldham Council will continue to deliver its statutory safeguarding functions and the focus on human rights, wellbeing and safety will be central to the work of Community Health and Social Care Services.

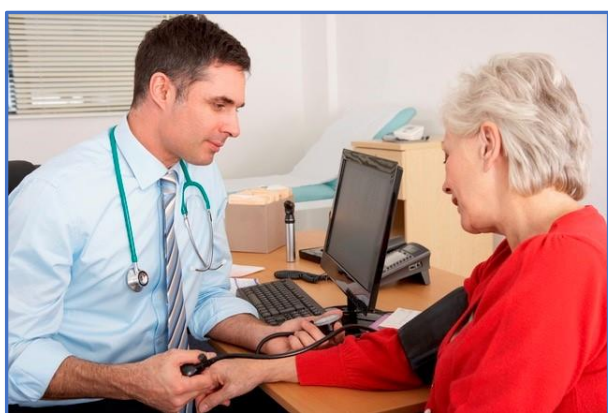
The biggest challenge going forward will be the continued impact of the Covid-19 pandemic. Whilst our statutory duties for safeguarding have not changed, Adult Community Health and Social Care Services in Oldham have responded to the pandemic by adapting ways of working to maintain existing services whilst developing new solutions to support adults at greater risk of abuse or neglect as a result of the Covid-19 pandemic lockdown. We are preparing for an increase in safeguarding activity as the visibility of some adults who have been hidden from services is regained. Other priorities for 2020/21 include:

- Embedding safeguarding within the five community hubs across Oldham to proactively identify and connect with people who have extra support needs to prevent a safeguarding incident.
- Improve the current Deprivation of Liberty Safeguards as part of national legislation designed to support people who do not have the capacity to make their own decisions.

We will continuously review safeguarding trends and how we are working to ensure Community Health and Social Care services can respond to any increases in demand during the Covid-19 recovery phase and ensure individuals remain at the heart of our work.

NHS Oldham Clinical Commissioning Group is responsible for deciding how taxpayers' money is spent on the health of people who live in Oldham. It is a member led organisation and every family doctor in Oldham is a member.

The vision of NHS Oldham Clinical Commissioning Group is to improve the health and healthcare for people of Oldham and ensure high quality services are provided close to the patient's home and represent good value for money. The Clinical Commissioning Group shapes the services provided by local GPs and hospitals.



Where does safeguarding fit?

Safeguarding is central to the work of the Clinical Commissioning Group. As well as commissioning health services on behalf of Oldham residents it has a key role reviewing services to make sure that the people who use them are safe and protected from abuse or neglect.

As well as being core members of the Board, the Clinical Commissioning Group deliver regular safeguarding training sessions and the Designated Safeguarding Nurse for adults leads the Safeguarding Adult Reviews.

Lessons from Safeguarding Adult Reviews

One of the main areas of learning from the Safeguarding Reviews relates to the development and care of pressure ulcers. An action plan has been developed based on review recommendations to create a multi-agency process to ensure the early identification and treatment of pressure ulcers.

In 2019/20 our safeguarding work focused on:

- **Pressure ulcers** – at a Greater Manchester level we have been working with partners to review current processes to manage safeguarding concerns for people with pressure ulcers.
- **Self-neglect** – At the beginning of 2019/20, the Safeguarding Adults Board commissioned a thematic review in response to four self-neglect cases that resulted in the deaths of Oldham residents. The Designated Safeguarding Nurse was the lead for this review, supporting the independent author. The review is an example of a successful multi-agency initiative with over fifty representatives taking part in the learning event. The case of Kasia is highlighted in this Report.
- **Out of borough placements** – The Clinical Commissioning Group is working to address ongoing challenges to ensure the safety of Oldham residents placed in accommodation outside of the borough. This is a particular concern for those in specialist secure facilities.

Our Priorities for 2020/21

The Clinical Commissioning Group will continue to review and monitor the safety of services across GP practices and hospital settings and adapt services to truly embed the learning from Safeguarding Reviews.

However, the biggest challenge will be the continued impact of the Covid-19 pandemic. Health services in Oldham were quick to respond to the pandemic and have had to adapt and work in very different ways. The challenge is to ensure that all services come back to full capacity, whilst recognising that different ways of working will continue for the foreseeable future. Whilst this presents a challenge it also brings opportunities as teams and services have found ways of working more collaboratively together to solve problems quickly and effectively.

As lockdown eases, we need to balance the safety of both staff and service users whilst remaining visible to those in extremely vulnerable circumstances. We will strive to make sure services across the system work well together whilst ensuring that the needs of the individual remain a key priority.

Partner Contributions



Greater Manchester Police exist to keep people safe and protect local communities. In Oldham, Neighbourhood Policing Teams are made up of dedicated neighbourhood officers based in the community, supported by additional police officers from the wider area. We work closely with local authorities, partner agencies, community leaders and residents to decide on local policing priorities.

Where does safeguarding fit?

Safeguarding is the responsibility of every member of the policing team from call takers, first responders, neighbourhood policing teams to detectives and specialist officers. Making sure that people are safe and protected from abuse and neglect is the foremost priority at any incident. Where officers have a concern, there are clear processes in place to trigger a safeguarding referral to multi-agency partners.

In 2019/20 our safeguarding work focused on:

- **Setting up a Complex Safeguarding Team** – Complex Safeguarding is the term used by the police to describe criminal activity that includes the sexual exploitation of vulnerable children and adults, financial exploitation, trafficking and modern slavery. This work covers all ages and will be an important focus going forward.
- **Domestic Abuse** – There has been an increase in demand related to domestic abuse cases that came to a head during the Covid-19 pandemic lockdown. In response we established a Facebook Panel for domestic abuse giving us a greater reach into the community to signpost people to help.
- **Stalking Protection Orders** – These orders can be implemented without the victim's involvement if an agency feels that an individual is at risk but is fearful of supporting a stalking order.



In 2019/20 GMP faced a challenge with the introduction of a new IT platform called IOPs which made the headlines for all the wrong reasons. This resulted in an inspection and a recommendation to review the domestic abuse cases referred to the service since the system was set up. The system is now working well and has proved to be a valuable resource for supporting vulnerable adults.

Lessons from the Safeguarding Adult Reviews

GMP has set up a process to capture the recommendations and learning from Oldham's Safeguarding Adult Reviews. Information from a review is uploaded onto a district tracker and the information is cascaded to the Single Point of Contact Officer to ensure that the relevant information and recommendations are acted upon and disseminated. The Officer sends written confirmation when this has been done.

Our Priorities for 2020/21

In 2020/21 GMP will continue to focus on the impact of the Covid-19 pandemic lockdown and address the increased demand in domestic violence and child abuse cases. We expect to see a continued rise in cases due to ongoing restrictions and backlog of reports, although this is yet to be seen within GMP.

We have already initiated a successful partnership approach to World Elder Abuse Day in June 2020. This involved partners and members of the public coming together to raise awareness of Elder Abuse through a social media and leaflet campaign. We are also planning to hold a second Stalking Scrutiny Panel bringing together police, the Crown Prosecution Service, Victim Service Coordinators and other partners to develop a multi-agency response.

Other priorities will focus on the Investigative Safeguarding Review which is the evaluation of the merger of the Criminal Investigation Department with the Public Protection Investigation Unit and how it can improve investigations involving vulnerable adults. We will continue to roll out the successful Adult at Risk Policy used by frontline officers attending calls where they recognise vulnerability.

Our Plans for 2020/21

The work of the Oldham Safeguarding Adults Board and its Sub Groups are continuing as normal despite the impact of the Covid-19 pandemic. Virtual meetings are working well and some of the new safeguarding processes introduced for lockdown will continue as best practice going forward.

As the ongoing impact of Covid-19 will not be known for some time, local safeguarding trends will be closely monitored and reviewed to ensure the Board remains focused on issues that pose the greatest risk to vulnerable adults. The Board's current priorities for 2020/21 are to:

1. Support recovery following the Covid Pandemic.

This includes supporting victims caught up in the back log of domestic abuse court cases and managing the increase in safeguarding concerns experienced by GM Police, Fire and Rescue Services, Turning Point drug and alcohol support and Pennine Care NHS Foundation Trust.

2. Improve the way we communicate: Our priority is to develop the Oldham Safeguarding Adults Board website to provide information, newsletters and training resources for communities and professionals. The website will also host a programme of awareness campaigns coordinated with the Local Safeguarding Children's Partnership.

3. Help young people moving into adult services: Establish a 'Transitions' safeguarding offer to ensure seamless support for young people leaving care, and for young people moving into adult health, social care or criminal justice services. The joint Children's and Adults Transitions Sub Group will review how well the current Transitions offer works and highlight new initiatives such as the introduction of specialist Transitions staff by the GM Community Rehabilitation Company (CRC).

4. Make it easier to report a concern: We will review the way safeguarding enquiries are reported and managed through the Multi-Agency Safeguarding Hub (MASH). This includes developing clear processes to manage safeguarding referrals and concerns for people who are at risk of abuse but not eligible for Adult Social Care support.

5. Be led by people's experiences of services: Set up the Safeguarding Voice Network to make sure the work of the Oldham Safeguarding Adults Board is shaped by the views of local people. The Rats in the Sofa engagement event started to identify interested individuals and groups, however Covid-19 lockdown restrictions have delayed the Network getting together. In response, the 'Making Safeguarding Personal' Sub Group is working on a virtual project to connect people and share stories.



6. Ensure consistent safeguarding standards: Set up a group to review the quality of services in Oldham, making sure that different organisations have the same standards in place to safeguard adults and all services use the same processes to report and manage safeguarding concerns.

7. Embed learning from safeguarding reviews: Make sure that recommendations and learning from the Self-Neglect Thematic Review are adopted by all partner organisations and reviewed to understand how these changes have made a difference.

8. Respond to Complex Safeguarding issues: Build on the work of the Children's Safeguarding Partnership, GMP, Domestic Violence Partnership, National Probation Service and housing to focus on complex issues related to exploitation. Learning Events will bring together people with lived experience and agencies to share understanding and help prevent these forms of abuse from happening in the future.

9. Training: We will work collectively to commission and provide safeguarding training resources for partner organisations and Oldham communities.

Get involved!

There are lots of ways to get involved to support the work of Oldham's Safeguarding Adults Board.

Stay in touch

The work of the Board is supported by the Safeguarding Adults Business Unit. We help the Board to carry out its legal roles and signpost residents and professionals to information, advice and training resources. If you would like to keep in touch and find out more about our work through our newsletters, please contact us by email:

OldhamSafeguardingAdultsBoard
@oldham.gov.uk

Oldham Safeguarding Voice Network

The Board is keen to work with Oldham residents and groups to set up the Safeguarding Voice Network. This group will make sure that services, are led and shaped by the people best placed to know what works: people who use the services.

As a member of this Network you will get the chance to meet and connect with other people as a social group, share your ideas, or tell us about your experiences to help us improve local services.



The Network will also lead awareness raising campaigns and engagement events and support the training of operational teams by sharing stories and experiences.

What to do if you are worried about an adult

Abuse and neglect can happen anywhere, be carried out by anyone and it can take many different forms.

If you are experiencing abuse, or you think someone you know is experiencing or is at risk of being abused or neglected, and they are not able to protect themselves then please report it.

The Oldham Multi-Agency Safeguarding Hub (MASH) has been set up to help people who want to report a safeguarding concern:

0161 770 7777 or
Adult.Mash@oldham.gov.uk



Social media

You can also follow us on Twitter and share our content to raise awareness of safeguarding and what people can do to keep them and their families and friends safe in Oldham.

 **@SafeguardOldham**

Thank you from us

