

# OLDHAM SAFEGUARDING ADULTS BOARD | ANNUAL REPORT 2020-2021



“

*The social worker I have now is amazing. Through this pandemic they ring me every week to make sure I am ok with my mental health. They show me respect as a human being and as a normal mum*

”

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# Helping People live Safely in Oldham

The term Safeguarding describes how organisations in Oldham 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 Oldham Safeguarding Adults Board brings together a range of organisations to oversee and lead adult safeguarding in the borough.

## The Board has three core duties:

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

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.

Whilst abuse can happen to anyone, some people face a greater risk of being hurt, neglected or exploited.

This means organisations must work individually and collectively to prevent abuse, help people to recognise and understand risks and protect those who lack the capacity to make their own decisions.

This Annual Report provides information on the types of safeguarding concerns seen in Oldham during 2020/21 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 how the learning 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, NHS Oldham Clinical Commissioning Group and Greater Manchester Police.

Working as a collaborative, the Board brings together representatives from the following sectors and services:

- Voluntary sector organisations
- Healthwatch Oldham
- National Probation Service
- Community Rehabilitation Company
- Greater Manchester Police
- Pennine Care NHS Foundation Trust
- Northern Care Alliance NHS Group
- Public Health
- Oldham Housing organisations
- Greater Manchester Fire and Rescue Service
- Oldham Council
- NHS Oldham Clinical Commissioning Group

The Board is managed by an independent Chair who is responsible for providing leadership and challenge. Through the work of the Board, the Chair seeks assurance that partner agencies are working together effectively to help keep people safe.

## How do we involve local people?

In 2019, we started our community conversations with Oldham residents and our plan for 2020/21 was to build on these and set up the **Oldham Safeguarding Voice Network**. Unfortunately, the Covid-19 pandemic and lockdown restrictions meant that we were not able to bring people together as we had planned.

Instead the Board captured people's views and personal stories through recorded interviews with individuals and existing groups. These interviews formed the basis of the Board's **Practice Learning Events** and have helped to change the way services work together and consider new solutions to help keep people safe.

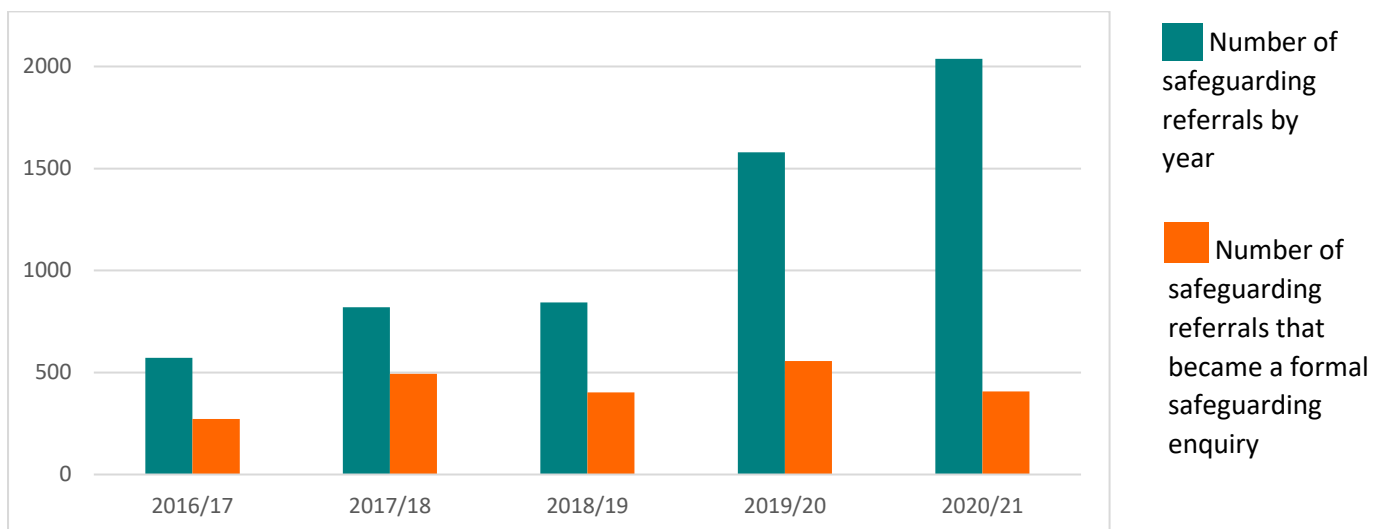
We hope to set up the **Oldham Safeguarding Voice Network** in 2021/22. This group will shape the work of Oldham Safeguarding Adults Board, lead awareness raising campaigns and shape the training provided to operational teams.

# Profile of abuse and neglect in Oldham

The following information shows the numbers and types of safeguarding abuse recorded for Oldham residents in 2020/21. This information has been compared to the numbers and types of safeguarding abuse from previous years to help us identify changes and new types of safeguarding concerns that need to be addressed. This comparison also helps us understand the impact that the Covid-19 pandemic and lockdown has had on safeguarding referrals in Oldham over the last year.

## Safeguarding referrals that became a formal safeguarding enquiry

Each safeguarding referral is investigated and if we believe that someone is at risk of serious abuse or neglect the referral becomes the subject of a formal safeguarding enquiry. The chart below shows the number of safeguarding referrals that have gone on to become formal safeguarding enquiries over the last five years.



During 2020/21, a total of 2038 safeguarding referrals were received and of these 408 became the subject of a formal safeguarding enquiry. The number of safeguarding referrals increased by over 22% in 2020/21 compared to the previous year. Some of this increase may be due to Covid-19 safeguarding campaigns designed to encourage people to report a concern or they may be due to lockdown restrictions which have seen an increase in reports of domestic abuse and financial abuse. However, whilst the number of overall referrals has increased, the number of serious safeguarding enquiries have remained consistent over the last four years.

## Sex, age and ethnic group of safeguarding referrals



1194  
safeguarding referrals were about women in 2020/21



837  
safeguarding referrals were about men in 2020/21

Of the 2038 safeguarding referrals, 58% related to women and 41% related to men. In Oldham, women make up 51% of the total adult population, so the percentage of safeguarding cases per head of population in 2020/21 were slightly higher for women than for men.

### Of the 2038 safeguarding referrals in 2020/21:

- 1018 were 18-64 years old
- 252 were 65-75 years old
- 346 were 85 years old or older



The breakdown by age group showed that 50% of cases related to someone aged between 18 and 64 and 17% of cases related to someone aged over 85. **In 2020/21 the number of referrals relating to someone aged over 85 reduced by more than 50% compared to the previous year.** This may be due to the reduced visibility and social isolation of older people as a result of Covid-19 lockdown restrictions.



### Of the 2038 safeguarding referrals in 2020/21:

- 86% were White British
- 8% were Asian/Asian British
- 1% were Black/African/Caribbean
- 3% were Mixed/Other Ethnicity
- 9% were Unknown

Overall these figures suggest that White British people aged between 18 and 64 were more likely to be the subject of a safeguarding enquiry in 2020/21, compared to any other group.

## Number of closed safeguarding referrals and enquiries



1543 safeguarding referrals and enquiries were closed in 2019/20

2531 safeguarding referrals and enquiries were closed in 2020/21

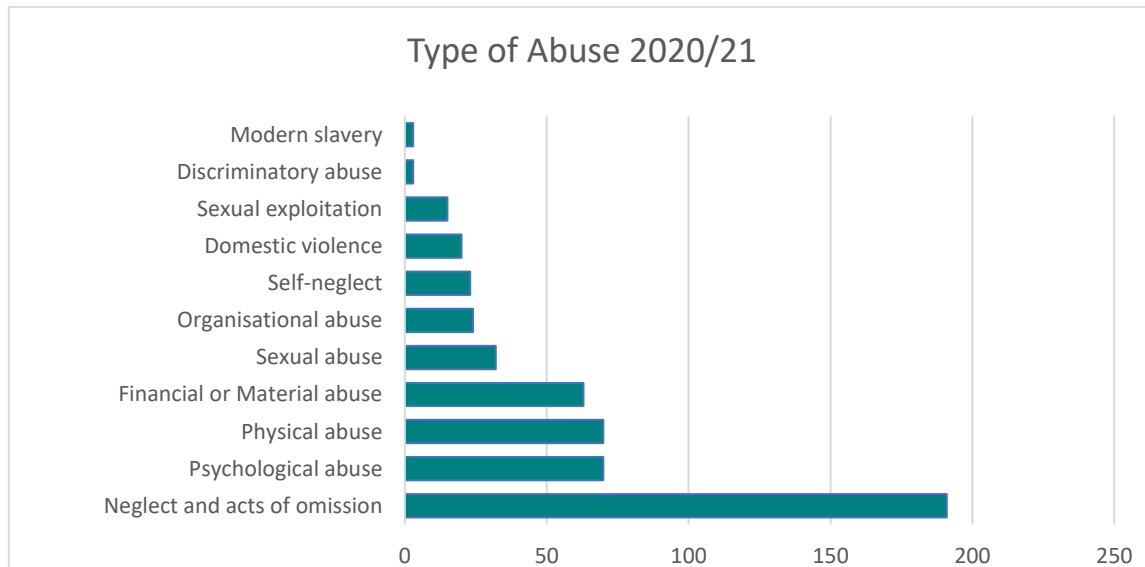
During 2020/21, a total of 2531 safeguarding referrals and enquiries were closed which is more than the 2038 safeguarding referrals received in the year. This is due to a push by the Multi-Agency Safeguarding Hub (MASH) to increase the number of timely closure of referrals and enquiries and includes the closure of outstanding cases from 2019/20.

Of the 2531 cases closed in 2020/21 **41% were complex cases** involving people who lacked capacity to make their own decisions.

## Types of safeguarding abuse

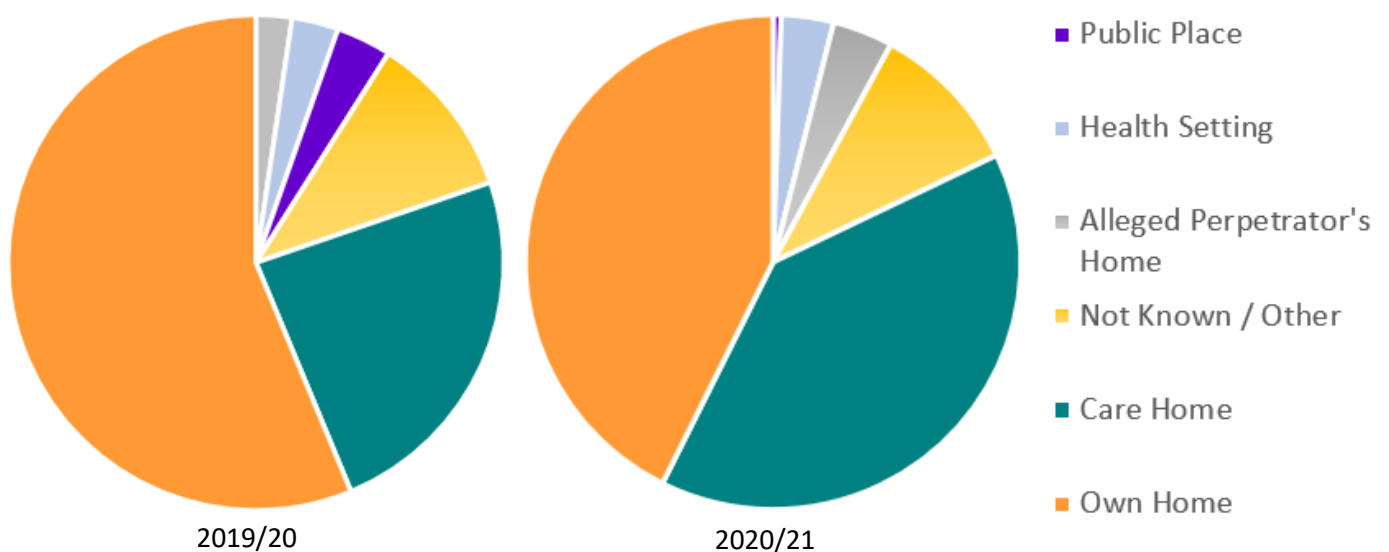
The chart below shows a breakdown of the **types of safeguarding** abuse investigated in 2020/21. The most common form of abuse relates to neglect and acts of omission. These involve cases where a person responsible for the support of an adult at risk has failed to provide adequate care or essentials such as medicines, nutrition, heating etc.

Some safeguarding investigations involve the reporting of more than one category of abuse and during 2020/21 the category of sexual abuse was added as a recording option for the first time.



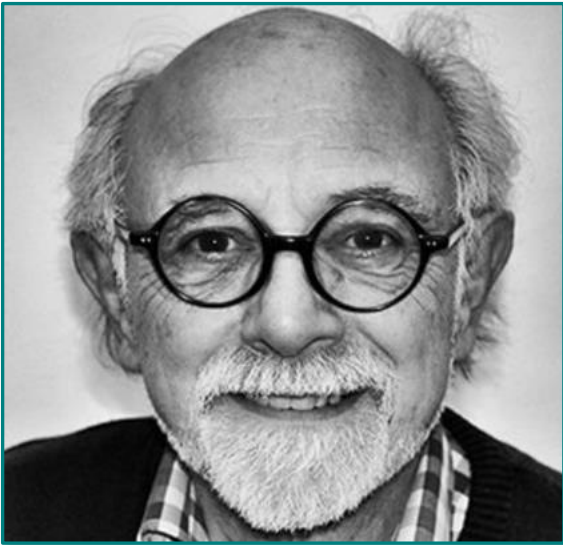
## Where the abuse took place

The charts below show the location of the abuse or neglect being investigated in 2020/21 compared to 2019/20. Whilst lockdown restrictions have reduced the visibility of adults with care and support needs in settings such as hospitals, primary care and community settings there has been a greater scrutiny placed on care homes due to the impact and spread of the Covid-19 pandemic. This may account for the increase in the proportion of safeguarding concerns investigated within a care home setting and decrease in the proportion of safeguarding concerns investigated within the person's own home.



The Covid-19 pandemic has highlighted the need for more detailed and timely data collection to identify new and changing safeguarding trends as they emerge. This insight is needed both to target staff resources to address immediate concerns and to develop timely campaigns and training resources to prevent future safeguarding incidents. A new system for collecting and analysing partnership data is one of the Board's priorities for 2021/22.

# Message from the Independent Chair



The challenge of complex need: This period demonstrated not only continuing demand for safeguarding services across Oldham, but how that demand reflected complexity in the dimensions of safeguarding need presented. This complexity originated not only from individual pathology, but from the complex life patterns that these individuals were often involved in.

All of these challenges pose key questions for safeguarding partnerships and partners. How relevant are traditional working practices to meet these emergent trends? How can we more effectively work together to make an impact on safeguarding need? How can we incorporate the perspectives of service users, and their carers, in safeguarding plans and outcomes?

Throughout the year the Oldham Safeguarding Adult Board has been wrestling with these issues and, as can be seen in the report, achieving some considerable success in rising to the challenge. The Board continues to aspire to meet the expectations of the people of Oldham for effective safeguarding prevention and intervention. The report further illustrates that the learning acquired in 2020/21 will be carried into the next year, where further safeguarding challenges have been identified and prioritised.

A handwritten signature in black ink, appearing to read 'H. Giller'.

Henri Giller  
Independent Chair  
Oldham Safeguarding Adults Board

“ This annual report from the Oldham Safeguarding Adult Board for the year 2020/21 illustrates significant developments made by the local Partnership to meet the challenges of safeguarding. These challenges have been multiple in the period and have included:

The challenge of Covid-19: The Covid-19 pandemic had a significant impact on the work of the Board and its partner agencies in meeting the needs of the people of Oldham in ways that were safe and sustainable. Substantial changes to working practices had to be introduced and innovative ways to identify, respond and meet safeguarding needs developed.

The challenge of hidden need: One consequence of the Covid-19 pandemic was, at the height of lockdown, to significantly reduce the visibility of vulnerable people that may have been experiencing safeguarding need. The engagement of agencies to seek out vulnerable groups, and to respond to need once it had been exposed, demonstrated the strength of the partnership working for the people of Oldham.

# Safeguarding Adult Reviews

The Board has a legal duty to carry out a **Safeguarding Adult Review (SAR)** if it believes that someone has died of, or experienced, serious abuse or neglect. The aim of a SAR is to bring agencies together to share learning and improve services to prevent similar situations. The process also invites the family, or the individual if they are still alive, to take part in the review to share their experiences.

Where cases do not meet the legal requirements for a formal SAR, 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 carried out by the Board in 2019/20 and 2020/21.

2019/20      5 Safeguarding Adult Reviews  
4 Learning Reviews



2020/21      5 Safeguarding Adult Reviews  
4 Learning Reviews



Recent safeguarding reviews have focused on how agencies work together to support people who self-neglect. This term is used to describe behaviours such as a lack of self-care, neglecting personal hygiene, failing to eat and unable to manage personal affairs.

In 2020/21, Oldham Safeguarding Adults Board collaborated with safeguarding Boards in Bury and Rochdale to host tri-borough events designed to share learning and best practice about self-neglect. The events covered the early identification of self-neglect cases, legal frameworks and 'disguised compliance'. The following shows what can happen when services work together to prevent self-neglect.

## Matching Wallpaper

Jay is in his 30s. He started misusing substances from a young age and lost his job as a result. He ended up sleeping in his vehicle for over a year because he had nowhere to live. Jay also had an open wound and was involved with services including his GP. He felt they were trying to get him to do what they felt was best for him but not listening to his concerns. He also overheard comments by professionals about his hygiene and smells and felt embarrassed. At this point he withdrew from services.

Jay was referred to the safeguarding team by the Food Bank who were concerned about his health and living conditions. The safeguarding team tried to contact Jay to offer help, but he refused to talk to anyone. Undeterred, Beth from the safeguarding team kept visiting him, delivering emergency food parcels and talking to him from outside the vehicle. By investing time, listening and taking things at Jay's pace, Beth gradually built up trust and a connection.

Using the principles of Making Safeguarding Personal, Beth asked Jay what he wanted to happen and what his priorities were. He said his priorities were housing, health, employment and drug use. By focusing on his basic needs first, Jay began to trust the team and agreed to contact the people who could help him.

One of the first successes was going to hospital to get treatment. Beth knew that waiting in A&E would not work as he was self-conscious about his wound. So senior managers were brought in to unblock the system and Jay was triaged outside of hospital, transport arranged to get him there and he was seen when he arrived. Throughout the process, Jay was high risk because he had a life-threatening wound.

This was a turning point for Jay. He continued to work with services and over Christmas he moved into his own home.

***"It has been fantastic working with him. He has gone from being caged and not caring about anything, to today, when I have been talking to him about new flooring and matching wallpaper."***

Jay was not judged by the safeguarding team; he has grown in confidence to make his own decisions. Jay is thinking about his next priority and looking forward to the future.



# Solutions shaped by lived experience

## Lesley & Rachel: their stories

**Lesley** was a victim of domestic violence and had a history of homelessness and substance misuse. She was known to six different services and often failed to respond to offers of help and support. Her children had been removed from her care to live with other family members and agencies were concerned about her mental health and wellbeing.

Lesley stopped attending services when she felt they couldn't help her. Lesley was struggling with depression and visited the GP to ask for help to get her children back in her life. The GP referred her to mental health support which she did not attend.

Lesley experienced trauma both as a result of repeated violent attacks from her ex-partner and from the removal of her children. Lesley was found dead in her supported accommodation and there were reports of drug use and violence in the days leading up to her death.

**Rachel** experienced several violent relationships and was helped to flee one relationship following threats to her life. She had a history of homelessness, drug and alcohol misuse and a diagnosed mental health condition.

She was known to a range of services and involved with the criminal justice system for theft and affray, both linked to her substance misuse. She was both a perpetrator and victim of crime.

Agencies were concerned about signs of self-neglect, but she often failed to respond to offers of help and support. Rachel died in hospital following a disclosure of abduction and rape.

with first-hand experience of using services. The Board's Business Unit approached services working with women who had experience of domestic violence, substance misuse and the removal of children. Through partnership working, groups of women who were in a 'good place' were identified and invited to share their experiences. The interviews identified the following common themes:

- **Coercion and Control** - Where children are involved, women 'put up with' abuse and delay seeking help because abusive partners use the threat of telling social services and having the children removed as a form of control.
- **Conflicting Criteria** - In some cases, the Court of Protection said that a child could be returned to the mother once she had a safe place to live. But a woman without custody of her child is not a priority for rehoming by housing services.
- **Process and Language** – Terms used in the court were hard to understand and court processes are not explained in advance, making it hard to plan or feel in control of the situation. Where children are in the care of other family members, the women are cut off from their support through this process.
- **Juggling Services** - The women were involved with lots of different services at the same time, often dealing with more than one professional from the same service. One spoke of juggling seven different services at the same time.
- **Need for Support** - All the women describe a lack of support before or at the point their child was removed. Even where the removal of the child was recognised as the right decision, the women describe a sense of loss and hopelessness that can lead to increased substance misuse and suicide.

## Listening to lived experience

The Board carried out Learning Reviews to explore the events leading up to the deaths of Lesley and Rachel. The reviews explored how agencies worked together and used the learning to produce a series of recommendations to help identify and prevent similar situations in the future.

In addition to the case reviews, the Board recognised that future solutions needed to come from people

"I knew I was struggling and that I needed help, but I couldn't talk to anyone. The day my child was removed from me I was that broken I didn't know what was going on. If there was a service to help you when you first have your children removed, to put things in place, that would make a huge difference. That's what's needed."

## Praise for Services

As well as sharing some of the challenges, the women also highlighted the local people, services and support who helped to make a difference to their lives. Services such as the Domestic Abuse Freedom Programme, Turning Point, social workers, probation workers and most importantly, talking to other women who had been through similar experiences.

The women described how some services and conversations were more successful simply because people took time to build a connection and treated them with respect. We asked them what a good approach would look like:

"The first thing I would do is build trust. Then it's about planting a seed in their head to say how different their situation could be and then it's about chipping away at it all the time to help people see a better alternative. If you are in a dark place you aren't going to tell people your life story. You have to build trust. If it wasn't for XXX I wouldn't be here today because they are the one that planted all the seeds in my head and chipped away."

## Different solutions

Each safeguarding enquiry should ask the person what they would like to change about their situation or what they would like to happen. This is important because the risk cannot always be removed. The interviews created a safe space for women to share ideas about the type of support that could have helped them. They called for:

- **A Women only peer support group** for survivors of Domestic Abuse that could follow on from a Freedom Programme. Providing a weekly drop in it would offer a safe space for a cuppa, to share advice and solutions and "to get support when things start to slip".
- **A version of the Freedom Programme** covering substance misuse that explains the impact addiction has on you, your children, family and friends and offers practical coping strategies.
- **Independent advocacy and support services** to help parents going through the process of having children removed to explain what will happen in plain English, and offer support following the removal of a child and mentoring by women who have successfully come out the other side.

## Did it make a difference?

The women's experiences are already changing the way services support those who have experienced domestic abuse, substance misuse and the removal of one or more children. The need for support before and at the point a child is removed has been included in Oldham's new Adult Support Offer due to be launched later in 2021 and has led to more joined up conversations between Children's and Adult Social Care as part of a 'think family' approach.

As a result of insight gained from its work the Board published and promoted a Podcast aimed at practitioners concerning practice informed by trauma.

Funding applications have been developed to help set up a peer support group, designed and run by women with first-hand experiences to support other women. The last word from Claire...

"We want the best for our children. That's why we are sitting here clean and sober. I used to find the word addict a very bad label but now I embrace it. I don't want to be anonymous, to me recovery is the new cool."

## Our plans for 2021/22

Through the development of our **Safeguarding Voice Network**, we will continue to collect and share people's stories to help prevent people in Oldham experiencing abuse, neglect or exploitation. People's first-hand experiences will be at the heart of Oldham's safeguarding practice and will be used to help professionals and organisations change services for the better.

Thank you to KeyRing, Turning Point, Age Uk Oldham, OPAL, Positive Steps, MioCare Group, Made by Mortals, Healthwatch Oldham and the Learning Disability Team for connecting us with some amazing people in 2020/21.



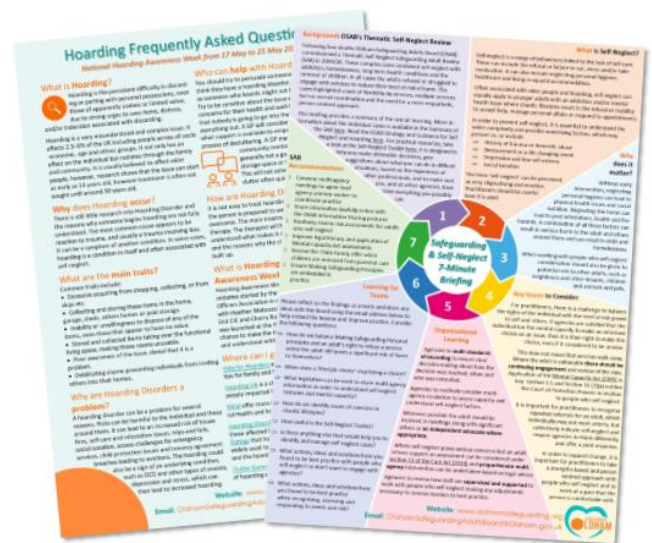
# Our Work in 2020/21

The role of Oldham Safeguarding Adults Board is to ensure that organisations across Oldham work together to help adults live safely. The Board's Three-Year Strategy translates this ambition into an annual work plan and in 2020/21 its achievements include:

- **Adult Safeguarding response to Covid-19** - The Board reacted swiftly to the pandemic by setting up a weekly Covid-19 Assurance Group. Senior leaders from Adult Social Care, police and primary and acute healthcare services monitored local data to identify safeguarding trends and understand the levels of risk for people in Oldham. Additional insight was collected by Healthwatch Oldham, Age UK and Keyring to help understand people's experiences during lockdown.
- **Safeguarding Assurance** - The Board distributed safeguarding leaflets to Council and voluntary sector Doorstop Engagement Teams and requested assurance from agencies on emerging issues including responses to domestic abuse, DNACPR concerns (Do not attempt cardiopulmonary resuscitation) and support for carers.
- **Domestic Abuse and Elder Abuse** – These emerged as key areas for concern during the Covid-19 lockdown and agencies were quick to adapt services to focus on prevention. Greater Manchester Police led a successful domestic abuse Facebook campaign and the Domestic Abuse Partnership have commissioned the SafeLives charity to work with survivors of abuse to develop an early intervention offer for Oldham.
- **All Age Safeguarding Offer** - the Board has worked closely with the Oldham Safeguarding Children's Partnership to develop an all age Safeguarding Communications Plan. As part of this, the joint website and social media platform went live in 2020 and a fortnightly children's and adults Safeguarding Bulletin was launched to keep practitioners and managers up to date with resources and training opportunities.
- **Complex Safeguarding** – The Board has identified a growing number of Complex Safeguarding cases. This term is used to describe adults who experience different types of abuse and/or neglect at the same time, with cases often involving criminal activity such as sexual or financial exploitation or trafficking and historical factors such as childhood trauma.

A successful multi-agency forum now meets to support adults with complex safeguarding needs. It brings together statutory, voluntary and independent housing partners to share information and discuss multi-agency barriers and solutions. Regionally, Oldham has also taken a lead role exploring and developing agencies understanding of complex safeguarding issues through a partnership project with the Association of Directors of Adult Social Services.

- **Self-neglect and Hoarding** - Learning from a Thematic Safeguarding Review is changing the way services identify and support people who self-neglect. A new multi-agency strategy and practitioner tool kit covering self-neglect and hoarding was launched in 2020. This guidance, along with case study examples, 7-Minute Briefings and Grab Guides were designed to develop practitioner's knowledge and confidence to deal with complex cases involving self-neglect.



- **Training and Workforce Development Strategy** - In March 2021, the Board launched its multi-agency training strategy. It sets out flexible learning options through online resources and webinars, as well as plans to roll out a formal programme of Section 42 Safeguarding Referrer, Mental Capacity Act and Self-Neglect training in 2021/22.

Each year, partner agencies provide a summary of their safeguarding work for publication in the Board's **2020/21 Single-Agency Reports**. The following pages provide summaries from Oldham Council, NHS Oldham CCG and Greater Manchester Police as the three lead agencies on the Board.

# Partner Contributions: Oldham Council

**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 has a legal duty to assess and help people to live independently and safeguard people at risk of 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 Adult Community Health and Social Care and the service provides the first point of contact to report safeguarding concerns. We work in **partnership** with individuals to make safeguarding personal by understanding what is important to them and how they want to live safely.

We work with other agencies to help people identify and manage risks and have a duty to make sure that people are not illegally deprived of their liberty. For us, promoting the safety and wellbeing of adults includes **prevention**, the management of risk, promotion of wellbeing, and supporting positive risk taking. Our aim is to **empower** people to be able to safeguard themselves.

## Safeguarding themes in 2020/21

The Covid-19 pandemic shaped all areas of Adult Community Health and Social Care Services in 2020/21. The challenge was to adapt to new ways of working to maintain existing services whilst creating new solutions in response to lockdown restrictions.

Key challenges included:

- **Increase in reports of abuse to Adult Social Care.** We responded effectively to increased levels of safeguarding concerns throughout the pandemic lockdown and recovery periods.
- **Increased support needed for care providers.** We provided enhanced support to care providers in order to support the safe delivery of care throughout the pandemic.
- **Increase in more complex safeguarding cases.** We developed new multi-agency ways of working to address emerging trends in sexual exploitation, self-neglect, domestic abuse and elder abuse.

Despite the challenges, we have had some major successes:

- **New Ways of Working** – All Adult Social Care staff have been trained in undertaking virtual assessments, safeguarding video conferencing and the use of PPE equipment for face to face meetings.
- **Multi-Agency Risk Huddles** – We have combined social care, primary care and community nursing teams within local communities to prevent safeguarding incidents and manage complex cases. This preventative approach has reduced the number of repeat safeguarding referrals.
- **Complex Safeguarding** – We have provided a lead role, working with national, regional and local partners to understand what constitutes and causes complex safeguarding and how we respond effectively to adults experiencing exploitation.

## Our Priorities for 2021/22

The biggest challenge going forward will continue to be the impact of the Covid-19 pandemic and the disproportionate impact this has had on Oldham's poorer communities. As well as being vigilant to the hidden harm the pandemic may have caused our priorities will be:

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

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

# Partner Contributions: NHS Oldham CCG

**NHS Oldham Clinical Commissioning Group (CCG)** 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 CCG is to improve health and healthcare for the people of Oldham by commissioning the highest quality healthcare services that represent best value for money and integrating health and care services. The Clinical Commissioning Group shapes the services provided by local GPs and hospitals.



## Where does safeguarding fit?

The Safeguarding Team within the CCG is central to the commissioning and contractual process. The team has a key role reviewing services to make sure that the people who use them are safe and protected from abuse or neglect.

The Safeguarding Team maintain excellent operational links with Primary Care through regular training sessions as well as sharing resources and learning from Safeguarding Adult Reviews. The Designated Professional Team undertake safeguarding assurance activity with all commissioned providers.

## Safeguarding themes in 2020/21

Throughout 2020/21, Oldham CCG has taken a lead role responding to the Covid-19 pandemic in partnership with other statutory and voluntary organisations on the Board.

Key challenges included:

- **End of Life Care** – We responded effectively to concerns about the blanket application of DNACPR (Do not attempt cardiopulmonary resuscitation) consent. DNACPR. Information packs were circulated to all primary care practices and care providers covering advance decision making, as well as the changes to statements of intent forms.
- **Applying the Mental Capacity Act (MCA)** – We took a lead role to ensure the effective application of the Mental Capacity Act in health care settings during lockdown restrictions and as part of End of Life pathways for patients. Solutions included developing a flowchart and decision-making guide for practitioners to use when considering swabbing Oldham residents for the coronavirus and delivering training to frontline practitioners.
- **LeDeR (Learning Disability Mortality Review) programme** – We signed off twenty-three learning reviews in 2020/21 and have undertaken a substantial amount of work along with partner agencies to embed the learning both locally and nationally. We have also re-designed services, due to the pandemic, which aim to meet the needs of people with a learning disability.

## Our Priorities for 2021/22

The Clinical Commissioning Group will continue to review and monitor the safety of services across GP practices and hospital settings. Our priority will be to **monitor the increase in safeguarding activity** as a result of the Covid-19 pandemic and ensure that any recommendations made to improve practice are embedded into NHS commissioned organisations. The coming year will see major legislative changes for CCGs, and Oldham will actively adopt the **'Working Together to Improve Health and Social Care'** proposals designed to improve the integration of health and social care services. Our priority will be to ensure that safeguarding roles and responsibilities are reflected in any new arrangements.

Priority will also be given to the implementation of the **Liberty Protection Safeguards**. This will involve identifying the number of people that will be affected by the proposed Code of Practice; developing policies and procedures and establishing new CCG governance arrangements.

# Partner Contributions: Greater Manchester Police

**Greater Manchester Police (GMP)** exist to keep people safe and protect local communities by providing a first line response to fighting crime and safeguarding vulnerable people. 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.

## Where does safeguarding fit?



Safeguarding is the responsibility of every member of the policing team from call takers, first responders and neighbourhood policing teams to detectives.

All GMP staff aim to achieve the best outcomes for victims whilst addressing the wider threat posed by perpetrators. Where officers have a concern, there are clear processes in place to trigger a safeguarding referral to multi-agency partners.

## Safeguarding themes in 2020/21

In 2020/21, GMP faced the dual challenge of the Covid-19 pandemic and the need to reform its services following an inspection by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services.

The pandemic led to unprecedented demand with an increase in all areas of Adult Vulnerability. As a result, several measures were put in place within the Oldham Multi-Agency Safeguarding Hub (MASH) to ensure that the partnership identified and supported adults at greatest risk in Oldham.

Key challenges included:

- **Month on month increase in Domestic Abuse** – We have responded to an increase in domestic

abuse incidents which have included an increase in stalking, harassment and domestic related sexual abuse. We are seeing more complex cases which often combine interfamilial issues, substance misuse and/or mental ill health. These cases require joint working with partner agencies to find successful outcomes and in many cases, these move away from a criminal justice solution.

- **Stalking Scrutiny Panel** – A joint review was undertaken by the Police, Crown Prosecution Service (CPS) and Victim Service Coordinators, which highlighted some excellent investigations and tenacity of officers, good joint working on cases and good applications for restraining orders. A key learning point was the lack of victim care which has resulted in the introduction of Learning Circles designed to improve performance.

## Our Priorities for 2021/22

We will continue to prioritise complex safeguarding, domestic abuse and child abuse. We anticipate high levels of demand in these areas due to the ongoing impact of the pandemic. Our priorities include:

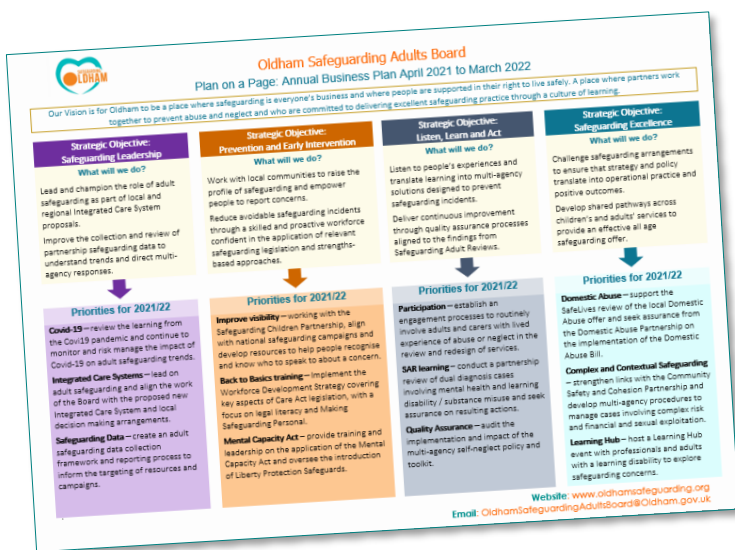
- **Investigative Safeguarding Review Unit (ISR2)** – new specialist units will be created for child protection, adult safeguarding and complex safeguarding. This new structure will enhance GMP's response by working closely with Adult Social Care, mental health services, drug and alcohol services and Neighbourhood Beat Officers. Adult Protection concerns will be resolved quickly by the most appropriate agency and, in so doing, it is anticipated that demand into all services will be reduced.
- **New all-age Complex Safeguarding Team** - Complex Safeguarding is the term used to describe criminal activity that includes the sexual exploitation of vulnerable children and adults, financial exploitation, trafficking and modern slavery. The team will be in place by November 2021 and will be an important focus going forward.
- **Domestic Abuse Learning Circles** – To support the increase in domestic abuse cases the Public Protection Governance Unit is trialing Domestic Abuse Learning Circles in the Oldham District. These will combine reflective practice with opportunities to address organisational barriers when dealing with domestic incidents.

# Our Plans for 2021/22

Over the coming year the Oldham Safeguarding Adults Board faces a period of great change.

The work of the Board will continue to be shaped by the lasting impact of the Covid-19 pandemic and by far reaching structural changes set out in the Health and Care Bill and the Greater Manchester Policing Reforms. Other significant legislative changes for the Board include requirements within the Mental Health Act White Paper and the introduction of the Liberty Protection Safeguards.

To ensure that adult safeguarding is central to these changes, the Board has agreed new governance arrangements designed to strengthen safeguarding leadership and accountability at the most senior levels in Oldham. It has also produced a Plan on a Page that sets out its priorities for the coming year (available on the Board website or please click on the image below).



The Board's key priorities for 2021/22 are to:

**1. Improve the way services work together:** The Board will support the creation of Integrated Care Systems that look beyond the NHS and social care to fully involve the wider statutory, voluntary and community sector as equal contributors. The Board will continue to capture people's experiences to ensure the safeguarding of adults at risk of abuse and neglect are a central feature of the new arrangements.

**2. Embed learning from safeguarding reviews:** The Board will implement the Workforce Development Strategy covering key aspects of Care Act legislation including the reporting of safeguarding concerns, legal literacy and Making Safeguarding Personal. The aim is to empower our front-line staff with the specialist knowledge, skills and ability to prevent abuse and respond effectively when someone is at risk of, or experiencing, abuse.

**3. Elder Abuse Project:** Through a joint project with the Domestic Abuse Partnership and Age UK Oldham, the Board will lead a safeguarding research and training project funded by the Ministry of Justice. The project will explore older people's experiences of domestic abuse to help identify the signs to look for and produce a suite of training resources to offer practical support for practitioners.

**4. Safeguarding Data:** Improvements will be made to the collection and interrogation of partnership safeguarding data to understand trends, direct multi-agency support and prompt safeguarding campaigns.

**5. Liberty Protection Safeguards:** The Board will seek assurance from relevant organisations that appropriate arrangements and standards are in place to deliver the new Liberty Protection Safeguard legislation.

**6. Complex and Contextual Safeguarding:** Work will continue both at a local and regional level to improve partners understanding of Complex and Contextual safeguarding issues. Through joint working with the Community Safety and Cohesion Partnership, multi-agency procedures will be developed to manage cases involving complex risk and financial and sexual exploitation.

**7. Be led by people's experiences:** We will create the space to listen to, and learn from, local people who have first-hand experiences of abuse and neglect and involve them in processes that hold partners to account. This will include developing the Safeguarding Voice Network to make sure the work of Oldham Safeguarding Adults Board is shaped by the views of local people.

# Get involved!

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

## 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.



## Stay in touch

The work of the Board is supported by the Board Business Unit who 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 bulletins, please contact us by email at:

**OldhamSafeguardingAdultsBoard  
@oldham.gov.uk**

Or visit our website:

**[www.OSAB.org.uk/](http://www.OSAB.org.uk/)**

## 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

