



OLDHAM SAFEGUARDING ADULTS BOARD

Annual Report and Single-Agency Statements 2023-24



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Helping people live safely in Oldham

What is Safeguarding?

“Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect.” Care Act 2014

Safeguarding is also about respecting an individual’s views, wishes, feelings and beliefs when acting in the interests of their wellbeing.

Oldham’s Safeguarding Adults Board is responsible for leading adult safeguarding arrangements in the borough. It does this by bringing together a huge number of teams and organisation to ensure services work together effectively; helping people to live free from harm and protecting their human rights.

Who are the Safeguarding Board?

By law, the Board’s membership must include Oldham Council and the Oldham based teams from Greater Manchester Police and NHS Greater Manchester Integrated Care.

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

- Voluntary sector organisations
- Healthwatch Oldham
- Probation Service
- Greater Manchester Police
- Pennine Care NHS Foundation Trust
- Northern Care Alliance NHS Foundation Trust
- North West Ambulance Service NHS Trust
- Public Health
 - Oldham Housing organisations
 - Greater Manchester Fire and Rescue Service
 - Oldham Council
 - NHS Greater Manchester Integrated Care
 - Mind
 - Advocacy services
 - Substance misuse services.

The Board is managed by an Independent Chair who is responsible for providing safeguarding leadership

and oversight. Through the work of the Board, the Chair seeks assurance from partner agencies that they are working together effectively to help keep people safe.

Safeguarding is everyone’s business

There are many different types of abuse and neglect such as financial and sexual abuse, domestic violence, elder abuse, modern day slavery and even self-neglect; all of which can happen at home, in the community or within places where care is provided.

The safeguarding responsibilities of the Board are just part of the solution. Our greatest resource for identifying and reporting safeguarding concerns are families, friends, and members of the public. Therefore, our ongoing mission is to ensure that safeguarding is everyone’s business by encouraging people to be curious, highlighting the signs to look for and making it easy to make a safeguarding referral.

The Board had three core duties:

1. Conduct a **Safeguarding Adult Review** where there is evidence to suggest that someone has experienced harm as a result of abuse or neglect.
2. Produce a **Strategic Plan** setting out the changes the Board wants to achieve and how organisations will work together to help keep people safe.
3. Publish an **Annual Report** setting out information on safeguarding trends locally, the actions of the Board over the last year, and priorities for the coming year.

This Annual Report provides an overview of safeguarding trends in Oldham during 2023-24. It also provides information on the Safeguarding Adult Reviews commissioned by the Board and how the learning from these reviews has shaped and improved the way services work in Oldham.

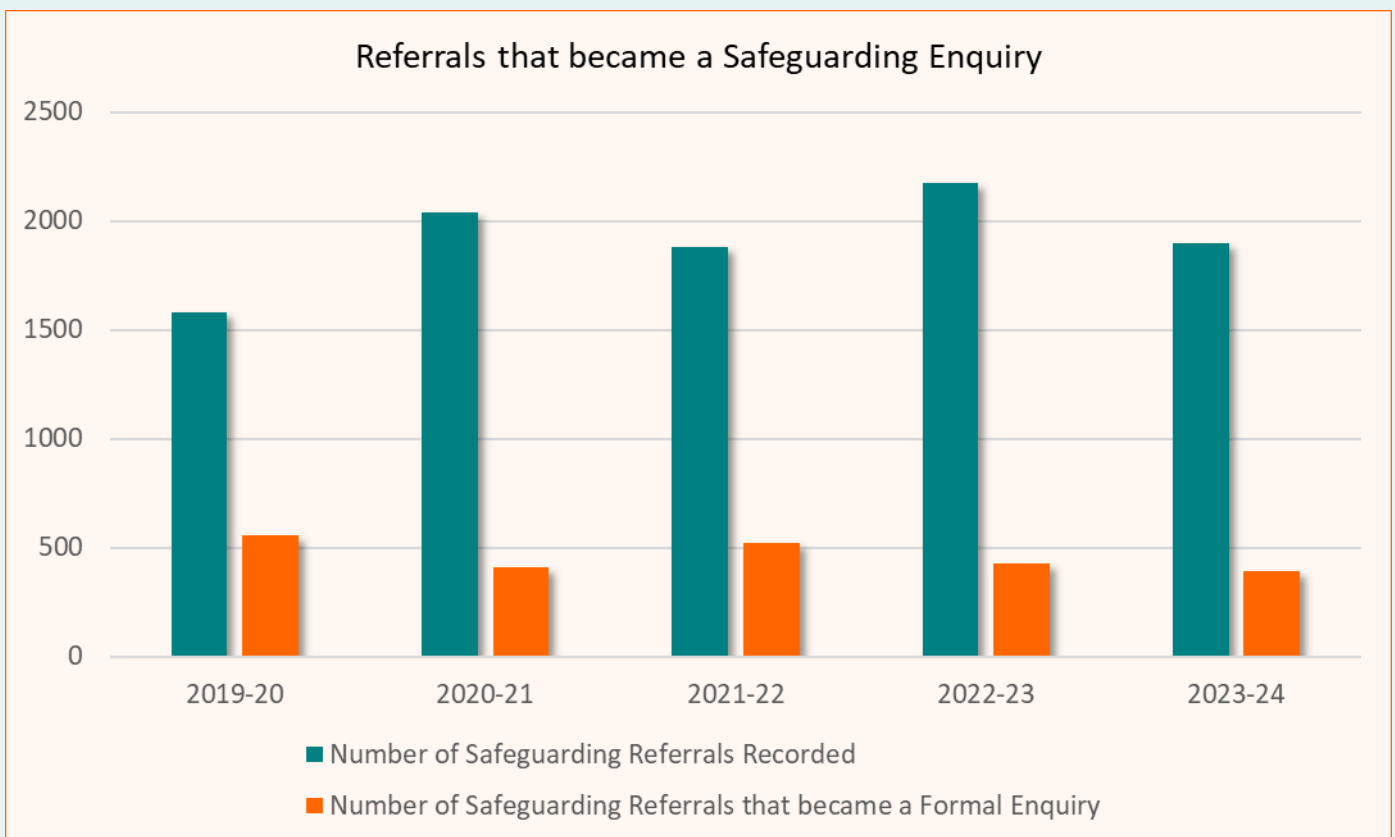
Profile of abuse and neglect in Oldham

The following information shows the numbers and types of safeguarding abuse recorded for Oldham residents in 2023-24. This data has been compared to the numbers and types of safeguarding abuse from previous years to help us understand any changes or new types of safeguarding concerns that need to be addressed.

Safeguarding referrals that became a formal safeguarding enquiry

Each safeguarding referral received is investigated and if we believe that an adult with care and support needs is at risk of serious abuse or neglect and is unable to protect themselves because of those needs, the referral becomes the subject of a formal safeguarding enquiry. The purpose of a formal safeguarding enquiry is to ensure that the referral is investigated, to gather more information, to collect the views of the adult at risk of serious abuse or neglect and the views of anyone else who may be relevant, and to prevent, or stop, abuse from occurring.

The chart below shows the number of safeguarding referrals that have gone on to become formal safeguarding enquiries over the last five years.



During 2023-24, a total of 1896 safeguarding referrals were received and of these, 390 became a formal safeguarding enquiry. The number of safeguarding referrals decreased by 13% in 2023-24 compared to the previous year. The decrease is thought to be a result of awareness raising activity and training provided by the partnership in relation to the criteria for a formal safeguarding enquiry and alternative safeguarding pathways such as referrals to the Independent Domestic Violence Advisory (IDVA) Service and the Changing Futures team who support adults with multiple and complex dependencies. Practitioners are also utilising the OSAB Tiered Risk Assessment and Management (TRAM) Protocol which is designed to support cases who are at risk of serious harm or death.

Whilst the number of overall referrals has decreased, the proportion of those that have led to formal safeguarding enquiries has remained relatively consistent, increasing from 20% in 2022-23 to 21% in 2023-24.

Sex, age, and ethnic group of safeguarding referrals

Of the 1896 safeguarding referrals in 2023-24, 55% (1050) related to women and 45% (843) related to men. There were a further three safeguarding referrals where the sex was unknown. This is a similar split as previous years.

As women make up 52% of the total adult population in Oldham, this means that the percentage of safeguarding cases per head of population in 2023-24 were slightly higher for women than for men.



**safeguarding referrals
were about women in
2023-24**



**safeguarding referrals
were about men in
2023-24**



Of the 1896 safeguarding referrals in 2023-24:

- 671 (35%) were 18-64 years old
- 276 (14%) were 65-74 years old
- 493 (26%) were 75-84 years old
- 464 (25%) were 85 years old or older

Considering different age groups, during 2023-24, it was recorded that around 65% of all safeguarding referrals related to someone aged 65 or over. Whilst the percentage of people aged 85 years and over has increased slightly from 23% to 25% the breakdown by age group has remained relatively consistent over the last few years.



Of the 1896 safeguarding referrals in 2023-24:

- 1573 (83%) were White British
- 148 (8%) were Asian/British Asian
- 126 (7%) were Unknown/Undeclared
- 30 (2%) were Black/African/Caribbean/Black British
- 19 (1%) were Mixed/Other Ethnicity

Considering the ethnicity of Oldham residents, during 2023-24, it was recorded that 83% of all safeguarding referrals related to White British people. This is largely the same proportion as previous years. As White British people make up 65% of the total adult population in Oldham, this means that the percentage of safeguarding cases per head of population in 2023-24 were slightly higher for White British people.

Overall, the 2023-24 figures suggest that White British people aged 65 years old and over were more likely to be the subject of a safeguarding referral compared to any other group.

Who reported the concerns

Of the 1896 safeguarding referrals in 2023-24:

- 30% were referred by Health services
- 25% were referred by a service Provider
- 21% were referred by a Professional
- 13% were referred by 'Other'
- 10% were referred by Someone Connected
- 1% were self-referred



In 2023-24, most safeguarding referrals were made by practitioners from health services (562 referrals) and local providers of care and support (479 referrals).

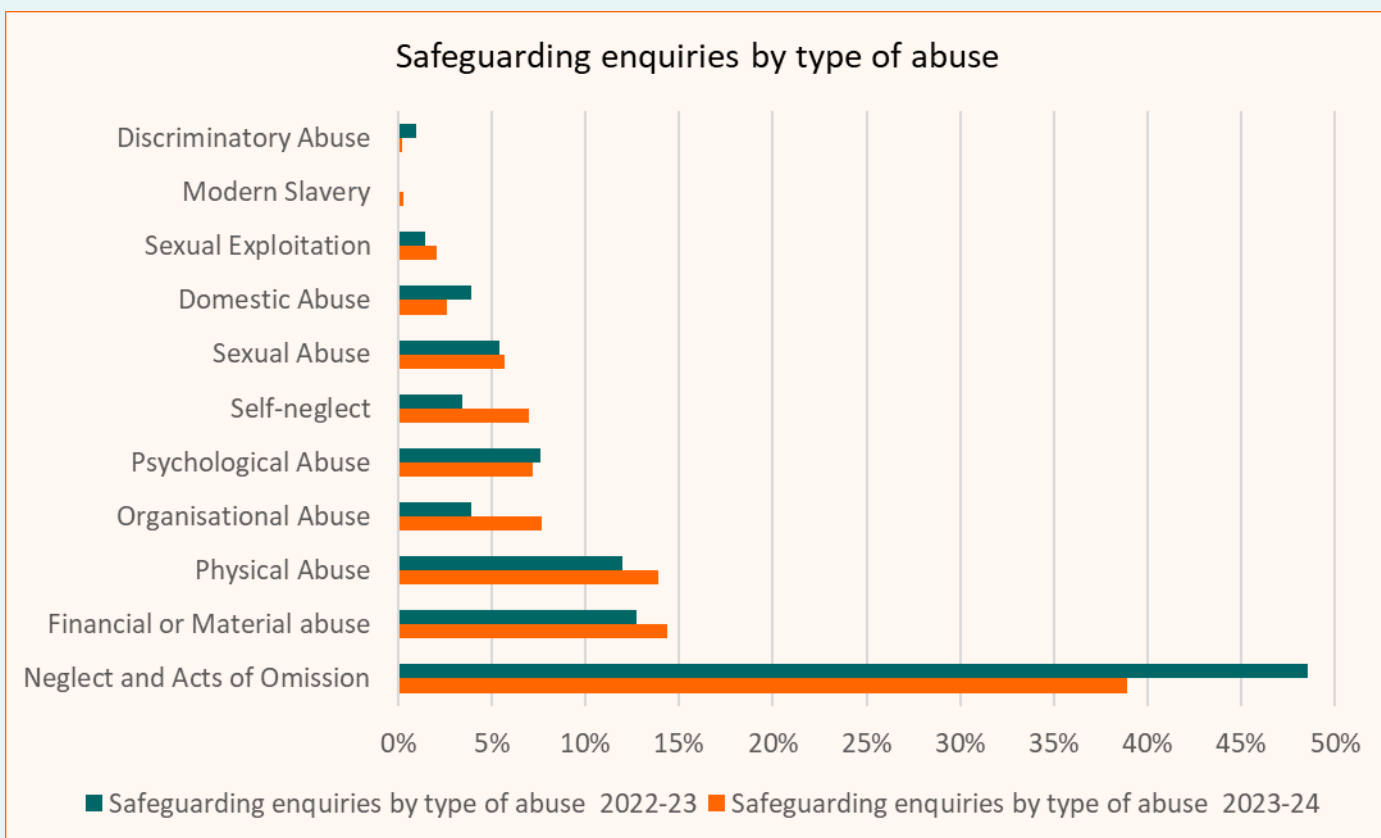
Mental Capacity

A person lacks mental capacity if their mind is impaired or disturbed in some way, which means they are unable to make a decision at that time as they cannot understand the information relevant to the decision; retain that information; or use or weigh up that information as part of the process of making the decision. Examples of how a person's brain or mind may be impaired include mental health conditions, dementia and intoxication caused by drugs or alcohol misuse. The 2023-24 figures include a high proportion of complex safeguarding enquiry cases with 43% of the closed safeguarding enquiries involving people who lacked capacity to make their own decisions. This has stayed relatively consistent as in 2022-23 the proportion was 46%.



Types of safeguarding abuse

The chart below shows a breakdown of the types of safeguarding abuse investigated in 2023-24 compared to 2022-23. Some safeguarding investigations can involve the recording of more than one category of abuse for the same person and these are the cases that often involve multiple agencies working together to ensure those involved are safe.



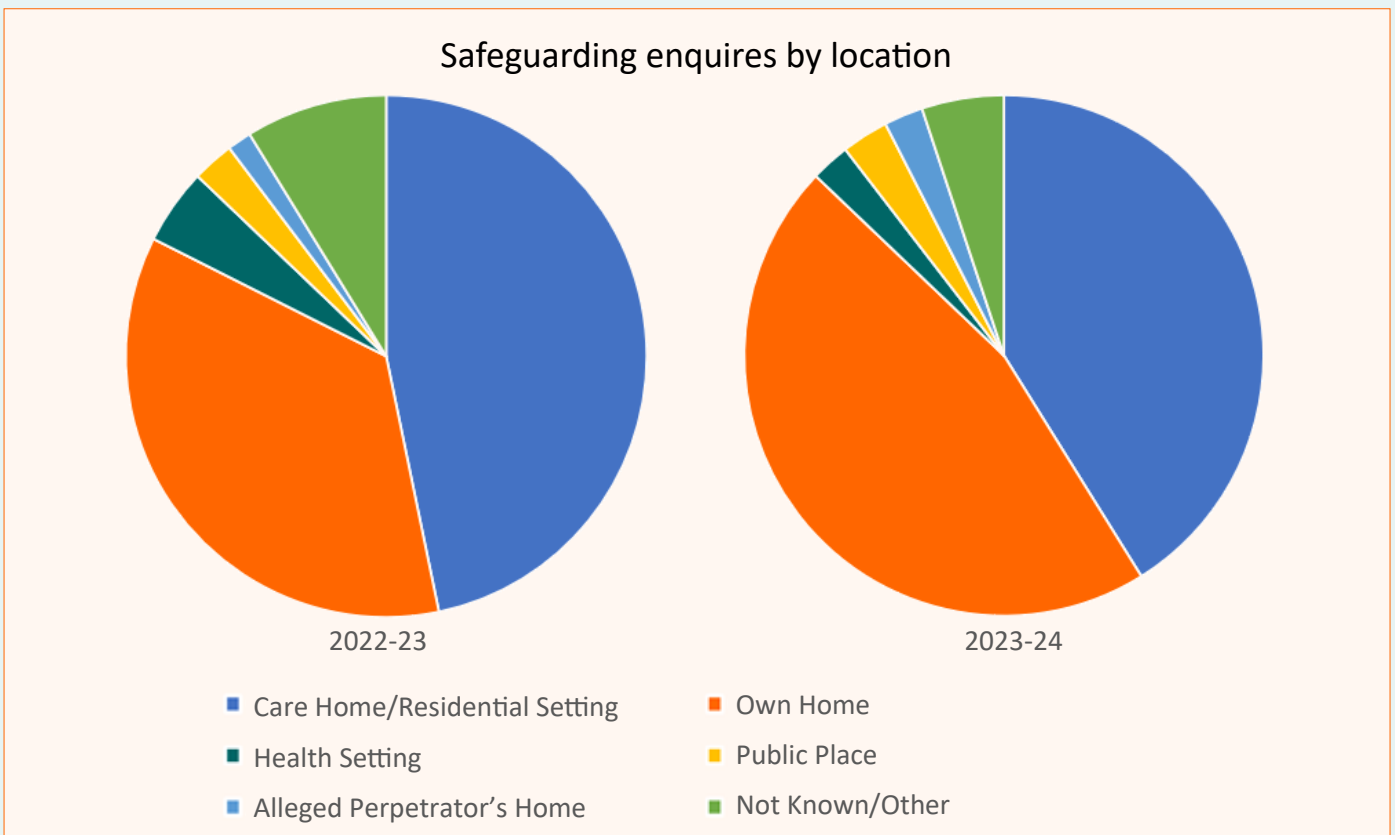
Modern Slavery is an umbrella term for all forms of slavery, human trafficking, and exploitation. It includes holding a person in a position of slavery, servitude, forced or compulsory labour, or facilitating their travel with the intention of exploiting them soon after. In 2023-24, there were twelve safeguarding referrals received related to Modern Slavery in Oldham. Only two of these progressed to a safeguarding enquiry, as it is often the case that the potential victims do not have care and support needs. These cases are usually responded to through alternative processes rather than via a safeguarding enquiry. Local professionals are being encouraged to recognise the signs of Modern Slavery and provided with the details of the alternative processes that can be used to respond to concerns about Modern Slavery through multi-agency training, practitioner guidance and briefings that the Board introduced throughout 2022-23 and 2023-24.

Although the proportion reduced compared to the previous year, the most common form of abuse in 2023-24 related to neglect and acts of omission. These are cases where a person who is responsible for the support of an adult at risk has failed to provide adequate care or essentials such as medicines, nutrition, heating etc. Neglect and acts of omission has consistently been the most common form of abuse over the last five years. The proportion has increased from 33% in 2020-21, to 39% of cases investigated in 2023-24.

Financial or material abuse includes theft, fraud, exploitation, pressure in connection with financial matters, or the misuse of someone else's finances. This category accounted for 13% of safeguarding enquiries in 2023-24, making it the second most common form of abuse. This was also the case in 2022-23, although the proportion has increased from 9% to 13%. It is thought that this has been impacted by new resources aimed at encouraging practitioners across the partnership to recognise the signs of financial abuse and exploitation.

Where the abuse took place

The charts below show that for both 2022-23 and 2023-24 the most common places where the reported abuse or neglect took place was within a care home/residential setting or the person's own home.



Number of closed safeguarding referrals and enquiries



2631 safeguarding referrals and enquiries were closed in 2022-23

2569 safeguarding referrals and enquiries were closed in 2023-24

During 2023-24, a total of 2569 safeguarding referrals and enquiries were closed which was slightly fewer than the 2631 closed during the previous year. The 2569 closed is more than the 1896 referrals received in the year, this is due to a push by Oldham's Strategic Safeguarding Service to increase the number of timely closures of referrals and enquiries and includes the closure of outstanding cases from 2022-23.

OSAB regularly review safeguarding data. In 2023-24, the Board oversaw further development of a detailed data 'dashboard'. The insights from this are used by the Board to review safeguarding resources such as training and guidance and where appropriate, adjust the way services work together to keep people safe in Oldham.

Safeguarding - What does good look like?

When Oldham Safeguarding Adults Board report on safeguarding data, we often focus on safeguarding enquiries, because this is a statutory responsibility. But this is only part of the picture. In 2023-24, Adult Social Care worked with other partner agencies to deal with a further 1506 safeguarding referrals that did not meet the criteria for a safeguarding enquiry, but often involved a great deal of work to keep people safe and well.

In Gemma's case a referral was made about domestic abuse, self-neglect, and financial exploitation. The story involves a number of agencies and is provided to demonstrate what we have learnt to date, what has been making a difference to safeguarding practice and to outcomes for individuals, and where we are experiencing challenges.

Gemma

Gemma is a bubbly, chatty, friendly person. Her resilience is one of her key strengths. She has hopes and aspirations for her future and would like to live in a new town, with a job, good relationships, good mental wellbeing, independence and contact with her child.

Gemma was referred to Adult Social Care in 2023 due to safeguarding concerns of domestic abuse, self-neglect, and financial exploitation. A multi-agency team of safeguarding partners began to work with Gemma in relation to her wellbeing and safety. Through a trusted professional approach, the people working with her were able to build trust over time by outreaching to her. Gemma's care and support needs, mental capacity in relation to safe relationships, accommodation, health, welfare and finances, and the risks of her current situation became clear through months of multi-agency working during 2023-24.

Gemma had been neglected and sexually abused and exploited as a child. She was now experiencing ongoing trauma as an adult with no consistent access to safe accommodation, food, or finances, and was experiencing abuse from her partners, family members and strangers.

The impact of trauma, untreated attention deficit hyperactivity disorder (ADHD), and the use of substances and alcohol from an early age were impacting upon Gemma's risk perception,

impulsivity, and capacity to make decisions regarding her relationships, finances, accommodation, health, and welfare. Although she was initially verbally captious, concerns remained that the level of risk Gemma was experiencing remained high over time and there were also concerns that she was unable to protect herself from the risk of abuse. The team around Gemma consulted Oldham's Adults Complex and High Risk Panel (CaHRP) for advice and guidance regarding risk management whilst assessments were ongoing.

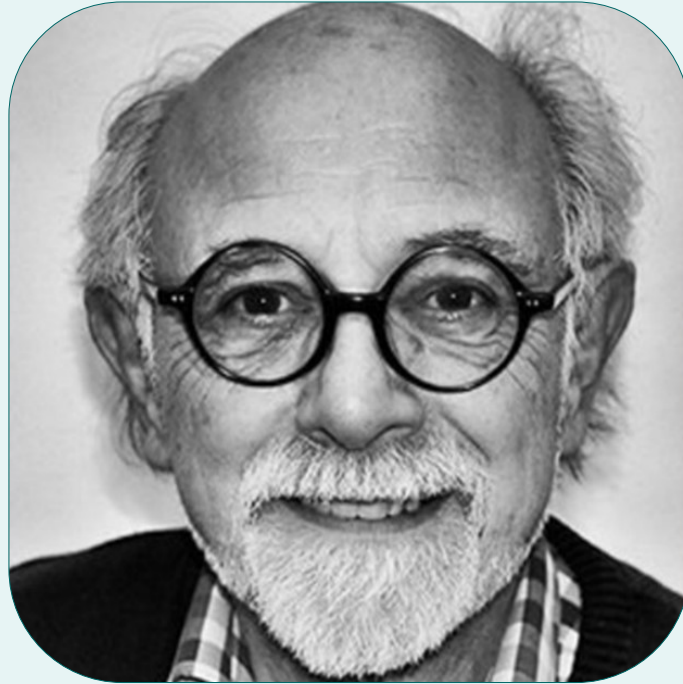
Gemma was initially thought to have capacity in relation to safe relationships, accommodation, health, welfare, and finances, but concerns that she was unable to use information to make decisions in these areas led to specialist assessments being completed and she was found to lack capacity regarding these decisions at this time.

The team around Gemma continued to risk assess and respond on a weekly, and daily basis at times to maintain her safety whilst they searched for safe and supportive accommodation that could meet her complex needs. With legal guidance and support, an application was made to the Court of Protection and a judge agreed the protection plans proposed by the team around Gemma. She is now living safely in a therapeutic environment.

Although restrictions to keep her in place are initially high, with ongoing support in a safe space, she can now begin the process of recovery and has the best chance of regaining capacity and independence in the future. For now, Gemma has told the team around her that she loves her new home and that things are improving for her.



Message from the OSAB Independent Chair



“ This annual report of the Oldham Safeguarding Adults Board for 2023-24 once again demonstrates the extent of activity undertaken by a wide range of local agencies for the residents of Oldham. The report reflects both the strength and depth of safeguarding work delivered within localities to identify and address safeguarding need and the extent of innovation and commitment shown by those working in such settings.

I would draw your attention to the actions chart laid out on pages 12-14 of this report which clearly demonstrates the variety of work that has been undertaken in the year.

The report also demonstrates how safeguarding initiatives commenced in Oldham have been taken up by other boroughs and, in some instances, actioned across Greater Manchester.

The conclusion of the reporting period of this report (March 2024) also marks the conclusion of the Safeguarding Board’s three-year strategy. A new three year strategy statement for the period 2024-27 has now been produced and seeks to deliver on a number of safeguarding priorities including:

- Improved joint working with the Oldham Safeguarding Children’s Partnership.
- Enhanced staff training on issues relating to the mental capacity of individuals with safeguarding needs.
- Combatting exploitation and issues of complex safeguarding arising from risks encountered outside of the family home.

All of the partners to the Board are committed to making the impact of this new strategy statement as successful as the last.



A handwritten signature in blue ink, appearing to read 'Henri Giller'.

Henri Giller
Independent Chair
Oldham Safeguarding Adults Board

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 review the way agencies worked together to safeguard an individual or family. Learning from the review is shared across agencies and used by the Board to review the way services operate in order to prevent a similar situation.

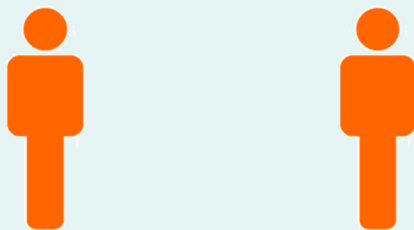
Central to the process is the involvement of the family or the individual, if they are still alive. This ensures that we capture the experiences of people who use services and use this insight to inform any changes.

The following information shows the decrease in the number of reviews commissioned by the Board in 2023-24 to compared to the previous year.

2022-23 4 Safeguarding Adult Reviews



2023-24 2 Safeguarding Adult Reviews



Common learning themes emerging from SARs completed by the Board involved the assessment of an individual's mental capacity in line with the Mental Capacity Act (MCA); multi-agency management of risk; Complex Safeguarding and exploitation; recording decision making and sharing information; and safeguarding transitions which is the term used to describe the period of change in a young person's life as they move from childhood to adulthood and the way services in Oldham support young people between the ages of 14 and 25, as they move from children's to adults' services.

The findings below came from a SAR completed in 2023-24. The [SAR Report](#) is available on the OSAB Website.

Jason

Jason was only 45 when he died. He was addicted to class A drugs and was the victim and perpetrator of crime. He received treatment for substance misuse either side of a custodial sentence. Following release, Jason's engagement with the substance misuse service was poor.

Jason was the victim of domestic abuse; most occasions were linked to male family members. Jason attended A&E after being stabbed in the buttocks, a practice known as 'bagging'. This is when a person gets stabbed in the rectum and often leads to the victim having to use colostomy bags for the rest of their life. It is thought this is a form of humiliation. It is a technique being used more often by Organised Crime Groups. Jason spent time begging. He had money stolen and disclosed to a mental health worker that he was being 'cuckooed'. Jason presented as homeless after experiencing several forms of harassment and abuse at his property from family members and unknown others. He was supported by services into temporary accommodation.

Jason was seen by a mental health practitioner due to expressing suicidal thoughts. He did not require assessment under the Mental Health Act. The SAR found a recurring theme in agency records that Jason was self-neglecting and prioritising his substance misuse over his physical and mental health. Practitioners had determined that Jason did have the mental capacity to understand the risks he was putting himself at in relation to his physical health. He was felt to have the capacity to make an 'unwise decision' in line with the MCA.

The SAR suggested the need for improved multi-agency risk management including single-agency escalation processes; record keeping; legal literacy around the MCA; and professional curiosity.

Listening to Lived Experience

Capturing the voice and experiences of the adult

The Care Act describes how agencies need to work together to help individuals and families live free from abuse, harm, and neglect. The Board recognises that whilst anyone can become a victim of abuse there are some who, due to their situation or the environmental factors around them, are at greater risk of experiencing harm. In addition, Oldham has an ethnically diverse population and areas with high levels of poverty. We are committed to working together to make sure that safeguarding is everyone's business, and we are committed to working with local communities to listen to and understand their experiences.

Capturing the voice and experiences of those at the centre of Safeguarding Adult Reviews is vital to help us make effective improvements to front line services and recovery pathways for those who have experienced abuse or neglect. Whilst the feedback from these reviews has helped to shape and inform the strategy and business plans of the Board and in turn, the training and practitioner resources produced throughout 2023-24, the Board recognises that capturing the voices and first-hand experiences of those who have accessed help and support is a key area for development and there is more to do to improve how we engage with adults as a partnership.

How are the Board 'Making Safeguarding Personal'?

Making Safeguarding Personal (MSP) is a way of working that should be seen across all practice areas, not limited to safeguarding, where practice is person-centred, outcomes focused, and strengths based and develops a range of responses to support people to improve or resolve their circumstances.

During 2023-24, the Board assessed the application of the MSP principles by scrutinising case files, listening to feedback from multi-agency practitioners and scrutinising the experience of an adult, Ade, whose family had voluntarily provided their thoughts and feedback about a safeguarding enquiry to partner agencies.

The results of this extensive project influenced the Board's work during 2023-24 and will continue to during 2024-25. As a result of the project, the Board will redraft the overarching multi-agency adult safeguarding policy and procedures to place renewed focus on MSP; there will be changes made to electronic recording systems so that MSP is considered at the earliest possible opportunities; new practitioner briefings about MSP will be produced for all agencies; the OSAB '[What to Expect](#)' leaflet will be promoted and practitioners will be encouraged to share this with anyone involved in safeguarding enquiries; and key agencies will be asked to provide assurance about their plans for the development of feedback processes for people subject to Section 9 Care Act Assessments or Section 42 Safeguarding Enquiries.



Working in Partnership in 2023-24

The role of the Board is to ensure that agencies across Oldham work together to help adults live safely. To provide clear direction, the Board produces an strategic plan every three years. 2023-24 represented the final year of the [2021-24 Three-Year Strategy](#). The Board produces an annual business plan which translates its agreed ambitions for the three-year period into an programme of work shaped by learning from SARs and

feedback about experiences of accessing services; the [Business Plan for 2023-24](#) was published at the start of the year. The timeline below sets out just some of the headline achievements during 2023-24 as partner agencies worked towards achieving their annual plan. In addition, pages 16 to 38 detail partner agencies' own safeguarding work throughout 2023-24 and their future plans.

April 2023

Refining the OSAB TRAM Protocol

Recognising its importance as part of the safeguarding prevention offer, the multi-agency risk management processes in the [Tiered Risk Assessment and Management \(TRAM\) Protocol](#) were reviewed based on practitioner feedback. The process for referral to the Adults Complex and High Risk Panel was strengthened and a [two-page flowchart](#) simplifying processes was produced. This was later followed by agencies providing confirmation that the TRAM protocol is being effectively embedded in practice.



OSAB offered **9** different multi-agency training courses in 2023-24. These were attended by **794** practitioners and managers representing **67** different services from across the statutory and voluntary sectors!

DID YOU KNOW?

May 2023

OSAB Practitioner Briefings

OSAB produced eleven [grab guides](#) and [seven-minute briefings](#) in 2023-24, starting with those providing practitioners with an overview of different forms of exploitation in May. These covered key topics ranging from the [safeguarding transitions process](#), essential learning from Safeguarding Adult Reviews (SARs) and [supporting victims of rape and sexual assault](#). A new [OSAB Seven-Minute Briefing Team Discussion Feedback Form](#) was developed to record and evidence how briefings are being used.



June 2023

Assurances

OSAB accepted timely assurance regarding the instability of some care providers. Additional assurances about other practice areas were provided in 2023-24 including Channel and Prevent work, housing conditions, implementation of 'Right Care, Right Person' by Greater Manchester Police, and safeguarding and oversight of out of borough placements. Innovative responses to increased workloads and pressures on staffing, particularly in relation to cost of living, were also reported to OSAB.



July 2023

Transitions Progress

An extraordinary Board meeting was held with Oldham Safeguarding Children Partnership to reflect upon the current position of Transitions, considering the major lessons determined through SARs and children's reviews. The [Oldham Transitions Policy](#) was published and by November, a new Transitions Strategic Board was established supported by several groups focused on specific workstreams.



August 2023

OSAB Modern Slavery Appreciative Inquiry

An appreciative inquiry was undertaken utilising key questions to help care sector providers uncover existing strengths and opportunities in their services in relation to modern slavery. This led to new checks being embedded into standard quality monitoring activity and further awareness raising via comms and the delivery of presentations to providers.



OSAB representatives contributed to the development of new [Greater Manchester Guide to Exploitation and Organised Immigration Crime in the Care Sector](#). This is now being used by operational teams across the region and has received excellent feedback.

DID YOU KNOW?

OSAB discussed the findings of the National Independent Inquiry into Child Sexual Abuse (IICSA), determined the recommendations that were relevant to safeguarding adults and agreed appropriate actions in response.

DID YOU KNOW?



September 2023

OSAB Making Safeguarding Personal Audit

Partner agencies audited the consistency of the application of the Making Safeguarding Personal principles considering person-centred, outcomes focused, and strengths based practice. This included scrutiny of records, lived experience examples and feedback discussions with practitioners. The audit provided insight which enabled positive actions to be set including changes to IT systems and the development of mechanisms to collect feedback from individuals. OSAB are also working with the University of Sunderland on a research project considering the involvement of older people in adult safeguarding.

October 2023

OSAB Business Unit Developments

The OSAB Business Unit help the board to fulfil its role to lead strategic and operational safeguarding adults work within Oldham. The capacity of the Business Unit was reduced by 50% for the first six months of 2023-24. In May, a new Business Manager was appointed and by October, they were joined by a new Business Coordinator. This brought the unit back to full capacity. Throughout the year, the unit have worked diligently to ensure consistency of quality output for practitioners and OSAB members, deliver the OSAB statutory duties and support the various OSAB forums and functions.



November 2023

National Safeguarding Adults Week

New Resource Launch

Resources providing an overview for identifying, preventing and responding to *adult sexual exploitation* and *financial exploitation* were added to the already published *Cuckooing Guidance* and *Modern Slavery Toolkit*. A different resource was promoted each day alongside associated seven-minute briefings.

Training Opportunities

Practitioners were also given the opportunity to attend training sessions including the launch of a brand new session focused on Professional Curiosity and Unconscious Bias. Other sessions were related to Self-Neglect and Hoarding, How to make a Safeguarding Adult Referral and local risk management processes (TRAM Protocol).

December 2023

CQC Assessment Readiness Event

A well attended OSAB event to discuss the extent to which the partnership was ready for forthcoming Care Quality Commission (CQC) review and assessment was held. Invitees included an extended group of partner agency representatives. The event clarified what CQC are looking for, the roles and expectations of different partner agencies and current strengths and challenges in relation to partnership working. It was agreed that progress with readiness for CQC assessment would be a regular discussion at OSAB meetings.



The Board supported numerous public campaigns to raise awareness of safeguarding issues including Hoarding Awareness Week, Mental Health Awareness Week, International Day of Older Persons, Carers Week and International Suicide Prevention Day.

In addition, information on how to raise a safeguarding concern was sent to all residents in Oldham via the free local newspaper.

DID YOU KNOW?

Safeguarding Adults Week Pledge

OSAB partner agencies made a pledge to ensure that as many practitioners as possible were given the time for personal development related to safeguarding. **141** practitioners representing **35** different services attended the training and positive feedback about the new resources was abundant!

OSAB.org.uk, @SafeguardOldham and Safeguarding Bulletin

During 2023-24, the *OSAB website* was visited more than **14,000** times! The most popular pages were the News and Events page where all new policies, guidance, and training events are promoted, the Policy and Procedure page, and the page detailing how to book multi-agency training and recommended eLearning. The busiest period was undoubtedly during Safeguarding Adults Week.

During 2023-24, @SafeguardOldham tweets have been seen more than **34,000** times! This led to the number of followers increasing by **10%**.

Subscribers to the fortnightly *Oldham Safeguarding Bulletin* increased by more than **40%** during 2023-24!



Eggshells - OSAB Short Film

The *Eggshells short film* was designed to help everyone recognise the signs and promote an understanding of escalating domestic abuse over time, particularly coercive and controlling aspects.

It was co-produced with a team of professional artists, partners from health and social care and a group of women from Oldham who courageously shared their lived experience as a way of helping others going through the same experiences.

Since its launch, Eggshells has been viewed more than **844,000** times! The film has also received more than **27,000** likes and more than **2,300** comments from people all over the world!

January 2024

Cost of Living and Safeguarding

In January and throughout the year, OSAB welcomed updates concerning the connection between cost of living and safeguarding and partnership work around residents who were vulnerable or needing support from the cost of living crisis response. Assurances were given about a 'Clean Room' approach where crisis support agencies were brought together with wider support agencies to understand if households requiring repeat cost of living support were known to, and engaging with, support from wider services or had recently had contact with social care, to identify if any further partnership action was required.



During 2023-24, OSAB have screened seven referrals for SARs. Two of these were determined to meet the statutory criteria. In the same period, OSAB completed two SARs and continued work on a further three SARs!

DID YOU KNOW?

February 2024

OSAB Trauma Informed Practice Guidance

In addition to ongoing multi-agency training and the provision of an *OSAB Practice Informed by Trauma* podcast, new *OSAB Trauma Informed Practice Guidance* was developed. The document explores the impact of trauma on the brain; the effects and impact of trauma; hints, tips and tools to use, the importance of the language we use and more.



March 2024

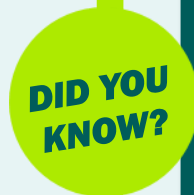
Improving Legal Literacy Around the Mental Capacity Act

Agencies provided some clear assurances of their ongoing commitment to achieving legal literacy around the MCA. It was found that proportionate measures were in place that reflect the differing roles of agencies and staff within agencies, particularly in relation to levels of knowledge and training around the MCA and single and multi-agency training was working well alongside OSAB guidance documents.



OSAB received great feedback about the TRAM Protocol from the Safeguarding Adults Boards in Wigan and Tameside. Both areas have asked if they can adopt the Protocol crediting OSAB.

Numbers of referrals to the Adults Complex and High Risk Panel (CaHRP) have reduced throughout 2023-24. It is thought that this is due to the successful implementation of the TRAM Protocol as a whole, as more cases are believed to be being well managed at the lower tiers via the Team Around the Adult (TAA) approach. This is also likely to be a further factor that has contributed to the reducing numbers of safeguarding adult referrals.



DID YOU KNOW?

DID YOU KNOW?

OSAB has established a new Hoarding Improvement Partnership to enable multi-agency reflection about cases, influence local practice and promote awareness amongst practitioners and with the public.

Plans for 2024-25 and beyond

Oldham Safeguarding Adults Board has made significant progress over the last twelve months. Progress against existing priorities and potential new priorities for the partnership were considered at a development session held in May 2024. This resulted in partner agencies developing a [new three-year strategy](#) for 2024-27 (Click on the image below to take a look).



As part of the strategy partner agencies agreed a new overarching vision for the Board:

The New OSAB Vision

“For Oldham to be a place where safeguarding is everyone’s business, where accountability is in place in order to safeguard people and where people are supported in their right to live safely. A place where partner agencies work together to prevent abuse and neglect and are committed to delivering excellent safeguarding practice through a culture of learning.”

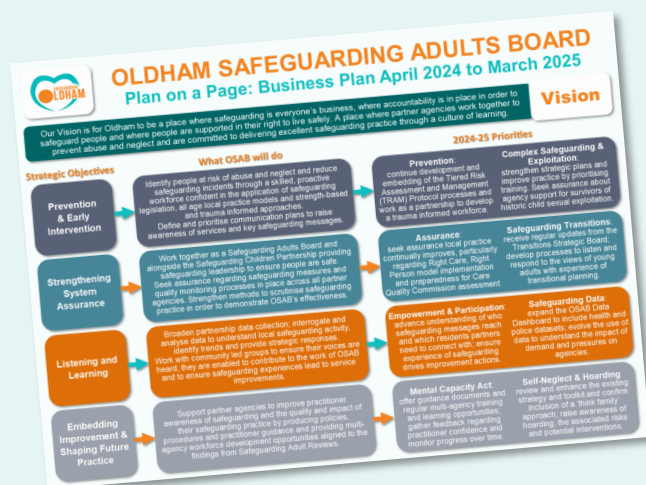
Partner agencies also selected four high-level strategic objectives as:

- **Prevention and Early Intervention**
- **Strengthening System Assurance**
- **Listening and Learning**
- **Embedding Improvement Shaping Future Practice**

Board plans for 2024-25 were agreed and published as the annual OSAB Business 'Plan on a Page' (Click on the image on the right to take a closer look). Highlights of the key plans for 2024-25 follow.

The Board will:

- continue to work alongside the Safeguarding Children Partnership to support the work of the new Strategic Transitions Board with the development of local **safeguarding transitions** processes; relevant Safeguarding Adult Reviews will continue to be used to understand and utilise the systemic learning when Transition cases present learning opportunities; and processes to listen and respond to the experiences of people with lived experience of transitional planning will be established.
- respond to local learning around the **Mental Capacity Act** by providing practitioners with supportive guidance documents, regular multi-agency training and other learning opportunities.
- build on the work undertaken to improve safeguarding practice in relation to **complex safeguarding and exploitation** by focusing on refreshing the adult strategy, rolling out multi-agency training and collaborating with local community groups to design and launch a communications campaign about the signs of exploitation and how to report concerns.
- continue to drive forward the threefold purpose of the new **Hoarding Improvement Partnership**: raising awareness of hoarding with the public and practitioners; sharing good practice examples between frontline practitioners; and strategic development, concerning the need to enhance the local response.
- strengthen procedures for ensuring local **safeguarding practice continually improves** by aligning with statutory requirements for safeguarding audits in place for the Safeguarding Children Partnership and expanding these to include partner agencies operating exclusively in relation to adults.



Single-Agency Statements

In addition to the Oldham Safeguarding Adults Board's Annual Report setting out information on safeguarding trends locally, the actions of the Board over the last year, and priorities for the coming year, agencies are invited to provide highlights of their own safeguarding work for publication as **Single-Agency Statements**. The following pages contain the statements from Oldham Safeguarding Adults Board partner agencies.

Action Together



Action Together CIO (Charitable Incorporated Organisation) is the local infrastructure organisation for the voluntary, community, faith and social enterprise (VCFSE) sector in Oldham, Rochdale, and Tameside.

We connect people with what's happening in their community, develop community ideas into action, strengthen local organisations, and provide strategic influence for the charity and voluntary sector. Action Together also leads a partnership of charities that deliver the Oldham Social Prescribing Service.

Action Together hosts Healthwatch Oldham (HWO), the consumer champion for health and social care in Oldham. The role of HWO is to gather the views of local people to help shape the way services are provided, understand what is important to service users, and hold services to account. HWO plays a key role engaging with hard to reach and vulnerable groups across Oldham.

Safeguarding and Action Together

Safeguarding runs through everything we do within the organisation. Our approach is to ensure that all our staff and volunteers have awareness and training at the right level for their role with us. This means that all our staff and volunteers, including our emergency response volunteers, undertake a safeguarding awareness training session that covers both safeguarding children and safeguarding adults at risk.

Our Social Prescribing teams receive further detailed training as part of their induction and ongoing Continuing Professional Development.

We deliver Safeguarding Children and Adults at Risk awareness training to anyone in Oldham who works or volunteers in the VCFSE as part of our regular training programme.

We also support VCFSE organisations to achieve our Quality in Action Award, the locally recognised quality assurance award for VCFSE groups and organisations. One of the modules in the framework focuses on safeguarding and ensures that groups and organisations have appropriate safeguarding policies, procedures, and training in place for their staff and volunteers, and also focuses on safer recruitment practices for staff and volunteers.

Safeguarding in 2023-24

The key adult safeguarding themes for Action Together in 2023-24 continued to be risk of suicide or self-neglect, closely connected with housing issues and the need for a multi-agency approach between substance misuse services, mental health services and approaches to support people who experience hoarding.

As the local infrastructure organisation for the VCFSE sector one of our key functions is capacity building for volunteers and staff in the sector. To this end, we deliver a regular programme of Safeguarding Adults at Risk Training.

In 2023-24, we reviewed and updated our training materials to reflect recent Safeguarding Adult Review learning. We also secured UK Shared Prosperity Fund (UKSPF) funding to increase our ability to deliver capacity building support to the VCFSE and enhance our training and workforce development offer to include training on trauma informed approaches, work with men and boys and peer mentoring, to name a few additions which relate more broadly to increasing knowledge and skills in the sector around safeguarding.

Within the Social Prescribing Service, one of our top achievements has been working closely with the Adult Referral

Contact Centre (ARCC) to embed a social prescribing link worker into the integrated ARCC team. This has ensured that an informed multidisciplinary team approach can be implemented at the earliest possible point and that people who come through the ARCC, but who do not need a statutory service, receive the appropriate level of support in a timely manner.

Social Prescribing has attended and been an active member in many Team Around the Adult (TAA) meetings which has had some positive results for individuals.

Successful Multi-Agency Safeguarding Work

We received a referral from Children's Social Care to support a lady with benefits advice, housing, loneliness and isolation. When we met with the lady, it became clear that she was struggling with mental health, relationships and home educating her child.

Once a relationship was built with the Social Prescribing Link Workers, she disclosed domestic violence and how this was affecting her and the child. We were able to get the Independent Domestic Violence Advisory (IDVA) team involved. Through joint working with Adult Social Care and IDVA team, the lady has been able to leave the relationship and move to a safe place.

Safeguarding Priorities in 2024-25

Our key adult safeguarding priorities for 2024-25 will be:

- To further develop the workforce development offer for the VCFSE sector around adult safeguarding key themes. We have secured some external grant funding to increase our capacity to develop our broader workforce development offer, and a key priority will be around safeguarding.
- to continue the Social Prescribing team contribution to the development of place-based integration to ensure multi-disciplinary team and integrated working improve outcomes for residents.
- To continue to embed our recently transformed Social Prescribing delivery model which enabled us to place a link worker within the ARCC team. This was a key development to ensure that the step-up and step-down pathway between Adult Social Care and Social Prescribing continues to be stronger.
- To develop the relationship between Social Prescribing, Adult Social Care, Children's Social Care and Early Help to strengthen the whole family, whole household approach.

Key Challenges

Challenges continue to be demand and the complexity of cases, this is made more difficult because of the waiting lists in other services meaning individuals stay with Social Prescribing longer.

Adult Social Care, Oldham Council



Adult Social Care is an Oldham Council service which supports Oldham residents to be independent, healthy, safe and well. Adult Social Care facilitate this by:

- working in a person centred and strengths-based way to enable residents.
- identifying where prevention and self-help opportunities can assist residents to stay independent, healthy, safe and well.
- supporting residents to access information and advice and working to ensure residents can find out about local support and other services to help them to look after themselves in local communities and make informed choices about care and support.
- supporting residents to recover and be enabled to be as independent as they can with the help of friends, family, and the community.
- assessing residents who need care and support and ensuring they receive services that support them to live as independently as possible.
- providing support for residents who need care and support to protect themselves from the risk or experience of abuse to safety plan when they are unable to do so independently due to care and support needs.
- providing support for carers for people with care and support needs to have an assessment of their own needs as a carer and to receive advice, guidance and support which helps them to stay healthy, safe and well.
- assessing residents who need statutory assessment under the Mental Health Act 1983.
- assessing residents who lack capacity to make decisions regarding accommodation, care and treatment and are deprived of their liberty in a hospital or care home settings, which determines if care restrictions in place are necessary, proportionate and in their best interests, and making recommendations regarding less restrictive care, where appropriate.

Adult Social Care work in partnership with people with care and support needs, other council services, the local community, carers, social care provider organisations and other safeguarding partnership organisations, to prevent and delay the appearance of care and support needs, promote wellbeing and safety, promote human rights, and ensure that people with care and support needs can live safely free from the risk or experience of abuse.

Our statutory duties derive from the Care Act 2014, the Mental Capacity Act 2005, the Mental Health Act 1983, and the Human Rights Act 1998.

Safeguarding and Adult Social Care

Safeguarding is the top priority for Adult Social Care and for Oldham Council. We work both preventatively and responsively to ensure that adults with care and support needs can live safely free from the risk or experience of abuse. Adult Social Care have a statutory duty to make safeguarding enquiries under section 42 of the Care Act 2014 when there is reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):

- has needs for care and support (whether or not the authority is meeting any of those needs)
- is experiencing, or is at risk of, abuse or neglect and
- as a result of those needs, is unable to protect himself or herself against the abuse or neglect or the risk of it.

Adult Social Care also has the power (at its discretion) to decide whether to make non-statutory safeguarding enquiries.

Our approach to working with adults is to make safeguarding personal. We do this by:

- Promoting wellbeing and safety through empowering conversations which are person centred, trauma informed, strengths and rights based.
- Working preventatively to help adults with care and support needs to build an understanding of what abuse is, how to recognise the signs, and where to seek help.
- Working proportionately alongside adults with care and support needs who are experiencing or at risk of abuse and neglect in a person centred, outcomes focused way that is meaningful to them and supports them to lead decisions about their safety.
 - Working in the best interests of adults at risk who lack the capacity to make decisions about their safety, ensuring that their voice and previous wishes and feelings are represented through advocacy, and that they are protected from the risk or experience of abuse.
 - Using approaches which support recovery for people who have experienced abuse and trauma.
 - Being accountable for our practice.

Our approach also involves recognising when others, including children, adults who do not have care and support needs, and the public may be at risk of abuse or harm, and reporting our concerns to our safeguarding partners. We work in partnership with other services and organisations to effectively:

- Respond to safeguarding concerns.
- Contribute to multi-agency safeguarding forums.
- Contribute to, develop and implement safeguarding strategy.
- Learn from when things have gone wrong and implement change.

We are accountable for our practice and our approach seeks to recognise:

- Our strengths
- Our challenges
- Our opportunities for ongoing development.

Safeguarding in 2023-24

For a third year, we have continued to see a trend in complex safeguarding concerns for individuals at risk of criminal and sexual exploitation. Thematically, they are complex, requiring person centred, trauma informed responses, mental health assessments, mental capacity assessments (often executive functioning), an outreach approach, the use of legal frameworks, and intensive multi-agency partnership working to assess, manage and reduce initial risks to an individual's safety and wellbeing. Working with the court of protection and specialist providers to ensure rights, risks and recovery are prioritised are also key aspects of our approach.

As with complex safeguarding, transitional safeguarding for young people moving into adulthood has also been a trend for the last three years. The two remain closely connected and thematically also require the practice responses described above to promote individual wellbeing, safety, and recovery.

In 2023-24, we began to see more activity related to concerns of modern slavery, forced labour and labour abuse for care staff in care settings. This has included responding to notification of suspension of sponsorship licences for commissioned providers. It has also included responding to safeguarding concerns for care staff, and consideration of how risks to them impact on the safety of people receiving care and support. A multi-agency approach has been taken, which has effectively harnessed the strengths of the existing safeguarding partnership and required new safeguarding relationships to be established with central government agencies.

Following a continuous increase in demand for the past three years, 2023-24 saw a total of 1896 new Safeguarding Concerns received. This was a 12.5% decrease on the previous year when we received 2168 Safeguarding Concerns. The decrease is thought to be linked to the impact of partnership training regarding Care Act safeguarding and alternative safeguarding pathways. In addition, the impact of the OSAB Tiered Risk Assessment and Management (TRAM) Protocol is also supporting high risk cases which are not safeguarding

concerns to be responded to via an appropriate approach.

Of the Safeguarding Concerns received in 2023-24, 390 had an outcome of safeguarding enquiry. Of these, 342 were section 42 safeguarding enquiries with the remaining 48 being non-statutory enquiries. In 2023-24, the safeguarding concern to enquiry conversion rate was 20.6%. This is a slight increase on the 19.8% rate in 2022-23, highlighting that of the safeguarding concerns received more of them are now appropriate for Care Act safeguarding. The conversion rate also highlights the significant amount of preventative safeguarding activity which is being undertaken by Adult Social Care. In 2023-24, we completed 411 Safeguarding Enquiries (371 section 42 enquiries and 40 non-statutory enquiries). Last year, we completed 339 enquiries (301 section 42 enquiries and 38 non-statutory enquiries). This is an increase of 21.2%

Ongoing strategic and operational progress has been made in 2023-24 to support our understanding of and response to complex safeguarding, with positive relationships being built with service users, advocates, providers, and the court of protection at an operational level, and a phased approach to promoting safety, wellbeing, recovery, and independence. The strategic safeguarding service has contributed significantly to both the development of partnership guidance on complex safeguarding and Oldham's complex safeguarding strategy and continues to work with peers from Children's Social Care and across the North West to continuously improve the approach and offer in this area.

Further strategic progress has been made by Children's and Adult Social Care in 2023-24 in relation to transitional safeguarding through the creation of the Strategic Transitions Board. The board's work supports strong strategic, operational, prevention and statutory responses to young people moving into adulthood, including those who are at risk of abuse.

Adult Social Care have consistently supported the work of OSAB, contributing effectively to strategy, board priorities and subgroup activity including the development of policy and procedure, creating, and delivering multi-agency training, quality assurance audits, Safeguarding Adult Review (SAR) referral screenings, SAR review panels and delivering against SAR action plans. We have also been able to contribute more consistently to partnership forums such as Channel.

We have also made significant progress in 2023-24 concluding episodes of historical safeguarding activity which required closing in our recording systems in order to improve data accuracy.

Safeguarding Adult Review Learning

We have continued to embed SAR learning into the way we support adults in 2023-24 by:

- Making further progress to embed the TRAM Protocol and the Adults Complex and High Risk Panel (CaHRP) at an operational level in Adult Social Care. Multi-agency training concerning these risk management processes has

frequently been delivered by members of the Strategic Safeguarding Service and uptake of this training by Adult Social Care staff has been high. The Safeguarding Lead has supported teams across the service to translate theory into practice through modelling use of the TRAM Protocol approach and providing advice and guidance to teams regarding use. The Head of Service for Safeguarding continues to chair the Adults CaHRP and the OSAB Business Unit continue to organise and administer.

- Developing and rolling out Mental Capacity theory to practice training to our workforce which is supporting them to recognise the standards required in relation to Mental Capacity Act practice, translate theory into their practice and record effectively in relation to mental capacity decisions.

Successful Multi-Agency Safeguarding Work

We were involved in several successful multi-agency initiatives during 2023-24. These included:

- Delivering training to the local safeguarding children's partnership regarding the impact of parental hoarding on children.
- The Strategic Safeguarding service making a significant contribution to the subgroup activity of OSAB. This has included supporting the production of policy, procedure, guidance, and training, leading an audit concerning the Making Safeguarding Personal principles. the delivery of multi-agency training concerning Making a Safeguarding Adult Referral, Risk Management (TAA and TRAM), Mental Capacity Act, Self-Neglect and Hoarding,
- We have also continued to work successfully at a regional level, sharing our expertise regarding multi-agency risk management and complex safeguarding with regional partners and supporting localities who have adopted Oldham's TRAM Protocol approach with advice and guidance from our learning journey.

Safeguarding Priorities in 2024-25

The key safeguarding priorities for Adult Social Care going into 2024-25 will be:

- Delivering and evidencing high quality safeguarding services: Adult Social Care will be continuing to deliver a programme of transformation in safeguarding and prepare for the implementation of Care Quality Commission (CQC) regulation. Our key priorities will include enhancing our data reporting to support data informed transformation, streamlining our safeguarding processes, and enhancing our quality assurance systems.
- Making Safeguarding Personal (MSP): Adult Social Care continues to strive to deliver high quality safeguarding practice

through personalised, strengths based and outcome focused conversations. The Strategic Safeguarding Service will be working to support consistency across the service in the holding and recording MSP conversations through updates to our practice guidance, the streamlining of safeguarding processes and revisions to safeguarding documentation.

- **Co-production:** The development of a co-production strategy is a key priority for Adult Social Care in 2024-25. We are currently working at regional level to support and develop an approach which will ensure Oldham residents are able to shape the future of Adult Social Care in Oldham and ensure our safeguarding responses are provided in ways that are meaningful to Oldham residents.
- **Adult Social Care Realignment:** The realignment of Adult Social Care in Clusters and Mental Health is a key priority for 2024-25 in order to ensure that we can continue to deliver high quality wellbeing and safeguarding services in line with our statutory duties this year and for the future.
- **Complex and Transitional Safeguarding:** Adult Social Care will continue to progress and implement strategic plans for complex and transitional safeguarding in partnership with Children's Social Care and the safeguarding partnership.
- **Financial Pressures:** Adult Social Care will continue to monitor the impact of financial challenges to ensure we are able to safeguard vulnerable adults.

Key Challenges

The main challenges will be financial stability and workforce capacity.

Like all local authorities across the country, Oldham Council is operating in a challenging financial climate with cuts to funding from central government, the covid-19 pandemic, the cost of living crisis, and rising costs of care provision at a time of sustained increased demand for services, resulting in highly challenging operating conditions.

Dedicated strategy and innovative ways of working including reviewing what we do and how we do it are underway to ensure our workforce can continue to meet our statutory safeguarding duties and ensure the financial stability of Oldham Council.

Workforce capacity is a further challenge for Adult Social Care. Like all local authorities, we have seen an impact on the ability to recruit experienced social workers since the covid-19 pandemic. A dedicated strategic approach to stabilising the Adult Social Care workforce, 'growing our own' Social Workers through apprenticeships and career development opportunities, and ensuring our workforce is well trained, is in place.

We will also be holding data informed conversations with top referring partners to ensure that people at risk of abuse are supported to access the most appropriate safeguarding support and pathways from the point of disclosure or concern, and that Adult Social care are able to meet its statutory duties to people with care and support needs effectively.

Age UK Oldham



Age UK Oldham aims to provide opportunities for the entire spectrum of older people in the local area. At its inception, traditional services were targeted towards more dependent older people but the charity has now expanded its role to include preventative projects and we aim to improve the physical and emotional health of older people in the community and to foster asset-based community development. We have a wide and varied portfolio of activities delivered both in-house and in numerous neighbourhood buildings and offer both close and arms-length support in the community helping to reduce social isolation which has a positive impact on those older people living with physical and mental health conditions.

Safeguarding and Age UK Oldham

Safeguarding is fundamental to the work we do and is everyone's

responsibility. Training of all staff, volunteers and contractors who meet routinely with older people is essential, ensuring they recognise any potential issues, instilling confidence in them to assist. Equally important is our prevention strategy, both in taking a person-centred approach to individuals and ensuring our services are designed to help people to live safely and independently for as long as possible.

Safeguarding in 2023-24

During 2023-24, the 'Cost of Living Crisis' affected pensioners on a fixed income and for some, led to an increase in referrals relating to a number of concerns including:

- Financial difficulties for older people have impacted on their ability to maintain a safe and liveable home environment e.g. difficulties with heating bills leading to damp, unsanitary and unhealthy conditions, white goods replacement, bedding and household supplies are all major factors.
- Hunger and malnutrition are also a concern. We are often in the position of supplying basic groceries and emergency meal packs as a temporary measure until our Personal

Independence Payment (PIP) Social Prescribers can help with benefits checks and other support.

- Hoarding has emerged as a concern for older people who have become anxious and isolated in later life and often leads to self-neglect and poor health. Taking time to grow relationships whilst slowly helping to declutter their homes in a non-judgemental way is how we at Age UK Oldham gain trust and slowly introduce other agencies/services/activities to augment their support network and prevent reoccurrence.
- Becoming victims of scams has become more prevalent in this age group. Living alone without support leaves householders open to doorstep, phone, mail and online criminals who are adept at recognising signs of potential vulnerability. Older people are more susceptible to financial abuse when they become lonely or isolated and most of our services delivered in the local community focus on prevention and inclusion to ensure that people have the confidence to approach our staff with their concerns.

Safeguarding in 2023-24

We continued to take advantage of the OSAB's wide variety of training offers (including 7-minute briefings) with the online sessions being particularly valuable and accessible. This meant that we were able to reach every level of our workforce and have great examples of safeguarding alerts from staff who come into contact with the general public. For example, when an older lady came into the office expressing her concerns around her son gaslighting her regarding memory loss we were immediately able to phone the safeguarding team for advice and guidance.

From our experience, the development of Oldham's Adult Referral Contact Centre (ARCC) team and our growing relationship with their staff has enabled closer working relationships. It has given us greater opportunities to discuss possible safeguarding issues informally to agree the best routes forward.

Successful Multi-Agency Safeguarding Work

We supported an older lady who was at risk of cuckooing and financial abuse by taking a multi-agency approach and working together with Adult Social Care, Police, KeyRing, Housing, OPAL and family to gather joint intelligence to best protect the lady and provide her with the most appropriate ongoing support.

This enabled her to remain living safely in her own home and thereby maintaining her independence. With the support of OPAL and Housing she was re-housed, continued to remain engaged with services and is now living safely in her new home.

Safeguarding Priorities in 2024-25

Our key safeguarding priority for 2024-25 will be related to Hospital Discharge.

We will continue to build relations with health colleagues as our involvement in the pilot Front Runner discharge scheme has shown that our provision and delivery of our preventative services, including strength of day care for people with dementia, has an impact on:

- the number of admissions to wards from A&E, and subsequent deconditioning of patients with dementia.
- the length of stay and number of ward moves when hospitalised, thereby increasing available hospital beds.
- readmission rates, failed discharges, and costly community care packages, as a result.
- the prevention of carer crises and the risk of both short and long term admission into residential care.

Our staff maintaining close contact and being a watchful eye on vulnerable older people in the community is a significant factor in reducing deterioration, crisis, safeguarding risks and unnecessary hospital admissions.

It is a priority for Age UK Oldham to continue to support older people face-to-face wherever possible, be that in their own homes, at our day care and through our range of other services.

Key Challenges

2024-25 brings major challenges in our delivery of Preventative Services which has always been our key goal and the bedrock of our service offer. Social Prescribing (of which we were the pioneers some ten years ago) is now becoming embedded in Oldham but our concern is the dwindling resources of organisations such as ours to provide low level support for those people who are not totally independent but neither are they eligible for assessed care needs care packages.

Our services and projects at this level contribute to:

- the prevention of failed hospital discharges where practical measures ensure a safe discharge environment and low level continued support in the community.
- the prevention of carer breakdown e.g. Day Care provision and support.
- the prevention of costly and premature admission to residential care.
- averting the need for crisis intervention.

In the past, we have subsidised preventative services (in 2022-23 we contributed £405,056 from our independent income) but the financial climate of funding cuts and reduced income from our independent income generation has meant facing the challenge of a forced major reduction in this subsidy for the coming year.



Dr Kershaw's Hospice provides palliative and end of life care for the people of Oldham who have a life limiting condition. This specialist care extends across an Inpatient unit, Community Services and a Wellbeing Centre.

Safeguarding and Dr Kershaw's Hospice

Safeguarding is at the heart of all our hospice services, supporting the provision of high-quality palliative and End of Life care, protecting the wellbeing and human rights of patients, staff, visitors, and volunteers and providing an environment that is free from harm, abuse and neglect.

Safeguarding in 2023-24

The Hospice dealt with two adult safeguarding concerns in this time frame. The two were completely different.

We dealt with a non-disclosure from referring professionals that a patient admitted for Hospice care had licence restrictions and had a sexual harm prevention order in force. This communication failure was escalated to the Oldham Multi-Agency Safeguarding Hub (MASH) for further investigation.

We also dealt with a patient allegation that he did not consent to care, this was reported to MASH and the Care Quality Commission (CQC). This was fully investigated and no further actions were required.

During 2023-24, the hospice:

- had proactive membership within the OSAB Board governance structure.
- has tried and tested systems in place for reporting safeguarding incidents and concerns. Safeguarding incidents at the Hospice are rare but processes are in place to manage these. The hospice has an ethos and a culture of proactive and reflective learning. Any incident or safeguarding concern is seen as an opportunity to drive quality and improve systems.
 - has promoted all aspects of safeguarding training in a bespoke manner. The Hospice provides safeguarding training on adults and

children and also includes Prevent and Restraint training. All of which are well evaluated.

- ensured that it adhered to the six principles of safeguarding and this is referred to throughout the core mandatory training and delivered in line with Royal College of Nursing intercollegiate document recommendations.
- ensured that the safeguarding lead and safeguarding deputy lead have attended level 5 training.
- achieved compliance for safeguarding adults training at 98% for clinical staff and 100% for non-clinical staff. The compliance for Prevent is 98%. Compliance for Mental Capacity Act, Deprivation of Liberty Safeguards and Restraint training is 98%. Compliance for Learning Disability, Autism, and Mental Health Awareness training is 100%.

Successful Multi-Agency Safeguarding Work

The hospice works closely with MASH and adheres to an open and transparent approach in line with our values. The main area for this close working was during investigation of an incident.

Safeguarding Priorities in 2024-25

Our safeguarding priorities in 2024-25 will be:

- to be a proactive member in the OSAB Policy, Procedure and Workforce Development Subgroup.
- to be an active participant in the Greater Manchester Hospices Safeguarding forum.
- to continuously develop safeguarding training, optimise staff awareness and empower them to know how to respond to any safeguarding concerns.

Key Challenges

Our key challenges in 2024-25 will be:

- the continued cost of living crisis and how this will impact patients and staff.
- keeping our Safeguarding Adults and Children mandatory training compliance above 90%. We will continue to support all staff to attend training.



Greater Manchester Fire and Rescue Service (GMFRS) is one of the largest Fire and Rescue Services outside London with more than 1,637 members of staff and 41 fire stations, covering an area of approximately 500 square miles and a culturally diverse population of 2.8 million people. Our vision is to make Greater Manchester a safer place by being a modern, community focused and influential Fire and Rescue Service. We aim to provide the best emergency response we can to our communities - this is our primary function, but our role is much broader than this. We are focused on prevention and protection work to try and stop incidents happening in the first place, improving community outcomes in a variety of ways, educating and developing young people and providing a person centred Home Fire Safety Assessment service.

Safeguarding and GMFRS

Safeguarding is a strategic responsibility of the organisation which is centrally managed through the Safeguarding Policy and Practitioners Group chaired by the lead safeguarding officer. All internal safeguarding processes are aligned to the organisation safeguarding policy, which was most recently reviewed and revised in 2023 and will be updated again in 2024. The approach to safeguarding throughout the organisation is policy driven and systematically structured. Effective compliance monitoring of performance and practice is undertaken at an individual borough level and at an organisation wide level.

Safeguarding in 2023-24

The key adult safeguarding trends identified in 2023-24 by GMFRS were related to Self-Neglect; Hoarding; Mental Health; Substance Misuse; and Care and Support Needs.

Our top adult safeguarding achievements in 2023-24 were:

- Level 3 accredited training and supervision support sessions for designated safeguarding officers.
- Revision of the safeguarding policy and procedure.
- Introduction of a new UK GDPR compliant internal safeguarding reporting system.
- Utilisation of our case management system to ensure all safeguarding concerns are effectively recorded and managed as required.
- Internal performance and compliance monitoring for safeguarding referrals.

Making Safeguarding Personal & Safeguarding Adult Review Learning

The GMFRS approach to safeguarding from policy to practice strives to make safeguarding personal with the focus on the

individual and their needs at all times. The GMFRS Home Fire Safety Assessments adopt a person-centred approach, focusing the questions within the fire risk assessment on the Person, Occupation (their activities) and the Environment which they live in. This approach allows not only fire risks to be identified but also safeguarding concerns.

Learning from Safeguarding Adult Reviews (SARs) is discussed at the Safeguarding Policy and Practitioners Group meetings and the learning disseminated throughout the organisation to improve policy and practice.

Making safeguarding personal and SAR learning are embedded in the learning resources provided to designated safeguarding officers and all front line staff.

Successful Multi-Agency Adult Safeguarding Work

Throughout 2023-24, GMFRS supported safeguarding professionals meetings.

GMFRS also supported and contributed to the OSAB Policy, Procedure and Workforce Development Subgroup and the OSAB Hoarding Improvement Partnership and provided hoarding awareness training to partner agencies.

Safeguarding Priorities in 2024-25

GMFRS safeguarding priorities in 2024-25 will be:

- Development and support of designated safeguarding officers.
- Improved training opportunities for all front line staff.
- Supporting the safeguarding boards throughout Greater Manchester.
- Ensuring the safeguarding reporting and recording process within GMFRS is GDPR compliant.
- Improving the quality of safeguarding referrals through training and support provided to front line staff.

Key Challenges

Staffing levels within the prevention teams are as such that attendance at all professionals' meetings is not possible. However, demand is managed through focused prioritisation to ensure all required actions from the organisation are carried out to support vulnerable individuals within the community.

Greater Manchester Police, Oldham



The purpose of Greater Manchester Police (GMP) is to fight, prevent and reduce crime, keep people safe and care for victims. There are five priorities:

- Responding to incidents and emergencies.
- Investigating and solving crime.
- Preventing and reducing crime, harm and anti-social behaviour.
- Delivering outstanding services.
- Building public trust and confidence.

GMP are committed to improving our response to Domestic Abuse and Safeguarding Adults in the community.

Policing have recognised that we are not always the right people to respond and provide services especially to those in mental health crises. To that end, the force is introducing Right Care Right Person by the end of 2024 which lays out what the police responsibilities are in these areas.

Safeguarding and Greater Manchester Police

GMP have a strong focus on protecting the most vulnerable in our society and safeguarding is front and centre in everything that we do.

Safeguarding is at the top of the agenda for all governance and performance meetings both at local and force levels.

Locally, we have a Detective Superintendent over Crime and Vulnerability, a dedicated safeguarding and vulnerability Detective Chief Inspector and a dedicated adult vulnerability Detective Inspector. We have officers and staff in the Multi-Agency Safeguarding Hub (MASH) teams and more recently have Police Constables in our district investigation teams for Domestic Abuse.

Locally, police chair MARAC (multi-agency risk assessment conference) and co-chair MAPPA (multi-agency public protection arrangements).

The Force have appointed a Detective Superintendent for Violence against women and girls (VAWG) and have identified VAWG and Domestic Abuse offender cohorts for proactive targeting.

The District Operating Model is undergoing a force wide change which will see the reintroduction of Domestic Abuse teams and the

introduction of a Multi-Agency Tasking and Coordination (MATAC) officer.

Safeguarding in 2023-24

In terms of Adult Safeguarding, we have seen a reduction in Domestic Abuse crime (across Oldham and Greater Manchester) although we have seen an increase in detections across Domestic Abuse crimes and rape at Oldham.

Stalking continues to be a concern with many of the crimes being Domestic Abuse related, however for those victims that are not Domestic Abuse related we have fewer referral options to other agencies.

The implementation of the Right Care, Right Person model will take place by end of 2024 and will likely have an impact on all partners which will need to be closely monitored.

During 2023-24, Oldham significantly improved our results in safeguarding vulnerable missing adults. We have seen a reduction of 33% from the previous year (1304 from 1935). But crucially, repeat missing episodes have also seen a reduction, now accounting for 9% of the missing total from 11% in 2022-23. This has been achieved in no small part through the embedding of our recently introduced Prevention Hub and ongoing work with our partners and care providers.

We have seen a near 20% increase in charges of Non-Fatal Strangulation in Oldham.

We have arrested, charged, and remanded many of our most dangerous domestic offenders. One example being R v Jackman, who has been convicted of attempting to cause grievous bodily harm, three counts of assault occasioning actual bodily harm, two counts of common assault, intentional strangulation, burglary and failing to surrender to bail. The Oldham Times reported as follows: "When passing sentence, Judge Timothy Smith labelled Jackman a "serial abuser of women with whom you are or have been in a relationship. You are in short, a violent and cowardly bully." Jackman was sentenced to nine years in prison and five years on licence, he must serve at least two thirds of the nine years before he is eligible for release.

A further example of work is Op Hollow. This is a case where Police have learned of an individual being subjected to forced adult working. Officers attended and safeguarded this individual. Following the initial report, a small investigation team was set up, acted swiftly and conducted numerous arrests and warrants. Consequently, several nominals were charged and remanded to prison. The Police have continued to support the victim with Officers present with her in Europe to support her giving evidence in the trial.

Police continue to support vulnerable people and actively refer to the National Referral Mechanism. In Oldham, we have an experienced Modern Day Slavery (MDS) single point of contact (SPOC) who guides and advises on all our MDS investigations.

Safeguarding Adult Review Learning

GMP have a central Serious Case Review team who contribute to all Safeguarding Adult Reviews across Greater Manchester. This central team provide consistency across GMP in terms of preparing reports and collating learning which is then cascaded and shared for the benefit of the Force.

We regularly share 7-minute briefings from OSAB when the learning is relevant to Policing.

Successful Multi-Agency Adult Safeguarding Work

We have supported OSAB by providing material in relation to MDS and financial abuse to support the training and development of partnership staff.

We are also leading on introducing a cuckooing tracker and fortnightly meeting which partners are now to be invited to. Together, as a partnership, we identify concerns and intelligence around cuckooing and tackle it.

Safeguarding Priorities in 2024-25

Our district commander Estelle Mathieson has set Oldham's district priorities as:

- Intelligence Gathering
- Child Protection
- Domestic Abuse.

The force has commitment to deliver local Domestic Abuse teams and a Multi-Agency Tasking and Co-ordination (MATAC) Officer in every district. Our main objectives will be in line with those of the force, reduce and detect these types of offences and safeguard the victims.

Assistant Chief Constable Rick Jackson has stated: 'There is a commitment to enhance the drive to prioritise child protection. Recognising that it is incumbent on every person in the force to look after the needs of our most vulnerable. This will look at strengthening investigation standards, leadership governance response and identification of risk.'

The Force are implementing the Operation Soteria transformation programme which aims to transform the policing response to rape and serious sexual offences (RASSO).

Key Challenges

The key challenges for Oldham are replicated nationally in policing following the success of the uplift programme. This programme focused on bringing people from a range of backgrounds and communities, and of different skills into policing. There is an inexperienced workforce who require training and support to deal with the complexities of safeguarding.

There is a national issue around the shortfall of detective resources, which again is being addressed through the uplift programme, but there is a knowledge and experience gap. Locally, we are managing this with enhanced training and coaching, using both internal resources and externally through the Oldham partnership training offer.

There is a force performance management framework and analytical capability to assess gaps in performance, with a clear governance structure so that issues can be quickly identified and addressed.

GMP has competing demands which are directed by governmental priorities, in addition to the local needs of the people of Greater Manchester.

The GMP Plan on a Page underpins our approach to improving and ensuring that we move towards being an outstanding force.

The national project of Right Care, Right Person is being introduced in 2024 and will bring opportunities to Oldham to ensure that, as a partnership, we continue to work closely together.

KeyRing Living Support Network

KeyRing
... We're Life Changing

KeyRing are an adult social care provider in England and Wales supporting adults at risk of harm and abuse in their own homes.

Safeguarding and KeyRing

As a national adult social care provider providing services to adults at risk, safeguarding is a core element to the work we do and the support we deliver on the ground. We work with very complex individuals who are classed in the main, as on the “edge of care” or “not eligible” for care and support under the Care Act. This means the members we work with have often “fallen through the net” or have had multiple interventions over their lifetime with no positive or effective outcome in their lives. This leaves a legacy of distrust, non-engagement and poor outcomes in the very services that are there to support individuals in times of greatest need. This means that relationship building and trust is vital along with providing the resources and giving the “right support at the right time”.

KeyRing have a national Safeguarding Lead who is also the Practice Development lead. This means that there is full oversight of all of the safeguarding logs across the country drawing on best practice initiatives and learning from OSAB and frontline workers’ experiences of reporting and recording safeguarding concerns. KeyRing also ensures we support members to develop their own knowledge and confidence when it comes to keeping themselves safe and well, both at home and in their communities.

We have easy read safeguarding guides for members that follow the Making Safeguarding Personal Principles. KeyRing’s national hub development programme incorporates core training modules on Making Safeguarding Personal, delivered by the Practice Development Lead and developed alongside KeyRing’s national Member Voice group.

KeyRing is committed to ‘outcomes focused safeguarding’ where the individual’s needs and wishes are central to the development of personal outcomes. By having a focus on ‘outcomes’ at the start, and throughout, the process ensures a greater focus on the person at the centre. Safeguarding should not restrict people from living the life they choose and our Positive Risk Taking Policy provides guidance on creative approaches to supporting people to manage their risks.

Safeguarding in 2023-24

In 2023-24, KeyRing in Oldham recorded the most safeguarding logs in relation to welfare concerns, this was also the case in 2022-23. The second highest category was self harm and self neglect.

In 2022, all of our policies and procedures were reviewed

including updating guidance for members and volunteers. The following steps were taken throughout 2023-24 and are now implemented and embedded in our practice:

- New Member Handbook – We co-produced our new member handbook including sections around keeping safe and how to report concerns. Internally, we also co-produced Keeping Safe from Abuse guides that are used with members in hubs that were created with the KeyRing self advocates.
- Internal Safeguarding Protocol - We have a new internal safeguarding form and reporting process to make it easier to record safeguarding concerns as they arise. The logs go to area managers and the national safeguarding lead for oversight and development of best practice.
- National Hub Development Programme - KeyRing’s national hub development programme includes a national hub resource folder that is overseen by the Practice Development Lead and developed alongside KeyRing’s National Member Voice Group. The programme also involves regional hub leads who meet every six weeks to share best practice and resources. All teams contribute to the sharing of information and resources around safeguarding. Topics include staying safe online, staying safe in the community and staying safe in relationships. Hub leads take these examples of best practice and share amongst their peers at team meetings and at their local hubs for members’ benefit.
- Education around Health and Support – Hubs invite speakers and specialists in the field of health and social care who also advise around physical and sexual health, focusing on women’s and men’s health and the different needs that this brings around screening, self awareness of the importance of respecting your own body and awareness of issues around consent and coercion. We have a twelve week health programme called Top to Toe that was developed for the learning disability community in the South West that we tailor for members around the country. Oldham delivered a health programme to members called “My Health My Way” which was a project to help bridge the gap in health inequalities for those with a learning disability and/or autistic people in Oldham. The project was funded through Action Together’s One Oldham Fund. Part of the funding was also used to support people to understand finances and budget better especially in the current times. The programmes aims were improved health services for people with learning disabilities and/or autism; more people receiving their annual health checks; GP surgeries and other health centres being more inclusive

for people with disabilities and improved communication; fewer missed appointments within health services; accessible health hubs being run within communities on a weekly basis; and accessible information being created by all health services on a permanent basis.

- National Safeguarding Reference Group (SRG) – Our SRG meets quarterly and is made up of all levels of the organisation with representation from across England. The group is also attended by the named trustee for Safeguarding. The SRG gives an opportunity for managers to learn from each other which enables any change in practice to be identified and implemented. The Oldham managers attend the SRG and share the OSAB 7-minute briefings that are produced, these are then shared across the organisation. Oldham manager Jane Dodgson also sits on the OSAB and shares learning and reflections from Oldham Safeguarding Adult Reviews (SARs) amongst other things. The group takes learning from the national safeguarding logs that have come through that quarter. Managers talk through case studies and other examples from the teams themselves based on specific themes to build knowledge and confidence. Themes covered throughout 2023-24 included digital safeguarding and staying safe online; best practice for the prevention of Financial Abuse - using OSAB's guidance; members as perpetrators and the challenges this may pose to those supporting them; learning from Oldham SARs, Learning Disabilities Mortality Reviews (LeDeR), inquests, and complaints that we have been involved in as a provider.
- Safeguarding Adults Week – We recognise Safeguarding Adults Week every year and put out special briefings. We also support and encourage teams to do themed sessions with members sharing information and resources.

Safeguarding Adult Review Learning

As well as the methods of sharing SAR learning detailed above, KeyRing discuss OSAB 7-minute briefings at group supervisions with the whole team to help improve knowledge and practice.

Over the past twelve months, we have led on several Teams Around the Adult (TAAs) for people we support, we have informed Adult Social Care about the Tiered Risk Assessment and Management (TRAM) Protocol and encouraged them to use the process to improve the quality of service being provided for individuals and improve communication and joint working.

The team have also attended several training sessions provided by OSAB.

Safeguarding Priorities in 2024-25

Learning from SARs, LeDeR and Inquests - Due to the complex nature of Oldham's intensive and preventative services and the

individuals we support in Oldham, we are involved in SARs, LeDeR reviews, inquests and complaints. It is vital that we take the learning and reflections that come out of all of these and use it to look at current practice and make any changes that need to happen as a result for the organisation. Any learning is used in our training and policies and procedure reviews.

Learning and Reflection from Safeguarding Logs – Building on the above example, we will continue to raise awareness of safeguarding themes and topics that are coming through our internal logs affecting our membership, changing practice where identified as part of the SRG.

Team Wellbeing and Support – We recognise that in areas such as Oldham where we have a large number of members and a large frontline support team, we have to be mindful of the impact that member deaths and safeguarding cases have on the team. We are in the process of commissioning interventions for Trauma Response around Decompression and Resilience training. This will be delivered by experienced psychologists who will work with small groups face to face initially on the decompression aspect, which is a therapeutic session to discuss the impact of events and how they have experienced the trauma or episode. This will then be followed up with Wellbeing Webinars to discuss resilience and methods individuals can employ to support them through future events.

Safeguarding Supervision – We plan to incorporate OSAB's safeguarding supervision minimum standards into team and group supervision sessions around safeguarding. This will tie in with the work around trauma support for teams..

Key Challenges

KeyRing are still experiencing difficulties in recruiting to support positions and support volunteers. This has been the case since Covid-19 struck and it has created a significant issue for the health and social care sector. This affects the team capacity for the number of cases we can support and also the time available to monitor and support complex safeguarding reports. To support this, we have begun to embed Making Safeguarding Personal into the staff and volunteer inductions at a very early stage and this is also included in the online training that new starters complete prior to meeting any members. We also include safeguarding good practice at every group supervision session and one to one supervisions.

There is still some work to be undertaken to embed the TRAM Protocol on a multi-agency basis as KeyRing are still receiving varying responses from partners. Some teams are very aware of the protocol and follow it correctly however others are less aware. KeyRing will continue to promote the protocol with other professionals in Oldham.

Mind (Tameside, Oldham & Glossop)



Tameside, Oldham and Glossop Mind (TOG Mind) are a charity that provides a range of mental health and wellbeing services. These services are available for children, young people, and adults of all ages. Interventions include crisis support, counselling, art therapy, guided self-help, coaching, group-work, peer support and others.

Safeguarding and TOG Mind

TOG Mind recognises it's responsibility to safeguard the welfare of all vulnerable or 'at risk' adults by protecting them from harm, recognising and responding to concerns and ensuring everyone within our organisation is aware of their individual responsibility to safeguard the welfare of vulnerable or 'at risk' adults.

TOG Mind's policies are underpinned by our values of:

- Relationships: we listen and ask questions to understand others and to build trust. People matter to us both inside and outside our organisation.
- Aspiration: we support one another, clients, and communities to achieve better mental health.
- Learning: we seek insight and grow from experience; finding new or better ways to contribute to the field of mental health.
- Potential: we encourage personal responsibility for development by discovering and realising the abilities and energies of people.

We approach safeguarding through thorough training structures, robust policies and procedures and ensuring staff feel supported and confident in their duties.

We are a person-centred and trauma-informed organisation, and this impacts how we communicate and work with clients around any risk or safeguarding concerns.

Safeguarding in 2023-24

Based on our 2022-23 findings of an increase in domestic abuse reports, we have sourced DASH training for our practitioners to improve their confidence.

Due to the nature of our organisation, the vast majority of safeguarding incidents relate to suicidal ideation and self-help. During 2022-23, we had 2743 risk and safeguarding incidents (across both Oldham and Tameside and adults and children) and comparably in 2023-24 we have had 3052. This is likely due to an increase of referrals stemming from improved partnership working with Pennine Care NHS Foundation Trust and increased awareness of raising incidents due to extensive training provided to our teams.

Of the 3052 cross-organisational incidents, 1515 related to adults in Oldham experiencing suicidal ideation/planning and 175 related to adults in Oldham engaging with self-harm/injury behaviours.

Our top adult safeguarding achievements in 2023-24 included:

- senior leaders attending OSAB subgroups to use our agency insights to work together with the rest of the system.
- staff reporting feeling more empowered to arrange and drive multi-disciplinary meetings with partners.
- continued improvement of multi-disciplinary working through co-location and partnerships with the Multi-Agency Safeguarding Hub (MASH), the Adult Referral Contact Centre (ARCC), mental health wards, and other voluntary, community and social enterprise (VCSE) agencies.
- strengthening our whole-family approach through the delivery of families workshops, our internal families steering group and the improvement of pathways through transition periods.
- continuing progress in the utilisation of our internal safeguarding steering group.
- strengthening governance structures with our subcontracted partner agencies that are delivering on crisis and communities work.
- increasing attendance of OSAB training for the frontline workforce.
- increasing online safeguarding-related training provision through the rollout of online platform Me Learning.

Making Safeguarding Personal

Management and frontline workers are orientated on Making Safeguarding Personal (MSP) through our continuously reviewed internal Level 2 and 3 training. This is done through the use of multiple case studies and discussing at length how we would address any concerns using the MSP framework.

The training also includes 7-minute briefings and exploration of how MSP could have been used more effectively.

We also embed MSP through our duty management structure. Should concerns arise, practitioners always have management support to de-brief and discuss next steps. Within these conversations we discuss all components of the person's life including their relationships, personal circumstances, values, beliefs, culture etc. Additionally, this year we

have implemented a robust case auditing structure alongside our regular case management. This has served to provide more opportunities to discuss cases with practitioners to approach the cases through different lenses in order to ensure a person-centred approach. This also allows us to pick up and address any emerging themes among their caseload that the practitioner or client may need additional support with.

This process feeds in centrally to our safeguarding steering group to pick up organisational themes. We can then refer on to groups such as the OSAB or the suicide prevention board.

Successful Multi-Agency Safeguarding Work

We have successfully worked with Public Health and the Oldham drug and alcohol provider, Turning Point, to develop a flexible model that meets the needs of those struggling with both their mental health and drug and alcohol use. This aligns with the Public Health 2017 guidance on effectively meeting the needs of those with a co-occurring condition and prevents those people from slipping through the net and supports them to be effectively safeguarded.

Safeguarding Priorities in 2024-25

Our key adult safeguarding priorities for 2024-25 are:

- familiarising our workforce with updated ARCC/MASH procedures and structures.
- improving training and confidence around the Care Act and upskilling staff on appropriate measures and duties for both ourselves and partner agencies.
- rolling out of specialist training on person-centred safety planning and risk management.
- continuing development of our service-specific operating procedures and risk assessments.

Key Challenges

Our key challenges going forward will be related to time and resource; inconsistency in knowledge due to staff turnover; responding to the current climate of funding cuts; tightening of service criteria externally due to added pressure in the system; responding to the increase of referrals and complexity of cases under our services; and managing the expectations of staff and clients in consideration of these pressures.

MioCare Group



The MioCare Group is a Council owned company who, as part of the wider integrated community health and social care service, provides a range of services to adults with Learning Disabilities and older people who require support outside of hospital.

We do this with the aim of supporting people to maintain their independence and to live in their own homes for as long as possible.

Safeguarding and MioCare Group

Safeguarding is a priority for the Group and features in all elements of our operational activity, leadership and governance. We ensure that all employees are equipped with the skills, knowledge and support required in order to identify and act upon any concerns.

Safeguarding training is mandatory for all roles across the Group,

reiterating that all employees have a role to play in ensuring that people are safeguarded and that the safety of the people we support is never compromised.

Safeguarding in 2023-24

In 2023-24, we had 21 safeguarding incidents which were reported as medium or high. Twelve of these were 'acts of omission' relating to medication errors, staff conduct and use of equipment. All were reported in line with the relevant policy and procedures and escalated through to disciplinary procedures where necessary.

We have continued to report low level concerns via the OSAB's procedure; when looking at themes and trends, the majority of these are low level medication errors and behaviour related incidents.

Our top adult safeguarding achievements in 2023-24 were:

- Safeguarding Champions - we introduced a Safeguarding Champion role into all of our services. These are people who have expressed an interest in representing their service and the people they support, gaining new knowledge and skills to strengthen work in this area. They have all been provided with Safeguarding for Managers

and Designated Leads training and a bespoke Whistleblowing course which is based on our own policy and procedure. The group get together frequently in a meeting facilitated by our Director of Care.

- Safeguarding Working Group - the Director of Care chairs a Safeguarding working group which is attended by the Service Directors, the Quality and Improvement Manager and all Registered Managers. This group has worked together to improve systems and processes to record and monitor safeguarding incidents, ensuring that reviews are undertaken in a consistent and timely manner and that learning is shared and acted upon.
- Safeguarding training for the people we support - we have worked with Pathways Associates to provide Safeguarding Training for the people we support in both Learning Disabilities and Older People's Services. Training has been delivered in an accessible format to meet the communication needs of the people we support which has ensured that key messages are understood.

Making Safeguarding Personal

In 2023-24, we worked with Pathways Associates to design and develop a bespoke training offer for the people we support in both older people's and learning disability services.

The course provided the people we support with information about what safeguarding is, how to raise a concern they may have for themselves or others and how to keep themselves safe. The course was delivered in a format to meet the needs of the people attending and to meet their communication requirements and preferences.

This course was a step-change for us and just the first step we are making in ensuring that the people we support are involved in safeguarding in a very meaningful and personalised way.

Safeguarding Priorities in 2024-25

Our safeguarding priorities for 2024-25 can be categorised into four broad areas.

Safeguarding Leadership:

- Further embed the role of the Safeguarding Champions.
- Continuously improve the collection and analysis of safeguarding data.

Prevention and Early Intervention:

- Further develop skills that will support a proactive and responsive approach to safeguarding.
- Work collaboratively with people who use services to shape our approaches to safeguarding.

Listen, Learn and Act:

- Reflect on and share learning from our safeguarding experiences. Use our learning to adapt, amend and improve safeguarding processes as required.
- Listen to and meaningfully engage people we support and people with lived experience to both plan and enhance our organisation wide safeguarding approaches.

Safeguarding Excellence:

- Further develop our data analysis methodology and reporting. Introduce self-audit tools and qualitative reviews and audits across all MioCare services.
- Look to external organisations to support our continuous improvement, for example engaging with Skills for Care, Ann Craft Trust, the Social Care Institute for Excellence (SCIE), local government and Advocacy groups.

Key Challenges

Our key challenges going forward will be related to:

- Budgetary constraints - we are working with the Local Authority to address key challenges and plan for future efficiencies.
- Transitions - we continue to attend the transitions joint commissioning and subgroups to support development of the local transition pathway.
- Recruitment and retention- we are in the process of refreshing our workforce strategy.
- Appropriate housing - we are working with commissioners to support a specialist housing strategy.

Integrated Care Systems (ICSs) are partnerships of health and care organisations that come together to plan and deliver joined up services to improve the health and wellbeing of people who live and work in their area. Their purpose is to improve outcomes in population health and healthcare; tackle inequalities in outcomes, experience, and access; enhance productivity, value for money and support broader social and economic development in their area efficiency. This will be delivered in neighbourhood, place, combinations of places and Greater Manchester (GM) system. NHS GM and the GM Integrated Care Partnership have joined everyone up to offer better connected services across our ten boroughs. From NHS GPs and hospitals, councils, fire and police services, to companies, charities and community groups, all are collaborating to support those with health issues, and act sooner to keep people well and living a good life.

Everyone needs different services as they grow up, get on and grow older. An integrated system of services works better to help people and families stay well.

Safeguarding and NHS Greater Manchester Integrated Care

GM Integrated Care System contains a robust Safeguarding Service which consists of Designated Nurses and Designated Professionals for adults, children and children looked after within each of its ten localities. As with all localities, in Oldham, the Designated Professional for Adults advises the locality on safeguarding as stipulated in the Care Act.

The Designated Professional is responsible for providing expertise, professional leadership, advice, support and expert guidance in respect of safeguarding, adult protection, domestic abuse, Prevent, mental health, mental capacity and Deprivation of Liberty Safeguards (DoLS) across the Oldham Health Economy. They are also the Designated Professional with strategic and professional leadership for the Mental Capacity Act. In particular, they advise the NHS and independent hospitals, nursing home settings, as well as community settings throughout the Oldham Borough. Any specialist commissioned services are also advised as needed. The Designated Professional provides support to the quality and risk workstream within the context of safeguarding and in addition, provides support and advice to clinicians in individual cases. Safeguarding supervision is delivered to staff in areas where these issues may be particularly prevalent and/or complex.

The Designated Professional provides expert advice and leadership to ensure that commissioned services are providing safe services in relation to safeguarding adults. They lead locality health contributions to Oldham's Safeguarding Adults Board, Community Safety Partnership and Domestic Abuse partnerships (including their subgroups) to ensure appropriate health representation within its multi-agency partnerships. This collaboration ensures recommendations arising from national, local and statutory reviews are fed into local health collaboratives and wider GM system learning to ensure learning is embedded into practice.

Safeguarding in 2023-24

Themes and trends identified in 2023-24:

- The Oldham Integrated Care place-based team host the localities Continuing Health Care and Complex cases team who case manage those individuals within the area who are eligible to health funded packages of support. Over the course of 2023-24, the team have reported and responded to a number of allegations of neglect within the Care Home Sector where nursing provision has been offered. Team members have accessed safeguarding supervision and advice to respond to the issues and ensure safe and effective care is maintained.
- Challenges have been identified with a reduced availability of nursing placements owing to care home closure or changes to registration to type of regulated activity being provided. This in turn has encountered challenges around sourcing placements near to people's place of ordinary residence which can be monitored more easily by the locality team.
- Following some discreet enquiry, some soft intelligence relating to several late presentations to labour wards identified safeguarding risks to women potentially being trafficked into the area whilst accessing maternity services. Some targeted learning across maternity services relating to professional curiosity around human trafficking for the purpose of baby farming has been delivered to enable staff to identify and respond to key signs and report issues to relevant authorities for appropriate line of enquiry.
- A trend identified through Domestic Homicide Reviews (DHRs) has been challenges coordinating Mental Health care following prisoner release, when a patient is repatriated to Oldham from prison, out of area approved premises or hostel accommodation. Locality Mental Health services are proactively working with partners to develop safer pathways which is reviewed as part of NHS GM's Quality, Safeguarding and Assurance Governance.
- Recruitment challenges within the community learning disability community team has raised risks for some residents of Oldham where learning disability has been suspected but has not been diagnosed. Risks have included health concerns where additional support would

encourage access into Primary and Secondary care services further to gaining access to a Care Act assessment of needs which would include a learning disability lens. An enhanced screening pathway is in development whilst recruitment to psychology (diagnostic services) continues.

Top safeguarding achievements in 2023-24:

- A process has been put in place to progress cases to the court of protection where a Deprivation of Liberty has been identified within a community health funded placement. This process supports the review of least restrictive practices being used in people's best interests and upholds their Human Rights.
- The NHS GM Safeguarding team have established membership at each of the NHS GM's Safeguarding Delivery Groups. This ensures both locality and system alignment, assurance and delivery across the NHS commissioning and safeguarding statutory functions.
- The Safeguarding team have established an NHS health collaborative which brings together commissioners and providers of health services to review safeguarding activity, learning and assurance across the locality and wider GM system.
- The NHS GM Safeguarding team in Oldham have joined partners in the development and progression of work in the Strategic Transitions Board. A health voice within this group supports coordinated transition of secondary care services including mental health, learning disability and sexual health provision into adulthood.

Successful Multi-Agency Safeguarding Work

The Designated Professional has led a group of partners to develop the OSAB Modern Day Slavery Toolkit. The toolkit aims to explain plainly what Modern Slavery and Human Trafficking are, and how everyone across Oldham can help tackle this complex and hidden crime. Work has also commenced on the development of a complex safeguarding multi-agency training package with colleagues from Adult Social Care, police, and the Community Safety Partnership.

During 2023, there was a national increase in reports of concern regarding potential modern slavery, human trafficking, labour abuse and organised immigration crime in the care sector. The Designated Professional supported GM Challenger in developing a guide for staff working in provider organisations, commissioning bodies, voluntary sector organisations and other public sector bodies who may come into contact with individuals working in the care sector and to reduce the likelihood of exploitation within the sector.

The Designated Professional has led a task group to develop OSAB Safeguarding Supervision Guidance to support the Care Act Statutory Guidance which states regular face-to-face supervision from skilled managers is essential to enable staff to work confidently and competently in difficult and sensitive situations. The aim of this guidance is to set out safeguarding supervision principles, with some suggested models for practice to assist in the delivery of safe practice. It is intended

to provide an overarching framework for all staff working in multi-agency agencies whilst acknowledging that many have different management structures, and existing proportionate and effective supervision systems that reflect the structure and role of each agency.

The GM Deprivation Programme is a three-year scheme which prepares GPs to work in disadvantaged communities and embeds a culture of resilience, wellbeing and development. The Designated Professional developed a training package for the Oldham cohort of GPs focusing on the importance of learning disability annual health checks, learning from LeDeR (mortality reviews) and local Safeguarding Adult Reviews. This was delivered with colleagues from Pennine Care NHS Foundation Trust Learning Disability Team and members of the locality Learning Disability Good Health Group.

During 2023-24, some areas of learning from statutory reviews were identified and disseminated across the health economy. This included Routine Enquiry (a term used to describe asking all service users about their experience of domestic and sexual violence), guidance to engage individuals who choose not to use services, and Think Family (a holistic approach that seeks to review all vulnerability within a household).

Safeguarding Priorities in 2024-25

Safeguarding priorities in 2024-25 will include:

- Strengthening Mental Capacity implementation and documentation including legal literacy within children's services.
- Strengthening safeguarding systems within Primary Care and the role of the named GP for safeguarding.
- Embedding the safeguarding health collaborative across the Oldham footprint (joining hospital acute and Foundation Trusts, and Primary Care)
- Reinforcing the pathway for learning from LeDeR reviews into the established Learning Disability Good Health Group
- Developing multi-agency safeguarding practitioner guidance when faced with issues around assisted suicide.

Key Challenges

During the transition from Clinical Commissioning Group to an Integrated Care Board, a number of restructures have required a review of the ways of working, to ensure that Oldham residents are at the forefront of decision making. As part of the new organisational structure, the Designated Professional has gained system responsibilities on top of locality and partnership obligations. Holding the workstream leadership for Modern Slavery across the GM safeguarding system and servicing the GM delivery groups to align safeguarding practice and statutory duties across the ten localities impacts on capacity to achieve priorities within timescales.



North West Ambulance Service NHS Trust (NWS) provides 999 emergency pre-hospital care, Patient Transport Service for pre-booked journeys, and the North West Regional 111 service. NWS serves the whole of the North West footprint - over 5400 square miles and has over 300 job roles.

Safeguarding and North West Ambulance Service NHS Trust

The NWS Safeguarding Team provides representation for each of the NWS service lines and the 3.6 Whole Time Equivalent Safeguarding Practitioners engage with statutory processes as well as internal and external demands. The Practitioners are supported by 1.8 Whole Time Equivalent administrators and sit within the wider NWS Quality Directorate, managed by the Head of Safeguarding.

The Safeguarding Team aim to ensure that safeguarding expectations are well understood throughout all NWS service lines and support all areas with safeguarding governance, such as the Patient Safety Incident Response Framework (PSIRF), training and complex incident support. Uniquely for a healthcare provider, the NWS Safeguarding Team encompass both the adults and children's disciplines.

Safeguarding in 2023-24

By the nature of our contact with patients, we are providing support at the most vulnerable times in peoples lives and a high number of vulnerabilities are reported, the introduction of an early help pathway for adults has been well received by NWS staff and for any given week, the number of safeguarding concerns raised is around just under half of the number of early help requests, in addition many social prescribing pathways are utilised to request support for our patients.

Our top adult safeguarding achievements in 2023-24 included:

- A full root and branch reform of the safeguarding training needs analysis - aligning all job roles to the requirements of the intercollegiate documents.
- Improved Local Authority Designated Officer (LADO) processes and governance around managing allegations
- The NWS Safeguarding Practitioners provided returns for a high number of screening requests

regionally: 32 for Domestic Homicide Reviews (DHRs), 92 for Safeguarding Adult Reviews (SARs), and 39 for Child Reviews. Not all have progressed to become statutory reviews. Practitioners have been engaged with multiple review panel meetings and produced agency Individual Management Reports (IMRs).

- The Safeguarding Team had input into the PSIRF, sexual safety workstreams, Freedom to Speak Up (FTSU), and liaison with NWS Mental Health team and High Intensity User team.

Safeguarding Adult Review Learning

NWS utilise learning from SARs. This is fed into the face to face safeguarding training element of the NWS Mandatory Training programme. The cases are utilised as safeguarding examples and true experiences of the learning found when SAR screenings are undertaken.

For example, the training incorporates the patient journey and is referenced in multiple aspects of training, so the self-neglecting person may go on to disclose Domestic Abuse and Violence and may then become unresponsive and require complex airway management. The whole scenario is unpicked to ensure all aspects of learning are understood.

Safeguarding Priorities in 2024-25

The safeguarding priorities for NWS in 2024-25 will include:

- Further embedding safeguarding oversight into the internal incident reporting process.
- Development of IT to explore direct safeguarding referrals from certain staff groups, likely linking to NWS electronic patient records.
- Safeguarding supervision implementation and what this is going to mean in each service line.

Key Challenges

Our key challenges will be related to staffing and visibility.

- Staffing - the NWS Safeguarding Team is small and it is being considered if this could be expanded however this is likely to be only a modest uplift.
- Visibility – NWS has a huge footprint and workforce, the ongoing development of a dedicated safeguarding space on the Green Room (staff intranet) will help this and enable all safeguarding resources to be available in one accessible place.

The Care Act provides statutory legislation for adults at risk, it is expected that health will cooperate with multi-agency partners to safeguard adults. As a health provider, Royal Oldham Care Organisation and Community Services is affiliated under the wider remit of the Northern Care Alliance NHS Foundation Trust (NCA). NCA and its Care Organisations have responsibilities to provide safe, high quality care and support.

Safeguarding and Northern Care Alliance NHS Foundation Trust

Adult safeguarding responsibility and accountability is embodied at board level and is encompassed within the Group Chief Nurse role and responsibilities. The operational and strategic delivery of the Oldham Safeguarding adult programme is led by the Assistant Director of Nursing for Safeguarding Adults for NCA under the leadership of the Royal Oldham Director of Nursing, NCA Group Associate Director of Safeguarding and the Deputy Chief Nurse for NCA.

A collaboration across workstreams within Royal Oldham Hospital and Community Service includes increased visibility across all wards and departments to support with adult safeguarding concerns, this includes the Royal Oldham Emergency Department whereby daily drop-in sessions are facilitated by the Safeguarding Named Nurse and Safeguarding Specialist Practitioner, thus offering additional safeguarding support and placing the person at the centre of the safeguarding concern within these areas.

The NCA encompass a Nursing Assessment and Accreditation System (NAAS), a Community Assessment and Accreditation System (CAAS) and a Theatre Assessment and Accreditation System (TAAS). The NAAS/CAAS/TAAS provides a programme of audit aligned with the Care Quality Commission (CQC) key lines of enquiry (KLOE). Inclusive within the programme of audit are the safeguarding standards, providing further safeguarding assurance that safeguarding measures are routinely audited. The Safeguarding Service support this audit programme providing safeguarding advice within relevant internal learning environments within Royal Oldham Hospital. The learning from Safeguarding Adult Reviews (SARs) and Domestic Homicide Reviews (DHRs) is a core agenda item held within the governance structure of the Safeguarding Steering Group within Royal Oldham Hospital. The learning is discussed at length and disseminated to the wider staff groups within each service, team safety huddle and multidisciplinary teams.

The NCA are required to meet the NHS/Greater Manchester, Safeguarding Children, Young People and Adults at Risk Contractual Standards. The standards are monitored by NHS Greater Manchester Integrated Care Board (ICB) with internal reporting through the NCA governance process inclusive of

safeguarding steering groups for both adults and children, escalation through the Quality and Effectiveness Management Group (QMEG) and the NCA safeguarding committee. The NCA Safeguarding Service strive to maintain trajectory compliance as outlined within each standard, remaining abreast of current guidance and legislated changes.

Safeguarding in 2023-24

During 2023-24, the demands on the Adult Safeguarding team remained multifaceted, complex and challenging, self-neglect and mental capacity are the key themes emerging across the NCA. The Adult Safeguarding team has continued to strengthen the existing embedded adults safeguarding practices across the organisation, achieving full compliance threshold for Adult Safeguarding Level 3 programme of training, as outlined in the Greater Manchester Contractual Standards Requirements. A new Standard Operating Procedure was developed to triangulate internal safeguarding governance and inquest reporting arrangements. With regards to learning from SARs, this has strengthened connectivity offering wider contextual learning across the NCA. The NCA Safeguarding Team relaunched the Safeguarding Champions meeting and introduced a NCA wide Safeguarding Newsletter, ensuring adult safeguarding remains at the forefront in everyday practice.

Safeguarding Priorities in 2024-25

The NCA adult safeguarding service will continue to:

- work towards achieving full compliance with the Contractual Safeguarding Standards
- deliver the Adult Safeguarding Level 3 and Mental Capacity Act (MCA) Training programme across the NCA.
- strengthen the governance and reporting arrangements for SARs and DHRs thus embedding the recommendations, and learning across the NCA.
- work towards the priorities of OSAB.

Key Challenges

Despite the achievement of full compliance threshold for Adult Safeguarding Level 3 training, challenges remain with regards to staff continuing to incorporate adult safeguarding practices once this programme of training has been undertaken. To address this concern the adult safeguarding service continue to offer visibility offering further assurance that safeguarding practices remain embedded in every day practice. Senior Management and Safeguarding Assurance visits are scheduled across wards and departments on a two-weekly basis, identification of safeguarding concerns, are addressed during the assurance visits with additional training raised as a priority as required

Pennine Care NHS Foundation Trust (PCFT) is proud to provide Mental Health and Learning Disability services to people across Greater Manchester. We serve a population of 1.3 million and our vision is a happier and more hopeful life for everyone in our communities. More than 4000 dedicated and skilled staff deliver care from around 200 different locations in five boroughs.

Safeguarding and Pennine Care NHS Foundation Trust

PCFT continues to be committed to ensuring the principles and duties of safeguarding adults at risk are holistically, consistently, and conscientiously applied at the centre of what we do. Safeguarding adults is 'everyone's responsibility'. Our Trust Safeguarding Strategy recognises a 'Think Family' approach as children, adults and their families and carers do not exist or operate in isolation. Our safeguarding families team, including a Named Professional for Safeguarding Adults, provides training, advice, support and guidance to all our staff working in Oldham.

Safeguarding in 2023-24

The key themes to emerge through our safeguarding consultation system are domestic abuse, historic sexual abuse and financial abuse. We delivered lunch and learn sessions and additional training on these themes in 2023-24. Learning from Safeguarding Adult Reviews (SARs) across the Trust footprint highlights the understanding and implementation of the Mental Capacity Act as a learning theme.

During 2023-24, our top safeguarding achievements included:

- reviewing the safeguarding supervision policy and implementing a monthly safeguarding supervision drop-in for adult staff across the PCFT footprint.
- compliance with our level 3 safeguarding adults training increasing by 18%; this is inclusive of a staffing matrix review to ensure that the correct colleagues are assigned to this essential-to-role training across Oldham.
- supporting Safeguarding Adults Week 2023 by offering a range of training options and promoting learning in Oldham, at which there was good attendance.

Successful Multi-Agency Safeguarding Work

Oldham borough colleagues operate an 'Always Learning' themed month with safeguarding themes including Professional Curiosity in March 2023 and Sharing Information in January 2024. Furthermore, they have shared "Stop for 5"

messages regarding indecent images and Care Act assessments.

Safeguarding Adult Review Learning

Briefings produced by OSAB are widely disseminated to teams. PCFT have also rolled out a successful multi-agency training offer to develop learning about professional curiosity, which is often a theme in reviews.

Safeguarding Priorities in 2024-25

The safeguarding priorities for PCFT in 2024-25 will include:

- enhancing work within the Trust in relation to the Mental Capacity Act to ensure knowledge, compliance, and governance.
- continuing to promote and develop safeguarding supervision in the Trust, expanding our offer and embedding our new recording system in relation to engagement and attendance with safeguarding supervision and evaluate effectiveness and compliance.
- enhancing work within the Trust in relation to domestic abuse awareness, prevention and support for both staff and patients/service users.
- continuing to enhance the additional safeguarding training offer, developing how we embed and promote additional learning and development in safeguarding.
- working with inpatient services and quality teams to enhance safeguarding knowledge and awareness to ensure safeguarding practices are robust and offer high levels of care.

Key Challenges

Key challenges remain around the Mental Capacity Act compliance and governance however, PCFT will be recruiting a Mental Capacity Act Lead to lead a focus on this workstream.

There are also challenges in relation to recording safeguarding referrals and activity across the Trust footprint; this is captured on the PCFT risk register and a robust response is being implemented.



Positive Steps is a charitable trust that delivers a range of targeted and integrated services for young people, adults and families that recognises the diversity of the people with whom we work.

We are a unique organisation delivering a combination of statutory, voluntary and traded services – funded through local authority and charitable trust grants, charitable donations, contracts based on payment by results, and income generated through our trading arm – where all profits fund our charitable activity.

Safeguarding and Positive Steps

Safeguarding is at the heart of all of the work within Positive Steps from the universal offer of the careers advice and guidance to working with vulnerable groups within the Youth Justice Service and Young Carers. Practice is guided by safeguarding policies and procedures across the organisation with specific departmental policies available where needed.

Safeguarding in 2023-24

During 2023-24, Positive Steps recognised trends in relation to:

- Social Housing - waiting lists, lack of provision, poor quality, overcrowding. This is a particular issue for single adult males, in particular those on probation or who are affected by substance dependency.
- Finances - debt, increase in cost of living, benefit entitlement, increase in numbers falling into poverty.
- Mental health - hoarding and self-neglect, thresholds, access to services due to high waiting lists.
- Substance use
- Social isolation.

Our top safeguarding achievements in 2023-24 included:

- a significant increase in referrals to the Wellbeing Service, meaning a reduction on services such as probation and recalls to prison.
- development of an Adult Self-Neglect and Hoarding Group in place in collaboration with TOG Mind.
 - embedding the Early Intervention and Prevention (EIP) Community Drop Ins allowing us to reach a wider audience; leading to a reduction in waiting lists to EIP due to the drop ins providing initial support to those not requiring longer term support.
 - a reduction in numbers escalating to Adult Social Care and

Mental Health services due to successful preventative work.

- delivery of Household Support Fund to provide essential finances to families experiencing hardship.

Successful Multi-Agency Safeguarding Work

Positive Steps EIP team are involved with the Oldham Hoarding Group, which is facilitated by a senior engagement worker from EIP alongside a Living Well project manager from TOG Mind. The group is peer support for hoarders assisting other hoarders and is part of the North West Hoarders facilitators group. Their involvement includes attending forums, symposiums and meeting sessions delivered by a psychologist who coordinates the North West network of psychosocial intervention and peer support groups for people who exhibit hoarding behaviours. This is ongoing work which is being strengthened by including a variety of services to deliver wrap around support. Agencies involved include social services, the fire service, First Choice Homes Oldham, Great Places, Onward Housing, Regenda, NHS agencies, TOG Mind and Positive Steps. The aim of the group is to:

- help reduce the huge amount of stigma attached to the term 'hoarding'.
- differentiate hoarding and self-neglect.
- personalise the support offered to people.
- improve the support offered to people who exhibit hoarding behaviours.

Safeguarding Priorities in 2024-25

Positive Steps safeguarding priorities for 2024-25 will be:

- continuing to expand the community drop in offer by delivering a place-based approach to areas with low referral numbers, or areas who require additional support to engage.
- a focus on transition age (16-25) individuals where there is a gap in support.
- reviewing of all safeguarding policies and procedures.
- strengthening relationships with housing providers and housing teams within Oldham Council.

Key Challenges

A key challenge will be high referral numbers across the partnership. We will continue to offer preventative, community based work to reduce the impact on services at a higher level.

The Probation Service is a statutory criminal justice agency that supervises adults released from prison on licence and those on community sentences as imposed by criminal courts. The Probation Service additionally delivers accredited programs, unpaid work and the victim contact services. Our priorities are to protect the public by the effective rehabilitation of people on probation. We work closely with partners in the delivery of our objectives.

Safeguarding and the Probation Service

The role of the Probation Service is to protect the public. Safeguarding adults is a key priority within this; built into strategy, policy and operational procedure.

Safeguarding in 2023-24

During 2023-24, the Probation Service recognised that:

- the cost of living crisis alongside a housing crisis exacerbated the instability and vulnerability of many people on probation and their families.
- safeguarding victims of domestic violence together with a high incidence of mental health issues and substance abuse, often underpinned by childhood trauma, continued to present high levels of safeguarding concern.

Our top adult safeguarding achievements in 2023-24 included:

- quality assurance activity evidenced the reliability of Probation Practitioners requesting police domestic abuse checks and safeguarding checks, in line with policy, to inform risk assessments and risk management plans.
- the Oldham Probation Delivery Unit identifying a safeguarding single point of contact (SPOC) practitioner with an agreed plan to become part of the Multi-Agency Safeguarding Hub (MASH) team, attending daily risk meetings with a view to working from MASH one day a week.

Successful Multi-Agency Adult Safeguarding Work

The Probation Service is the lead responsible authority delivering MAPPA (multi-agency public protection arrangements) in Oldham. Quality Assurance evidences that delivery is to a high standard, engaging partners effectively to safeguard victims and potential victims of violent and sexual offences.

The Probation Service delivered MAPPA Duty to Cooperate (DTC) training to partners via the OSAB training strategy on five occasions during 2023-24, raising awareness and commitment to public protection via these statutory arrangements.

Safeguarding Priorities in 2024-25

Priorities in 2023-24 will be to:

- embed the safeguarding SPOC in Oldham MASH. Once this approach is fully implemented, we have intentions of additionally linking the Victim Liaison Officer into MASH more directly as part of safeguarding strategy.
- ensure information from safeguarding checks is translated more reliably into risk management and sentence plans and then delivery of evidenced activity by the Probation practitioner.

Key Challenges

Government measures to address prison overcrowding present a number of challenges. People are being released from prison sooner creating additional pressure on service capacity and in particular accommodation, drugs and alcohol and mental health services. This will be managed by working closely with local partners to maximise use of the resources available, alongside the Probation Service developing strategies and expanding resources to meet increased need such as expansion of the Community Accommodation Service Tier 3 (CAS3).

We are Turning Point. We are an organisation that support people in the community who have issues with drugs or alcohol. We offer one-to-one support, workshops and group support. We also work alongside other support services within the community. The aim of our service is to reduce the harm and impact that drugs and alcohol have on individuals and the community, and to support people in working towards a drug or alcohol free lifestyle.

Safeguarding and Turning Point

Safeguarding is key to all the work we do with service users. We work with people to understand the impact of safeguarding issues such as the impact of substance use on children and loved ones, the potential for self-neglect, Domestic Abuse and self-harm or suicide. For some service users, where there are associated severe physical and Mental Health issues, we work with social care to identify appropriate care packages.

We focus on harm reduction to keep our clients safe, assessing risk for clients who have children, making referrals and liaising with Children's Social Care to ensure all information is shared. We also liaise with other partner agencies in relation to issues such as Domestic Violence, self-neglect, suicide prevention and risk management.

Safeguarding in 2023-24

We found that we were liaising with Adult Safeguarding increasingly regarding vulnerable adults who were drinking dependently and struggling to engage with services. We are increasing understanding for all staff around the Mental Capacity Act. We are also offering a more family centred approach with specialist workers being able to work more closely with social services to reduce risk.

Our top adult safeguarding achievements in 2023-24 included:

- embedding a learning culture from incidents and deaths.
- continuing training and supporting staff with multi-agency working.

- reviewing and updating ongoing training plans for suicide prevention and safety planning.

Successful Multi-Agency Adult Safeguarding Work

We took the lead chairing the Team Around the Adult (TAA) meetings for a dependant alcohol user who was working with our service alongside a number of other concerned professionals. We were able to discuss the client at our internal Complex Case Review meeting and give the client a personalised plan to achieve their goals that fits outside of the usual Turning Point pathway to support their individual needs.

Turning Point also facilitated the colocation of an Independent Domestic Violence Advisor (IDVA) in the Turning Point office to support the joint working between substance misuse service and the IDVA service. There has also been an agreement to share training opportunities and to support with increasing understanding around what each service has to offer. This has had a positive impact on the support being offered. This has meant better outcome for clients in the borough being able to more easily access both services.

Safeguarding Priorities in 2024-25

Priorities in 2024-25 will be to:

- offer further training and support for staff around learning, confidence and documentation of Mental Capacity Act.
- embed a 'think family' approach across the service.
- develop a twelve-week rolling training programme around all aspects of the service including safeguarding issues for staff to access at any point.

Key Challenges

Key challenges will be resource and staff in Turning Point and other agencies increasing the demand for support and growing need in the local area.

What to do if you are worried about an adult

Abuse and neglect can happen anywhere, be carried out by anyone and 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 **Adult Referral Contact Centre (ARCC)** has been set up to help adults and families looking for support and can be contacted via the following email address: ARCC@oldham.gov.uk.

In addition, the Adult **Multi-Agency Safeguarding Hub (MASH)** has been set up to help people report a safeguarding concern and can be contacted via the following email address: Adult.Mash@oldham.gov.uk.

Both services can be contacted on the following number:



**ARCC and MASH:
0161 770 7777**

Stay in touch

If you have any queries about this Annual Report or would like more information, please contact the OSAB Business Unit at:

the bulletin, complete the sign up form on the OSAB website:

www.OSAB.org.uk/Bulletin



**OldhamSafeguarding
AdultsBoard
@oldham.gov.uk**

Please also follow us on X (formerly Twitter) and share our content to raise awareness of safeguarding and exploitation and what people can do to keep themselves and their families and friends safe in Oldham:

 **@SafeguardOldham**

Oldham Safeguarding Bulletin is a way of keeping yourself up to date with news from Oldham Safeguarding Adults Board and Oldham Safeguarding Children Partnership partners across Oldham. To be sent

Thank you from the team



