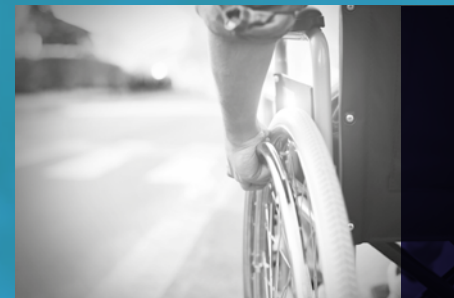


LEEDS: A SAFE PLACE FOR EVERYONE

ANNUAL REPORT 2016/17



Leeds Safeguarding
Adults Board

To report a crime:

- **In an emergency, contact the police: Tel. 999**
- **If the person is not in danger now, contact the police: Tel. 101**

To report a safeguarding concern or seek advice:

- **Contact Adult Social Care: Tel. 0113 222 4401**
 - **Out of hours: Tel. 07712 106 378**
-

Foreword

I am pleased to introduce the Leeds Safeguarding Adults Board's Annual Report for 2016/17.

Last year we set out our three year strategic plan with four clear ambitions that have been the focus of all our work over the last 12 months:

- Seek out the voice of the adult at risk
- Improve awareness of safeguarding across all of our communities
- Improve responses to domestic violence and abuse
- Learn from experience to improve how we work

This year we have been successful in building important foundations that will help us to make Leeds a safer place for everyone.

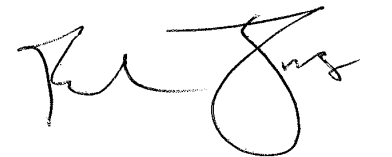
We have been developing our understanding and approaches in each of these areas, whilst building new networks, stronger working relationships with our partner Boards and strengthening our support unit, all of which will help us to move forward with increasing pace.

This year we held a series of events with partners from statutory, independent and third sectors to understand their experience of safeguarding practice. In Leeds the learning from this has been invaluable and directly impacted on our work during the year and our plans for the next.

As we move into 2017/18 we will be seeking to build on this learning by:

- Understanding citizens' expectations and experiences
- Working more closely with independent and third sector organisations
- Taking forward multi-agency approaches to the development of practice, and
- Extending our strategic interests as a Board.

I look forward to working with our partners and citizens over the coming year, to help move forward together with each of our ambitions for Leeds.



Richard Jones CBE,
Independent Chair
Leeds Safeguarding Adults Board





“We have been developing our understanding and approaches, building new networks, stronger working relationships with our partner Boards and strengthening our support unit, all of which will help us to move forward with increasing pace.”

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1. Leeds Safeguarding Adults Board 2016/17

1.1 Who we are

The Leeds Safeguarding Adults Board is a partnership of organisations that work to both prevent and end abuse of adults with care and support needs in Leeds.

Safeguarding Adults Boards were strengthened by the Care Act 2014 (implemented in 2015), which made them legal requirements in each area, with specific duties and responsibilities as set out in Schedule 2 of the Act.

The Board must include senior representatives from the Local Authority, Police and NHS Clinical Commissioning Groups (CCGs).

In Leeds the Board also includes a much wider range of statutory organisations, and includes representatives from Healthwatch, the voluntary sector and citizen representatives. The Board also includes representation from other strategic Boards that have responsibilities to support people to be safe.

A full list of member organisations is included in the appendix.

In October 2015, the Board appointed Richard Jones CBE as its Independent Chair, providing for independent perspective, challenge and support to the Board in achieving its ambitions.

1.2 What we do

The Board's Vision, is for Leeds to be: "A Safe Place For Everyone"

The Board works to help and protect adults with care and support needs to be safe from abuse and neglect.

The Board does this by setting out a strategic plan in response to the needs of citizens in Leeds. The Board's role is to coordinate the work of partners, providing support and challenge; and to gain assurances from member organisations of their work to safeguard citizens.

The Board has a Partnership Support Unit, jointly funded by the Police, NHS and Local Authority, that supports the Board to achieve its ambitions.

It is important to note that the Board does not commission or deliver direct front-line services. Each partner organisation retains its own lines of accountability and responsibility for safeguarding practice.

More information about the work of the Board, including minutes from meetings and the full strategic plan is available on the Board Website:

www.leedssafeguardingadults.org.uk



1.3 Governance arrangements

The Board is funded jointly by the Local Authority, NHS Clinical Commissioning Groups (CCGs) and, since 2016 West Yorkshire Police.

Funding is made available for the Board to achieve its ambitions, which includes the commissioning of an Independent Chair and a Partnership Support Unit to support the work of the Board.

The Board meets bi-monthly and has held two development sessions during 2016/17. The Board has continued to develop its working arrangements so as to be able to work most effectively in delivering its ambitions.

The Board established an Executive Group in 2016. This is led by the Independent Chair and includes the West Yorkshire Police, the Local Authority, NHS Clinical Commissioning Groups (CCGs) and Healthwatch Leeds. The Executive Group works to drive forward the Board's strategic agenda.

The Board also established an Executive: Safeguarding Adults Review group. It is chaired by Maureen Kelly, Acting Director of Nursing, Quality and Corporate Affairs, South and East Clinical Commissioning Group (CCG). This group has the responsibility for statutory Safeguarding Adults Reviews and other learning lesson reviews that enable the Board to identify multi-agency learning about citizens' experiences of care and support in Leeds.

The Board also has three sub-groups, each chaired by a key member organisation that supports us to take forward work as a partnership.

Citizen Engagement Sub-group;

- Chaired by Tania Matilainen,
Chief Executive Officer of Healthwatch Leeds

Quality Assurance and Performance Sub-group;

- Chaired by Shona McFarlane,
Deputy Director, Social Work and Social Care Services, Adults and Health

Learning and Improvement Sub-group:

- Chaired by Maureen Kelly,
Acting Director of Nursing, Quality and Corporate Affairs, South and East Clinical Commissioning Group

The Board is currently considering including the Mental Capacity Act Local Implementation Network as a sub-group of the Board, linking the Board more directly with the network's important work in relation to mental capacity and deprivation of liberty safeguards (DoLS).

The Board has been working with Leeds Safeguarding Children Board and Safer Leeds to develop increasingly joined-up approaches. The support units for each Board meet regularly to identify shared ambitions, and opportunities to work together towards these. A range of potential opportunities have been identified that can be developed, and will include a joint Board Development Session in 2017.



2 Board Ambitions for Leeds

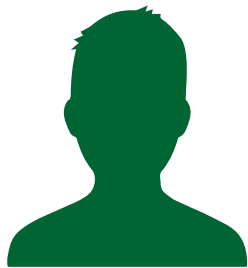
During 2016/17 the Board set out its strategic plan for the next three years. The plan is based around four key ambitions that together will enable us to help safeguard citizens in Leeds. Each year we will set out to further our achievements in each key area.

In the first year of our plan, much of our work has involved listening to partners about what works well and what needs to improve. We have invested in establishing our approach and developing the networks and relationships that will enable us to improve experiences of citizens in Leeds.

In years two and three, we aim to continue listening, put more of our plans into practice and embed our achievements.

2.1 Seek out the voice of the adult at risk

What we want to achieve for citizens in Leeds:



“I am asked if I feel safe and what help I want, and this informs what happens.”

Our ambition is to seek out the voice of the adult at risk and for this to be the focus of all our work.

- We will reach out to people who may be at risk of abuse and neglect,
- We will involve people in decisions about how we respond to their concerns,
- We will work with people to achieve the changes they need to feel safe.

2.1.1 Leeds Safeguarding Adults Board

Seek out the voice: Summary of achievements

During 2016/17 the Safeguarding Adults Board has been working to ensure that it is focused on the voice and the lived experiences of citizens throughout its work.

The Board seeks to maintain this focus through its membership and its strategic approach. Currently membership includes:

- Citizen representation from the Alliance of Service User Experts
- Healthwatch Leeds, who are independent champions for consumers and users of health and social care
- Advonet; the Leeds advocacy consortium.

In this way, the Board is enabled to maintain a focus on people's lived experiences and the actual outcomes of its work for citizens in Leeds. The Board is currently reviewing how it can extend membership and/or improve established links so that it can hear and learn from the views and experiences of citizens across all parts of the city.

Seek out the voice: Summary of achievements

During the year, the Board has been developing its focus on individuals and their experiences. This is done both at Board meetings and throughout its work streams:

- Each Board meeting now commences with an insight into lived safeguarding experience, with reflection on how services have sought to respond, and the learning from this.
- The Board undertook a wide-ranging consultation during September and October 2016, which asked all participants to reflect on, as their first consideration, the experience of the adult at risk, and secondly how effectively we are working together to achieve the best possible outcome for that person.
- The Board Development Session in October 2016 included presentations from Leeds People First (Leep1) as to the experience of abuse, responses they would expect from agencies and how they have sought to promote awareness. The Board also sought to include the citizen voice through an invitation to share their experiences via an independent organisation, Healthwatch Leeds.
- The Board Development Session, held in February 2017 was entirely focused on considering how we should as a Board and as member agencies respond to individuals in a variety of circumstances. These included real life scenarios provided by Board member organisations, care providers and third sector organisations.
- The Board's three year plan is based around what outcomes we want to achieve for citizens in Leeds, as illustrated in the 'I-Statements' in relation to the plan's required actions. The plan was finalised following consultation with partners and community representatives

Multi-agency procedures

The Safeguarding Adults Board adopted new multi-agency policy and procedures in April 2015; these have a much clearer and stronger focus on working with the individual at risk to support them to be safe.

Key elements of this approach is the importance of clearly asking people what outcomes they want to achieve and checking with them throughout and at the end, whether we have achieved this for them.

Work is currently underway regionally to review and update these procedures. These are being further developed to strengthen the focus of our practice around the wishes and needs of the person.

Seek out the voice: Summary of achievements

Quality Assurance and Performance

Putting the individual at the centre of all our work has influenced quality assurance and performance work. This has involved setting key performance measures in relation to the person's desired outcomes and whether they are safer as a result of the intervention. This data is routinely captured and monitored through the Board's sub-group.

Safeguarding Adults Reviews

Safeguarding Adults Reviews are held in situations where a person has either died or experienced serious harm, and there is learning about how agencies worked together to protect them.

In Leeds we have been developing our approach so that the voice of the adult at risk is explicitly at the centre of the review. This includes seeking consent for the review, including their views and that of their family wherever possible and asking agencies how they have considered the adults wishes and views throughout their involvement.

The learning about how we have sought the voice of individuals and acted upon their views is directly captured and feeds into our learning workshops and learning and review activity.

Safeguarding Adults Reviews are outlined in more detail on page 57.

Community Engagement

We are developing our engagement materials to be clear and accessible for people from diverse communities across the city. We are reviewing our approach, considering first accessibility from citizen perspectives, and the key messages that would be meaningful and understandable to members of the public.

An important priority for us as a Board is to learn directly from citizen experiences of being supported within the Board's multi-agency safeguarding adults procedures. We are currently working with Third Sector Leeds to develop a new approach to gather and learn from people's experiences.

Seek out the voice: Summary of achievements

2.1.2 Adult Social Care

Within the safeguarding adults procedures we aim to establish an individual's desired outcomes as soon as possible and ensure that these are reviewed throughout to reflect any changes in an individual's desired outcome. Where an individual lacks capacity, a representative or advocate is identified at the start to promote and articulate the views of the adult at risk.

At the onset of the safeguarding process, staff ask adults at risk about their 'desired outcomes', i.e. what they want to achieve via the safeguarding process. This information is recorded on their electronic record and at the end of the process the adult at risk is asked whether the outcome has been achieved.

We have undertaken regular audits throughout the year - to ensure that practice is increasingly well embedded. From each audit, action plans have been developed to ensure continual improvement.

Within our Commissioning Services, we have ensured that all contracts with independent sector commissioned services contain relevant clauses relating to safeguarding. These include staff being trained in safeguarding practices, relevant policies being in place, including a safeguarding policy and whistleblowing policy.

We ensure that Quality Standards within contracts reflect best safeguarding practice and these standards are monitored throughout the life of the contract. For example, during 2016 we re-commissioned a major contract for community homecare services. During the procurement process for this contract a range of safeguarding questions were asked which the providers had to pass in order to have their tender considered. Also, the contract documentation contained relevant safeguarding clauses, including the requirement for providers to:

- i. have an up-to-date safeguarding and whistleblowing policy in place.
- ii. familiarise themselves with the Leeds Safeguarding Adults Board's safeguarding policies and procedures.
- iii. periodically review the effectiveness of their policy.
- iv. Report all incidences of safeguarding to contract officers as part of regular returns.
- v. To have a comprehensive training and skills learning programme in place that ensures all staff receive mandatory training as appropriate to their role and the services they are providing, which includes safeguarding.

Seek out the voice: Summary of achievements

The Quality Standards Assessment document contains numerous quality standards concerning safeguarding and these are monitored by the homecare contracts team in Adult Social Care. Adult Social Care have also commissioned Healthwatch Leeds to conduct a survey of homecare service users to seek their experiences of the homecare services provided.

An agreed pathway has been established between Adult Social Care and Children Services, with a view to safeguarding people aged 16-18 and beyond who are at risk of Child Sexual Exploitation. This will ensure that vulnerable young people who are reaching adulthood are appropriately safeguarded from risk of exploitation and to prevent this group of young people who do not have eligible Care Act needs being left vulnerable.

The Mental Capacity Act Local Implementation Network, Chaired by Adult Social Care works to ensure that across partners, best practice is followed. This includes the principles of ensuring the person is involved in decision making and where they are unable to do so, that decisions are always reached in their best interests.

2.1.3 West Yorkshire Police

As part of our drive for Continual Personal Development for police officers and staff, Leeds District police have trained key front line staff on how to recognise issues that affect adults at risk so that they have greater awareness around how best to approach individual reports from and investigations involving adults at risk.

Having appointed a detective link officer working at the Front Door Safeguarding Hub in partnership with key agencies on investigations and reports involving adult at risk investigations, Leeds District has a consistent approach, making early assessments of threat, risk and harm by listening to the adult at risk and using information across the wider Leeds partnership.

Leeds District police recently worked in partnership with the Becklin Centre to raise awareness around the link between mental health and substance misuse. Following complaints from service users, The Action Against Drugs Campaign has raised awareness around these issues and through regular patrols aims to ensure that, as far as possible, the therapeutic environment provided by the Becklin centre is free from illegal substance misuse.

Seek out the voice: Summary of achievements

Leeds District police have recently invested in mental health awareness training delivered by MIND. This has been delivered to all officers and police staff and aims to give a better insight into issues around mental health so that front line staff are better able to understand the needs of those with mental health issues and deal with them sympathetically, compassionately and appropriately.

2.1.4 Leeds NHS Clinical Commissioning Groups (CCGs)

- The CCGs have supported the Routine Enquiry Project in Primary Care, where GPs are trained to ask every female patient if they are experiencing any violence and abuse.
- All the training we have delivered reflects the need for the voice of the adult to be heard, and promotes making safeguarding personal.
- All expert advice and support given to the commissioning leads across the CCG's as part of the commissioning process, including the commissioning and re-commissioning of services, service reviews and service redesigns, supports the need to seek out the voice of the adult at risk.
- The development of a Mental Capacity and Deprivation of Liberty Safeguards electronic template within patient records that prompts clinicians to gain the views of the adult and record these timely and accurately.
- The CCG Mental Capacity Act / Deprivation of Liberty Safeguards (DOLS) Lead and the Professional Lead/DoLS Manager within Leeds Adult Social Care have worked closely together to identify patients who receive care in their own homes, are funded through continuing healthcare and require a Court of Protection Order to safeguard their interests.

Seek out the voice: Summary of achievements

Moorfield House: Routine Enquiry

Moorfield House won the Enhancing Safety and Quality Award at the NHS Leeds South and East CCG Annual General Meeting in September 2016.

The award was given for their work leading the way in the Routine Enquiry Project, whereby GPs are trained to ask every female patient if they are experiencing any violence and abuse.

Early indications in GP practices show an increase in disclosures of domestic abuse – many are disclosures of historic domestic and sexual abuse which are still having an impact on the victim's physical and mental health.

Patient feedback suggests that this is a positive approach in tackling domestic violence and abuse. NHS England North is working with the CCG and the Domestic Violence Team at Safer Leeds with a view to rolling out Routine Enquiry throughout the North region.

Moorfield House have been nominated for the British Medical Journal Primary Care Team of Year Award which will be judged on the 4th May 2017.

Seek out the voice: Summary of achievements

2.1.5 Leeds and York Partnership Foundation NHS Trust (LYPFT)

- Making Safeguarding Personal has been embedded within our response to all safeguarding enquiries either within the Trust or via a safeguarding enquiry.
- We have representation on the citizen engagement sub-group. It was decided that the LYPFT representation should be from our involvement specialist. The aim was for a Trust wide response to engaging service users and the public in Safeguarding practice. This is a standing item on our Trustwide Safeguarding Committee to ensure safeguarding engagement is at the forefront of our governance process.
- The Trust have embedded the Safeguarding publicity materials in public areas within key sites. The aim is to encourage service users to recognise safeguarding issues and raise them with practitioners.
- We are training more staff in PREVENT and attend the regional forum.
- Since our CQC inspection in 2016 we are focussed on ensuring all case discussions have evidence of outcomes.

- Embedding of PREVENT training onto safeguarding adults level 3 training for specialist safeguarding practitioners.

2.1.6 Leeds Teaching Hospitals NHS Trust (LTHT)

- Leeds Teaching Hospital NHS Trust has, over the past year, been modelling its services around a number of principles which make up the 'Leeds Way' 5 year plan, the first aim of which is to be 'patient centred'.
- Using the latest crowd-sourcing technology, called Wayfinder, we undertook our largest staff engagement programme at the Trust to gather thoughts and feedback on our vision, values and goals.

Staff, patients and stakeholders submitted their comments on the consultation and each of these was invaluable in helping us develop our five year strategy. The consultation showed us that there was very strong support for a values-led strategy and confirmed our belief that patients should always be at the centre of our decision making.

Seek out the voice: Summary of achievements

- During this period a significant and new investment was made in its safeguarding team creating an opportunity to embed Making Safeguarding Personal across all our services in line with the Trust vision.
- The Safeguarding team have strong links with the Patient Experience service, since the Mid Staffordshire NHS Trust enquiry all NHS Trusts are obliged to speak directly to service users and their families when errors or mistakes happen to offer an open apology. This practice has had a beneficial effect on the hospitals in Leeds and is regularly used in safeguarding enquiries as evidence of involvement and dialogue with service users and their families.
- All safeguarding enquiries are reviewed to ensure that the voice of the service user is clearly identified within the enquiry.
- A number of our patients experience a lack of capacity in relation to specific decisions, as such the team are allied to the Mental Capacity Act team in the Trust.
- During 2017 the Trust's safeguarding training plan is being introduced to reflect the NHS England adult safeguarding intercollegiate document that was published in draft in 2016. The new 'level 3' training for safeguarding specialists includes a strong emphasis on the voice of the adult. It is expected that all senior clinicians will have access and complete the training over an agreed introductory period. It is hoped that focussing on this staff group will further embed Making Safeguarding Personal. The voice of the adult at risk and direct experience of using safeguarding procedures will be embedded within the training.
- We continue to actively seek the views of people with Learning Disabilities who stay in hospital, surveying all people with Learning Disabilities who are inpatients during the months of May and November. Our Learning Disabilities team and strategy group are using the findings to improve the service we deliver.

Seek out the voice: Summary of achievements

- Relationships with local stakeholders such as Advocacy Groups, Community Forums, and involvement groups, continue to develop. A joint training session was held between Advonet and the Trust to identify opportunities for learning and ways in which the experience can be improved for people who wish to raise any concerns, including safeguarding concerns.
- We have also been working closely with our colleagues across Leeds to reduce pressure damage in all settings, including the patient's home and care homes. We have a city wide work plan and have had a number of forums where teams have come together to discuss where the risks are and to plan how to reduce them.

2.1.7 Leeds Community Healthcare NHS Trust (LCH)

- Every year we look back over some of our records to check we have done what we said we would do. This year we have been checking for "Patient involvement throughout episodes of care, including their experience and feedback". All of our services are on track to tell us how they have got on with this and by the end of April, we will know how we are doing and what we could do better.
- While we are waiting for the outcome of the records review, we have been continuing to make sure our health centres and clinics have good information about staying safe, that is easily seen - we think that if we get this right for people living with dementia, we will be getting it right for everyone.
- At Leeds Community Healthcare we are keen to be Dementia Friendly; one simple way we want to show that is by having tidy notice boards, so people can easily pick out the information they want, including safeguarding information. This not only helps people who are living with dementia, but helps everyone find the information that is most important to them. Please tell our reception staff if you struggle to find what you need from our notice boards - your feedback is important to us.

Seek out the voice: Summary of achievements

2.1.8 **Leeds City Council: Public Health: Strategy & Commissioning Team**

- We have recently commissioned new visiting and accommodation services which will be operational in Leeds from July 2017 - these contribute to improving outcomes for some of the most vulnerable people in the city.
- We have also recently commissioned the new domestic violence and abuse service which will be operational from April 2017 - this contributes to improving outcomes for some of the most vulnerable people in the city.
- Service users were consulted as part of the commissioning process and their feedback was used to inform the new service specifications.

Examples of commissioned services are highlighted on the following pages. Each of these services are strategically important to the city working with some of the most vulnerable people with multiple support needs who are at risk whilst being street homeless, rough sleeping or vulnerably housed.

All these services will proactively engage with, and be accessible to individuals from a diverse range of ethnic, religious and cultural backgrounds.

Seek out the voice: Summary of achievements

Leeds Domestic Violence Service

Leeds Domestic Violence Services (LDVS) is a consortium made up of Leeds Women's Aid, HALT (Help, Advice and Law Team), Behind Closed Doors and Women's Health Matters - that will deliver a comprehensive support service for adults, children and families affected by domestic violence and abuse.

With considerable experience of supporting people affected by domestic violence and abuse, LDVS will provide a range of support options including: a 24 hour helpline, Independent Domestic Violence Advocacy support, one-to-one support and group work, drop-ins, training, volunteer and peer support, emergency accommodation and resettlement support.

The service will take a whole family approach and work in partnership with other agencies to ensure a coordinated response for individuals and families who experience domestic violence and abuse.

The service fits into a wider programme of work - the Domestic Violence and Abuse Breakthrough Project - LDVS is a key partner in the development of strategic responses to domestic violence and abuse in the city.

Seek out the voice: Summary of achievements

Engage Leeds

Engage Leeds is a consortium made up of Gipsil, Barca-Leeds, Riverside and Connect Housing Association.

Engage Leeds will provide a range of support options to enable vulnerable adults and families to live independently, this will include: formal 1-2-1 visiting support with flexibility of intensity and duration, informal drop-in provision that is locally based to enable easy access, peer support, befriending and community engagement opportunities.

The service will develop a focus on recovery and restorative, person centred planning and support.

Working in partnership with a wide range of agencies, service delivery will be focused upon the following themes:

- Prevention of homelessness and early intervention,
- Sustainment and a person's ability to live in safe and suitable accommodation and
- Integration - supporting people to participate and access the services and opportunities available.

Seek out the voice: Summary of achievements

Beacon

Beacon has been commissioned to provide a new city wide Housing Related Support (HRS) accommodation service for vulnerable adults, couples and families to prevent homelessness and address housing need. Beacon will be delivered by a consortium made up of Leeds Housing Concern, Touchstone and Foundation.

Accommodation will be delivered through a mixture of intensive accommodation with access to staff 24 hours a day, 7 days a week and community dispersed properties with visiting support. Peer support, befriending and volunteering are integral parts of the service.

Working in partnership with a wide range of agencies services delivery will be focused upon the following themes:

- Prevention of homelessness and early intervention,
- Sustainment and a person's ability to live in safe and suitable accommodation and
- Integration - supporting people to participate and access the services and opportunities available

Seek out the voice: Summary of achievements

2.1.9 Her Majesty's Prison Service, Wealstun

- Every prisoner at risk is interviewed and a case manager is appointed where required.
- All incidents that put prisoners at risk are investigated.
- All investigations are discussed at a weekly Safety Interventions Meeting.
- Dependent on the level of risk, resources and support networks are established.
- The risk is managed until it is removed or reduced to an acceptable level.

HMP Wealstun: Listener Scheme

A Listener scheme is operating in the establishment.

Listeners are selected prisoners trained and supported by the local Samaritans. They can be called on by those at risk or in crisis at any time of the day or night.

This service supports the work of the Samaritans and allows those at risk to be able to talk to their peer group face to face (when they feel they can't discuss with staff) rather than someone in a remote location.

Seek out the voice: Summary of achievements

2.1.10 National Probation Service (NPS)

- Identification, Assessment and Management of offenders – NPS staff have contact with offenders who pose a risk of harm to known adults at risk, pose a risk of harm to adults at risk in general, are adults at risk, have care and support needs and/or are carers in need of support. There is consideration of vulnerability in all assessments, placing adult safeguarding on the agenda, and ensuring the above are identified at the earliest opportunity.
- Co-located victim services teams ensure that the voices of victims of crime (who may be vulnerable) are held important in all aspects of offender sentences and release plans.
- Regular staff training is provided to ensure practice is kept up to date.
- Referrals are made to other agencies to access care and support where required.
- We ensure the six key principles of Adult Safeguarding underpin our work and decision making

2.1.11 West Yorkshire Community Rehabilitation Company

- Risk assessments and plans are completed at the beginning of sentences for cases managed both in custody and in the community. These assessments are dynamic and are continually developed throughout a person's sentence.
- We work directly with both victims and perpetrators of crime to reduce re-offending and protect the public.
- We work closely with other agencies to manage risks both to and from perpetrators.

Seek out the voice: Summary of achievements

2.1.12 Healthwatch Leeds

Seek out the voice: Summary of achievements

- Reviewed staff and volunteer training to make it connected and relevant to the work we do.
- Worked through information in the Citizen Engagement sub-group and with specialist contributions to describe good practice.
- Developed an on-line and newsletter offer for any person in Leeds to share their safeguarding experience in confidence.

2.1.13 Leeds City Council: Housing Leeds

- Annual Home Visits – all tenants are visited annually to review any issues with their tenancy; this includes the review of support needs / arrangements and the identification of safeguarding issues. 95% of tenants were visited by the end of February 2016/17 – this highlighted a number of tenants with additional support needs that the service was previously not aware of.

- Sheltered Support Officer – support plans are reviewed every 6 months to review tenant support needs and identify safeguarding issues. Regular visits / contacts are provided to monitor the well-being of sheltered residents.
- Housing Leeds continues to support the Case Conferencing approach – this involves multi-agency working to wrap services around the tenant / applicant at risk. Housing Leeds attendance at case conferences include bi-weekly Young Persons Move On Group, daily Front Door Safeguarding HUB and the weekly Adaptations Panel meeting.
- The Young Person Move On Group - includes representation from Housing Leeds, Children's Services and Support Agencies. It continues to meet bi-weekly, and follows a case conferencing approach to ensure that the housing and support needs of young people are responded to in a collaborative way.

Agencies bring cases to each meeting involving a young person who has an urgent housing and support need, is at risk of homelessness or is failing in their tenancy. This provides agencies with the opportunity to work together to agree a proactive and collective response. The group has proven extremely successful in ensuring that issues are identified and responded to at an early stage and in a collaborative way.

2.2 Improve awareness of safeguarding across all our communities

What we want to achieve for citizens in Leeds:



“I receive clear and simple information about what abuse is, and how I can get help”

Our ambition is for everyone to know how to seek help and to have confidence in how we will respond.

- We will promote awareness across the city,
- We will reach out to diverse communities,
- We will assess the effectiveness of the work we do.

Ash took his supported employment seriously. But his colleagues thought his mental illness was a joke.

ABUSE.
Doing nothing is not an option

To raise a concern about adult abuse
CALL 0113 222 4401.

www.leeds.org.uk/leedsadultabuse.org.uk

2.2.1 Leeds Safeguarding Adults Board

Improving awareness: Summary of achievements

The Leeds Safeguarding Adults Board has a range of engagement materials to promote awareness of safeguarding adults within the city. These include:

- Posters
- Leaflets for staff/volunteers
- Leaflets for members of the public
- Easy Read (pictorial) leaflets
- Cards with key contact numbers
- A Board website: www.leedssafeguardingadults.org.uk

These are all available from the Board's Partnership Support Unit; who have been proactive in distributing materials during 2016/2017 across a wide range of key community services in the city including:

- Community & Leisure centres
- Places of worship
- Credit unions
- Job centres
- Police stations
- Higher and further education colleges
- Advice centres
- Members of parliament
- Medical services, such as chiropodists, pharmacies

The Unit has also worked to raise awareness of safeguarding within community / practitioner events,

- Leeds Social Care Community Forum: Black Asian Minority Ethnic Conference, April 2016
- Equalities Assembly Conference, November 2016
- Future me event, July 2016
- Leeds Bus Station, January 2017
- Leeds Markets, October 2016
- Leeds Practice Nurse Conference, July 2016
- Leeds City Council Staff Engagement Event, October 2016
- Leeds City Council, Safeguarding Champions Events
- Tenfold, June 2016



Improving awareness: Summary of achievements

Engaging with diverse communities

A priority for the Safeguarding Adults Board is to promote awareness of safeguarding services across the city.

The Board is exploring how it can best reach out and engage across diverse communities in Leeds. It wants everyone to know how, and be confident to seek help if they experience abuse.



The Board is currently consulting on:

- its engagement materials,
- the approach required to reach more people,
- how to make the safeguarding message clear and understandable and
- how to overcome any reluctance or concerns people may have about seeking help.

To achieve this, the Board is gathering the view of equalities groups and forums and partners as to the best approach. It will continue to do this as we move into 2017, before revising and re-launching its materials.

Safeguarding Adults Week

The Leeds Safeguarding Adults Board jointly hosted a Safeguarding Week in October 2016.

The Safeguarding Week took place from the 17-23 October and coincided with similar weeks arranged across the region.

Working with Leeds Safeguarding Children Board, Safer Leeds and Office of the Police and Crime Commissioner the week was an opportunity to promote awareness of safeguarding across the city.

The three Safeguarding Boards in Leeds invited every organisation to consider what they may be able to do

Improving awareness: Summary of achievements

during that week to promote awareness. A programme of events was compiled and a range of organisations contributed in various ways, from newsletters to use of leaflets and posters, staff briefings, training sessions and public events.

This was the first time the three Safeguarding Boards in Leeds united to jointly promote Leeds being a Safe Place for Everyone. The success of this joint enterprise has influenced our plans for the coming year.

We aim to build on this next year, the three Boards are planning for another Safeguarding Week in October 2017, as part of a revised approach to work together more closely to promote awareness of safeguarding services in the city.



Improving awareness: Summary of achievements

Safeguarding for Migrant Communities

Migrant communities may experience greater difficulties accessing support in relation to safeguarding concerns. Differences in language, culture or understanding of available services can act as barriers to people receiving the support they need.

The Safer Communities Project, led by Leeds City Council is being supported by Leeds Safeguarding Adults Board, Leeds Safeguarding Children Board and Safer Leeds.

The project will engage community leaders in learning events about abuse and neglect and available services, with a view to them to be able to pass this information onto other people and groups within their community.

The approach is based around strong communities and promoting human rights approaches to understanding the challenges faced by some within their community.

Voluntary Action Leeds is leading the development work with the Migrant Access Project, Hamara, Domestic Violence Team and Homestart.

The project will be initially piloted with four communities, commencing Spring 2017.

Improving awareness: Summary of achievements

2.2.2 Adult Social Care

- We continue to offer safeguarding training courses that can be accessed by both the statutory and voluntary sectors.
- We ensure that safeguarding training for staff is a key requirement within our Learning and Development Strategy. The strategy sets out that safeguarding refresher training should be undertaken every three years within commissioned services. This is monitored by Contracts Officers.
- We continue to support the work of the Migrant Access Project (MAP) and Voluntary Action Leeds to raise awareness of safeguarding adults within migrant communities.
- We have used our various provider forums to promote awareness of safeguarding adults.

2.2.3 West Yorkshire Police

- Leeds District police have recently set up a team responsible for investigating and dealing with Modern Day Slavery in the city and have achieved recent successes with a number of people traffickers arrested and charged with trafficking vulnerable adults into the City. The team works on intelligence gained through working in partnership with a number of key statutory and third sector agencies in Leeds and aims to disrupt and dismantle the organised crime groups that prey on adults at risk. As part of this initiative, the team have conducted a number of training sessions both inside and outside the organisations to raise the profile of Modern Day Slavery and explain how partner agencies can assist.
- Leeds District police have appointed a small cohort of Community engagement Officers who are responsible for engaging with hard to reach communities in order to raise awareness of and obtain information around several challenging issues including 'so called' honour based violence, forced marriage and female genital mutilation. Engagement around these issues is already proving effective and officers continue to work with established partner agencies who are able to provide long term counselling and support.

Improving awareness: Summary of achievements

2.2.4 Leeds NHS Clinical Commissioning Groups (CCGs)

- The Safeguarding Training Programme for GP's has been revised to ensure that it covers all issues relating to safeguarding adults. Topics include:-
 - i. Role of the GP in Safeguarding/Referrals to Adult Social Care
 - ii. Modern Day Slavery
 - iii. Human Trafficking
 - iv. Female Genital Mutilation
 - v. Prevent
 - vi. Mental Capacity Act.
- The awareness of safeguarding adults is promoted throughout the work of the CCGs safeguarding team, including the needs of Black and Asian communities. The team utilise a variety of methods to promote key messages and learning, including training, newsletters and topic specific briefings.
- The quarterly safeguarding lead meetings for primary care now include adult safeguarding leads and are held bi-monthly to support learning and awareness raising.

- The team have developed an informative adult safeguarding repository within Leeds Health pathways which primary care staff can access for information and advice in terms of their practice and support for patients.
- The team have developed and implemented a SystemOne and EMIS compatible template to facilitate the flagging of patients' electronic records if the patient is an adult at risk, or a victim of, or at risk of domestic violence or abuse (DVA) which also provides for recording the outcome of the routine enquiry.

2.2.5 Leeds and York Partnership Foundation NHS Trust (LYPFT)

- Links have been made with the LYPFT inclusion lead to attend and advise within the Trustwide Safeguarding Committee.
- We promote safeguarding information through a variety of different means such as training, posters, electronic bulletins.

Improving awareness: Summary of achievements

- LYPFT have representation on the Mental Health Legislation Operational and Leadership Group, the aim is to link in with work being done to identify patterns of ethnicity of those patients being treated under mental health legislation. Certain groups have longstanding over representation in this area. The aim is for shared learning and opening up dialogues with black and ethnic minority groups.
- We are moving to a datix (electronic incident record system) based reporting method for all safeguarding advice and incidents. We will give consideration as to how we can capture better data around incidents affecting black and minority ethnic groups.
- We have a newly appointed freedom to speak up guardian whose role is to promote whistleblowing and the raising of concerns across the Trust.

2.2.6 Leeds Teaching Hospitals NHS Trust (LTHT)

- The Safeguarding team maintain a data base with which to review demographics and involvement. The Trust serves the people of Leeds and this is reflected in the multi-cultural and ethnic makeup of our patients.
- The Trust have a number of engagement groups. Over the next year it is hoped the newly configured Safeguarding team will review how best to engage and use this resource to improve the awareness of safeguarding in the Trust.
- Leeds Teaching Hospitals Trust is one of the largest and busiest NHS trusts in the country. We see about a million patients a year who are drawn from large and evolving local and regional populations. We are proud to be delivering a wide range of health services to the diverse communities in Leeds and across the region. We recognise that diversity and difference are strengths that enrich the work of our organisation and help us to deliver services that meet the needs of our local communities.

Improving awareness: Summary of achievements

- A number of recent Trust initiatives have been supported through working with partners. These include the development of a Trust Trans policy and associated staff training that has evolved through collaboration with Trans+ve. Safeguarding is embedded within all these initiatives and helps us to raise wider safeguarding awareness.
- We work with our local communities to provide culturally appropriate maternity services with assistance from Doula volunteers. The Haamla project has offered a Doula service since 2011 and to date they have attended 78 births, with a further 38 women offered post-natal support.
- The Haamla team work to raise awareness in safeguarding working closely with community groups.
- LTHT provides education and support regarding Female Genital Mutilation and safeguarding locally, regionally and nationally.

2.2.7 Leeds Community Healthcare NHS Trust (LCH)

- Safeguarding Week offered us a great opportunity to talk to people about everybody's right to feel safe and live free from abuse; we set up bright displays in some of our health centres and staff chatted to people passing by about what safeguarding means and how LCH staff can help.
- Leeds Community Healthcare engaged our staff and reached out to people who use our services during Safeguarding Week with poster display boards and leaflet stands set up in health centres around the city – we gave out leaflets and talked to people passing by about what being safe or safeguarding means to them. We also had a “Twiddle Muff” competition – twiddle muffs are knitted, brightly coloured and have bits and pieces attached to occupy the hands of someone living with dementia who might otherwise self-harm. The competition which was judged by one of our partners from the voluntary sector and then the twiddle muffs were shared out with services that help care for people living with dementia. This helped us to make Safeguarding Week fun and encouraged citizens and staff to get involved; it helped us to talk to other agencies about safeguarding; and it strengthened our message about being a Dementia Friendly organisation.

Improving awareness: Summary of achievements

2.2.8 Her Majesty's Prison Service, Wealstun

- The Safer Custody team have completed a leaflet drop explaining the support available from the team and partner agencies.
- A full staff briefing has been completed, highlighting the importance of supporting those at risk and how to report and manage incidents of self-harm, risk from others, risk to others and risk to self.
- Regular 'Learning Bulletins' are disseminated to all those working at HMP Wealstun.

2.2.9 Directorate of Public Health, Strategy & Commissioning Team

- We have revised safeguarding inserts which are included in all recent service specifications.
- All services are required to have a nominated safeguarding lead.

- All commissioned service staff and volunteers are trained and supported at a level appropriate to their role.
- Key safeguarding messages are circulated to commissioned services.

2.2.10 National Probation Service (NPS)

- Specific work with the victims and perpetrators of hate crime.
- Well-developed partnership work with those identified as being at risk of radicalisation or extremism.
- Report writing and representations in Court.
- Contribution to Oral hearings in prison.

Improving awareness: Summary of achievements

2.2.11 West Yorkshire Community Rehabilitation Company (CRC)

- All staff within the CRC are required to complete Safeguarding training.
- Attending and engaging in multi-agency partnership working.
- Providing specialist commissioned services for: Women, South Asian, 18 - 25 year olds.
- Providing translation services.

2.2.12 Healthwatch Leeds

- Chairing the Board's Citizen Engagement Sub-group that works to promote awareness of safeguarding within the city. This has included promoting safeguarding messages through our networks including social media.

2.2.13 Leeds City Council: Housing Leeds

- We organised Safeguarding Level 1 training called "Working Together to Safeguard our Children and Young People" for our involved tenants during 2016.
- We have supported Leeds Tenants Federation to develop a Tenants And Residents Associations (TARAs) Guide which includes a section on Safeguarding. Safeguarding is an agenda item at the TARA Panel meeting for June 2017 (a citywide group of TARA members).
- We also offer support to TARAs to ensure that they have appropriate safeguarding arrangements in place, and this is reviewed on an annual basis.
- Safeguarding training is provided for repair operatives and safeguarding lead officers within partner contractors, to ensure that operatives respond appropriately to safeguarding concerns when undertaking repairs.
- We support Council / multi-agency publicity campaigns to promote awareness of particular safeguarding issues, via posters / social media e.g. the White Ribbon campaign in Leeds.

2.3 Improve responses to domestic violence and abuse

What we want to achieve for citizens in Leeds:



“I am confident that professionals will work together and with me to get the best result for me”

Our ambition is for everyone with care and support needs to receive the advice and support they need if they experience domestic abuse and violence.

- We will improve how we respond together, as a partnership.
- We will ensure practitioners have the skills and knowledge to provide the support needed.
- We will learn by continually reviewing practice.

What is domestic abuse and violence?

The cross-government definition of domestic violence and abuse is:

“any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality”.

2.3.1 Leeds Safeguarding Adults Board

Domestic violence and abuse: Summary of achievements

In Leeds, 14,414 incidents of domestic violence and abuse were recorded by the police in 2014/15; of these a significant proportion will have been experienced by adults with care and support needs.

Research tells us that disabled women are twice as likely to experience domestic violence and abuse than non-disabled women¹ and that the effect of being both disabled and a woman places disabled women at significant and higher risk than women in the general population. More than 50% of disabled women in the UK may have experienced domestic abuse in their lives, and may be assaulted or raped at a rate that is at least twice that of non-disabled women².

This knowledge, together with learning from Domestic Homicide Reviews in the city have informed the Board's ambition to improve the safeguarding adults response to adults with care and support needs who are experiencing, or at risk of domestic violence and abuse.

During 2016/2017, the Board has worked in a range of ways to develop the city's response to citizens in these circumstances:

- Supporting Safer Leeds with its statutory role in relation to Domestic Homicide Reviews (DHRs) by being a standing member of the DHR sub-group.
- Supporting Safer Leeds to develop domestic violence and abuse training that incorporates safeguarding adults learning for workers in Adult Social Care and Leeds Community Healthcare.
- Developing a domestic violence and abuse / safeguarding adults learning pack that highlights the key domestic violence and abuse and safeguarding adults lessons from Domestic Homicide Reviews concerning adults with care and support needs in Leeds between 2013 and 2016.
- Facilitating, with support from the Leeds Domestic Violence Service, eight learning from practice domestic violence and abuse / safeguarding adults workshops across all care and support sectors in Leeds during 2016.
- Consulting with the Leeds Domestic Violence Consortium and Basis Leeds as part of the Board's review of the Leeds safeguarding adults approach and practice, focusing on learning from their experience of working with adults with care and support needs.

¹ Crime Survey, England and Wales 2016

² Magowan, P. (2004). 'The impact of disability on women's experiences of domestic abuse: An empirical study into disabled women's experiences of, and responses to domestic abuse',

Domestic violence and abuse: Summary of achievements

- Advising on the safeguarding adults element of the specification for the commissioning of the new Leeds Domestic Violence and Abuse Consortium, ensuring that the requirements are commensurate with the duties set out in the Care Act 2014.
 - Holding an exceptional Board meeting in April 2016 that focused on learning from Domestic Homicide Reviews in Leeds with Board Members reflecting on the circumstances of a person with dementia and physical disabilities who died whilst being cared for by her informal carer, her husband.
 - The Leeds Safeguarding Adults Board is represented in the Leeds City Council: Breakthrough Project, Domestic Violence Board, helping to ensure there are effective links across the strategic Boards.
 - The Citizen Engagement Sub-group has reviewed West Yorkshire Police publicity material for people experiencing domestic violence and abuse; and now has representation on the Domestic Violence and Abuse: Breakthrough Project Communications Groups.
 - Working jointly with Safer Leeds and the Leeds Safeguarding Children Board, the Board has disseminated material aimed at encouraging citizens to speak out about domestic violence and abuse.
 - During 2016, the Leeds Safeguarding Adults Board supported the city-wide White Ribbon Campaign, which formed part of the wider 16 Days of Action campaign in relation to domestic violence and abuse.
- Leeds was the first city in England to gain White Ribbon status in 2010. Wearing a white ribbon is a personal pledge by men to never to commit, condone or remain silent about men's violence against women in all its forms.
- Over 1,300 men took the pledge on the 25th November 2016, far exceeding expected numbers. There was extensive social media coverage, with domestic violence ambassadors promoting awareness and working to improve responses to domestic violence and abuse.

Domestic violence and abuse: Summary of achievements

**No Excuse
for Abuse**

Calling
all men
in Leeds

NEVER commit, condone, or remain silent
about men's violence against women

#WhiteRibbonLeeds #IsItOkLeeds
www.leeds.gov.uk/whiteribbon

Safer Leeds
Working in partnership to
keep communities safe

Leeds
Safeguarding
Children Board

Leeds Safeguarding
Adults Board

2.3.2 Adult Social Care

- Adult Social Care have been awarded the Leeds Domestic Violence and Abuse Quality Mark. Domestic Abuse Ambassadors have now been appointed, who are able to offer help and advice throughout the service.
- Staff within commissioned services have been made aware of the issues relating to domestic violence through organised briefing sessions. This has included lunchtime seminars on domestic violence and abuse.
- With domestic abuse and violence there are potential barriers to accessing safeguarding. As such, solutions need to be tailored to communities.

The Adult Social Care's Equality and Diversity Board is leading on understanding who uses our services, the experience of those services, and what difference our interventions make.

The equality Board recognises that the communities themselves are the best placed to tell us what they need. To support this, the Consultation and Engagement team have excellent links into many communities, including lesbian, gay, bisexual and transgender communities where specific issues exist.

Domestic violence and abuse: Summary of achievements

By incorporating safeguarding and domestic violence as considerations into this work we can provide more effective and culturally appropriate services through our commissioning processes.

Adult Social Care are part of the Migrant Access Safeguarding Project outlined on page 32, that is working to engage with migrant communities in Leeds.

The District continues to invest in a dedicated domestic abuse team using specialist officers to investigate all crimes involving domestic violence and abuse. This approach has already improved the number of positive outcomes achieved through the courts and links in with a victim support framework which aims to provide long term support for victims of domestic violence and abuse through a network of partner and third sector agencies.

2.3.3 West Yorkshire Police

In partnership with a number of statutory and third sector agencies, Leeds District police have invested heavily in a daily Multi Agency Risk Assessment Conference (MARAC) which aims to deal with the threat, risk and harm faced by victims of domestic violence and abuse. With over 15,000 reported incidents of domestic violence and abuse reported in Leeds last year, this initiative aims to protect vulnerable victims by sharing partnership information and developing a coordinated plan to mitigate identified risks while also providing practical support and treatment for those victims with issues around mental health and drug or alcohol misuse.

Domestic violence and abuse: Summary of achievements

Front Door Safeguarding Hub (FDSH)

Tackling domestic violence and abuse is a key priority for Leeds City Council and has been identified as one of the Council's 8 breakthrough projects.

The intention behind the breakthrough projects is to bring together council directorates, partner organisations, communities and individuals in new ways to tackle issues that will have the biggest impact on the people of Leeds.

The Domestic Violence Breakthrough Project provides an opportunity to build on significant work that has taken place in the city over a number of years and to identify ways to do things differently for lasting change.

The FDSH is an umbrella term which describes the partnership arrangements at Westgate that include police, Children Social Work Services, health, Adult Social Care and Multi-Agency Risk Assessment Conferences (MARACs).

A key element of the Domestic Violence Breakthrough Project is the development of daily domestic violence meetings (MARAC)

The daily domestic violence meetings were established to improve the safety and support of victims of domestic violence and abuse.

Domestic violence and abuse: Summary of achievements

The daily meetings provides for a faster, more co-ordinated and consistent response to domestic violence cases. Key features of the arrangements include, improved information sharing, tasking, and accountability with less duplication in responses

Central to the work of the daily domestic violence meeting is the partnership approach, that brings together the support and expertise of a range of organisations, including:

- Police,
- Adult Social Care,
- Children Social Work services,
- Health (LCH and LYPFT and Primary care),
- Substance Misuse services (DISC and CRI),
- LCC Housing Services, third sector housing providers,

- Leeds Domestic Violence Services,
- Probation (CRC and NPS),
- West Yorkshire Fire and Rescue Service,
- Leeds Anti- Social Behaviour Team,
- Youth Offending Service,
- Education and Families First,
- Family Group Conferencing,
- Early Start.

Adult Social Care will often act as the lead agency for MARAC cases where there are safeguarding adults concerns, helping to ensure that all the person's needs are being considered.

Domestic violence and abuse: Summary of achievements

2.3.4 Leeds NHS Clinical Commissioning Groups (CCGs)

- Since September 2016 the CCG Named Nurses work at the Front Door Safeguarding Hub as part of the multi-agency meeting in response to domestic violence and abuse.
- To date (September 2016 to end of February 2017) 1576 victims of high risk domestic violence have been notified to the individuals GP.
- Training Sessions and increased awareness of the Multi-Agency Risk Assessment Conferences (MARAC) process for domestic violence has led to an increase in GP's referring cases in to MARACs.
- The CCG are working closely with Michelle Shepherd (Health and Domestic Violence Co-ordinator, Domestic Violence Team, Safer Leeds) to identify high risk GP areas and offer bespoke training as a priority.
- Implementation of the domestic abuse template within electronic patient records, which clearly identifies to a clinician that a patient is or has been a victim of domestic violence, has been introduced to improve the response provided.

2.3.5 Leeds and York Partnership Foundation NHS Trust (LYPFT)

- The LYPFT Safeguarding team attend the daily Front Door Safeguarding Hub. The team act as a link to staff and clinicians supporting both victim and perpetrators with an aim of providing support and sharing information.
- The Domestic Abuse, Stalking and Honour Based Violence (DASH) risk assessment and management has now been embedded within the LYPFT clinical recording systems in order to better support staff in timely assessment.
- Domestic Violence training is available across the Trust from Autumn 2016 to include routine enquiry and DASH awareness.
- All mandatory safeguarding training now has domestic violence and abuse embedded within presentations.
- The 'Level 3' Safeguarding Training (for safeguarding specialists) has embedded multi-agency discussion and learning.

Domestic violence and abuse: Summary of achievements

- An internal audit is being planned to benchmark LYPFT practice against NICE guidance – April 2017.

2.3.6 Leeds Teaching Hospitals NHS Trust (LTHT)

- The Trust maternity services mandate ‘routine enquiry’ in ante-natal consultations.
- The Trust have initiated a project within the Accident and Emergency Department (A&E) to use ‘routine enquiry’ within the initial assessment at A&E.

It is recognised that the urgent care sites at general hospitals are a key ally in engaging victims in accessing help. Throughout 2017 work is underway to introduce a question in A&E assessments which directly asks all patients ‘are you suffering from Domestic Violence’. We aim to audit and review the success of this initiative and use that to inform how this may be best rolled out to further clinical services.

- The Trust engaged with the ‘White Ribbon’ campaign asking men to make the pledge and sign up to ‘ending male violence against women’. This was led by our Chief Executive Julian Hartley and our Executive Director Dean Royles. This was a very visible campaign hosted in the main public sites of the Leeds General Infirmary and St James University Hospital.
- The Trust continues to host and value the Women’s Aid/Halt drop-in support at the Leeds General Infirmary and St James University Hospital Antenatal clinic service.
- One of the Emergency Department medical consultant’s is now the medical lead in the department for domestic violence.
- The Safeguarding team aim in 2017 to embed a stand-alone domestic violence policy which will further embed recognition of domestic violence across all our sites.

“ I think patients may seek referral here because they feel it is a safe place they can come. They come [saying] ‘I know you have a service’. I don’t think there are many other places... Coming to hospital equals [a] place of safety and expected confidentiality” (A&E Doctor ‘Safe Lives A cry for help’ report)

Domestic violence and abuse: Summary of achievements

- The current safeguarding training plan 'level 3' (for safeguarding specialists) will include lessons learned from Domestic Homicide Reviews and the level 1 and 2 training (for practitioners and managers) will include a dedicated video on domestic violence.
- A new alert process has been introduced to notify clinicians of patients who are identified as high risk victims of domestic violence.
- Leeds Teaching Hospitals will be facilitating a regional domestic violence study day later this year.
- To be able to support the citizens of Leeds who are experiencing domestic abuse or violence we started by making sure that as many staff as possible in Leeds Community Healthcare knew what support they could get if this is something that's happening in their lives. We did this through our Safeguarding Champions meeting, a newsletter, and by joining with partner agencies to learn from the tragic times when someone has died because of domestic abuse (Domestic Homicide Reviews).
- One of the most important lessons that is bringing change to Leeds Community Healthcare is about getting into the habit of asking people if they feel safe at home or in their community (Routine Enquiry) - this is already part of our usual practice for people using Health Visiting, School Nursing and Child and Adolescent Mental Health services - we will keep spreading that message so that it becomes routine for all our services.

2.3.7 Leeds Community Healthcare (LCH)

- Raising awareness of domestic abuse and violence has been a theme running through our Safeguarding Champions meetings throughout 2016 - 2017.

Domestic violence and abuse: Summary of achievements

2.3.8 Leeds City Council: Directorate of Public Health: Strategy & Commissioning Team

- A comprehensive review of domestic violence and abuse commissioned services was completed, followed by a successful commissioning exercise. The new commissioned service will be operational from 1st April 2017.
- The five West Yorkshire local authorities (Leeds, Bradford, Kirklees, Calderdale and Wakefield) submitted a successful funding bid to the Department for Local Government and Communities (Leeds City Council will be the lead authority).

The funding will support cross border working and drive up standards in services to victims of domestic violence across the sub-region. The model will deliver consistent, high standard service responses and will improve access and responsiveness through the following three strands of work:

- improving capacity, standard and access to refuge and dispersed accommodation.

- improving responses to women who are high risk, present with complex needs and women from marginalised communities.
 - service improvement and workforce development.
- The Domestic Violence Team continues to support organisations to achieve the Domestic Violence Quality Mark, including providers and consortiums which support people with complex needs (e.g. drug and alcohol services and housing services). This support is crucial in ensuring that frontline staff across the city are equipped to respond effectively when a client has support needs relating to domestic violence and abuse.
 - The Breakthrough Project continues to identify and develop areas of work which improve responses to domestic violence and abuse:
 - Armley Locality Pilot: a broad based community response which aims to reduce the extent and impact of domestic violence by developing a locality based case discussion process for repeat cases or cases of concern to agencies.

Domestic violence and abuse: Summary of achievements

- Smart City – Digital Response: looking at how to improve access to quality and consistent advice and support in two areas
 - 1) Making sure that no matter where someone seeks help in the first instance (e.g. the council contact centre, one stop shops etc.), they receive the same standard of advice each and every time.
 - 2) Ensuring that victims of abuse and perpetrators can easily access support where and when they need it. Sometimes, an individual will need to take quick and decisive action to remove themselves from a difficult situation and it is crucial that the best possible information and advice is available to help people make decisions.
- Leeds City Council: Domestic Abuse Ambassadors: volunteers from departments and services across Leeds City Council form part of a network of colleagues committed to improving the lives of people affected by domestic violence for the benefit of both citizens of Leeds and employees of the council.

2.3.9 Her Majesty's Prison Service, Wealstun

- A weekly multi-disciplined meeting has now been introduced to respond to all reported incidents and ensure ongoing management of the incident until resolution.
- Behavioural warning letters are sent to all identified perpetrators of abuse/violence.
- Behavioural compacts are issued to those perpetrators that require enhanced monitoring and management.
- Support compacts are being introduced for the victims of abuse/violence should they be required and are appropriate.

Domestic violence and abuse: Summary of achievements

2.3.10 National Probation Service

- We have seconded staff to the Front Door Safeguarding Hub, working in partnership with the Police, Social Care and other partners.
- We have specifically trained staff to prepare pre-sentence reports on perpetrators.
- We ensure the victim perspective is heard in court.
- We provide regular training and updates provided for all staff.
- We work with perpetrators to address domestic abuse and violence, risk assessment tools enable assessors to focus on the victim's particular vulnerabilities.
- Scenario planning is used to allow assessors to consider situations where domestic abuse is more likely to take place – this helps to identify links between adult safeguarding and domestic abuse.

2.3.11 West Yorkshire Community Rehabilitation Company (CRC)

- Working with the Front Door Safeguarding Hub we provide a Senior Case Manager (Probation Officer) to attend and contribute to meetings on a daily basis.
- We work with both perpetrators and victims of Domestic Abuse with the aim of protecting victims, reducing re-offending and managing risk.
- We deliver group work accredited intervention aimed at male perpetrators of Domestic Abuse.
- We provide all staff training regarding domestic violence and abuse.
- Attending and engaging in multi-agency partnership working.
- We provide staff working with groups, supervision and counselling support.

Domestic violence and abuse: Summary of achievements

2.3.12 Leeds City Council: Housing Leeds

- Housing Leeds is represented on the Front Door Safeguarding HUB to ensure that housing needs of domestic violence and abuse cases are proactively managed.
- Domestic violence champions have been identified in each housing office, who are responsible for ensuring that we respond appropriately to domestic violence concerns. All champions have been trained to support officers in responding to cases and in the use of Domestic Abuse, Stalking and Harassment and Honour Based Violence (DASH) risk assessments.
- A programme of domestic violence Training has been planned to be delivered to all front line housing staff from April 2017.
- Leeds Housing Options have secured the Domestic Violence Quality Mark – the rest of Housing Leeds are working towards this quality mark.
- Housing Leeds has a budget available to install additional security measures to properties where the occupant has experienced domestic abuse.

Housing Leeds: Domestic Violence Toolkit

Housing Leeds has developed a Domestic Violence Toolkit which supports staff in dealing with domestic abuse and violence.

The toolkit includes guidance on how to identify abusive behaviour and explains different types of abusive behaviour, e.g. forced marriage, female genital mutilation. It also outlines key partnerships and risk assessment processes, and how staff can seek support to respond to suspected incidents of domestic violence and abuse.

The toolkit also outlines how staff should deal with different tenancy management situations where there is evidence of domestic abuse, e.g. applicants fleeing violence, suspected abandonments, support to enable victims to remain in their own home.

The toolkit will complement a domestic violence training programme for all front line housing staff which will support staff and enable the service to respond proactively and consistently to applicants and tenants experiencing domestic violence.

2.4 Learn from experience to improve how we work

What we want to achieve for citizens in Leeds:



'I am confident that my feedback and experience will help others'

Our ambition is for us to improve how we work, based on the experiences of those concerned.

- We will ask people to give us feedback.
- We will learn from people's experiences.
- We will put this learning into practice.



2.4.1 Leeds Safeguarding Adults Board

Learn from experience: Summary of achievements

The Leeds Safeguarding Adults Board's firm commitment to building on and continually developing a reflective learning culture is at the heart of its ambition to learn from experience to improve how we work.

This has been evident in the approach to:

1. Learning through consultation:

A series of consultation events were held to develop best practice, the learning from which has been used to inform the development of the Board's Plans for 2016/17.

2. Safeguarding Adults Reviews

The Board has adopted an inclusive and reflective approach to Safeguarding Adults Reviews which enable the Board to identify learning and share good practice lessons across the partnership.

3. Developing Learning and Improvement Opportunities

The Board has provided learning and improvement opportunities for partners, providing practical support to agencies in identifying and sharing local and national learning.

Learning through consultation

During 2016, the Board decided that the best way of developing safeguarding practice was to learn from people's experience of the support provided.

During September and October 2016, the Board undertook a wide ranging consultation exercise as to the effectiveness of its safeguarding adults practice.

A range of approaches were adopted:

A series of workshops were held to find out views on what works well, areas of challenge and areas of potential improvement from as wide a range of parties as possible. Seven workshop were arranged for a diverse range of stakeholders:

- Front line staff
- 1st Tier Managers
- Safeguarding specialists
- Commissioned providers
- Commissioners
- Community groups – 2 workshops

Learn from experience: Summary of achievements

The focus of each workshop was to firstly consider what a good response would look like for the adult at risk, and how we can work towards achieving this. Approximately 150 people took part.

All Board members were invited to complete a questionnaire on behalf of their organisation.

Services/organisations with related agendas, for example those responsible for responding to anti-social behaviour, domestic violence, forced marriage and modern slavery were also contacted and their views sought via questionnaires.

All the views and findings from this exercise were collated and members of the workshops were invited to attend the Board's Development Day to discuss the issues experienced.

Healthwatch Leeds developed a flyer offering the opportunity for citizens to tell their story about their experiences. Although it proved difficult in practice to gather personal experiences in this way, Leeds People First (Leep1) a self-advocacy group for people with learning disabilities, attended the Board Development Day in October 2016 providing a presentation and personal accounts of their experiences.

Learning from this event:

1. The importance of working more closely and supportively with independent and third sector organisations.

Organisations were committed to safeguarding citizens in Leeds, and many felt that collectively we could achieve better outcomes if we linked and worked more closely together, with mutual support and shared learning.

Our commitment is that we plan to hold more network events during 2017, to engage better and provide opportunities to share and develop best practice.

2. The value of adopting multi-agency approaches to the development of practice.

Many organisations wanted to be more involved in how we develop and shape safeguarding practice, and for the process to be fully inclusive of the skills and knowledge that they can bring to safeguarding people in Leeds.

Our commitment is that we plan to develop our multi-agency practice through workshops during 2017, informed by the views and experiences of all parties within the safeguarding procedures.

Learn from experience: Summary of achievements

3. The need to review the extent of our strategic interests as a Board, to ensure we are focused on all the issues that safeguard citizens in the city.

Issues were raised as to the extent of the Board's responsibilities and whether it should extend to consider broader issues of vulnerability in the city.

The Board held a further Development Session to explore these issues on the 7th February 2017. The Board is currently developing a revised approach to its work, adopting a wider strategic focus.

4. The need for clarity on what issues amount to safeguarding concerns.

Some organisations reported a lack of agreement / consistency as to what issues should be responded to within the multi-agency policy and procedures.

The Board Development Session on the 7th February 2017, started exploring the need for increased clarity which will be addressed as part of its plans for 2017/18.



Presentation to the Safeguarding Adults Board, led by Susan Hanley, Chief Executive, Leeds People First (Leep1)

Learn from experience: Summary of achievements

Safeguarding Adults Reviews

In 2015, the Care Act 2014 was enacted and Boards were given a statutory duty to undertake Safeguarding Adults Reviews when:

‘.....an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult. SABs must also arrange a SAR if an adult in its area has not died, but the SAB knows or suspects that the adult has experienced serious abuse or neglect’³.

In Leeds, this provided the Board with a statutory basis to an approach to which it had been committed for a number of years. Leeds was therefore well-prepared for this change and has used this opportunity to develop an approach to undertaking reviews that is based on the ‘Learning Together’ model that has been used successfully by Children’s Safeguarding Boards in England Wales.

The Leeds systemic review approach is focused on using a review to ‘open a window on our systems’ and using that learning about what works well and what does not. The aim is to improve the whole system of safeguarding adults, whilst explicitly focusing on the lived experience of the individual.

This approach asks four questions, and these will form the basis of our revised policy for the conduct of Safeguarding Adults Reviews:

- i. Reconstructing the circumstances of the person’s experience: What happened?
- ii. Focusing on the lived experience: What were the person’s wishes?
- iii. Appraising and explaining: Why did it happen?
- iv. Assessing the relevance: What are the implications for future practice?

Consideration of these questions are supported by reflection on the six safeguarding adults principles that were published in 2011 and embedded within the Care and Support Statutory Guidance 2016.

The Board’s Safeguarding Adults Review Policy and Procedures are under review and will be published, incorporating this approach in 2017.

³ Care and Support Statutory Guidance 2016

Learn from experience: Summary of achievements

The Board has piloted the Leeds systemic review approach in undertaking a Safeguarding Adults Review during 2016-17 concerning Mrs B. Mrs B was a person with dementia and care and support needs stemming from her physical ill-health. She had experienced significant domestic violence in her life and died as a result of harm that may, the HM Coroner concluded, have been caused by an assault from her carer and husband.

The circumstances of Mrs B's experience have been reviewed using the Leeds systemic review approach, inclusive of reflective learning workshops with all the key agencies involved in Mrs B's life. Having achieved that learning, the Board decided to hold seven further workshops with people working in a range of different safeguarding and support roles in the city. This provided an opportunity to test out that learning and to seek to understand the barriers experienced by frontline staff to supporting, empowering and protecting people in Mrs B's circumstances.

This Safeguarding Adults Review will be published in 2017 and the learning will be disseminated through workshops, via a learning pack and online learning tools, such as audio presentations to share in team meetings and in one-to-one sessions.

In addition, the Board has received referrals for Safeguarding Adults Reviews concerning three people who experienced significant levels of avoidable harm from pressure ulcers that were contributory factors in their deaths. The Board decided to undertake the three Safeguarding Adults Reviews collectively as a thematic review, providing significant learning for the city about the interface between capacity, consent, dignity and choice and the avoidance of this form of harm.

The Board has started this review and will be concluding it using the Leeds systemic review approach in late spring 2017 with specialist advice and expertise from an independent Tissue Viability clinician.

Developing Learning and Improvement Opportunities

In 2016, the Leeds Safeguarding Adults Board has reviewed its approach to providing learning and improvement opportunities to agencies providing care and support in Leeds.

Learn from experience: Summary of achievements

The Care Act 2014 states that, “the [Safeguarding Adults Board] should ensure that relevant partners should provide training for staff and volunteers on the policy, procedures and professional practices that are in place locally which reflects their roles and responsibilities in safeguarding adult arrangements’, emphasising the Board’s role as one of assurance rather than delivery of training.

This is consistent with the Board’s wish to provide learning opportunities that are in a flexible format that can be used in a number of different ways in varied settings. The Board decided, therefore, in 2016 to cease direct provision of generic safeguarding adults training, requiring agencies to do so themselves, and to provide the Board with assurance of their activity.

In 2017-18, the Board will therefore develop a set of competencies for safeguarding adults work with required standards and expectations of learning and will then seek assurance against that framework.

The Board is clear, however that it also has an important role in disseminating learning from national and local reviews. It aims to do so in a way that accessible and useful to people working with adults with care and

support needs across all settings in Leeds. Board learning packs have been developed that include a summary of learning for dissemination, provision of more detailed learning, a learning self-assessment tool and a template presentation for use by all agencies in Leeds.

In 2016-17, the following learning packs have been developed through the Board:

- Learning from Savile
- Learning from the Mazars Independent Review of Deaths of People with a Learning Disability or Mental Health Problems in Contact with Southern Health NHS Foundation Trust.
- Learning from Domestic Homicide Reviews of People with Care and Support Needs in Leeds

In addition, the Board provided a number of two-hour briefings explaining the local multi-agency safeguarding adults policy and procedures and the associated safeguarding adults duties that are set out in the Care Act 2014. These were delivered to over 300 people employed within Health and Social Care in Leeds.

Learn from experience: Summary of achievements

2.4.2 Adult Social Care

- Adult Social Care actively participates in Domestic Homicide Reviews (DHRs) to ensure that all lessons learnt are cascaded to relevant colleagues and other professionals and robustly implemented and reviewed. A Head of Service is the nominated DHR panel member.
- A Continuous Improvement Framework has been developed and is being implemented to record priorities, evidence achievements and to provide a clear and transparent framework to govern and drive excellent practice.
- A range of information about safeguarding is reported on a monthly and quarterly basis including information about safeguarding concerns and started and concluded enquiries. Data from the safeguarding national return is also used for comparative purposes. This information is shared and discussed throughout the organisation.
- Within commissioning we have sought the views of adults through our commissioning process for homecare to inform decisions on specifications for services and we included service user representation on the Advisory Board for this contract.

2.4.3 West Yorkshire Police

- Leeds District police work closely with the West Yorkshire Police Safeguarding Central Governance Unit to ensure that our practices are constantly reviewed, quality assured and developed using local and national good practice working collaboratively with statutory and third sector agencies. In a recent Her Majesty's Inspectorate of Constabulary inspection West Yorkshire Police received a 'Good' rating for protecting the vulnerable and will strive to achieve an 'Outstanding' rating in the next round of inspections.
- Through the Safeguarding Central Governance Unit, lessons learned through domestic homicide reviews (DHR's) and safeguarding adult reviews (SAR's) are used to improve practice with lessons learned disseminated to all front line officers and staff. Through our links with the College of Policing, learning from issues encountered by other forces has also been disseminated to our workforce.
- The force has a commitment to continually review, improve and innovate in relation to the service it provides to adults at risk and all those who call on us for help.

Learn from experience: Summary of achievements

2.4.4 Leeds NHS Clinical Commissioning Groups (CCGs)

- The Implementation of the domestic violence and safeguarding electronic templates originated from learning from Domestic Homicides and Safeguarding Adults Reviews.
- The CCG Mental Capacity Act & DoLS Lead and the Professional Lead/DoLS Manager within Leeds Adult Social have developed and delivered a bespoke training package for GPs to increase their understanding, skills and knowledge in relation to Mental Capacity Act and Deprivations of Liberty Safeguards (DoLS).
- GPs have been advised to use appropriate interpreters who are not family members when English is not the first language of the patient or there are communication/hearing difficulties.
- The CCG has been working closely with Local Authority colleagues to explore the number of safeguarding adults referrals that are made by primary care practitioners and how this information can be utilised to improve practice.



Learn from experience: Summary of achievements

CCGs - GP Training

The learning from Domestic Homicide Reviews, Safeguarding Adults Reviews and Learning Lesson Reviews are incorporated within all training delivered by the CCGs safeguarding team.

Some Domestic Homicide Reviews in Leeds have involved victims and/or the perpetrators with complex needs, including domestic violence and abuse, alcohol and/or substance misuse and mental health illness.

In some cases the domestic violence and abuse was not always clearly identified because agencies were focused on addressing, for example, the mental health or substance misuse issues.

The safeguarding training programme for GPs has included guidance on the need to raise awareness and understanding of how best to engage and work with those people with complex needs and to consider where multi-agency intervention would be appropriate.

Learn from experience: Summary of achievements

2.4.5 Leeds and York Partnership Foundation NHS Trust (LYPFT)

- LYPFT have attended a number of Domestic Homicide Reviews, the learning from such reviews has been linked to higher level safeguarding training for safeguarding specialists (level 3).
- Specific Lessons Learned are shared with whole teams (Community Mental Health Teams) to embed and to give teams involved in domestic homicide reviews cases the opportunity to discuss and participate in the learning to better embed change.
- As a response to the MAZARs report (Southern Health), LYPFT have set up a regular review of all deaths, the mortality review group is attended by a LYPFT safeguarding team representative in order to enable learning to be shared and to identify themes which may link with wider multi-agency reviews.
- Our Trust incident review group meets monthly to oversee internal root cause analysis investigations.

Examples of particular projects or initiatives

- We have recently conducted three internal table top exercises Oct-Mar 2016/17 to look at learning from specific cases and to share the lessons.
- In October 2016 we hosted a 'making families count' conference to inform practitioners of the need to involve families in all Trust investigations.

2.4.6 Leeds Teaching Hospitals NHS Trust (LTHT)

- LTHT has regular involvement in the LSAB Quality Assurance and Performance sub-group, recently the Trust took part in an audit of decision making in referrals to Social Services taking 25 cases to audit them against the multi-agency policy and procedures.
- The Trust have embedded the learning from Domestic Homicide Reviews using Trust forums and wider communication cascades. The Safeguarding team are actively involved in a number of multi-agency reviews.

Learn from experience: Summary of achievements

- The learning from Case Conferences is regularly embedded at team level, this process will be further embedded across teams as the increased Safeguarding resource allows for this to become a key aspect of the teams offer, enabling teams to reflect and learn from events.
- The Leeds Way includes the following which the Safeguarding team seeks to mirror in its practice:

‘Accountable: This means:
 - Acting with integrity and always be true to our word.
 - Being honest with patients, colleagues and our communities at all times.
 - Disclosing results and accept responsibility for our actions’.
- We are committed to identifying, reporting and investigating all levels of safeguarding incidents and ensuring that learning is shared across the organisation and actions are taken to reduce the risk of recurrence and weekly meetings are held within the Trust to ensure these conversations take place.

Case Study - Ward Health check Boards

These are boards in every ward area which highlight many things, including our staffing levels and whether they are appropriate and the occurrence of infections on the ward making us accountable not only to colleagues, but to our patients and the public.

These Boards were commented on by the CQC in their recent inspection and show our commitment to openness and transparency across everything we do.

Learn from experience: Summary of achievements

- The new enhanced supervision of the patient's pathway has been introduced throughout the Trust. This pathway ensures that our most vulnerable patients receive the most appropriate level of care for their individual needs.
- Johns Campaign: In response to both carer and patient feedback we have signed up to 'John's Campaign'; a national initiative which encourages hospital staff to work in partnership with carers to ensure that patients receive the care that works best for them. We have simplified visiting times for our general wards and have introduced standard visiting hours (midday - 8pm) on most of our wards. 'John's Campaign' enables discussions to be held as to a friend / relative visiting or staying outside of those set visiting hours.

2.4.7 Leeds Community Healthcare NHS Trust (LCH)

In Leeds Community Healthcare we are working hard to recognise signs of abuse or neglect earlier so that we can help people make plans to reduce or remove the risks of harm.

One area of practice where we in Leeds Community Healthcare want to act earlier to reduce avoidable harm is around pressure ulcers. A pressure ulcer (sometimes known as a bed sore or pressure sore) happens when an area of the skin becomes red or infected because the blood supply struggles to get to the patch of skin under pressure - this is usually from sitting or lying in the same position for a long time. People who have reduced mobility either because they are ill or because they have a disability, are at higher risk of getting a pressure ulcer. The risk can be reduced by having the right information, the right equipment and the right treatment plan in place.

Even with the right information, equipment and treatment, it can still happen - we want to make sure that if it does, it's not because of abuse or neglect. When someone gets a bad pressure ulcer we carefully review what we had planned to do and what we actually did to see if there was anything we could have done to prevent it; and to make sure that it didn't happen through abuse or neglect. We talk to our service users and their family or carers to share what we've learned and to agree what can be done to improve the situation. We plan to keep doing these reviews and to get even better at sharing our learning so that each year, we'll see fewer people getting avoidable pressure ulcers and we'll get better at recognising when someone is experiencing abuse or neglect.

Learn from experience: Summary of achievements

2.4.8 Leeds City Council; Public Health: Strategy & Commissioning Team

- The Strategy & Commissioning team's internal safeguarding process continues to be regularly reviewed.
- An internal monthly meeting with senior managers now takes place to look at deaths in services: this highlights any potential lessons that can be learnt and information that can be shared with commissioned service providers.
- Learning from domestic homicide reviews are disseminated to commissioned service providers.
- A number of our commissioned service providers (St George's Crypt, Change, Grow, Learn - Street Outreach service, Carers Leeds, Leeds Housing Concern and FLAGHIP service) have been involved in the LSAB Safeguarding Adults workshops and contributed scenarios to the board's development day.

The providers very much welcomed the opportunity to be involved in this process and to be able to share their experiences of safeguarding. Learning from the providers experience of safeguarding is helping to strengthen and improve how the council and wider agencies can work together to safeguard vulnerable people.

2.4.9 Her Majesty's Prison Service, Wealstun

- We have introduced the 'Insider Scheme.' Like the Listener scheme this is a prisoner led assistance scheme. Selected prisoners are trained as meet and greet representatives for all new receptions to HMP Wealstun. They can signpost new receptions to the services and support networks available at the establishment. The Insider is supported by the Safer Custody team and can report any concerns directly to them.
- The Listeners and Insiders attend the monthly Safer Custody meeting where learning, issues and concerns can be raised and any actions can be dealt with.

Learn from experience: Summary of achievements

- We have recently introduced a unit to house those more vulnerable adults particularly where they are either at risk from others, risk to others or a risk to themselves.
- Suicide and Self Harm training has been revamped and staff are being trained in the new procedures.
- Staff and Prisoner consultation forums have been introduced which include specific safeguarding topics.

2.4.10 National Probation Service (NPS)

- Policies regularly reviewed and updated.
- Ensure all learning from case reviews is taken forward.
- Development of new training for all staff.

2.4.11 West Yorkshire Community Rehabilitation Company (CRC)

- Implementation of Integrated Quality Assurance Assessment Matrix. This framework builds upon feedback from Her Majesty's Prison Inspectorate reports and audit requirements.
- All staff are required to complete a minimum of level 1 Safeguarding Awareness Training and are encouraged to complete additional training as required.
- All staff completed Child Sexual Exploitation training.
- All staff complete the 'risk of serious harm' training.
- We have embedded learning from all reviews, and inspection.

Learn from experience: Summary of achievements

2.4.12 Leeds City Council: Housing Leeds

- Housing Leeds Safeguarding Lead Officers – all Housing Leeds senior managers are identified as Safeguarding Lead Officers. They attend Council wide and departmental Safeguarding Lead Officer meetings, where good practice and lessons learnt are discussed.
- Safeguarding Lead Officer Meetings – we provide regular opportunities for Safeguarding Lead Officers to come together for training / information sharing opportunities, to review procedural arrangements and consider learning opportunities. These meetings have been extremely useful in ensuring that Safeguarding Lead Officers are supported in their lead officer role and aware of the breadth of services and procedures in place to support “at risk” groups.
- Housing Leeds senior manager co-ordinates Housing Leeds role in Domestic Homicide Reviews, Serious Case Reviews, Safeguarding Adults Reviews and considers learning opportunities for the service.
- Case conferences are used as an opportunity to identify service weaknesses and opportunities for lessons learnt.



3. Going Forward

3.1 Our Plans

Our three year plan for 2016-2019 sets out our ambitions for the years ahead.

During 2017/18 we will continue to work towards achieving our four ambitions for Leeds:

1. Seek out the voice of the adult at risk.
2. Improve awareness of safeguarding across all our communities.
3. Improve our responses to domestic violence and abuse.
4. Learn from experience to improve how we work.

We have updated our Strategic Plan, with specific objectives for 2017/18. These include:

- Ensure our partners provide opportunities for people to disclose abuse during their initial contacts.

- Ensure our safeguarding practice is always focused around the wishes and desired outcomes of the person at risk.
- We will revise our engagement materials so as to be able to reach out more effectively across a wide range of communities.
- Work with our partners strategic Boards to promote awareness of safeguarding in the city.
- We will develop our guidance for practitioners working with domestic abuse and violence.
- Develop our training for domestic violence and abuse.
- We will commission an independent service to gather feedback from those who have experienced the multi-agency safeguarding adults procedures.
- We will work more closely with third sector / care providers to learn from their experiences, and develop our approaches together.

Our Strategic Plan for 2016/19, together with our Annual Plan for 2017/18 is available to read in full on the Board's website: www.leedssafeguardingadults.org.uk

4. Appendix: Board Member Organisations

Member Organisations:

Leeds City Council: Adult Social Care

West Yorkshire Police

Leeds Clinical Commissioning Groups

Leeds Teaching Hospital NHS Trust

Leeds and York Partnership NHS Foundation Trust

Leeds Community Healthcare NHS Trust

Healthwatch Leeds

West Yorkshire Fire & Rescue Service

Leeds City Council: Housing

Leeds City Council: Community Safety

Leeds City Council: Public Health

Leeds City Council: Children Services

National Probation Service

West Yorkshire Community Rehabilitation Company

Advonet

The Alliance of Service Experts

HMP Leeds & Wealstun





Leeds Safeguarding
Adults Board

To report a crime:

- **In an emergency, contact the police: Tel. 999**
- **If the person is not in danger now, contact the police: Tel. 101**

To report a safeguarding concern or seek advice:

- **Contact Adult Social Care: Tel. 0113 222 4401**
- **Out of hours: Tel. 07712 106 378**

