

ADULT AND COMMUNITY BASED SERVICES COMMITTEE

AGENDA



Thursday 19 January 2023

at 10.00 am

**in the Council Chamber,
Civic Centre, Hartlepool**

MEMBERS: ADULT AND COMMUNITY BASED SERVICES COMMITTEE

Councillors Allen, Buchan, Clayton, Fleming, Hall, Little and Young.

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

- 3.1 To receive the Minutes and Decision Record in respect of the meeting held on 16 January 2023 (to follow).

4. BUDGET AND POLICY FRAMEWORK ITEMS

No items.

5. KEY DECISIONS

No items.

6. OTHER ITEMS REQUIRING DECISION

- 6.1 Teeswide Safeguarding Adults Board Annual Report 2021/22 and Strategic Business Plan 2022-2025 – *Director of Adult and Community Based Services and Independent Chair of Teeswide Safeguarding Adults Board*
- 6.2 Community Hubs Strategy – *Assistant Director, Preventative and Community Based Services*

CIVIC CENTRE EVACUATION AND ASSEMBLY PROCEDURE

In the event of a fire alarm or a bomb alarm, please leave by the nearest emergency exit as directed by Council Officers. A Fire Alarm is a continuous ringing. A Bomb Alarm is a continuous tone.

The Assembly Point for everyone is Victory Square by the Cenotaph. If the meeting has to be evacuated, please proceed to the Assembly Point so that you can be safely accounted for.

- 6.3 Esmée Fairbairn Collections Fund – Stories from the Sea – *Assistant Director, Preventative and Community Based Services*

7. ITEMS FOR INFORMATION

No items.

8. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

FOR INFORMATION

Forthcoming meeting dates are set out below. All meetings will be held in the Civic Centre, Hartlepool.

Thursday 16 February, 2023 at 10.00 am

Thursday 16 March, 2023 at 10.00 am



ADULT AND COMMUNITY BASED SERVICES COMMITTEE

19 January 2022



Report of: Director of Adult and Community Based Services and
Independent Chair of Teeswide Safeguarding Adults
Board

Subject: TEESWIDE SAFEGUARDING ADULTS BOARD
ANNUAL REPORT 2021/22 AND STRATEGIC
BUSINESS PLAN 2022-2025

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non key decision.

2. PURPOSE OF REPORT

2.1 To present to the Adult and Community Based Services Committee the
Teeswide Safeguarding Adults Board Annual Report 2021/22 and Strategic
Business Plan 2022-2025.

3. BACKGROUND

3.1 The Teeswide Safeguarding Adults Board (TSAB) was established in order
to meet the requirements of the Care Act, which created a legal framework
for adult safeguarding, requiring all Local Authorities to set up Safeguarding
Adults Boards (SABs) for their areas.

3.2 The four Tees Local Authorities have worked together for a number of years
along with strategic partners to promote cooperation and consistency in
relation to safeguarding adults work, and this collaborative working has
continued, with the statutory responsibility now resting with the TSAB.

3.3 Darren Best has been in post as the Independent Chair of TSAB since
November 2020 and will be in attendance to present the report.

4. PROPOSALS

- 4.1 It is a requirement of the Care Act that a SAB publishes an annual report that sets out:
- what it has done during that year to achieve its objective,
 - what it has done during that year to implement its strategy,
 - what each member has done during that year to implement the strategy,
 - the findings of any safeguarding adults reviews which have concluded in that year,
 - any reviews which are ongoing at the end of that year,
 - what it has done during that year to implement findings of reviews; and
 - where it decides during that year not to implement a finding of a review, the reasons for its decision.
- 4.2 The Teeswide Safeguarding Adults Board Annual Report for 2021/22 is attached as **Appendix 1**.
- 4.3 It is also required under the Care Act that a SAB publishes an annual strategic plan setting out its strategy for achieving its objective and what members will do implement the strategy.
- 4.4 The Teeswide Safeguarding Adults Board Strategic Business Plan for 2022 - 2025 is attached as **Appendix 2**.

5. RISK IMPLICATIONS

- 5.1 There are no risk implications in relation to this report.

6. FINANCIAL CONSIDERATIONS

- 6.1 Statutory partners (Local Authorities, NHS commissioners and Cleveland Police) make an annual contribution to the running costs of the TSAB and the associated Business Unit.
- 6.2 There are no additional financial considerations associated with this report.

7. LEGAL CONSIDERATIONS

- 7.1 As set out in the report, there are requirements within the Care Act in relation to SABs, and specifically the publication of an Annual Report and Strategic Plan each year.
- 7.2 The attached documents ensure that the Council is fulfilling these requirements.

8. CONSULTATION

- 8.1 The TSAB uses a wide range of methods to engage with professionals, partners and the wider public including the TSAB website (www.tsab.org.uk), online surveys, conferences, social media, focus groups, bulletins and media campaigns. A Communications and Engagement Sub Group oversees this work and an Engagement Strategy is in place.

9. CHILD AND FAMILY POVERTY CONSIDERATIONS

- 9.1 No child and family poverty considerations have been identified specifically associated with this report, although it is recognised that there are links between the work of TSAB and Local Safeguarding Children's Partnerships. Work will continue to be undertaken to strengthen these links and to ensure that the 'Think Family' approach is embedded in practice.

10. EQUALITY AND DIVERSITY CONSIDERATIONS

- 10.1 There are no equality and diversity implications specifically associated with this report. People with protected characteristics can be more vulnerable to abuse and TSAB policies and procedures address equality and diversity considerations so that the safeguarding process takes this into account.

11. STAFF CONSIDERATIONS

- 11.1 There are no staffing considerations associated with this report. The TSAB Independent Chair and Business Unit staff are employed by Stockton Borough Council on behalf of the strategic partners.

12. ASSET MANAGEMENT CONSIDERATIONS

- 12.1 There are no asset management considerations associated with this report. The TSAB Business Unit staff are hosted by Stockton Borough Council on behalf of the strategic partners and based at Kingsway House in Billingham.

13. RECOMMENDATION

- 13.1 It is recommended that the Adult and Community Based Services Committee notes and endorses the Teeswide Safeguarding Adults Board Annual Report 2021/22 and Strategic Business Plan 2022 - 2025.

14. REASONS FOR RECOMMENDATION

- 14.1 Safeguarding vulnerable adults is fundamental to the work of adult services and the Teeswide Safeguarding Adults Board Annual Report 2021/22 and Strategic Business Plan 2022 - 2025 set out how statutory requirements are being delivered.

15. CONTACT OFFICER

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Sign Off:-

Director of Resources and Development ☒

Chief Solicitor ☒



Teeswide Safeguarding Adults Board **Annual Report**

1 April 2021 to 31 March 2022

Our safeguarding arrangements will effectively prevent
and respond to adult abuse



Introduction from Darren Best, Independent Chair

I am pleased to present the Annual Report of the Teeswide Safeguarding Adults Board (TSAB) for 2021-22.

The format of the TSAB Annual Report has been developed over a number of years, with clarity and accessibility in mind. There is however a legislative requirement under the Care Act 2014, for TSAB, alongside all other Safeguarding Adults Boards across the country to produce an Annual Report. The main purposes being to highlight the work of TSAB over the past 12 months, what has been done to implement our strategy, to provide information about Safeguarding Adult Reviews, (SARs) that have been undertaken and subsequently what activity has taken place to implement their findings.

In my introduction last year, I described how the safeguarding landscape has continued to be hugely complex and presented many new challenges, with the COVID pandemic having a significant impact. I think it is fair to say that despite the vaccination programme and developed understanding of the virus, this last year has been equally challenging for those involved in commissioning and providing safeguarding services. Most importantly however it has been challenging for our communities and on that basis the Board would wish to recognise and pay our respects to all those who have suffered, been affected by and / or worked through the numerous challenges (including COVID) that have presented themselves.

During 2021-22 the Board has continued to work closely with both statutory and voluntary sector partners to gain the reassurance that safeguarding issues are addressed effectively and appropriately. Our strategy has been developed and underpinned by the six safeguarding principles of empowerment, prevention, protection, partnership, proportionality and accountability. The report details some of our activities under those important headings.

As Independent Chair, it is my privilege to learn and hear about the experiences and challenges faced by those who provide safeguarding services in Teesside, as I did last year I would like to place on record, my admiration and thanks to every one of them.

Equally, I would like to offer a personal thanks to all members of the Board, in particular the Chairs of the Sub-Groups and to the people who work in our Business Unit, for their continued professionalism, commitment, hard work and support.

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What does the Board do?

The Teeswide Safeguarding Adults Board (TSAB) is a statutory body responsible for protecting adults' rights to live independent lives, free from abuse and neglect.

The Board works collaboratively with partners to set the strategic direction for adult safeguarding in Tees and seeks assurance from partners that they have appropriate and robust safeguarding arrangements in place.

Board Member Organisations

6 Statutory Partners:

- Cleveland Police
- Hartlepool Borough Council
- Middlesbrough Borough Council
- Redcar & Cleveland Borough Council
- Stockton-on-Tees Borough Council
- Tees Valley Clinical Commissioning Group

For a Glossary of Terms linked to the Annual Report, please visit: <https://www.tsab.org.uk/the-board/annual-reports/>

Board Member Organisations

21 Non-Statutory Partners:

- Beyond Housing
- Care Quality Commission
- Catalyst Stockton-on-Tees (Voluntary Development Agency)
- Cleveland Fire Brigade
- Community Rehabilitation Company (Durham Tees Valley) and National Probation Service (merged together in June 2021 to form the Probation Service)
- Department for Work and Pensions (DWP)
- Hartlepool & Stockton-on-Tees Safeguarding Children Partnership
- Healthwatch Hartlepool
- Healthwatch South Tees
- Healthwatch Stockton-on-Tees
- HMP Holme House Prison
- Middlesbrough Voluntary Development Agency
- North East Ambulance Service
- North Tees & Hartlepool NHS Foundation Trust
- Office of the Police and Crime Commissioner for Cleveland
- Redcar & Cleveland Voluntary Development Agency
- South Tees Hospitals NHS Foundation Trust
- South Tees Safeguarding Children Partnership
- Tees Esk & Wear Valleys NHS Foundation Trust
- Teesside University
- Thirteen Housing

Board Structure

The Board has continued to engage with key strategic partnerships across Tees including the Local Safeguarding Children Partnerships, Health & Wellbeing Boards, Community Safety Partnerships, Strategic Vulnerable Exploited Missing and Trafficked, Serious and Organised Crime Group and the Cleveland Anti-Slavery Network as well as regional and national Safeguarding Adults Boards.

Sub-Groups

The Board has a number of Sub-Groups, which lead on key pieces of work in order to achieve the aims and objectives set out in the Board's Strategic Business Plan 2021/22. The purpose of the Sub-Groups are summarised below.

Communication & Engagement (CE)

Leads the development, implementation and evaluation of a multi-agency strategy aimed at increasing awareness of safeguarding adults and promoting the involvement of adults at risk, carers and advocates in the Teeswide safeguarding adults processes.

Learning Training & Development (LTD)

Leads the development, implementation and evaluation of a multi-agency learning, training and development strategy.

Operational Leads (OL)

Provides a forum to enable safeguarding adults operational leads from TSAB partner agencies to share good practice, problem-solve and access peer support. The Sub-Group also provides qualitative data to inform the development of person-centred policies, procedures and strategies.

Performance, Audit & Quality (PAQ)

Leads the development and implementation of a performance framework and provides an audit and quality assurance function on behalf of the TSAB.

Safeguarding Adult Review (SAR)

Leads on the development and implementation of the Teeswide SAR Policy and Procedures to ensure that learning from any reviews undertaken locally and nationally is disseminated appropriately. The Sub-Group also considers notifications for SARs and makes recommendations to the Independent Chair.

Task & Finish Groups

During 2021/22 there were a number of Task & Finish Groups to look at specific work streams:

- Learning from Reviews
- Housing/Homelessness
- Multi-Disciplinary Team Guidance
- Streamlining Data Options (commenced March 2022)
- Safeguarding and Falls (commenced March 2022)

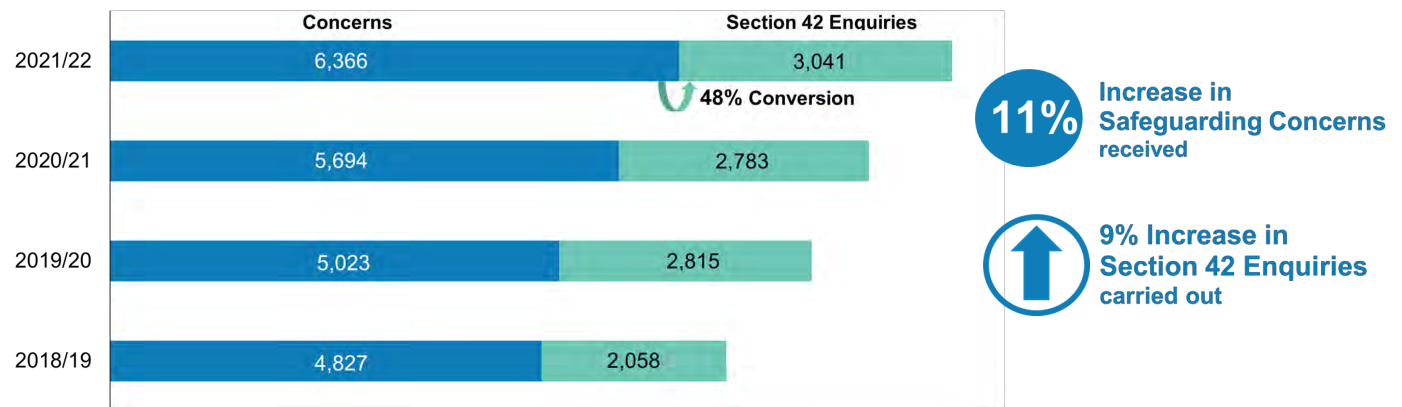
Safeguarding Data 2021-22

Concerns and Section 42 Enquiries*

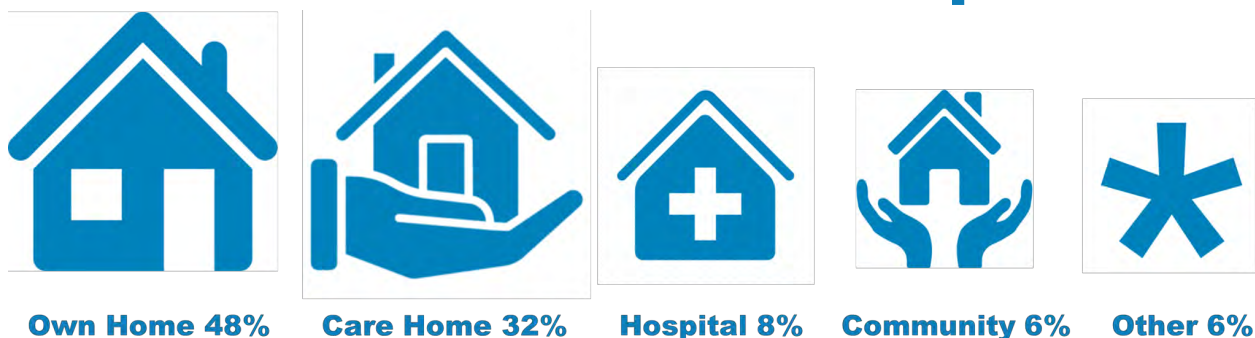
* Data on this page relates to Section 42 Enquiries commenced

Safeguarding Concern - a report made to the lead agency for the safeguarding process to raise concerns of adult abuse/neglect.

S42 Enquiries - The Care Act 2014 (Section 42) requires that each Local Authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse and/or neglect.



Location of Abuse: Section 42 Enquiries

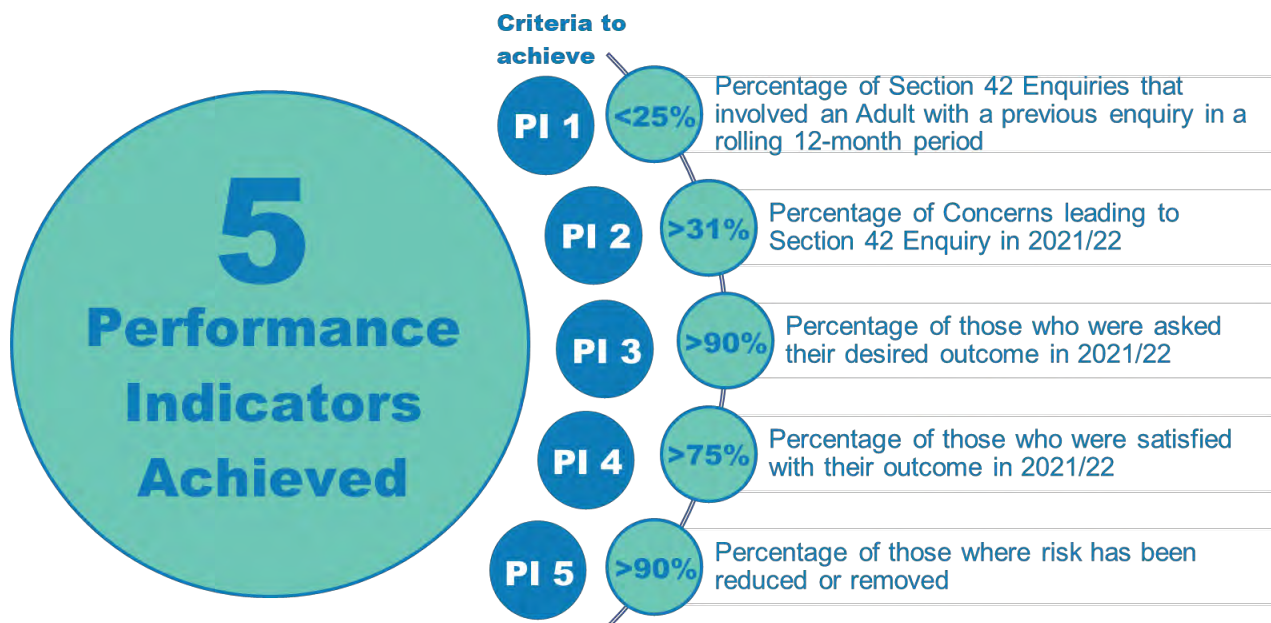


A person's Own Home remains the most common location of risk in Tees, which reflects the data trends reported Nationally. The number of Section 42 Enquiries undertaken in relation to Care Homes recorded a slight decrease when compared to the previous year.

Types of Adult Abuse: Section 42 Enquiries



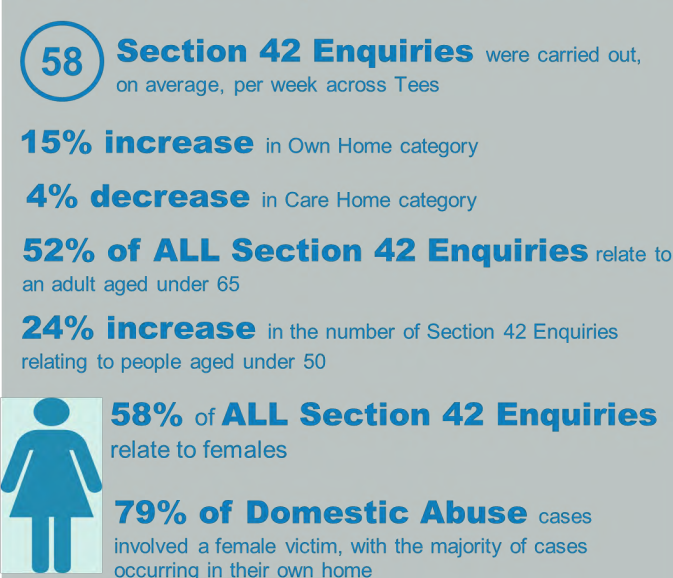
Performance Indicators (PI)



Safeguarding Concerns Received



Section 42 Enquiries Commenced



Outcomes of Concluded Section 42 Enquiries

Source of Risk to the Adult



Safeguarding Action

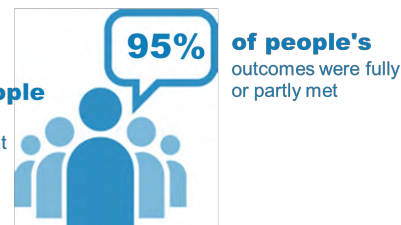


Safeguarding Outcome



Adults Voice

93% of people were asked what outcome they want



Some of our achievements over the past year...



July—September 2021

- A quick and easy Mental Capacity Act guide was published for practitioners.
- Spotlight on...Support Services Campaign.
- Making Every Contact Count training offered to Safeguarding Champions (delivered by local Public Health services).
- Multi-Disciplinary Team Guidance published.

January—March 2022

- Two key campaigns took place:
 - ⇒ Spotlight on...Self-Neglect
 - ⇒ Look Closer (joint exploitation awareness campaign with Safeguarding Children Partnerships)
- In response to Alcohol Change's National Report, the Board delivered its first Safeguarding Vulnerable Dependent Drinkers training.
- Two Task & Finish Groups commenced:
 - ⇒ to develop systems and processes for data collection/reports
 - ⇒ to develop a Safeguarding & Falls Protocol
- Stephen Learning Lessons Review Report published.

April—June 2021

- First Joint Learning from Reviews meeting held with Community Safety Partnerships and later with Safeguarding Children Partnerships to discuss how to formally share learning from reviews across the partnerships.
- A Communication and Engagement Plan 2021/22 was co-produced with the Safeguarding Children Partnerships.
- Annual Communication & Engagement (CE) Report 2020/21 published.
- Rapid (Learning) Review process trialled and later recruited a pool of volunteers to chair this type of review.
- Worked collaboratively with North East SAR Champions network to set up the regional Safeguarding Adult Review Library.
- The Board delivered its first Modern Slavery training session.

October—December 2021

- Easy read safeguarding guide developed in consultation with Independent Voices service user group.
- Teeswide Team Around the Individual referral form for high risk/complex cases developed and published.
- North East SAR Champions presented to the National Care & Health Improvement Programme and Local Government Association (LGA) showcasing regional good practice and received excellent feedback.
- Two important campaigns took place:
 - ⇒ Back to Basics
 - ⇒ National Safeguarding Adults Week
- Trauma Informed Practice event held for professionals.
- Housing and Homelessness Task & Finish Group convened.



Empowerment

What we said we would do:

1. Establish mechanisms that allow service users and carers to better inform the future direction and priorities of the Board.
2. Ensure individuals requiring safeguarding services are asked what they want as outcomes from the safeguarding process and that their views inform what happens.
3. Strengthen professionals' understanding of the legislative framework and trauma informed practice to ensure the best outcomes for adults at risk.

What we did:

1. The Board carried out its Annual Consultation Survey 2021/22, the results were used to inform the future priorities for the Board. There was a 184% increase in responses from the general public compared to the previous year. The survey results included feedback from service users and carers.

In 2020/21 the Board, together with the Safeguarding Children Partnerships and Office of Police and Crime Commissioner for Cleveland, commissioned SafeLives to undertake a full systems review of Domestic Abuse across Tees. In June 2021, Domestic Abuse survivors and perpetrators were encouraged to complete a consultation survey, which will feed into the outcomes of this project due to complete during 2022/23.

People First (Advocacy) attended the Board's Development Session in February 2022 and shared real case examples of people they support who use safeguarding services. This provided an additional opportunity to ensure that service users were at the forefront, when Board members were discussing ideas for future priorities and the strategic business plan for 2022/23. Work continues with People First into 2022/23 to discuss how adults' perspectives and experiences can help to inform the Board's work.

2. The Multi-Agency audit programme continued on a virtual basis. The involvement of the adult and their views, wishes and desired outcomes were considered as part of the audit process. The audit reports were presented at Board meetings and highlighted good practice, areas for improvement with actions for agencies to reflect and act upon to continually drive service improvement.

The Board has five Performance Indicators (PI), one of which includes; *percentage of those who were satisfied with their outcome*. For 2021/22 this PI was achieved at 95%

The Board continued to deliver Making Safeguarding Personal training, to empower professionals to feel confident in seeking adults' views and working with adults to achieve the best outcome for them.

3. A Trauma Informed Practice event was held in November 2021. Legal Literacy training sessions continued throughout 2021/22 including a Legal Literacy update for Board Members in March 2022. A new e-learning course on the Human Rights Act was launched in November 2021.

The Tees and Regional Liberty Protection Safeguards (LPS) Group continued to meet to prepare for implementation of the Mental Capacity Act Amendment Bill anticipated in 2022/23.

In June 2021, Board members received an update from Cleveland Police in respect of the Domestic Abuse Bill, and what changes this would bring from a policing perspective in terms of supporting and protecting victims of domestic abuse.

One service user's account, when interviewed for Self-Neglect article:

"The ongoing support and help from the agency has really kept me going... One of the reasons that I think I got myself into this situation was that I was embarrassed and ashamed at how my life had turned out, but I can speak with the staff and they want to help me and don't judge me...the support I have had has made a huge difference to me".

Prevention

What we said we would do:

1. Provide accessible, clear and simple information, advice and support that helps people to understand what abuse is, how to recognise the signs and how help can be sought.
2. Improve engagement with local communities.
3. Help efforts to reduce social isolation and loneliness.

What we did:

1. During November 2021, the Board delivered a comprehensive communication and engagement plan where multi-agency activity took place for National Safeguarding Adults Week, with a particular focus on engaging with harder to reach, marginalised groups and those who may be digitally excluded. An easy read safeguarding guide was developed with Independent Voices advocacy group and a safeguarding awareness radio advert was produced in English and Urdu with Community Voices FM. The Board worked with Healthwatch South Tees who asked people 'what does safeguarding mean to you?' to help benchmark public understanding. Their quotes were shared on social media to help raise public awareness of safeguarding.

In June 2021, the Home Office's British Sign Language awareness video on Domestic Abuse was added to the TSAB website and promoted on social media. Work continues into 2022/23 to raise awareness of safeguarding with people who have sensory loss/impairments.

Work continued on the Board's website to meet Web Content Accessibility Guidelines and any new or reviewed documents were made accessible before being added to the TSAB website.

The Board coordinated a Spotlight On...Back to Basics campaign which promoted 'safeguarding is everyone's business' and shared key, simple messages on what abuse is, how to spot the signs and how to seek help. The Board's leaflets, which are translated into commonly spoken non-English languages were also shared.

In July 2021 the Board's Find Support in Your Area webpage was fully reviewed and updated to ensure people using the site were being signposted to the correct and current support available.

From September 2021 the Board launched a number of simple 'Safeguarding Explainer' animations which covered key topics linked to safeguarding.

In September 2021 all of the Board's leaflets were reviewed, re-designed and formatted so that they could easily be accessed, downloaded and printed directly from the website.

2. The Board supported various national campaigns during 2021/22 and coordinated a 'Spotlight On...Support Services' campaign, which highlighted local support available to victims of abuse and/or neglect.

The Board continued to engage with its 122 Safeguarding Champions via quarterly *Keeping in Touch* Bulletins. The Champions helped to share key messages within their networks and with the service users and carers they support.

3. Safeguarding articles were included in the autumn and winter editions of local resident magazines, which were delivered to every household across Tees.

In June 2021, the Board commissioned three new e-learning courses; substance misuse, dementia awareness and loneliness and isolation.

The Board commissioned a Safeguarding Explainer animation on Social Isolation and Loneliness (launched in 2022/23).

In February 2022, the North East SAR Champions secured funding from ADASS to develop an animation on Self-Neglect. Work continues into 2022/23.

Proportionality

What we said we would do:

1. Provide effective, consistent, timely and proportionate responses to reported abuse.
2. Continue to adopt a proportionate and pragmatic approach to safeguarding adults work during and following the Covid-19 pandemic.
3. Communicate with and seek feedback from service users and carers to ensure safeguarding responses are the least intrusive possible and appropriate to the risk(s) presented.

What we did:

1. The effectiveness and application of the TSAB inter-agency safeguarding adults procedures, making safeguarding personal approach and proportionality were monitored as part of the annual Multi-Agency Audit programme.

In June 2021, the TSAB procedures were amended in line with national recommendations from Social Care Institute for Excellence (SCIE) and Care and Health Improvement Programme (CHIP) of 'what is a safeguarding concern?' to ensure consistency on a national basis.

The Board continued to deliver Care Act Section 42 (S42) Enquiry training (Level 1 and Level 2) which promotes use of TSAB's Inter-Agency Policy & Procedures, Decision Support Guidance and Causing S42 Enquiries Guidance, all of which emphasise appropriate timescales, proportionality and aid consistency.

The Safeguarding Adults Review Sub-Group continued to consider proportionality to maximise learning. A 'Rapid Review' methodology was trialled in May 2021, which reduced the resource implications for staff, whilst ensuring meaningful learning was shared and distributed quickly. The process was deemed successful and will be used for future cases where appropriate.

In response to a SAR Notification which did not meet the criteria for a SAR, it was identified that there was still valuable learning in relation to the links between falls and Safeguarding Concerns; a Task & Finish Group was set up to develop a Safeguarding and Falls Protocol (published in 2022/23).

2. Despite ongoing uncertainties linked to the pandemic, the Board continued to engage with service users, carers and harder to reach groups using a variety of communication methods. The Board's Training Plan continued to be delivered online as well as the Quality Assurance/Self-Audit process. Safeguarding Adult Review work, including learning review processes also continued virtually.

Multi-Disciplinary Team Guidance was published in September 2021, which highlights the pros and cons of virtual or face to face meetings and suggests that these are considered when setting up meetings. The Board continues to work flexibly, using the most appropriate forums for meetings, training and learning reviews.

3. The Board's annual survey 2021/22 received 53 responses from carers, compared to 10 responses the previous year. The Board also supported National Carers Week in June 2021.

In June 2021 it was agreed for feedback to be sought from practitioners involved in Learning Reviews to provide assurance that learning has been embedded into practice.

"I have subsequently used the process of professional challenge successfully which has enabled me and the team to understand why decisions have been reached and this has been empowering for both staff understanding of the risk assessments and safety netting in place and for patients to live as they choose".

- Practitioner involved in the Adult D Learning Lessons Review

Protection

What we said we would do:

1. Encourage a trauma-informed, strengths based and person-centred approach to all safeguarding work.
2. Use the concept of contextual safeguarding* to protect adults at risk.
3. Learn from the findings of local, regional and national Safeguarding Adult Reviews and Learning Lessons Reviews, and applicable Domestic Homicide Reviews and Safeguarding Children Practice Reviews.

*to understand and respond to people's experience of abuse and exploitation from perpetrators outside of the home.

What we did:

1. As part of the Adult F Learning Lessons (Rapid) Review a Learning Briefing was published and shared widely, which included themes around the impact of trauma and professional curiosity to understand the best way to engage with someone who may be affected by trauma and encouraging flexible engagement opportunities. The Adult F Learning Briefing was also introduced as a case study in Legal Literacy and Self-Neglect training courses.

A Trauma Informed Practice event was held in November 2021, which included an expert by experience speaker and a presentation on vicarious trauma. Recorded videos were made available on the TSAB website. Key messages were also shared via social media to raise public awareness of the impact of trauma.

In January 2022, the Operational Leads Sub-Group reviewed TSAB's Making Safeguarding Personal Guidance.

2. The Board held its first Modern Slavery training session in June 2021 and Criminal Exploitation and County Lines e-learning courses were commissioned in December 2021.

The Molly Safeguarding Adult Review was agreed in August 2021; learning and reflection workshops with practitioners took place in December 2021. Some key early learning from the review linked to Adult Sexual Exploitation, trauma and the effective management of perpetrators. Actions to address the recommendations from this SAR will continue into 2022/23.

3. The Board continued to share regional and national learning from SARs at SAR Sub-Group meetings to consider and act upon the learning from a Tees perspective—these reports are published on the TSAB website. It was suggested following some high profile national cases, to run a Creating Safer Cultures Awareness campaign in 2022/23.

During 2021/22, the Safeguarding Adult Review (SAR) Sub-Group considered a number of new SAR notifications. 3 cases were published and 4 cases were completed during the reporting year. Open action plans continued to be monitored and implemented.

In December 2021, a Joint Review Protocol was agreed with the Safeguarding Children Partnerships and Community Safety Partnerships, to develop a more coordinated approach and improve lines of communication between partnerships with regards to learning reviews.

Comments and Feedback from Trauma Informed Event

"Genuinely one of the best presentations I have witnessed in 20 years of working in the trauma field, remarkable and brilliant"

"You are an inspiration and thank you for sharing your story with us. Very valuable points to be learnt"

"Thank you, very thought provoking. It really made me think about the impact (of vicarious trauma) on colleagues"

Partnership

What we said we would do:

1. Ensure Board partners work together in an effective manner to protect adults from abuse and neglect.
2. Collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships and Strategic Vulnerable Exploited Missing Trafficked to deliver joint priorities and objectives.
3. Work with partners and partnerships to support the development of a 'Missing Adults' protocol and to further develop 'Transitions' work.
4. Seek assurance from partners that the NICE guidelines for Safeguarding Adults in Care Homes are met when commissioning and supporting services.

What we did:

1. Themed discussions took place at Operational Leads (OL) Sub-Group meetings on complex safeguarding topics and sharing best practice; Homelessness, Adult Sexual Exploitation, Domestic Abuse and Alcohol, Financial Abuse/Scams, Discrimination/Hate Crime and Quality of Concerns.

The themed discussion regarding Homelessness prompted further work by a Task & Finish Group to consider an effective approach to support homeless people to access health and support services. This work concluded in March 2022, and each Local Authority area has taken forward their own action plan.

The Team Around the Individual (TATI) approach continued to be embedded into practice and provided a means of escalation, to collectively manage high risk and complex cases. The multi-agency audits of the TATI process have highlighted good practice and areas for improvement. A TATI referral form was developed to compliment the Teeswide TATI Guidance, to improve consistency across Local Authority areas.

2. The Strategic Vulnerable Exploited Missing and Trafficked (VEMT) Transition Principles were approved by the Board in September 2021. During 2021/22 the process for Adult representatives attending the VEMT Practitioners Group became much more established, to ensure a smooth transition of support from children safeguarding into adult safeguarding.

In November 2021 planning commenced to deliver a Joint Learning from Reviews event (in May 2022) with support from the Safeguarding Children Partnerships and Community Safety Partnerships.

In March 2022, TSAB joined the Call for Action on Adult Sexual Exploitation (ASE) Group, chaired by Cleveland Police, to understand the prevalence of ASE in Tees. Work continues into 2022/23.

3. In January 2022, the OL Sub-Group discussed welfare visits for vulnerable people at risk of suicide. Work continues in 2022/23.

A Safeguarding Explainer video on suicide prevention was launched in September 2021.

Cleveland Police introduced a Missing From Home (MFH) Co-ordination Team who were embedded into their Safeguarding Department and have established close working relationships with partners. They continue to use intelligence and trend analysis to identify repeat persons and locations and adopt a problem-solving approach. A new MFH Standard Operating Procedure (SOP) was launched and provides key advice to officers to ensure the effective management of missing person investigations.

4. In April 2021, the Board considered the [*National Institute for Health and Care Excellence \(NICE\) Guidance for Safeguarding Adults in Care Homes*](#). Members were asked to provide an assurance statement to ensure the recommendations had been considered and implemented where appropriate.

The TSAB's Training Plan, training competencies and Quality Assurance Framework (QAF) / Self-Audit Tool were also reviewed in line with the NICE Guidelines.

Accountability

What we said we would do:

1. Gain assurance from partners about the effective delivery of their services.
2. Deliver and achieve the Board's performance benchmarks.
3. Promote the Teeswide adult safeguarding competencies as a framework for the delivery of safeguarding adults training.

What we did:

1. The Board continued to receive assurance on organisations' safeguarding arrangements from non-statutory partners as part of the Quality Assurance Framework (QAF) / Self-Audit process. Beyond Housing became a new Board partner in July 2021 and completed the QAF Self-Audit Process providing assurance to the October Board.

The Board's Multi-Agency Audit Programme continued and considered cases of: Homelessness, Adult Sexual Exploitation, Team Around the Individual (TATI) Self-Neglect cases (x4), TATI Domestic Abuse and Alcohol cases (x4), Financial/Scams, Discriminatory/Hate Crime, Quality of Concerns. 4 audit reports were presented to the Board during 2021/22 and the TATI audits were logged as evidence against relevant Safeguarding Adult Review and Learning Lesson Review action plans.

During 2021/22 the Board were notified of 11 care providers who were subject to the Responding to and Addressing Serious Concerns (RASC) Policy and Procedure. The Lessons Learned Reports from 10 care providers were discussed at the SAR Sub-Group, where the learning was considered and shared via appropriate networks. In September 2021, the RASC Learning Lessons Reports (over a two-year period) were analysed, for the SAR Sub-Group to reflect on the main issues/themes affecting care providers. Members provided assurance that there are mechanisms in place to address concerns.

The Board received a number of presentations during 2021/22; Home Office (Agency Workers in Care Settings), Cleveland Police (Domestic Abuse Bill changes) SafeLives (Domestic Abuse Project), Public Health (Drug Related Death Reviews), Tees Valley CCG (LEDER Annual Report and Private Mental Health Hospitals), Middlesbrough Borough Council (Domestic Homicide Review 4), and Voluntary Sector (overview). Partners also continued to be invited to present the results of any inspection reports. The OL Sub-Group also received presentations from; DWP, Cleveland Police (Organised Crime), Coroner's Office and A Way Out charity.

2. 5 out of 5 Key Performance Indicators were achieved in 2021/22.








From April 2021, quarterly performance reports, which included multi-agency data were streamlined and routinely presented at TSAB meetings. Work is continuing to explore streamlined approaches for data collection and reporting into 2022/23.

3. All training courses commissioned by TSAB were continually reviewed to evaluate quality and effectiveness through the use of initial evaluations and impact assessments. Changes were made, where appropriate, to keep the content relevant.

"As a provider it is vital that when our services do not meet the required standard we respond in a transparent and constructive manner to ensure that we not only meet the needs of our contractual obligations, but we also and most importantly ensure that the residents we work for, get the service they deserve. It was clear that our home fell short of this baseline of quality... I wanted to place on record how inclusive and driven from a partnership perspective, the whole [RASC] process was. It was refreshing as a provider to see the Local Authority not only understanding the difficult circumstances, we found ourselves in as a provider, but also acted as a critical friend and supported us, through extensive knowledge of the sector. This sharing of best practice had an immediate impact on service quality outcomes and safety".

- Feedback from a Care Provider subject to RASC

Communication and Engagement

 178,183 website views* *highest yearly views to date (108% increase on previous year)	 3 radio interviews 1 radio advert 414,216 digital advertising impressions
 49,625 reached 783 followers* *33% increase on previous year	 416,500 local magazines 5,702 newsletter reads 704 Safeguarding Champions Bulletin reads
 67,100 impressions 796 followers* *8% increase on previous year	
 62 YouTube subscribers	 961,000 impacts bus stop advert

Read more detail in the Board's [Annual Communication and Engagement Report 2021/22](#)

Awareness Campaigns

The Board coordinated 3 focused 'Spotlight On' campaigns: Support Services, Back to Basics and Self-Neglect. In addition, the Board took part in National Safeguarding Adults Week 2021, collaborating with partners to develop a joint communication and engagement plan. Key activity included: radio interviews, a Trauma Informed Practice event, resident magazines, digital advertising, bus stop campaign, displays in shopping centres/other key venues, launch of the 'Tricky Friends' video and easy read safeguarding guide. There was also a focused campaign with Community Voices FM radio and the BME Network.



The Self-Neglect campaign included articles in local resident magazines that were based on real case studies and interviews with service users. The TSAB newsletter included a service user's story, told in their own words of their experience and how they were supported in relation to their self-neglect.

Safe Place Scheme



The Safe Place Scheme steering group met twice during 2021/22. The group focused on maintaining and auditing current venues to establish those which had closed due to the pandemic. In October 2021, discussions began on how to link with other similar safe place initiatives in Tees (e.g. Ask ANI Domestic Abuse codeword scheme), work is ongoing into 2022/23.

Safeguarding Explainer Videos

From September 2021 the Board launched a number of [Safeguarding Explainer animations](#), covering key topics on; what is safeguarding? organisational abuse, PREVENT, modern slavery/human trafficking and suicide prevention.



Training

The Board provides free multi-agency training, designed to supplement single agency training provision. The Board continued to deliver its existing training programme as well as commissioning additional courses.

New TSAB courses introduced in 2021/22:

- ☒ Modern Slavery
- ☒ Safeguarding Vulnerable Dependent Drinkers
- ☒ Legal Literacy: 'Aftercare Under Section 117 Mental Health Act'.

Based on feedback, the Section 42 Enquiry training was split into foundation and advanced level and the Safeguarding Adults Training for Managers of Services included an additional refresher course.

Safeguarding Adults Training for Managers of Services (Refresher) - Learner Feedback

"This will greatly benefit our service users in future in allowing staff the foresight in perhaps reducing the incidents if we can spot triggers sooner"

Section 42 (Foundation) - Learner Feedback

"I now have a much better understanding of how enquiries should be undertaken, who can be responsible for this, and the significance of the safeguarding triage system"

Me-Learning

The Board commissions the e-Learning platform (Me-Learning) with the local Safeguarding Children Partnerships. There are often crossovers between children and adult safeguarding work and therefore it is recognised that people who work with children and/or adults greatly benefit from having access to a wide range of safeguarding courses available in one place. The figures below are based on all learners across children and adults.



11,007 learners registered on the Me-Learning system*



From **2,577** different organisations

***5,157** were new learners who joined during 2021/22



During 2021/22 there were:

19,780 course registrations

18,368 e-learning courses completed*

***93%** completion rate

1,145 completed Safeguarding Adults Level 1 courses during 2021/22



444 delegates attended virtual training webinars; all face to face training was suspended across the year due to the Covid-19 pandemic.



187 workbooks completed

Modern Slavery—Learner Feedback

"Increased awareness of modern day slavery and the forms that this can take. Also not to accept things on 'face value' and use professional curiosity to drill down and gain more useful information"

Safeguarding Vulnerable Dependent Drinkers—Learner Feedback

"Taken forward knowledge of working at service user's pace and not always starting with support to reduce drinking and look at other concerns or issues that can be addressed"

Safeguarding Adult Reviews (SARs)

A SAR is undertaken when agencies who worked with an adult who has been subject to abuse or neglect, come together to find out if they could have done things differently and prevented serious harm or death from happening. A SAR does not blame an individual or organisation for their actions, its purpose is to learn from what happened and to see what can be changed so that harm is less likely to happen in the same way to other people in the future.

The Care Act 2014 says that Safeguarding Adult Boards must arrange a SAR when an adult dies or is seriously harmed as a result of suspected or known abuse or neglect and there is reasonable cause for concern about how, or if partners worked together to safeguard the adult.

Cases published during 2021/22 can be viewed here:

<https://www.tsab.org.uk/professionals/safeguarding-adult-review-sar-reports/>

Adult F

Learning Briefing

Adult H

Learning Briefing

Stephen

Learning Lessons Review

SAR Sub-Group Activity

The role of the Sub-Group is to consider new SAR notifications, oversee any ongoing SARs or other reviews, ensure any learning from reviews (locally, regionally or nationally) is considered by TSAB partners and taken forward in their own organisations, and to oversee the implementation of action plans arising from review activity across Tees. The SAR Sub-Group met 10 times in 2021-22, including 3 SAR Notification meetings which were held to ensure notifications were considered in a timely way. Membership of the Sub-Group comprises of senior managers from our key partner organisations.

7 SAR Notifications considered in 2021/22 (compared to 4 in 2020/21 and 8 in 2019/20)

Of these 7 cases:

1 case met the Care Act 2014 criteria for a SAR (the outcome will be reported in 2022/23).

2 cases were progressed as single agency reviews (a learning briefing was published in relation to one of these reviews).

1 case did not meet the Care Act 2014 criteria for a SAR, however, it was agreed that there would be relevant learning from undertaking a Learning Lessons Review: this was undertaken using Rapid Review methodology by an internal reviewer who was independent of the case.

1 case was taken forward as a Domestic Homicide Review (DHR).

2 cases were deemed to require no further action from a review perspective, however a learning briefing was produced from one of these cases which had also been subject to a Coroner's inquest to ensure learning relevant to the case was shared with partners.

4 national SARs considered by the Sub-Group.

8 open cases being monitored.

4 action Plans completed in the period.

The **Adult F** Learning Briefing was published following a Rapid Review which started in 2020/21 and concluded in 2021/22.

The **Stephen** Lessons Learned Report and Learning Briefing were published.

LEARNING BRIEFING

Learning Lessons Review Stephen



1 Background

Stephen was a 56 year old man with learning disabilities who had cancer. He was a tenant in shared supported living accommodation and received additional support for community activities. Stephen was a fun and very sociable man who loved buses and trains and liked to be out and about. He loved jigsaws and comedy programmes on TV and liked to make jokes.

Stephen's cancer treatment had been delayed and he had been identified as someone who should be shielded due to his vulnerability to Covid-19. In March 2020 Stephen contracted Covid-19, and received no further cancer treatment. Stephen was admitted to hospital but did not immediately return to his home when discharged. Instead he moved to single temporary accommodation due to the risk that he might infect other tenants. Stephen then moved home but gradually deteriorated and was readmitted to hospital in April 2020 where he died the following month.

2 Theme 1: Working with Stephen's Family

An effective working relationship with Stephen's family was not developed by all partners and this impacted on trust, information sharing and on how well Stephen's needs were met.

3 Theme 2: Shielding people with health conditions

More could have been done to anticipate that Stephen should have been shielded due to the risk of Covid-19 infection and greater care should have been taken to ensure that government guidelines on this were understood and followed.

SAR Sub-Group Achievements

- ✓ Completed a multi-agency review for Adult F using Rapid Review methodology for the first time. This approach provided a proportionate and timely review of practice and included engagement with practitioners in the review, the report was approved at the September Board meeting and a Learning Briefing was developed and published.
- ✓ Following on from the Rapid Review for Adult F, further work was undertaken to provide training and coaching opportunities for senior managers from our partner organisations to build internal capacity for independent reviewers.
- ✓ Joint protocol developed and agreed with the Safeguarding Children Partnerships and Community Safety Partnerships with the aim of developing a more coordinated approach, to improve lines of communication between partnerships throughout the review process and to ensure learning from all types of reviews are shared across partnerships.
- ✓ Introduced a process to go back to practitioners who have been involved in a review to seek their reflections on how practice has changed and whether learning has been truly embedded in practice.
- ✓ Planning commenced for a joint learning event with the Safeguarding Children Partnerships and Community Safety Partnerships across Tees looking at similar themes within reviews and sharing the learning across all service areas.

North East SAR Champions

- ✓ Developed a regional SAR repository to build a comprehensive library that is reflective of the work that has been undertaken across the region. This has been set up via Microsoft Teams; it lists and hosts local and national SARs, discretionary reviews, 7 minute briefings and other useful resources to inform and share learning across the region. This work has been showcased nationally.
- ✓ The group also carried out some work in relation to the SAR Quality Markers, and developed a regional quality markers checklist in order to simplify the language and ensure the checklist is succinct and accessible, this work is ongoing.

A message from Jill Harrison, Director of Adult & Community Based Services for Hartlepool Borough Council and Chair of the SAR Sub-Group.

"As well as managing the SAR process and promoting the sharing of learning across agencies, the SAR Sub-Group also reviews SARs undertaken elsewhere in the country, ensuring that relevant learning informs policies, procedures and practice within Tees. When themes are identified within reviews, briefings and case studies are used to inform training and development opportunities and to raise awareness of adult safeguarding more widely. The SAR Sub-Group also works closely with those leading on other forms of review, such as Domestic Homicide Reviews and Learning Disability Mortality Reviews when appropriate to maximise opportunities for learning that informs service improvements and ultimately leads to better outcomes for local people. The group has also been proactive over the past year in considering different approaches to reviews that are timely and proportionate, taking into account how reviews are undertaken in other areas and examples of good practice.

The SAR Sub-Group undertakes a statutory function on behalf of the TSAB and its members take on a significant responsibility and time commitment in order to manage the work of the group effectively. Meetings are well established and well attended and, as Chair of the SAR Sub-Group, I would like to formally record my thanks to all members of the group for their input and particularly the TSAB Business Unit for the outstanding support that is provided".

Partner Contribution from North Tees & Hartlepool NHS Foundation Trust:

"The learning from local and national Safeguarding Adults Reviews has enabled the Trust to reflect upon current practice and identify areas for improvement in order to safeguard vulnerable adults. The new approach to carrying out (rapid) reviews has ensured that lessons can be identified early".

Partner Activity 2021/22

Each year, Board partners reflect on their organisations' involvement, contribution and support in helping to achieve the Board's strategic aims and objectives. Their summaries are included below:

Hartlepool Borough Council remains fully committed to the strategic aims and work of TSAB, recognising the value of a co-ordinated approach across Tees and the benefits this has for local people. Over the past year we have continued to develop the Integrated Community Safety Team (comprising of community safety staff, Cleveland Police, Cleveland Fire Brigade and Cleveland Victim Care and Advice Service) and have undertaken a review of the Team Around the Individual (TATI) process that was originally developed in Hartlepool before being adopted across Tees. The integrated approach that is now embedded, alongside a revised TATI model, has further improved communication and collaboration between partners and professionals, supporting our shared aim of improving and better coordinating services to support people across Hartlepool who are living with multiple and complex needs. We have used learning from reviews to inform the development of practice and used the audit process to provide assurance that practice improvements are delivered. We have also delivered local awareness raising campaigns that make use of existing links with providers and community groups to ensure that messages are widely promoted. We were also able to use the expertise of an Assistant Director within the Council to support TSAB in developing a Rapid Review model and to provide training to TSAB partners, which has enabled the approach to be adopted and utilised alongside other methodologies.

Middlesbrough Borough Council (MBC) has worked with Cleveland Police Licensing Team, Health Agencies, A Way Out and our Neighbourhood Safety Team, Guiding Light Project (Making Every Adult Matter), Housing Solutions Team and Recovery Solutions Team to provide a bi-monthly drop in service at Newport Hub. The aim is to support prevention by engaging vulnerable men and women from across Middlesbrough who may be at risk of sexual exploitation or sex working. We want to be able to increase confidence and trust in engaging with voluntary and statutory services and to empower individuals to make positive life choices. This involves providing harm reduction services, safety advice, emotional support, practical help and one to one casework to meet individual needs. Working alongside partners, the Safeguarding Team aims to ensure a range of support is offered and can be accessed easily including drug and alcohol support, legal advice, benefits advice, housing support and advice and health clinics. MBC has worked to embed trauma informed practice further over 2021/22. We have done so through involvement in the TSAB Trauma Informed Practice Learning Event, highlighting the importance of trauma informed practice in the quarterly Modern Slavery, Exploitation and Human Trafficking Peer Support Meetings and by commissioning Time to Reflect – Vicarious Trauma training for our front line staff and managers. Involvement in the TSAB audit process for 2021/22 has provided assurance that our Safeguarding and Team Around the Individual Panel practice is effective. We have demonstrated our ability to adhere to the TSAB policies and procedures, involve service users and carers and manage risk through working effectively with partner agencies.

Redcar and Cleveland Borough Council (RCBC) has continued to support the aims and objectives of the strategic plan during 2021/22. We have played an active part on the Board and its Sub-Groups and contributed to the overall success of the Board during the year. We have focused on the voice of the individual and actively promoted the principles of Making Safeguarding Personal, which permeate through the Board's strategic aims. As a result in 2021/22, 100% of the respondents in Redcar and Cleveland when asked, said that they felt listened to during the safeguarding process and 93% felt safer at the end of the process.

Stockton-on-Tees Borough Council (SBC) has implemented a Making Safeguarding Personal (MSP) approach into our practice, so the voice of service users and carers are heard and strengthened. As part of joint-up and collaborative working we are committed to use locally agreed processes, such as the Team Around the Individual (TATI) with the emphasis on sharing information between agencies in order to agree and achieve the best possible outcomes for some of the most vulnerable service users. During 2021/22, SARs and Learning Lessons Reviews resulted in valuable learning and changes to our practice. SBC is committed to and continues to contribute towards learning events, both for staff and local communities. One of our aims for 2022/23 is to have at least one Adult Safeguarding Champion in each of the teams across Adult Services.

Healthwatch South Tees is committed to working with the TSAB in helping to keep our communities safe. By working with the Board we feel we can better promote the Safeguarding processes which in turn helps people feel more confident in raising concerns. We have found the training particularly beneficial and now open this up to our own Board and volunteers.

Partner Activity 2021/22 Continued...

Cleveland Police have now fully embedded their Complex Exploitation Team (CET) who have ran several successful operations over the last 12 months to safeguard vulnerable adults and identify the perpetrators who exploit them. Following the methodology of Prepare, Prevent, Pursue, Protect & Partnerships they continue to disrupt criminal networks and work with TSAB partners to intervene at the earliest opportunity to safeguard the public.

Our Force Vulnerability Desk work closely with front line officers to support the initial response to incidents of domestic abuse. This ensures that appropriate advice and guidance is provided, and positive action is taken to arrest perpetrators and safeguard the victim and their families. The Domestic Abuse Solutions Team (DAST) are embedded into the Specialist Domestic Abuse Team within the Safeguarding Department and through Multi-Agency Tasking & Coordination (MATAC) and Multi-Agency Risk Assessment Conference (MARAC) processes provide enhanced services to victims, particularly those at greater risk of harm. Cleveland Police have seen a significant increase in the use and granting of Domestic Violence Protection Notices/Orders which are used to provide protective measures for victims and place conditions on perpetrators.

Our dedicated Vulnerable Adults (VA) team continue to work closely with Adult Social Care teams and play a pivotal role in the safeguarding of vulnerable adults and subsequent joint investigations. The VA Detective Chief Inspector works closely with TSAB, sitting on the SAR Sub-Group and is involved in all reviews, ensuring any learning is identified and embedded into Police practice.

North Tees and Hartlepool NHS Foundation Trust has valued the support provided by TSAB during the past year. The training sessions that have been carried out ensures that staff are continually kept updated, the work with Trauma Informed Practice has enabled staff to better understand and support people who may not choose to engage with services. The Team Around the Individual approach further supports people who may need additional support, and ensures practitioners are able to escalate concerns.

Our Priorities 2022-25

Following feedback from the Board's Development Session, the Strategic Business Plan will change from an annual plan to a three-year plan, with the actions refreshed annually.

The priorities within the Strategic Plan have been developed and directly informed by the results of the Annual Consultation Survey and feedback from service users, carers and professionals.

The Board's strategic aims and objectives continue to be underpinned by the six safeguarding principles: Empowerment, Protection, Proportionality, Prevention, Partnership and Accountability.

Joint Working

We will develop a whole system approach to safeguarding adults which is responsive to the individual's needs, views and wishes.

People

We will ensure the workforce is well trained, supported and equipped to safeguard the most vulnerable people within our communities.

Communication

We will provide accessible and clear information, advice and support that helps people to understand what abuse is, how to prevent abuse from happening, how to seek help and how to engage with the work of the Board.

Services

Services are commissioned and provided by our partners to meet the individual needs of adults who are most at risk of abuse or neglect.

The Board's Strategic Business Plan for 2022-25 can be viewed here:

<https://www.tsab.org.uk/the-board/strategic-plan/>

Appendix

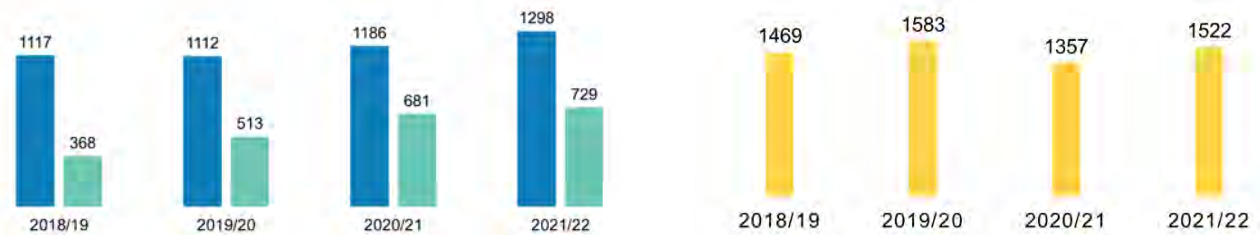
The Deprivation of Liberty Safeguards, under The Mental Capacity Act 2005, provide legal protection for those individuals who are 18 years old and above and who are, or may become deprived of their liberty, in a hospital or care home.

Concerns and Section 42 Enquiries

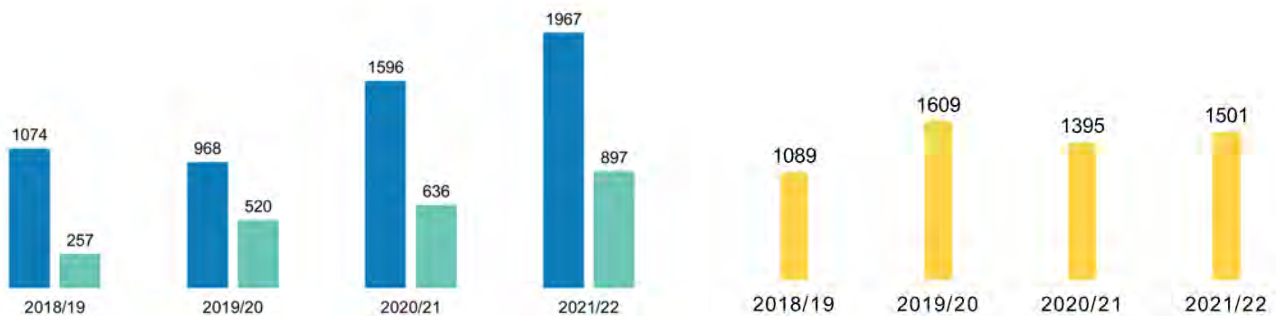
Deprivation of Liberty Safeguards (DoLS) Applications

■ Concerns ■ Section 42 Enquiries

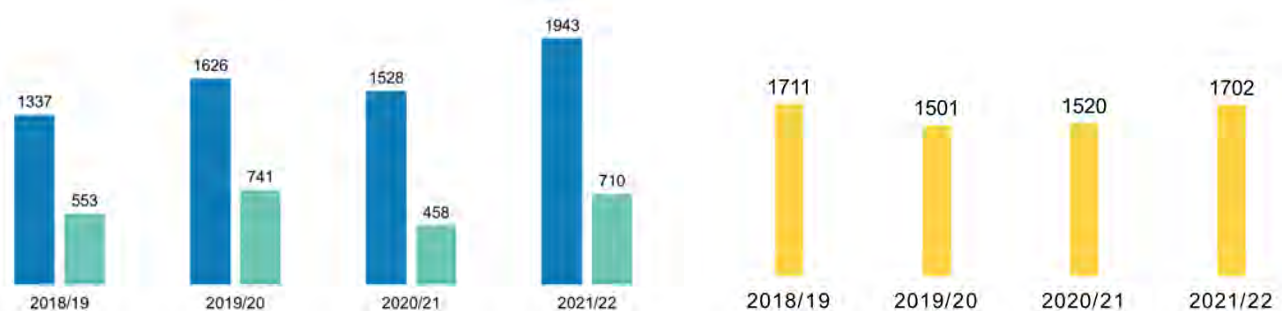
Hartlepool



Middlesbrough



Redcar & Cleveland



Stockton-On-Tees





www.tsab.org.uk



Kingsway House, Billingham, Stockton-On-Tees



01642 527263



TeeswideSAB



TeeswideSAB



See it, report it!

If you suspect a neighbour, friend or family member is being neglected or abused,
or you need help yourself.

Call **Cleveland Police** 101 or 999 in an emergency.

Call your local Adult Social Care Team:

Hartlepool:	01429 523 390	iSPA@hartlepool.gov.uk
Middlesbrough:	01642 065 070	adultaccessteam@middlesbrough.gov.uk
Redcar & Cleveland:	01642 771 500	AccessAdultsTeam@redcar-cleveland.gov.uk
Stockton-on-Tees:	01642 527 764	FirstContactAdults@stockton.gov.uk
Evenings and Weekends:	01642 524 552	



TSAB Strategic Business Plan 2022-25

May 2022 / V1

Our safeguarding arrangements will effectively prevent and respond to adult abuse

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What we do

We seek assurance that organisations work in partnership to deliver joined-up services that safeguard adults from abuse and neglect. The work of the SAB is underpinned by the Care Act 2014. The core purpose of the Board is to:

- Ensure that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance;
- Ensure that safeguarding practice is person-centred and outcome-focused;
- Work collaboratively to prevent abuse and neglect where possible;
- Ensure agencies/individuals give timely and proportionate responses when abuse or neglect has occurred and
- Ensure that safeguarding practice is continuously improving and enhancing the quality of life of adults in the area.

Vision

Our safeguarding arrangements will effectively prevent and respond to adult abuse.

The TSAB will seek assurance from statutory organisations and multi-agency partners that the following aims, objectives and actions are delivered.

Safeguarding Principles

The safeguarding principles set out in the Care Act 2014 will underpin all aspects of safeguarding adults work across Tees.

Empowerment:	Prevention:	Proportionality:
I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens	I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.	I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.
Protection:	Partnership:	Accountability:
I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.	I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.	I understand the role of everyone involved in my life and so do they.

Board Priorities

Priority 1: Joint Working	Aim: We will develop a whole system approach to safeguarding adults which is responsive to individual’s needs, views and wishes	
Objectives: We will <ul style="list-style-type: none">1. Ensure Board partners work together in an effective manner to protect adults from all forms of abuse and neglect.2. Consider and act upon the impact of new legislation on safeguarding practice, for example, Liberty Protection Safeguards, Domestic Abuse Act 2021.3. Engage and Collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships, Domestic Abuse Steering Groups, Health and Well-being Boards and Strategic Vulnerable, Exploited, Missing and Trafficked Group (VEMT) to deliver joint priorities and objectives.4. Engage and Collaborate with the multi-partnership and multi-agency development work regarding Missing Adults, Transitions, Contextual Safeguarding and Adult Sexual Exploitation.5. Further embed trauma informed practice, strengths based and person-centered approaches to all safeguarding adults’ work.		
2022-23 Actions: We will do this by <ul style="list-style-type: none">1. Striving towards the implementation of a consistent Teeswide Team Around the Individual (TATI) approach to the management of high-risk and complex cases.2. In conjunction with service users and carers review, existing and, where appropriate and necessary, develop new policy, procedure and guidance to incorporate updated or new legislation and statutory guidance.3. Working with relevant partners, partnerships and user groups to contribute towards the development of a ‘Missing Adults’ protocol, Transitions procedures, Contextual Safeguarding work, and an Adult Sexual Exploitation Strategy.4. Delivering an effective learning, training and development programme guided by learning from Safeguarding Adults Reviews to include trauma informed practice and contextual safeguarding.5. Developing a suite of tools and resources to embed trauma informed practice in adult safeguarding.		Lead Statutory Partners and OL PPP Task and Finish Group/ OL Relevant Partnerships, with support from OL and TSAB Business Unit LTD LTD and CE
Assurance Methods Quality Assurance Framework (QAF) / self-audit tool, performance reports, multi-agency audits, surveys, other partnership plans, training plan, impact assessments, feedback from adults	Impact/ outcomes Adults at risk of or experiencing abuse and / or neglect will be confident that professionals will work together and with them to achieve the best possible outcomes for them. Evidence that TSAB is and has worked effectively with partnerships operating within and across the Tees area to provide the best and most efficient services possible for individuals in need and across our communities.	

Priority 2: People	Aim: We will ensure the workforce is well trained, supported and equipped to safeguard the most vulnerable people within our communities	
Objectives: We will		
<div>1. Strengthen professionals’ understanding of the legislative framework and trauma informed practice to ensure the best outcomes for adults at risk.</div> <div>2. Seek assurance from partners that staff are provided with single agency Safeguarding Adults training in accordance with the TSAB Training Strategy.</div> <div>3. Seek assurance from partners that staff are provided with support, particularly in relation to the management of high risk/complex cases and with consideration of vicarious trauma.</div> <div>4. Learn from the findings of local, regional and national Safeguarding Adult Reviews (SAR) and Learning Lessons Reviews (LLR), and applicable Domestic Homicide Reviews (DHR), and Safeguarding Children Practice Reviews (SCPR) and implement action plans.</div>		
2022-23 Actions: We will do this by		Lead
<div>1. Developing and delivering the TSAB Training Plan to align with TSAB priorities, ensuring that the voice of people with lived experience of abuse or neglect is included in resources and events.</div> <div>2. Reviewing and further developing the Quality Assurance Framework/ Self-Audit tool to seek assurance from partners on the training and support provided to their staff.</div> <div>3. Developing and implementing action plans for all SARs and LLRs, applicable DHRs and SCPRs.</div> <div>4. Sharing the learning from reviews across partner agencies and seeking assurance that the learning has been embedded into practice.</div> <div>5. Appropriately review learning from SARs and LLRs to ensure it remains embedded in practice</div>		<div>LTD</div> <div>PAQ</div> <div>SAR</div> <div>SAR/LTD</div> <div>SAR/LTD</div>
Assurance Methods	Impact/ outcomes	
QAF / self-audit tool, surveys, website hits, training evaluations, multi-agency audits, impact assessments	Adults at risk of or experiencing abuse and/or neglect will have confidence that professionals will be involved only as far as is reasonable, proportionate, justifiable and necessary and always work in their best interest.	

Priority 3: Communication	Aim: We will provide accessible and clear information, advice and support that helps people to understand what abuse is, how to prevent abuse from happening, how to seek help and how to engage with the work of the Board	
Objectives: We will		
<div>1. Establish mechanisms that enable adults, their families, and their carers to better inform the future direction and priorities of Adult Safeguarding across Teesside.</div> <div>2. Ensure adults who use safeguarding services are asked what they want as outcomes from the safeguarding process and that their views actively inform what happens.</div> <div>3. Communicate with and seek feedback from adults, families, and carers to ensure safeguarding responses are the least intrusive possible and proportionate to the risk(s) presented.</div> <div>4. Further develop the Safeguarding Champions initiative to improve engagement with local communities, harder to reach groups, the seldom heard and to create stronger links with the community and voluntary sector.</div> <div>5. Improve information sharing across and between agencies to ensure the best outcomes for adults using safeguarding services.</div>		
2022-23 Actions: We will do this by		Lead
<div>1. Developing tools and processes to assist with seeking feedback from adults and their carers.</div> <div>2. Monitoring and developing the TSAB Performance Indicators relating to outcomes.</div> <div>3. Delivering a Communication and Engagement plan, including awareness raising and ‘Spotlight On’ campaigns which focuses on prevention and engages with the general public, hard to reach groups, the seldom heard and professionals.</div> <div>4. Building on the Safeguarding Champions initiative to increase the number of champions across a range of services.</div> <div>5. Reminding professionals of information sharing arrangements through newsletters, bulletins and training.</div>		<div>CE</div> <div>PAQ</div> <div>CE</div> <div>CE</div> <div>CE/LTD</div>
Assurance Methods	Impact/ outcomes	
Performance Indicators, annual CE report, performance reports, QAF/Self-audit tool, multi-agency audits, feedback from focus groups, feedback from individuals, families and carers	People will receive clear and simple information about what abuse is, how to recognise the signs and how to seek help.	

Priority 4: Services	Aim: Services are commissioned and provided by our partners to meet the individual needs of adults who are most at risk of abuse or neglect	
Objectives: We will		
<div>1. Ensure that adults at risk of neglect and/or abuse can access support services and schemes such as the Safe Place Scheme and Ask ANI.</div> <div>2. Review the services and support available across Tees which aim to reduce the impact of loneliness and isolation on vulnerable people.</div> <div>3. Seek regular assurance from our partners on the safe commissioning and delivery of services.</div> <div>4. Improve our performance monitoring processes and systems to obtain accurate, current and validated information.</div>		
2022-23 Actions: We will do this by		
<div>1. Reviewing the ‘Find Support in your Area’ page on the TSAB website to ensure all information is up to date and accurate.</div> <div>2. Establishing a task and finish group to undertake work relating to reducing loneliness and isolation.</div> <div>3. Delivering the annual Quality Assurance programme, which includes the Quality Assurance Framework/ self-audit tool and multi-agency case audits.</div> <div>4. Implementing the Power Bi system to produce high quality performance reports which will support the analysis and further development of multi-agency safeguarding practice.</div>		<div>CE</div> <div>OL</div> <div>PAQ/OL</div> <div>PAQ</div>
Assurance Methods	Impact/ outcomes	
QAF/Self-audit tool, TSAB reports, performance reports, multi-agency audits, assurance reports to TSAB, feedback from adults, their families and carers, Responding to and Addressing Serious Concerns (RASC) reports	Adults at risk of or experiencing abuse and/or neglect will have access to a range of high quality services and support that meet their individual needs.	

Sub-Groups' key: Communication and Engagement (CE), Learning, Training and Development (LTD), Operational Leads (OL), Performance, Audit and Quality (PAQ), Safeguarding Adults Review (SAR), Policy, Procedure & Practice (PPP).

ADULT AND COMMUNITY BASED SERVICES COMMITTEE

19 January 2023



Report of: Assistant Director (Preventative and Community Based Services)

Subject: COMMUNITY HUBS STRATEGY

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non-key decision.

2. PURPOSE OF REPORT

2.1 The purpose of this report is to seek approval from Committee for the Community Hubs Strategy 2023 – 2028.

3. BACKGROUND

- 3.1 A report was submitted to committee in October 2021 outlining the need to develop a Community Hubs Strategy. The report detailed the consultation arrangements that would take place over a 12 week period in line with the recommendation of the Department of Digital, Culture, Media and Sport (DCMS) and in accordance with The Public Libraries and Museum Act 1964.
- 3.2 The aim of the consultation was to ensure that the development of the strategy was well informed and would establish foundations for the long term management and development of the Community Hubs.
- 3.3 It was anticipated that 5 key strategic priorities would form the framework for consultation and development of the Community Hubs Strategy. Each strategic priority would be underpinned by a set of ambitions which would inform, with partners and the community, the future design of services.
- 3.4 The strategic priorities identified were:
- Health and Wellbeing
 - Community
 - Digital
 - Reading, Education and Innovation
 - Diversity, Disability and Difference

- 3.5 Since the development of the strategic priorities, the Learning and Skills service has been integrated into the Community Hub offer. To reflect this additionality, the strategic priorities have been revised to incorporate a more focused strategic priority that reflects learning and skills.
- 3.6 The revised strategic priorities are:
- Health and Wellbeing
 - Community
 - Digital and Innovation
 - Reading
 - Diversity, Disability and Difference
 - Jobs and Skills

4. **PROPOSED STRATEGY**

- 4.1 In formulating the Community Hub Strategy we have focused on an overarching vision whereby the Community Hubs in Hartlepool, together with partners and the Voluntary and Community Sector, nurture opportunities through access to ideas, imagination and connection.
- 4.2 The library function is embedded in the Community Hubs which ensures our accountability for the comprehensive and efficient provision of libraries as outlined by the 1964 Public Libraries and Museums Act.
- 4.3 The 5 year strategy articulates the next part of the Community Hubs journey – it outlines our ambitions and explains how we will develop an action plan that will be monitored with progress reported annually to the Adult and Community Based Services Committee.
- 4.4 Monitoring will include quantitative and qualitative measures of impacts so we know and can demonstrate that we are making a difference and supporting local communities and individuals.
- 4.5 The Community Hubs Strategy 2023-2028 is attached as **Appendix 1**.

5. **CONSULTATION**

- 5.1 A 12 week public consultation was carried out. The first 6 weeks took place between November and December 2021 and the second 6 weeks took place from March to April 2022.
- 5.2 In part one of the consultation an online and in-person questionnaire was completed with 152 people responding.
- 5.3 The majority of participants agreed with our priorities with digital being ranked as most important. We asked participants whether there was

anything missing from our priorities. Responses included the following, all of which are included in actions underpinning our priorities:

“One that focuses on loneliness.”

“Providing work and skills for people should be number 1.”

“Social inclusion for those who are isolated.”

“Services to be free of charge.”

“Link to volunteering to reduce isolation and promote purposefulness.”

5.4 In part two of the consultation, in-person drop-in sessions were held at the Community Hubs, branch libraries and in Middleton Grange shopping centre.

5.5 Press releases and a social media campaign informed people of the range of opportunities available to them to take part in the consultation.

5.6 The presentations at the drop-in sessions outlined the proposed strategic priorities. People were able to talk about the proposals with staff and completed feedback cards.

5.7 Most of the feedback received related to the buildings and the activities and was very positive including:

“I use the Central Hub for books, craft class and exercise bike, which has been very good for me to get out and socialise as I live on my own”

“Helps my mental health and gets my troubles out of me head. Go to Miles for Men also”

“L’s first time here and she will be coming every week. Everything is perfect.”

“Love the atmosphere, very welcoming. As an agency I find it helpful that there’s a lot more activities and agencies in central area!”

“It’s my first time back in the Central Hub since before the pandemic and I can’t believe the positive changes. The building is warm and inviting. The staff are wonderful and always greet you with a smile.”

“Brilliant service, use this building for cardiac class, have joined library since class started and now use Seaton Branch as well.”

“Use building for benefits advice and photocopying, excellent service.”

5.8 The outcomes of the consultation have reassured us that the Strategic Priorities that now form the basis of the Community Hubs Strategy are the right ones.

6. LEGAL CONSIDERATIONS

- 6.1. The Public Libraries and Museums Act 1964 places a Statutory duty on the Council “to provide a comprehensive and efficient library service for all persons” for all those who live, work or study in the area (section 7).
- 6.2 It must make this provision in a way that meets the needs of local library users taking into account the resources available. What a ‘comprehensive and efficient service’ means will differ between Councils and Councils have the freedom to design their library service, based on their analysis and assessment of local needs. There are no longer prescribed national standards, which risked ignoring the specific circumstances or needs of individual library authorities.
- 6.3 Decisions about the delivery of the library service must be done in consultation with communities. Our consultation was in line with the recommendation by the Department of Digital, Culture, Media and Sport (DCMS) of a 12 week consultation period.

7. FINANCIAL CONSIDERATIONS

- 7.1 The consultation and subsequent implementation of the Community Hubs Strategy will be delivered within existing budgets.

8. RISK IMPLICATIONS

- 8.1 There are no risk implications identified associated with this report.

9. STAFFING

- 9.1 There are no staffing implications associated with this report.

10. ASSET MANAGEMENT CONSIDERATIONS

- 10.1 The Council owns Community Hub Central, Community Hub South, the branch libraries at Seaton and the Headland and the mobile Community Hub. There are a range of asset management considerations linked to the Community Hubs Strategy
- 10.2 Mobile Hub
Prior to the pandemic the number of people accessing the mobile hub had declined and, during lockdowns, alternate arrangements were put in place which have continued. As a result, the mobile has not returned to its pre-pandemic schedule. In addition, the age of the bus has led to a number of mechanical problems arising with the mobile being off the road for repairs.

The future of the mobile hub is being considered as part of the Council's savings plan.

10.3 Branch Libraries

Members will be aware that there was a decision made by Finance & Policy Committee in 2016 to close Throston and Seaton branch libraries to achieve a saving of £50,000. The libraries have continued to operate but this has left a financial pressure on the Community Hub budget. The successful move of Throston library to the Youth and Community Centre has reduced the financial pressure but the future of Seaton library is no yet resolved.

- 10.3 The Seaton library building is in need of investment and renovation (with estimated costs of around £220,000). The service was successful in being short-listed for the Arts Council Libraries Improvement Fund that would allow for renovation but if successful, the Council would need to commit to operating the building for 10 years. A decision from the Arts Council is expected in February 2023 and the outcome of that decision will form the basis of a future report to Committee.

10.4 Community Hub North

At the establishment of Community Hubs, Community Hub North was located in West View Community Centre on Miers Avenue. West View Advice and Resource Centre Limited (WVARC) with the West View Project took over the building in 2012 securing the future of the community centre in the area. WVARC, who have their administrative base at the Community Centre, are commissioned to provide financial advice and support across the Community Hubs.

- 10.5 Whilst West View Community Centre was branded Community Hub North, the ability to shape the offer in that building was limited as it is run by WVARC. The Council continues to work with the centre and there is currently a small library in the building, the Bread and Butter Thing operates weekly and there are a number of activities that take place at the centre including social activities and a Cancer Support Group facilitated by MacMillan.

- 10.6 Regular sessions are provided at the Headland library – a social group, reading group and stories and rhymes session. To date, these have not been well attended, and different ways of promoting the sessions are being explored. If footfall increases there is scope to further develop the offer including drop-in sessions with Community Navigators and other partners.

10.7 Centre for Excellence in Creative Arts

The Centre for Excellence in Creative Arts (CECA) located on King Oswy Drive opened in September 2018 with the support of grant funding from the Tees Valley Combined Authority (TVCA). The aim was for CECA to become a technical training centre for young people focussed on creative courses. Unfortunately, CECA was not used by schools as originally intended, predominantly due to the cost of chargeable activity, timetable restrictions

and an undefined offer. The venue had a lack of delivery funding and staff and income targets set out in the business case were not being achieved.

- 10.8 There is potential for CECA to contribute to the provision of a Community Hub offer in the north of the town once its future financial basis is established and a change of use business case is currently being discussed with TVCA.
- 10.9 In the meantime, CECA is being promoted as a venue for the community to be involved in and to make use of the amazing creative facilities on offer. Developing a strong identity as an inclusive place is our priority. We want to maximise the buildings opportunities and are exploring potential for it to be a base for supporting young people with additional needs in accessing supported volunteering, internships and apprenticeship opportunities.
- 10.10 Increasing the footfall in CECA provides the opportunity to look at how we can incorporate other parts of the Community Hub offer including opportunities via learning and skills.

11. CHILD AND FAMILY POVERTY

- 11.1 There are no child and family poverty considerations specifically associated with this report. The Community Hubs offer incorporates services that aim to support people living in poverty such as the sustainable food solution provided by The Bread & Butter Thing and access to welfare and benefits advice.

12. EQUALITY AND DIVERSITY CONSIDERATIONS

- 12.1 Access and inclusion will be a key consideration of the Community Hubs Strategy ensuring that the Community Hub offer is available for all who wish to take part.

13. RECOMMENDATION

- 13.1 It is recommended that the Committee approves the Community Hubs Strategy.

14. REASON FOR RECOMMENDATION

- 14.1 The development and publication of the Community Hubs Strategy clearly identifies the direction of travel for the next 5 years. The resulting action plan will be monitored and its progress reported to Adult and Community Based Services Committee demonstrating the impact of the service and the difference it is making to the people and communities of Hartlepool.

15. CONTACT OFFICERS

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Sign Off:-

Director of Resources and Development



Chief Solicitor





**HARTLEPOOL
COMMUNITY HUBS**

HARTLEPOOL COMMUNITY HUBS STRATEGY 2023 - 2028

Our Vision

The Community Hubs in Hartlepool together with our partners and the Voluntary and Community Sector, are aspirational and nurture opportunities through access to ideas, imagination and connection, to support people to live the best lives they can.

Our Values



People feel valued, respected and included.



We strive for excellence and celebrate achievement.



We are strength based and person-centred.



We continually look for new and better ways of working, including collaborating with partners and our communities.



We are inclusive and accessible.



We respect difference and diversity.



A Message from the Director



It gives me great pleasure to introduce Hartlepool's Community Hub Strategy. I'm incredibly proud of the vibrant, welcoming places that the Community Hubs have become and the creative ways that they're supporting people to fulfil their potential. The Community Hubs are focal points in our communities, bringing together a wide range of partners and services to benefit residents.

This strategy sets out exciting and ambitious plans for the next five years. I'd like to thank everyone who has been involved in the work that we've done so far and to encourage people to visit the Community Hubs and get involved in the next steps of our journey.

Jill Harrison
Director of Adults and Community Based Services

Introduction



Community Hubs were officially launched on 25 September 2017. The aim of the hubs was to act as key community buildings that bring together a range of services from different organisations under one roof. The hubs would provide a calendar of events, skills workshops, social groups, health and advice services and much more. Dedicated staff would be on hand to help and to answer questions.

The aim of this strategy is to articulate the next part of the Community Hubs journey – to outline our ambitions and provide a clear plan on how we intend to reach them.

The Strategy is for the next 5 years and is ambitious in its aspirations for the people of Hartlepool. It embeds the role of our libraries into the Community Hubs, ensuring our accountability for the comprehensive and efficient provision of libraries as outlined by the 1964 Public Libraries and Museums Act.



Our Design Principles

In developing our future Community Hubs Strategy we used the following design principles:

- Designed with residents and partners.
- Makes best use of available resources and community assets.
- Promotes partnership working, innovation and enterprise.
- Maximises funding to ensure best value for money.
- Is sustainable.
- Targets those residents whose needs are greatest and reflects local priorities.



Strategic Priorities

A set of 6 key strategic priorities underpin this strategy. They are designed to ensure a modern, inclusive Community Hub service which seeks to respond to the Council Plan 2021. Each strategic priority is underpinned by a set of ambitions which will inform, with our partners and the community, the design of our services going forward.

Health & Wellbeing



Community



Digital Innovation



Reading



Diversity, Disability & Difference



Jobs & Skills





Community Hubs are accessible and trusted places where people can find information and connections in a friendly and welcoming environment – they are a gateway to other services.

Community Hubs will...

- Provide a safe, welcoming space where people can have a person-centred, strength-based good conversation.
- Involve partners in shaping and delivering support to people.
- Provide opportunities for people to socialise, create and learn together, connect - physically and virtually - and take part in events and activities to improve their health and mental wellbeing and reduce social isolation.
- Promote healthy lifestyles.
- Provide a financial support and guidance service to promote financial wellbeing.



Community Hubs are safe, trusted and comfortable community spaces used to inspire, broaden horizons and celebrate diversity.

Community Hubs will...

- Provide space and support to develop activities, events etc. reflecting community needs.
- Attract diverse groups to the buildings and raise awareness amongst the wider community of cultural difference to foster greater understanding and community cohesion.
- Provide lively, vibrant space for local artists and photographic clubs to display and promote their work.
- Nurture a flourishing Local and Family History Centre as a place for connecting and celebrating language, culture and generations.
- Celebrate Hartlepool past and present.
- Promote, provide and develop volunteering opportunities to give people purpose.



The Community Hubs will help bridge the digital divide by providing connections, services and information through technology.

Community Hubs will...

- Provide access to technology and the Internet.
- Strive to be on the precipice of digital innovation to provide a fully inclusive service,
- Have digitally skilled and included people and communities making use of technology to learn new skills and who feel safe online.
- Connect people to activities, events and each other using digital technology.
- Use Social media to reach people.



To support learning, literacy, economic opportunity, imagination and inspiration.

Community Hubs will...

- Encourage a lifelong love of reading and promote the advantages of reading for the health and wellbeing of people of all ages.
- Offer parents and carers a space where children can learn and play together to ensure children have the best start to their lives.
- Promote reading as 'cool enough' for teenagers and young adults to borrow books and e-books.
- Explore ways to make sure our resources are accessible to all residents.



Diversity, Disability & Difference

Our values are underpinned by the social model of disability and believe that ideas of disability are created by barriers and attitudes in society not by “impairments of individuals”. The Community Hubs are safe, accessible inclusive community spaces providing access to friendship and support for everyone.

Community Hubs will...

- Provide a range of resources to meet needs regardless of diversity or disability.
- Respect diversity and difference.
- Ensure our information, guidance and advice is clear and accessible.
- Provide space and services that are agile and responsive to changing needs.



Jobs & Skills

Community Hubs promote personal growth by providing bespoke, high quality learning and opportunities that responds to the whole community and meets the demands of employers.

Community Hubs will...

- Promote a lifelong love of learning.
- Provide people with opportunities and support to develop the skills that are important to them.
- Provide access to a range of courses and opportunities, both within the Hubs and from external partners.
- Work closely with other providers to develop a holistic offer across the town, accessible to all.



How will we deliver our vision for Hartlepool Community Hubs?



This strategy sets out our vision for Hartlepool Community Hubs. An action plan for the delivery of this strategy will be developed. A set of measures will be included in the plan to monitor progress and success and these will be reported annually to the Adult and Community Based Services Committee. These measures will not just be numbers and outputs, they will also be measures of impact so we know that we are making a difference and supporting local communities and individuals.



**HARTLEPOOL
COMMUNITY HUBS**



**HARTLEPOOL
BOROUGH COUNCIL**

ADULT AND COMMUNITY BASED SERVICES COMMITTEE

19th January 2023



Report of: Assistant Director – Preventative and Community Based Services

Subject: ESMÉE FAIRBAIRN COLLECTIONS FUND –
STORIES FROM THE SEA

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non-key decision.

2. PURPOSE OF REPORT

- 2.1 To provide an overview of an Esmée Fairbairn Collections Fund grant application in relation to the Museum of Hartlepool and to seek approval to accept the grant awarded.

3. BACKGROUND

- 3.1 The Esmée Fairbairn Collections Fund (EFCF) is administered by the Museum Association on behalf of the Esmée Fairbairn Foundation.
- 3.2 Following the approval to develop plans for the Museum of Hartlepool at Finance & Policy Committee, officers have begun to identify grants to support the delivery of community engagement projects and interpretation plans for the museum.
- 3.3 There are two rounds of EFCF grants per annum and the fund is competitive. Around 10 applications per round are funded via a two stage process. Applications are open to accredited museums and galleries to deliver participatory projects that engage people and communities with existing collections. The Collections Fund supports museums to use their collections to become relevant and sustainable organisations that are connected to and valued by their communities. All applications to the Collections Fund must focus on existing collections. The funded work must engage and involve audiences to achieve public benefit. Unlike other grant streams available to museums and galleries, this fund will cover staff costs for new posts which makes it particularly attractive during development phase work on the Museum of Hartlepool.

- 3.4 Up to £90,000 over two years was available in the current round of funding for museums to test new, ambitious, creative collections engagement that has a social impact.
- 3.5 An expression of interest was submitted in September 2022 for the project titled 'Stories from the Sea'. Following eligibility and project proposal checks an invitation was made to the Museum & Gallery team to make a full application to the Collections Fund by 7 November 2022.
- 3.6 On 19 December 2022 the Museum of Hartlepool was notified of EFCF's intention to award a grant totalling £88,285 over two years. Grant offers remain open for one year from the award date and the funder will work with officers to finalise the project budget, logic model and workplace before a grant agreement is issued. Further details are provided at **Appendix 1**.

4. PROPOSALS

- 4.1 The development of the project proposal was based on the officer knowledge of museum collections and participatory practice, consultation with North East Migration Group, Tees Valley Museum Group and the Museum Association. The title of the project is 'Stories from the Sea: Rebalancing the narratives of Hartlepool's maritime and global heritage'.
- 4.2 The grant will fund an engagement project that will support the redevelopment of the Museum of Hartlepool through collections and community work.
- 4.3 The project aligns with the proposed vision for the Museum of Hartlepool, prepared as part of the Case for Investment Report submitted to Finance & Policy Committee earlier this year, which identifies stories from the sea as the golden thread that runs through the museum's collections and unique visitor experience.
- 4.4 The funding will be spent on the following:
- A fixed term staff post as part of the Museum and Gallery Team to work with the collections and communities to deliver the project.
 - Collections research using the Robert Wood, Colonel William Thomlinson and Gray Ship plan collections at Sir William Grey House.
 - Developing and delivering public and community workshops exploring difficult histories and anti-racism.
 - Developing and delivering public showcases, pop ups and displays in non-museum spaces.
 - Supporting community participants to access the project.
 - Co-producing new displays for the Museum of Hartlepool with community co-curators.

4.5 Project Summary

4.5.1 Project Aim

The aim of the project is to reinterpret Hartlepool's Maritime and Global heritage stories.

4.5.2 Project Objectives:

- Use Hartlepool's maritime, social history and world cultures collections together to unlock new narratives about the past.
- Increase the diversity of representation within displays and exhibitions.
- Handover the power to underrepresented communities
- Widen access to and engagement with the museum and collection

4.5.3 Social Value

Communities and participants:

The Museum & Gallery team delivering the project will work with groups including HartGables, a local LGBTQ+ charity in Hartlepool; North East Migration Project; Hartlepool Asylum Seeker and Refugee Group; and Humankind, a local charity supporting people with barriers gaining employment. These groups have self-identified as excluded from MoH due to barriers regarding poverty, queer identity, race and ethnicity. The team will also seek to work with groups that haven't engaged with the museum service before including the Teesside Hindu Cultural Society and the Teesside Asian Community. These groups have been identified as source communities for the South Asian material in the Thomlinson collection.

Local audiences:

The team will work beyond existing museum audiences to engage a broader public by delivering displays and events in non-museum spaces. In particular the project will target local residents by establishing a presence at Middleton Grange Shopping Centre showcasing untold stories and previously unseen collections. The team will share the project online via web and social media to increase awareness of Hartlepool's stories. Existing visitors will enjoy engaging with new displays and events within MoH and have the chance to feedback on their experiences.

Legacy and Organisational impact:

The work of the co-curators will directly feed into the curation of stories and narratives for new museum displays in the renovated MoH. By deepening relationships with existing groups and developing connections with new ones people will be empowered to take ownership of Hartlepool's collections and ensure there is a sustained plurality of voices in our museum service in the future. The benefits for the museum and gallery team will be a step change in the approach to participatory practice that will support ambitions for organisational transformation.

4.5.4 Partnerships:

The service will collaborate with Tees Valley Museum Group and Middleton Grange Shopping Centre to deliver this project, in partnership with community groups including Hartgables and North East Migration Group.

4.5.5 Support in kind:

Tees Valley Museum Group will provide staff time as support in kind and revenue funding for the project to support public outputs. Middleton Grange Shopping Centre will provide support in kind for the project.

5. RISK IMPLICATIONS

- 5.1 The development of meaningful relationships with community partners for the Museum and Gallery service to deliver a participatory project with public outputs is a risk given the time limited nature of the project. To counteract this the project will work primarily with groups where relationships already exist including North East Migration Group and Hartgables.
- 5.2 The success of the project is tied to the development of plans to refurbish the Museum of Hartlepool. Considerations have been made to ensure that timelines of both projects align in a meaningful way to ensure co-production and a legacy for the project is achieved.

6. FINANCIAL CONSIDERATIONS

- 6.1 A summary of proposed budget expenditure including partner support in kind and match funding can be found in **Appendix 2**.
- 6.2 Consideration of the cost of fixed term salaried staff post, future pay awards and associated redundancy costs following the end of the grant funding have been made in consultation with finance and the Museum Association. Pay awards above the current estimated rate of inflation may mean the reduction of the fixed term post or number of hours worked FTE to remain within the grant funding. See recommendations for details.

7. LEGAL CONSIDERATIONS

- 7.1 There are no legal considerations associated with this report. The funding will be governed by a grant agreement as set out in 3.6.

8. CONSULTATION

- 8.1 An officer led consultation was undertaken with stakeholders including Tees Valley Museum Group, Middleton Grange and North East Migration Group in the preparation of the application.

9. CHILD AND FAMILY POVERTY

- 9.1 There are no child and family poverty implications of this report.

10. EQUALITY AND DIVERSITY CONSIDERATIONS

- 10.1 The project will actively work with communities who are under-represented and marginalised, including minority ethnic and LGBTQ+ participants, in order to rebalance museum narratives. Further details are attached in **Appendix 3**.

11 STAFFING IMPLICATIONS

- 11.1 A large proportion of the grant will be spent on the creation of a new fixed term staff post. This post holder will be part of the Museum and Gallery team and based at Sir William Gray House.

12. ASSET MANAGEMENT CONSIDERATIONS

- 12.1 It is likely that stored museum collections will be placed on public display in non-museum settings as part of the project. Assessments regarding facilities and security of these locations will be undertaken in consultation with the insurance team before the artefacts are removed from store and installed.

13. RECOMMENDATIONS

- 13.1 It is recommended that the Committee:
- note the proposed project budget, aims and outcomes;
 - approve the acceptance of the grant; and
 - support the 'Stories from the Sea' project, with its focus on maritime and world cultures collections, as a project with achievable outcomes that deliver social value.

14. REASONS FOR RECOMMENDATIONS

- 14.1 Stories from the Sea will make a significant contribution to achieving the vision for the Museum of Hartlepool and is evidence of HBC's commitment to empowering communities.
- 14.2 Working with underrepresented groups, increasing access to collections and handing over power to participants to remove barriers to engagement aligns with the Museum of Hartlepool's strategic goals to
- use our unique and diverse collections to tell the stories of Hartlepool
 - improve the care of and increase access to our unique and diverse collections for public benefit
 - better represent the changing communities of Hartlepool in our collections
 - work with our communities to challenge poverty, inequality and exclusion
 - actively engage audiences about social justice issues and the climate crisis

- increase the number of visitors we welcome to our museum and the diversity of groups we work with
- ensure every child under the age of 18 in Hartlepool is able to access our museum and its collections to instil civic pride
- remove barriers to engaging with heritage, arts and culture
- deliver an excellent return on investment in terms of social value outcomes
- develop a strong reputation for cultural and heritage excellence on behalf of Hartlepool Borough Council

15. BACKGROUND PAPERS

Report to Finance and Policy Committee – 28 September 2022

https://www.hartlepool.gov.uk/meetings/meeting/4384/finance_and_policy_committee

16. CONTACT OFFICERS

Georgina Ascroft
Museum and Gallery Manager, Heritage and Open Spaces

Sarah Scarr
Head of Service Heritage and Open Space

Gemma Ptak
Assistant Director – Preventative and Community Based Services

Sign Off:-

Director of Resources and Development ☒

Chief Solicitor ☒



Esmée Fairbairn Collections Fund

Georgina Ashcroft
Museum of Hartlepool
Jackson Dock
Maritime Avenue
Hartlepool
TS24 0XZ

15 December 2022

Dear Georgina

I'm pleased to confirm that the Museum of Hartlepool has been awarded a grant of £88,285 from the Esmée Fairbairn Collections Fund. The grant is for 2 years for "Stories from the Sea: Rebalancing the narratives of Hartlepool's maritime and global heritage". We will make the grant in 2 payments for each year of the project, in advance.

Planning and initial payment. All Collections Fund grantees need to set three project outcomes and a detailed budget, on which they will report throughout the project. We also ask for associated project planning materials. Museums Association staff will support the development of these documents prior to making the first grant payment. The typical process to achieve this is:

1. Sarah Briggs sarah@museumsassociation.org will arrange a meeting either in person or over the telephone to provide feedback on your application and provide guidance to help you to complete the following:
 - A logic model for the project (template provided). We find this is a useful tool for working through an overview of how the project will work and what it is aiming to achieve, testing the feasibility of chosen activities resulting in desired outcomes. This exercise often defines or refines project outcomes to the benefit of the project in the long term. MA staff will support the production of the logic model to the extent needed by the grantee, and we will accept a different project planning

document (e.g. one that you use in-house) as long as it covers equivalent information. You may have completed something like a logic model as part of your application: we recommend you re-examine your planning at this stage to make any necessary changes.

- Three outcomes for the project. As a result of re-examining the overall plan for your project, we ask all grantees to submit the three most important outcomes of the project as the points on which you will report progress throughout the project. Please note that these are intended to provide a reference point for the project so that we understand success, change and ambition and can support you. MA staff will assist in the development of outcomes, where needed.
- A workplan for the project (template provided). You can use your own workplan layout providing it captures equivalent information to the template, and you may draw on the project plan you provided at full application stage. We encourage you to re-examine the workplan in the light of your project outcomes and now that you know you have funding.
- A detailed final budget (template provided) for the project including any other sources of income. This must be on the spreadsheet template provided, as it enables us and you to track your expenditure clearly and quickly. This builds on the spreadsheet you were asked to fill in at application stage to break the project budget down into a worksheet for each year over which it will run. Your budget will be in years from the start of the project (not calendar or financial years) and you may adjust budget allocations within the size of the grant awarded to reflect your project planning at this stage. We recommend that you take time at this stage to record or map how budget lines from your in-house accounts will translate into this spreadsheet and MA staff can assist – time spent ensuring that you are confident using the template makes reporting much easier throughout the project.

2. Once you have completed the documents described above, Sarah will have a discussion with you to answer any questions, sign off the documents and give you grant acceptance form, which includes the payment schedule, bank details and conditions of the grant. You'll need to complete the grant acceptance form, print out and have it signed and return it to us as a hard copy. The form should be accompanied by a photocopy of a recent bank statement or letter from your bank. Grant terms and conditions are also

enclosed in the resources pack.

3. Once we receive your completed grant acceptance form, we will then arrange your first payment.
4. Ideally, we would aim to complete the above stages by the end of **March 2023** latest. The grant offer remains open until **December 2023**.

Reporting. At the end of each year of the grant (measured from the date of the initial payment), we require a report on progress, or a final report. Guidance on progress and financial reporting is included in the attached resource pack. As well as showing progress in your activities, we're particularly keen to hear about what you've learned, how the project has changed, and gather case studies and images that bring the work to life. The report will trigger the next grant payment, where relevant. Please keep in touch in between times if you have any major successes or event launches you want to share: pictures and web links are especially welcome.

Recognition of the grant and Publicity. We expect you to use our logo on any materials relating to the project (publications, web, exhibition materials, pop up stands, press releases etc). Wording when recognising our support in documents is "The Esmée Fairbairn Collections Fund – delivered by the Museums Association". By email, we'll be sending out a logo for the Fund in hi-res jpeg, but other technical standards are available on request. Let us know if you have been or plan to be involved in any significant media work.

Attendance at Collections Network meetings. Each year we will run four events to support grantees and the museums sector as a whole. Organisations that receive grants from the Fund are required to take part in at least two of the four events each year as long as their project runs. The network is a less formal means of reporting on progress on the project, and is also an opportunity to share learning and contribute to the development of the Collections Fund. We will be in touch with details of events.

The Grantee Resource Pack. This is attached here. We will also be sending this out by email. It contains:

- grant terms and conditions

- guidance for writing a progress report, which is required for each year of the grant
- guidance on financial reporting
- logic model and workplan templates for the development of the project
- a mandatory spreadsheet template
- a logo in high-res jpeg. Other logos in different formats such as eps are available on request.

Congratulations on your grant. Your project stood out in what was a competitive process. Here at the Museums Association, we very much look forward to working with you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sally Colvin', with a stylized, flowing script.

Sally Colvin
Programmes Manager

6.3 Appendix 2

Full Application to EFCF Project Budget Template

	Annualised Budget							
	Yr 1		Yr2		Yr 3		Total	Notes
Income	EFCF	Other	EFCF	Other	EFCF	Other		
TVMG ACE National Partnership Organisation Funding		2,500		10,000			12,500	TVMG
Support in kind - staffing		2,000		1,000			3,000	TVMG staff time - Collections Research Assistant
Revenue budgets		6,364		6,364			12,728	MOH budgets + SWGH
TVCA Indigenous Growth Fund MoH masterplan		63,247		63,247			126,494	
EFCF	42,697		45,588				88,285	
Total Income	42,697	74,111	45,588	80,611	-	-	243,007	
Expenditure							-	
							-	
Salary costs - Project Curator	36,362	2,000	37,453	1,000			76,815	Project Curator full time at Grade 9 including all on costs; support in kind 2 hours a week for 12 months TVMG Collections Research Assistant
Staff travel and subsistence	610	610	610	610			2,440	Rail travel, subsistence and accommodation for Project Curator and one additional staff to attend EFCF network events.
Exhibition and display materials consumables		5,754	1,800	7,654			15,208	For displays within Middleton Grange Shopping centre and Museum of Hartlepool
Videography, photography and oral history transcription for digital dissemination	600		600	2,100			3,300	Transcription (EFCF £1200); Videography (2 days filming and 1 editing £1050) Object and project photography (3 days £1050)
Participation vouchers/subsistence/travel	3,500	2,500	3,500				9,500	15 sessions over the lifetime of the project 12 participants £25 per session refreshments, transport and childcare.
Professional fees (training, supporting participants and workshops)	1,625		1,625				3,250	Anti-racist educator (3 sessions @£350), Community liaisons (£15 per hour @ 100 hours £1500), Social Researcher training (2 days @ £300 = £700)
Multi-disciplinary design team and investigative works		63,247		63,247			126,494	Professional fees, surveys, exhibition design report production and expenses
Room hire, licenses				6,000			6,000	Middleton Grange Shopping Centre license to occupy vacant unit
							-	
							-	
							-	
Total Expenditure	42,697	74,111	45,588	80,611	-	-	243,007	
EFCF	88,285							

Equality Impact Assessment Form

6.3 Appendix 3

Department	Division	Section	Owner/Officer	
Adults and Community Based Services	PCBS	Heritage and Open Spaces	Georgina Ascroft	
Service, policy, practice being reviewed/changed or planned	Museum of Hartlepool			
Why are you making the change?	To improve engagement with communities and underrepresented groups including minority ethnic, disabled and LGBTQ+ groups			
How might this impact (positively/negatively) on people who share protected characteristics?				
		<i>Please tick</i>	POSITIVELY	NEGATIVELY
Age				
<i>Please describe...</i>				
Disability			X	
<i>Working with participants with mental health conditions as part of the proposed project will facilitate boosted confidence, increase opportunities for social interaction and develop soft skills which will benefit their personal wellbeing.</i>				
Gender Re-assignment				
<i>Working with LGBTQ+ participants as part of the proposed project will provide a sense of belonging, boosted confidence and the opportunity to represent their stories in the museum.</i>				
Race				
<i>Working with minority ethnic / global majority participants from refugee and asylum seeker communities as part of the proposed project will help engender a sense of identify, provide social connections, and the opportunity to represent their own stories in the museum.</i>				
Religion				
<i>Please describe...</i>				
Gender				
<i>Please describe...</i>				
Sexual Orientation				
<i>Working with LGBTQ+ participants as part of the proposed project will provide a sense of belonging, boosted confidence and the opportunity to represent their stories in the museum.</i>				
Marriage & Civil Partnership				
<i>Please describe...</i>				
Pregnancy & Maternity				
<i>Please describe...</i>				

<p>Has there been consultation /is consultation planned with people who will be affected by this policy? How has this affected your decision making?</p>		<p>Yes, consultation with representatives from North East Migration Group.</p>	
<p>As a result of your decision how can you mitigate negative/maximise positive outcomes and foster good relationships?</p>		<p>As a result of the proposed project we can maximise positive outcomes and foster good relationships by ensuring a legacy for the time limited project and seeking to transition the project participants to other projects in due course to maintain connections.</p>	
<p>Describe how you will address and monitor the impact</p>		<p>1. No Impact - No Major Change <i>It is part of the Museum and Gallery service remit to work with groups with protected characteristics to engage them with collections and culture.</i></p>	
		<p>2. Adjust/Change Policy <i>Please Detail</i></p>	
		<p>3. Adverse Impact but Continue as is <i>Please Detail</i></p>	
		<p>4. Stop/Remove Policy/Proposal <i>Please Detail</i></p>	
Initial Assessment	00/00/00	Reviewed	00/00/00
Completed	00/00/00	Published	00/00/00