



North Yorkshire
Safeguarding Adults Board

North Yorkshire Safeguarding Adults Board

**Annual Report
2021-2022**



*Making safeguarding everybody's
business in North Yorkshire*





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Message from the Chair

I am very pleased to welcome you to the Annual Report for the North Yorkshire Safeguarding Adults Board (NYSAB) for 2021-22.

As ever, I want to take the opportunity afforded by the annual report to extend my personal thanks to all our partners who have supported the work of the Board throughout this extraordinary year.

Thanks are also due to those colleagues who attend and support the work of the Local Safeguarding Partnerships (LSPs) and the subgroups. Without their commitment there would be little chance of addressing the wide ranging and complex safeguarding issues that involve adults at risk.

Over the past 12 months the country has continued to respond and plan for recovery from the Covid-19 pandemic. As we come together to implement our plans for recovery from Covid we reflect on the lessons we have learnt over the past 2 years and how these inform the work of the Board and its partners moving forward.

As a Safeguarding Adults board it is our responsibility to ensure that those who are most at risk across North Yorkshire are protected from harm, abuse and neglect and that they are supported through these trying times.

I want to give assurance that the NYSAB, both as a whole and through individual agencies, has continued to work hard to keep people safe whether this be in health services, social care, emergency services, care settings, local communities or within peoples' own homes.

We do have statutory duties that we must carry out and whilst the response to and recovery from Covid has inevitably taken priority, safeguarding does not stop and work has continued throughout the year.

The level of work and commitment from partners, from frontline workers to volunteers, unpaid family carers, and those within our communities has been breathtaking and I wish to express my sincere thanks and gratitude for the extraordinary work that has been carried out.

In June 2021, we marked Safeguarding Week by holding an online awareness campaign where we focused on promoting the message Safeguarding Is Everybody's Business and despite the campaign taking place online over 2400 people attended the sessions. I would like to thank everybody involved for making Safeguarding Week so impactful and such a success.

Events such as these serve as a reminder of how important it is to engage with the public and communities throughout North Yorkshire, albeit virtually.

We have continued to build on the connections we have with the North Yorkshire Safeguarding Children's Partnership and Community Safety Partnership - particularly through our joint engagement and communications work which you can read about in the report.

We have also worked with the NYSCP to undertake a Safeguarding Adults Review (SAR) in the 2021 - 22 period and work is currently underway to finalise the report ahead of publication. There are more details within the body of this report.

We have also commissioned a further two SARs and the findings of these reviews will be published in our 2022-23 Annual Report.

We have much to focus on over the coming year. As discussed at our Board development day in November - the lessons we have learnt from the

pandemic will inevitably inform a lot of our work. We also had the opportunity to review our work and areas of development as well as look ahead to prepare for wider changes. These include the implementation of the Liberty Protection Safeguards (LPS), changes following the Mental Health Act Review, implications of the Local Government Restructure and the introduction of the Integrated Care Systems which will replace the Clinical Commissioning Groups (CCGs) in 1st July 2022.

Our strategic priorities for 2022-23 reflect these areas. They build on the work that has already been carried out by the Board and how we wish to progress over the next years. The priorities focus on our commitment to raise awareness and create a community approach to safeguarding and how we meaningfully involve people who use our services in this work, on seeking assurance from partners for the implementation of policy and procedures, working closely with other partnerships and responding to changes and reviews both locally and nationally.

The events of the last year have been unprecedented and incredibly difficult for many, and although our day-to-day lives are slowly getting back to normal there will be many changes to the way we live and work and there will be challenges which we will have to face. The virus is still with us and will be for a long time.

It would be remiss of me not to acknowledge the ongoing conflict in Ukraine and the devastation it continues to cause and the scale of the humanitarian crisis. Millions of people have been displaced from their homes and are now seeking refuge in other countries including the UK. In North Yorkshire work is underway to look at how we will support people as they come into the county - and the NYSAB will

work alongside our partners and communities to ensure people are welcomed and safe.

Amongst the devastation it is heartening to see the acts of kindness and humanity shown to those displaced by war whether it is offering food, shelter, protection, or their own homes - people have come together to demonstrate the very best of humanity.

We continue to experience a great deal of change and uncertainty at a time where many are already feeling drained and exhausted. Therefore, in ending, I want to express my heartfelt thanks to everyone who continues to do their utmost to protect adults at risk from harm and neglect. You continue to make a massive difference to peoples' lives.

Thank you.



Dr Sue Proctor
Independent Chair
NYSAB



Introduction to the Annual Report

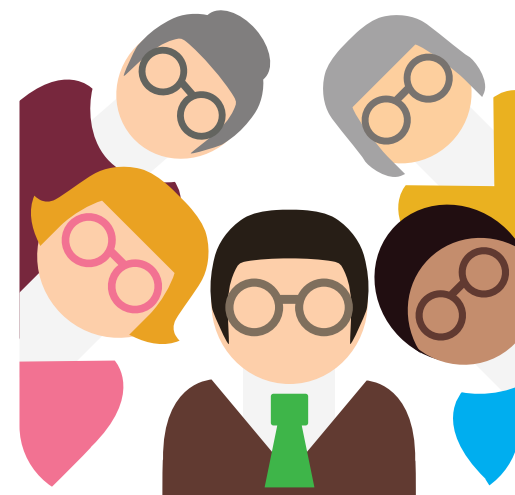
Welcome to the Annual Report for the North Yorkshire Safeguarding Adults Board.

This report sets out the strategic vision, outcomes and a summary of our priorities. It showcases how partners have delivered against the priorities both as individual organisations and also together as a multi-agency partnership.

Despite the continued response to Covid-19 and plans for recovery from the pandemic taking priority, the Board has continued to carry out its work and statutory duties and, along with its partners, worked to deliver its strategic priorities – and examples of this work and activity can be found in this report.

Also included is our work on learning and reviewing safeguarding practice and standards including information on Safeguarding Adults Reviews (SARs) and the data we have collected throughout 2021/22.

We also look ahead to 2022-23 and set out what we aim to achieve over the next year to continue with and build on the work of the Board.

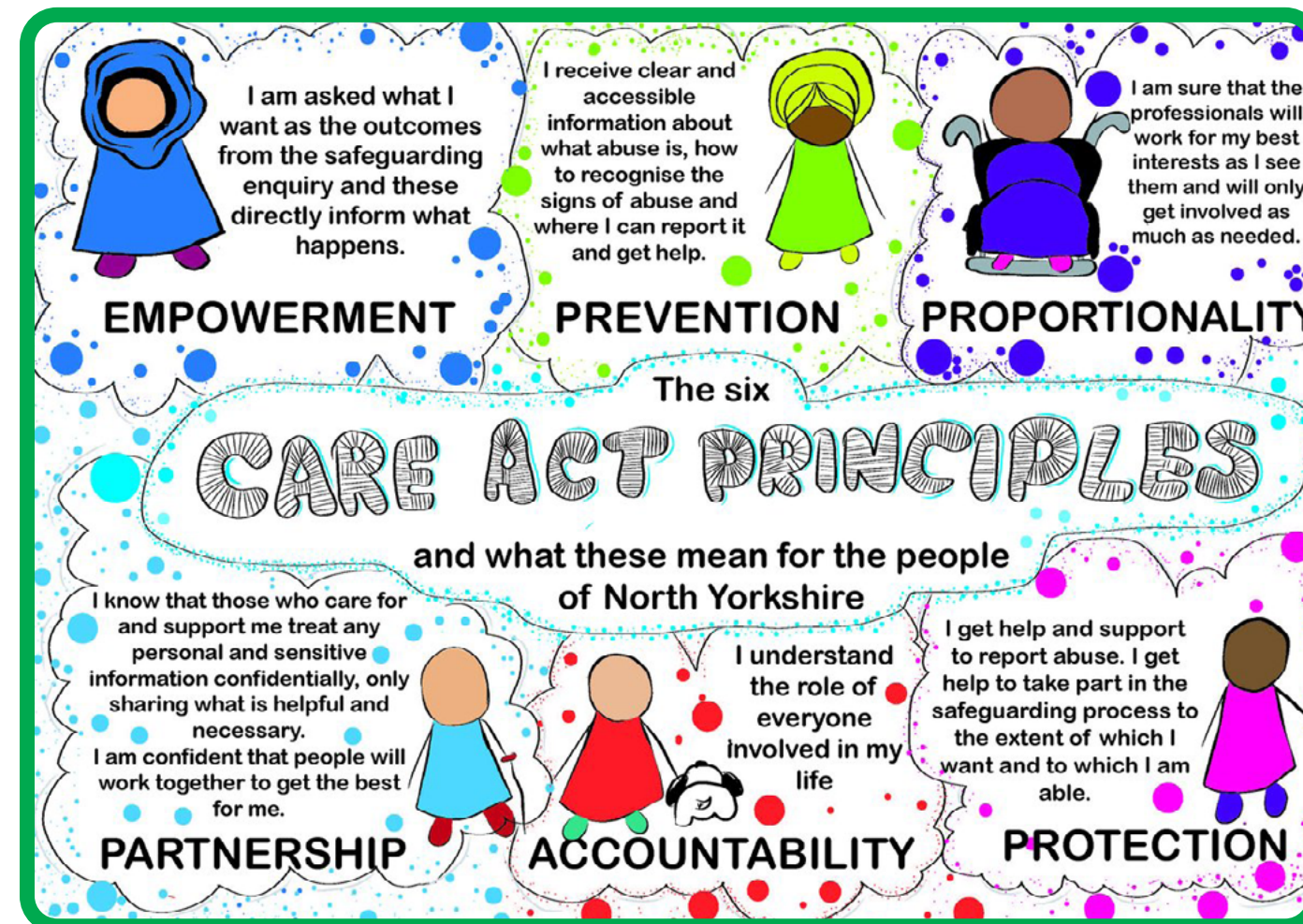


Our Strategic Vision

“We will provide leadership, challenge and direction to ensure that the partner agencies improve outcomes for adults at risk of harm or abuse. We will promote values of openness, trust, respect and learning.”



Our Strategic Outcomes



The work of the North Yorkshire Safeguarding Adults Board and its Sub Groups

North Yorkshire Safeguarding Adults Board (NYSAB) works to protect adults who may be at risk from abuse by promoting co-operation and effective working practices between different agencies. NYSAB brings together a combination of NHS, police, local government, independent and voluntary sector and community partners seeking to ensure that adults who may be at risk of abuse are safe and well.

The Board has a number of sub groups to assist in its role, each with their own responsibility and each helping to deliver the statutory duties – including the Board’s four strategic priorities.



Our Strategic Priorities 2021 – 2023



Priority 1 - Reconnect with communities in North Yorkshire

Why?

To ensure the people in North Yorkshire understand what safeguarding is, recognise the signs of abuse and neglect and know how to report it.

We want to give the people of North Yorkshire a voice and the opportunity to feedback to the Board to help us improve and develop our services to help keep adults at risk safe.

How?

We will work together to develop ways to prevent abuse and neglect.

We will continue to raise awareness about safeguarding through our campaigns and activities to help people understand their role in keeping themselves and others safe – **safeguarding is everybody's business.**

We will continue to co-produce accessible resources with the North Yorkshire Learning Disability Partnership Board (NY LDPB) to provide people with the information and tools they need to take action to prevent abuse and neglect.

We will work closely with Healthwatch to engage with people across North Yorkshire to hear their views.

There is also a commitment to making the Local Safeguarding Partnerships more effective and to have a stronger connection to the Board. This will help to raise awareness, engage with people in the communities and take action in each area of North Yorkshire.



Priority 2 - Have safeguarding policies and procedures that are in line with best practice

Why?

To make sure we meet the needs of adults at risk of abuse, harm and neglect across North Yorkshire now and in the future

How?

- We will ask partners to tell us how they use the policies and procedures to keep adults at risk safe.
- We will review our policies and procedures regularly to make sure they are effective and will change and update them when needed.
- We will make sure the work we have done is working and is making a difference. We will share existing and new policies and procedures widely and publish on our website so they are available for all.

Priority 3 - Work together effectively with partners and organisations

Why?

To have a strong joined up way of working to prevent abuse, harm and neglect. To make sure people and organisations are doing the things they said they would to prevent abuse.

How?

- We will strengthen our links and joint partnership working with the North Yorkshire Safeguarding Children Partnership (NYSCP) and North Yorkshire Community Safety Partnership (NYCSP), and focus on topics such as modern slavery and suicide prevention.
- We will carry out safeguarding adult reviews where appropriate.
- We will identify and share learning with partners from our review.
- We will ensure our partners and organisations have carried out their actions from reviews and can show the Board how they have done this.
- We will collect and review better and qualitative safeguarding data and share information. This will help identify themes and trends and help to monitor, plan for and respond to any risks.
- We will review substance misuse services to identify how effective these services are for adults at risk in North Yorkshire.
- We will review the recent safeguarding adult review recommendation around housing from the 'Anne' SAR and look at how we can work together and keep safe those people who are homeless.

Find out more

You can find our current policies and procedures on our website at: safeguardingadults.co.uk/NYSAB-procedures

Priority 4 - Adapt and respond to changes affecting how we safeguard adults in North Yorkshire

Why?

As well as changes that happen locally and regionally there are also national changes which affect the way we safeguard adults that the Board needs to adapt and respond to.

How?

- We will share local and national learning from COVID. This will help with the future planning around safeguarding, particularly in relation to inequalities.
- We will learn from other organisations and partnerships across the region and country. We will also invite other organisations and authorities to review our work.
- We will ensure that partners are aware of the effect the Mental Health Act Review will have on the way they work, how we safeguard adults and what this means for the people of North Yorkshire.
- We will improve the links between the Learning Disability Mortality Review (LeDeR) process and NYSAB to make sure that any
- learning from the reviews into those people with learning disabilities is understood and that any actions are carried out.
- We will identify changes and take action as a result of the changes within the NHS, including the Integrated Care Systems (ICS).
- We will make plans for any changes that take place as a result of 'The New Council' in North Yorkshire.



Find out more

You can find an easy read version along with an audio accessible summary of the North Yorkshire Safeguarding Adults Board website here: safeguardingadults.co.uk/about-us/strategic-priorities/

Our partners:

- North Yorkshire County Council
- North Yorkshire Police
- North Yorkshire NHS ClinicalCommissioning Group*
- Bradford District and Craven NHS Clinical Commissioning Group*
- Harrogate and District NHS Foundation Trust
- Tees Esk and Wear Valleys NHS Foundation Trust
- South Tees Hospitals NHS Foundation Trust
- Airedale NHS Foundation Trust
- Humber NHS Foundation Trust
- York and Scarborough Teaching Hospitals NHS Foundation Trust
- Richmondshire District Council
- Hambleton District Council
- Selby District Council
- Ryedale District Council
- Craven District Council
- Scarborough Borough Council
- Harrogate Borough Council
- Independent Care Group
- Healthwatch North Yorkshire
- Community First Yorkshire
- Probation Service
- North Yorkshire Fire and Rescue Service
- North Yorkshire Trading Standards

*From 1st July 2022 Bradford District and Craven NHS Clinical Commissioning Group will become West Yorkshire Health Care Partnership and North Yorkshire NHS Clinical Commissioning Group will become Humber and North Yorkshire Health and Care Partnership.



Priority 1 - Reconnect

Local Safeguarding Partnerships (LSPs)

Local Safeguarding Partnerships are local safeguarding meetings where partners come together. Professionals are based in Children, Adult and Community Safety services and aim to raise awareness of safeguarding in the local area and respond to local need. The groups identify learning needs, share good practice and deliver the local priorities within the Board and Partnership's business plans.

Examples of the work taking place in the local safeguarding partnerships include:

Selby

The Selby LSP took part in Safeguarding Awareness Week 2021. Working with community safety partners, a focus was placed upon one safeguarding theme a day. Communications were both targeted and for the general public. The themes included:

- Domestic Abuse and Alcohol Misuse,
- Hidden Harms,
- Community Safety Hubs,
- What to report/ How to report general messages and
- Benefits of collaboration to safeguard.

The Selby LSP has taken time this year to review the priorities across safeguarding and community safety and agreed the local priorities for further development. A focus of the partnership has been to local professionals across services following the Covid-19 pandemic, a strengthening those existing relationships.

The approach in the upcoming year (2022/23) will be to focus our work on an issue/topic every quarter and will include general awareness raising/an overview of the topic of focus, highlighting upcoming guidance and practice changes and identifying communication or training needs.

Hambleton and Richmondshire

The Hambleton and Richmondshire Local Safeguarding Partnership is well-attended by a wide range of both statutory and non-statutory partner agencies.

On the agenda for the first meeting of the year the organisations each provided a summary presentation slide to share with the Board a summary of the activities undertaken by their services during Safeguarding week (2021-22). Areas which were promoted / had awareness raised included

- fraud and cyber scams
- modern slavery
- reducing isolation and loneliness
- suicide prevention and
- support for carers.

Each organisation has reported regularly on what they are doing to promote safeguarding throughout the year including their support of national awareness days.

Partner agencies have supported each other's local campaigns through their social media platforms and shared resources within their agency workforces.

Case discussions brought to the forum in the last 12 months were consent and information disclosure, Safeguarding in Sport and the Victim Code and the new Domestic Abuse Bill. The focus of the final quarter was on each of the agencies providing a plan on a page which outlined the role of the organisation, main safeguarding contact(s) details, useful website links and the services priorities in relation to safeguarding activity.

The Board and Partnerships record quarterly updates to be presented at the LSPs on key topics and issues. These updates are published on the NYSAB website and are available to view here: safeguardingadults.co.uk/lsp

Safeguarding Week 2021

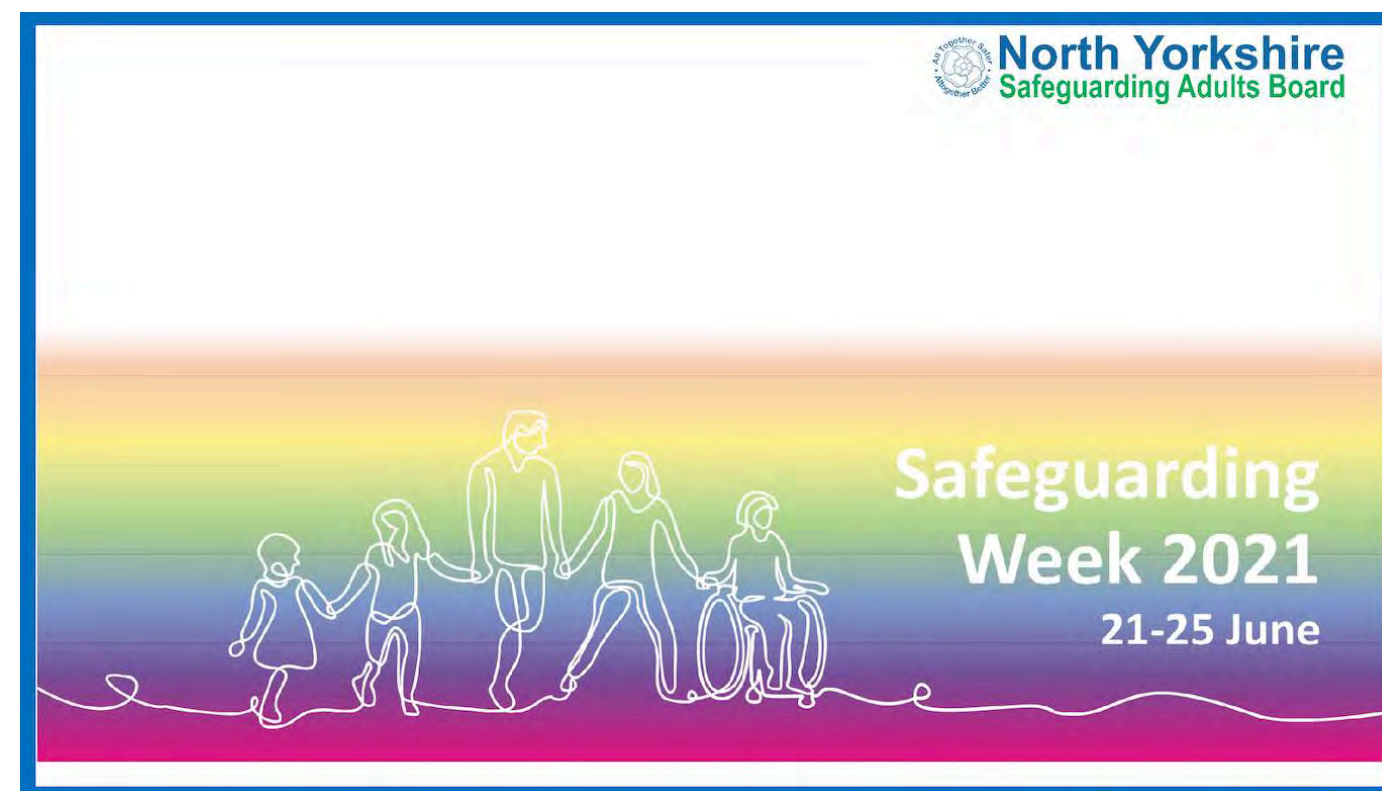
During the 21st – 25th June, the North Yorkshire, City of York and East Riding Safeguarding Adults Boards, Safeguarding Children Partnerships and Community Safety Partnerships worked together to deliver a virtual awareness raising campaign on how to report abuse of children, young people and adults.

The Safeguarding Week campaign has previously involved local events taking place across the region however due to the Covid restrictions in place, the campaign moved online. To ensure we could reach as many people as possible and create a week of learning, awareness raising and development – we developed a week of online webinars and workshops delivered by inspiring experts in their field.

Previous Safeguarding Week campaigns have been directed towards professionals but in support of a prevention and early intervention approach, and to inform the public of the great work being completed – the campaign was made available for both professionals and members of the public.

Public-facing sessions raised awareness of key issues and provided insight into how every member of the public can play a key role in keeping themselves, their families and the wider community safe – reinforcing the message that

Safeguarding is everybody's business



Headlines

2450
registered
attendees



34
Sessions
Delivered



97%

97% of attendees said that the week provided a good learning opportunity

98% of attendees said that they found the content of the sessions informative

98%

97%

97% of attendees said they found the content engaging

NYSAB contribution

The NYSAB hosted a Carers' Panel which addressed keeping safe in care and support settings.

The recording of this was viewed over 200 times during Safeguarding Week and continues to be shared by care providers and partners.



It is available [here](#)

We also hosted a workshop on suicide prevention which was delivered by inspirational speaker Pat Sowa.

162 people were in attendance, and this was the highest attendance of any session throughout the week.

The recording and slides from Pat's presentation are available [here](#)



We recorded a podcast with the North Yorkshire Learning Disability Partnership Board Keeping Safe Champion, Sam Suttar.

The podcast was all about reporting safeguarding concerns, understanding abuse and signposting people to the accessible keeping safe guides.



You can listen to the podcast [here](#)

The week was a great success with many people getting involved with the online activity and sharing the key messages and resources throughout the week.

NYSAB Social Media

- **32,255** Twitter impressions
which is the number of people who have seen the post.
- **932** Twitter engagements
which is when a person has engaged in a post, for example they have clicked on to follow a link, find out more information about the NYSAB or viewed a linked file.
- **440** new Twitter followers bringing the total followers to **1178**
- **117** link clicks
times a person clicked a link shared on our social media to sign up for a safeguarding week session
- **298** link clicks
number of times a person clicked a link shared on our social media to access resources

CARRY ON



TALKING

Feedback and impact

- The feedback received from people who attended the sessions indicates that the formats the NYSAB used such as panels and people sharing their stories and experiences had the most impact.
- The power and influence of Safeguarding Week can be evidenced in the actions created by the awareness raising and workshops which took place.
- An example of this is that as a direct consequence of the presentation on safeguarding and homelessness, GP colleagues from the Primary Care Network (PCN) in Selby have contacted Dr Shacklock, who delivered the presentation, to discuss setting up a similar model to that which is in place in Harrogate to address the issues relating to homelessness.
- Following Pat Sowa's presentation, the Board agreed at its meeting in June to include suicide prevention as an example of partnership work within its strategic priorities.

The NYSAB uses its platforms to raise awareness and share key safeguarding messages with members of the public, local communities, partners, providers and other stakeholders to ensure they understand safeguarding from knowing what abuse is, to speaking up about abuse and how to report concerns.

Engagement and communications play a fundamental role in the prevention of abuse and neglect. Not only is it important to raise awareness but also include people in the development of plans to tackle abuse and neglect – giving people meaningful platforms to share their experiences to help improve services and the safeguarding processes.

As well as the campaigns we plan and deliver with the North Yorkshire Safeguarding Children Partnership and Community Safety Partnership - we support the campaigns of our partners as well as local, regional, national and international campaigns as outlined in the Calendar of Activity which is available here: safeguardingadults.co.uk/calendar-of-activity

Safeguarding is everybody's business



Engagement Project

Throughout 2021 the NYSAB carried out engagement across North Yorkshire to find out what people know about the NYSAB and safeguarding, what information would help them understand safeguarding and their responsibility in keeping safe and reporting abuse and / or neglect and also find out what people want to tell us and how they want us to show we have listened.

392 people participated and fed back their ideas, suggestions and experiences. From this feedback we were able to identify the following 7 recommendations:

- 1 NYSAB and its partners to raise awareness to ensure the people of North Yorkshire know how and where to report a safeguarding concern.
- 2 NYSAB to develop a communications and engagement campaign for it and its partners to promote the Board's existing safeguarding resources at both a strategic and local level.
- 3 NYSAB to review and update its existing suite of safeguarding information and resources to ensure it is in line with the feedback from the engagement and consultation as well as the Joint Engagement and Communication strategy – particularly in relation to accessibility.
- 4 NYSAB to seek assurance from its partner organisations that they are following and implementing the Joint Engagement and Communication strategy
- 5 Work with the third sector to raise awareness and increase knowledge around safeguarding in community settings.
- 6 NYSAB to share the findings from this review with organisations, in particular the NYCC safeguarding team, and seek assurance that, where appropriate, relevant and timely action has been taken.
- 7 NYSAB and its partners to ensure and evidence that they are providing meaningful and qualitative opportunities for people to feedback and provide their input.

The full feedback report and easy read version are available here on the website: safeguardingadults.co.uk/engagement-and-consultation-feedback/.

We are working with groups and partners to action these recommendations and you can follow progress here on the NYSAB website: safeguardingadults.co.uk/engagement-and-consultation. The recommendations from this project have also informed the strategic priorities and subsequent work streams of the Board.

NYSAB Website

In June 2019, we launched our website (www.safeguardingadults.co.uk) which provides information for partners and professionals as well as the general public.

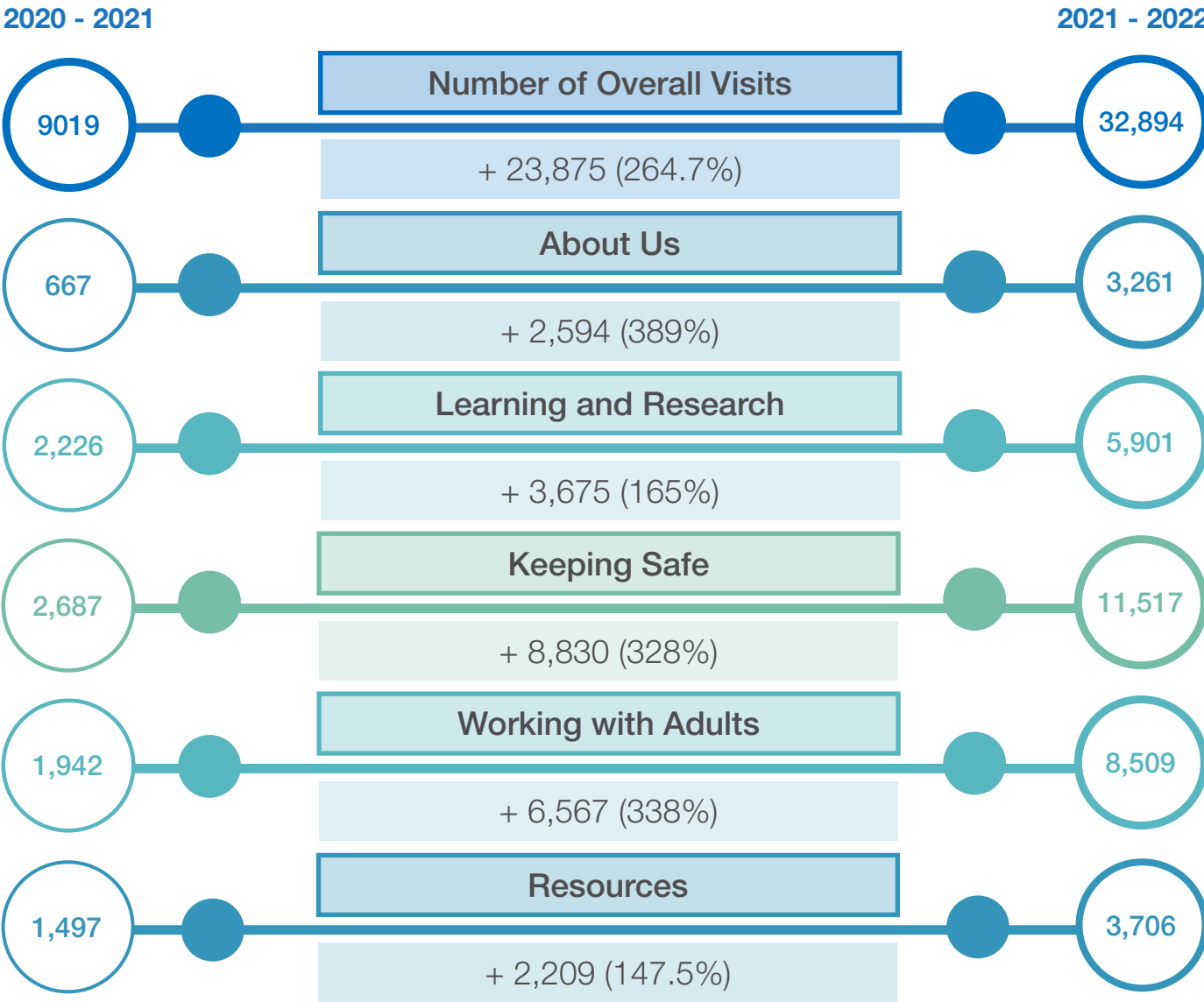
The website continues to be really well received both by professionals and members of the public and it has been shared as a piece of good practice both regionally and nationally.

Over the last year we have started to review our website content, particularly in line with our commitment to co-produce resources and make our information accessible.

Significant progress has been made. We have removed all PDF documents and converted this into accessible web content. We have added more resources to the website and over 2022-23 we will co-produce more safeguarding resources to add to the site.

Thanks to the review of website, the updating and format of interactive and engaging content, and using the website to support campaigns – we have seen significant increases in the number of visitors to the website.

Below are the analytics from 2021-2022 in comparison to the figures for the same time period in 2020-21.

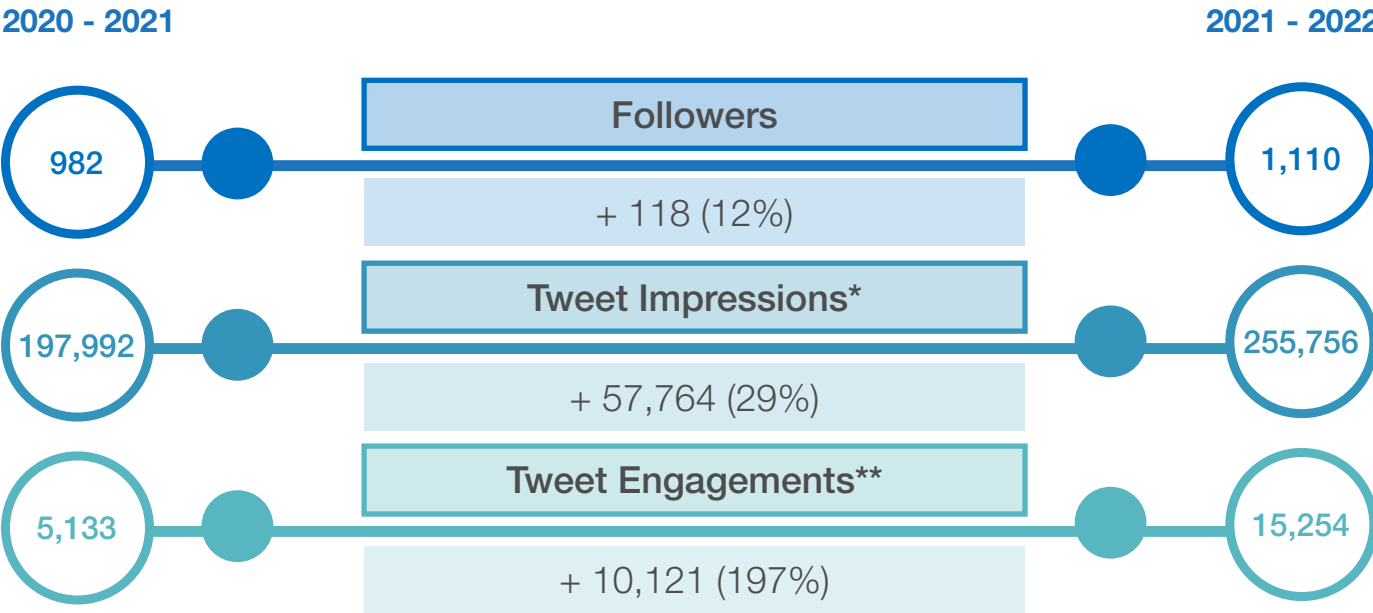


NYSAB Twitter

Social media continues to be a very important way of engaging and communicating with people not only to raise awareness and promote campaigns, but also share policy updates and work from the Board.

Social media was a vital communication and engagement tool during the Covid pandemic and we were keen to maintain and build on this which we have done successfully – seeing an upward trend in the figures.

Below are the analytics from 2021-2022 in comparison to the figures for the same time period in 2020-21.



* Tweet Impressions are the number of times a Tweet by @NYSAB1 features on somebody's timeline

**Tweet Engagements are the number of times people open a tweet, watch media within the Tweet or follow a web link within a tweet



Co-production of MCA and DoLS resources

Work is currently underway to coproduce a suite of accessible resources about *'My Rights - The Mental Capacity Act'* and *'My Rights - Deprivation of Liberty Safeguards'*.

This work is in response to the engagement project the Board carried out in 2018 as well as in preparation for the Liberty Protection Safeguards.

These resources are being co-produced with representatives from Dementia Forward, Cloverleaf Advocacy, Carers' Resource, Inclusion North and the Learning Disability Partnership Board.

The aim of these resources is to empower individuals to recognise when, and how, to raise concerns, and also understand how the legislation can be used to empower when it is implemented correctly.

Guidance and information

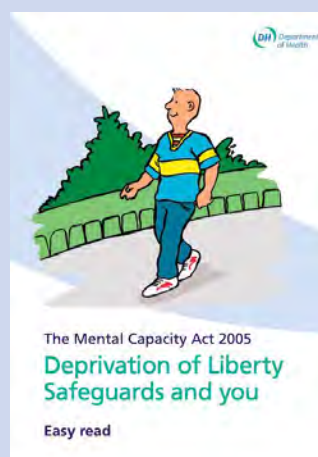
You can find information - including accessible guides - about the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) at the following links:

<https://www.northyorks.gov.uk/deprivation-liberty-safeguards>

<https://www.northyorks.gov.uk/mental-capacity-act>

<https://safeguardingadults.co.uk/deprivation-of-liberty/>

<https://safeguardingadults.co.uk/mental-capacity-act/>



Healthwatch – Accessible Information Standard

The Accessible Information Standard (AIS) was introduced in August 2016. The AIS applies to all organisations that provide NHS care and / or publicly funded adult social care. The Standard sets out ‘a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss’.

Healthwatch North Yorkshire and Healthwatch York worked together to understand if the AIS has made any difference in how people receive information. North Yorkshire County Council supported us in speaking to forums and groups with whom they engage, and is undertaking its own internal project to ensure good practice in accessible information is embedded within the organisation and it is providing information in appropriate formats to local people.

Through surveys, focus groups and conversations, we heard from 329 people who shared their experiences. We found some examples of good practice but too often people are not getting information in the right format to meet their needs.

Two thirds of survey respondents said they had never been asked what format they needed and 59% of respondents said they do not get information in their preferred format.

For those people who responded about getting information in their preferred format from social care providers, 45% said it is not applicable, 22% said they get information in their preferred format all of the time, 13% said they get it sometimes and 15% said they never get information in their preferred format.

The overwhelming messages from the feedback was that people want to be independent about their health and care and not getting information in the right format takes their independence away. We asked people how not getting information they can access themselves made them feel and the overwhelming response was frustrated, followed by sad, angry and annoyed. Some people said they felt ignored, belittled and discounted and a few people were resigned to the fact of never getting information in the way they want it.

Our feedback showed people want to be asked about the right format for them and for organisations to deliver that consistently. People told us that even when they knew their records noted their needs, the information was ignored or not shared across organisations, so they had to keep asking.

Our respondents would be delighted to help improve the situation and one recommendation is to involve people with lived experience in developing and delivering accessible information strategies and action plans.

As a result of the report York and Scarborough Teaching Hospitals Foundation Trust, Harrogate District Foundation Trust and Tees Esk Wear Valleys Foundation Trust are reviewing their current policies and provision and taking actions to improve provision of accessible information.

Community First Yorkshire – safeguarding communication and support



The number of VCSE organisations in North Yorkshire totals over 7,000, made up of around 3,500 charities and accredited organisations and over 4,000 informal groups¹

To reach organisations across the county and cascade policy updates, general information, share webinars and engagement in events and training, Community First Yorkshire uses a number of methods:

- a weekly VCSE e-news goes to around 4,000 contacts within voluntary and community groups and partner organisations. Each week safeguarding updates and links to new resources and documents are provided. This is an important vehicle for keeping the workforce informed;
- a Facebook group for community building / village hall trustees was launched in 2021, providing opportunities to share advice and good practice to re-open buildings safely;
- Community Support Development Officers encourage groups to review their policies and provide one-to-one support, including:
 - safeguarding policy advice, policy reviews and support to complete policy templates
 - talking through what safeguarding obligations an organisation has toward people who use their services, paid staff and volunteers;
 - signposting to NYSAB, Community First Yorkshire and other resources and training; and

- advice and guidance on building hire agreements, inclusivity obligations on hirers and approaches the hirer takes to safeguarding, safeguarding and mental health awareness training.

Contact with organisations by Hambleton Community Action, which provides the VCSE voice at the NYSAB sub-groups and Community First Yorkshire, is part of the process for gathering views and issues to feed into NYSAB and develop services and training.

Formal conversations take place at VCSE network meetings. The quarterly North Yorkshire VCSE Leaders meeting is used to ask more detailed questions relevant to the work of the sub-groups and Board.

Briefings have been provided Local Safeguarding Partnerships have been briefed at VCSE meetings and contact details to attend. It is an area of engagement that is frequently promoted.

Covid-19 had an impact staffing in the sector with some volunteers standing down. Re-engaging volunteers and taking on new volunteers and paid staff required safeguarding inductions and refresher training.

Support has focused on providing guidance and signposting to resources to help with induction and training to ensure the culture of keeping everyone safe is maintained across the workforce.

¹Source: The Structure, Dynamics and Impact of the Voluntary, Community and Social Enterprise Sector – West Yorkshire and Humber Coast and Vale, 2021).



Tees, Esk and Wear Valleys
NHS Foundation Trust

TEWV – Carers Charter

Within the Trust's adult mental health services, they have developed the care and engagement approach – Co production of the Carers Charter. This assists with identifying the safeguarding needs of the carer and a training package has been developed. It recognises the importance of spending time with the key carers to meet their needs as well as meeting the needs of the patient. This development is based on the Manchester and Northumbria Models.

A Carers group has been developed which provides focused support for carers utilising the triangle of care approach. This development was initially established during the Covid Pandemic period but as was felt to be a very positive development to continue with this approach going forward

The Carers Charter can be found here:

www.tewv.nhs.uk/about/publications/carers-charter/



Carers charter - working together

Developed by carers for ALL who support or help a person receiving care from Tees, Esk and Wear Valleys NHS Foundation Trust.



Our commitment to you	Please help us
<p>We'll make sure you have a named person to contact</p> <p>We'll listen and value your expert knowledge about the person you care for</p> <p>We'll work with you to provide quality care</p> <p>We'll include you in any decisions about the person you care for. Where this isn't possible we'll explain why</p> <p>We'll support and listen to you and provide clear, accessible information to help you care</p> <p>We'll respect the confidentiality of the personal information that you provide about yourself or the person you care for</p> <p>We'll train our staff to understand and respect the essential role you play in the person's care and recovery</p> <p>We'll actively involve you in service planning and development</p>	<p>Work with us to provide personalised care and treatment for the person you care for</p> <p>Share your experiences and history of the person you care for to help us provide effective care</p> <p>Help us understand your own needs so we can support your health and wellbeing</p> <p>Trust us to share with our colleagues as necessary the personal information you provide to improve the care we give</p> <p>Respect that staff will listen but may not always be able to answer personal questions about the person you care for</p> <p>Use the information we provide for carers to understand your rights and how we can work together</p> <p>Help us develop better integrated, more joined up services that meet the needs of everyone</p>

Priority 2 – Best Practice

Joint Multi-Agency Policy and Procedure

The Joint Multi-Agency Safeguarding Adults Policy and Procedure has been reviewed by the Consortium Group for North Yorkshire, Bradford, Calderdale, Kirklees, Wakefield and City of York.

Persons in a Position of Trust (PiPoT) Policy

There has been a review of the PiPoT policy.

This policy relates to those instances where a partner organisation has been made aware of information that may affect the suitability of a professionals, students or volunteers to work with adult(s) with care and support needs where such information has originated from activity outside their professional or volunteering role and place of work.

A task and finish group included work with multi-agency partners including health and police working with the local authority.

The policy document is available here: safeguardingadults.co.uk/pipot

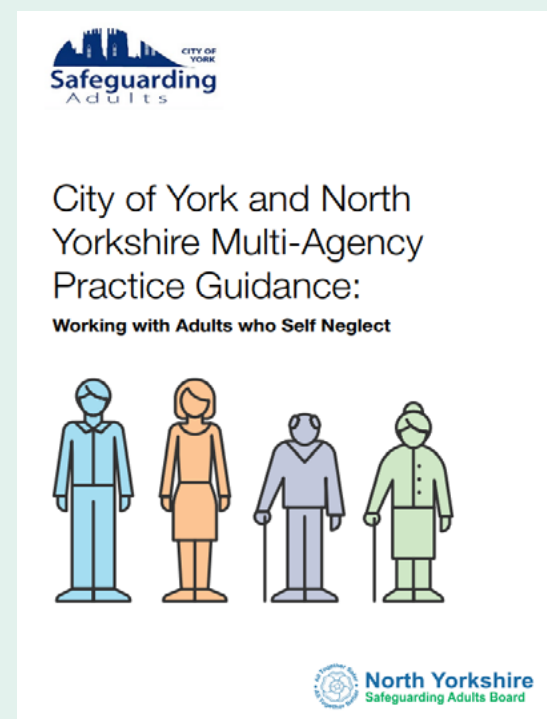
Self-neglect

The City of York and North Yorkshire self-neglect document outlines practice guidance for dealing with issues and concerns of self-neglect in relation to adults with care and support needs.

A self-neglect presentation has also been developed in conjunction with the practice guidance with the intention of this being delivered within organisations.

The Practice Guidance is available here on the NYSAB website: safeguardingadults.co.uk/working-with-adults/nysab-procedures/

Please Note – The self-neglect guidance is being shared to start raising awareness however this has not yet been implemented in North Yorkshire – but will be in 2022-23.



Find out more

The policy and procedure is available here: safeguardingadults.co.uk/joint-ma-pandp/



Thematic Review of Safeguarding Adult Reviews (SARs)

In 2021 a thematic analysis of SARs commissioned by North Safeguarding Adults Board from 2012-2021 was undertaken.

The aim of this piece of work was to identify themes and trends within the reviews and to better understand which areas of practice, policy and culture have either contributed to, or been present during episodes of poor practice in the past so they can be addressed and resolved. Good practice was also identified and key themes shared with partners

The findings of the review have been incorporated into a multi-agency audit tool.

This tool is used on a bi-monthly basis to audit current safeguarding practice across the partnership and to provide assurances that learning from previous SARs has been embedded in practice.

If an audit identifies practice that has fallen below the expected standards – this will be reported to both the Safeguarding Adults Board and the relevant practice leads to ensure appropriate actions are taken.

VCSE Safeguarding List and Resources Guide

During 2021-22 Hambleton Community Action, in partnership with Community First Yorkshire, began work on a VCSE Safeguarding Checklist and Resources Guide, due to be launched for Safeguarding Week 2022.

The document provides support to colleagues in the sector who are working with children and adults to ensure service users, volunteers and paid staff are safe from harm.

It provides guidance for organisations to create a policy and procedure that reflects the needs of their organisation and the people who use their services and directs them to templates and sources of further help. The majority of the requirements are 'essential', however, there are also areas highlighted for action which concern good practice.

Enquiries often focus on expectations; for community venues their obligations in relation to hirers, understanding the referral thresholds and need for refreshers. A core message given to VCSEs is to use the template for their policy and develop procedures/practices from this that reflect their organisation's working practices and user needs.



Priority 3 – Working Together

Partnerships and Networks

NYSAB works with a number of local Strategic Boards and Partnerships:

- North Yorkshire Safeguarding Children's Partnership
- North Yorkshire Community Safety Partnership
- North Yorkshire Health and Wellbeing Board
- North Yorkshire and York Police and Crime Commissioner
- North Yorkshire and York Systems Leadership Group
- North Yorkshire Inter-Board Network
- North Yorkshire County Council

These Boards and Partnerships all have a role in leading and managing safeguarding across North Yorkshire. NYSAB works in partnership with them to identify and implement agreed collaborative initiatives.

Joint Engagement and Communications Strategy

The North Yorkshire Safeguarding Adults Board, North Yorkshire Safeguarding Children Partnership (NYSCP) and North Yorkshire Community Safety Partnership have developed a Joint Engagement and Communication Strategy to ensure the work of the Board and Partnerships is effectively communicated to children, young people, adults families, professionals and the wider community in North Yorkshire.

We are working together to ensure people who live, work or visit North Yorkshire are aware of what 'safeguarding' means and have access to information that will help them make informed decisions and stay safe.

We want to listen to the views what people have to say to us about safeguarding whether this be feedback or sharing experiences.

The strategy will be reviewed and work will take place to develop tools and guidance to support partner organisations to implement the strategy so that accessible communications and meaningful opportunities to involve people are built into their everyday projects, plans and service developments.

Find out more

Both the strategy and accompanying supplementary guide can be found here on the NYSAB website:
safeguardingadults.co.uk/engagement-and-communication



Modern Slavery Partnership

The Modern Slavery Partnership (MSP) is a strategic forum for North Yorkshire and City of York to understand, challenge and coordinate work to eradicate modern slavery and to ensure appropriate services for victims.

The forum also promotes an improved law enforcement and criminal justice response across the UK to support the development and adoption of effective training; aims to increase awareness of Modern Slavery; identifies and promotes best practice in partnership working; to engage with the private sector to promote policies to ensure that supply chains are free from slavery and encourage effective reporting.

The Partnership supported Anti-Slavery Day 18th October 2021 through an online campaign and Hope For Justice, a charity working to bring an end to modern slavery and human trafficking, and to protect the human rights of victims and survivors, also hosted a webinar training session on the day for over 80 professionals. This raised awareness about Modern Slavery and Human Trafficking and how to respond to it and to make a report via the National Referral Mechanism.

ONE MINUTE GUIDE

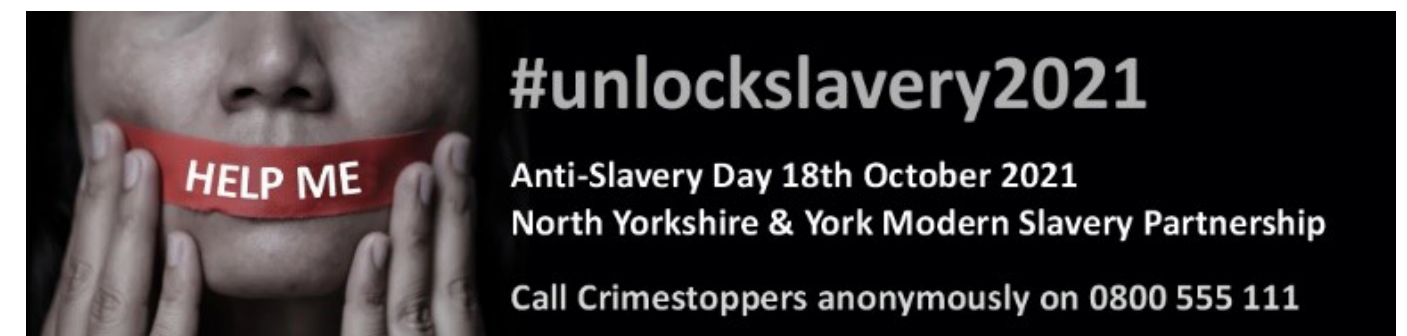
A one minute guide to modern slavery and human trafficking has recently been updated and is available here on the NYSAB website:

safeguardingadults.co.uk/working-with-adults/one-minute-guides-omg/modern-slavery-human-trafficking-and-the-national-referral-mechanism-nrm/

Resources and course information are available on the NYSAB website:

safeguardingadults.co.uk/modern-slavery/

The Modern Slavery Partnership will be supporting Anti-Slavery day with a virtual campaign in October 2022.



Suicide Prevention

The NYSAB is part of the North Yorkshire Suicide Prevention Strategic which brings together statutory organisations, the voluntary and community sector and local organisations and businesses to work on a joint action plan to work together on suicide prevention.

As well as monitoring suicide data provided by the Public Health team at the Performance and Quality Improvement (PQI) sub-group, the Board has developed strong relationships with suicide prevention advocates and professionals to increase its communications, engagement and awareness raising activity.

Resources and links can be found here on the NYSAB website: safeguardingadults.co.uk/suicide-prevention

To mark World Suicide Prevention Day 2021 the NYSAB, NYSCP and NYCSP hosted a panel session based on the theme 'Creating Hope Through Action'

Claire Robinson, Public Health Manager and suicide prevention lead chaired the session and panelists included Pat Sowa – a suicide prevention advocate, Joann Hitchen – Area Manager of PAPYRUS and James Parkes – Partnership Manager at North Yorkshire Safeguarding Children Partnership.

TAKE THE TRAINING - SAVE A LIFE

One of the actions attendees were asked to complete was the free Zero Alliance Suicide available here: www.zerosuicidealliance.com/training.

The training is free and takes just 20 minutes and is available to everybody.



The recording of the session is available [here](#)

Multi-agency audits

During 2021-22 the North Yorkshire Safeguarding Adults Board has improved and extended its program of audits. This includes the creation of a multi-agency audit that is completed by representatives of partner agencies. To support the process a task and finish group of partners developed a multi-agency audit tool.

The purpose of these audits is to review safeguarding practice from a multi-agency perspective and support organisations to ensure that they are working to excellent standards in their safeguarding practice and to identify where improvements can be made.



VCSE and Partnership Working

Hambleton Community Action (HCA) participates in PPDL and PQI subgroups, providing information and insights from the VCSE to these groups, and engaging other VCSE through formal and informal channels to promote understanding of safeguarding and highlighting changes to protocols that affect the sector. Hambleton Community Action, like Community First Yorkshire, is well connected across the county, and both organisations are involved in networks and partnerships providing opportunities to promote safeguarding. Two key pieces of work arising from HCA engagement are:

1. Development of the VCSE safeguarding checklist

The checklist, developed in collaboration with a number of charities, plus members of the children and young persons and adults safeguarding teams, is based on the section 11 audit tool used by statutory agencies. In principle, a form of audit tool for the VCSE is desirable, but there are practical and logistical barriers to this – not least the heterogeneity of the sector in terms of sizes, resources/capacity, organisational maturity and relevance (depending on the services delivered). The checklist is designed to work in two ways:

- As a self-audit tool for a range of organisations in the VCSE; and
- As a comprehensive “one-stop-shop” to support VCSE organisations/groups of all sizes to develop their safeguarding knowledge

2. Exploration into the differences in qualitative (anecdotal) data from the sector and statistical data for safeguarding concerns raised

There is a significant discrepancy between the number of safeguarding concerns raised by VCSE that is reported through HAS within the PQI data, and the much larger number of safeguarding incidents that charities feel they are dealing with. Working with HAS and colleagues from VCSEs, it has highlighted a number of potential contributory factors to this issue. Hambleton Community Action and HAS are working together to resolve these issues, and developing a workshop to focus on Making Safeguarding Personal and the safeguarding process.



Homelessness

In March 2022 the North Yorkshire Safeguarding Adult's Board held a development session dedicated to improving the outcomes for people who are homeless.

Partner agencies heard presentations from lead experts in specialist services including Harrogate Homeless Health Clinic, the North Yorkshire Probation Vanguard project, and District Council Housing teams. Attendees had the opportunity to share learning and experiences, discuss areas of homelessness practice that they find most challenging, and identify potential barriers to effective multi-agency practice.

The content of this session has been used to inform the North Yorkshire Safeguarding Adult Board's Strategic Priorities for 2022-23, and following this session a number of projects will be piloted to improve safeguarding practice. These include:

- A new engagement project with people who have lived experience of homelessness;
- To scope current training available across the partnership and consider dedicated cross sector training on homelessness;
- To seek assurances from voluntary and third sector agencies supporting people who are homeless to have the opportunity to undertake safeguarding training
- To have a central hub where partner agencies are able to share examples of best practice. This could include a LeDeR style review of homelessness deaths, to ensure any learning is identified and embedded; and
- Create guidance for front-line staff on undertaking capacity assessments with people who may be under the influence of alcohol and/or drugs

Progress on these actions will be shared with the Board and a further update will be shared in the NYSAB Annual Report for 2022-23

Performance and Quality Improvement

All partner agencies continue to provide data to the Performance and Quality Improvement (PQI) sub-group.

The purpose of this group is to review and monitor safeguarding data and key performance indicators. It ensures progress and seeks assurance of improvements in safeguarding practice, or identifying areas for further exploration.

There is a renewed pledge within the group for partner agencies to assess the significance of their own data prior to sharing.

This means data can be put to best use as themes and trends are more easily identifiable and areas of practice that need further examination can be easily recognised.

There is also a commitment within the sub-group to act as a coordinator for single agency audits.

These will be collated and reported to North Yorkshire Safeguarding Adult Board to provide assurances that each agency is committed to monitoring its own performance in relation to safeguarding.

Learning and Improvement

The Learning and Review (LAR) sub-group continues to monitor progress against the implementation of recommendations from SARs, but it has also influenced and monitored other multi-agency action plans.

For example, following the closure of a number of care homes in North Yorkshire, a Provider Failure Action Plan was drawn up by agencies to ensure the appropriate systems, processes and resources are in place to better support care homes when they are experiencing difficulties in providing safe care. This aims to keep people safer and avoid care home closures where possible.

The Learning and Review sub-group has also continued to ensure the Safeguarding Adult Review policy remains fit for purpose.

It incorporates nationally recognised best practice, and facilitates an effective process for determining whether cases meet the criteria, and the selection of the most appropriate methodology to undertake the review. Additional amendments have further strengthened the commitment to involve the person (if still alive) or their family.

Raising awareness of the policy with both the public and professionals is a key strategic aim for the North Yorkshire Safeguarding Adult Board. It is hoped an increased awareness will lead to more learning opportunities.

The Learning and Review sub-group also continues to monitor single agency reviews, as well as co-ordinate multi-agency reviews of cases that did not meet the criteria for a SAR.

The findings of these reviews are reported to the Safeguarding Adults Board and are used to inform future projects.

A new addition to the Learning and Review sub-group membership during 2021-2022 has been North Yorkshire Horizons, and there is now a greater focus upon learning from Drug and Alcohol Related Deaths (DARD).

This has partly been in response to recommendations and learning from SARs and non-mandatory reviews involving drug and alcohol misuse and reflects the LAR sub-group's commitment to safeguarding some of society's most vulnerable and marginalised adults.



Priority 4 – Adapt and Respond

Liberty Protection Safeguards (LPS)

Work continues in preparation for the Liberty Protection Safeguards (LPS) and although there are delays to implementation - significant progress has been made across North Yorkshire.

This includes:

- Hosting a Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) awareness session was held with the Children and Young Peoples Service and Director of Children's Services at North Yorkshire – Community DoL applications are now being made for younger people.
- Initial agreement to develop a joint CYPS and Adults LPS team
- Co-producing resources to support people to understand MCA / DoLS and Human Rights – working with Cloverleaf, Dementia Forward, Keyring and Inclusion North.
- MCA / DoLS information on the North Yorkshire County Council (NYCC) website updated using accessible language and now providing a useful resource for public awareness
- MCA audit of adult social care recording is underway.
- Information sessions to be developed for internal staff and care providers to keep them up to date

At time of publication, the draft Codes of Practice are currently out for consultation.

Consultation feedback will be developed regionally with:

- Yorkshire and Humber MCA DoLS leads – Local Authorities
- Yorkshire and Humber MCA leads in CCG and NHS Trusts

As part of the consultation work accessible sessions were hosted across the region for people who access health and social care services – and their families and loved ones - to take part.

Accessible communications were developed and shared widely to ensure as many people as possible could take part in the consultation sessions and have their say of codes of practice that will affect them.



Integrated Care Systems

CCG transition to Integrated Care Board (ICB)/ Integrated Care System (ICS) – Humber and North Yorkshire Health and Care Partnership

The Health and Care Act places Integrated Care Systems (ICS) onto a statutory footing from 1 July 2022. Throughout 2021-2022 the previously established Humber, Coast and Vale Safeguarding Health Professionals Network have worked with the Interim Chief Nurse for the ICS to develop a proposal for a safeguarding structure and leadership arrangement across the ICS.

The draft arrangements were subsequently approved by the ICB Executive and by NHS England/Improvement. Central to the new arrangements has been recruitment to a transitional lead role to embed safeguarding as priority; maintain momentum and progression; and provide ongoing and future assurance to partners. From 1 July 2022 the CCGs will close down and statutory safeguarding responsibilities will transfer to the new organisations humberandnorthyorkshire.org.uk/

Throughout the reporting period of 2021-2022 preparations were being made by health partners for the transition into Integrated Care Boards (ICB) and at “place”, Bradford District and Craven Partnership. These include consideration of safeguarding arrangements to ensure statutory duties continue to be met.

This will continue to progress during 2022-2023.

www.westyorkshire.icb.nhs.uk/places/bradford-district-and-craven

How does the NHS in England work and how is it changing?



Video available [here](#)

Local Government Re-organisation

Following the government consultation on re-organisation it was announced in July 2021 that the current county, district and borough councils would be replaced by a new single council for North Yorkshire in April 2023

A number of work streams are underway across the 8 councils to bring together key services in readiness for vesting day on 1st April.

From a safeguarding perspective – work has been undertaken to share communications and messages across the district and boroughs to ensure that no changes are being made to how safeguarding concerns are reported.

LGR is a great significant change but brings with it many opportunities particularly for even stronger partnership working and joined up services.



Year in Numbers

The year at a glance 2021-22

3645
(3456)

Safeguarding concerns received during 2021/22

6%

The increase in safeguarding concerns received from the previous year

860
(1001)

Number of people's personal outcomes that were fully achieved during the safeguarding adults process

4
(6)

Number of Safeguarding Adult Review referrals received

1
(1)

Number of statutory Safeguarding Adult Reviews we have commissioned this year

1
(2)

Number of non-mandatory Safeguarding Adult Reviews undertaken this year (i.e. Rapid Review)

1*
(1)

Number of Safeguarding Adult Reviews we have carried out this year (Ongoing and to be completed 2022-23)

3,179*
(1374)

Number of safeguarding enquiries concluded (those enquiries involved 2,583 individuals)

26.8%
(24.9%)

Physical abuse is the highest abuse type recorded for completed enquiries in 2021/22

3466
(3518)

Number of Deprivation of Liberty Safeguards (DoLS) applications received

5%
(6%)

The recordings of domestic abuse total 5% of abuse types

We are now asking considerably more people about outcomes,

Of the **75%** of people that did express a desired outcome:

75% of these people's outcomes were fully achieved (5% higher than last year);

22% of people said their outcomes were partially achieved; and

3% of people, (32) said their outcomes were not achieved.

In England in 2021/22, **68%** of people fully achieved their personal outcome meaning that **North Yorkshire is 7% above** the national average.

Partner Contributions

North Yorkshire
County Council



1. Reconnect with communities in North Yorkshire to raise awareness and develop strategies to address and reduce risk of abuse

- An awareness session was provided to our Care and Support team, on domestic abuse / violence. The team seek to prevent, reduce and delay the need for further or more formal social care support. The session focused on what support can be offered to victims of domestic abuse and covered areas such as the domestic abuse stalking and honour-based violence (DASH) risk assessment, to ensure the right support is offered and appropriate safety planning is carried out.
- An awareness session on domestic abuse was also provided to our Living Well teams whose aims are to improve the health, wellbeing and independence of adults who are currently not eligible for on-going social care support. The session included when it is appropriate to raise a safeguarding concern and also when to consider raising a safeguarding concern without the person's consent in some circumstances. There were discussions on keeping safe and the purpose of the Multi-Agency Risk Assessment Conference (MARAC) and the DASH risk assessment were shared.
- North Yorkshire County Council and City of Bradford Council together held a virtual festival, Rights Fest 2021, to celebrate everything Human Rights on 6th December 2021 to mark National Human Rights Day held on the 10th December. There was a number of speakers and contributions, including Dr Lucy Series, Keyring, Bradford Talking Media, Bethany's Dad and the British Institute of Human Rights. Around 100 people attended. It is planned to make this an annual event.
- Disabled people from across North Yorkshire shared their messages for International Day of People with Disabilities, and spoke up about the impact of the pandemic and the rights they are fighting for in a post-Covid era.



2. Ensure multi agency safeguarding policies and procedures are in line with best practice and meet the needs of older people and younger vulnerable people – now and in the future

The safeguarding team have:

- Facilitated “Peer Support Sessions” for Enquiry Officers and Safeguarding Coordinators, which are an opportunity for practitioners to access the skills, knowledge and confidence to develop and deliver good practice.
- Provided safeguarding updates in the Practice Bulletin, for practitioners.
- Contributed to the Practice Library with up to date resources for practitioners.

The following sessions are also offered to support practitioners:

- Practice peer meeting – an opportunity for practitioners to work through practice queries, share knowledge, ideas, experiences and learning and identify opportunities for shadowing.
- Practice support meeting – a valuable resource available to practitioners and their managers to work in partnership. These meetings provide a forum to discuss complex practice situations and to support the person to achieve their outcomes and manage identified risks.
- An internal safeguarding advisory group has met regularly. The group discussed issues that were impacting on safeguarding practice and focused on action planning.
- Internal guidance has been developed for when an occupational therapist may be undertaking the safeguarding enquiry, as they have specialist skills and expertise in certain areas such as, moving and handling and falls. Some sessions have also taken place for occupational therapists for the above guidance and included self-neglect and hoarding.
- In April 2021, a senior social worker, best interest assessor and advocates from Cloverleaf jointly presented a learning session around advocacy to our Vale of York locality teams. Self-advocates from Keyring were also involved to ensure that the voice of the people who use our services could be heard and be central to the discussions. The aim of the session was to improve our communication with advocacy services and promote best practice. The duty to involve people in decisions made about them and their care and support was at the heart of the session and was well received by the audience of social care practitioners.
- A post implementation review was undertaken to evaluate the effectiveness of the implementation of the new safeguarding adults policy and procedures across Health and Adult Services. The outcome of this was positive as more time is spent on responding to safeguarding concerns with a proportionate response and the number of formal safeguarding meetings has reduced. Veritau – the information governance service - also completed an audit and their findings provided reasonable assurance that the safeguarding procedures had been successfully implemented and were being followed.

3. Ensure a stronger partnership approach and accountability for the prevention of abuse

- Health and Adult Services are represented at a range of multi-agency forums to support partnership approaches to safeguarding adults, young people and children.
- Quality and market support meetings are held weekly to review and respond to quality issues identified or by partner agencies and assess the level of support and Intervention required. It is a collaborative approach to support the care market, aims to promote a pathway to outstanding, improving outcomes, and lived experiences to those accessing services.
- Health and Adult Services took part in the National Insight Project. The Insight Project was developed to create a national picture regarding safeguarding adults’ activity during the COVID-19 pandemic.
- North Yorkshire County Council was highlighted as demonstrating good practice with partner organisations providing support to care setting across the county during the early stages of the pandemic. The focus has been on keeping people safe and supporting providers to maintain quality and protecting people from COVID-19 and its wider impacts. COVID-19 adult safeguarding insight project - third report (December 2021) | Local Government Association
- During August and September 2021, a continuing professional development (CPD) session was provided to 70 practitioners in Harrogate and Craven on the subject of ‘best practice’ when working with people who hoard, including hoarding behaviour and hoarding disorder. This also included ethical considerations, interventions and approaches including mental capacity and safeguarding.

4. Ensure NYSAB is able to effectively adapt and respond to wider contextual changes affecting adult safeguarding

The safeguarding adults team has undertaken a range of quality audits about safeguarding practice and feedback on audits to the NYSAB, looking at,

- When a safeguarding concern is raised, checks were made to make sure that there was an effective keeping safe plan in place, for the person.

Where someone has an issue with mental capacity, it was checked whether they had an advocate to support them, and to make sure their wishes were carried out, in line with Making Safeguarding Personal.



North Yorkshire Clinical Commissioning Group



1. Reconnect with communities in North Yorkshire to raise awareness and develop strategies to address and reduce risk of abuse

- Safeguarding training has been delivered to almost 1000 staff working in primary care settings across North Yorkshire. As Primary Care Networks (PCNs) have become established with new roles in care co-ordination and social prescribing, so the reach of the training to frontline practitioners has expanded. Topics in the 2021-22 programme have included making effective safeguarding referrals with a particular focus on capturing the voice of the adult; learning from SAR Anne and the concerns voiced about how agencies worked together; and 'cuckooing' – an emerging area of safeguarding – where a person's home is taken over and used for criminal exploitation.
- In October 2021 CCG Designated Professionals presented at a Military Safeguarding Conference to raise awareness and support colleagues in their vital roles in military families and communities.
- The Health Partnership Group has continued to meet providing an effective platform for discussion of local and national safeguarding issues and for sharing best practice. A bi-annual dedicated safeguarding training and peer support group for private providers of health care is now well-established. Both groups are supported through sharing of a monthly Safeguarding Adults Bulletin which is positively received for bringing together key issues in one place and reducing email traffic for busy practitioners.

2. Ensure multi agency safeguarding policies and procedures are in line with best practice and meet the needs of older people and younger vulnerable people – now and in the future

- Building on learning and a recommendation from a North Yorkshire Domestic Homicide Review (DHR) Emma www.nypartnerships.org.uk/dhr NHS North Yorkshire CCG and NHS Vale of York CCG published a new stand-alone Domestic Abuse Policy for CCG employees and for GP Practices / Primary Care. Learning from the review has been shared extensively across health networks. Training in 2022/23 for Primary Care includes a focus on the new Domestic Abuse Act, the new Domestic Abuse policy and how to identify and respond to cases of domestic abuse in practice situations.
- In response to concerns about the application of the Mental Capacity Act, a narrated presentation on its practical application in Primary Care was developed in 2021 by the Named Nurse. The content and format of the presentation have been positively received by practitioners.
- The SANN (safeguarding adults national network) hosted by NHS England has continued meeting on a monthly basis providing an opportunity to engage with the national team and share safeguarding issues of both national and local significance. The Designated Professionals have been working jointly with colleagues from North Yorkshire County Council (NYCC) to revise the guidance for managing allegations against Persons in Position of Trust (PiPoT). This has been supported by the SANN and Local Government Association (LGA) working group.

3. Ensure a stronger partnership approach and accountability for the prevention of abuse

- The CCG Chief Nurse has Board membership as the CCG Executive Lead for safeguarding and as such has provided SAB members with regular updates on the delivery and huge success of the Covid-19 vaccination programme and the forward plan for the current and future delivery of healthcare for North Yorkshire in the new Integrated Care System. The Designated Professionals are invited attendees on the Board and have played an active role in multiple work streams, chairing partnership subgroups and supporting multiple safeguarding enquiries and learning reviews.
- Support provided to care homes has been a significant feature of the work of CCG in 2021/22 and several initiatives have been undertaken as part of the CCG's Ageing Well programme.
- A particular success has been the roll-out of the 'Immedicare' service delivered in partnership with Airedale NHS Foundation Trust and technology experts Involve Visual Collaboration Ltd. The service offers video enabled clinical support for care homes, allowing them to connect directly with a clinical hub offering medical advice and guidance 24/7, 365 days/year. The service allows frail and elderly residents to be clinically assessed in their own surroundings, lessens anxiety, and helps to prevent unnecessary visits to hospital and long waits.
- The Designated Professionals and Nursing and Quality Team have continued to work closely with partners to address safeguarding and quality concerns in a small number of care homes whilst also working strategically to address risks and learn lessons from emerging themes, trends and safeguarding reviews.
- Safeguarding Week in 2021 was actively supported with one of our CCG Named GPs delivering a presentation raising awareness of safeguarding in the homeless population and the important work of the Harrogate Homeless Health Clinic which is run as part of the Harrogate Homeless Project HHP (harrogate-homeless-project.org.uk) Further to this the Named GP also presented the role of the health team at the North Yorkshire Safeguarding Adults Board.
- In September 2021, following the increase of recorded incidences of domestic abuse the CCG responded with increased resource to support a pilot project from North Yorkshire Police and partners in Community Safety of holding weekly MARAC (multiagency risk assessment conference) meetings across the County. The CCG administrative team share vital information with Primary Care on a daily basis to enable them to contribute to situations of high-risk domestic abuse for their patients. As part of the Domestic Abuse Strategy and following positive evaluation of the project in January 2022 the decision was made to continue the meeting programme.
- The CCG Safeguarding Team have been involved in MAPPA (multi agency public protection arrangements) processes in response to learning from a MAPPA Serious Case review. Relevant information is agreed at the meeting and shared securely with the registered GP and hospital service. Annual audits are completed, and refinements made providing assurance that the process is fully embedded across our GP practices and hospital safeguarding teams. In 2021/22 we have continued this through the Covid-19 pandemic.

4. Ensure NYSAB is able to effectively adapt and respond to wider contextual changes affecting adult safeguarding

- Covid-19 - In the delivery of the Covid-19 vaccination programme our highest priority has been those who are most vulnerable. Working with partners NHS North Yorkshire CCG were successful in their application to the Court of Protection for a resident with a learning disability to receive his vaccination and uphold his human rights. The judgement was published laying the foundation to support others who similarly may lack capacity to access protective measures which are open to all as part of the national programme www.bailii.org/ew/cases/EWCOP/2022/15.html
- LeDeR – Learning from Lives and Deaths this programme is now in its fifth year, A new NHSE policy, set out for the first time for the NHS, the core aims and values and the expectations of different parts of the health and social care system in delivering the programme from June 2021. The policy also now includes autism into the programme which came into effect in January 2022.
- The policy including an easy read version can be found at: www.england.nhs.uk/learning-disabilities/improving-health/mortality-review/
- LeDeR reviews continue to link with other review processes such as Safeguarding Adult Reviews (SARs) and the Serious Incident Review process to reduce distress to families and carers and avoid duplication wherever possible. To note – the death of an individual with a learning disability does not automatically trigger a safeguarding response. However, at any point through the LeDeR review process, if safeguarding concerns are identified, the local area safeguarding process would be followed. The first combined Annual Report for the six CCGs in Humber and North Yorkshire for 2021/22 will be published on the website from July 2022 humberandnorthyorkshire.org.uk/
- Learning disability and autism safe and wellbeing reviews - as part of the NHS response to the Norfolk Hospital Cawston Park safeguarding adults review (SAR) concerning the deaths of Joanna, Jon and Ben, a national review has been undertaken to check the safety and wellbeing of all people with a learning disability and autistic people who are being cared for in a mental health inpatient setting. Working with partners NHS North Yorkshire CCG completed 100% safe and wellbeing reviews within the tight timescale that had been set providing necessary assurance and achieving a priority focus on addressing any concerns for individuals that were highlighted.
- The SAR report concerning Joanna, Jon and Ben can be found here: www.norfolksafeguardingadultsboard.info/publications-info-resources/safeguarding-adults-reviews/joanna-jon-and-ben-published-september-2021/
- Transforming Care – Mental Health, Learning Disability and Autism is an ongoing key programme of work for the ICS and more information is available at humberandnorthyorkshire.org.uk/

Bradford District and Craven Clinical Commissioning Group



1. Reconnect with communities in North Yorkshire to raise awareness and develop strategies to address and reduce risk of abuse

- Representation and contribution at the Harrogate and Craven Local Safeguarding Partnership
- Training and development opportunities have continued to be offered to Primary Care practitioners in Bradford District and Craven to strengthen and embed understanding of the role of carers in safeguarding.
- Regular attendance and contribution at the North Yorkshire Safeguarding Adult Board, Executive Group, Practice, Policy and Development Group and the Learning and Review Group.
- The team distributed safeguarding adult and child information to Bradford District and Craven GP practices to enhance their safeguarding practice and raise awareness of available patient information.

2. Ensure multi agency safeguarding policies and procedures are in line with best practice and meet the needs of older people and younger vulnerable people – now and in the future

- The CCG Safeguarding Team has reviewed and updated policies as required, that are informed by legislation and the Joint Multi-Agency Safeguarding Adult Policy and Procedures.
- The CCG Safeguarding Team is developing safeguarding related guidance, including about domestic abuse that will be rolled out and available to GP practices across Bradford District and Craven in 2022-23.

3. Ensure a stronger partnership approach and accountability for the prevention of abuse

- Our Health Safeguarding Adult Group provides leadership and the forum to disseminate learning from statutory reviews.
- Learning from statutory reviews informs and influences the development of training packages delivered to Primary Care Practitioners by the CCG Safeguarding Team.
- The CCG Safeguarding Team actively work in collaboration with Designated colleagues across Humber, Coast and Vale.
- We seek and receive assurance against safeguarding standards from a range of providers.
- We contribute to a range of statutory reviews as required.
- Organisationally, assurance is provided to NYSAB that learning from reviews is disseminated across Bradford District and Craven.
- Support has been provided from the team to ensure timely applications to the Court of Protection, where there has been objection to Covid-19 vaccination, to ensure actions and restrictions are proportionate and necessary.

4. Ensure NYSAB is able to effectively adapt and respond to wider contextual changes affecting adult safeguarding

- We raised awareness in Primary Care of the potential impact Covid-19 had on patient experience of abuse and neglect and the relationship with safeguarding, for example remote contact, telephone assessments, video calls.
- Supported the development of a System ethics committee and influenced safeguarding adult related key decision making in response to the impact of Covid-19.
- The team are informed on local, regional and national learning and share with colleagues and partners.
- During this reporting period consideration has been given to safeguarding arrangements as the transition to the Integrated Care System progresses.
- We have continued to develop a strategy to support the implementation of the Liberty Protection Safeguards in collaboration with partners across the health economy. This included offering Mental Capacity Act training to all providers and Primary care practitioners.

North Yorkshire Police



1. Reconnect with communities in North Yorkshire to raise awareness and develop strategies to address and reduce risk of abuse

Over the last two years North Yorkshire Police Partnership hub has regularly reviewed and strengthened its community teams.

- The operational mental health advisor team help and support their colleagues when they are dealing with crimes and incidents where mental health is a factor. There is an officer allocated to each command area.
- The Hate Crime team review all hate crime reports to ensure victims receive the best service including those crimes being investigated by colleagues. Training is also offered to colleagues and outside agencies.
- The Problem Solving Team (PSP) and Problem Solving Champions provide a force wide resource across the three command areas with the primary focus on facilitating a multi-agency collaboration to solve local problems. Dedicated officers are assigned Serious and Organised crime, Domestic Abuse, Sexual Abuse and exploitation and Fraud.
- A new Stalking team has been established to offer advice and support to officers investigating crimes of stalking and harassment. Stalking investigations can be very complex and involve some of the most vulnerable people in our community and so the team have introduced 'Stalking clinics' to ensure officers are maximising opportunities within investigations.

2. Ensure multi agency safeguarding policies and procedures are in line with best practice and meet the needs of older people and younger vulnerable people – now and in the future

- The North Yorkshire Police Safeguarding Team supervisors have portfolios for their respective areas of expertise, this includes responsibility for ensuring policies and procedures are kept up to date and are aligned - where possible - with our partners; particularly in our responses to victims of crime who may have raised vulnerabilities.
- The Partnership Hub within NYP also hold the portfolios for community safety, mental health and young people and are responsible for their relevant policies and procedures.
- Having portfolio holders for specific policies and procedures and who are adept in the subject matter, such as VAWG (Violence Against Women and Girls) Suicide Prevention, mental health and community safety ensures accuracy, efficiency and meaning to our policies and procedures often with a multi-agency input when considering local approach, engagement and practice.

3. Ensure a stronger partnership approach and accountability for the prevention of abuse

Over the last year North Yorkshire Police, alongside partners IDAS (Independent Domestic Abuse Service) HMCTS (Her Majesty's Courts & Tribunals Service) Edgehill University and CGI – a global IT and business consulting service - have been working collaboratively as part of 'Project Shield', a multi-agency pilot scheme aimed at preventing harm by delivering an improved service around the enforcement of non-molestation orders. The main objectives of the pilot include:

- Improve the Safeguarding services offered by North Yorkshire Police, Courts, and its partners to victims/survivors of domestic abuse.
- Publish Non-Molestation Orders (NMO) on the Police National Database (PND) so they can be viewed by police forces nationally regardless of the area they were obtained.
- Record and evidence the fact the NMO has been served on the respondent to remove ambiguity or defence that could frustrate positive police action.
- Link NMO's to other records held in PND to support investigations, identify, assess, and manage risk and assist frontline staff to intervene sooner.
- Using the PND, explore the possibility of using the current search capability to create a national NMO register.
- This pilot will be fundamental in joining the dots between civil and criminal courts and the use of technology in protecting victims from domestic abuse and preventing further victimisation.

The North Yorkshire Police Prison Pilot.

- A simple idea with a huge impact is an idea by North Yorkshire Police MATAC (Multi Agency Tasking and Coordination) Coordinator, having worked previously as a Prison Governor he had first hand experience of Domestic abusers writing and contacting their victims from prison and in some cases getting other inmates to do it.
- The scheme is to share victim's details with the prison where staff in the prison block the victim's details to ensure no contact is made by any means by anyone from within the prison. 7 prisons are now signed up to this simple agreement with a 104 requests since the scheme started (data up to Oct 2021) and the scheme was commended by the Domestic Abuse Commissioner and the Prisons Minister.



Safeguarding Adults Reviews and non-mandatory reviews

Section 44 of the Care Act 2014 states that we must carry out a Safeguarding Adults Review (SAR) if certain criteria are met. The purpose of a SAR is not to apportion blame to any individual or organisation but to learn lessons where an adult with care and support needs dies or has been seriously injured as a result of abuse or neglect and there is a concern about how one (or more) of the members of the safeguarding adults board acted.

During 2021/22 the North Yorkshire Safeguarding Adults Board received four Safeguarding Adult Review (SAR) referrals. Two of these referrals met the statutory criteria and reviews are currently being arranged. The Board continues to promote knowledge and understanding of the SAR process and criteria to ensure opportunities for learning are routinely identified by all agencies and the public.

Anne SAR

Progress continues to be made in implementing learning from the 'Anne' SAR. An external review of the North Yorkshire Supported Housing portfolio (as per Recommendation 1 from the SAR report) has been completed and will be presented to the Learning and Review sub-group during 2022-2023.

A review of the North Yorkshire Horizon's discharge process (as per Recommendation 5) is due to commence shortly and the findings will also be shared at the Learning and Review sub-group. A 7-minute briefing for SAR 'Anne' can be found here: safeguardingadults.co.uk/wp-content/uploads/2021/10/Anne-SAR-7-minute-briefing.pdf

James SAR

The Board is in the final stages of the 'James' SAR and preparations are being made in readiness for the publication of the report.

Due to James's age at the time of his tragic death and his involvement with children's services - this review has been undertaken with the North Yorkshire Safeguarding Children Partnership (NYSAB).

The report and recommendations will be published on the NYSAB website and the findings will be shared in our Annual Report for 2022-23. An action plan will be developed in response to the recommendations from the report and this will outline how the learning from the 'James' SAR will be embedded within practice. All of the NYSAB's completed reviews can be read in full on our website: safeguardingadults.co.uk/learning-research/nysab-learning.

North Yorkshire Safeguarding Adults Board
www.safeguardingadults.co.uk Follow us on Twitter: @NYSAB1

Section 1 What is a Safeguarding Adults Review (SAR)?
A SAR is a multi-agency review process, which seeks to determine what relevant agencies and individuals involved could have done to have prevented harm or death from taking place. It will establish whether there are lessons to be learned and promote effective learning and improvement to prevent future deaths or serious harm happening again. A SAR should reflect the safeguarding principles of **empowerment, prevention, proportionality, protection, partnership and accountability**.

Section 2 Background
Anne was a 34 year old mother of 3. She became a resident in supported housing accommodation in February 2015. Following assessment it was identified that she needed support with anti-social behaviour, recovery from substance misuse, physical and mental health needs and support to maintain a tenancy.
Anne had a history of mental health problems and was supported by mental health services as well as the on-site staff where she lived. Following a referral in March 2015 into the Drug and Alcohol Recovery service by the supported housing provider, Anne disclosed substance misuse issues in relation to alcohol, diazepam and mephedrone.
Anne initially engaged well with the Drug and Alcohol Recovery service, abstaining from alcohol and, in May 2016 following assessment it was reported that she was making exceptional progress in relation to addressing her substance misuse issues. Anne was discharged from the Drug and Alcohol Recovery service in September 2017 owing to the positive progress they felt she had made.
In the days up to her death, Anne was appearing unwell and under the influence of substances. She was found dead in her flat on 4th January 2018 and the cause of death was subsequently given as drug toxicity.

Section 3 Key Learning: Supported Housing
Anne lived in supported housing, which provides housing with intensive outreach support. This type of housing is not regulated and is not registered with the Care Quality Commission, despite many of those living there having complex needs. In response to recommendation one within the SAR report, North Yorkshire County Council will arrange an external review of Supported Housing to identify opportunities for further development and improvement in the service provision.

Section 4 Key Learning: Self-Neglect
Concerns were raised by supported housing staff and TEW's Care Co-ordinator in 2017 that Anne may have been supplementing her prescribed medication with illicit substances. Despite these concerns, no action was taken.
Anne was considered by TEW to have capacity to understand the risks associated with her medication. At the time of her death, a structure that provided a coordinated response other than a safeguarding enquiry was not established in North Yorkshire. Since Anne's tragic death, the 'City of York and North Yorkshire Multi Agency Practice Guidance for working with Adults who self-neglect' has been developed and highlights when a Multi-Agency Self Neglect meeting (MASM) will be appropriate to manage the risks. In response to recommendation eight in the SAR report, work will be carried out by Health and Adult Services to implement the self neglect guidance and MASM across North Yorkshire, and the NYSAB will promote the existence of the guidance amongst partners and those working with adults at risk of neglect.
The guidance can be found here on the Board website.

Section 5 Key Learning: Information Sharing
Different agencies involved with Anne held information about her, but they rarely shared it between themselves. This included the police, who were receiving information about possible illicit drug purchases in the community. As a result, no agency had a full and complete picture of Anne's life and the associated risks, which meant opportunities to safeguard her were missed.
The sharing of, and access to, information is vital when working collaboratively to provide the appropriate level of support to individuals in their services.
In response to recommendation nine within the SAR report all agencies are to be aware of the 'One Minute' guide on information sharing to North Yorkshire Police, available here on the North Yorkshire Safeguarding Adults Board website.

Section 6 Key Learning: Support Planning
There was a lack of an effective support plan in place for Anne whilst she was residing within supported housing. Agencies did not consistently deliver the support outlined in the plan and did not utilise existing frameworks, such as the Care Programme Approach, to better manage the risks. Collaborative support plans, involving the resident, provider and involved agencies are to be in place for all vulnerable people who may take up residence within supported housing.

Section 7 Key Learning: Safeguarding Training
In the lead up to her death, Anne's presentation changed, possibly due to the influence of substances. Support workers did not consider the need to intervene and therefore no safeguarding concern was ever raised. It is important all agencies ensure their staff have appropriate safeguarding training in place. Links to the new North Yorkshire Safeguarding Adults Board 'Safeguarding Level 1 & 2 competencies, training standards document and on-line training menu of courses delivered via NYCC can be found here on the Board website.

For the full SAR report click here

Looking Ahead to 2022 – 2023

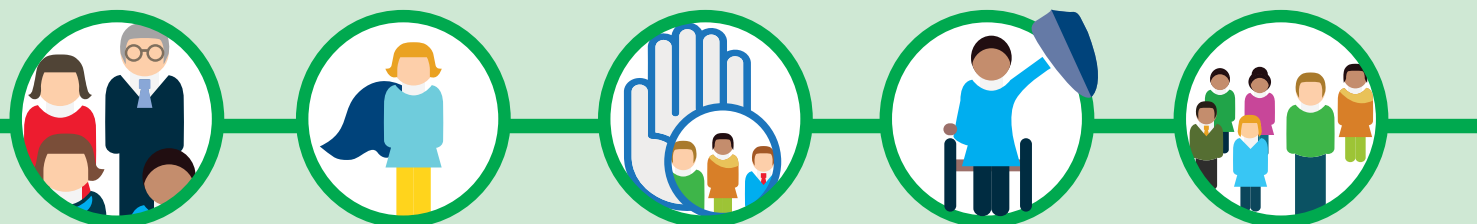
At its Development Day in November – the Board held a session focusing on the learning identified during the Covid-19 pandemic in relation to keeping people safe.

Particular attention was given to three areas where additional inequalities have been experienced during the pandemic;

- Homelessness,
- Domestic Abuse,
- Mental Health and Learning Disability.

Based on the overall feedback from partners on each of the above topics; the following areas have been agreed by the Board to inform updates to the existing strategic priorities which will continue into 2022-23:

- We will reinforce the idea that keeping people safe during a pandemic is everyone's business.
- Homelessness will be a priority during 2022-23 for the NYSAB
- Identify what dialogue is to be had with Board members, ICS Board Members, and the Office of Police, Fire, & Crime Commissioner to increase engagement with the work of the Board.
- The NYSAB needs to seek assurance from partners that they are supporting the wellbeing of staff and
- Create a culture of sharing learning in an open manner. This should be core to how the SAB functions



Attendance Record

Organisation	Designation	June 2021	September 2021	December 2021	March 2022
North Yorkshire County Council	Independent Chair	Y	Y	Y	Y
	Corporate Director of Health and Adult Services	Y	Y	Y	N*
	Assistant Director	Y	Y	Y	Y
	Director of Public Health	Y	Y	Y	Y
North Yorkshire Police	Assistant Chief Constable	N*	N*	Y	Y
	Deputy Chief Constable	Y	Y	-	-
NHS Clinical Commissioning Groups (CCGs)	Chief Nurse	Y	Y	Y	Y
	Designated Professional for Safeguarding	Y	Y	Y	Y
Bradford District and Craven CCG	Designated Professional for Safeguarding	Y	Y	Y	Y
North Yorkshire Safeguarding Children Partnership (NYSCP)	Partnership Manager	Y	Y	Y	Y
Harrogate District Foundation Trust (on behalf of Acute and Community Trusts)	Designated Professional for Safeguarding	Y	N	Y	Y
Tees, Esk and Wear Valley NHS FT		Y	Y	Y	N
Richmondshire District Council (on behalf of Borough/District Councils)		Y	Y	Y	N
Community First Yorkshire		Y	Y	Y	Y
Healthwatch		N	Y	Y	N
Independent Care Group		Y	N	Y	Y
Legal Advisor to the Board		N	Y	Y	N
Probation Service		Y	Y	Y	N
Trading Standards		N	N	N	N
North Yorkshire Fire and Rescue Service		Y	Y	N	Y

Financial Record

The NYSAB Budget is made up of contributions from the three statutory partners – the County Council, North Yorkshire Police and NHS. As well as direct funding, the NYSAB is also provided with services ‘in kind’ by a number of agencies.

Income 2021/21	
North Yorkshire County Council	£141,743.00
North Yorkshire Police	£30,000.00
North Yorkshire CCGs	£30,000.00
Total	£201,743.00

Expenditure 2021/22	
Independent Chair	£10,800.00
Staffing	£168,543.00
Supplies and Services	£1,944.00.00
Safeguarding Adults Review	£3,000.00
Total	£201,743.00

Appendix A:



Probation Service and linked Accommodation Services across North Yorkshire: Report for NYSAB August 2022

CAS3 USER FEEDBACK

Accommodation is often the first step in an individual's resettlement journey. Offenders face significant barriers to securing suitable accommodation. HMPPS cannot resolve this in isolation; it requires a collaborative, partnership approach. Settled accommodation for offenders is critical to public protection, risk management and safeguarding adults and children across North Yorkshire

Securing appropriate and sustained accommodation across North Yorkshire for People on Probation continues to be challenging, with increasing pressures and reduced access for complex and highly vulnerable people, who can also present high levels of risk of harm to the public and who need to be carefully managed. These individuals often present with significant Adult safeguarding concerns, requiring multi-agency involvement. NYSAB can support this work through ensuring that improving the provision of appropriate, settled accommodation remains a strategic priority for all safeguarding partners.

Practice Note: Shelter is the provider for contracted resettlement services in North Yorkshire. They are responsible for supporting and referring on any person on probation identified with an accommodation need by their probation worker

Accommodation services across North Yorkshire Probation Delivery Unit include the CAS3 (Community Accommodation Service), CRS Shelter (contracted accommodation

services) and RACS (Resettlement and Community Safety scheme); together with the Duty to Refer process and the Accommodation for Ex-Offenders Scheme.

The CAS3 Scheme: The HMPPS Community Accommodation Service offers support and transitional accommodation for up to 84 nights for released prisoners who are homeless, supporting transition into settled accommodation, as well as some people on probation moving on from Approved

Premises. 36% have successfully moved on into settled accommodation. and we are working closely with the provider to expand this provision.

The RACS scheme has been operating with Probation involvement for several years. We are currently in the process of renewing the existing contract to take us to 2025. This will represent a significant investment by the Probation Service in

RACS case study:

High Risk male offender identified as Autistic and with significant communication and interpersonal issues. Unable to locate to the family home. RACS accommodation in Selby obtained with additional support due to level of need

Referral process:

Practitioners will start to plan for accommodation support 6 months before release from prison. Practitioner will refer to the CRS provision, make a duty to refer, approach alternative providers and, as a final option, refer to CAS3 for support.

contributing to accommodation support across North Yorkshire. In addition, NY Probation are currently exploring further options to increase this and improve the provision of accommodation for ex-offenders across the County.

“(In prison) my mental health was at its lowest, feeling that I could possibly be out on the street. Then days before my release my probation officer told me about the CAS3 project, I was so relieved that someone was willing to give me a roof over my head and a chance of getting back on my feet... I used this as a positive, a break from the old life I had, from the people that might have influenced me into committing crime. This accommodation has given me security, a second chance at life, time to recover, to think positively about my future and that I can overcome things and move on. Without CAS3 I would have possibly been homeless or worse, I don't want to even think about it!”

Female CAS3 Resident

“I have served sentences on several occasions and usually end up being recalled to prison after a few days...I would often feel safer in prison. I was overwhelmed with the property provided and the support CAS3 were able to offer. This is the first time I've ever been provided with stable accommodation after being released from prison. By having stable accommodation, I've been able to focus on moving forward and getting my life back on track. CAS3 has been my second chance and since being accommodated I've made excellent progress with substance misuse recovery. Without CAS3, it doesn't bear thinking about where I'd be - most certainly back in prison or dead! I'm over the moon to be moving on to accommodation with the Council.”

Male CAS3 Resident

North Yorkshire Safeguarding Adults Board

Annual Report 2021/2022

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*Making safeguarding everybody's
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Our Customer Service Centre is open Monday to Friday 8.00am - 5.30pm

(closed weekends and bank holidays). Tel: **01609 780 780**

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