



Annual Safeguarding Report

SAFEGUARDING ANNUAL REPORT
1 January 2022 to December 2022

Purpose:

The purpose of this report is to provide assurance to the HERE board that the services for which it is accountable are operating and responding appropriately and within best practice guidelines with regards to the safeguarding of vulnerable adult and children.

Audience:

Here Board Meeting July 2023

Author:

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Note change in Safeguarding Lead from previous role holder, Jason Wilcox.

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1 Purpose

The following report and action plan for HERE has been compiled by the Here Safeguarding Lead and provides an overview of activity and progress in relation to our responsibilities towards the safeguarding of vulnerable children and adults during 2022.

It should be noted that the previous safeguarding lead, Jason Wilcox, has now stood down as lead for the organisation but has been supportive in the completion of this report as part of the transition of the role.

2 Introduction

The Here approach towards safeguarding vulnerable children (an individual under the age of 18 years) and adults (an individual over the age of 18 years) is defined in the Here Safeguarding Policy and aligns to Here's purpose of delivering **exceptional care, for everyone**.

The key legislative frameworks underpinning the current policy include:

- The Children's Act 1989, 2004
- Children and Social Work Act 2017
- Working together to Safeguard Children 2018
- The Care Act 2014
- The Human Rights Act 1998
- Crime and Disorder Act 1998
- Mental Capacity Act 2005
- Deprivation of Liberty Safeguards 2007
- Female Genital Mutilation Act 2003
- Modern Slavery Act 2015
- CQC registration standards, Health and Social Care 2008 (Regulated Activities) Regulations 2014: Regulation 13.
- CQC national standards of quality and safety - Outcomes 7-11: Essential standards of quality and safety.

As reported in the 2021 safeguarding report, the covid pandemic saw significant increases in domestic abuse, sexual exploitation, and serious violence and this was reflected in the numbers of safeguarding alerts raised during that period. Despite covid restrictions being removed over the course of 2022, safeguarding alerts have continued to rise and this is consistent to what has been seen in other parts of the country.

This increase is as a result of an increase in service users disclosing harm or abuse, and likely of the heightened awareness, education and understanding of the safeguarding agenda with staff and of those service users. Without data to support, it is not possible to state with any degree of certainty that the greater focus around "what matters to you" conversations has also had an impact. It is not unreasonable to assume that this would likely have had a positive effect on the relationship dynamic between service user and staff creating a potentially safer environment in which to raise concerns.

The cost of living crisis continues to be a challenge for many and this is also likely to be a factor in the increasing numbers of self-neglect cases reported.

The sustained increase in alerts being raised is testament to the continued vigilance of both clinical and admin staff in recognising and responding to safeguarding concerns.

We recognise the important role all of our staff play in supporting people in our community to address safeguarding concerns and we continue to support staff in identifying this through appropriate training, ensuring consideration for the people involved and what matters to them in line with our Here purpose and values.

3 Current Approach to Safeguarding

As an organisation, we align with NHS Sussex vision for Safeguarding which broadly states the following:

To work together to prioritise the safety and welfare of adults, children and young people experiencing, or at risk of, abuse or neglect across our services and to see everyone as equal citizens regardless of whether or not they are receiving direct care.

Safeguarding is everyone's responsibility to both recognise and report concerns and we have the following mechanisms in place to support staff to manage this, following appropriate procedures and always taking consideration of what is in the best interests of the individual or individuals identified.

3.1 Policies and Procedures

The Here Safeguarding Children & Vulnerable Adults Policy was reviewed in May 2022 and was due for annual review in May 2023.

The policy has not yet been updated but will undergo a review in July 2023 to ensure that the policy reflects the revised requirements for training and will also reference the Domestic Abuse Act 2021 and NHS Safeguarding app. Once complete, it is recommended that the review cycle is then amended to every 3 years or earlier as guidance changes.

A brief training handbook is being developed to support those colleagues who do need to complete the full safeguarding training and for those who are fulfilling very temporary roles in order to provide a reference guide should they need. It is hoped that this handbook will also provide a useful, easy to access reference guide for everyone in the organisation.

All colleagues are made aware of the policy during their induction to the organisation. All organisational policies are held on the MyCompliance platform which all staff have access to and alerts staff as policies are updated.

3.2 Specialist advice

All clinicians have access to specialist advice from a named safeguarding lead within their service, in addition to the organisation safeguarding lead, who is connected to the Sussex safeguarding network for wider support where required.

In addition, we work closely with our partner organisations to ensure our safeguarding approach is aligned to support partnership working and wider learning.

4 Training

Safeguarding training is provided by an on-line package through the national platform, e-learning for Health. All colleagues who have any contact with services users, whether

employed or on contract, are required to undertake appropriate safeguarding training. The training requirements according to the revised training matrix can be found in Appendix 1 and aligns with the guidance provided within the national intercollegiate documents for safeguarding:

- [Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff](#)
- [Adult-Safeguarding: Roles and Competencies for Health Care Staff](#)

4.1 Training Compliance

Training compliance is monitored within services by the service leads.

Current training coverage is for Here's clinical service provision only (MSK, IAS and MAS) which is shown below.

Admin staff working within clinical services are expected to complete safeguarding training to level 1. Clinical staff are expected to complete safeguarding levels 1 to 3 although completion of level 3 negates the need to undertake refresher training at levels 1 and 2 as this is covered.

Staff training is visible on Power BI although the following should be noted:

- The training matrix has recently been revised and therefore there may be some impact on the figures as compared to 2021.
- Level 3 training has only recently been added to the matrix since June 2023 and therefore these figures should be viewed with caution and narrative has been provided where possible.

Training compliance data as of Dec 2022 is outlined below against a compliance threshold rate of 85%.

Organisational Compliance: By Staff Group	Dec-21	Dec-22
Clinical [Levels 1 and 2]	88%	95%
Clinical [Level 3] [§]	-	6%*
Administration [Level 1]	96%	92%

*This figure represents what has been uploaded to Power BI. The process relies on staff to forward their certificates of completion for this to be recorded.

§As level 3 has only started to be populated into Power BI since June 2023, these low figures are not unexpected and are not truly reflective of the reality.

Service leads are working with HR to improve compliance around the process and to positively impact these figures.

Organisational Compliance: Clinicians	Dec-21	Dec-22
Safeguarding Adults Level 1	85%	86%
Safeguarding Adults Level 2	91%	89%
Safeguarding Adults Level 3*	-	6%*
Safeguarding Children Level 1	85%	83%
Safeguarding Children Level 2	91%	92%
Safeguarding Children Level 3*	-	12%*

*See note above.

Organisational Compliance: Admin	Dec-21	Dec-22
Safeguarding Adults Level 1	96%	92%
Safeguarding Children Level 1	96%	93%

Service Level Compliance: MAS - All	Dec-21	Dec-22
Safeguarding Adults Level 1	100%	100%
Safeguarding Adults Level 2	100%	92%
Safeguarding Adults Level 3*	-	14%*
Safeguarding Children Level 1	100%	94%
Safeguarding Children Level 2	100%	65%**
Safeguarding Children Level 3*	-	29%*

*See note above.

**This low % appears to be the result of a large number of staff requiring refresher training simultaneously.

Service Level Compliance: MAS by Role	Dec-21	Dec-22
Admin - Safeguarding Adults Level 1	100%	100%
Admin - Safeguarding Children Level 1	100%	100%
Clinical - Safeguarding Adults Level 1	100%	100%
Clinical - Safeguarding Adults Level 2	100%	100%
Clinical - Safeguarding Adults Level 3*	-	17%*
Clinical - Safeguarding Children Level 1	100%	83%**
Clinical - Safeguarding Children Level 2	100%	100%
Clinical - Safeguarding Children Level 3*	-	33%*

*See note above.

** Current figures show 100% compliance, and the figures suggest that this lower figure was as a result of lots of staff requiring refresher training simultaneously.

Service Level Compliance: MSK - All	Dec- 21	Dec-22
Safeguarding Adults Level 1	92%	87%
Safeguarding Adults Level 2	96%	92%

Safeguarding Adults Level 3*	-	4%*
Safeguarding Children Level 1	92%	88%
Safeguarding Children Level 2	96%	96%
Safeguarding Children Level 3*	-	8%*

*See note above.

Service Level Compliance: MSK by Role	Dec-21	Dec-22
Admin - Safeguarding Adults Level 1	94%	100%
Admin - Safeguarding Children Level 1	94%	100%
Clinical - Safeguarding Adults Level 1	88%	92%
Clinical - Safeguarding Adults Level 2	96%	92%
Clinical - Safeguarding Adults Level 3*	88%	4%*
Clinical - Safeguarding Children Level 1	88%	92%
Clinical - Safeguarding Children Level 2	96%	96%
Clinical - Safeguarding Children Level 3*	-	8%*

*See note above.

Service Level Compliance: IAS Core - All	Dec -21	Dec-22
Safeguarding Adults Level 1	86%	100%
Safeguarding Adults Level 2	50%	100%
Safeguarding Adults Level 3*	-	-
Safeguarding Children Level 1	86%	100%
Safeguarding Children Level 2	50%	100%
Safeguarding Children Level 3*	-	-

*See note above.

No data is currently available to support compliance against level 3, but this is now being populated.

Service Level Compliance: IAS Core by Staff Group	Dec-21	Dec-22
Admin - Safeguarding Adults Level 1	100%	100%
Admin - Safeguarding Children Level 1	100%	100%
Clinical - Safeguarding Adults Level 1	50%	100%
Clinical - Safeguarding Adults Level 2	50%	100%
Clinical - Safeguarding Adults Level 3*	-	-
Clinical - Safeguarding Children Level 1	50%	100%
Clinical - Safeguarding Children Level 2	50%	100%
Safeguarding Children Level 3*	-	-

Vaccination Unit: Please note that data is not available for the unit for December 2022, but the board should be assured that the service is fully represented as of March 2023 on Power BI and will be included in future reports.

5 Annual Safeguarding Audit

5.1 Incidents and Complaints

During the reporting period, there were no safeguarding incidents or complaints recorded across the organisation’s clinical services.

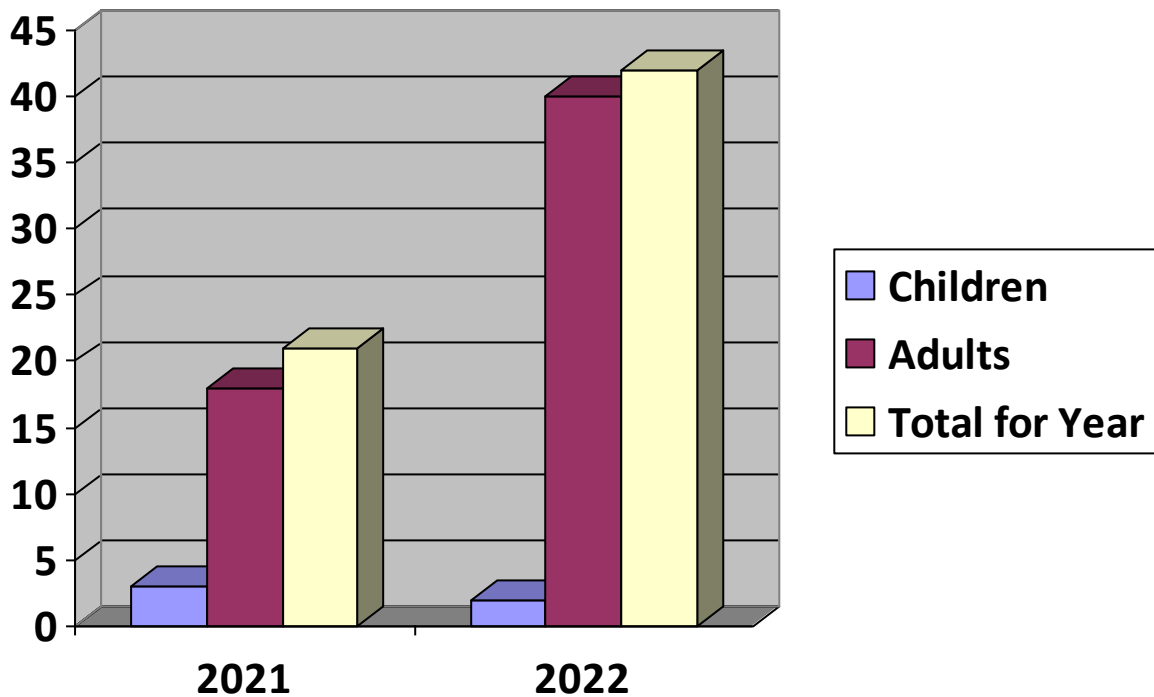
5.2 Safeguarding Alerts Raised

Safeguarding alerts continue to be managed slightly differently according to service. MAS remains the only service that tracks and records the outcome of safeguarding alerts raised as a result of the specific needs of the people they see.

APC and MSK do not routinely follow this up once a referral has been made and accepted, but in those instances where feedback is received from the safeguarding team, this information is disseminated and recorded appropriately.

The graph below shows the number of alerts raised across the organisation between 2021 and 2022 and whilst the number of alerts raised in relation to children remained similar, adult safeguarding alerts increased significantly by 95% (from 21 to 42). These rises were largely seen within MAS and MSK.

Total Number of Safeguarding Alerts Raised



An annual adult of safeguarding alerts Jan 2022 - Dec 2022:

Service	Alerts Raised	Type of Alert
MAS	X 1 Child X 31 Adults	1 relating to potential or actual psychological abuse 11 relating to potential or actual self-harm or neglect 16 relating to potential or actual abuse (psychological, emotional, verbal or physical/sexual) 4 in relation to financial abuse
MSK	X 0 Child X 6 Adults	3 relating to neglect 3 relating to domestic abuse
IAS	X 1 Child X 2 Adults	1 relating to potential sexual abuse 1 relating to potential abuse at home 1 relating to safety within care home (abuse from outside sources)
Vaccination	X 0 Child X 1 Adults	1 relating to potential or actual abuse (psychological, emotional)

6 Recommendations

The 2022 annual audit of the safeguarding training rates and safeguarding alerts identified the following recommendations:

- Training compliance figures particularly for level 3 require a focus to ensure that all services are meeting the threshold of 85%. Each service lead needs to take ownership for their service to devise a plan to meet this requirement.
- A staff handbook to support training for those in roles where it is not pragmatic for them or the service to complete a full training programme in order to begin work. This includes those who are employed on a very temporary basis and/or those who will remain supervised throughout their work time. The handbook may also serve as a useful resource for those who are in between training courses and require a refresher.
- Creating visibility of the safeguarding app to support staff who may prefer a digital/smart phone option to access information on the go.
- Review of the safeguarding policy to take in to account new guidance/legislation in relation to the Domestic Abuse Act 2021.

- Services to benchmark where possible against other similar services to understand whether there is under or over reporting of safeguarding concerns within our organisation.
- Review the priority for implementing a safeguarding S1 template which will provide automated information relating to safeguarding activity via Power BI.
- Develop further partnership working with Sussex safeguarding teams to enhance our network and presence within B&H.

Review of Actions for Previous Report

Objective	Update	Status
<p>2020 report: The creation of SystemOne templates for the purpose of recording safeguarding alerts within the patient / carer record. This would support visibility, reporting at both a service and organisational level.</p>	<p>MAS have S1 risk template that included safeguarding concerns and as part of the covid response were integrated into Power Bi reporting to support the services covid response.</p> <p>MSK in 2021, commenced with the creation of S1 templates taking the learning from MAS while also recognising that they partner with SCFT. MSK remain in the testing stage.</p> <p>MSK may find it helpful to review the MAS Power Bi reports, particularly the services use of risk and safeguarding integration from S1 aiding visibility and reporting.</p> <p>MSK piloting was to be completed prior to other service such as IAS consider if integration into S1 would be helpful.</p> <p>UPDATE: No further progress has been made towards rolling out a S1 template across all services as other projects have taken priority.</p> <p>All services have a system in place to accurately record safeguarding concerns and</p>	<p>On hold</p>

	<p>therefore this remains a “nice to have” rather than a priority as services focus on reducing backlogs. See recommendations section.</p>	
<p>2020 Report: Service Safeguarding Leads to attending MDT training sessions provided by B&H Council and our local Trust that may enhance learning and deepen colleagues understanding and awareness of safeguarding.</p>	<p>Due to the covid pandemic service leads have not attended local authority training. While this training aids integration and collaborative working the services have leaned continued to work within partnerships across established clinical system.</p> <p>While restoration is still ongoing across the system, it would still be advantageous for managers and leads within clinical services to attend the MDT local authority training.</p> <p>UPDATE: Here are working with NHS Sussex to lean into their safeguarding training programme for level 3. Further partnership working needs to be developed between the new safeguarding lead and central safeguarding teams. See recommendations section.</p>	<p>Ongoing</p>
<p>2021 Report: IAS Workforce and Vaccination services to support retrospective reporting of mandatory training to aid assurance reporting and organisational visibility. The project should also look to enhance automation of reporting.</p>	<p>All services are now represented on Power BI reporting against the new training matrix which includes the Vacc unit and APC as IAS is no longer a Here managed service.</p>	<p>Completed</p>
<p>2021 Report: Here’s HR Matrix and Power BI package is required to be updated to capture Level 3 data for IAS Core to improve reporting and visibility. This will</p>	<p>Both the training matrix and Power BI have been updated to reflect level 3 training across all services. Compliance rates against level 3 require significant</p>	<p>Completed</p>

<p>require services providing the information to HR for updating.</p>	<p>improvement and is highlighting under the recommendations section.</p>	
<p>2021 Report: Here's HR Matrix regarding roles, responsibilities, and training requirements to be updated as per guidance. Service Leads and Safeguarding Lead to support.</p>	<p>This has been revised as part of the training matrix review.</p>	<p>Completed</p>
<p>2021 Report: CQI membership to work with services to aid visibility and reporting of service level activity regarding adherence to the Intercollegiate Document.</p>	<p>This is challenging to audit and the suggestion is that this should be monitored via safeguarding training compliance rates and safeguarding alerts raised. As safeguarding alerts rose significantly in 2022, this indicates an increased awareness of safeguarding issues. Suggestion is that this is closed and instead clinical services embark on a benchmarking exercise to understand any differences and whether there is evidence of under or over reporting. See recommendations section.</p>	<p>Closed</p>
<p>2021 Report: Clinical services to have training updates in line with the Intercollegiate Document completed by 31st March 2022.</p>	<p>Appropriate training modules have been identified as part of the new training matrix and includes a mix of e-learning (via e-learning for health) and face to face training via NHS Sussex safeguarding team.</p>	<p>Complete</p>

The board is asked to approve this report and agree the actions proposed. Once approved by the board, this report will be published on the HERE website.