



Bolton Safeguarding Adults Board

Our Annual Report 2019-20



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Introduction from the Board Manager

It gives me great pleasure to introduce the Bolton Safeguarding Adults Board annual report for 2019-20. The year has seen a lot of change for the Board.

I believe the Board is in a transitional phase, taking what it has learnt over the past year and transforming into something stronger.

To be able to take the work of the Board forward, a review of our key priority areas is essential to ensure that the strategic business plan is deliverable and has the greatest impact on the community.

As you can see in the contributions from agencies at the end of this report, agencies have worked hard to contribute to Safeguarding adults at risk across the borough, and this is a credit to the partnership.

We recognise that there is a need to improve in some areas. These areas have become the new key priorities for 2020-21. Our new priorities and future direction of the board is discussed further in this report.

Finally, we have already begun to work more closely with the Bolton Safeguarding Children Board, and the Community Safety Partnership. We recognise that there are key areas of work which involve all these statutory bodies, and we need to work together to tackle them more effectively. We have focused on Domestic Violence as our first shared priority, but others will follow during the coming years.

At the latter end of the municipal year COVID19 pandemic commenced in the UK, the impact of the pandemic has been widespread and affected all aspects of the partnerships work, the Safeguarding work at this point was paused to enable all agencies to respond to the emergency situation.

As the partnership entered 2020-2021 the Safeguarding focus primarily would be to focus on safeguarding the most vulnerable in their response to the COVID19 pandemic and the consequences such national measures had on adults at risks wellbeing and ensuring their needs could be met safely.

Charlotte Thaker – Safeguarding Adults Board Manager, Bolton Safeguarding Adults Board.

Welcome Message from Executive Cabinet Member

Firstly, I would like to take this opportunity to thank our partner agencies in working collaboratively in ensuring the agenda for adults meet the statutory responsibilities in supporting adults at risk of harm in Bolton. The Care Act (2014) clearly defines the duties and responsibilities for all of the partners organisations that work together to safeguard adults at risk and in particular the three statutory partner; Bolton Council, Greater Manchester Police and Bolton NHS Clinical Commissioning Group.

All partners wholeheartedly continue to work together to promote a stronger and safer range of local services and to strengthen Bolton's culture of supporting adults at risk of harm.

To do this, we have continued to strive to deliver our two year strategic plan. To achieve these ambitions and deliver safer services to the Bolton communities, we have worked in partnership with our multi-agency partners and most importantly with the people who use our services.

We know that continuing to achieve our priorities still presents us with a significant challenge and we also know that some of the actions identified by the Board will take time to develop.

We will provide annual information on the implementation of this strategy, and I look forward to working together to achieve more effective and safer services and communities in Bolton.

Bolton's partnership was tested to its limits at the end of the municipal year and into 2020/21 in their response to the COVID19 pandemic. The impact of the pandemic has seen the sad loss of many vulnerable adults with underlying health conditions, especially in our care homes who were greatly impacted at the start of the pandemic. The strength of the partnership and commitment of care providers was truly evident in the response and will continue to be as we enter the new year for the board.

Inevitably much of the proactive work of the partnership will be overtaken with emergency response and recovery, the board will play a pivotal role in ensure that adults at risk of harm are protected through the extraordinary times ahead.

Cllr Andrew Morgan

**Executive Cabinet Member
Adult Services and Safeguarding**

Vision of the Bolton Board

The BSAB works to promote a zero-tolerance culture towards abuse and neglect of adults who are vulnerable, and its work is underpinned by the following ethos and principles:

- Living a life free from harm and abuse is a fundamental human right of every person.
- Safeguarding adults at risk and their carers is everyone's business and responsibility.
- All organisations and local communities have a responsibility to ensure that they foster a culture which takes all concerns seriously, and enables transparency, reporting of concerns and whistleblowing.
- All staff and volunteers in whatever the setting have a key role in preventing abuse or neglect occurring and in taking prompt action when concerns arise.
- Adults at risk and their families, carers or representatives must have access to information regarding the standards, quality and treatment they can expect to receive from any individuals (paid or unpaid), services or organisations involved in their lives.
- A 'Making Safeguarding Personal' approach is essential to ensure that any support offered or provided is person centred and tailored around the needs, wishes and the outcomes identified by the adult. The person at risk at the centre of any safeguarding process must stay as much in control of decision making as possible.
- All organisations must have processes aimed at preventing abuse from occurring in the first instance and to enable support to be offered at an early stage.
- When abuse does take place, it must be identified early and dealt with swiftly and effectively, and in ways that are the least intrusive and most proportionate.
- People supporting adults with care and support needs and/or their carers must possess the appropriate level of skills, knowledge and training to safeguard adults from abuse.

Front Door - Safeguarding reporting

Bolton's Borough, made up of eight townships, has a total population of around 285,372 (mid-2018 population estimates) as published in the Bolton JSNA document. In line with developments across the country, Bolton has an ageing population. Bolton has an ethnically diverse population, with 18% belonging to a non-white ethnic group. 8% of the population are of Indian background, the largest such community in North West England. The next largest ethnic group is Bolton's population of Pakistani background at 4% of the Borough's population. Bolton's White population makes up 82% of the total, with the vast majority identifying as British.

Partnership Working - Safeguarding Adults and Children

Due to austerity we continue to work in a challenging environment. We have therefore been exploring ways in which we can be more effective by working together. Over the last year we have worked hard to strengthen our working relationships with the Safeguarding Children Board and Community Safety Partnership. We have been reviewing how we as Boards (Adults and Childrens) can work better together to have a more joined-up approach, so we can work together across key priority areas that affect the whole population. Working together can avoid duplication of work and streamline our services. The main area of work which we have focused on is domestic abuse. But we are exploring other areas, and we will continue to explore how we can take this partnership working forward.

Structure of the Board

The following core statutory organisations are members of the Board:

- Bolton Council Children and Adult Services.
- Greater Manchester Police.
- NHS Bolton Clinical Commissioning Group.

The following organisations are invited to be members of the board as essential partners for Bolton;

- Bolton Council Strategic Housing Partnership.
- Greater Manchester Fire & Rescue Service
- Bolton NHS Foundation Trust
- Greater Manchester Mental Health NHS Foundation Trust
- Healthwatch Bolton
- National Prison and Probation Service
- The local Community Rehabilitation Company.
- Community, Voluntary Sector
- Chair of the Executive Safeguarding Adults Board
- CQC Representative

By invite:

- North West Ambulance Service.
- NHS England will attend only where there are specific concerns that require NHS England oversight or action.

The following will be members in an advisory capacity:

- Bolton Council Legal Services.
- Safeguarding Board and Partnership Manager.
- Lay Member
- GP Lead for Safeguarding (as and when required)

The elected cabinet member for Adult services will be a member of the board who can input and bring community issues to ensure the board is aware of local issues.

Board members are all senior officers of their organisations who are responsible for effectively representing their organisation and have the authority to make decisions on their agencies' behalf. Each agency is responsible for ensuring work around safeguarding takes place effectively in their organisation and contributes to the partnership's vision and priorities.

To support the work of the Board there is a Safeguarding Executive Group which oversees the work of the priorities identified for the year's work program. This work program was delivered through the activities of 4 subgroups.

Professional advisors share their knowledge and expertise to support members in carrying out their functions and duties. The advisors normally attend all meetings of the Board and provide a legal opinion and perspective of relevant legislation, policy and practice issues.

The role of the observing member has been to scrutinise and has held the board to account on the decisions, activities and actions of the BSAB in their efforts to ensure adults at risk are safeguarded. They are not part of the decision-making process.

Our work ensures that local safeguarding arrangements are in place and partners act to help and protect adults in the Bolton district who:

- have needs for care and support (whether or not these needs are being met)
- are experiencing, or at risk of, abuse or neglect
- as a result of these care and support needs, are unable to protect themselves from either the risk of, or the experience of abuse or neglect.

We achieve our aims and objectives through the following structured planning process.



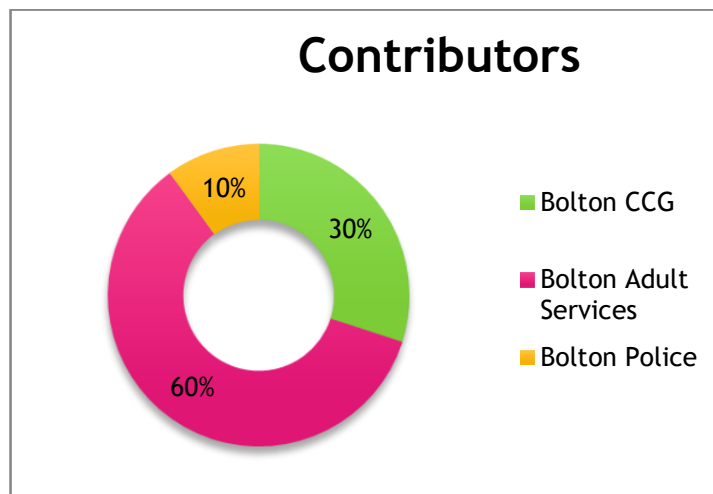
Attendance at the Board and Executive Group

The full BSAB meets on a bi-monthly basis during, the work of the BSAB is supported by the BSAB Executive Group. This Group consists of senior managers from some of the key partner agencies of the Board. The Executive Group meets regularly in between the full BSAB's meetings and is chaired by the Deputy Director – Adult Services, Bolton Council.

Financial Arrangements

This year the BSAB received total funding of £100,000, detailed in the figure below. Three key statutory agencies had agreed to contribute financially to the BSAB's operating budget before the year began. This ensured that the Board was prepared to meet its new statutory requirements and enabled the formation of BSAB Business Support Team to support the partnership to meet its obligations.

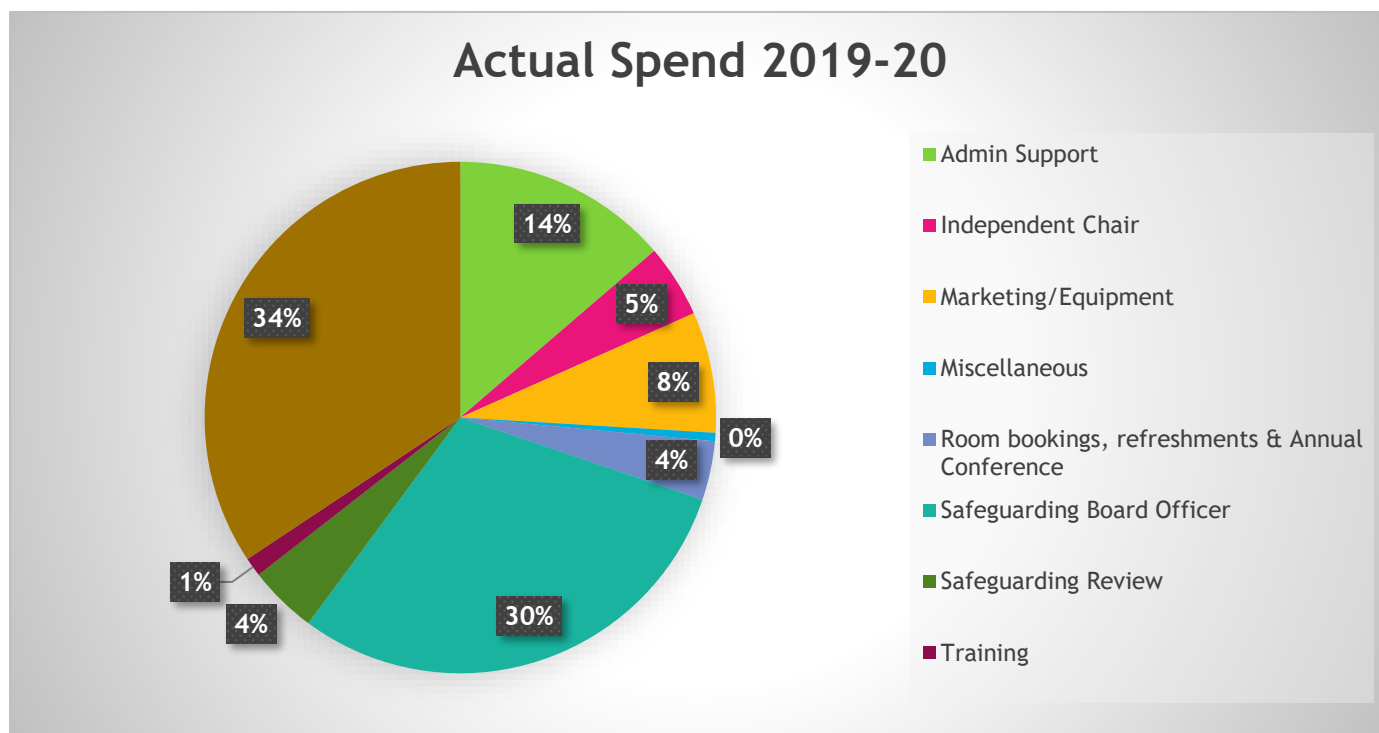
The board approved a notional budget of £100k per year in 2014. This was in response to the Care Act and the board becoming a statutory function, and that the financial contributions were to be made by the three statutory partners. The contributions were based on the children's board % split as demonstrated below;



The Local Authority, Greater Manchester Police and NHS Bolton CCG have continued the contributions at the agreed level in 2019/20. Other organisations have contributed 'in kind' to the board, by allowing access to venues free of charge, and contributing to the Board's sub-groups and training pool.

Expenditure

The figure below indicates 2019/20 BSAB expenditure. Staffing costs, comprising the independent chair for half a year and the BSAB Business Support Team, make up the majority of expenditure, followed by the Board's funding of multi-agency training opportunities. Overall, there was an underspend for this financial year and will be held in the board's reserves. The Board reserves will be drawn down on for future Safeguarding Adult reviews as and when required. The reserves are slightly higher than last year due to the vacant chairs post.



Things to Celebrate



May 2019 – Understanding Information in Safeguarding Adult Reviews

The SAB commissioned SCIE to deliver a piece of partnership training to support agencies with SARs and how agencies can contribute information. The training explored new tools for creating agency timelines,

analysing practice and understanding how better to draw out what the wider learning maybe used for the agency and across the whole partnership.

November 2019 - Safeguarding Awareness Week



After a successful launch in 2018 the Anne Craft Trust announced the return of National Safeguarding Adults Week.

During 2019-20 the trust partnered with The SAB Manager Network from across Greater Manchester. The aim was to create a time where we can all focus on safeguarding adults – so we can be better, together.

Over the week the trust focused on different key themes **National Safeguarding Adults Week 2019 – Key Themes:**

- Self-neglect
- Modern slavery
- Online bullying and cyber security
- Disability hate crime
- Financial abuse
- Forced marriage
- The Prevent Agenda
- Safeguarding adults in sport and activity

Safeguarding awareness week was an opportunity to promote Safeguarding Adults in Bolton with both our partner and the public. Across the week, in Bolton there were several different sorts of engagement events, distributed resources to all partners, UCAN centres and libraries.

Online Referral Form November 2019

In November 2019 the Safeguarding adults Board launch its online referral form. This has been a positive tool that enables professionals to make referrals whilst they are out in the community. It has also been a much needed tool to support the community to feel empowered to make referrals regarding adults when they believe there is a concern. This online referral form was a great piece of partnership working.

A screenshot of the Bolton Council website showing the 'Adult Safeguarding Referral' form. The page header includes the Bolton Council logo and a search bar. The main heading is 'Adult Safeguarding Referral' with the Bolton Safeguarding Adults Board logo below it. There is an 'Important notice' section with a small font of text, followed by a 'Feedback' link. The 'About the adult at risk' section contains a form with a 'Name' field and a 'Address' field.

BSAB Away day – February 2020

In February the SAB held an away day with all partners from the Board and from the Executive, throughout the day there was a great reflection on effectiveness of the SAB?

- What are we doing well?
- What aren't we so good at?
- How are we going to improve?



Safeguarding Partnership activity in 2018/19 and what this means

Bolton Safeguarding Adult Board

2019/2020 Annual Report

Making Safeguarding Personal

Performance Headlines	Performance Spotlight Data																																																																																																																																																
<ul style="list-style-type: none"> The latest performance from the Adult Social Care Survey (2018/19) which make up part of ASCOF, indicate that Bolton has seen an increase from the previous year in the proportion of people who use services who feel safe. An increase was also noted in the proportion of people who use services who say that those services have made them feel safe and secure. 80% expressed their desired outcomes when asked in 2019/20. This is similar with the overall average for 2018/19 of 79%. In comparison to 2018/19, there was a significant higher proportion of people whose desired outcomes were achieved (18/19 = 62% and 19/20 = 89%). The rate and numbers of monthly safeguarding enquiries have seen slight fluctuations during the year. However these are significantly above the previous years. During 2019/20, the majority of individuals who lacked capacity received support and showed a more stable picture from previous years. The proportion of DOLS applications from a Hospital setting has seen a decrease compared to the previous year. (Overall average 2019/20 = 16.8% and overall average 2018/19 = 20.1%). The proportion of urgent DOLS applications has seen a slight increase compared to the previous year. (Overall average 2019/20 = 35.2% and overall average 2018/19 = 33.4%). During 2019/20 the proportion of authorisations granted has remained stable and is similar to the previous year. 	<p>Was the person asked about their desired outcomes?</p> <table border="1"> <caption>Was the person asked about their desired outcomes?</caption> <thead> <tr> <th>Quarter</th> <th>Yes, outcomes expressed</th> <th>Yes, no outcomes expressed</th> <th>No/Don't Know/Not Recorded</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>80%</td> <td>10%</td> <td>10%</td> </tr> <tr> <td>Q2</td> <td>78%</td> <td>12%</td> <td>10%</td> </tr> <tr> <td>Q3</td> <td>82%</td> <td>8%</td> <td>10%</td> </tr> <tr> <td>Q4</td> <td>78%</td> <td>12%</td> <td>10%</td> </tr> <tr> <td>Total 2019/20</td> <td>80%</td> <td>10%</td> <td>10%</td> </tr> </tbody> </table>	Quarter	Yes, outcomes expressed	Yes, no outcomes expressed	No/Don't Know/Not Recorded	Q1	80%	10%	10%	Q2	78%	12%	10%	Q3	82%	8%	10%	Q4	78%	12%	10%	Total 2019/20	80%	10%	10%	<p>Where a person was asked about their desired outcomes, were they achieved?</p> <table border="1"> <caption>Where a person was asked about their desired outcomes, were they achieved?</caption> <thead> <tr> <th>Quarter</th> <th>Outcomes Fully Achieved</th> <th>Outcomes Partially Achieved</th> <th>Outcomes not achieved</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>82%</td> <td>10%</td> <td>8%</td> </tr> <tr> <td>Q2</td> <td>85%</td> <td>8%</td> <td>7%</td> </tr> <tr> <td>Q3</td> <td>88%</td> <td>8%</td> <td>4%</td> </tr> <tr> <td>Q4</td> <td>85%</td> <td>10%</td> <td>5%</td> </tr> <tr> <td>Total 2019/20</td> <td>89%</td> <td>8%</td> <td>3%</td> </tr> </tbody> </table>	Quarter	Outcomes Fully Achieved	Outcomes Partially Achieved	Outcomes not achieved	Q1	82%	10%	8%	Q2	85%	8%	7%	Q3	88%	8%	4%	Q4	85%	10%	5%	Total 2019/20	89%	8%	3%																																																																																															
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Bolton Safeguarding Adult Board

2019/2020 Annual Report

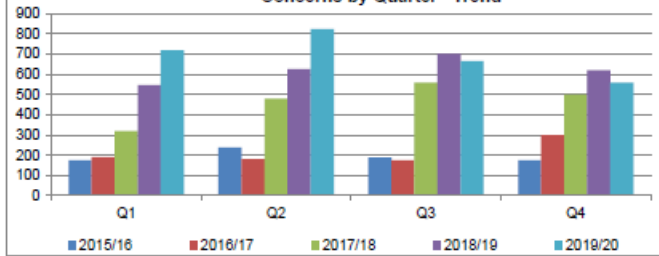
Proportionality

Performance Headlines

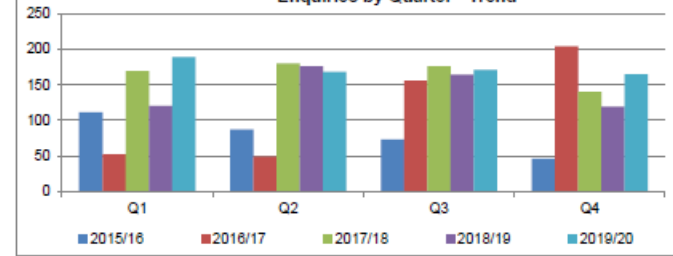
- During the first half of 2019/20 there was a notable increase (from previous years) in the number of concerns. In Q3 and Q4 there was a decrease in these numbers which is below the same period last year.
- The number of safeguarding enquiries has remained similar over the year, with slight fluctuations.
- It is noted that fewer north west authorities data is available to enable a complete comparison against the region. The latest available regional average is from Q2 2019/20, which shows that the number of Concerns and Enquiries in Bolton are above the North West average.
- During 2019/20, there has been fluctuations in the proportion of the risks being removed. In comparison to the previous year the same proportion of the risks have remained, with 2019/20 having a slightly higher proportion of risks being removed than 2018/19.
- In 2019/20 the majority of abuse that was detected/reported was by a Health Professional followed by Council Professional. This follows the same noted in 2018/19.

Performance Spotlight Data

Concerns by Quarter - Trend



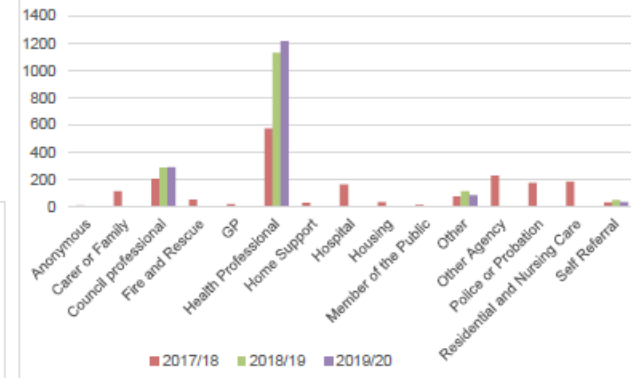
Enquiries by Quarter - Trend



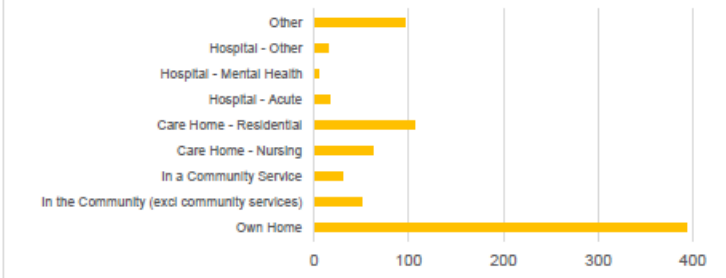
Section 42 enquiry outcomes in relation to risk

	2019/20	
	No.s	%
Risk Remained	37	7%
Risk Reduced	358	68%
Risk Removed	126	25%

Breakdown of concerns received by source of referral



Enquiries by Location of Abuse - 2019/20



BSAB Plan for 2020-23

It is vital that clear processes are in place to identify learning from serious cases so that lessons can be used to improve partnership working.

Our work ensures that local safeguarding arrangements are in place and partners act to help and protect adults in the Bolton district who:

- have needs for care and support (whether or not these needs are being met).
- are experiencing, or at risk of, abuse or neglect.
- as a result of these care and support needs, are unable to protect themselves from either the risk of, or the experience of abuse or neglect.

We achieve our aims and objectives through the following structured planning process.



Outcomes for the people of Bolton

Bolton Safeguarding Adults Board want the below outcomes for people of Bolton;

- Being able to locate information about safeguarding adults
- Having the opportunities to give my views and experiences of adult safeguarding to inform practice
- Knowing how to seek support and advice on safeguarding issues
- Knowing where to find clear information on how to report abuse and concerns

Strategic Priorities for 2020-23

The strategic priorities set out below have been formulated use the intelligence and evidence from the 2019/20 Annual Report.

Strategic Priorities

Objective

People in Bolton have a voice in the service they receive	Improve engagement with all partners and the different sections of the community to strengthen adult safeguarding in Bolton. Ensuring that the voice of the adult is central to safeguarding adults practice across the whole partnership in Bolton.
Reduce the prevalence and impact of hoarding	Develop an integrated approach to identifying and responding to the prevalence and impact that hoarding has on the community and on services.
Domestic Abuse	Develop and deliver on the new joint partnership strategy and business plan. Focus on Prevent, Protect and Repair.
Workforce Development with Effective Practice	Develop more multi-agency audits with key lines of enquires to help highlight good practice and identify gaps in in processes but single agency and multi agency.
Improve Board Effectiveness	Ensure that learning is captured from Safeguarding Adult Reviews both locally and nationally to improve outcomes for the people of Bolton. Strive to have more sophisticated data sets which help to demonstrate exactly what is happening across Bolton in relation to safeguarding adults.

Appendix 1 - Our key priorities for 2018-20: How is the partnership delivering the priorities which were set a year ago...?

Ensure our safeguarding processes are effective	
Bolton Council	<p>Bolton Council continues to be committed to ensuring our safeguarding processes are effective. Over the last year we have been working towards implementation of new documentation. However, this has been delayed due to the Covid pandemic with a revised completion date of December 2020.</p> <p>The Safeguarding Adults Team continues to be co-located with the police and children services enabling consistent and timely responses to safeguarding concerns.</p> <p>Managers responsible for Safeguarding regularly review safeguarding performance, the impact of training to identify trends and areas of concern with service providers and taking action where necessary for example, using information to inform the multi-agency Safeguarding Intelligence Forum (SIF) with actions agreed across partners to improve services and offer support to providers.</p> <p>Following on from the successful online referral pilot with Bolton NHS Trust the online referral to the Safeguarding Team is now live to members of the public and professionals to enable people to report safeguarding adult concerns. The Safeguarding team continues to be responsible for actioning these contacts and their outcomes and providing feedback to the referrer where appropriate to do so.</p> <p>We actively contribute to the Safeguarding Adult Board and all its functions and undertake multi agency audits and self-assessment to demonstrate our effectiveness and highlight areas of improvement.</p>
GMP	<p>GMP continues our commitment to ensuring our Safeguarding processes are effective. Police continue to be co-located with the Safeguarding Adults team and Children's services. We actively contribute to the Adults Board and undertake multi agency self-assessment and audits.</p> <p>We have made a significant investment of staff into the triage function around domestic violence and vulnerable adults to ensure that appropriate investigation, referral, support and risk management can be done in a timely and effective manner.</p> <p>We have an effective governance structure both locally in Bolton and GMP-wide with senior management and governance around all areas of Vulnerability and Safeguarding.</p>

<p>NHS Bolton CCG</p>	<p>NHS Bolton CCG have the current safeguarding polices in place to support its internal safeguarding arrangements:</p> <p>This includes:</p> <ul style="list-style-type: none"> • Safeguarding children and adults policy. • In current contracts for all commissioned providers. • A standard in the safeguarding audits that the CCG undertake for all CCG commissioned providers. The CCG have a 12 month rolling programme. • The CCG provide advice and support to anybody making contact with the CCG safeguarding team about cases but do not directly manage them operationally.
<p>Greater Manchester Mental Health Trust</p>	<p>It is the responsibility of every NHS funded organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied, with the well-being of those adults and children at the heart of what we do. All NHS organisations need to ensure that there is sufficient capacity in place to fulfil their statutory duties and should regularly review their arrangements to assure themselves that they are working effectively.</p> <p>As an NHS Trust, GMMH we are required to:</p> <ul style="list-style-type: none"> • Demonstrate we have safeguarding leadership, expertise and commitment at all levels of the organization. • Ensure our staff are appropriately trained in safeguarding adults, children, prevention of domestic violence, the MCA and deprivation of liberty, at a level commensurate with staff role and in line with the intercollegiate documents. • Have effective arrangements in place to safeguard children and adults at risk of abuse or neglect and to assure ourselves, regulators and their commissioners that these are working. <p>The effectiveness of our safeguarding arrangements and systems are monitored, assured and regulated by a number of bodies and mechanisms:</p> <ul style="list-style-type: none"> • The Greater Manchester Safeguarding Children, Young People and Adults at Risk Contractual Standards – annual standards audit. • Monitoring of our compliance with Section 11 of Children Act 2004. • Commissioning, procurement and contract monitoring. • External regulation and inspection by the CQC, Ofsted. • Quarterly CCG Quality, Safety and Safeguarding audits. • Multi-agency audits/self-assessments by Local Safeguarding Partnerships.

GMMH has a comprehensive suite of safeguarding policies, procedures and practice guidance, which are aligned and work alongside the multi-agency procedures across each of our Divisions that support staff to identify and respond to safeguarding concerns. They promote an integrated and think family approach, with a clear focus being on the voice of the child, young people and adults; making safeguarding personal to everyone, collectively as a family or on an individual basis.

The Trust is committed to:

- Work in partnership with other organisations/patients and families/ carers to promote high quality safeguarding;
- Promote a positive culture around safeguarding within the organisation.
- Creating and supporting a working environment that enables professionals to develop skills and knowledge in safeguarding.

The CQC undertook an inspection of our services in 2019 to ensure that we continue to meet the fundamental standards of quality and safety. We maintained our overall rating of 'GOOD'.

During 2019/20, the Mersey Internal Audit Agency (MIAA) undertook a comprehensive review of the Trusts safeguarding arrangements. The overall objective of the review was to assess the systems and processes in place across the organization, with regards to safeguarding children and young people, reviewing compliance with national policy and guidance. We were assessed as having been able to provide:

Substantial Assurance

'There is a good system of internal control designed to meet the system objectives, and that controls are generally being applied consistently'

During the reporting period the Trust developed an annual audit program, which covers qualitative and quantitative information around:

- Safeguarding practice
- Impact of training
- Impact of policies and procedures
- Voice of the child and adult

This ensures scrutiny of our safeguarding practice and processes and enables us to identify areas for further learning and development.

<p>Bolton NGS Foundation Trust</p>	<p>Bolton NHS Foundation Trust continues to strive to ensure all staff, regardless of designation endeavour to safeguard patients in their care and also safeguard the staff delivering that care. Again, as last year the Trust's Adult Safeguarding provision has received an average of 180 referrals / month.</p> <p>Safeguarding underpins all of the Trust Values of Vision, Openness, Integrity, Compassion and Excellence, acknowledging that it is everyone's responsibility to safeguard. Process, procedures and activity are reviewed on a bi-monthly basis by the Trust Safeguarding Committee chaired by the Director of Nursing with all Trust Divisions being represented.</p> <p>To ensure all Ward areas and District Nursing Teams maintain the NHS England Safeguarding Standards a member of the Safeguarding Team assesses each area on an annual basis using the Bolton System of Care Accreditation (B.O.S.C.A.). In addition, the Trust has been assessed against the NHS England standards for Adult Safeguarding by the Clinical Commissioning Group with all being achieved.</p>
<p>Bolton CVS</p>	<ul style="list-style-type: none"> • Bolton CVS demonstrates commitment to safeguarding both through its' internal practices, policies and though the development support it provides to the VCSE sector, eg through supporting governing bodies (eg, boards of trustees) and paid staff of VCSE groups to ensure they have up-to-date safeguarding information and correct and appropriate systems and policies in place. • Bolton CVS uses a range of organisational and governance audit tools to support VCSE group to identify areas of strength and areas of development and puts support plans in place to help groups achieve effective standards around safeguarding. • Bolton CVS is committed to ensuring the embedding of safeguarding skills and knowledge across the VCSE sector in Bolton and will shortly be recruiting to a new role of Safeguarding and Governance Senior Officer. • Safeguarding duties are reflected in Bolton CVS Operational Plan which outlines our commitment to strong leadership by attaining and maintaining key quality standards and robust governance. This includes annual health and safety risk review and adult safeguarding training for staff and volunteers. • 'Safeguarding' is a standing item on agenda for both Bolton CVS Board and operational meetings. • Bolton CVS staff have a range of opportunities to review practice and share concerns: In line management meetings, annual review meetings, team meetings, operational and leadership meetings, annual staff survey and staff training and briefings. • Volunteers that support the work of Bolton CVS have regular support sessions in place to raise concerns with their named staff member. • Bolton CVS has a whistleblowing policy in place for staff and volunteers which outlines the process for raising concerns internally and support available from independent whistle blowing charity PCAW. • All data is recorded on a secure database, Data Protection policy is in place and all staff and volunteers receive annual refresh training. • Safer recruitment practices are in place and DBS checks completed as appropriate for the staff/volunteer role. <p>The Safeguarding and Governance Senior Officer came into post at the end of October 2019. This role focuses on embedding good governance and safeguarding practices within VCSE organisations.</p>

<p>Bolton at Home</p>	<p>Bolton at Home record all Safeguarding referrals received into the team. Safeguarding referrals are resolved and assessed to ascertain if further support is required. If support is required, the customer is referred into our Tenancy Support & Sustainment Service for further and ongoing support. This on-going support is not time limited and is in place for as long as it is required, possibly up to 12 months. Once referred to a TSS Officer performance monitoring continues until the case is closed. We monitor performance and outcomes during 121's with staff, quality checking cases on ECCO (the system we use in BH to record all our support cases) and by using customer surveys. A newly developed 'closure process' is now in place to ensure cases are only closed when it is established outcomes have been achieved and the customer is either open to another service or is engaging actively with agencies/support groups/receiving positive family support.</p> <p>Also partnership working with Housing Options ensures the referral pathways are robust and fit for purpose, ensuring timely support for vulnerable people. Joint working with Social Care and other agencies to provide support to families in their own homes, with a commitment to appropriate information sharing and a focus on positive outcomes for people is also in place.</p> <p>The Careline customer survey has also been rolled out in July 2019 with feedback used to review provision. All new Careline customers totalling 351 were contacted four weeks after signing their contract to ensure they are happy with the service / equipment. From these contacted 95.7% were satisfied with Careline, and 99% of those receiving an emergency response visit felt they were treated with dignity and respect.</p>
<p>Bolton Strategic Housing Partnership</p>	<p>Bolton continues to deliver housing services across a wide ranging partnership consisting of; Bolton Council as the strategic lead, Bolton Community Homes (BCH) our strategic housing partnership, Bolton Inter-Agency forum (focussing on homelessness) and a range of joint working groups on specific priority areas such as choice based lettings, hoarding , money skills, supported housing etc. Our work involves a range of organisations including- Registered Social Landlords (RSLs), community and voluntary organisations, housing developers and private sector landlords as well as statutory organisations working in Bolton and across Greater Manchester.</p> <p>Our largest RSL, Bolton at Home manages over 19,000 properties and have provided additional information towards this annual report separately.</p> <p>To ensure housing safeguarding processes are effective we work in partnership, sharing information and ideas as well as representing the housing partnership on both the Safeguarding Adults Board and Executive. Housing is also represented on all sub-groups of the Board. There is also a Housing Safeguarding Subgroup covering both Children and Adult Safeguarding at which information is shared and cascaded to all housing partners.</p> <p>All key housing partners have a safeguarding lead and safeguarding policies, including monitoring systems and service-user surveys to ensure processes are effective.</p>

	<p>The Housing Services delivered by the Council are monitored on a quarterly basis, some performance data is now reported to Safeguarding Adults Board. Service-user surveys are also used for feedback e.g. Mediation Service, Money Advice</p> <p>BCH partners are also represented at the Domestic Violence and Community Safety Partnerships and the Hate Crime Steering Group. Partners will also attend MARAC when relevant.</p>
GMFRS	<p>In accordance with the GMFRS Safeguarding Policy, all staff, particularly front-line service delivery staff, will continue to be responsible for identifying and highlighting risk to ensure that appropriate steps are taken to safeguard children, young people and vulnerable adults. All GMFRS employees are required to complete e-learning training appropriate to their roles and periodic refresher training as specified by the organisations policy. Individuals recognised by their role as Designated Safeguarding Officers are appointed and trained, subject to mandatory refresher training every 2 years, to provide guidance to staff who are concerned about the safety and welfare of individuals at risk. Certain Borough Based staff are also designated to support Local Safeguarding Boards and attend meetings as appropriate.</p> <p>GMFRS Safeguarding Training packages currently focus on recognising, identifying and responding to signs of abuse, neglect and other concerns, enhanced by local Borough staff to include local Safeguarding processes in terms of reporting.</p>

Embed making safeguarding personal into all service delivery across the partnership	
Bolton Council	<p>“Making Safeguarding Personal” agenda is an integral part of our safeguarding process ensuring that they have a voice through the process. At the beginning of each enquiry we contact the individual or their advocate to ask them what they would like the outcome of the safeguarding process to be. This remains mandatory within our electronic records. Outcomes are collated and evaluated at the end of each episode. Explanations are required to justify whether outcomes are fully, partially, or not met. During the last year we have seen outcomes being fully achieved for the individual increasing from 74% to 89%.</p> <p>Each year Bolton Adult Services consults with service users and/or their representative in an annual review which gives individuals an opportunity to tell us whether they feel safe. Should they highlight they have concerns, we then make contact with them to determine how we can support them and if there are any safeguarding enquiries that need to be undertaken.</p>

	<p>At the conclusion of the safeguarding process Social Workers are encouraged to give out the Council's "Tell us what you think" forms to capture service user and advocates views about their experience throughout the safeguarding enquiry , so that we can evaluate and make changes in how we support people through the process.</p> <p>Service users and advocates are encouraged to attend any meeting at their choice of venue and in recent months utilisation of teleconferencing when convenient for the individual. If they do not want to attend or are unable to the details of the meetings are fed back to them and they will receive a copy of the minutes.</p>
GMP	<p>GMP are committed to working within the Victim's Code of Practice (VCOP) to ensure regular updates and victim care is provided and continued training and governance seeks to strengthen this key area of engagement.</p> <p>Each District has a Victim's Service Coordinator to ensure that needs are met and supported, help and assistance provided.</p>
NHS Bolton CCG	<p>The CCG have ensured that contractually providers engage with the Making Safeguarding Personal agenda as the CCG Safeguarding team have put a standard in the contract.</p>
Greater Manchester Mental Health Trust	<p>2. Embed making safeguarding personal into all service delivery across the partnership</p> <p><i>It is important that, where possible, service-users and their families have a voice in the service they receive, and that we ask them if they have achieved the outcomes they wanted.</i></p> <p><i>We also need to involve service users more in the work of the Board and consult with them whenever possible.</i></p> <p>As a Trust we promote person-centred care by taking a rights-based approach whilst working with various risks people live with, taking the person's involvement as our starting point whilst using legal frameworks to assess risk and intervene where there is serious risk of harm.</p> <p>Our key focus is on developing a real understanding of what people wish to achieve, agreeing, negotiating and recording their desired outcomes, working out with them (and their representatives or advocates if they lack capacity) how best those outcomes might be realised and then seeing the extent to which desired outcomes have been achieved.</p>

Bolton Case Study 1:

Safeguarding concerns were raised in relation to a gentleman (Mr A) who lived alone. Local youths were entering his property, financially exploiting him, intimidating him and using illicit substances in his flat. The Safeguarding Adult Team were involved and the appropriate liaison and strategy meetings were held involving Police, the LA safeguarding team, Housing, Mr A and family.

The flat was in need of repair and attention due extensive damage. Repairs to the property were requested by the care coordinator who also helped Mr A secure financial assistance. Mr A moved into 24 hour care on a temporary basis whilst repairs were carried out. This allowed for further assessment, care and alcohol detox. Mr A returned home but started drinking heavily again. His physical and mental health deteriorated to the point where he could not attend to his basic needs.

Perpetrators started attending the property again upon his return. The police were made aware and a number of actions were required to address the situation.

A number of professionals and strategy meetings were held with the full participation and involvement of Mr A. Professionals listened to his views and what was important to him. Whilst it was clear that some risks remained the multidisciplinary approach was to support Mr A to live as safely as possible in his home, which was in line with his wishes.

A series of capacity assessments were completed aimed at maximising Mr A's participation to assess his ability to live in the property and his understanding of possible exploitation taking place. This was difficult to assess at times due to Mr A's alcohol use. Whilst Mr A reported feeling safe in 24 hour care, his wish was to return to live in his own flat.

Housing discussed the option of rehousing Mr A, however, he owned his flat and wanted to continue living there. Mr A accepted a referral to substance misuse services and the Achieve service talked to him about addressing and reducing his alcohol intake. A support plan was commissioned to help Mr A to meet his care and support needs.

Despite this support and intervention Mr A was found one day by his carers after having fallen. He was immediately taken to hospital but it was soon apparent that this incident had left him significantly impaired due to further health

complications. During this time care co-ordinator and her colleagues attempted a variety of methods to enable Mr A's communication – for example, using an I-pad to try to ascertain his wishes. Unfortunately, Mr A was assessed as having lost capacity regarding his safe accommodation, care and support as he could not retain or assess information, neither could he communicate his views. As a result, he was assessed as requiring 24h care following Best Interest Meetings. Although impaired it is not clear whether Mr A will regain some level of capacity and it is hoped that he might still recover to some extent to determine and achieve his wishes.

Bolton Case Study 2:

Bolton CMHT and inpatient unit identified safeguarding concerns regarding a male who experienced a significant deterioration in his mental health leading to admission to a mental health ward.

Mr B was of no fixed abode. He has been using alcohol to excess and had relinquished his previous accommodation. Concerns from his family and professionals supporting him were raised about uncharacteristic disinhibited and aggressive behaviour. A non-molestation order had been made against him regarding contact with his partner.

Other safeguarding concerns were raised regarding self-neglect, marked weight loss due to not eating, high risk behaviour and others financial abusing him while he was disinhibited and unwell. Mr B had allowed other people to take pictures of his bank cards.

Mr B was detained under the Mental Health Act due to the relapse of his mental illness and alerts were raised by mental health professionals with the adult safeguarding team. With their help multi agency strategy meetings were held to address his individual situation and actions were implemented to make him safe, secure his assets and listen to how he would like to address the issues.

Mr B's partner was considered at risk and in addition to the non-molestation order she was referred to MARAC due to Mr B's conduct towards her – she was supported by an Independent Domestic Violence Advocate (IDVA) and steps were taken by police to add intelligence regarding her details and the potential risk from Mr B when unwell. Carer support workers were also engaged with Mrs B to look at improving her awareness of his mental health condition as well as providing practical and emotional support.

	<p>While on the inpatient unit Mr B was able to accept treatment, advice and support. When he was assessed as regaining capacity and adequately recovering Mr B was asked by his care co-ordinator what he would like to happen in a number of areas – not least his family relationships, finances, accommodation and on-going support. A strategy meeting was convened and chaired by the safeguarding adult’s team and actions were agreed among agencies to support Mr B as his recovery was established.</p> <p>The team supporting him were clear that Mr B remained an adult at risk and his care co-ordinator aimed to build a rapport to develop a good understanding of his goals and desires; and by doing so maintain his long-term recovery and engagement with treatment services. However, Mr B also posed a risk to others hence the multi-agency recognition of his impact on others, especially his partner and the necessary steps required to safeguard her.</p>
<p>Bolton NHS Foundation Trust</p>	<p>October 2019 witnessed the implementation of the Trust’s ‘Electronic Patient Record’ which facilitates the ‘Making Safeguarding Personal (MSP) ‘agenda. The Safeguarding Team, along with the EPR Team have designed assessment documentation that allows victims to have a choice and a ‘voice’ in the safeguarding process. The victim’s consent is integral to all actions taken by staff members. MSP is integral the Trust’s ‘Safeguarding Adults at Risk Policy’ and all training provision.</p>
<p>Bolton CVS</p>	<ul style="list-style-type: none"> • Bolton CVS use demographic/service monitoring for all interactions across the organisations – this include both quantitative and qualitative monitoring. Feedback is used to help improve, shape and deliver our services to meet the needs of the VCSE sector. Case studies are used to demonstrate the outcomes and impact of our services and the impact of individual groups on the communities they support. • As Bolton’s Local Infrastructure Organisation, Bolton CVS does not deliver frontline services expect in the case of the Community Asset Navigator Programme (CAN’s)*. The Programme promotes self-care and compliments medical interventions. Community Asset Navigators connect health and care professionals and members of the community with the vast range of activities and services within the community and voluntary sector. CAN’s support people to have strength based conversations and access social and non-medical interventions to improve their health and well-being. The Programme delivers person-centred approaches, taking into account the views and wishes of the individual. Where safeguarding issues arise, this is discussed with the individual and the safeguarding lead at Bolton CVS. *The CAN’s Programme ended on 30th September 2019. • Bolton CVS has a formal Comments, Compliments and Complaints Policy. Issues that require discussion around change in practice or service are brought to Leadership Team and approval by the Board of Trustees.
<p>Bolton Housing Partnership</p>	<p>All Housing Partners embed making safeguarding personal into their service delivery.</p> <p>We now summarise some of our service delivery in 2019 -20</p>

Housing Standards

- Total number of service requests dealt with 3700
- Number of service requests about housing conditions 482
- Total number of housing inspections and revisits 932
- Total number of enforcement notices served - housing 334
- Number of cases involving reported filthy premises 25
- Between January and December, a total of 661 hazards were identified in properties. Between this same period 380 hazards were removed or reduced from properties making them safe and helping to protect the occupier's health.
- During the second year of our Rogue Landlord Project the team have continued to work with a variety of partners including the Police, Immigration and other regulatory services. This work aims to safeguard tenants and ensure those who exploit the most vulnerable are dealt with, whilst helping disrupt criminal activities. Such activities have resulted in 9 prosecutions being commenced by housing standards and partners. Issued the first 3 Civil Penalties (new legislation) against landlords for housing offences totalling over £50,000

Housing Options and Advice

- Accommodated 268 individuals under 'A Bed Every Night' scheme in Bolton. These are people who were either rough sleepers or were at imminent risk of rough sleeping.
- Accommodated 175 individuals under our Core Supported Provision, which is former Guest Houses that we have mobilised and make placements into these provisions. A number of services are attending these schemes to provide wraparound intensive support to these people, which enables us to support these individuals to look at further options for move-on, which would help prevent further rough sleeping and homelessness.
- Also, during the period between the 18th November – 27th March 2020, as part of an extension to the 'Bed Every Night' provision we opened a Night Shelter, called '*In off the Street*'. This provision assisted us to accommodate a further 93 people, who were also rough sleepers or at imminent risk of rough sleeping.

Refugee Services

- 45 vulnerable Refugees provided with accommodation and support with an Increased accommodation portfolio for temporary move-on accommodation.

Lease management Service

- 51 vulnerable people accommodated during the year in LMS properties preventing homelessness

Furnished Tenancy Service – supporting those in financial need / vulnerable

- The number of Local Welfare Provision awards 655
- Which includes 1254 furniture, carpets and white goods items

Money Skills / Money Advice

Energy Guidance

- Provided energy guidance to 177 customers and in total 208 fuel interventions
- 102 successful Warm Home Discount applications worth £140 each
- Advice/information to a further 52 customers
- 43 customers have saved money by switching suppliers or tariffs
- 9 vulnerable customers have been added to the Priority Services Register

Group training sessions

- Money Skills / Money Advice have delivered 7 training sessions to 9 members of staff and 57 customers.

Money Advice

- Money Advice have had 730 debt referrals 56.6% of which have turned into full cases. They have managed a total of £1,772,905 of debts and obtained £164,510 of financial gains for 434 customers – an average financial benefit of £4,464 per customer.

Time2Talk

Family Mediation Cases

- T2T have opened 81 cases and closed 67. Of the closed cases: - the situation had improved in 76% of cases.

	<ul style="list-style-type: none"> 87% of young people remained with their parents/carers and a further 9% returned to their family or another family member. <p><u>Passport to Housing</u></p> <ul style="list-style-type: none"> Together Money Skills and F4U have delivered 39 1-2-1 PTH sessions to 13 customers with a view to helping them to maintain future tenancies. This work is offered to residents in supported or temporary accommodation. These customers are often very difficult to engage with.
GMFRS	<p>The BSAB and BSAB Exec are supported by the attendance of a Designated Safeguarding Officer, currently the Borough Manager and Community Safety Manager respectively. The Community Safety Manager also supports sub group objectives as appropriate. GMFRS actively support any campaigns to improve engagement in the wider community and promote the work of the Board. The organisation is currently undergoing a major Programme of Change that could have an impact on the capacity to continue supporting BSAB at the same level in the future. These changes are expected to be implemented by April 2021, although consultation has now ended, there have been several amendments to original decisions based on feedback from external stakeholders and internal working groups. It would appear that existing safeguarding management structures will remain as they are now with support being provided by Community Safety Managers/Prevention Managers and Borough Management Teams.</p>

Improve Engagement with Service-Users and the wider community to promote Safeguarding

Bolton Council	<p>We recognised that the partnership has some work to do with improving engagement of the Board with the wider community and will take an active role in contributing to communication and engagement events over the coming year which will include national Safeguarding Week in November.</p> <p>The Safeguarding and Social Work Teams have strong links with the provider services within the Borough, should they need advice and support with Safeguarding matters.</p> <p>We work closely with the Community Safety Team and recognised that we needed to streamline our processes in respect of domestic abuse and safeguarding. We have recently delivered training (which we have made mandatory) to adult social care teams to increase the awareness on domestic abuse within the safeguarding process.</p>
GMP	<p>GMP is reinvigorating it's community engagement plans with a documented plan for each District including Bolton and a key objective for our neighbourhood officers and PCSO's to implement this. Safeguarding training is to be provided to our front-line</p>

	<p>practitioners for them to spot the signs of abuse, vulnerability, coercion and control and to understand referral pathways and the generating of referrals.</p> <p>The work of the Board and the joint priorities around safeguarding will feature in public engagement events in line with the Community Engagement plans once it is COVID safe to undertake these.</p>
<p>NHS Bolton CCG</p>	<p>The CCG have a standard in the Safeguarding Audit where providers engage with their patients to promote safeguarding or engage in conversation. The CCG regularly reviews this through the safeguarding assurance process and any safeguarding incidents reported to the CCG.</p> <p>The CCG Safeguarding Team provides advice and support to all providers on all contacts made to the CCG safeguarding team.</p>
<p>Greater Manchester Mental Health Trust</p>	<p>The Trust is committed to providing the best possible service for our patients, their friends, relatives and carers. By seeking their opinions, we can better understand the needs of this diverse group of people and tailor our services specifically to them.</p> <p>Therefore, we aim to involve our service users in all aspects of the Trust's operation and development from the Trust Board to individual teams and projects. Service users and carers can register their interest in a variety of activities, from helping to interview staff, taking part in mental health research, carrying-out Patient Environment Action Team (PEAT) inspections with clinical staff to ensure basic standards of cleanliness and upkeep are being met and joining unique service user groups.</p> <p>There is also the opportunity for people with mental health and substance misuse problems, their families and carers as well as health care professionals to get involved with delivering and attending free courses that are run at our Recovery Academy.</p> <p>We have complete admiration for the work carers do and recognise that our services are enhanced by the contribution of carers. Quite simply, we could not do it without them!</p> <p>The Trust employs dedicated Carer Support Workers to support carers both practically and emotionally and run carer awareness training for staff. We also have a 'Trust-wide Carers' Lead. There are Carer Champions on wards and community teams across GMMH who are the vital links for carer information.</p> <p>The Carer Champions attend training days to equip them with information to share with their team and carers. We produce a regular newsletter to keep carers and their supporters (family, friends, loved ones and professionals) up-to-date with the work we do to help young and adult carers and their families in Greater Manchester and beyond.</p>

	<p>We have developed a new course for the family and friends of our service users to bring together people with similar experiences and provide them with information and skills to make their life as a carer much easier. 'Looking after yourself' Health and Wellbeing for carers, family and friends' is available through our Recovery Academy with one particular course taking place on the 28 January 2020 in Bolton.</p> <p>Older people from communities throughout Greater Manchester are also invited to become 'Culture Champions', which is a volunteer scheme for people over 50. Champions are given a wide range of information about arts and culture events, receive offers such as discounted tickets, and are invited to contribute to different cultural projects, e.g. volunteering at the Chinese Arts Centre. Culture Champion programmes are run in Bolton, Bury, Manchester, Salford, Stockport and Trafford.</p> <p>Our 'Lasting Power of Attorney and Will Advice Sessions' are with a qualified solicitor and they're delivered throughout the year at The Curve, our site in Prestwich. These are open to all carers, family members, friends of our service users, staff and members of the local community.</p> <p>As a Trust we ensure consistency of representation at the Safeguarding Adult Board and sub-groups and participate/support the development of marketing and publicity materials for service-users and the wider community.</p>
<p>Bolton NHS Foundation Trust</p>	<p>The Trust provides both Hospital and Community Services with safeguarding embedded within each care provision. 2019-20 has seen a significant rise in respect of complex safeguarding concerns within Community settings raised by the Trust's District Nurses. Evolving concerns have been identified at a much earlier point and escalated to the multi- agency partnership minimising the risk of significant harm. The Accident and Emergency Department have also been facilitating awareness raising events for both service users and staff.</p>
<p>Bolton CVS</p>	<ul style="list-style-type: none"> • Bolton CVS provide information to adults about how to keep safe in formats they understand and can access. This is particularly relevant to our Community Asset Navigator team who work to ensure communication is inclusive and accessible, eg use of plain English, provision of interpreters, etc • Distribution of safeguarding information is done via Forums and Network meetings including Voluntary and Community Sector Forum, Health and Wellbeing Forum, Volunteer Development Network, Equality Target Action Group and Preventative Services Group. • Consultation with the VCSE sector is carried out as appropriate via these networks in addition to development support, e-bulletins and social media. eg consultation on the BSAB website and resources. • Bolton CVS delivers regular Safeguarding "Train the Trainer sessions to the VCSE sector. The training has been co-designed with partners from the Bolton Safeguarding Team, incorporating local processes and case studies relevant to the

	<p>diverse settings of the sector. During this year 3 sessions were delivered to a total of 27 individuals representing 23 different organisations.</p> <ul style="list-style-type: none"> • The role of the BSAB is incorporated into the training along with the BSAB website, contact details and additional resources. • A new session, Safeguarding in the VCSE sector was also developed as a way of introducing wider safeguarding issues, particularly to smaller organisations. This session was delivered to 11 individuals representing 9 different organisations. • A further session, Radicalisation and the preventative role you play was introduced to highlight that radicalisation forms part of the safeguarding agenda and to promote the voluntary sector's unique role in recognising early signs of potential radicalization. • A new monthly eshot, Trustee Governance and Information, has been created to highlight specific information for trustees and members of management committees, including safeguarding issues.
<p>Bolton at Home</p>	<p>Our Board Members within Bolton at Home have all undertaken the e-learning children and adults training and have completed the Level 2 Safeguarding Recognition & Response training. They will complete this training every three years. As part of this training all Board Members have been taught the different forms of abuse and where and how to report any concerns.</p> <p>Recently our Annual Safeguarding report has been presented to our Operation Committee and will go to Board in August 2020. This report outlines the various ways in which BH receive safeguarding alerts, figures of referrals over the previous year and the numbers of the different forms of abuse reported in to BH. Within the report Board is informed of the role of the Safeguarding Champions Meetings and the number of DBS Checks completed by the organising, including those outstanding and why. As well as the volume of mandatory safeguarding training received by staff and other training on offer to staff to support our role in safeguarding across the organisation. The report also highlights the work safeguarding hope to undertake and complete in the year ahead. The Family Intervention Service and Preventing Homelessness Support service are also represented on the Brightmet Cohesion Partnership meeting to connect, signpost to and support cohesion enabling activity in the area for the people we support.</p> <p>All staff within BH are required to undertake Level 1 e-learning children and adults training. Customer facing staff are also required to undertake Level 2 Recognition & Response training; this training is required to be undertaken every three years. We are also in the process of providing safeguarding training to the volunteers who volunteer for BH and work within our communities.</p> <p>Our tenants receive information in their sign-up packs regarding the different forms of abuse and how to raise a safeguarding alert report if they are concerned about a friend or neighbour. Literature in the form of Posters are distributed and displayed in our community centres and UCAN's promoting safeguarding, the different forms of abuse and what do to if someone has a safeguarding concern.</p> <p>All tenants signing-up for a new tenancy are assessed for support and for possible safeguarding concerns. Information on our internet and intranet pages includes the various forms of abuse and how to report a safeguarding concern. Our newly updated</p>

	<p>leaflet regarding our Tenancy Support Service is given to tenants who receive TSS support and are available for tenants to take from our reception desks and UCAN'S. This leaflet also includes information regarding safeguarding i.e. the forms of abuse and how to report a safeguarding concern.</p>
<p>Bolton Strategic Housing partnership</p>	<p>The Housing Partnership works on a range of projects which impacts on potentially vulnerable people in our community:</p> <ul style="list-style-type: none"> • Age Friendly Strategy Development Group – improving all aspects of life for older people. • Independent Living – a Housing Strategy for Older People in Bolton. This strategy involved a wide range of engagement with older people to develop a strategy which will deliver housing options and services for older people to assist them to live safely in their own home. • Strategic Housing in Bolton currently chairs the GM Housing Group for Autism and LD and held a mini conference in January to discuss priority areas. • Strategic Housing in Bolton currently sits on the GM Mental Health and Housing Strategy Group. • This year has seen the launch of Bolton's new Housing Choice Based Lettings system. Considerable work was undertaken with residents on the development and implementation of the system to ensure residents can access appropriate housing. • Our Care and Repair Service works mainly with older and disabled people to assist them to maintain and adapt their homes and deliver affordable warmth services. This year has seen the service re-commissioned and now the new contact is being implemented to provide a seamless service to service users. The service is also to be re-branded to make it more relevant to its clients. • Registered providers promote Safeguarding referral routes to their tenants via face to face meetings, new tenancy induction, web sites etc. • All Registered Providers have tenant representatives on their Boards and scrutiny panels. Board members undertake Safeguarding training with information being cascaded down through tenant panels and associations. • Posters are displayed in community centres and UCAN's (some are managed by housing partners) promoting safeguarding and different forms of abuse and what to do if someone has a safeguarding concern. • When tenants sign up for a new tenancy they are assessed for support and for possible safeguarding concerns. • Tenancy support services support vulnerable tenants and staff trained to recognise Safeguarding issues.
<p>GMFRS</p>	<p>The BSAB and BSAB Exec are supported by the attendance of a Designated Safeguarding Officer, currently the Borough Manager and Community Safety Manager respectively. The Community Safety Manager also supports sub group objectives as appropriate. GMFRS actively support any campaigns to improve engagement in the wider community and promote the work of the Board. The organisation is currently undergoing a major Programme of Change that could have an impact on the capacity to continue supporting BSAB at the same level in the future. These changes are expected to be implemented by April 2021, although consultation has now ended, there have been several amendments to original decisions based on feedback from external stakeholders and internal working groups. It would appear that existing safeguarding management structures</p>

will remain as they are now with support being provided by Community Safety Managers/Prevention Managers and Borough Management Teams.

Workforce Development and Effective Practice

Bolton Council	<p>Managers within Social Work Teams and the Safeguarding Team are continually identifying areas of good practice and discuss this within team meetings and share any lessons learnt.</p> <p>Personal Development Plans are carried out with staff annually to identify professional development opportunities and competency.</p> <p>Staff have attended Safeguarding Adult Review and Domestic Homicide Review learning events with the outcome of contributing to action plans.</p> <p>We have reviewed our Safeguarding training offer and have implemented a new training programme for staff using a variety of methods of training from e-learning to classroom-based learning. We have a plan that all staff will attend the revised Safeguarding training by January 2021.</p> <p>Staff have access to Research in Practice which has a wide range of support and research papers to inform best practice.</p>
GMP	<p>GMP has established a safeguarding model which has seen an investment in staff, increased visibility of safeguarding themes, increased governance and support at both a local level in Bolton and at a force level in GMP.</p> <p>The establishment of a GMP Public Protection Governance Unit is allowing the dissemination of best practice, consistency, oversight and data. A strengthened Crime Training school is bringing a real focus on areas of Vulnerability and Safeguarding.</p> <p>A priority now will be to embark on 'joint partnership' training to cross-skill using the joint expertise of partners. This has been delayed due to COVID but remains a priority explicitly mentioned within Safeguarding business plans.</p>
NHS Bolton CCG	<p>The CCG provide specialist safeguarding training to internal staff and to external providers commissioned health by the CCG. This includes</p> <ul style="list-style-type: none"> • Mental capacity covert medication • Mental Capacity and best interest • Level 3 safeguarding adults • Level 3 exploration of safeguarding adult case law

	<p>The CCG are engaged with the statutory reviews and lessons learnt are built into the training.</p> <p>They submit quarterly safeguarding data as requested by the performance and quality sub-group.</p> <p>The CCG are engaged with statutory reviews – SAR and DHR’s.</p> <p>The CCG completed the safeguarding audit recently as requested by the effective practice sub-group.</p> <p>The CCG developed the Asylum Seekers campaign for primary care GP services.</p>
<p>Greater Manchester Mental Health Trust</p>	<p><u>Safeguarding Training:</u></p> <p>The GMMH Corporate Safeguarding Team has two 0.6 wte Safeguarding Trainer posts.</p> <p>Adult safeguarding training is delivered in accordance with the following Intercollegiate Documents:</p> <ul style="list-style-type: none"> • Adult Safeguarding: Roles and Responsibilities for Healthcare Staff (RCN, Aug 2018) • Prevent Training and Competencies Framework (NHS England, Oct 2017) <p>The training packages accommodate a variety of learning styles, from e-learning packages to full day classroom modules. Training is inclusive of all disciplines and encourages learning in multi- disciplinary group settings that is aimed at ensuring staff are suitably skilled as well as supported.</p> <p>All training is regularly reviewed and updated in accordance with legislation, policies, guidance and learning from SAR’s SCR’s and DHR’s.</p> <p><u>Current Trust Adult Safeguarding Modules:</u></p> <ul style="list-style-type: none"> • Trust/Volunteer Induction • Prevent/WRAP • L3 Adult Safeguarding • Domestic Violence and Abuse (DVA) • Service User and Carers Safeguarding Awareness

	<ul style="list-style-type: none"> • Section 42 Investigators Module <p>At the end of Q4 2019/20, the Trust's Bolton Division was 89% compliant in Level 3 Adult Safeguarding training.</p> <p><u>Impact of training audit:</u> Beyond level 2, the delivery of GMMH Safeguarding training is within a classroom setting. Before (Stage 1) and straight after (Stage 2) the training every delegate is asked to self-evaluate on a scale of 1 -10 (10 = Excellent), rating their confidence, skills and knowledge in relation to the training objectives. During 2019/20, we have introduced an Impact of Training Audit which involves a third stage of evaluation 3 months after the training has taken place.</p> <p>To establish the impact of the training on practice 5% of delegates are contacted and asked to provide a 3rd rating (Stage 3) and also asked to:</p> <ol style="list-style-type: none"> a) Give an example of how their practice has improved as a result of the training b) Explain how they have utilised the knowledge and skills into their daily safeguarding practice <p>Everyone who completed the audit noted an improvement immediately following the training, no one rated that it had remained the same or less. Some staff were able to give specific examples of applications to practice such as changes to their assessments, increased vigilance when assessing/visiting patients, and increased confidence in relation to professional challenge and escalation.</p> <p><u>Staff Intranet:</u> Staff have access to a suite of safeguarding policies, procedures and practice guidance on our intranet site.</p> <p><u>Learning from Reviews:</u> We publish monthly safeguarding newsletters plus 7 minute briefings to support learning from reviews and raise awareness of national and local updates.</p>
<p>Bolton NHS Foundation Trust</p>	<p>As of March 31st 2020, the Trust had 5099 staff of whom 98 % were compliant with Level 1 Adult Safeguarding Training and 97% compliant with Level 2 safeguarding Training. The Trust also implemented a programme of Level 3 Adult safeguarding training which was also offered to and attended by managers from the multi-agency partnership. The Trust's Safeguarding provision have also provided numerous bespoke training sessions for various Specialities across the Trust and for Multi-Agency Partners.</p>

	<p>Mental Capacity Act Training has also been delivered to large numbers of staff in the Family's Division in readiness for the introduction of Liberty Protection Safeguards which will also be relevant for the consideration for the detention of 16 and 17 year olds in both the Hospital and Community settings. Staff have also attended learning reviews following Safeguarding Adults Reviews (SARS) and Domestic Homicide Reviews (DHR).</p>
<p>Bolton CVS</p>	<ul style="list-style-type: none"> • Mandatory induction is in place for all new Bolton CVS staff and volunteers which includes familiarisation with safeguarding policy and procedures. • All staff complete appropriate safeguarding training including any additional training in order to fulfil their role and responsibilities in line with BSAB advice. • All staff and volunteers undertake the Bolton Council e-learning training. • All staff receive annual safeguarding refresh training. • Staff training is documented as part of line management processes and opportunity to discuss further training as required is embedded into line management systems. <p>Bolton CVS have systems in place to review safeguarding practice and share concerns, eg, line management, annual review meetings, team meetings, operational and leadership meetings, annual staff survey and staff training and briefings.</p>
<p>Bolton Strategic Housing partnership</p>	<ul style="list-style-type: none"> • All individual BCH partners staff complete the appropriate level of safeguarding training including any additional training in order to fulfil their role and responsibilities. • All individual BCH partners staff attend mandatory induction training which includes familiarisation with safeguarding procedures, early help offer and recognising and responding to signs of abuse or neglect. Training needs are reviewed regularly. • The Housing Partnership is represented by Strategic Housing on the Effective Practice Group • Community Housing Services staff all undertake mandatory Safeguarding training • Training on Domestic Abuse and Violence has taken place with Fortalice on-line
<p>GMFRS</p>	<p>GMFRS training levels are generally focused around Level 1 of the National Competency Framework, although there are gaps in terms of MSP and The Care Act awareness at present. The organisation willingly accepts assistance of the BSAB to improve the levels of awareness but it is difficult to sustain as front line staff on in Bolton can be from across the organisation, not solely operating from within the borough boundaries and as such "localised" arrangements and differing levels of awareness/training/processes can be problematic and confusing. GMFRS should aim towards improving their internal Safeguarding training to ensure it is at least a Level One training package across the entire organisation which can be augmented locally by BSAB to improve reporting/pathway knowledge.</p>

Strengthen collaboration between our Safeguarding Boards and the Community Safety Partnership.

<p>Bolton Council</p>	<p>Throughout the year the Safeguarding and Social Work teams have positively worked with partners and stakeholders to build upon our relationships to meet our statutory duties.</p> <p>Safeguarding Managers have been attending and developing links with partners attending the MARAC operational group and Channel meetings.</p> <p>The Head of Service has represented the Council on all Safeguarding Board sub-groups and chaired the performance sub-group. Adult services continue to be represented at multi agency meetings and provide data and relevant information to support joint strategies.</p>
<p>GMP</p>	<p>The police at Bolton are active in the Children's and Adult's Safeguarding Boards and on the Complex safeguarding and domestic abuse sub-groups. We positively work with partners to build relationships and meet our statutory duties.</p> <p>There is significant overlap in the priorities of the safeguarding groups and the CSP which is chaired by a police Chief Superintendent providing opportunities to further strengthen collaboration.</p>
<p>NHS Bolton CCG</p>	<p>The CCG are involved with the safeguarding board sub-groups and community safeguarding partnership forums including any DHR's that are currently on going for this financial year.</p> <ul style="list-style-type: none"> • The CCG Executive lead sits on safeguarding children partnership and SAB as board member.
<p>Greater Manchester Mental Health Trust</p>	<p>GMMH provides inpatient and community-based mental health care for people living in Bolton, the city of Manchester, Salford and Trafford and a wide range of specialist mental health and substance misuse services across Greater Manchester, the north west of England and beyond. We also provide Health and Justice Services in a number of custodial settings.</p> <p>During 2019-20, we have worked positively both within our organisation and with our partners to strengthen and further develop our safeguarding arrangements to ensure that we are working effectively and continue to meet our statutory duties and responsibilities.</p> <p>As a Trust we ensure we have consistency of representation and are key partners at Local Safeguarding Partnership Boards, sub-groups, and affiliated boards for children and adults, which includes Manchester's Complex Safeguarding Executive Board that has recently published its Complex Safeguarding Strategy 2020-2023. The</p>

	<p>strategy represents partner’s commitment to work together and sets out a consistent way of working and tackling the exploitation of children and adults.</p> <p>The strategy is designed to encompass the activities of a wide range of agencies operating across Manchester, including local authority services, children and adult social care, health commissioners and providers, policing, schools, colleges and higher education, the voluntary, community, private and business sector.</p> <p><u>The key priorities of the strategy are:</u></p> <ul style="list-style-type: none"> • To increase our awareness and understanding of Complex Safeguarding. • To deliver joint training and development opportunities, practice tools, guidance and resources. • To Intervene, support and protect children, young people and adults at risk of exploitation. • To provide a greater success in detection, disruption and prosecution. • To work alongside and within our communities to tackle exploitation.
<p>Bolton NHS Foundation Trust</p>	<p>During the year the Trust has supported all initiatives by the Safeguarding Boards and the Community Safety Partnership with representation on all committees and sub-groups. The Lead Nurse for Safeguarding Adults has also chaired the Effective Practice sub-group of the Safeguarding Board. The Community Partnership, Police and Fortalice have also contributed to the Level 3 Training provision provided by the Trust.</p>
<p>Bolton CVS</p>	<ul style="list-style-type: none"> • Bolton CVS is an active member of the Bolton Be Safe Partnership, the Challenger Group (Modern Slavery) and the Hate Crime Steering Group. Bolton CVS represents the VCSE sector on the following strategic groups: • BSAB Board meetings. • Safeguarding Adults Workforce Development Sub-group. • Bolton CVS Chair the Communication and Community Engagement sub-group. <p>Bolton CVS ensures dissemination of information from these partnerships to the VCSE sector and regularly engages with partners to ensure the VCSE voice is heard in relation to key themes affecting the sector and its’ beneficiaries.</p>
<p>Bolton at Home</p>	<p>We will value being part of any cross-board Statutory meetings and review panels to ensure we assist in lessons learn from Safeguarding Adult reviews, and other statutory reviews. We have a Safeguarding lead for the organisation who can work with Safeguarding Boards to assist in drawing up joint strategies.</p> <p><u>BH Domestic Abuse and Violence Team is currently involved in the following initiatives:</u></p> <ul style="list-style-type: none"> • The team provide a holistic approach to people who live in Bolton at Home properties, it will include safeguarding the victim and those affected, taking a family approach, which can include partnership working, e.g. instigating Early Helps, Children Services, Adults Services, third sector and specialist providers.

	<ul style="list-style-type: none"> • BH have currently paused the Domestic Abuse Housing Alliance (DAHA) Accreditation due to Covid19 but will be looking to do this later in the year.. This is an organisation-wide accreditation and involves 8 priority areas that will be assessed. • The service manager is a member of the Bolton Domestic Abuse Partnership and the MARAC steering group. Partners meet to discuss issues at strategic level and recently been part of the 'Bolton Domestic Abuse and Violence Profile and Needs Assessment 2019'. • BH has signed the Chartered Institute of Housing's 'make a stand' pledge and are committed to take action to support people experiencing domestic abuse. • BH Domestic Abuse Team also works with perpetrators of Domestic Abuse. The key objective is to engage with the perpetrator, for them to acknowledge that their behaviour is not acceptable with a view to transform it by co-ordinating a multi-agency approach. • The Head of service is also part of the consultation with the Ministry of Housing, Communities and Local Government. • Domestic Abuse and Violence is also part of BH homeless strategy, in that the prime objective is to safeguard the victim primarily in their own home to alleviate homelessness, however it is understood that this may not always be possible and the person will have to move out and seek emergency accommodation. <p>We already work closely with the Integrated Working Team regarding seeking advice and guidance relating to Early Help, Adult Services, The Early Intervention Team, Achieve, Mental Health Services, Motiv8 etc.</p> <p>At an operational level, Preventing Homelessness Support Service and the Family Intervention Support Service are working with Housing Options to ensure referrals are risk managed and the best service is offered to meet the customer's needs. Partnership work is ongoing with other housing providers to support their service users through changes to provision and resettlement where they have no service available.</p>
Bolton Strategic Housing partnership	<ul style="list-style-type: none"> • All individual BCH partners staff complete the appropriate level of safeguarding training including any additional training in order to fulfil their role and responsibilities. • All individual BCH partners staff attend mandatory induction training which includes familiarisation with safeguarding procedures, early help offer and recognising and responding to signs of abuse or neglect. Training needs are reviewed regularly. • The Housing Partnership is represented by Strategic Housing on the Effective Practice Group. • Community Housing Services staff all undertake mandatory Safeguarding training. • Training on Domestic Abuse and Violence has taken place with Fortalice on-line.
GMFRS	<ul style="list-style-type: none"> • Not known but support by GMFRS in the future could be impacted by the ongoing Programme for Change. Currently the CSP is supported by Borough Manager.

Abbreviations

Abbreviations	Full Title
LADO	Local Authority Designated Officer
MCA	Mental Capacity Act
DoLs	Deprivation of Liberty Safeguards
CCG	Clinical Commissioning Group
MARCA	Multi Agency Risk Assessment Conference
MAPPA	Multi agency Public Protection Unit
GMMH	Greater Manchester Mental Health
FGM	Female Genital Mutilation
MHA	Mental Health Act
MASSS	Multi Agency Safeguarding Screening Service
PPIU	Police Public Investigation Unit
MAPSA	Multi Agency Panel Safeguarding Adult
STRIVE	Safeguard, Threat Assessment, Re-Visit, Intervention, Volunteers, Engagement
PCSO	Police Community Support Officer
PPI	Pro Police Investigation
GMFRS	Greater Manchester Fire and Rescue Service
BSAB	Bolton Safeguarding Adults Board