



WOLVERHAMPTON SAFEGUARDING TOGETHER

Annual Report 2020 / 2021

No excuse for abuse of children, young people or adults.

Report it!

All agencies in Wolverhampton work together to protect Children, Young People and Adults at risk from abuse. If you want to tell somebody else that you trust, like a GP, nurse, police officer or care worker then they will pass on your concerns to us.

To report abuse or neglect, please contact:

For safeguarding concerns about children and young people:

Monday to Thursday, 8:30am - 5pm - Fridays, 4:30pm 01902 555392

Out of hours 01902 552999

For safeguarding concerns about Adults (over 18 yrs)

Monday to Thursday, 8:30am - 5pm - Fridays, 4:30pm 01902 551199

Out of hours 01902 552999

There is also helpful information on the Wolverhampton Safeguarding Together (WST) website. Go to: www.wolverhamptonsafeguarding.org.uk

In an emergency always call 999

Partner Organisations

Black Country and West Birmingham CCG	City of Wolverhampton Council, Children Services
West Midlands Fire Service	Wolverhampton's Voluntary and Community Sector (represented by Wolverhampton Voluntary Sector Council)
West Midlands Police	Wolverhampton Homes
The Royal Wolverhampton NHS Trust	West Midlands Ambulance Service University NHS FT
National Probation Service	City of Wolverhampton Council, Education Services
Health Watch Wolverhampton	
Black Country Healthcare NHS FT (MH / LD)	
City of Wolverhampton Council, Adult Social Care	



Contents

Report a Safeguarding Issue	2
Forward	4
Wolverhampton and Covid-19	7
Covid-19 Statement	8
Leadership and Governance	10
Key Achievements – 2020 – 2021 – WST	12
Protect - Children and Young Adults (1 - 3) – Safeguarding in numbers	13
Protect - Adult Social Care - Assurance Data (1 - 3)	17
Safeguarding Training	21
Ambitions and Priorities moving forward into 2021/2022	22
Appendix A – Partner Statements	23
Appendix B- Glossary of Terms	49

Forward



This has been one of the most challenging and unprecedented years for Wolverhampton's health and social care system; Covid-19 has affected every level of our work within our communities

Yet, I am proud to state that Wolverhampton Safeguarding Together (WST), via all its safeguarding partners, has met these extraordinary challenges head on by helping to keep our citizens in Wolverhampton safe.

I wanted to go on record by thanking all our safeguarding partners for all their hard work evidenced throughout this annual report during the year under review.

Despite the challenges that Covid-19 brought, there has been a great deal of progress made by our Board and the various sub groups. Importantly, we have reflected on the impact and embedding of learning from all our SAR's, DHR's and CSPR's.

We have also implemented the '7-minute briefing'. This is a quick, easy read summary for the workforces of each safeguarding partner and the general public to assist wider learning from each tragic case.

It has been very important that a full review and refresh of our safeguarding training offer, is now nearing completion bringing high quality safeguarding training to all our partners.

We have completed a lot of work around our communities, completing a great deal of engagement with specific reference to awareness raising campaigns. We believe

that this has been successfully received in our communities and this has also highlighted the importance of EBE (Experts by Experience) approach being utilised – real life experiences are key to developing effective safeguarding solutions.

We have highlighted the importance of early help for our children and whilst the requirement to demonstrate the effectiveness of early help is still needed across the partnership, this work is underway and expected to complete in 2022.

WST has also developed a Virtual Partnership Exploitation and Missing Hub, which went live last year and we provide a little more detail about this later in this report.

The Think Family approach has been embraced and supported across the partnership and although work to evidence the effectiveness of this is in its early days, responses to surveys sent to partners aims to show the impact of this approach so that we can continue to adapt and learn.

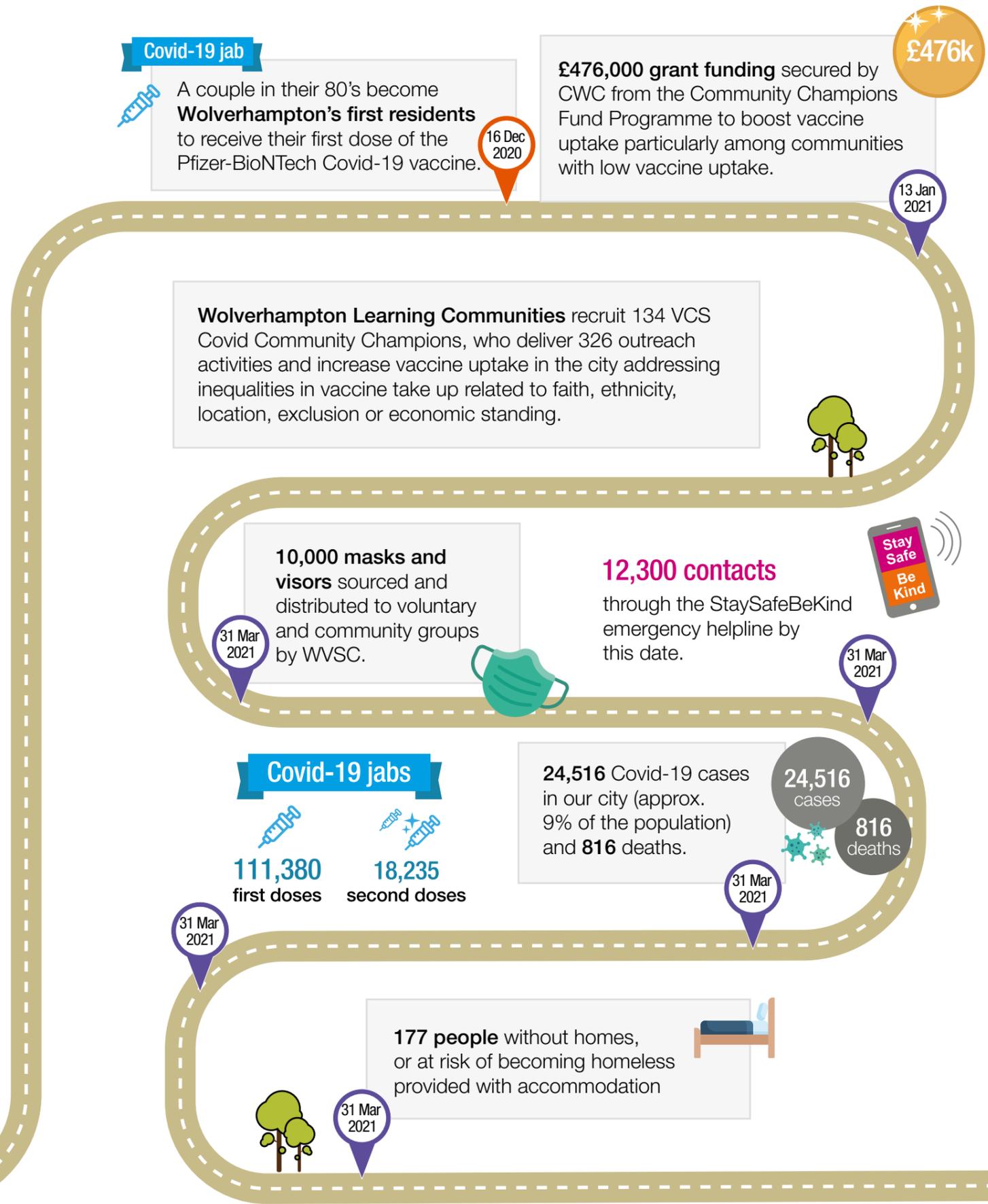
As an Executive Board, we have been cognisant of the feedback from our scrutineer and we have implemented many of her recommendations.

Finally, as stated in my opening remarks, we must again acknowledge the fantastic hard work, commitment and dedication of all of our teams, wider stakeholders and families to the safeguarding agenda across Wolverhampton; specifically recognising and respecting this undertaking throughout the Covid-19 pandemic. I really do want to recognise the tenacity and work of all the sub group committees who have delivered everything asked of them – and more besides.

Sally Roberts

Chair, Wolverhampton Safeguarding Together (WST) Executive Group

Wolverhampton and Covid-19



Covid-19 Statement

The emergence of coronavirus created unprecedented challenges to the health and social care system here in Wolverhampton. All safeguarding partners were required to quickly review and prioritise service delivery and make arrangements for safe business continuity. This was against a backdrop of a national lockdown which reduced ability for face to-face interactions with service users and significant pressure in the health and social care system from increased demand.

Responding to the risks and impact posed by Covid-19 therefore became a new strategic unplanned priority for WST; Board meetings and sub-groups continued virtually and were managed successfully using Microsoft Teams. Strategic partner meetings were held fortnightly in each locality to allow robust information sharing about risk and safety issues, to understand where safeguarding pressures were being seen and to discuss how to respond to these. Some changes were made to membership following the move to remote working, with a commitment to continuously seek improvements. Face to face training programmes were reconfigured to suit the virtual classroom. As the virtual platform technology advanced, this allowed the introduction of new and innovative ways to enhance the training journey.

Despite the challenges posed by the pandemic, the Executive Group was pleased to be able to successfully deliver on our priorities; The Executive Group and the Safeguarding Co-ordination and Assurance Group proved that even sensitive work could be undertaken virtually and still be robust. Overall, partners have showed great resilience, commitment, tenacity and innovation in terms of ensuring the safety of people in Wolverhampton and the Executive Group extends a huge thanks to all partners for the work they have undertaken in a very challenging year and environment

A number of specific Covid-19 safeguarding projects were implemented including a volunteer shopping service which was available to residents who can afford to purchase food but cannot leave their home due to shielding, self-isolating or their medical conditions. Volunteers shopped on their behalf and delivered to their home address. The Volunteer shopping service was supported by colleagues from Wolverhampton Homes, who have been key partners in enabling and delivering this offer. They have been supported by colleagues from Wolves Foundation, community members who were DBS checked and a small cohort of council redeployed staff. Healthwatch also provided support to residents to collect medication when residents had no one in their network who could collect it on their behalf. Over 1,200 residents were supported with shopping or collecting their medication.

In addition, many thousands more people were supported by hundreds of the city's voluntary, community, social enterprise and faith organisations. Many of these changed the focus of their work to meeting people's basic needs around: food; medication; other essential items; human interaction; and mental health needs. This included providing: food parcels; hot meals; doing the shopping; passing on information about loved ones living in care homes; setting up telephone befriending schemes for isolated individuals or carers; and continuing to support individual adults, families and young people in crisis for existing reasons that were then exacerbated or hidden by the pandemic. Many organisations found ways to continue face to face support either by providing support at (but not in) the home, or through detached or outreach work with young people on the street and in green spaces. The city's Emotional Mental Health and Wellbeing Service provided through Base 25's MiChoice service continued to deliver its services by phone, via Zoom and, wherever permissible or necessary, in person.

Callers to Stay Safe Be Kind were triaged by CWC staff using a mental health support pathway to identify anyone feeling lonely or isolated. Those in need of support were provided with advice and reassurance, with over 400 people referred to the social prescribing specialist team at Wolverhampton Voluntary Sector Council. In addition to supporting the shielding cohort, the helpline supported over 14,000 families and individuals in receipt of benefits.

There are currently 69 care homes in Wolverhampton that look after some of our most vulnerable residents, providing physical and mental wellbeing care, with the majority of residents being older adults in advanced stages of life. Around 1700 residents are looked after in these nursing and residential care homes at any given time, and unfortunately, these settings have acutely experienced the devastating effects of Covid-19. This impact is not exclusive to Wolverhampton, indeed the severity of Covid-19 in care homes has been felt nationally. Similarly, homecare providers, supported living and extra care providers have faced many challenges in maintaining the high level of care they deliver.

There have been many challenges within the care sector which have presented in various ways throughout the pandemic. However, health and social care partners in Wolverhampton have come together in an unprecedented fashion to work together addressing some of the most challenging circumstances the health and adult social care system is likely to ever face. All safeguarding partners pulled together and we can be extremely proud of their achievements in the face of such adversity.

Leadership and Governance

Ensuring that children, young people and adults are safeguarded from abuse and neglect is everyone's responsibility. In Wolverhampton this is achieved through a co-ordinated approach to safeguarding. As a result of agencies working collaboratively across both the children's and adult's workforce, professionals are better able to recognise and fulfil their safeguarding responsibilities.

This document sets out the Wolverhampton children's and adults multi-agency safeguarding arrangements. The arrangements accentuate the need for agencies to work collectively to ensure that children and adults are safeguarded and remain at the heart of the multi-agency safeguarding processes.

Legislative Context

Our report covers the period 1 April 2020 until 31 March 2021.

Working Together to Safeguard Children 2018 confirms that the three statutory safeguarding partners in relation to a local authority area are defined in the Children and Social Work Act 2017 as the:

- Local Authority
- Clinical Commissioning Group
- Chief officer of Police

The three statutory partners have a shared and equal duty to make arrangements to work together to safeguard and promote the welfare of all children in a local area. The Children and Social Work Act 2017 has provided partners in Wolverhampton with a unique opportunity to develop new partnership safeguarding arrangements.

The move to abolish Local Safeguarding Children Boards arising from this Act, changing structures and working arrangements in partner agencies and the ongoing demands on resources, made it essential to look at the Local Safeguarding Governance arrangements across Wolverhampton.

The Care Act 2014 established the need to have Safeguarding Adult Boards in each local authority Area. This Act also confirmed that the three statutory safeguarding partners should be:

- Local Authority
- Clinical Commissioning Group
- Chief Officer of Police.

Leadership and Governance – Wolverhampton Safeguarding Together

The Local Safeguarding Children Board and the Safeguarding Adults Board were merged in April 2019.

This arrangement allows us to adopt and embed the Think Family concept in the work of all our safeguarding partners and in our multi-agency working and also seek to produce accessible learning for both practitioners and senior managers from the themes and trends arising from increased quality assurance activity. This arrangement also brings together the three statutory safeguarding partners (Health (CCG), Police and Local Authority) to form an Executive Group – Wolverhampton Safeguarding Together (WST).

Membership of the Executive Group consists of senior officers from the three statutory partners plus Education and look at both adults and children's safeguarding. The WST Executive Group is the overarching strategic governance board for both the safeguarding children and safeguarding adults agendas. It is a high level strategic board that has a primary focus on safeguarding systems, performance and resourcing. It has statutory accountability for safeguarding the Wolverhampton local authority area.

Bringing together adults and children's safeguarding has ensured that safeguarding issues are looked at holistically in a "think family approach" and also provide a forum for transitional arrangements to be discussed and agreed.

The Scrutiny and Assurance Co-ordination Group sits below the Executive Group and is responsible for progressing the Executive Group's business priorities through the strategic plan. Under the Care Act 2014, this is WST's statutory Adult Safeguarding Board. This group authorises the policy, process, strategy and guidance required to support the Executive Group's priorities, and achieve effective safeguarding.

The Scrutiny and Assurance Co-ordination group has wider partner membership and includes probation, health providers, education, voluntary and community sector (including links to faith communities) and housing. Supporting the Executive Group and the Scrutiny and Assurance Co-ordination Group is a range of sub groups and task and finish group(s). These groups are responsible for a range of areas, including policies, training, public engagement and co-production and quality assurance.

To be at its most effective, this process also requires input from children/young people, those adults in need of help and protection and frontline practitioners. These views are gathered via a range of activities including surveys, consultation with focus groups and invitation(s) to sub groups.

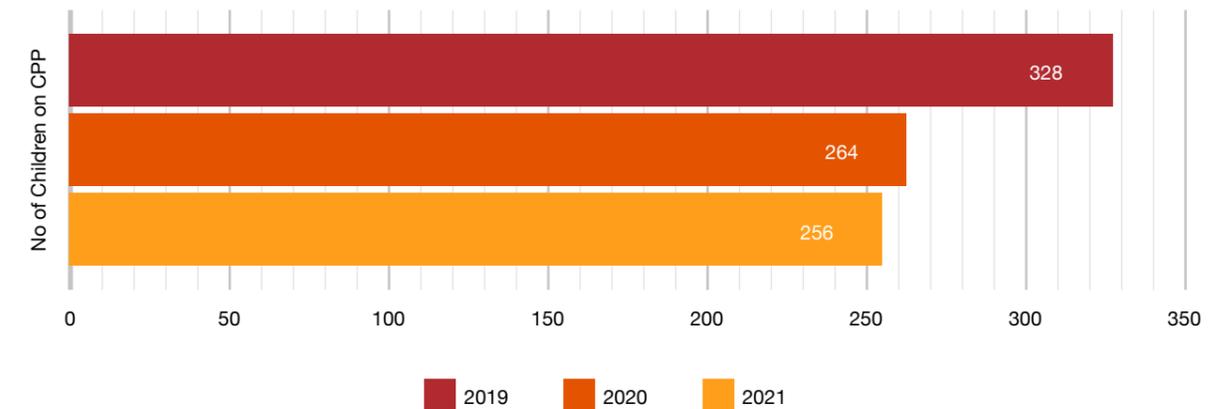
Key Achievements For WST Safeguarding Partnership April 2020 - March 2021

- The Joint Adults and Children's Social Work Conference took place virtually in October 2020 on the theme of *Safeguarding* with over 240 social workers attending. Subjects included *Coercive Control and Domestic Homicide with a Think Family focus*, *Societal Context of Men's Violence Against Women* and *The Impact of Trauma on Development*.
- Three separate Children's and Adult's social work briefings were arranged by the Principal Social Worker (PSW) in 2020/21 featuring sessions on;
 - Trauma informed Practice in Adults;*
 - LGBT awareness;*
 - Exploitation and Modern Slavery*
 - Mental Capacity considerations during Covid-19* and
 - Legal updates.* In addition to the social work briefings, wider adult social care workforce briefings also took place. The briefings kept the workforce connected to each other and to their managers.
- The *Wolverhampton Partnership Exploitation and Missing Hub* was established in February 2021. This is a Multi-Agency Hub which brings together services that have contact with children, young people and adults who are at risk of exploitation to make use of their combined knowledge to increase their safety and protection.
- Adult Social Care Teams supported isolated and vulnerable people with telephone calls, shopping and food deliveries. In addition, carer zoom meetings were also introduced. WST accessed Covid-19 Support Grants to support people who were experiencing poverty and in particular food and/or fuel poverty as a result of the impact of Covid-19.
- Eighty WST safeguarding training / learning events have taken place during the period under review. Attendance has been above 80% for the core learning opportunities and a range of safeguarding workshops covering various aspects of *Exploitation, Domestic Abuse and the Impact on Adults, Children and families, Domestic Abuse – VAWG, Honour Based Violence, Forced Marriage and Female Genital Mutilation (FGM)*.
- In response to the Covid-19 restrictions WST Communities and Engagement Group was involved in co-ordinating awareness raising campaigns with communities, individual members of the public, and the workforces of partner organisations. these campaigns related to: *Orange Wolverhampton (in support of the United Nations 16 Days of Action to Eliminate Violence Against Women and Girls); Exploitation (in support of National Exploitation Day, and a County Lines Awareness campaign);* and *Mental Health Awareness Month.* The WST Business Unit produced regular WST e-bulletins for it's 3000+ subscribers on the safeguarding issues posed by Covid-19 including: domestic abuse; children and adults no longer visible to organisations and services; mental health impacts of lockdowns; and details of the virtual training opportunities mentioned above.

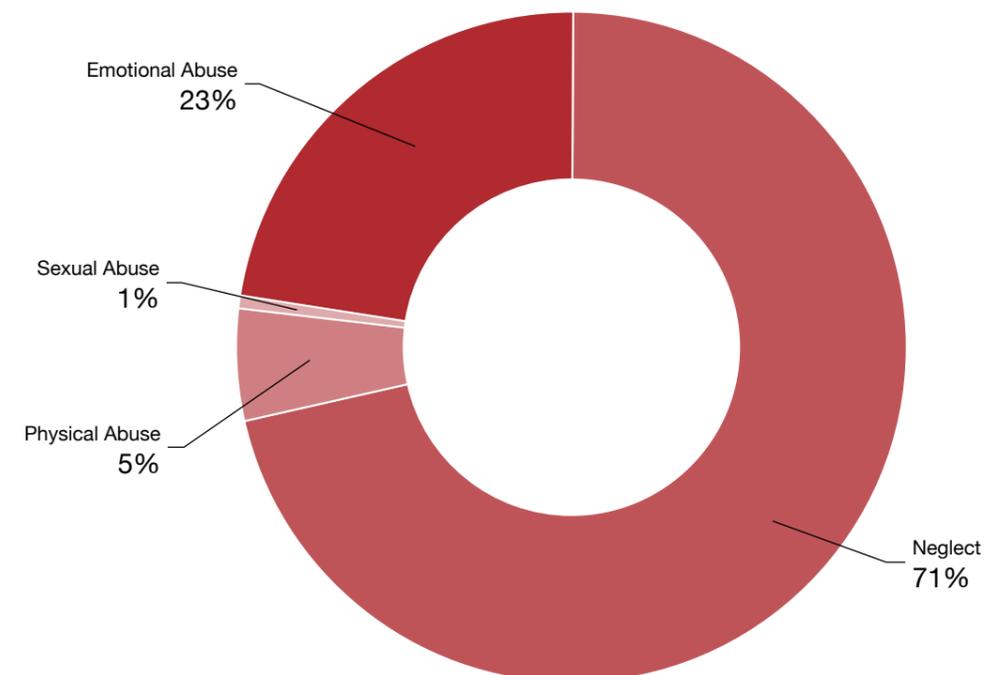
Protect Children and Young Adults (1) Safeguarding in numbers

No. of children on Child Protection Plans Comparison April 2020 v's March 2021

There has been a 3% reduction in number of children on Child Protection Plans in 2020 versus 2019 or 8 cases.

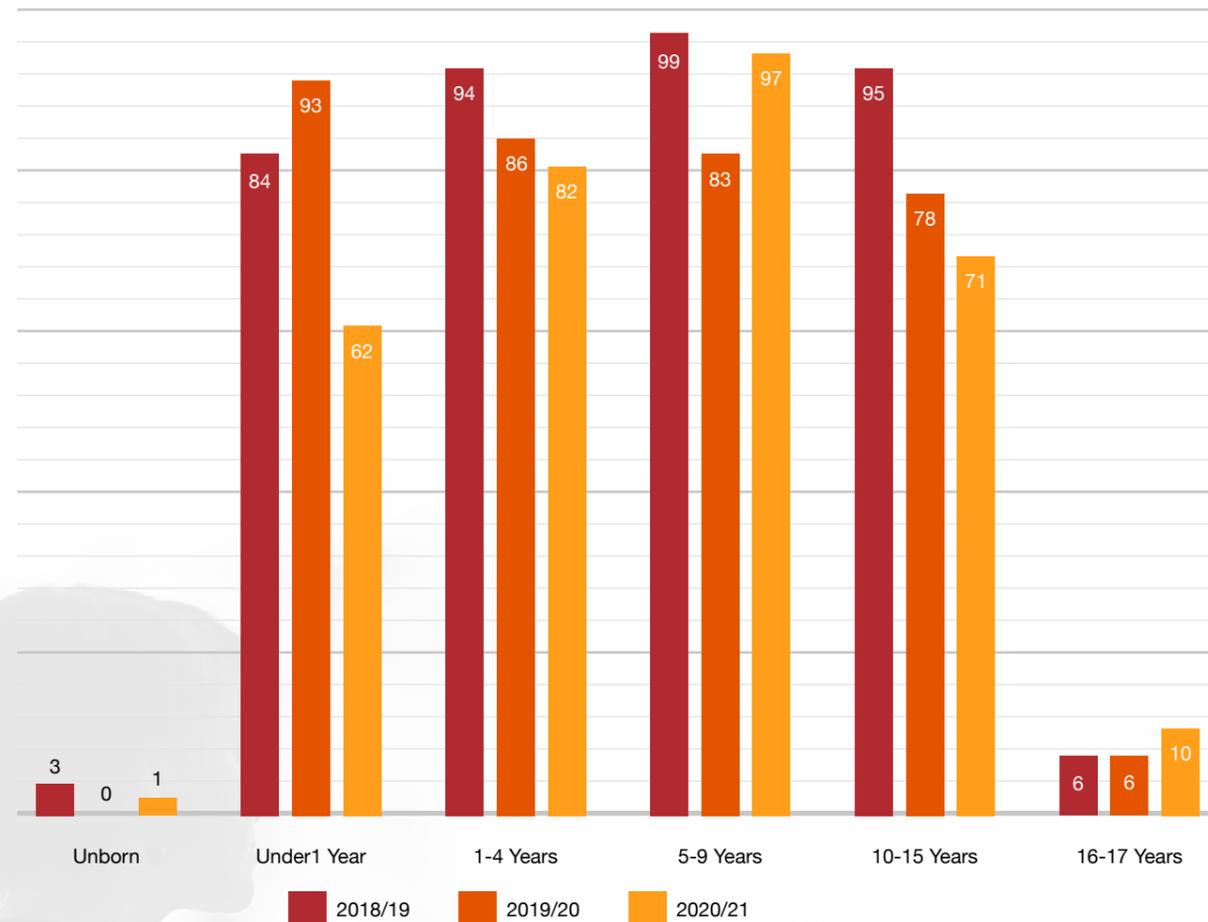


Child Protection plans by category of abuse April 2020 – March 2021



Protect Children and Young Adults (2) Safeguarding in numbers

Age of Child re Protection Plan by the following bandings



Child and Adult Protection Learning from Reviews and Data

Practice reviews

Children

The responsibility for how the system learns lessons from serious child safeguarding incidents lies at a national level with the Child Safeguarding Practice Review Panel and at a local level with the safeguarding partners. Serious child safeguarding cases are those in which:

- Abuse or neglect of a child is known or suspected.
- The child has died or been seriously injured.
- That partner organisations are working effectively together

Adults

The Care Act 2014 statutory guidance describes when a safeguarding adult review should be undertaken:

- When an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult.
- if an adult in its area has not died, but the Scrutiny and Assurance Co-ordination Group knows or suspects that the adult has experienced serious abuse or neglect.

Overview

During the reporting period under review, there were no Child Safeguarding Practice Reviews and only one Safeguarding Adult Review (SAR) – ‘Edna’.

Further details of the case are available by following the link below:

www.wolverhamptonsafeguarding.org.uk/images/2021/Edna_-_Final_Report_-_Published_15-12-2021.pdf



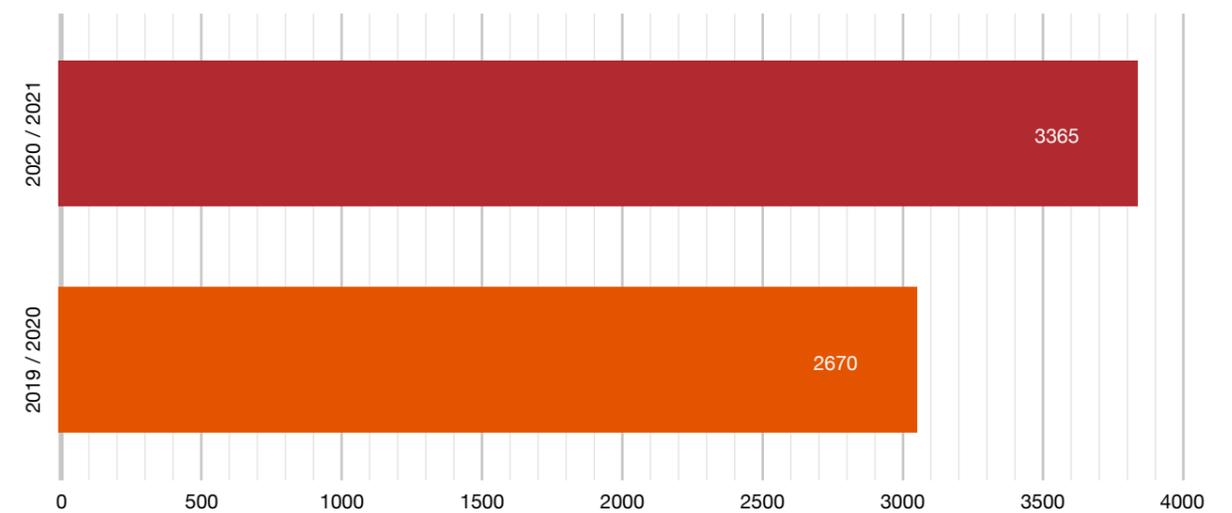
Protect Adult Social Care Assurance Data (1)

Six key principles of adult safeguarding:

- 1. Empowerment** – people being supported and encouraged to make their own decisions and give informed consent.
- 2. Prevention** – it is better to take action before harm occurs.
- 3. Proportionality** – the least intrusive response appropriate to the risk presented.
- 4. Protection** – support and representation for those in greatest need.
- 5. Partnership** – local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- 6. Accountability** – accountability and transparency in delivering safeguarding.

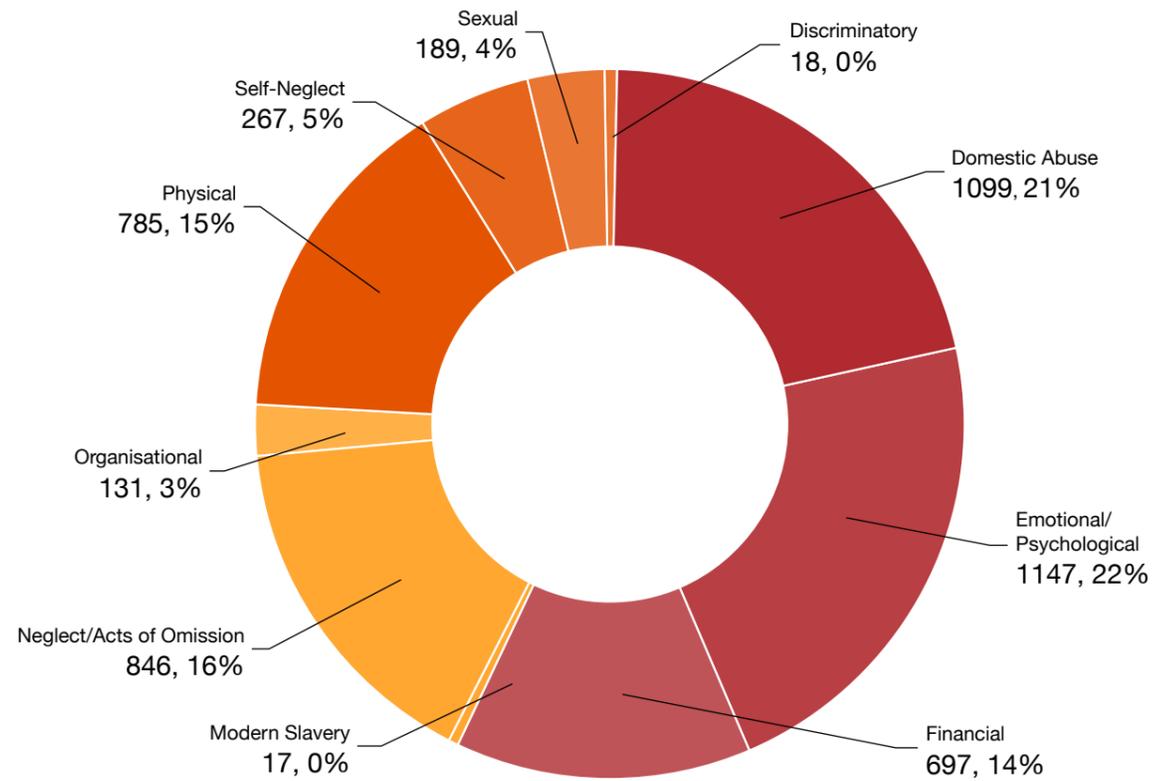
During the year under review, there was a **33% decrease (or 225 cases)** in concerns registered with CWC Adult Social Care v's 2019 / 2020. This is likely to be due to COVID and all the limitations of lockdown that it brought.

Total number of Safeguarding Concerns – 2020 - 2021 v's 2019 – 2020



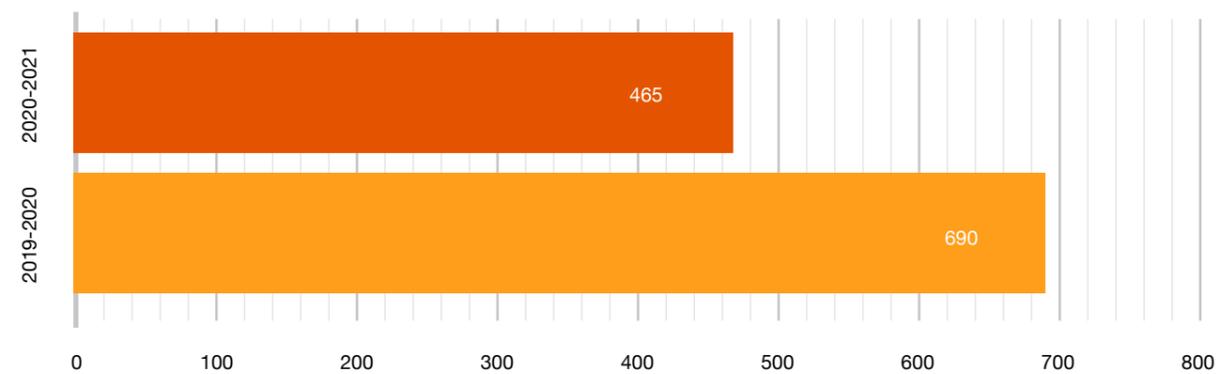
Protect Adult Social Care Assurance Data (2)

Types of Abuse

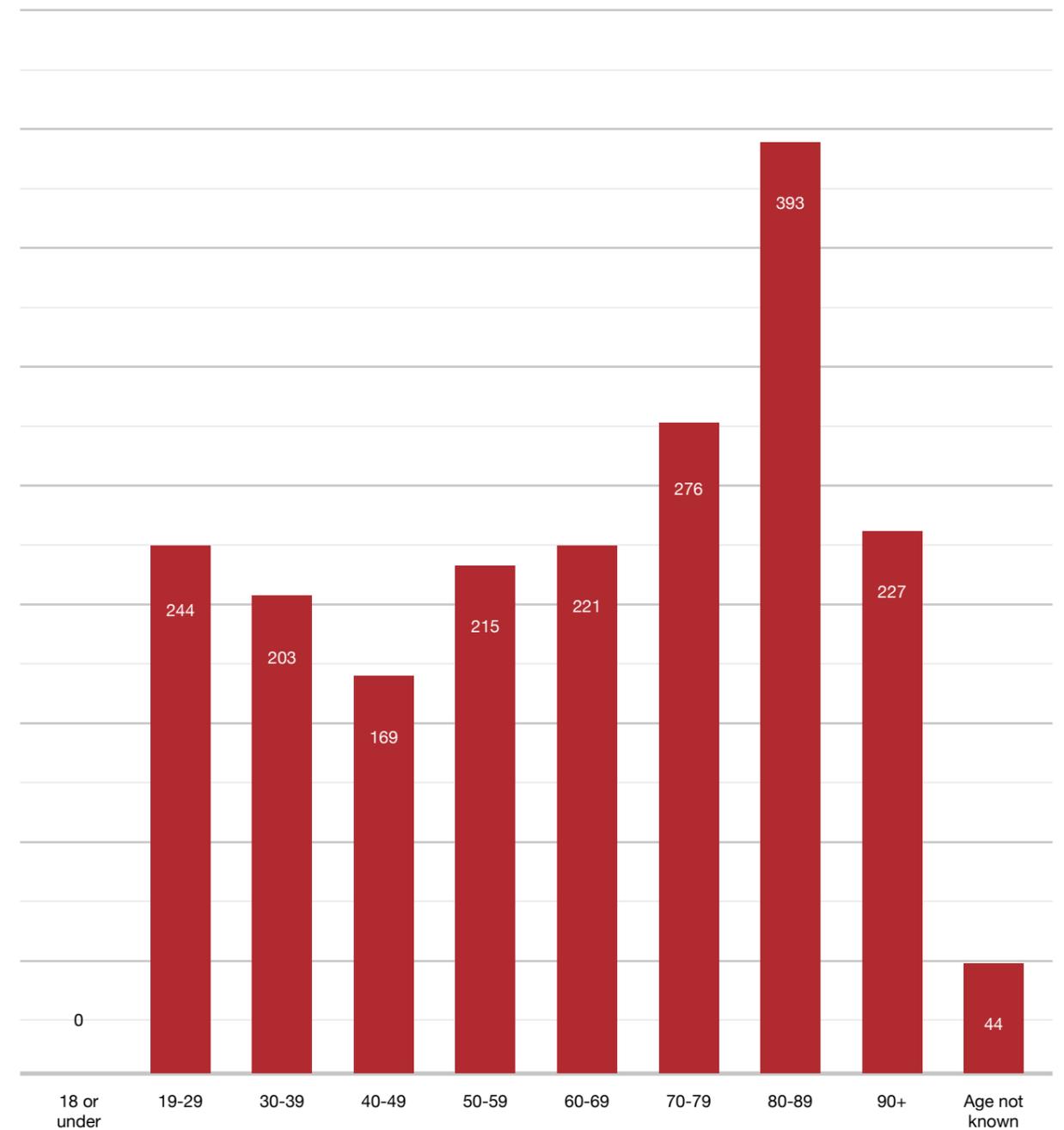


Of these, 465 concerns led to s42 enquiries which equate to a **225 reduction or 33%** against the previous period again linked into the reduction of initial concerns during the period.

S42 Enquiries

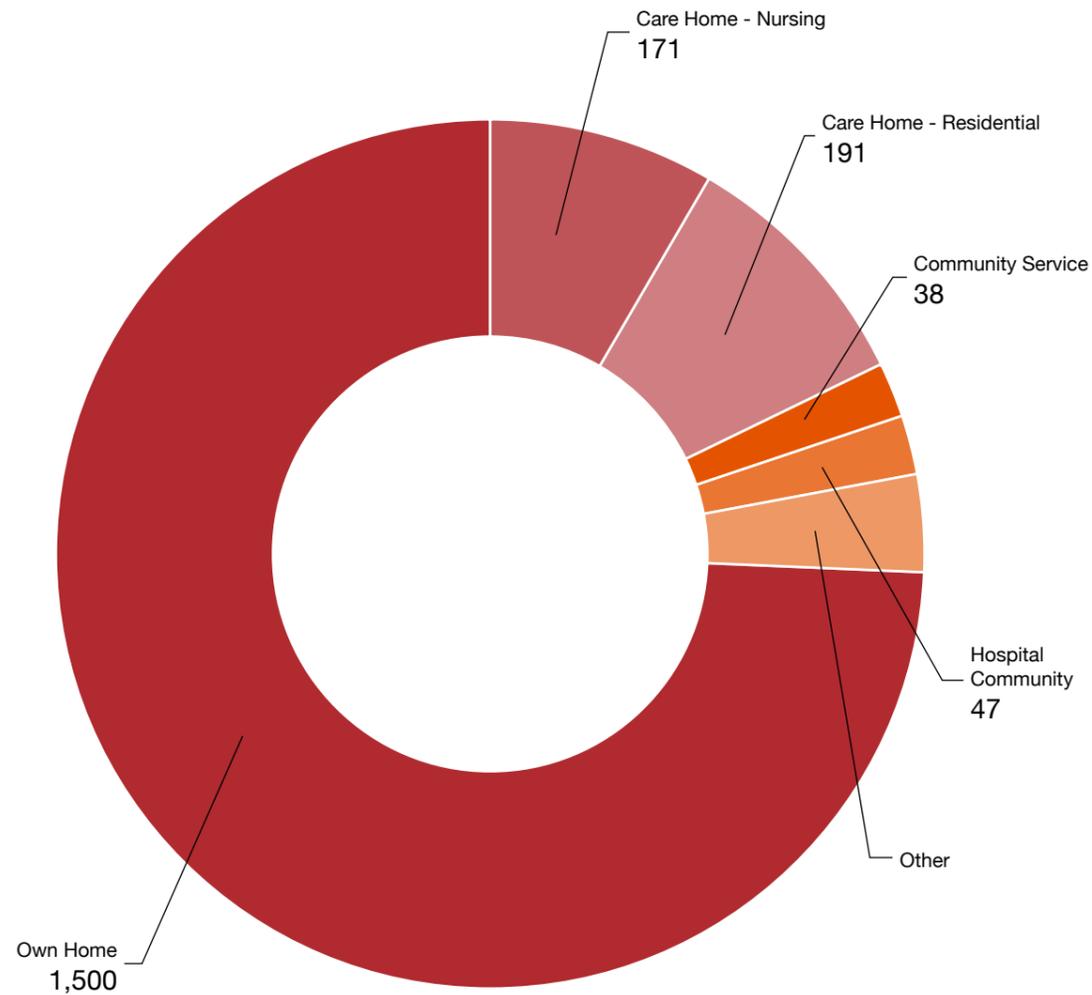


The age range of concerns 2020 -2021



Protect Adult Social Care Assurance Data (3)

Location of concern



Safeguarding Training

Online Training Courses

Safeguarding is only as effective as the learning opportunities that we provide to our safeguarding professionals and partners across our system. WST is extremely proactive with regards to our safeguarding training offer, and we have continued to provide a good range of courses.

In line with government and local guidance in relation to Covid-19, WST have provided learning opportunities online via Microsoft Teams. Improvement in both technology and the skills of the trainers have enabled the session to be interactive and engaging. Many delegates have expressed that they would like to continue to undertake some of their learning this way.

Core training focused on Safeguarding Leads which includes *A Shared Responsibility, Working Together, Thresholds to Support* and *Managing Allegations* has been offered across the year. In addition to the core training for Safeguarding leads, we have delivered a range of workshops covering various aspects of *Exploitation, Domestic Abuse and the Impact on Adults, Children and families, Domestic Abuse – Violence Against Women and Girls (VAWG), Honour Based Violence, Forced Marriage and Female Genital Mutilation (FGM), Modern Slavery, Coercive Control and Rape and Sexual Violence.*

The sessions have been delivered by a combination of two external expert trainers, four members of the safeguarding training pool, Wolverhampton Domestic Violence Forum, and members of the Exploitation group. Their contribution and dedication to ensuring the learning was able to go ahead in such challenging time is appreciated.

Eighty learning events took place.

Attendance has been above 80% for the core learning opportunities, with lower attendance for the Domestic Violence offer.

WST's current plan is to continue offering safeguarding training online until April 22, Learning and Improvement group will review this in February 22.

Ambitions and Priorities moving forward into 2021/2022

1. To commission an independent scrutineer to review our response to Covid-19 and provide recommendations to the WST Scrutiny Assurance and Co-ordination Group
2. To ensure that safeguarding data monitoring informs safeguarding system and practice
3. To ensure WST has financial stability and sufficient resources to support the safeguarding system
4. To ensure that safeguarding practice is robust across the system and learning is embedded into practice to ensure that frontline staff across agencies have the confidence and competence to meet the safeguarding needs of the people of Wolverhampton
5. To emphasise meeting statutory duties and progress SAR, DHR and SCR recommendations via the respective sub groups.
6. To understand the impact of the Covid-19 pandemic on children and adults with care and support needs and related services.
7. That people and communities in Wolverhampton are engaged in the best way with the safeguarding system.
8. To ensure that information on adult safeguarding is accessible to the public and professionals.

APPENDIX A Partner Statements

Children and Young Adults - City of Wolverhampton Deputy Director of Children Social Care

- New partnership safeguarding arrangements were implemented in September 2019. The partnership continues to have a joint focus on children and adults and has strengthened further the 'think family' approach.
- Children's Services has continued its improvement journey and preparation for its impending inspection. The self-evaluation process gives an overview of improvement since our last inspection where services were judged to be overall 'Good'. Some of the key achievements highlighted within the SEF include:- implementation of a single electronic record across Children's Services to support a holistic view of the child and family, no matter who is supporting them; An increase in the number of Wolverhampton foster carers meaning less use of external agencies through our quality assurance framework and audit undertaken in practice weeks we are reassured that:
 - Despite fluctuations in demand since the onset of Covid-19 in March 2020, our trajectory remains consistent,
 - All children and young people are allocated to a primary worker
 - Our threshold is strong and, we continually test this out through audit, dip sampling and interrogation of performance data such as repeat referrals and repeat requirement for child protection planning
 - Placement stability for children in care remains strong and
 - Support and outcomes for care leavers are strong



Areas identified for improvement are:

- The ongoing recruitment and retention of social workers to continue to ensure we have a stable workforce
- Consistent and improved timeliness of initial child protection conferences
- Improved timeliness of initial health assessments for children who come into care
- Continued support to schools and parents to reduce the number of children who are electively educated at home
- Strengthening relationships, advice and help to schools and education settings to support vulnerable children who do not meet the social care threshold
- Progressing our six key priority areas of work through our 'Aiming for Excellence' plan
- Practice weeks have continued which see senior leaders across the directorate undertake audit activity with front line practitioners. The practice weeks have led to an increase in the number of good or outstanding cases as practitioners now sit alongside the auditor and bring the case alive. Other good practice that has been identified includes practitioners know their children, good use of strengths-based approaches and there is good collaborative working across partnerships, developing the use of restorative practice within schools and other partners supported by the Safeguarding Partnership.
- Designated Safeguarding Leads in schools' networks are well-established, well attended and jointly planned between education and safeguarding to reflect the closer working between the two areas that has been strengthened since the merging of the Children's Services and Education directorates into one. The sessions have been well received and have been an opportunity to have open dialogue between schools and the local authority about how best the system can support children and families to achieve the best outcomes.
- The Partnership Missing and Exploitation Hub has now been in place since February 2021 and daily briefings are well attended by most partners. Having piloted attendance at daily briefings, health colleagues are looking to identify capacity to be able to attend the meeting more regularly. We have revised the thresholds document to align with contextual safeguarding indicators, ensured systems and processes (such as referrals to Children's Services) support contextual safeguarding and reviewed existing meetings to extend them to cover all aspects of exploitation rather than narrowly focusing on a single issue of exploitation.

City of Wolverhampton Council Director of Adult Social Care

- The *Power2* team is now an established multi-disciplinary team. The team initially focused on working with 11 to 17-year-olds where there were concerns around exploitation, instability in the home environment or where young people demonstrate high risk-taking behaviours. Ongoing funding has now been secured to enable continued work with young people up to 25 years of age, helping them to recover from developmental and relational trauma.
- The *MASH24* was launched in June 2021 enabling consistency of practice from the daytime into evening and at weekends. The out of hours work is covered by a team of social workers and managers who work on a rota system during daytime and out of hours covering children's and adult's safeguarding enquires.
- During Covid-19, we have continued to work with partners and in particular education settings, to ensure vulnerable children attend school. We continue to ensure this remains a priority with close working arrangements between education settings and education and social care colleagues.
- Our Social Workers in Schools pilot project has been in place since November 2020. We have built good relationships with schools and social workers have become embedded in the school environment. The social workers are on site to be able to work with school staff to ensure the support to children and their families is offered at the right level at the right time. We are gathering some good qualitative and quantitative evidence of the difference that working in this way can make. We are proud of the stories of difference and impact of the work of the social workers.
- We have adapted our way of working during Covid-19 with significant periods of time where offices have been closed but our work to safeguard children and families continued on a face-to-face basis. As we move into our new operating model post the restrictions, we are taking with us some of the new ways of working. This includes holding conferences, multi-agency meetings and reviews utilising hybrid / blended approaches with physical and virtual attendance which we have found improves partnership attendance.

2020-21 brought many challenges due to the Covid-19 pandemic, the Coronavirus Bill became law on 25th March 2020 (Coronavirus Act 2020). The measures it contained enabled adult social care to prioritise resources, should they be unable to meet their statutory duties as a result of increased demand and reduced staffing resources during the pandemic. The Principal Social Worker (PSW) devised local guidance that set out the possible scenarios that adult social care in Wolverhampton may face during the period of the pandemic including adult safeguarding situations, what operating models would look like at each stage and what should have been explored before easements were considered and implemented. The City of Wolverhampton Council's approach was that Care Act easements should only be implemented as a last resort and only when all other options and alternatives, including utilising any other available resource, had been explored. The Council consulted with all stakeholders, including adults with care and support needs and their carers about potential use of Care Act Easements. This demonstrated our restorative approach to service delivery and safeguarding.

A key priority for adult PSW's in the government's Winter Plan for Adult Social Care was to ensure that throughout the pandemic, social work teams were applying legislative and strengths-based frameworks. In Wolverhampton, workers continued to undertake essential visits including undertaking safeguarding enquiries, OT assessments following Govt guidance regarding social distancing and the wearing of PPE. Where safe, appropriate and proportionate to do so, social work activity was undertaken using technologies including video calls. Balancing safety and risk of infection to some of the most clinically

vulnerable citizens, with the need to arrange safe care and support.

Staff from inhouse Day Services connected virtually to people who could not attend day services or access short breaks due to the national lockdown and stayed connected and were able to pick up any safeguarding concerns in doorstep visits and telephone calls.

ASC Teams supported isolated and vulnerable people with phone calls, shopping and food deliveries, carer zoom meetings and accessed Covid-19 Support Grants to support people who were experiencing poverty, and in particular food and/or fuel poverty as a result of the impact of Covid-19.

The Welfare Rights team set up a dedicated phone line to support people who were experiencing financial hardship due to impact of Covid-19.

The Commissioning Team and Equipment service worked tirelessly with Public Health to support Care Providers in the city to access PPE, vaccines for residents and staff.

The Commissioning Team also administered all government grant funding for external providers, coordinated activity to ensure external care providers received timely advice and guidance from Wolverhampton Public Health, Public Health England, Wolverhampton Clinical Commissioning Group Quality Nurse team and Wolverhampton Council's Quality Assurance and Compliance and Adults Commissioning team, provided additional out of hours commissioning support at the peak of the outbreak, worked with Public Health and partners to implement a process of outbreak management and support, ensured regular communication via updates and information to care providers

either through a weekly bulletin, proffer drop in's or targeted meetings, arranged for external day care and community activity providers and any preventative services to ensure that if they couldn't provide a face to face or building based service to develop other approaches virtually and creatively within the requirement of the government guidance. In addition, working with the Personalised Support Team, Commissioning have managed the sufficiency and availability of care provision in Wolverhampton. As a result of this combined activity the care needs of people in Wolverhampton were met.

Local audit activity throughout 2020-2021 demonstrated consistently good practice, including areas such as effective management oversight, demonstrating dignity and respect, Making Safeguarding Personal and use of advocacy as well as evidence of involving the person in decision making despite the impact of social distancing and a reduction in face-to-face visits.

The Wolverhampton Partnership Exploitation and Missing Hub was established February 2021, this is a Multi- Agency Hub which brings together services that have contact with children, young people and adults who are at risk of exploitation, to make use of their combined knowledge to increase their safety and protection.

Adult Social Care have been committed to ensuring representation at the Exploitation Hub Daily briefings this enables information sharing and timely responses to concerns of an adult being at risk of exploitation.

Adult Social Care has also worked closely with the Power2 Team which was initially set up to work with young people aged 11-17 years , in 2020 the remit of the team was extended to work with young adults up to age of 25 years who are at risk of exploitation.

Covid-19 initially made delivery of training more challenging as sessions had to take place virtually rather than face to face.

However, a wide variety of training opportunities were delivered linked to key priorities, including continuing the development of strengths-based approaches and relational social work and to support practice and legal literacy during Covid-19. Some examples included Mental Capacity Assessment training, including a focus on self-neglect, Managing Unseen Risk, Accountable and Defensible Practice in Challenging Times and Getting your Conversation Records write.

Three separate Children's and Adult's social work briefings were arranged by the PSW in 2020/21 featuring sessions on trauma informed practice in adults, LGBT awareness, exploitation and modern slavery and Mental Capacity considerations during Covid-19, and legal updates. In addition to the social work briefings, wider adult social care workforce briefings also took place. The briefings kept the workforce connected to each other and to their managers; supporting the safety and wellbeing of the workforce and safeguarding remaining a priority statutory responsibility.

The joint Adults and Children's Social Work Conference took place virtually in October 2020 on the theme of Safeguarding, over 240 social workers attended. Subjects included coercive control and domestic homicide with a Think Family focus, Societal Context of Men's Violence Against Women, the Impact of Trauma on development and how this relates to adults and children's social care and Transitional Safeguarding.

To support information sharing and joint working, Wolverhampton Adult Social Care has continued to host a bi-monthly CQC information sharing meeting. This has proven to be a very effective forum and partners include CQC, social care, CCG, commissioning, and Health Watch and is a forum for agencies to share concerns regarding care services and agree and plan appropriate action to safeguard the vulnerable people who use the services. This multi-disciplinary approach has resulted in improved outcomes for the adults who access the services due to the assurance of safer practices being in place.

Adult Social Care has continued to actively participate in both MARAC and MAPPA meetings, champions have also been identified in teams for a number of subject matters e.g Safeguarding, Modern Day Slavery & Exploitation, Mental Capacity and Carers.

ASC is committed to improve safeguarding practices. Members of the Adult Leadership Team chair WST priority groups, including Early Help, Exploitation and Learning and Improvement in addition to attending the One Panel, Mental Health priority group WST Scrutiny and Assurance and the extraordinary WST Covid-19 Assurance meetings.

There were no SAR's or DHR's published during 2020-21, however ASC continued to progress actions and recommendations from previous reviews, including promoting Concerns meetings, and also actively participated in a number of Table Top reviews which were overseen by the One Panel.

NHS Black Country and West Birmingham Clinical Commissioning Group (Wolverhampton Place)

Progress in 2020/2021 Adult and Child Safeguarding

- WST West Midlands Care Act Compliance Audit and Section 11 Audit have been completed and submitted to WST with no immediate actions or concerns for the CCG
- Safeguarding supervision has continued to be provided for Named, Designated and Safeguarding Specialist professionals by the CCG's Designates. This was specifically prioritised during the Covid-19 Pandemic, along with bespoke provider support
- During the Pandemic, Safeguarding was identified as 'Business Critical' by the CCG and Providers were provided with regular updates and briefings as changes in legislation and guidance emerged. Some team members were redeployed to support the Covid-19 Swabbing Programme
- An analysis of 'Making Every Contact Count' in Care Homes was provided to WST during the Covid-19 Pandemic, identifying any emerging quality and safeguarding concerns
- Support and advice was provided to the 0-19 Safeguarding SOP to ensure that face to face home visits were taking place as per NHS England Guidance, in collaboration with Public Health and RWT Safeguarding colleagues
- Challenges were overcome regarding new ways of virtual working, due to the Covid-19 restrictions applied which incurred working from home
- Virtual Level 3 Safeguarding Training has been provided for Primary Care, CCG, Care Home Staff and the CCG Governing Body
- Further training has also been provided from an allocation of monies from NHS England in Safeguarding Supervision for Safeguarding professionals. In addition, a bespoke programme of safeguarding training by a Psychotherapist on 'Trauma and how do we look after ourselves' has also been provided
- Safeguarding Newsletters (monthly) are circulated to Providers and Primary Care to keep colleagues informed of changing legislation, guidance and safeguarding arrangements
- Assurance has been provided (self-assessment) to NHSE/I online via the Safeguarding Commissioning Assurance Tool
- In July 2020 the Designated Adult Safeguarding Lead applied to the HSJ 'Patient Safety Awards' and was shortlisted as a Finalist for the 'Empowerment of Hard to Reach Communities in the Prevention of Violence Against Women and Girls'
- Successful merger of the 4 BC+WB CCG's took place and external facilitation was provided to promote collaborative working for the safeguarding teams. A comprehensive work plan was formulated to prevent duplication of work and to outline individual and place-based responsibilities
- All statutory and non-statutory requests for information for safeguarding reviews have been responded to in a timely manner
- Good partnership working has been identified as a strength at the Wolverhampton Place
- Continuation of the GP Domestic Abuse and Training Project which supports Primary Care with assessment of risk and training
- LeDeR: Significant progress has been made with LeDeR in Wolverhampton. With regards to learning, reviews demonstrated that each person had received their annual health check, and all had received both Covid-19 vaccines. Where indicated, the DNACPR forms were completed correctly. Weekly meetings are held between CTLD nurses and Acute Liaison Nurses to discuss potential admissions and discharges. This ensures clear communications and support appropriate planning for both planned admissions and discharges.
- DN CYPiC initiated a revised CAMHS referral pathway to ensure no CYPiC is discharged prior to being seen due to a delay in return of paperwork / non-attendance. This has proved invaluable and the number of concerns raised by professionals has reduced significantly.
- Joint work with CAMHS to ensure all CYPiC are seen (not simply contacted) within 18 weeks of referral – this resulted in a Voice of the Child meeting being held alongside the initial professionals meeting. The waiting time as reported within November's annual report to Corporate Parenting Board was 5 weeks.
- DN CYPiC led on the alignment of CYPiC Provider dashboards to ensure consistent, meaningful reporting across the STP.
- DN CYPiC continues to liaise with LA leads, Commissioners (health and LA) and CCG's in other areas to ensure we are notified when private children's homes are set up in W-ton, including unregulated placements. A better understanding of our hosted CYP placed in City, (particularly in unregulated placements), being a key driver for this work.
- Adoption@Heart - following the development of guidance across the ICS for GP surgeries around responsibilities in completion of adoption and foster carer medicals, the DN CYPiC acts as lead clinical contact where issues are identified, on a national level, with excellent results.
- DY CYPiC was offered the opportunity to sit on a national task and finish group to feed into the Government (social) Care Review from a health perspective. Contributions were valued and the presentation was very well received by the independent Chair – this includes CAMHS extension to 25yrs and a hybrid model for statutory health assessments.

There have also been several reviews clearly demonstrating how well planned and coordinated End of Life Care can make someone's death a peaceful and dignified experience for them and their family and reinforces the need to continue to train health and social care staff in the understanding deterioration and dying.

Children and Young People in care (CYPiC)

- It is positive to note that W-ton were one of the first City's nationally during the Covid-19 pandemic to resume F2F clinics for all adoption and initial health assessments.
- Successful business case by DN CYPiC to improve effectiveness of the CYPiC Provider health service has resulted in the team moving from Community Paediatric to the Safeguarding Division, enabling more robust leadership and increased visibility and assurance.

- Successful bid for NHSE monies to fund translation leaflets for our UASC. These focused on BBV's and will be given to CYP during their initial health assessment. These are to be shared across the STP.

WST

- The Chief Nursing Officer for the Black Country and West Birmingham CCG is the Chair of the Wolverhampton Safeguarding Together (WST) Executive Group
- The Designated Adult Safeguarding Lead is the Chair of WST's One Panel and the Designated Nurse for Safeguarding Children is the Vice Chair
- The Designated Adult Safeguarding Lead and the Designated Nurse for Safeguarding Children are members of the WST Scrutiny and Assurance Group, and related task and finish groups

- The CYPiC Designated Nurse is a member of the Exploitation Priority Group
- The Named GP for Safeguarding Children is a member of the Mental Health Priority Group
- The Designated Nurse for Safeguarding Children is a member of the Early Help Priority Group
- Full participation by all Designates on Statutory and Non-Statutory Review Panels
- The Designated Leads were members of the WST Covid-19 Response Group, and the Designated Nurse for Safeguarding Children led the Task and Finish Group responding to escalation of a potential safeguarding surge, seeking assurance from agencies in regards to their operating models
- Presentation to demonstrate progress at the WST Away Day, Learning from Reviews, see slide on page 33.

We have selected a number of key examples to highlight how we have implemented, shared and embedded the learning from SARs, DHRs/CSPRs



ICS

- The CCG's Designated Safeguarding Leads continue to progress various ICS Safeguarding Workstreams including Assurance, Training and Suicide Prevention
- Governance processes have been strengthened to include the CCG's Safeguarding Steering Group and Safeguarding Board
- Preparations are taking place for the implementation of LPS and the LPS Steering Group has been developed, chaired by the CCG's Associate Director for Safeguarding and Partnerships



West Midlands Police

The West Midlands Police (WMP, Wolverhampton) presents its progress with regards to safeguarding children, young people and vulnerable adults during 2020/21 as one of the statutory partners within WST.

Contribution to Wolverhampton Safeguarding Together Partnership

West Midlands Police operates on both a geographical and thematic model. Wolverhampton has a dedicated Neighbourhood Policing Unit (NPU) with the NPU Commander who is the delegated authority of the Chief Constable and strategic lead for the WST partnership. In addition, there is representation in the WST and the sub-groups from a senior leader in the Public Protection Unit (PPU), Force Criminal Investigation Department (FCID), and other NPU leaders. The PPU lead chairs the priority sub-group for Exploitation (children).

Building an effective workforce

We support and engage young and vulnerable through our two school engagement staff and our two strengthening family's officers.

Under WMP Force SOCEX (Serious Organised Crime and Exploitation Model). WMP have created 3 designated Partnership Hubs of which will work closely with our wider partners and relevant local authorities to identify criminal exploitation themes and support identified victims – focusing on children and vulnerable adults that are potentially at risk of sexual and criminal exploitation and ultimately wider Modern Slavery – developing local intelligence picture and to promote safeguarding and wider disruption opportunities. The Wolverhampton Hub consists of 1 sergeant and 4 officers with the support of 2 intelligence officers.

The combination of this, alongside the gangs offender managers where relevant and the PPU central team we are continuing to seek to address and improve WMP commitment to Strategy Discussions in a detailed and timely manner.

The Public Protection Unit (PPU) commenced a recruitment campaign in early 2020 aiming to fill all vacancies in the department by September 2021. This campaign saw a number of new officers join the department on child abuse, domestic abuse, and sexual offence investigation teams.

Through realignment of resource an additional police officer was also invested into the MASH to assist with managing demand and to provide early police support to information sharing as a result of referrals. This was also complemented by moving 3 other police officers into the MASH to support multi agency joint visits to children. These officers now form the MAET (Multi Agency Enquiry Team), which seeks to support early intervention and out of court disposals. This co-location of staff ensures a more consistent working relationship, and earlier visits to children who need to be seen by both police and a social worker.

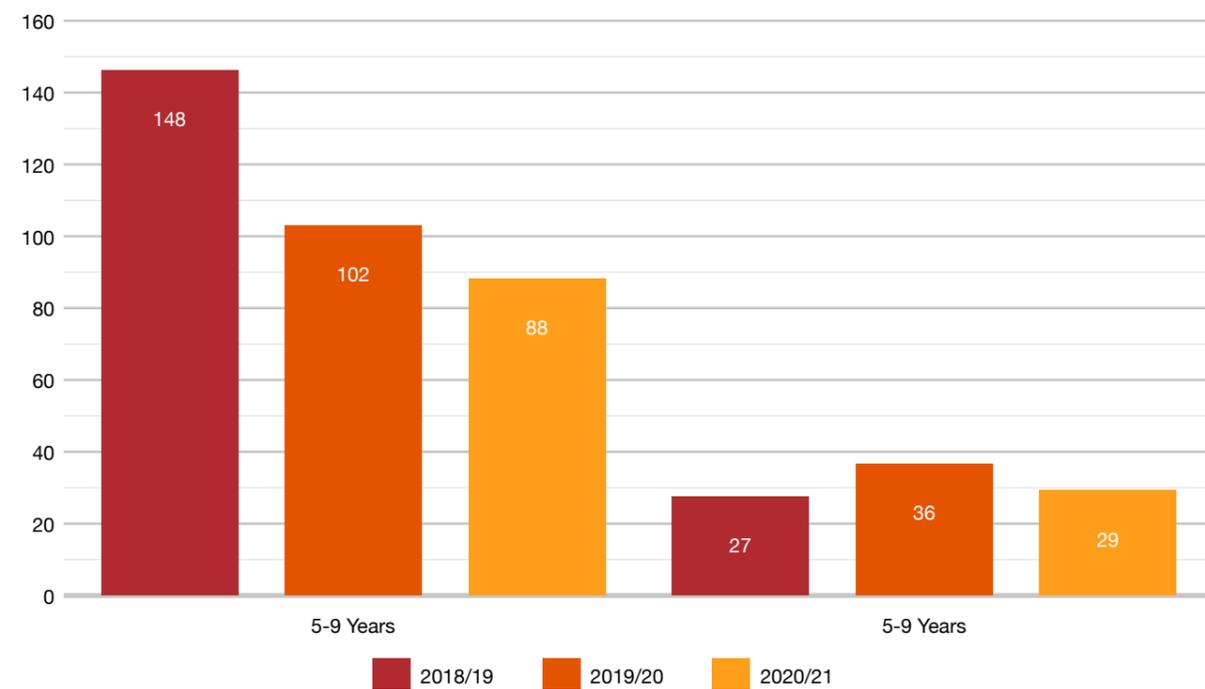
Celebrating Successes & Contributions to safeguarding

In 2019/20, recorded Child Abuse incident fell for the first time in a number of years from 2,654 child abuse related incidents in 2018/19 to 2,600 in 2019/20. The partnership acknowledge that there is a risk this reduction could have been due to Covid-19 restrictions and impacts across the partnership and with referrals during the peak stages. This was recognised and measures put in place to address this. The number increased in 2020/21 to 2,899 which is a 11.5% increase, this should be viewed as a positive for a number of reasons; the measures to address any Covid-19 impacts, greater

compliance and accuracy of crime recording across WMP and the investment of the exploitation additional resources allowing greater scrutiny and recognition of risk.

The development of the Multi Agency Safeguarding Hub in Wolverhampton initially led to a steady increase in recorded incidents as both the public and agencies working with children were able to more easily make safeguarding referrals, including crime, without needing to know exactly which agency to go to. These referrals allow for a more rapid assessment of risk, better information sharing, and ensures that the relevant agencies agree to the next steps at the earliest opportunity.

Child Sexual Exploitation Incidents Reported vs Confirmed Crime Reported



Within these child abuse figures are incidents recorded by WMP with a CSE (child sexual exploitation) marker.

Year	CSE Incidents	Confirmed Crime Recorded	% of Crime Recorded
2018 / 2019	148	27	18.24%
2019 / 2020	102	36	35.29%
2020 / 2021	88	29	32.95%

These incidents have reduced at a greater rate than the overall child abuse incidents. In 2018/19 there were 148 CSE incidents recorded in Wolverhampton, with only 18% of these leading to a confirmed crime being recorded. In 2019/20 there were 102 CSE incidents but with 35% of these leading to a crime being recorded. In 2020/21 there were 88 CSE incidents, of which 33% of these lead to a crime being recorded. As a crime is usually only recorded when either a victims confirms this or when there is other evidence available to do so, this would suggest that despite CSE incidents falling it is now far more likely that police and other agencies are able to find supportive evidence, or to support a victim in making a disclosure of a crime. The work in relation to missing children in addressing the risks of Child Sexual Exploitation is a key positive of the partnership working. It is now recognised as a wider exploitation theme and for future reviews the investment and prioritisation of this wider consideration will be worthy of commentary.

Missing Children

In 2019 West Midlands Police changed practice in relation to the risk assessment and recording of missing persons, including children. Where previously there had been use of an “absent” category, which did not result in recording on the COMPACT system (for recording missing persons) and no automatic reporting to the local authority this has now changed. “Absent” reporting has been replaced with “no apparent risk” as a category and regardless of risk assessment the missing person will be placed on COMPACT and an automatic referral made to the relevant local authority. This has resulted in a much higher number of children being referred to the local authority and subsequently receiving a return home interview by the local authority Missing Return Officer.

The work of the Child Exploitation and Missing Operational Group in Wolverhampton (CEMOG) ensure that partners are working together and considering ways to prevent missing episodes, address underlying causes and ensure the safeguarding of young people.

Operation Encompass

This is where WMP notify Wolverhampton schools when one of their pupils is exposed to a domestic abuse incident – after a trial in 2018 this procedure continues and is well supported by schools and partners. This process ensures that schools are informed of an incident which may have adversely affected a child in the previous 24 hours so that staff can understand the factors that may be affecting that child in school and provide appropriate support if required. This is in addition to any information sharing as a result of a referral that meets the threshold for MASH.

Vulnerable Adults

During 2020, Wolverhampton Police have received a much higher number of internal referrals for Vulnerable Adults. The majority of these referrals have been Mental Health Related. Partnership working between Adult MASH, Penn Hospital and GP's throughout Wolverhampton has resulted in these individuals receiving the support they need at the right time. We carry out a process for any victims of Distraction Burglaries – including older and vulnerable residents - whereby the local neighbourhood team visit, referrals are made to WV Trading Standards, Safer Wolverhampton Partnerships and MASH (based on individual need).

Cadet Programme

In 2019, Wolverhampton police launched the Police Cadet Programme locally at Kings School. Police Cadets had been trialled in other areas in WMP and based on the success and uptake has now been expanded. Following the success of this original Cadet scheme in 2020 a further scheme was launched at The Royal School. This involves volunteer cadet leaders – both police officers/staff and volunteers from outside of policing – running a youth support programme for 13-17 year olds with a focus on policing and public service. Any child can be referred into the programme, including young people with additional safeguarding needs or subject to Early Help. There are plans to expand into a second cadets unit in the next financial year. The Wolverhampton WMP child protection lead provides the safeguarding training for the cadet leaders.

Hate Crime

A dedicated Hate Crime champion was appointed in 2020. During Hate Crime Awareness Week joint visits were conducted with the Taxi Licensing department to several taxi ranks in order to raise awareness around identifying Hate Crime and how to report concerns to police and other agencies.

Several secondary school inputs have taken place within the Wolverhampton area raising awareness of Hate Crime. We are currently planning the delivery of 3rd party reporting in conjunction with the Safer Partnerships Team.

City of Wolverhampton Council - Education

- Leaders adopt safe recruitment practices. They make appropriate checks to ensure that permanent and agency staff who work with learners are safe to do so.
- City of Wolverhampton Council audits undertaken in a sample of schools to ensure safer recruitment practices in place.
- Further improved web filtering system providing a secure and safe digital environment, with reporting functionality.

Safeguarding training offered and completed:

- Workshop in Raising Awareness in Prevent (WRAP) sessions for all new staff, volunteers and sub-contractors
- Termly network meetings for Designated Safeguarding Leads covering a range of national and local issues.

Initiatives worked on during the period under review:

- Improved web filtering
- Promotion of revision to Relationships and Sex education curriculum with all schools
- Prevent staff training renewed where appropriate

West Midlands Fire and Rescue

The WMFS Safeguarding Oversight and Assurance Group was established in WMFS governance arrangements. This was to strengthen oversight of safeguarding in the service. Quarterly safeguarding data is shared with the Group providing information on the number of safeguarding concerns, position of trust allegations, and identifies themes emerging from the data. The group is leading on the recommendations from the Scrutiny Review of Safeguarding in 2019. This is established through a robust action plan which is reviewed monthly.

In response to the Covid-19 pandemic, WMFS adapted and developed the prevention and protection services it provides to those who are most at risk and vulnerable to fire and other emergencies. Using technological solutions alongside robust Covid-19 assurance and strong infection, prevention, and control measures, the service has continued to engage proportionately and safely using a blended approach providing face to face and remote services to address and reduce these risks and vulnerabilities.

WMFS responded to requests for help from our partners across the Metropolitan West Midlands region to provide emergency support through the delivery of emergency food and medical supplies to those who were shielding early in the pandemic. We provided support to local authorities carrying out welfare checks for shielding individuals that the local authorities had not been able to contact by telephone. Staff within the service have trained for and continue to volunteer supporting and administering Covid-19 vaccinations.

West Midlands Ambulance Service University NHS Foundation Trust

During the pandemic, West Midlands Ambulance Service (WMAS) has, like the rest of the NHS, experienced unprecedented demands on its service.

This demand has only increased and since April this year, we have seen sustained and continued demand that on some days has reached over 30% of forecasted activity but is constantly over 20%.

This increased demand has not been the only issue the Trust has had to deal with. Delay in ambulances being able to handover at hospitals has also meant that the resourcing we provided to meet demand is lost at hospitals, as ambulances are held for up to 10 hours waiting to handover to their patient. On some days we have lost over 500 ambulance operational hours to hospital delays and these are hours where an ambulance is not available to respond to patients in the community.

In the last four months, we have had 11,770 separate over 1-hour delays at hospitals and to put this into context, we had 16,179 for the whole of last year. As well as this, we have had to deal with the impact of Covid-19 on our own staff in relation to sickness and track and trace.

Priorities in 2021-22

- Assure Trust processes by driving consistency and improvement in safeguarding practice
- Continue to build on effective relationships internally and externally, including WST
- Monitor the Trust's Safeguarding processes and compliance
- Support the Trust with Safeguarding practice and requirements.
- Implementation of an automated referral process
- Completion date of March 2022 for Level 3 safeguarding training for all Paramedics

What we did during the period under review:

- During the first wave of the Covid-19 Pandemic, all Clinical Managers were redeployed to frontline duties; this did not impact on the safeguarding referral process
- Continued involvement with multiple workstreams across the region including DHR's, SAR's, LCSPR's, CDOP and JAR meetings, Child Alerts and Court cases.
- Several collaborative assurance audits completed with WST leading to a regional review due to best practice
- Continued to see an increase in demand in both Safeguarding and across the Trust during Covid-19
- Recruited a Clinical safeguarding reviewer to assist with the increased demand within our team

The Royal Wolverhampton NHS Trust (RWT)

The aim of this partner statement is to provide information, evidence and assurance of the Trust's continued commitment to effective safeguarding measures, during the period April 2020 to March 2021.

RWT evidence of incremental improvement of processes during 2020-2021:

- The number of children who have not been brought to health appointments, has been reported on during Covid-19 (via a dashboard). There has been a substantial variation in these statistics (Q1 – 1494, Q2 – 1464, Q3 – 2486 and Q4 – 946), with a total of 6390 missed appointments. This data corresponds with national findings that the pandemic had indirect and substantial effects on the health and well-being of children and young people (Hefferon et al., 2021). Subsequently since the relaxation of Covid-19 restrictions, the number of children not brought to appointment has dropped substantially (Q1 2021- 2022 – 93).
- An audit of CPIS was undertaken in July 2020 to review children and young people who were subject to Child Protection Plans, who attended the Emergency Department. The results suggest that staff are not routinely checking CPIS for this information. A further audit will be repeated in 2021-2022.
- An audit of DNACPR was undertaken in March 2021. The aim of this work was to review compliance with The Mental Capacity Act 2005, The Human Rights Act and CP 11, Resuscitation Policy. The sample size consisted of forty DNACPR orders from wards at New Cross and West Park Hospital. Audit findings suggest that there were gaps in the application of policy to practice and therefore as a result of this work an action plan has been developed and presented to TSG.
- In March 2021 an audit was undertaken to establish whether or not patients who have evidence of a cognitive impairment or dysfunction have been considered for a Mental Capacity Assessment. The audit included a randomised selection of ten wards located within the Trust. These wards represented a combination of emergency, surgical and medical wards located in both acute and community hospital sites within RWT. Overall there has been a slight increase in the number of mental capacity assessments completed in comparison to previous audits. These findings have been embedded within the MCA/DoLS action plan and presented to the TSG. Annual Report, September 2021.
- RWT Safeguarding team have reviewed the MCA/DoLS action plan. Additional face to face input has been provided to ward areas, which has been well received. MCA is now included in the new 'Risk Assessment' booklet. Bespoke MCA/DoLS training continues to be offered to ward staff, in addition to mandatory training and this will continue in 2021-2022. Risk 5388 Mental Capacity Assessment has been escalated to red. A monthly MCA/DoLS task and finish group is held to coordinate RWT's approach to the MCA/DoLS agenda.
- Following the findings of a CSPR, an audit of injuries in non-mobile babies was undertaken. The findings demonstrate that RWT Protocol for Injuries in Non-Mobile Children Presenting in ED is well embedded in practice. A repeat audit will be undertaken in 2021-2022.
- In March 2021 an audit of ED documentation was undertaken. The audit demonstrated 100% compliance with regards to legible documentation, the presenting condition, documentation of the incident, the identification of the person accompanying the child, the description of the medical model and the fact that the records reflect that the practitioner believes the explanation of the injury. Areas requiring improvement included compliance with the discharge notification process, reviewing previous attendances and documenting the location of the incident.
- A Movement into Area audit was undertaken during 2020-2021. The average overall compliance for the Health Visiting Service was 87% presenting an increase in compliance within practice since the previous audit which demonstrated an average compliance of 67%.
- Work internally and externally with key partners to ensure that RWT supports the work regarding 'Making Safeguarding Personal for adults and children' approach.
- To review the CWP flagging process, and make any adjustments as identified including the introduction of adult flagging
- To create an Autism flag to be able to identify autistic people who access RWT services.
- For RWT to gain Autism friendly status.
- To review both RWT Children and Adult Safeguarding Policies.
- To develop Learning Disability, Autism and Adult Supervision Policies.
- To disseminate information and deliver bespoke training regarding MCA for 16-17 year olds.
- Trust wide domestic abuse training to be delivered via Wolverhampton Domestic Violence Forum team
- To understand the role of RWT health representation within the Wolverhampton Safeguarding Together Exploitation Hub.
- To monitor and review the role of RWT health representation within MASH.
- To undertake a CQI service improvement project to roll out the Learning Disability Out-Patient appointment process to other departments within RWT.
- In readiness for the implementation of LPS, RWT will need to continue to embed the MCA agenda within practice and participate in the upcoming consultation in 2021-2022.
- To review DBS compliance across the Trust.

Key priorities for 2021/2022 include:

- To review and combine safeguarding children and adult practices across the organisation.
- CQC action plan to be reviewed by the Trust Safeguarding Group (October 2021) to ensure continued compliance with recommendations.
- To complete all outstanding actions from CSPR/DHR/SAR
- Re audit of the CPIS system of identification of children subject to child protection plans, when visiting ED.
- To develop a three year training plan for safeguarding adult, children and children and young people in care. This will include incorporating CYPIC training within safeguarding children training.

Health Watch Wolverhampton

Healthwatch Wolverhampton was established to act as the statutory, independent consumer champion for health and social care services in Wolverhampton. Our roles and responsibilities include:

- Obtaining the views of local people regarding their need for, and experiences of, local health and care services and importantly to make these views known
- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local health and care services
- Enabling local people to monitor the standard of provision of local health and care services and whether and how local care services could and ought to be improved
- Providing advice, signposting and information about access to local health and care services so choices can be made about these
- Producing reports and recommendations about how local health and care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England and CQC, Healthwatch Wolverhampton is also able to raise relevant issues at a number of strategic boards including Wolverhampton Safeguarding Together and highlights issues raised with us locally either via feedback from our citizens or through our work with local care and health organisations. This allows us to provide challenge and highlight issues raised by local people in the development and delivery of local strategies.

Our contribution to safeguarding 2020-21 includes:

- Continuing to support the work of the WST Board, ensuring that the patient's / local people's voice I heard and is central to service planning and any relevant case reviews
- Ensuring that our Board, staff and volunteers are trained to understand and follow up any safeguarding concerns they have identified by us (or raised with us) in our work locally

We have been able to reinforce the issue of engagement and involvement of local people and communities in service development and delivery across partner organisations. We have been able to use the experience of our 'Enter and View' activity in care homes to inform our contribution to Board discussions. We welcome the commitment to improving engagement and understanding of safeguarding across all communities.

Black Country Healthcare NHS FT

In 2021- 2022 BCHFT complied with our statutory safeguarding duties by supporting Wolverhampton Safeguarding Together by achieving the following:

- Continued to offer health contribution to the Wolverhampton Multi Agency Safeguarding Hubs (MASH) with the equivalent of 2.0 WTE Named Nurses, within Q3 2021 an additional support has been employed on an interim basis to offer further resilience to support this arrangement.
- The Safeguarding Supervision Policy has been revised to ensure it is in line with Intercollegiate Documents for both Adults and Children. A new safeguarding supervision model is also in development and is to be fully implemented within Q1 2023 for all BCHFT staff.
- The Safeguarding Team continue to actively support MARAC and work with partners and colleagues to ensure that timely information sharing assists in keeping the most vulnerable adults and children safeguarded.
- The BCHFT Associate Director for Safeguarding commenced as co-chair of the Mental Health Priority Group in April 202, leading on the delivery of the key priorities and work plan, with a specific focus being on how effectively the Think Family approach is implemented in mental health support across Wolverhampton.
- The Safeguarding Team continue to participate and contribute to the WST One Panel focusing on areas of good practice, embedding learning, improving practice and outcomes for those at risk of abuse and/or neglect.
- The Safeguarding team have been part of the ICON implementation group and continue to work with WST to promote awareness within BCHFT. As a Mental Health provider we have focused specifically on the prevention of Abusive Head Trauma (AHT) by raising awareness within some of our more specific services, Perinatal and Mental Health within Working Age Adults (18 years- 65 years of age).
- The Associate Director for Safeguarding has developed a new model of delivery for the safeguarding service to ensure the Think Family approach is delivered across the Trust, with the introduction of a Single Point of Contact offer for BCHFT staff to access safeguarding advice & support. This new model will ensure the service is best able to support the most vulnerable and at risk in our communities, meet the growing demands on the safeguarding team & ensure we are able to serve all 4 safeguarding partnership arrangements within the 4 place areas across the Black Country ICS. Implementation is due to take place within Q1 2022.
- BCHFT have continued to promote the Domestic Abuse Training provided by Wolverhampton Domestic Violence Forum. This training has received been well received by staff with very positive feedback.
- All WST training and events are shared with the BCHFT Safeguarding monthly Newsletters & are promoted in addition to the Trust in-house safeguarding training programme.

Voluntary and Community Organisations (VCO's)

Wolverhampton's Voluntary and Community Sector provides a wide range of support and activities for children, young people, families, adults (including adults at risk and adults with care and support needs), and communities. There are more than 700 local voluntary and community organisations (VCOs) including approximately 260 faith groups. The sector is supported by Wolverhampton Voluntary Sector Council (WVSC), the local infrastructure support organisation which also acts as a source of support in relation to safeguarding for local VCOs. The sector provides a wide range of universal support in the community, plus an extensive breadth of more specialist support including support related to: substance misuse, mental health and emotional wellbeing, housing; older people; domestic abuse; youth violence / gangs; people who are disabled or who have learning disabilities or special educational needs; children and young people excluded from school; people leaving prison; and new arrivals / refugees. In 2020-21 the contribution of the local voluntary and community sector has included:

- Local VCOs played a hugely important role in the local response to the Covid-19 pandemic. They were in the forefront of meeting basic physical needs (food, shelter, heating etc.) and mental needs of people and communities hardest hit by the effects of the lockdowns and the reduction in economic activity. This also involved maintaining contact (including face to face contact with vulnerable individuals and families) with adults with care and support needs and children / young people, throughout this first year of the pandemic.
- More representatives from local VCOs contributed to WST's Priority and Standing groups (One Panel, Early Help, Communities and Engagement, Exploitation, Learning and Improvement) and Task and Finish groups by providing a VCS perspective. In addition, representatives from two VCOs now co-chair the Communities and Engagement Group
- VCOs continued to contribute to delivery of WSTs multi-agency safeguarding training programme
- Local VCOs continued to be successful in applying for external funds to complement and enhance local resources to support to adults at risk / with care and support needs, and children, young people and families which will keep them safe from harm
- WVSC continuing to provide strategic and operational safeguarding support to the local VCOs including:
 - a) Supporting the development of suitable safeguarding arrangements including reviewing developing safeguarding policy and procedures.
 - b) Supporting local VCOs with safeguarding decision-making, linking to MASH, Early Help and support available from WST partners.
 - c) Sharing WST safeguarding updates with VCOs, and other safeguarding information of relevance to them
- Increasing access to safeguarding training for local VCOs (both single-agency and multiagency training)
- Continuing engagement with, training, safeguarding updates and support for the 260+ faith organisations to enhance their safeguarding awareness and arrangements (funded by WST)

Wolverhampton Homes

As with all services across the WST partnership, the Covid-19 pandemic and accompanying lockdowns had an unprecedented impact on service delivery for Wolverhampton Homes.

Concern that safeguarding issues were not being identified and reported due to reduced face-to-face contact with customers, along with the recognition of the impact of social isolation and the changing risks of abuse were at the forefront of the work done within the company throughout the year, with a package of emergency measures and interventions being developed all of which aimed to support the most vulnerable and mitigate the risk of abuse where it already existed or where there was potential for it to occur.

Of particular significance was the Government's instruction to all Local Authorities to bring those living on the streets into self-contained accommodation as a response to the Covid-19 crisis. What started as a humanitarian response brought Wolverhampton Homes services, including its identification and response to safeguarding concerns, into even sharper focus. Given the knowledge that certain groups would be more at risk of Covid-19 due to poor underlying health, lack of appropriate settled accommodation and, for certain households, the likely struggle to cope with the reality of social distancing, our homeless and support services had to be flexible enough to respond to almost daily events and changing circumstances.

The Government's Stay At Home advice created new challenges for people experiencing domestic abuse so it was recognised that Wolverhampton Homes' response to disclosure was even more important (both in terms of customers and staff). As such, the pathway for victims was amended to ensure all who disclosed domestic abuse were referred to a specialist for advice and informed of the remedies available to them to increase their safety.

While the year brought significant challenges for all, there is no doubt that Wolverhampton Homes has been able to realise some benefits in terms of service delivery not least because new ideas were shared, and new approaches have been tested. As 2021 drew to a close, new ways of working to identify and respond to safeguarding concerns were being planned, outlined in a refreshed Safeguarding Action Plan which has cross-company buy-in. There was also recognition that the workforce is more flexible than thought, with resources being able to be redirected in ways never previously thought possible, and better positioned to work between and across different sectors than ever before.

West Midlands Probation Service

Safeguarding is a crucial role for the Probation Service and we are well placed to identify People on Probation who pose a risk of harm to children and/or situations wherein a child may experience poorer outcomes due to the behaviour or circumstances of their parents/carers.

We have clear policies around undertaking home visits particularly where there are Domestic Abuse or Safeguarding concerns.

In 2021, Community Rehabilitation Companies and the National Probation Service re-unified and we are now The Probation Service. As a result, staff have had to undertake numerous training events to ensure competence and this remains an ongoing task for some staff. This has included child and adult safeguarding. Ensuring that staff understand the working together 2018 arrangements, embedding the Early Help offer and emphasising the importance of understanding contextual safeguarding in our assessments. We now know more about Adverse Childhood Experiences, the inter-generational impact of these and the importance of intervening earlier to prevent or reduce the negative impact and how the work carried out by our Probation Practitioners can contribute to positive life-long changes for children now and future generations.

During Covid-19, clear guidance was given to practitioners who undertook doorstep contacts with People on Probation, alongside face to face contact for those that presented the highest risk or were most vulnerable. Staff were aware that the lock down meant many children and vulnerable people were at home and ensured video calls were utilised, spoke to family members (where appropriate) and liaised with partner agencies, including Police and Children's Services, where safeguarding concerns arose.

Locally the Probation Service have a strong Integrated Offender Management (IOM) Team in place working closely with partners to supervise and support the borough's most prolific offenders. We have a dedicated specialist Women's Team delivering supporting female services from women's only reporting centres enabling vulnerable women to access a range of additional community support service in the local area. We have recently secured funding for the Women's Informed Trauma Innovation work, which will be piloted in Sandwell but with a view to roll out wider in the future. The Probation Service second a full-time member of staff into the MASH Team. The role includes work for the Youth Offender Services to improve their footprint within the MASH as part of our joined-up work.

We have a full-time secondment within the Youth Offending Team which we are currently recruiting for. We also have an enhanced presence on the Youth Offending Board and we are hoping to work closed with the Transitioning to Adult cohort in the future. As members of the Community Safety Partnership and Safeguarding Children's Board, we continue to work in partnership with key agencies in the Borough to safeguard families and protect the public.

APPENDIX B Glossary of Terms

ACRP	Adult Case Review Panel
A&E	Accident and Emergency
ASB	Anti-Social Behaviour
ASC	Adult Social Care
BCHFT	Black Country Healthcare NHS FT
CAMHS	Child and Adolescent Mental Health Service
CCRP	Children's Case Review Panel
CDOP	Child Death Overview Panel
CWC	City of Wolverhampton Council
CWC ASC	City of Wolverhampton Adult Social Care
CWC CS	City of Wolverhampton Children Services
CFP	Children & Families Practice
CFLT	Children and Families Leadership Team
CJB	Criminal Justice Board

CP-IS	Child Protection Information Sharing
CR-MARAC	Community Risk-Multi-Agency Risk Assessment
CSC	Children's Social Care
CSE	Child Sexual Exploitation
CSP	Community Safety Partnership
CQC	Care Quality Commission
CuSP	Custody Support Plan
DoLS	Deprivation of Liberty Safeguards
ED	Emergency Department
ELPIS	Police 'missing' data system
FGM	Female Genital Mutilation
FII	Fabricated or Induced Illness
LADO	Local Authority Designated Officer
LDU	Local Delivery Unit
LeDeR	Learning Disability Mortality Review

LPA	Local Policing Area
MAPPA	Multi-Agency Public Protection Arrangements
MARAC	Multi-Agency Risk Assessment Conference
MASH	Multi-Agency Safeguarding Hub
MCA	Mental Capacity Act
MOJ	Ministry of Justice
NHS	National Health Service
NPS / RRP	National Probation Service / Reducing Reoffending Partnership
OFSTED	Office for Standards in Education, Children's Services & Skills
PVP	Protecting Vulnerable People
RWT	The Royal Wolverhampton NHS Trust
SAR	Safeguarding Adults Review
SCR	Serious Case Review

STP	Sustainability and Transformation Partnership
VARM	Vulnerable Adults Risk Management
WVCOS	Wolverhampton Voluntary and Community Sector
WMAS	West Midlands Ambulance Service University NHS Trust FT
WMFS	West Midlands Fire Service
WMP	West Midlands Police
WCCG	Wolverhampton Clinical Commissioning Group
WST	Wolverhampton Safeguarding Together

You can get this information in large print, braille,
audio or in another language by calling 01902 551155

wolverhampton.gov.uk 01902 551155

  WolverhamptonToday  Wolverhampton_Today  @WolvesCouncil

City of Wolverhampton Council, Civic Centre, St. Peter's Square, Wolverhampton WV1 1SH