



Safeguarding Adults Board Annual Report

April 2024 - March 2025



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Introduction from the Chair

Hello

I find it difficult to believe I have now been the Independent Chair of the Safeguarding Adult's Board for over 12 months. The Care Act 2014 says that we must have a Safeguarding Adults Board (SAB), to help safeguard people who have care and support needs from abuse and prevent harm happening to them and my role as Independent Chair is to ensure that happens, and that the appropriate agencies provide adequate assurance and are held to account if they don't.

By law, three core members make up the Telford and Wrekin Safeguarding Partnership (TWSP), Telford & Wrekin Council, West Mercia Police and the Integrated Care System but we endeavour to put the people of Telford and Wrekin at the centre of all our discussions and decision making.

We are just about to publish our next Strategy, which will outline some of our future priorities, however in developing it, we agreed we need to look at better and different ways to identify concerns and our subsequent actions. First and foremost is how we engage with and listen to all of the people and diverse groups in Telford and Wrekin, but we also need to get better at using, understanding and sharing the data each member of TWSP holds.

We were delighted in 2024 to contribute to the Care Quality Commission's (CQC) assessment of Telford and Wrekin Local Authority. We were even more delighted that the CQC awarded them a 'GOOD' rating.

This year we have reviewed more cases, which have sadly reached the threshold for a Safeguarding Adult's Review. It is our responsibility to ensure that when things have gone wrong, and abuse has occurred to people with care and support needs, genuine lessons are learnt and changes to practice made by the agencies involved.

We will always continue to challenge ourselves and recently we robustly reviewed our effectiveness as a SAB. We identified some areas for learning and action, and we will strive to continually improve to ensure the people of Telford and Wrekin remain free and safe from harm.

The SAB has three core duties:

- develop and publish a strategic plan setting out our objectives, how we will meet them and how the Board members and our partner agencies will contribute;
- to make sure that Safeguarding Adult Reviews take place for any cases which meet the criteria; and
- publish an annual report showing we have fulfilled our statutory obligations and have done what we said we would do in our strategy.

I would like to take this opportunity to thank all those people and agencies who continue to work tirelessly in Telford and Wrekin, to make it a safer place for those adults who need our support and extra protection.



Sue Howard

Independent Chair of Telford and Wrekin Safeguarding Partnership

Who makes up the Telford & Wrekin Safeguarding Adults Board and what does it do?

Telford & Wrekin Council, West Mercia Police and Shropshire, Telford & Wrekin Integrated Care Board ICB have a statutory duty to put in place multi-agency safeguarding arrangements to protect and safeguard vulnerable adults. This responsibility is driven by the Telford & Wrekin Safeguarding Adults Board which is funded, equally, by the three statutory partners.

In addition to the three statutory partners, membership of the Board is drawn from:

- Shropshire Community Health NHS Trust
- Shrewsbury and Telford NHS Hospital Trust
- Midlands Partnership NHS Foundation Trust
- Partners in Care
- Making it Real Board
- Healthwatch
- Chief Officers Group

The Board has agreed its core focus as:

- put the person who has been harmed or at risk at the centre of everything that we do and listen to their views about what we can do to improve the safety of people;
- hold members to account – are we/they doing enough to keep people safe;
- collect and share information about how well we are keeping people safe and what more we could do;
- make sure our workers and volunteers get the training they need to provide safe services and share concerns if they think a person is being hurt or abused;
- review our policies and guidance to make sure we are constantly improving; and
- raise awareness of safeguarding issues and what to do.



How the Board does things is as important as what it does. To shape how it delivers its role, the Board has adopted the following principles and values:

- **Empowerment** – presumption of person led decisions and informed consent;
- **Prevention** – it's better to take action before harm occurs;
- **Proportionality** – proportionate and least intrusive response appropriate to the risk presented;
- **Protection** – support and representation for those in greatest need;
- **Partnership** – local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting abuse and neglect; and
- **Accountability** – accountability and transparency in delivering safeguarding.

The Board is chaired by an Independent Chair appointed by the three statutory partners with the objective of providing independent challenge and scrutiny. As part of our arrangements for external challenge, the Chair presents the Board's annual report to the Health & Wellbeing Board.

To drive delivery of its objectives, the Board has a series of groups which feed into its work as set out below:



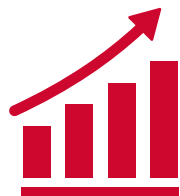
Telford and Wrekin – the place

The Borough which the Board serves is a place of contrasts. Central to the Borough is the New Town of Telford which was commissioned in 1968 and grew rapidly around existing communities including Wellington, Oakengates, Dawley and Madeley. Along the banks of the River Severn is Ironbridge, the birthplace of the industrial revolution and now a World Heritage site. Surrounding Telford is a rural hinterland – accounting for more than two thirds of the Borough's area.

In 2023 the population of the Borough was estimated to be 191,915 people. A quarter (47,609 people) are aged 0 to 19. Between 2013 and 2023, the Borough's overall population increased by 23,000 people – an increase of 13.5% – making it the fastest growing upper tier local authority in the West Midlands. As the population grows it is becoming more diverse and ageing, between 2013 and 2023, the number of people aged 65+ grew by 28.5 % which is twice the regional rate of 14.3%.



191,915
POPULATION



13.5%
POPULATION INCREASE
FROM 2011 TO 2021



28.5%
AGED 65+ POPULATION
INCREASE

Many people who have come to live in the borough have been attracted by the value for money housing offer, our schools, outstanding natural environment, growing economy and our connectivity via road and rail into the West Midlands conurbation and beyond.

Whilst at face value the borough is prosperous and thriving, the Index of Multiple Deprivation shows that there are 18 neighbour areas in the Borough which are ranked amongst the 10% most deprived in England. This impacts on the life experience of these residents in terms of poorer outcomes with regards to health, education employment and housing, such challenges have undoubtedly increased because of the ongoing current cost of living crisis.



THE NUMBER OF CONCERNS
RAISED IN 2024/2025
INCREASED FOR THE THIRD
YEAR RUNNING WITH 615
LOGGED THIS YEAR VERSUS
477 FOR THE PREVIOUS YEAR.
THIS IS A 29% INCREASE.



DURING 2024/2025 56%
OF S42 ENQUIRIES WERE
TO PROTECT FEMALES,
WITH MALES BEING AT
RISK IN 44% OF CASES



THE MOST COMMON
LOCATION OF ABUSE
DURING 2024/2025 WAS
THE INDIVIDUALS
OWN HOME.

What have we achieved in the last 12 months against our priorities?

An essential objective of this report is to demonstrate the impact of the Board and the multi-agency safeguarding arrangements that it has put in place. The following part of the report takes a look at the priorities which the SAB identified in May 2024 and the safeguarding impact that this has had.

After careful consideration and discussion amongst partners over the last year, the SAB has been able to consolidate its original priorities for 2025 – 2026 due to identifying work streams already in place across the partnership to address priorities one, two and four. It is felt that by targeting our priorities in this way it will allow a renewed focus upon the remaining areas.

Priority One: Understand better the levels of exploitation amongst our communities and ensure the right action is taken.

- A new [Home Takeover/Cuckooing animation](#) was launched in December 2024 with the aim of raising awareness of this practice among members of the public and also ensuring that practitioners are clear on the warning signals to look out for when working with people. To date this has received over 330 views.
- The Council has now appointed a special post to oversee modern slavery and the national referral mechanism and there is ongoing work looking at responses to organised crime gangs and exploitation. This is in addition to having a deeper look into the types and frequency of exploitation through the work of the multi-agency data panel.

Priority Two: Understand better the levels of intra familial abuse of older people in our community and ensure the right action is taken.

As a result of the SAB's focused work around intra familial abuse they are assured that systems are in place to undertake enquiries in a speedy manner and with a focus upon keeping the person at the centre of any intervention. Therefore the SAB no longer feels this area needs to be listed as a priority work stream but rather work which will continue to be business as usual. The SAB have also undertaken the following actions to support with tackling abuse within the family during the past 12 months:

- Re-distribution of domestic abuse leaflets among GP practices took place, with the assistance of the ICB.
- Distribution of domestic abuse leaflets among banks and opticians in the town centre as part of Safeguarding Adults Week in November 2024.
- Distribution of domestic abuse leaflets in care homes to focus on domestic abuse in the elderly with the assistance of the Telford and Wrekin Adult Social Care.
- A new [Domestic Abuse animation](#) focussing on domestic abuse and older people was launched in August 2024 with the assistance of Partners in Care and so far has received over 250 views!

The recent CQC inspection detailed that *“there were effective systems, processes, and practices to make sure people were protected from abuse, neglect, and exploitation through the Telford and Wrekin Safeguarding Partnership”* and *“safeguarding enquiries were conducted sensitively, keeping the wishes and best interests of the person concerned at the centre.”*

Priority Three: Understand better the levels of self-neglect in our communities and ensure the right action is taken.

- Several Safeguarding Adults Review are in progress which involve self-neglect and the outcome of these reviews will help identify any changes which can be made to improve awareness and support for those at risk.
 - A new [self-neglect animation](#) was commissioned with the assistance of Partners in Care and is intended to raise the public awareness of self-neglect and explain what can be done to help those experiencing self-neglect. To date this has received over 780 views!
 - A new multi-agency working group is in place to review and strengthen processes already in place to address self-neglect and its impact on individuals.
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Priority Four: Improve the experience of people needing to transition between the services in our community.

- Exploration of the support in place for those transitioning between children’s and adults services has taken place within the Safeguarding Adults Review Panel. Telford and Wrekin has a Transitions team in place within Adults Social Care which ensures that people moving between services have a positive experience with all relevant information being shared at an early stage to aid planning and ongoing support.
 - The transition of young people into adult services has been invigorated as part of the plan associated with the recent CQC inspection. There are multiple plans for the Council colleagues overseeing that work to improve and consolidate practice in this area, so that means the SAB can support that work rather than lead on it.
-

Priority Five: Reduce the time it takes to complete a s.42 (safeguarding) enquiry.

- Significant work has taken place and this has resulted in an overall drop in the time it takes to undertake the section 42 enquiry. This priority has now been met, with the average time to complete a Section 42 reducing from 81 days in 2023/24 to 43 days in 2024/25. Ongoing monitoring will take place through the ARLT group who scrutinise the data on a quarterly basis to ensure any changes to this improvement are identified and addressed.

Priority Six: Improve the way we work with and listen to people representative of all our communities to ensure our work is fully inclusive and reflective of their views and experiences.

- 49 direct engagements with members of the public during the town centre drop in event as part of Safeguarding Adults Week, including a direct intervention with a victim of domestic abuse experiencing housing issues.
 - A new Safeguarding leaflet is being created by the Making it Real Board which is hoped to be launched in Summer 2025.
 - Review of the Telford and Wrekin Safeguarding Partnership website to make it easier to navigate and locate information for both professionals and members of the public. This is being done in partnership with the Making It Real Board and consultation with other community groups.
-

Priority Seven: Ensure we are using data to its full potential to inform our decisions and target support.

- A bespoke multi-agency data panel has been created to develop the current data streams available and ensure that all agencies have the information they require to help shape services and target the communities in need of support.
 - This group has focussed on the development of an adult safeguarding dashboard bringing together multi-agency data. This ongoing work has been shaped by a data mapping exercise by partners against the Board's.
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Priority Eight: Learn from all our Safeguarding Adults Reviews to inform local actions and ensure lessons are learnt the first time.

- Learning from Safeguarding Adult Review's and Domestic Homicide Review's (the name of these will change to Domestic Abuse Related Death Reviews when the Home Office releases the new guidance) across Telford and Shropshire was shared via a joint seminar with Telford and Wrekin Safeguarding Partnership and Shropshire Safeguarding Community Partnership).
- Suicide Prevention seminar has been held due to recent increases nationally and locally in suicide Domestic Homicide Review cases Engagement with the National College of Policing research into suspected victim suicide Domestic Homicide Reviews www.vkpp.org.uk/vkpp-work/domestic-homicide-project which has been incorporated into the Public Health led suicide prevention strategy.
- A national study has been undertaken into Safeguarding Adults Review findings up and down the country. This has identified several common areas for focus and an action plan has been created to target work in Telford to address these findings.
- Work with families and targeted actions when Safeguarding Adult Reviews have been completed.
- The Safeguarding Adult Review subgroup and the Adult Review, Learning and Training (ARLT) subgroup work closely together to promote how we ensure the lessons from case reviews do make a difference. This has included new embedding the learning meetings which are intended to drive changes from action learning areas identified.
- There are also plans to support frontline teams with a new learning tool that are planned for next year – updates will be in next year's report.

Telford & Wrekin Council 9h · 🌐

☀️ Join us for Safeguarding Adults Week from 18 – 22 November

This week is a reminder of the importance of coming together, both locally and nationally, to raise awareness about safeguarding. The Ann Craft Trust, a leading authority on protecting adults and young people at risk, is championing this year's theme: 'Working in Partnership.'

As the Ann Craft Trust emphasises that working in partnerships allows us to share our knowledge of safeguarding, learn from others, and ultimately create safer cultures. Together, we can build a community that prioritises safety and support for all.

Want to learn more? Visit <https://orlo.uk/FCgpK>

#SafeguardingAdultsWeek

Telford & Wrekin Council 10m · 🌐

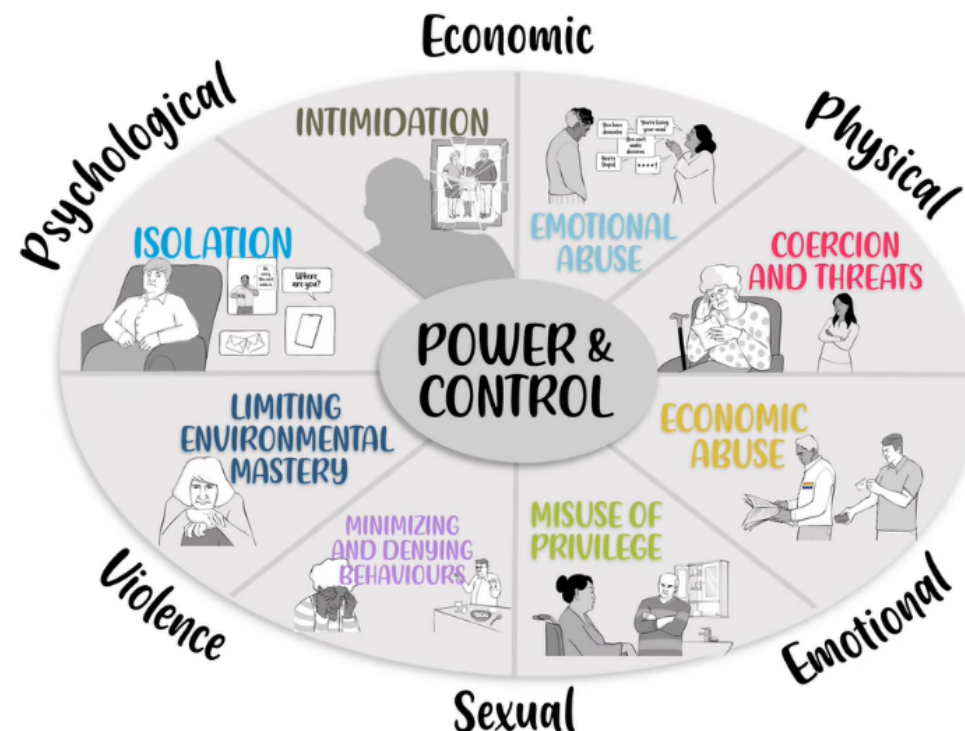
Today (21.11.24), as part of the #SafeguardingAdultsWeek, come and talk to safeguarding experts from our council and a number of local organisations around any questions or concerns you might have around domestic abuse, hoarding, self-neglect and others.

Drop by at our stand outside of Frasers in Telford Centre anytime until 5pm today.

If you can't come and if you are worried about yourself or a vulnerable resident in our borough being abused or neglected by other people, please don't wait and say something!

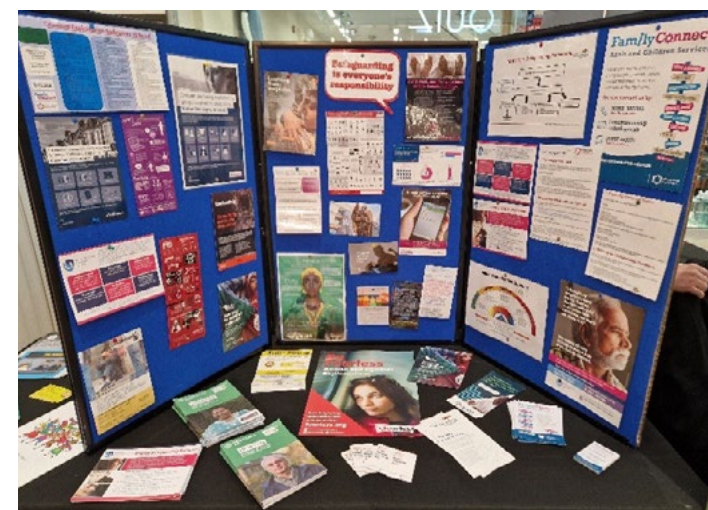
☎️ Call Family Connect: Monday-Friday, 9am-5pm on 01952 385385 (option 3) or Out of hours telephone: 01952 676500

🚒 In an emergency, always phone West Mercia Police on 999



Inspected and rated

Good



Safeguarding Adult Reviews (SAR's) and Domestic Homicide Reviews (DHR's)

The purpose of the **SAR Panel** is to meet the statutory requirements of the Care Act 2014, the Local Safeguarding Adult Board¹ has a responsibility to conduct Safeguarding Adult Reviews (SARs). This Sub-group has delegated authority to undertake this activity to promote a culture of continuous learning and improvement across the organisations by using learning from case reviews to drive improvements in practice and is made up of representatives from Adults Social Care, the Integrated Care Board (ICB), Shropshire and Telford Hospitals Trust (SaTH), Shropshire Community Health Trust (SCHT), Midlands Partnership Foundation NHS Trust (MPFT) and West Mercia Police.

Since April 2024 the panel has received two referrals, both of which have met the criteria for a full SAR review to be undertaken. All referrals received undergo a thorough scoping process across all partner agencies to assess the information and involvement with the particular case before a decision is made following strict frameworks and adhering to the criteria as detailed in [section 44 of the Care Act 2014](#).

Work has also continued on the SAR's commissioned in the last financial year and once completed that findings will be published on the Telford and Wrekin Safeguarding Partnership website.

The **Domestic Homicide Review (DHR) Decision Panel** seeks to ensure that the processes in Telford and Wrekin to determine when a case meets the DHR criteria and the ensuing actions necessary to complete the review meet the standards within the Home Office Multi-agency Statutory Guidance for the Conduct of Domestic Homicide Reviews 2016 (referred to as the statutory guidance)². The Domestic Homicide Review Decision Panel is responsible for making a recommendation to the Chair of the Community Safety Partnership about whether a DHR should be commissioned or not.

The statutory guidance makes it clear that “where a victim took their own life (suicide) and the circumstances give rise to concern, for example it emerges that there was coercive controlling behaviour in the relationship, a review should be undertaken, even if a suspect is not charged with an offence or they are tried and acquitted.”

¹ This is now known locally as Telford and Wrekin Safeguarding Partnership

² https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/575273/DHR-Statutory-Guidance-161206.pdf

As stated whilst the governance of the Domestic Homicide Review process rests with the Community Safety Partnership we think that this important work needs to be referenced in our annual report given the obvious degree of cross over between the two groups and the mutual way the Safeguarding Adult Board works with the Domestic Abuse Local Partnership Board. We have also focused on ensuring there is a better understanding of the circumstances in which people go on to complete suicide after experiencing domestic abuse. Work has taken place to share insights from important research in this area and this will remain an area of endeavour in 2025-26³.

During April 2024 and March 2025 the DHR Decision Making Panel received three referrals for consideration with all progressing to full reviews being led by an independent reviewer who will review the cases to identify learning for all partners involved.

³ Domestic Homicides and Suspected Victim Suicides 2022-2023 Report [www.vkpp.org.uk/vkpp-work/domestic-homicide-project/#:~:text=Key%20findings%20from%20the%20report,31%20adult%20family%20homicides%20\(AFH\)](https://www.vkpp.org.uk/vkpp-work/domestic-homicide-project/#:~:text=Key%20findings%20from%20the%20report,31%20adult%20family%20homicides%20(AFH))

Training and development

All partners have mandatory safeguarding training in place where compliance is monitored and considered as part of the Care Act audit and ongoing assurance work within the Adults, Review, Learning and Training sub group.

In addition to these mandatory courses the SAB offers a constant E-Learning training offer which is extended to all partners through the Telford & Wrekin Council online learning environment and can be accessed at a time to suit them. This site includes multitude of training packages including Exploitation and Vulnerability, Adult Safeguarding, The Care Act 2014, Deprivation of Liberty Safeguards (DoLS), Domestic Abuse Awareness and Hoarding to name but a few.



The following bespoke **'lunch and learn' sessions** have taken place between April 2024 and March 2025 in collaboration with our partners and has allowed **over 390** professionals access to courses, seminars and learning material to develop their practice and expertise even further, to help protect the residents of Telford and Wrekin:

- **All about...Lasting Power of Attorney and future planning**
- Advocacy awareness
- **Suicide Prevention and bereavement**
- **Online Safety and Scams awareness**
- **Reducing inappropriate medication for people within the Learning Disability and / or Autism Communities**
- **Learning from SARs and DHRs**
- **Hoarding**
- **DASH and MARAC awareness**

The following 7 minute briefings have been developed and circulated among partners to raise awareness and understanding:

- **Modern Day Slavery**
- **Home takeover (previously known as cuckooing)**
- **LeDeR - Learning from lives and deaths, people with a learning disability and autistic people**
- **Online Safety**
- **Eating Disorders**
- **Hoarding**

"Exceeded the information I thought I would gain"

"It shows the way to work collaboratively and how to be proactive"

"The key themes of ASR and DHR's was clear throughout and it was really beneficial to understand how these get referred."

"Some great information that gave me greater standing that I can use in practice"

"It was so good. Very interesting and learnt so much."

"It aided in advising that the issues to be addressed are not about the items being hoarded, and safety issues raised by that but a wider, ideally multi-agency, support package being required with a more holistic support with the aim to involve the 'client' in decision making and plan to encourage engagement."

Quality and performance

The purpose of the Adult Review, Learning and Training (ARLT) subgroup is to promote a culture of continuous multi-agency learning and improvement throughout the partnership.

The ARLT subgroup is made up of representatives from Adults Social Care, the Integrated Care Board (ICB), Shropshire and Telford Hospitals Trust (SaTH), Shropshire Community Health Trust (SCHT), Midlands Partnership Foundation NHS Trust (MPFT), Healthwatch, Partners in Care and West Mercia Police. The group meets quarterly and between April 2024 and March 2025 the subgroup has undertaken the following activities:

- Change in ARLT chair lead with policies being refreshed across the partnership
- ARLT Peer Review analysis work to identify areas for enhancement
- ARLT Terms of Reference refresh and audit activity including an action plan to show how we meet those terms of reference
- Advocacy awareness seminar for the public following area being identified within ARLT
- Review of the Multi-Agency Case File Audit templates and guidance has taken place – these are now ready to use as part of the learning evidence as our current SARs are completed
- A survey from partner agencies about the safeguarding data they collect and how it is used – this has been shared with those leading the data priority group to ensure we use data to help improve safeguarding arrangements
- Contributed to multiple online and in person events to mark Safeguarding Adults Week, including a town centre drop in for members of the public and professionals to seek advice

A heartfelt thank you to...

- All the individuals and families who have taken the brave step to share their experiences and worked with us in pushing for change.
- The 100's of professionals up and down the borough who have continued to support the partnership, their colleagues and the residents of Telford and Wrekin.

To find out more about the Telford and Wrekin Safeguarding Partnership and access resources please visit www.telfordsafeguardingpartnership.org.uk

