



# **Cumbria Safeguarding Adults Board**

## **Annual Report 2024-25**

## Contents

1.	A message & introduction from the Independent Chair	6
2.	Introduction	7
3.	Who are we and what do we do?	7
4.	What is our vision and commitment?	8
5.	What does Safeguarding Adults mean?	8
5.1	Protection of adults at risk of abuse or neglect: National award	9
6.	What is Making Safeguarding Personal?	10
6.1	Making Safeguarding Personal – outcomes	11
6.2	Safeguarding outcomes – risks	11
6.3	Good Practice Example: Lauren's story	12
7.	What are CSAB Objectives?	14
8.	What did we achieve in 2024/25?	15
8.1	Cumbria Safeguarding Adults Board	15
8.2	Learning & Development sub-group	16
8.3	Communication & Engagement sub-group	18
8.4	Performance & Quality Assurance sub-group	22
8.5	Policy & Guidance sub-group	23
8.6	Safeguarding Adult Review sub-group	24
9.	Safeguarding Adult Reviews	25
10.	Safeguarding; our year in data 2024/25	31
11.	What have our partners done?	33
11.1	Effective partnership working: Example	39
12.	Our finances	40
13.	What will we be doing during 2025/26?	41

## Glossary of Terms

### **CNTW - Cumbria, Northumberland Tyne & Wear NHS Trust.**

A Mental Health and Learning Disability Trust, providing services across the Cumbria and North East England.

### **CSAB - Cumbria Safeguarding Adults Board.**

An independent statutory partnership established to help and protect adults who live in Cumbria, who are at risk of abuse and neglect.

### **CSCP - Cumbria Safeguarding Children Partnership / CSP - Children Safeguarding Partnership.**

A statutory multi-agency organisation that brings together local agencies that work to safeguard and promote the welfare of children and young people up to the age of 18 in Cumberland.

### **CQC - Care Quality Commission**

The independent regulator for Health and Social Care services in England.

### **DARDR - Domestic Abuse Related Death Reviews.**

Domestic Abuse Related Death Reviews (DARDR) are carried out by Community Safety Partnerships to ensure that lessons are learnt when a person has died as a result of domestic abuse, either by homicide or suicide.

### **DoLS - Deprivation of Liberty Safeguards**

A legal framework designed to protect individuals who lack the capacity to consent to their care and treatment in a care home or hospital, if the arrangements for care and treatment deprive them of their liberty.

### **HMP - Her Majesty's Prison.**

The term used to denote prison's which are located in the United Kingdom.

### **ICB - Integrated Care Board.**

NHS organisations responsible for planning health services for their local population.

### **KSAB - Kirklees Safeguarding Adults Board.**

An independent statutory partnership established by local authorities to help and protect adults who live in Kirklees, who are at risk of abuse and neglect.

### **L&D - Learning & Development.**

This is a sub-group of Cumbria Safeguarding Adults Board, made up of members from the safeguarding partnership.

## Glossary of Terms

**LeDeR - Learning from Deaths of individuals with a Learning Disability.**

**LSCFT - Lancashire & South Cumbria NHS Foundation Trust.**

Provides health and wellbeing services including Mental Health for people living in Lancashire and South Cumbria.

**LSC ICB - Lancashire & South Cumbria Integrated Care Board.**

Has responsibility for planning NHS services, including primary care, community and pharmacy.

**MAPPA - Multi Agency Public Protection Arrangements.**

A system to ensure the effective management of violent and sexual offenders.

**MCA - Mental Capacity Act 2005.**

The MCA is a legal framework for acting and making decisions on behalf of adults who lack the capacity to make particular decisions for themselves.

**MDT - Multi-disciplinary Team.**

MDT for short is simply a diverse group of professionals working together. MDT aims to deliver person-centred and coordinated care and support for the person with care needs.

**MSP - Making Safeguarding Personal.**

Making Safeguarding Personal aims to develop a personal outcomes focus to safeguarding work, with a range of responses to support people to improve or resolve their circumstances.

**NICE - National Institute for Health and Care Excellence.**

An independent organisation that provides national guidance and advice to improve health and social care.

**NHS - National Health Service.**

Provides health services and support to patients and carers in England.

**NRM - National Referral Mechanism.**

The National Referral Mechanism (NRM) is a framework for identifying and referring potential victims of modern slavery and ensuring they receive the appropriate support.

**NSAW - National Safeguarding Adults Week**

National Safeguarding Adults Week (NSAW), lead by The Ann Craft Trust where organisations come together to raise awareness of important safeguarding issues.

## Glossary of Terms

### **PDU - Probation Delivery Unit.**

Probation Delivery Unit or "PDU" means an area with a defined geographical boundary within a Probation Region, where probation services are delivered.

### **PiPoT - Person in a Position of Trust.**

A process that is used to support the approach and process to follow when responding to concerns or allegations about a Person in a Position of Trust.

### **P&QA - Performance & Quality Assurance Group.**

This is a sub-group of Cumbria Safeguarding Adults Board, made up of members from the safeguarding partnership.

### **RSC - Recovery Steps Cumbria.**

Recovery Steps Cumbria are the provider of drug and alcohol services in Cumbria.

### **S42 - Section 42 Enquiry.**

Section 42 of the Care Act 2014 outlines the duty to investigate where an adult with care and support needs may be at risk of abuse or neglect.

### **SAB - Safeguarding Adult Board.**

Is a statutory body and partnership established by local authorities to help and protect adults at risk of abuse and neglect.

### **SAR - Safeguarding Adult Review.**

A Safeguarding Adults Review takes place when an adult who has needs for care and support has experienced abuse or neglect and agencies could have worked better together to protect them.

### **SWYPFT - South West Yorkshire Partnership Foundation Trust**

An NHS trust which provides Mental Health, Learning Disability and Community Health care services in Calderdale, Kirklees, Wakefield and Barnsley.

### **UHMBT - University Hospitals of Morecambe Bay NHS Foundation Trust**

A University teaching hospital providing community and hospital services across the Morecambe Bay area including south Cumbria.

# 1. A message from the Independent Chair



As always, I am absolutely delighted to present the new Annual Report for the Cumbria Safeguarding Adults Board.

This statutory report covers three functions. Firstly, it is a reference document for people who need to know who, what, where and how adults at risk are safeguarded within Cumbria. Secondly, although it cannot cover everything that was done by the partnership of services involved in safeguarding over the last year, it gives the highlights of the actions and work undertaken. Lastly, accepting that safeguarding requires everyone's attention and effort, it is a clear call to arms, laying down a challenge and demand, that safeguarding adults at risk of abuse or neglect, is everyone's business.

I have an extremely privileged position as the partnership chair to witness the brilliant work of individuals, volunteers, families, friends, relatives and professionals alike who go to extraordinary lengths to support and protect those who need it within our communities.

We celebrate these staff through our work and meetings, and we report on their work here. Like Lucy, one of our dedicated Social Workers, who goes above and beyond to help those suffering from addiction. And we have many more, and unfortunately not enough paper or band width to celebrate them all, but they are there in their droves.

The Board is often offered a glimpse into people's lives and the challenges and predicaments they and their families face in their daily lives. We have witnessed the skill, professionalism and dedication of services and the staff that serve them. We have seen many lives been turned around as a result, often when people had lost hope and were at their wits end.

This report outlines the work of the Board's four Work Groups, all chaired by senior staff from the agencies that make up the partnership, all in addition to their day jobs. The partnership is successful directly because of their efforts, and because of the support and expert guidance of our Business Manager and her team. We are fortunate to have such an expert team leading the partnership and board.

There are times when tragedy still strikes either before we can get there, or our service efforts have just been in vain. This report outlines how we learn from such awful events, and we support how we might collectively reduce the risk of these circumstances happening again. This is such important work for us, and is undertaken in full partnership with the friends and families of those affected. It is very heartening, even in these challenging times to see the care, compassion and understanding shown by staff to those who may be grieving or supporting loved ones.

I hope this report gives you a real insight into the provision of the safeguarding partnership. On reflecting on the huge body of work that was achieved within these 12 months, I hope that you will agree, that it is a very real testimony to the care and professionalism embodied within the collective of services, professionals and volunteers.

What lies ahead however, is even more challenging. We have supported many national reviews into safeguarding practice and into individual services and professions over the last couple of years, at a time of continued national austerity. This is expected to culminate over the next couple of years, into the biggest change to the public sector, in at least 50 years.

Changes on this scale are unprecedented, and the role of partnership and the safeguarding assurance provided by the Board will be more essential than it has ever been.

What I can already be assured of however, is that whatever comes, safeguarding adults with care and support needs who may be at risk of abuse or neglect will always be essential, and the staff, carers, families and relatives that fulfil this duty are dedicated, committed and determined to serve, and they will remain so.

It will be our duty as citizens to give them the support and respect they deserve.

**Robert McCulloch-Graham**

Independent Chair, Cumbria Safeguarding Adults Board



## 2. Introduction

This report will provide an update in respect of what Cumbria Safeguarding Adults Board (CSAB) and our partner agencies have done during 2024/25 to deliver our strategic objectives and safeguard adults at risk of abuse or neglect.

CSAB continues as a Pan Cumbria safeguarding partnership with both Cumberland and Westmorland & Furness Council's as key statutory partners working together across Cumbria to safeguard adults at risk of abuse or neglect.

In this report we will describe the activity and achievements of the Board and sub-groups during Year 3 of our [5-year Strategic Plan](#). In addition we will report themes, learning and actions taken to respond to Safeguarding Adult Reviews (SARs) published during the reporting period.

We have measured our achievements against the goals and initiatives outlined in our [2024/25 Business Plan](#). During the year our business remained responsive to both local and national emerging themes and trends during the course of the year.

## 3. Who are we and what do we do?

Cumbria Safeguarding Adults Board (CSAB) is a statutory body who, as directed by the Care Act 2014 works in partnership with organisations across Cumbria to help protect adults with care and support needs from abuse or neglect. There is a strong focus on partnership working with the statutory partners\* being supported by the following organisations represented on the Board and through our sub-group structures; -

- Cumbria Constabulary\*
- North East & North Cumbria Integrated Care Board\*
- Lancashire & South Cumbria Integrated Care Board\*
- Cumberland Council\*
- Westmorland & Furness Council\*
- Cumbria Fire & Rescue Service
- Her Majesty's Prison Service, Haverigg
- North Cumbria Integrated Care NHS Trust
- University Hospitals Morecambe Bay NHS Trust
- Cumbria, Northumberland Tyne & Wear NHS Trust
- Lancashire, South Cumbria NHS Foundation Trust
- Recovery Steps Cumbria, Drug & Alcohol Service
- Healthwatch Cumberland and Westmorland & Furness
- Lay Membership
- National Probation Service North West
- Department Work & Pensions

### Lay membership

Cumbria Safeguarding Adults Board are proud to have robust arrangements for independent scrutiny through the role of our Independent Chair which is further supported by a lay member role.

David Savage is an experienced lay member of CSAB with previous involvement in other strategic partnerships across Cumbria. David brings a wealth of experience as a business leader in industry to support and challenge the continuous improvement and governance processes for Cumbria's Safeguarding Adults Board. As a Parish Councillor and local resident David is able to contribute to and participate in discussions and activity which aims to develop an improved understanding in the community of safeguarding adults at risk.



The independent lay member role is further supported by representation from Cumberland and Westmorland & Furness Councillors. Councillor Lisa Hinton, Cumberland Council and Councillor Patricia Bell, Westmorland & Furness Council as portfolio holders for Adult Social Care are both members of CSAB. Through key relationships with members of the public, community groups and organisations they can ensure that safeguarding adults at risk of abuse and neglect is everybody's business.

The Board leads adult safeguarding across Cumbria and works with organisations and our partners to ensure that they have effective safeguarding arrangements in place, ensuring adults who may be at risk of abuse or neglect are able to;

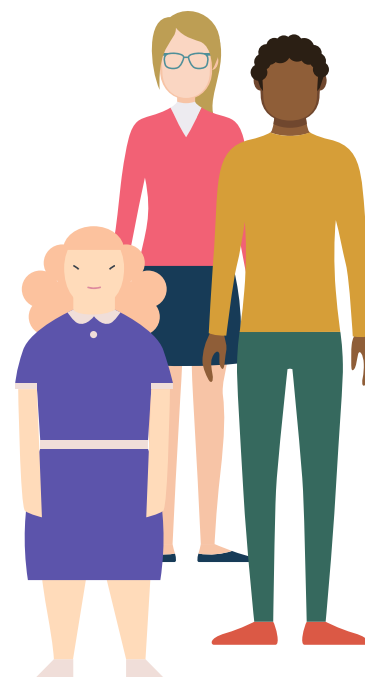
- Live as safely and independently as possible
- Make their own decisions
- Take control of their own lives.

Department of Health & Social Care statutory guidance states; *The SAB has a strategic role that is greater than the sum of the operational duties of our core partners. The SAB leads adult safeguarding across the locality and will be interested in a range of matters that contribute to the prevention of abuse or neglect.* ([14.134](#))

## 4. What is our vision and commitment?

Our **vision** is to put the people of Cumbria at the centre of everything we do

Cumbria Safeguarding Adults Board is **committed** to support the protection of and appropriate service provision for vulnerable people living in Cumbria. We listen; we learn; we proactively support all agencies to improve, share, embed and deliver effective practice.



## 5. What does safeguarding adults mean?

Safeguarding means protecting an adult's right to live safely, free from abuse and neglect. It is about organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure the adult's wellbeing is promoted including, where appropriate having regard to their wishes and feelings when deciding on action.

Safeguarding is everybody's business and duties apply to an adult who has needs for care and support; is experiencing or at risk of abuse or neglect and because of their care and support needs, they are unable to protect themselves.



## 5.1 The protection of adults at risk of abuse or neglect

Across Cumbria partners work together to protect adults at risk from abuse or neglect through collaboration and working creatively together. Many of our practitioners and safeguarding leads regularly display their passion and tenacity in the course of their work.

Cumbria Safeguarding Adults Board are proud to be part of National Safeguarding Adults Board, 'We see you, We hear you' annual excellence awards. Colleagues and managers are invited to nominate teams and individuals for the awards which take place during National Safeguarding Adults Week.

In November 2024, we celebrated with our partners Recovery Steps Cumbria a winner in the **Protection category**, Lucy Reed Safeguarding Lead nominated by her team and manager.



### Lucy Reed, Protection Winner

**Lucy goes above and beyond every day to ensure that she protects people from abuse and neglect.** Lucy is a qualified social worker, who found a passion for working with those who face addiction and has made it her mission to advocate and support individuals whose vulnerabilities can be masked and misinterpreted/misrepresented due to their addiction.

Lucy is the safeguarding lead for Cumbria's addictions service and has had a lifetime passion in regard to tackling inequalities and working with system partners to ensure people are protected and cared for, safe from abuse and harm.

**Lucy is heavily involved in both Cumbria's Safeguarding Adults Board, and Cumbria's Safeguarding Children Partnership. Lucy delivers training on behalf of these bodies to wider systems partners and is involved in relevant statutory reviews. Lucy is a well-respected professional in her field and colleagues and peers go to her for expert advice and guidance.**

**More recently Lucy has led on implementing system wide learning and training following on from learning identified in Kate SAR.**

Lucy has been leading a Cumbria wide agenda on self-neglect and exploitation, particularly for those with drug and/or alcohol issues. There have been countless interventions delivered to individuals due to the tireless effort of Lucy to ensure these individuals get the care and support they require, her interventions have resulted in lives being saved, and in some cases enabling people to have a dignified death.

**Lucy has brought agencies together, held agencies to account, dispelled myths about substance misuse and lifestyle choices, and continued to enhance practice within the County.**

Lucy has shaped Recovery Steps Cumbria's safeguarding offer, created dedicated pathways and new ways of working to ensure that people that come into services are supported in the way that best meets their needs. Lucy is a compassionate, kind caring individual, who is dedicated to the world of safeguarding and enhancing practice across public and professional networks in Cumbria.

## 6. What is Making Safeguarding Personal?

The Care Act says that adult safeguarding is about protecting individuals, but recognises people are all different. So, when we are worried about the safety of a person, we should talk to them to find out their views and wishes. Then we should respond to their situation in a way that involves the individual as much as possible, enabling them to have choice and control over what happens in their life, so they can achieve an improved quality of life, wellbeing, and safety. This is referred to as **Making Safeguarding Personal (MSP)**. CSAB recognise the values contained in Making Safeguarding Personal and ensures that work across the partnership is underpinned by the [six key safeguarding principles](#).

### Empowerment

People being supported and encourage to make their own decisions and give informed consent



### Prevention

It is better to take action before harm occurs

### Proportionality

The 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 neglect and abuse



### Accountability and transparency

In safeguarding practice

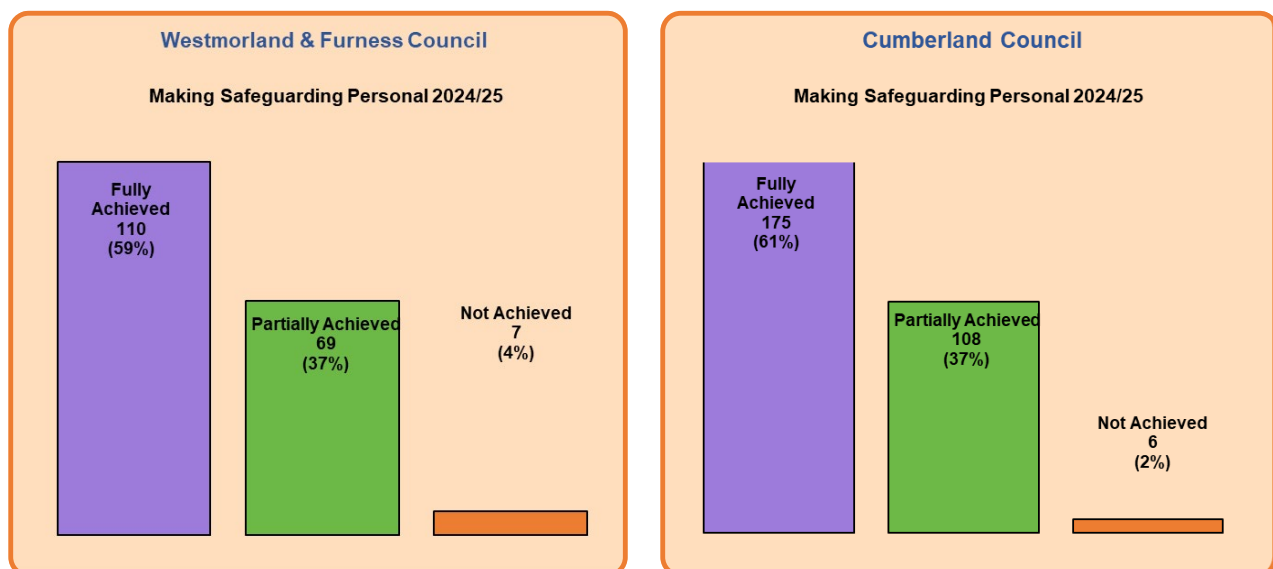


CSAB promote access to resources in respect of Making Safeguarding Personal for practitioners on our [website](#).

## 6.1 Making Safeguarding Personal - Outcomes

All adults who have been through the safeguarding enquiry process are asked for their feedback on whether they felt their involvement with services had been effective and worthwhile. In some cases, an advocate or representative will provide feedback on the adult's behalf.

The tables below outline responses from adults and their advocates to questions about their outcomes and if they felt these had been achieved.

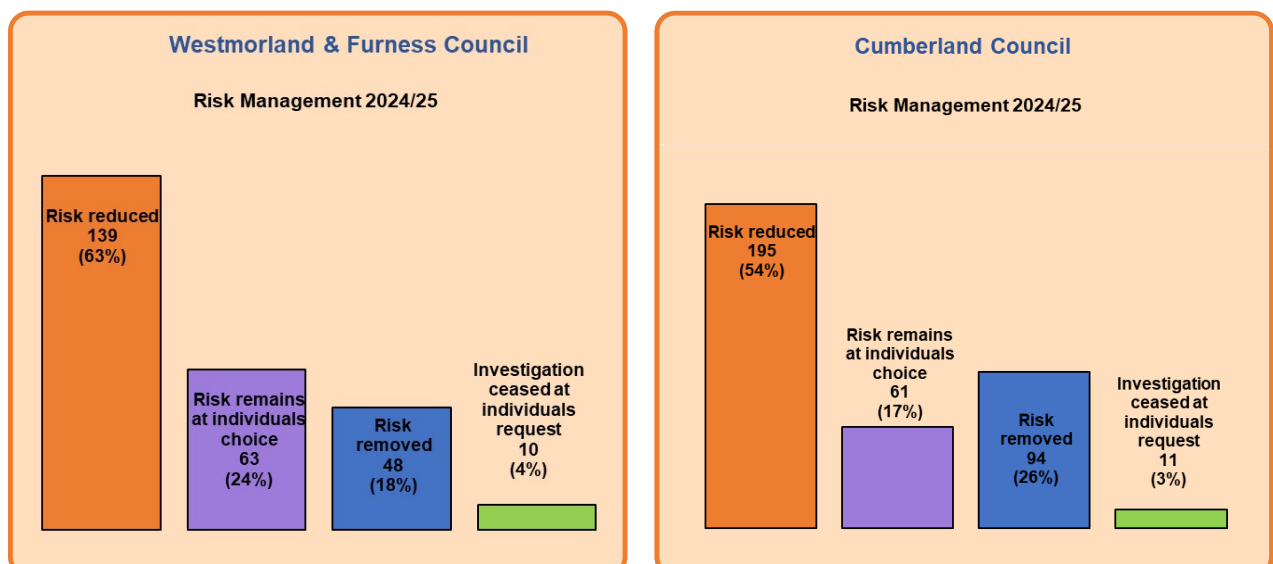


Making Safeguarding Personal and speaking to adults about their views and wishes enables and involves the individual as much as possible, to have choice and control over what happens in their life, so they can achieve an improved quality of life, wellbeing, and safety.

However, this can mean in some cases that adults continue to live with some element of risk. The tables below outline responses to questions adults who had been through the safeguarding process were asked following the enquiry process.

## 6.2 Safeguarding outcomes - Risks

It is positive to note that the percentage of individuals where the risk was reduced has increased by 9% across both Council footprints. This is evidence of partners working together with adults to ensure risks are reduced and they can live safely from abuse or neglect.



## 6.3 Good Practice Example

One of our strategic objectives includes hearing the voice of our staff, customers and wider communities in respect of safeguarding so we learn from experience. We do this through a number of ways including sharing with our sub-groups and Board examples of good practice to promote and encourage learning from each other across the safeguarding partnership.

### Lauren's Story

Lauren is a woman in her 30's who at the time the safeguarding concern was raised was living in local supported living. Concerns had been raised by staff that Lauren was experiencing high risk domestic abuse including physical, emotional, sexual and financial abuse from her then partner. There were also concerns that Lauren was struggling with substance misuse and risks this could lead to death by misadventure. The Housing Association raised concerns with Adult Social Care and as a result a safeguarding concern was logged due to concerns Lauren could not protect herself.

The Housing Association had worked with Lauren for several years and had developed a very good rapport with her, Lauren felt she could trust the Housing staff. Lauren had also been working with the local Drug and Alcohol Services for several years in relation to her drug use so had positive relationships with them. Lauren was known to Police due to previous abusive relationships.

It was difficult for Lauren to feel she could trust new professionals involved in the safeguarding enquiry process therefore the positive relationships with Housing and Drug & Alcohol Service staff were essential. These professionals could advocate for Lauren and also encourage her to work with other professionals. The trusted professionals could inform regular meetings with Police, Health Services and Adult Social Care to assess the risks to Lauren.

As time went on, with the information from the Housing Association, a holistic Care Act assessment was completed with support informed by information from the Housing Association. Lauren was assessed as having eligible needs under The Care Act 2014.

Over time Adult Social Care were able to build rapport with Lauren. Lauren continued to struggle with drug use due to the trauma she had experienced in her life, this led to a high number of hospital admissions. Information was shared with all agencies to ensure appropriate welfare checks could be in place as required.

The Housing Association continued to have regular contact with Police and Ambulance Services, with meetings to regularly review safety plans following incidents and share concerns.

It was identified that the perpetrator frequently breached bail conditions by contacting Lauren. Victim services were involved at this time to support Lauren.

Whilst the Housing Association continued to support Lauren due to her struggles she found herself in a position where she was homeless. The local homeless team became involved during which time there was a deterioration in Lauren's mental health. Effective multi-agency work was done holistically with both Drug and Alcohol Services and Mental Health to complete joint mental capacity assessments to ensure Lauren understood the risks of her drug taking behaviours and self discharge.

Following a multi-agency plan and subsequent Mental Health Act assessment Lauren spent some time in hospital. On discharge professionals worked together to support Lauren with the Housing Team securing safe accommodation for Lauren, where the domestic abuse perpetrator did not know where she was.

During a period of time when the perpetrator was in prison, agencies continued to work with Lauren to support her to identify the risks she faced. Work continued with agencies to address her addiction and mental health issues and secure a safe and permanent place to call home.

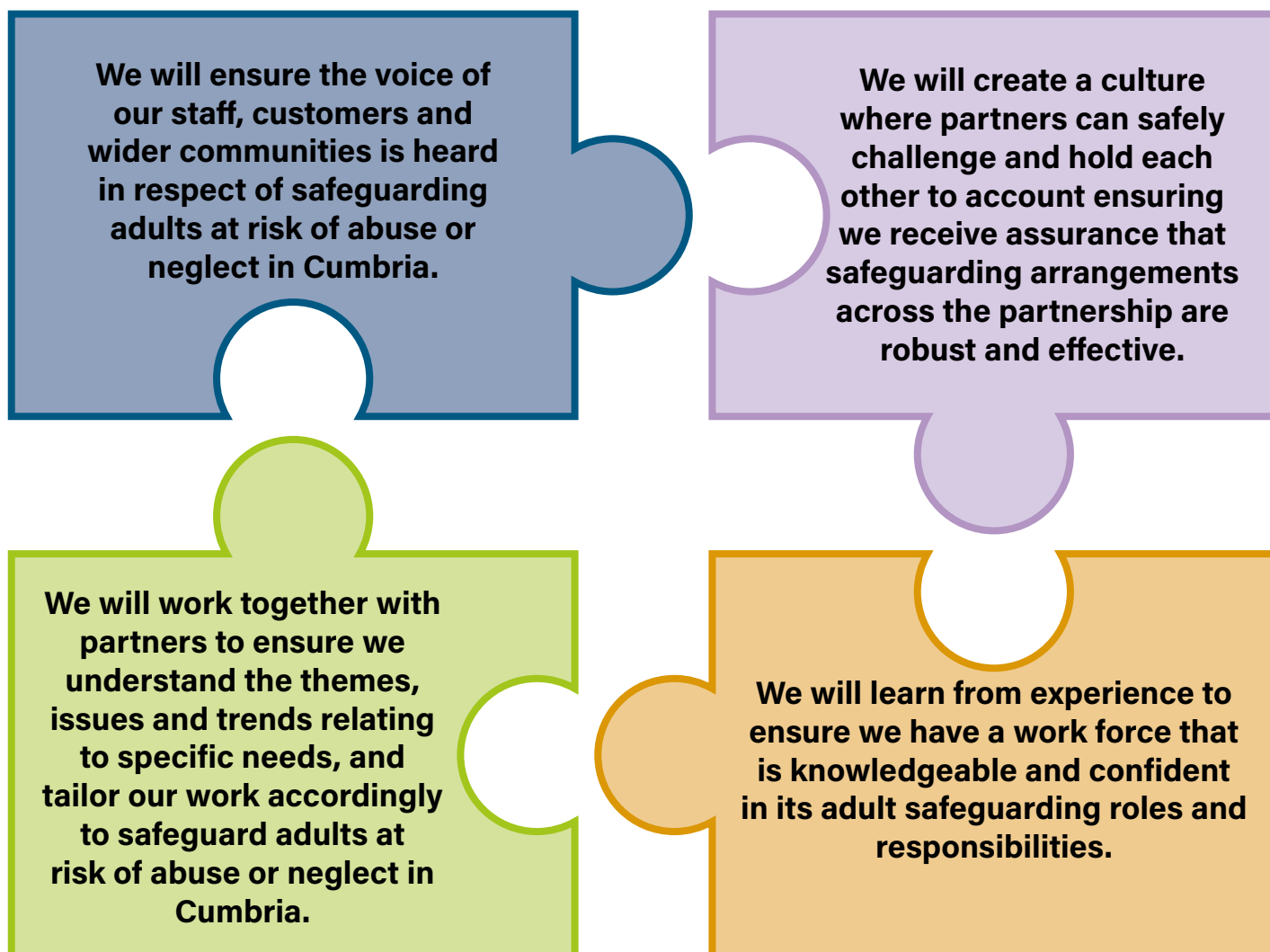
Lauren continues to work with this same group of professionals to be empowered to make her own decisions and live a safer life and to have more education of domestic abuse.

Lauren's story highlights the importance of supporting adults who have experienced abuse or neglect to work with a trusted professional. It also emphasises the importance of risk and safety planning done in collaboration with other partners. Information sharing was key in Lauren's situation to ensure that all professionals or agencies who may come into contact with Lauren shared information. Professionals evidenced working together in creative ways to support and keep Lauren safe. Lauren's wishes and views were paramount throughout the safeguarding process demonstrating how the safeguarding process was personal to Lauren.

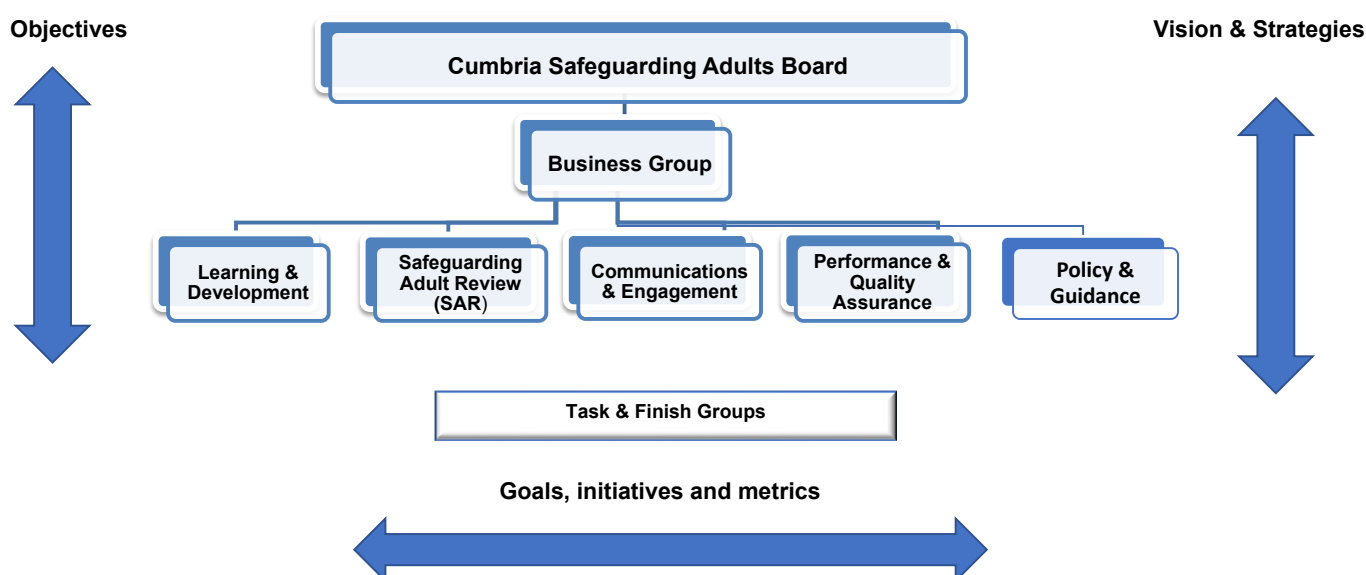




## 7. What are our objectives?



CSAB strategic objectives are supported by 'goals' and 'initiatives' which set the direction and provide a measurement for our progress and achievements. Throughout the year our sub-groups regularly review progress against the Business Plan providing quarterly reports to the Safeguarding Adults Board.





## 8. What did we achieve during 2024/25?

### 8.1 Cumbria Safeguarding Adults Board

Cumbria Safeguarding Adults Board must assure itself that local safeguarding arrangements and partners act to help protect adults in Cumbria with care and support needs protect themselves. Our strategic objectives, goals and initiatives are delivered through the structure of sub-group whilst as a Board we seek assurance from the wider system in respect of safeguarding adults.

As a Board we also ensure that we remain abreast of regional and national developments and themes for consideration locally. Through the Independent Chair and Board Manager CSAB maintain links to regional and national networks to ensure we remain informed of emerging themes and trends so we seek assurance across the partnership of risks or issues locally.

#### Board business and discussions during 2024/25 included;

- ☒ **Consideration of the emerging national theme; Modern Slavery in the Care Sector to understand local profile and issues**
- ☒ **CSAB response to the ministerial letter from Department for Levelling up, Housing & Communities which made recommendations to Safeguarding Adults Boards.**
- ☒ **Support our Local Authority partners with preparedness for CQC assessment of Adult Social Care**
- ☒ **Annual assurance reporting included;**
  - **Learning from Deaths of individual with a Learning Disability (LeDeR)**
  - **Domestic Abuse & Domestic Homicide Reviews (DHRs)**
  - **Prevent (Counter Terrorism reporting mechanism)**
  - **Deprivation of Liberty Safeguards (DoLS)**
  - **Prison capacity changes; response**
  - **Deaths in custody (MAPPA)**
  - **Learning from 2nd National SAR analysis**

## 8.2 Learning & Development sub-group

### Delivered total 6 'lunch & learn' sessions to 501 participants

Sessions provided opportunity to disseminate learning from Safeguarding Adult Reviews (SARs) Donna, Poppy and Miss B. A session was also delivered to launch a new Transitional Safeguarding & Exploitation Procedure. All learning events seek feedback from participants with reports to inform improvement and future planning.



94%

**94% of participants responded that the session met their expectations and they could take learning away to apply in practice**

**Recordings of lunch and learn sessions are available on our [website](#).**

*"Very insightful powerful points for reflection"*

*"person centered"*

*"I liked the respectful and thoughtful tone with realistic discussion of practice challenges and dilemmas - good stuff"*

### CSAB Safeguarding Conference 2024

Our annual Safeguarding Conference was delivered virtually in November 2024. The morning session focused on Trauma Informed Practice and Vicarious Trauma aiming to ensure practitioners understood trauma informed practice, the impact of secondary or vicarious trauma, recognise the signs in self and others to explore self-care, compassion and resilience.

100%

**100% confirmed the morning session improved understanding of Trauma Informed Practice**

*"great session, eye opener for how trauma can present both in service users and in staff"*

During the afternoon delegates heard from the family of Paul, a gentleman who experienced self-neglect from which he sadly died. Paul's family talked openly about Paul and their experience as a family following his death. Feedback from delegates reflected the impact on practice hearing from Paul's family will have.

The circumstances relating to Paul's sad death form part of a thematic self-neglect SAR expected to complete during 2025/26.

*"This has been heartbreaking to hear but so important for us all to learn from this, thank you for sharing your experiences - some vital lessons to be learned from your brother's experience"*

*"Thank you so much for sharing Paul's story and enabling us to hear his voice through you both"*

*"thought-provoking"*

Delegates also heard about recent learning from SARs nationally alongside a session in respect of the Care Act 2014 aimed at improving the interpretation and application of 'care & support needs'

**100%**

**100% indicated that session 'learning from SARs' provided learning which could be applied to practice.**

The conference ended with a session which covered the types of exploitation under the umbrella term Modern Day Slavery including sexual exploitation and learning from SARs and the emerging issues concerned with exploitation in the care sector. This was closely linked to learning from local SARs and also the emerging and increasing theme of exploitation in the care sector.

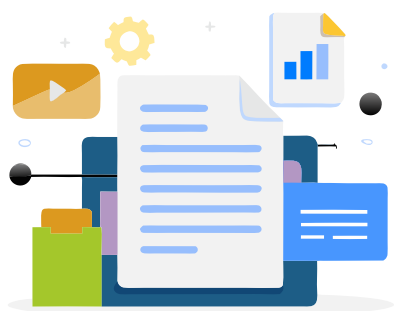
**100%**

**100% indicated that the session improved or to an extent improved understanding of the term Modern Day Slavery and the types of exploitation**

The delivery of CSAB learning is through a pool of facilitators drawn from across the partnership with a re-launch of the arrangements aimed to improve engagement across the partnership. This will continue to be reviewed during 2025/26.



**We published our [2-year Learning & Development Strategy 2024-2026](#) setting out our goals.**



**Completed a programme of work aimed to improve Professional Curiosity across the partnership through the provision of a range of resources for practitioners.**



**Developed a survey for delivery in 2025/26 period which will seek assurance from the partnership in respect of organisational training and national competency frameworks.**

## 8.3 Communication & Engagement sub-group

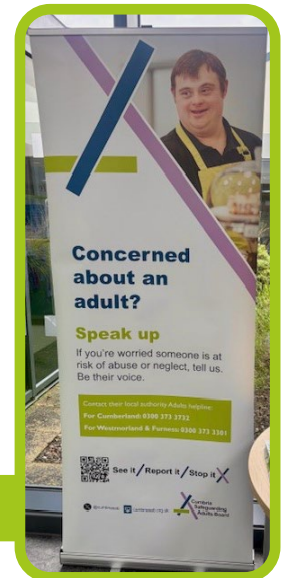
### Awareness raising publicity materials

During 2024/25 we continued to disseminate our 'See it, Report it, Stop it'

posters and leaflets with a further **454** shared for display to where members of the public access including; Post Offices, Banks, Sports Centres, Churches and Pharmacies to raise public awareness of abuse and neglect.

**5** display banners which aim to raise awareness abuse and neglect and how to report concerns with local communities have been displayed across partner sites and facilities to which the public have access including hospitals and libraries.

*Image of CSAB banner located in Castlegate & Derwent Surgery, Cockermouth Hospital*



Newly developed wallet cards shared with 375 individuals including local councillors representing wider communities to increase understanding of the signs and types of abuse.

### Staff survey – 'you said we did'

#### You Said

128 practitioners out of 204 indicated they were signed up to CSAB communications.

41 practitioners out of 204 said they had accessed CSAB Quick Guides.

26 practitioners out of 178 said they had participated in a CSAB lunch & learn session.

171 practitioners out of 204 said they had not accessed the Professional Curiosity CSAB resources.

9 practitioners out of 204 said they follow CSAB's channel on X.

78 practitioners out of 204 said the content of SAR Learning Briefs are useful.

47 practitioners out of 162 said they had attended a lunch and learn session and found it useful.

163 practitioners out of 204 said the content and brevity of the Quick Guides was not helpful to their practice.

#### We Did

CSAB with the support of our partners increased our communications to encourage sign-up to our news and social media.

CSAB with support from partners increased promotion and signposting to the series of Quick Guides to support frontline practice. A review of all Quick Guides continues.

CSAB and our partners increased promotion of learning events via routine communications and social media to encourage practitioner engagement and attendance.

CSAB refreshed our website to include a dedicated area for all Professional Curiosity resources and increased communication to promote.

CSAB with the support of partners increased promotion of our social media to encourage and increase followers.

We increased the promotion of SAR learning briefings to ensure learning reaches frontline practitioners. Our partners supported us to promote through internal communications.

We sought feedback during lunch & learns to inform improvement and evaluate the usefulness of the format and content to frontline practitioners. Positive feedback gathered recently showed 100% of attendees said "the session met their expectations."

CSAB with the "support of partners have completed a review of our Quick Guides and developed further content to support frontline practice.

## News for subscribers

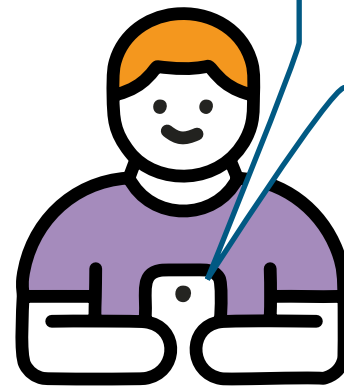
Relevant safeguarding messages were shared throughout the year using a variety of platforms. Monthly newsletters are published supported by a range of 5-minute briefings & Quick Guides covering a range of safeguarding subjects to provide information for practitioners and the public.

### 11 newsletters

### 5 new and refreshed Quick Guides.....

- [A Quick Guide to Predatory Marriage](#)
- [A Quick Guide to making a Safeguarding Adults Referral](#)
- [A Quick Guide to Preventing Radicalisation in Cumbria](#)
- [CSAB-A Quick Guide to Domestic Abuse](#)

### 34 5-minute briefings



**Subscribers to news:**

April 2024	=	5123	↓ down 97 subscribers
March 2025	=	5026	

We have noted this reduction in our subscriber which can be attributed to a number of factors. However will be mindful of our communications to subscribers and keep to a minimum where possible recognising the increasing messages and emails received across the system.



**Number of followers:**

April 2024	=	753	↑ up 17 followers
March 2025	=	770	

A post on 2nd September 2024 [See it, Report it, Stop it](#) received the most impressions, 829. Positive engagement to improve awareness of abuse and how to report using the strapline from our publicity materials.



## CSAB website



**Number of Visits:**

2023/24	=	13,580	↑ up 939 visitors
2024/25	=	14,519	



Most visited page during 2024/25 [How to Raise a Safeguarding Concern](#) 2473 views. It is positive to note that the CSAB website is accessed where people have concerns and seek advice how to report.

CSAB continued to support National Campaigns through briefings and social media including Carers Week 2024, all briefings are available on our [website](#). During the week the briefing Information for Carers reached a total open rate of 2764 with the link leading to the [Carers UK, Care for a Cuppa](#) meetings being the most accessed.

The review of data is evidence that supporting campaigns are worthwhile and can have an extensive reach to both professionals and members of the public.

# National Safeguarding Adults Week 2024: “Working in Partnership”

**We delivered 2 lunch & learn sessions and launched a webinar**



## Unconscious bias and malignant alienation

The session provided an understanding of the terms and supported participants to reflect and consider the impact on professional and client/patient relationship.

**28** attended.



*“Really insightful & thought provoking.”*

## CSAB 2nd Annual Conference

The conference was split into a Morning and afternoon session & Topics presented included, Vicarious Trauma, Self-Neglect, 2nd SAR analysis, Modern Slavery.

**190** practitioners attended.



*“Thought-provoking”  
“Food for Thought”  
“Eye opening”  
“Great sessions”*

## Professional Curiosity

The webinar was launched on Day 1 of Safeguarding Adults Week to support practitioners' curiosity in relation to Adult Safeguarding.

## John's Story

A self-neglect good practice example. The session highlighted good practice when working with adults who are experiencing self-neglect.

**108** attended.



**100% of attendees said the session met their expectations.**  
*“Amazing. Thank you really useful”*



## 8 buildings

‘lit up Green’ across the Cumbria Footprint



‘X’ Impressions on Day 2 reached a high for the week of **648** and Engagements peaked at **33**

**5,045** subscribers received daily briefings = total **25,225** briefings published during the week

**488**

visits to the CSAB website during the 5 days of action.



Compared to **269** during the same period in 2023



## Website Analytics compared to the same period in 2023

Visits

**495**  
**+290**

Page views

**917**  
**+552**

Unique visitors

**443**  
**+268**



@cumbriasab



cumbriasab.org.uk



## 8.4 Performance & Quality Assurance Group

Annual partner assurance presentations which formed a rolling programme of assurance during the year, including themes relevant to learning from Safeguarding Adult Reviews.



Developed a multi-agency case file themed audit tool for delivery in 2025/26 to 'test' out if learning has been embedded in practice.



Refreshed new style interactive safeguarding data report from Cumberland Council and Westmorland & Furness Council.



Through the analysis of data and identifying exceptions the P&QA sub-group worked with other sub-groups to identify data informed communications and actions.

Following a themed programme of assurance requiring partners to complete a self-assessment tool in respect of safeguarding leadership and culture across their organisations a report was presented to the SAB.



Agreed 2 workstreams for the P&QA sub-group and appointed a co-chair; audit and assurance workstreams

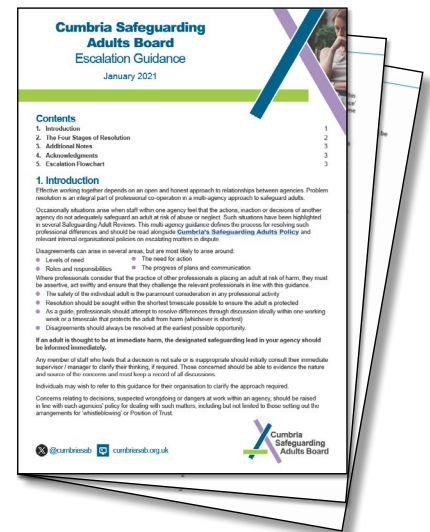
**Audit**

**Assurance**

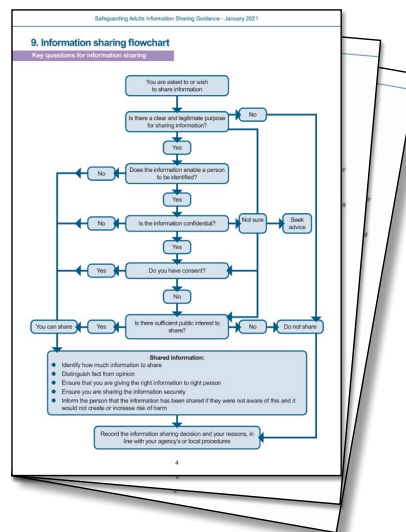
## 8.5 Policy & Guidance sub-group

This is a new sub-group established to review the Board safeguarding adults' policy, procedures and guidance. A workplan for the review of documents will be delivered during 2025/26. A number of documents were reviewed and published during the year including;

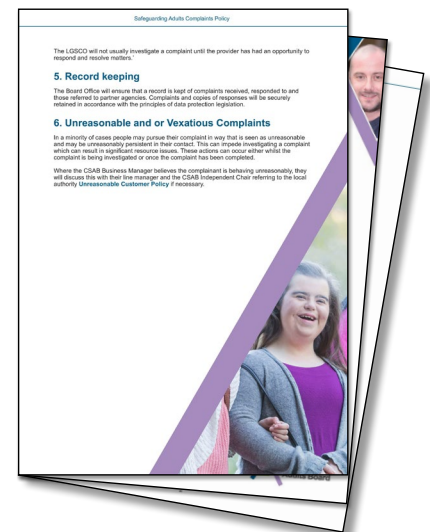
### CSAB Escalation Guidance



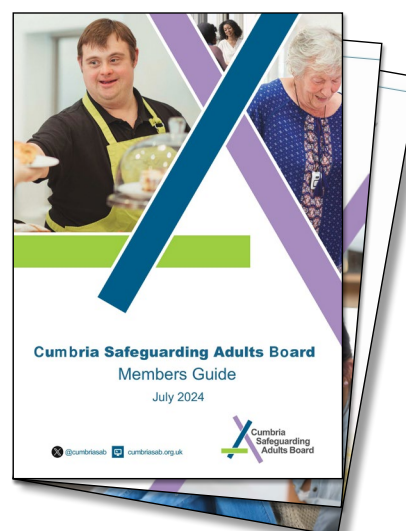
### CSAB Information Sharing Guidance



### CSAB Complaints Policy



### CSAB Members Guide & Handbook



All CSAB policy & guidance can be found on our [website](https://www.cumbriasafeguarding.org.uk)

## 8.6 Safeguarding Adult Review sub-group

During the year we received assurance and evidence from partners in relation to learning implemented following publication of SARs and actions plans through “check and challenge” discussions. The process informed assurance reports to CSAB by the Chair of the SAR sub-group.

During 2024/2025, the group seen a slight increase in referrals to consider for a SAR. A total of **15** were considered (**increase from 13 during 2023/24**). Members of the sub-group and agencies involved with the subject of referrals provide additional information to inform robust decision making applying the decision-making tool.

**Of the 15 referrals the sub-group considered during 2024/25, it was agreed;**

- 9** did not meet the statutory criteria for a SAR (either a mandatory or discretionary review process).
- 6** referrals met the statutory criteria for a mandatory SAR.
- 1** case to be commissioned as a joint Domestic Abuse Related Death Review (DARDR). Learning from the review process will be reported in 2025/26.
- 5** SARs are pending commissioning which was paused to support development of a SAR Methodology Toolkit and review the Decision-Making Tool. This will offer opportunities to ensure a proportionate approach and appropriate methodology is adopted when commissioning to support identifying learning in a timely way. These will be progressed early in 2025/26.



## 9. Safeguarding Adult Reviews

A Safeguarding Adults Review takes place when agencies who worked together with an adult with care and support needs has been subject to abuse or neglect. Agencies come together to find out if they could have done things differently to prevent the serious harm or death from happening. The purpose is to learn from what happened and not to apportion blame. The SAR sub-group on behalf of CSAB consider all referrals for SARs against the statutory criteria as set out in the Care Act 2014, making a recommendation to the CSAB Independent Chair where cases meet the criteria for a SAR.

### Safeguarding Adult Reviews – in progress

During the reporting period a thematic review continued in respect of 6 individuals across both Cumberland and Westmorland & Furness localities where it was agreed due to concerns about the individual's ability to protect themselves from self-neglect and missed opportunities by agencies criteria for a mandatory SAR were met. The Independent Reviewer adopted a systems methodology to examine the barriers in the system for practice when working with adults who experience self-neglect. The report will be published during 2025/26 with learning and recommendations informing the business planning process.

1 SAR continued to run in parallel with a DARD, learning will be shared across the system following publication.

CSAB continue to utilise the National SAR Reviewers Network to commission Independent Reviewers. This process supports identification of reviewers with relevant experience and knowledge for SARs.

During 2024/2025 CSAB published the learning from 2 SARs Donna and Poppy.

Regular review of SAR Action Plans take place by our SAR sub-group with assurance to the SAB.

#### Donna



Donna was born in 1999 and was 23 years of age when she died from injuries caused by her attempt to take her own life. Donna had taken illicit drugs in her flat, which may have affected her cognition. The SAR was undertaken alongside a Domestic Homicide Review (DHR), reviewing different aspects and periods during Donna's life so not to duplicate learning. Donna had an extremely traumatic life, with multiple experiences of rejection, physical and sexual abuse, substance misuse and domestic violence. Donna was known

to services both in Cumbria and also West Yorkshire where she was moved to following repeated episodes of abuse. Sadly this continued and as a result of abuse and trauma Donna became increasingly mentally unwell and expressed suicidal thoughts, presenting to A&E on a number of occasions.

Partners from across Cumbria and Kirklees Safeguarding Adults Board worked together to learn from Donna's experiences, you can read Donna's story in the SAR learning report.

SAR Recommendation	CSAB & partnership response
<b>Trauma Informed</b>	
<p>As part of improving safeguarding services with an understanding of the impact of abuse on how adults may present to services, all agencies commit to ensure their responses to referrals for domestic, sexual abuse, or sexual exploitation reflect a sufficient and trauma informed approach, which specifically includes consideration of the decision making or engagement difficulties for adults subject to coercive control and how this may impact on an adult's ability to protect themselves.</p>	<ul style="list-style-type: none"> <li>✓ CSAB delivered a learning session at our annual Safeguarding Conference to improve understanding of the definition and interpretation of care and support needs. An invitation was extended to colleagues across Kirklees Safeguarding Adults Board footprint.</li> <li>✓ CSAB's annual conference included a session regarding Trauma and the impact abuse can have on individuals' ability to keep themselves safe.</li> <li>✓ CSAB are developing a local resource in relation to the Principles of Engagement based on national SAB guidance. This will include the impact of abuse and trauma and the impact this has on how adults present to services.</li> <li>✓ Partners across Kirklees and Cumbria have provided assurance in respect of the training delivered to staff in respect of Trauma Informed Practice and plans to become trauma informed organisations.</li> <li>✓ CSAB have developed an area on the website to signpost practitioners to <a href="#">further resources regarding Trauma Informed</a>.</li> <li>✓ CSAB and Kirklees SAB will consider the themes from the Donna SAR for inclusion in a multi-agency case file audit during 2025/26 as assurance.</li> </ul>
<b>Modern Day Slavery &amp; Exploitation</b>	
<p>Awareness of Modern Slavery is improved to ensure systematic sexual exploitation is recognised as being within the definition and ensure that suitable referrals are made to the National Referral Mechanism, including the subsequent provision of appropriate support and protective services.</p>	<ul style="list-style-type: none"> <li>✓ CSAB have engaged with local Community Safety Partnerships to inform an update of the local Modern Day Slavery Procedures, for publication during 2025/26.</li> <li>✓ CSAB delivered a session at our annual Safeguarding Conference in November 2024 in respect of Modern Day Slavery as an umbrella term including the types of exploitation and the NRM process with a focus on the first responders to improve awareness and understanding.</li> <li>✓ Local Community Safety Partnerships developed a <a href="#">7-minute briefing regarding Modern Day Slavery</a> including the NRM process to improve</li> <li>✓ CSAB scheduled a lunch &amp; learn session with colleagues from Cumbria Police for delivery in 2025/26. The session will be recorded for wider dissemination.</li> <li>✓ Further resources in relation to <a href="#">Modern Day Slavery available on the CSAB website</a>. The website also links and signposts to Gov UK information about First Responders.</li> </ul>
<b>Domestic Abuse and links with Exploitation</b>	
<p>For services to develop sufficient guidance for their staff on the links between Domestic Abuse, Sexual exploitation/Modern Slavery and Safeguarding Adults to review the current models of multi-agency service provision relating to these areas, to improve coordination and the accessibility of their services.</p>	<ul style="list-style-type: none"> <li>✓ CSAB have received assurance and evidence from partners in respect of the guidance available to practitioners across their organisation including access to learning sessions and resources.</li> <li>✓ Cumbria Modern Slavery Exploitation Partnership have developed Modern Slavery and exploitation pathways which will be launched by Community Safety Partnership.</li> <li>✓ CSAB seek annual assurance from CSPs in relation to Domestic Abuse in Cumbria.</li> </ul>

SAR Recommendation	CSAB & partnership response
<b>Care Leavers</b>	
<p>To ensure that the local authority meet the requirement to offer all Care Leavers the support of a Personal Advisor up to their 25th birthday and the duty to notify the Secretary of State for Education and Ofsted of the death of a care leaver up to and including the age of 24</p>	<ul style="list-style-type: none"> <li>✓ CSAB and CSCP have formally launched a Transitional Safeguarding Exploitation Procedure, through a lunch &amp; learn session. This will be further supported by an audit of young people experiencing exploitation who have transitioned to adult services.</li> <li>✓ CSAB and KSAB will seek assurance from Safeguarding Children's Partnerships and Local Authority that all Care Leavers are a Personal Advisor until the age of 25.</li> </ul>
<b>Suicide Risk</b>	
<p>CSAB to receive assurance from partner agencies that their clinical suicide risk and prevention strategies include a commitment to develop suicide risk and safety plans with adults and their families where appropriate, in line with NICE guidelines on self-harm 2022, by a lead professional, following a serious incident of self-harm or a suspected suicide attempt and that this is shared with other agencies, who can then take a proactive role in reducing the risk.</p>	<ul style="list-style-type: none"> <li>✓ CSAB have assurance supported by evidence from our Mental Health Trust Partners of the clinical suicide risks and prevention strategies in place which are subject to scrutiny through audits.</li> <li>✓ Mental Health Trust Partners across CSAB and KSAB are linked in to local Suicide Prevention, practitioners complete suicide prevention risk assessments, safe care plans, and engage with families</li> </ul>
<b>Suicide &amp; Safety Plans: audit</b>	
<p>For CNTW and SWYPFT to undertake an audit of the quality of any narrative biopsychosocial suicide safety plans that are in use. The audit should include a review of how well professionals when working with adults and, where relevant other agencies, document all the known risk factors for suicide (such as substance misuse and domestic abuse/coercive control/modern slavery) and what action was taken in response to these, such as plans for engagement and suitable onward referrals as necessary.</p>	<ul style="list-style-type: none"> <li>✓ CSAB have assurance and evidence that Mental Health Trusts are engaged with relevant networks and adhere to suicide prevention guidelines.</li> <li>✓ Further assurance in due course from audits.</li> <li>✓ SWYPFT currently completing work on self-harm and suicide prevention which forms a quality improvement strands, over-arching scrutiny will be through the audit process.</li> </ul>
<b>Information Sharing: guidance</b>	
<p>CSAB and KSAB to consider reviewing and updating current operational guidance for staff regarding lawful and best practice for multi-agency information sharing agreements as part of safeguarding adults' responsibilities, including when an adult moves between local authority areas, in order to escape abuse, whether or not these are part of formal safeguarding adults plans.</p>	<ul style="list-style-type: none"> <li>✓ CSAB and KSAB are collaborating to develop guidance in respect of information sharing in relation to safeguarding adults when adults move into/cross border and area as best practice.</li> </ul>



SAR Recommendation	CSAB & partnership response
<b>Understanding Mental Health</b>	
CSAB and KSAB to receive assurance from relevant services that staff can demonstrate an understanding of the relationship between borderline personality disorders, abusive relationships (where domestic abuse and sexual abuse/exploitation occurs) and subsequent safeguarding adults duties, where an adult is unable to protect themselves as set out in S42 Care Act 2014, to ensure sufficient action is taken to identify and meet this duty	<ul style="list-style-type: none"> <li>✓ The SAR Panel agreed this will be supported by raising awareness of importance of Professional Curiosity and through delivery of other actions pertaining to the Donna SAR Action Plan.</li> <li>✓ CSAB will promote opportunities to remind practitioners of the duties to refer and other guidance including Escalation Guidance.</li> </ul>
<b>Managing Complex Cases; mental health &amp; risk</b>	
Can agencies provide assurance that there is a process for managing complex cases, such as adults with mental health diagnosis including those with personality disorders where there have been patterns of suicidal and / or high-risk behaviours. The process should include adherence to evidence base practice identified in the NICE guidance and clearly demonstrate assessment of capacity through a trauma informed lens.	<ul style="list-style-type: none"> <li>✓ CSAB/KSAB will collaborate to develop MDT guidance led by the Policy &amp; Guidance Group to outline all circumstances when it would be appropriate to convene an MDT including where risks escalate in relation to mental health and suicide giving professionals the autonomy to convene an MDT.</li> <li>✓ CSAB partners have submitted assurance and evidence in relation to pathways for managing patients with complex emotional needs.</li> </ul>

## Poppy



Poppy was a 65-year-old white British woman who died in December 2022. Poppy had a history of poorly managed Diabetes resulting in frequent hospital admissions. She had been assessed as having mental capacity to make decisions about her physical health conditions and there were concerns about self-neglect in the context of failing to care for her health. Poppy lived in Cumbria at the time of her death, she had care and support needs, and there was concern about how agencies worked together to

protect her from self-neglect and mitigate the risks to her physical health by not administering her insulin.

Poppy was born in Scotland where her daughter still lives. Poppy moved to Cumbria when she was approximately 40 years old with her husband who, in later life acted as her main carer. In the years leading up to her death, Poppy cared for a dog, and after the death of her husband in 2020 remained socially isolated with limited informal support in her local area. It has been recorded that Poppy had Adverse Childhood Experiences and trauma, and that in adulthood she had alleged domestic abuse, and was the victim of fraud. Poppy suffered from physical health conditions that included diabetes, fibromyalgia, and chronic fatigue syndrome. Her vision was poor, and she had cataracts. Poppy also had a diagnosis of depression and anxiety. The report made a number of recommendations which have been accepted by Cumbria Safeguarding Adults Board. You will find a summary of the recommendations and learning below including the Board and partnership response to date. You can also read the full SAR Poppy report and SAR Poppy Learning Brief.

SAR learning theme & recommendation	CSAB & partnership response
<b>Partnership working and the MDT</b>	
Cumbria Safeguarding Adult Board publish a "Guide to effective MDT working".	<ul style="list-style-type: none"> <li>✓ CSAB with the support of our partners continue to develop guidance in relation to Multi-Disciplinary Working (MDT) aimed at practitioners to outline best practice and the principles of effective multi-disciplinary working. Examples will be utilised from across national networks to inform the development.</li> <li>✓ This will be completed during 2025/26 through our newly established Policy &amp; Guidance Group.</li> </ul>
<b>Mental Health and Diabetes</b>	
Health and social care services should identify opportunities for integrated care for individuals with co-existing mental health and diabetes conditions	<ul style="list-style-type: none"> <li>✓ CSAB have gathered assurances from partners that communication through briefings and newsletters have been promoted to staff to raise awareness and understanding of diabetes and co-existing conditions. This has been reflected in training and learning opportunities.</li> <li>✓ CSAB will consider the need for system wide awareness raising and resources.</li> </ul>
<b>Treatment-concordance and decision-making</b>	
How can the Safeguarding Adults Board support practitioners to explore individuals' decision-making and the factors behind unwise choices that result in a risk of self-neglect?	<ul style="list-style-type: none"> <li>✓ CSAB delivered the learning from Poppy SAR through a lunch &amp; learn event in March 2025. You can watch the recording.</li> <li>✓ CSAB will conduct an assurance survey with all partners to establish themes, content and compliance with mandatory training which will include assurance in relation to MCA and self-neglect training.</li> <li>✓ CSAB will following publication of a thematic self-neglect SAR consider system wide training which will support practitioners to consider decision making, unwise decisions and risks in relation to self-neglect.</li> <li>✓ Our Learning &amp; Development sub-group have established a new model for themed multi-agency reflection and discussion, Practitioners Forum. These will support practitioners to explore issues with the first one scheduled for July 2025 which will focus on MCA and self-neglect.</li> </ul>
<b>Interconnected Risk</b>	
In the practice of risk management, practitioners should be encouraged to analyse the interconnectedness nature of risk. In cases of complexity and high-risk this should be done in a multi-agency forum, an MDT or safeguarding process. Using the CSAB self-neglect guidance: Cases of high-risk self-neglect should be referred to safeguarding under the self-neglect guidance at the earliest opportunity. The Safeguarding Adults Board may need to re-launch or raise the profile of the self-neglect guidance in relation to neglect of health conditions and refusal of treatment that may have a significant impact on health and wellbeing.	<ul style="list-style-type: none"> <li>✓ CSAB have gathered assurance from regarding the use of enhanced MDTs introduced to support interconnected risks.</li> <li>✓ CSAB will review the Self-Neglect Guidance following completion of a thematic self-neglect SAR which will include direction in relation to high level risks and appropriate escalation.</li> <li>✓ Refreshed CSAB guidance through the new Policy &amp; Guidance sub-group will consider learning from Poppy and other SARs to inform.</li> <li>✓ CSAB will continue discussions to identify forum where high risk cases are considered and explore opportunities to formalise for multi-agency discussion where cases may be deemed not to meet thresholds for safeguarding.</li> </ul>

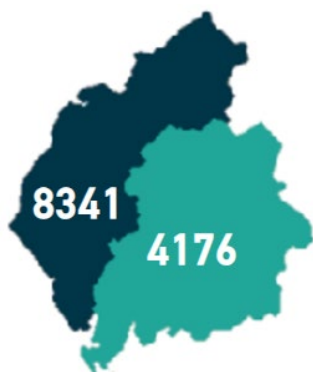
SAR learning theme & recommendation	CSAB & partnership response
<b>Overcoming barriers to professional curiosity</b>	
Organisations in Cumbria should implement the cross-Board 'Professional Curiosity: Guidance for Practitioners' paying particular attention to actions organisations can take to support professional curiosity.	<ul style="list-style-type: none"> <li>✓ CSAB have completed development of a resource library for practitioners in relation to Professional Curiosity which can be found on our website. This includes a range of resources intended to meet different learning needs and styles.</li> <li>✓ CSAB have promoted recently published national guidance in relation to Professional Curiosity.</li> <li>✓ Partners have provided assurance that internal training offer's, feature the importance of professional curiosity.</li> </ul>

## How do we share SAR learning?

As a Board we have adopted the following methods to share learning and ensure this is embedded into practice;

- ➔ SAR lunch & learn sessions disseminate learning widely, stimulate multi-disciplinary discussion based on the key learning themes identified in SARs
- ➔ Review and launch updated guidance where relevant
- ➔ Publish Learning Briefs for practitioners to provide a summary of the SAR and the learning identified in the report
- ➔ Develop Action Plans and seek to receive assurance and evidence from partners how learning has been implemented
- ➔ Partners share learning through internal mechanisms and communication
- ➔ Learning informs organisational training programmes
- ➔ As a Board we seek assurance and evidence that learning has been embedded through sub-groups

## 10. Safeguarding; our year in data 2024/2025

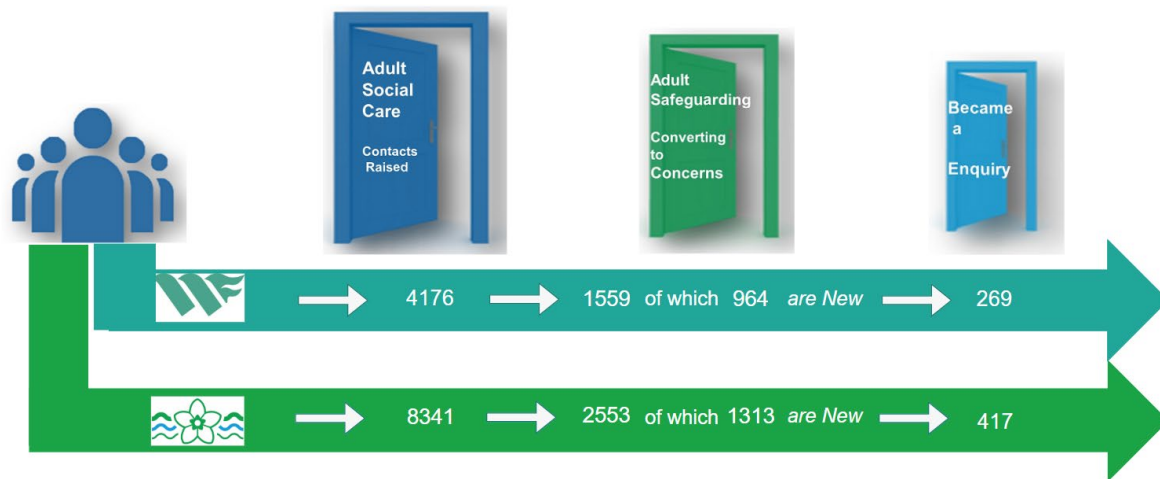


### Westmorland & Furness Council

This map represents the number of referrals received across the 2 Council footprints where either the referrer or the SPA Officer identified 'safeguarding'. 8341 contacts for Cumberland Council, 4176 contacts for Westmorland & Furness Council.

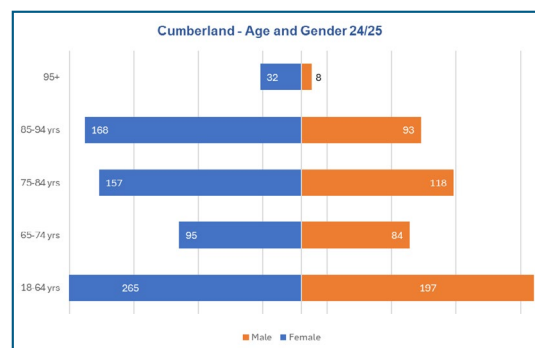
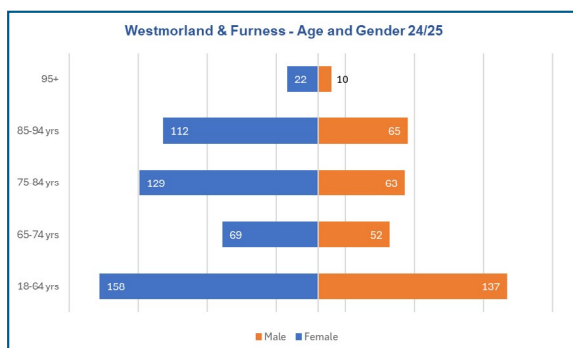
### Cumberland Council

These diagrams illustrates referrals made to the Single Point of Access (SPA) Adult Social Care 'Front Door', those which are triaged to Safeguarding as a 'concern' for further information gathering and which then progress to a Safeguarding Enquiry.



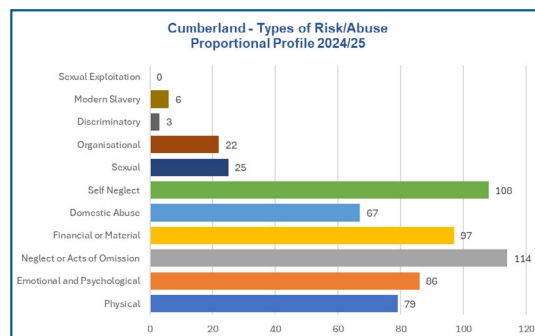
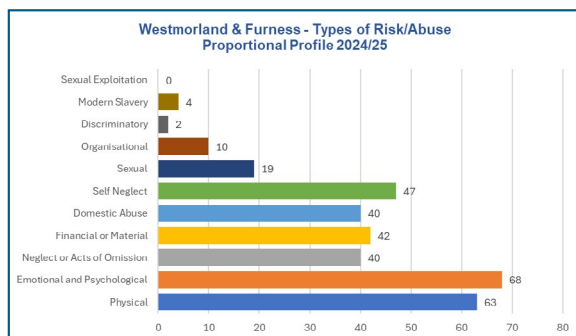
## Age and Gender

The age and gender tables are based on the concerns raised with Adult Social Care.



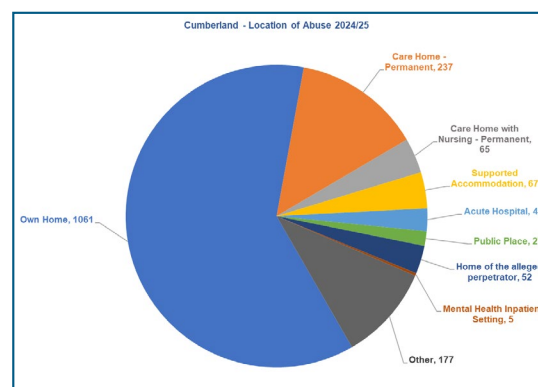
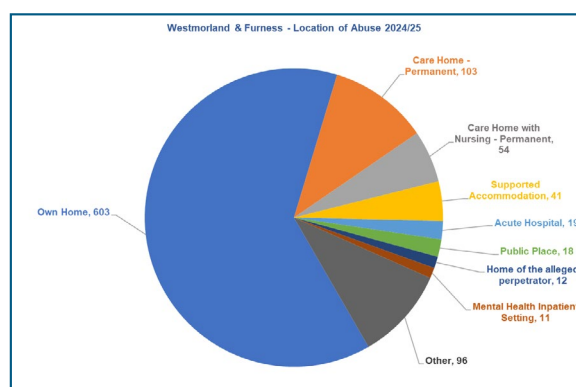
## Abuse Types

The abuse types are based on closed safeguarding enquiries.



## Location of Abuse


The tables below contains information relating to the location in which the abuse took place, this is based on closed safeguarding enquiries.



## 11. What have our partners done?

We asked our partners to celebrate and showcase their single agency achievements to reflect "safeguarding is everybody's business" and include examples of how as a single organisation they supported CSAB to deliver our 4 strategic objectives in the 5-year plan. This is valuable assurance to the SAB in respect of the effectiveness of organisational arrangements to protect adults at risk of abuse or neglect in Cumbria.

As part of our annual assurance process we also ask our partners to celebrate and showcase single agency achievements, promote organisational strengths, reflect learning and note any risks/ issues or areas where the partnership can support moving into 2025/26. This assurance is shared with our Performance & Quality Assurance Group with a summary below.

What's working well?	What needs to happen next?
 <p><b>Cumberland Council</b></p> <ul style="list-style-type: none"> <li>Mandatory safeguarding training has been refreshed with attendance significantly increased, feedback is extremely positive.</li> <li>Promoted and increased attendance at CSAB lunch and learn sessions.</li> <li>Amended our Operating model to broaden safeguarding responsibilities &amp; responses across a wider service area including updated our safeguarding pathway to ensure it is person-centred, proportionate and in-keeping with the 6 principles of safeguarding</li> <li>Updated the Council website to provide clearer information in respect of what constitutes a safeguarding concern and how to report.</li> <li>Capture and record user feedback and service outcomes to continuously improve our service including good practice examples to disseminate to staff via our Practice Improvement Group.</li> <li>Welcomed and engaged with Healthwatch to support the Safeguarding Voices project.</li> </ul>	<ul style="list-style-type: none"> <li>We will continue to collaborate effectively with our statutory partners through regular liaison meetings.</li> <li>We will engage with partners to ensure people experience positive outcomes from the safeguarding intervention.</li> <li>We will continue to embed our refreshed safeguarding pathway and regularly monitor data to capture the anticipated improvements in decision response times and feedback to referrers.</li> <li>We seek support from partners to work collaboratively to deliver a person-centred, proportionate and timely response to safeguarding enquiries through embracing MSP at all stages.</li> <li>We seek the support of CSAB and partners to ensure the most appropriate professional or agency undertakes the safeguarding enquiries with support from the lead agency.</li> </ul>
 <p><b>North Cumbria Integrated Care</b> NHS Foundation Trust</p> <ul style="list-style-type: none"> <li>Launch Safeguarding Team's visibility programme.</li> <li>Conclusion of the Domestic Abuse/Routine enquiry training programme with a large proportion of partners in attendance.</li> <li>Good practice example of joint working was shared widely with partners.</li> <li>Developed a learning package around self-neglect</li> <li>Developed and maintained joint working arrangements with allowing escalation and discussion of complex cases or differences of opinion.</li> <li>Ensuring that learning from Reviews is a priority, reflected in training, learning, and throughout work of the Safeguarding Team</li> <li>An educational audit has been completed in order that the safeguarding team can accept Student placements.</li> </ul>	<ul style="list-style-type: none"> <li>Consistent application of MCA remains a concern; areas of exceptional practice but also areas where the MCA is poorly applied. A work plan is in place to manage and mitigate these risks.</li> <li>Learning from reviews needs to be disseminated more widely throughout the trust to ensure all staff are aware of action/ recommendations.</li> <li>CSAB to consider raising awareness of pressure ulcer assessment, development and presentation. Also delayed presentation when residents in care homes are injured and neglect in care homes.</li> </ul>



## What's working well?



### Department for Work & Pensions

- Stakeholder relationship building has been critical, when I reach out to the Council if a vulnerable/complex customer is identified I receive all the support from partner agencies to deliver the bespoke service to that individual. The Council and partner agencies also reach out when they need support from DWP. I think we have a strong relationship to deliver at pace.
- Grateful to be included in CSAB training events which is useful for me to take the learning back into the business.



- Contributed to CSAB learning, Officers have taken part presenting in lunch and learn sessions for Modern Day Slavery and Herbert & Forcer Protocols.
- Safeguarding Superstars, highlights any safeguarding Vulnerable Adult, Child or Domestic Abuse which shows good practice carried out by officers conducting safeguarding and this recognition is pushed out to the officers and for wider learning.
- The Morning Vulnerable Adult Triage with Adult Social Care to ensure vulnerable adults are getting a bespoke and quick multi-agency involvement as soon as a referral is received.



### HM Prison & Probation Service

### Her Majesty's Prison and Probation Service (HMPPS)

- Cumbria Probation Delivery Unit (PDU) has made significant progress across several priority areas in 2024-25:
  - In July 2024, legislative changes reduced the release point for most standard determinate sentences from 50% to 40%, creating the new SDS40 sentence structure. Responded swiftly and effectively to this change, working at pace over the eight-week implementation period to prepare for the initial tranches of early releases in September and October.
  - Weekly multi-agency meetings ensured all necessary pre-release activity was completed at the individual case level, including safeguarding and domestic abuse checks, accommodation referrals. Carried out in collaboration with other partners, commended by CSAB as Cumbria's continued commitment to keeping people safe.
- Launch Professional Register with mandatory training for all staff to support a culture of continuous learning and strengthens professional identity, with a commitment to high standards of practice across the service.
- The Probation Service Suicide Prevention Action Plan 2023-2026, includes a strong national and regional emphasis on improving suicide prevention practices, particularly through the use of Safety Plans for individuals at risk of self-harm or suicide. We have led nationally in the completion of Safety Plans, supported by ongoing practitioner briefings, team discussions, and partnership training.

## What needs to happen next?

- Continuous stakeholder relationship building is key, from a DWP perspective more understanding of how we strengthen our Safeguarding referrals into the Council to ensure good quality and how the triage process works within the Council.
- Officers occasionally note longer wait times for Single Point of Access with Mental Health Services for a call back and are no longer getting the quicker call back.
- The Constabulary is now operating in pre COVID operating procedures and COVID no longer impacts on the Constabulary.
- Staffing has remained a challenge in Cumbria, as it has nationally across the probation service. Delivering high-quality work consistently requires sufficient staffing across all grades. Continue a focus on improving recruitment through centralised support, while also addressing barriers to retention and analysing leaver data to inform future workforce planning.
- Cumbria Probation Delivery Unit are keen to see the current Pan Cumbria SAB arrangement remain in place, to ensure the most effective arrangement for the partnership and adults at risk in Cumbria.



## What's working well?



### Lancashire and South Cumbria

Integrated Care Board

- A redesign of our safeguarding model to strengthen partnership working. Increased connectivity at the local community settings, enabling the team to embed safeguarding practice.
- Committed to promoting a culture of continuous learning, supporting lunch & learn sessions including Professional Curiosity.
- Training for Primary Care practitioners and management, improve knowledge and understanding around Persons in a Position of Trust (PiPOT) process.
- Ensure principles of making safeguarding personal within the delivery of complex case management support/advice and challenge with a focus to drive forward a response to managing, leading and the co-ordination of complex safeguarding cases.
- Leadership and oversight over complex case's which may involve young people who are transitioning from adolescence into adulthood ensuring their wants and wishes are captured.

## What needs to happen next?




- Work continues to further embed a Safeguarding System Assurance Framework to ensure a consistent approach to data collection from across the Providers of health care, this enables the ability to monitor impact of safeguarding activity.
- Launch of new Person in a Position of Trust (PiPOT) process.
- Continue to invest in our staff, support career developments, supervision model and take steps to work more collaboratively in recruitment alongside health partners.
- Continue good partnership collaboration with the Community Safety Partnership arrangements.
- Continue to develop and invest in research and innovation, to improve confidence in practitioners including case law and professional networks. This will support good practice, making safeguarding personal and promote wellbeing with a view to prevention. This is a challenge with resource implications.



- Capturing Lived Experience through Healthwatch Engagement with feedback from older adults, carers and people with disabilities in relation to experiences of care and safety across a range of health and care settings. Insights shared with system partners to inform practice improvements, around recognising risk and preventing neglect.
- Raising Awareness of Safeguarding in the Community during National Safeguarding Adults Week to engage with residents across community spaces and online.
- Ensuring the voice of adults at risk is heard through advocacy services and Healthwatch engagement work.
- Creating a culture of accountability and safe challenge, regularly contribute insights from our casework and public engagement that help inform challenge and learning across the system, acting as critical friend.
- Our role gives us a unique perspective on emerging safeguarding risks and unmet needs. Over the past year, we've shared data, insight and recommendations with statutory partners on issues such as self-neglect, the needs of older carers, and digital exclusion.
- Sharing learning from advocacy practice and case studies that highlight the importance of person-centred, rights-based safeguarding.
- Actively promote safeguarding awareness through community engagement and engagement to work with local communities to improve understanding of how to recognise and report abuse, helping people feel more confident to raise concerns.

- We participated in our first Domestic Homicide Review (DHR), which has been a significant learning experience for our organisation and identified areas to strengthen our practice, particularly around recognising domestic abuse, understanding risk indicators, and knowing when and how to escalate concerns if we are dissatisfied with the response from partner agencies. We have developed an internal training plan to respond. Support from partnership to share learning from statutory reviews.
- Advocates continue to support people who find the safeguarding process difficult to navigate, particularly where there are communication needs or fluctuating capacity. This highlights the need for continued training and support for professionals to work in a person-centred and legally compliant way.
- Recent Healthwatch engagement with older carers identified serious concerns about the health and wellbeing of carers who are themselves ageing or unwell with many report not being offered formal carer assessments.
- Advocates noted concerns about inconsistent understanding and application of the MCA across services.
- Based on Advocacy and Healthwatch, request a focus on making safeguarding easier to access for people who are digitally excluded, and to monitor any risks as a result of delayed care and unmet needs especially for older carers and people with complex health issues.

What's working well?	What needs to happen next?
 <p><b>North East and North Cumbria</b></p> <ul style="list-style-type: none"> <li>• Ongoing work with our Safeguarding Health Professionals Network – invite list of over 100 health professionals, presentations from national, regional, and local speakers. This includes dissemination of learning from case reviews.</li> <li>• Commitment to partnership working and reviews.</li> </ul>	<ul style="list-style-type: none"> <li>• Following a national announcement on 1/04/25 ICB's have been instructed to reduce running/staffing costs by 50%. Reform timescales are very tight and decisions on structure should be final in January 2026.</li> <li>• While partnership working remains a priority in North Cumbria and across the ICB future commitments will be determined following NHS reforms.</li> </ul>
 <p><b>HM Prison &amp; Probation Service</b></p> <p><b>Her Majesty's Prison Service (HMP Haverigg)</b></p> <ul style="list-style-type: none"> <li>• Received a HMIP inspection and Haverigg received a marking of 4 for Safety which is the highest possible score.</li> <li>• Continued low levels of violence.</li> <li>• Continued low levels of self-harm.</li> <li>• No assaults on staff.</li> <li>• Low levels of use of force used on prisoners.</li> <li>• Low levels of drug use.</li> <li>• Low levels of mobile phones.</li> </ul>	<ul style="list-style-type: none"> <li>• HMP Haverigg is currently operating as a safe and secure prison, we need to continue to perform as we currently are however, we are always looking at ways to improve performance and delivery, we will continue to do this during prisoner consultation and continued monitoring of safety data.</li> </ul>
 <p><b>Westmorland &amp; Furness Council</b></p> <ul style="list-style-type: none"> <li>• Reshape of Adult Social Care to go live in May 2025, operational safeguarding function will return in part to the wider social work teams.</li> <li>• A dedicated safeguarding service will remain in place to manage high risk and complex enquiry work in addition to providing oversight and governance of safeguarding practice whilst ensuring that the safety and voice of the adult at risk remains our paramount focus.</li> <li>• Advanced Practice Leads and Safeguarding Service have developed a bespoke training package that focuses on the main priorities in Westmorland &amp; Furness and embeds the learning from recently published Safeguarding Adults Reviews.</li> <li>• Launched The Risk Enablement Panel. The panel provides a preventative and supportive response, it seeks to guide, advise and support staff to ensure risks are explored and minimised and managed wherever possible to protect adults in need or at risk, staff and the wider public. Although this is an internal process representation from partner agencies is encouraged to explore positive solutions for the individual at the centre of the concerns. Panels have included representation from Housing, Police, District Nursing, GP, Care agencies and Advocacy.</li> </ul>	<ul style="list-style-type: none"> <li>• The new structures and operating procedures need to be embedded into practice whilst continuing to provide consistency in terms of approach and decision making.</li> <li>• Training is being provided to staff as part of the reshape and will be evaluated and amended accordingly.</li> <li>• This Risk Enablement Panel process will be further embedded into practice in Westmorland and Furness and reviewed accordingly.</li> </ul>

What's working well?	What needs to happen next?
<p><b>University Hospitals of Morecambe Bay</b>  NHS Foundation Trust</p> <ul style="list-style-type: none"> <li>• We continue to have good assurance that we are embedding learning from SAR's particularly in relation to self-neglect which is our highest reported incident category currently.</li> <li>• UHMBT continue to engage with all the activities with CSAB; attending and contributing to all sub-groups, engaging in SAR and delivering lunch and learn sessions.</li> <li>• We continue to see a rise in the number of DoLS applications submitted across the trust and we continue to quality assurance all applications and support our colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>• Our new safeguarding training matrix has been signed off which is in line with the new intercollegiate guidance. We will be launching this alongside our new level 3 safeguarding adults' package and learning zone on our intranet page</li> <li>• UHMBT safeguarding team need to increase our visibility to our colleagues across our sites to continue to promote safeguarding is everyone's business and support our colleagues to gain confidence in managing safeguarding concerns.</li> <li>• We need to continue to promote and grow our number of safeguarding supervisors for adult based practitioners utilising our train the trainer model.</li> <li>• An increase across our footprint in the use of ketamine which results often in frequent hospital admissions, continue to work with our partners to manage the risks our patients face.</li> <li>• UHMBT have additional funding from partner agencies to provide Health Independent Sexual Violence Advisor, Health Independent Domestic Violence Advisor and Emergency Department Navigator for Lancashire, we aim to work towards equitable service for all our patients including Cumbria.</li> </ul>
<p><b>Recovery Steps Cumbria</b> </p> <ul style="list-style-type: none"> <li>• Continued to develop our internal safeguarding processes, key achievement has been the development, implementation and roll out of our "At risk process". This process aimed at providing an assertive, timely and coordinated response to those who face significant and increasing risk to their health, wellbeing and or safety, by coordinating timely MDT meetings and escalation.</li> <li>• Extension of our internal MDT support offer for our staff, ensuring increased guidance, support and time for reflection is available, supporting the effective management of safeguarding and high-risk cases across our service.</li> <li>• Introduction of Cumbria's Drug Related Death Panel. RSC have played a key role in supporting the implementation and continued development of this.</li> <li>• RSC Safeguarding Lead, Lucy Reed, winning the protection award at this year's National Safeguarding Adults Board Excellence Awards.</li> </ul>	<ul style="list-style-type: none"> <li>• RSC continue to see high levels of safeguarding activity across the service, often supporting individuals with multiple cooccurring needs. This has a direct impact on capacity across the workforce.</li> <li>• Understanding across the partnership of the needs of those using substances, the challenges they can face in accessing services and appreciation of the increased risks they often face.</li> <li>• Development of a multi-agency process or pathway to support individuals facing significant risk, who may not meet statutory threshold for safeguarding or current processes are not effective at reducing risk they face.</li> </ul>
 <ul style="list-style-type: none"> <li>• Active participation in safeguarding structures within Cumbria.</li> <li>• Sourced tailored training to highlight to firefighter's specific examples of safeguarding for Modern Day Slavery.</li> <li>• Increased participation in local focus hub meetings regarding concerned individuals.</li> </ul>	<ul style="list-style-type: none"> <li>• Refresh of Safeguarding training.</li> <li>• Increased feedback about the progress of safeguarding referrals made.</li> <li>• Review of internal processes to ensure everything is working as it should.</li> <li>• Increased feedback loop from referral to case closure.</li> <li>• Keeping one strategic partnership, not creating two.</li> <li>• Helping to develop relationships between practitioners</li> </ul>

## 11.1 Effective Partnership working

**Through our Board structures we routinely receive examples of good practice across the partnership which demonstrate effective collaboration and multi-agency working.**

In July 2024, legislative changes reduced the release point for most standard determinate sentences from 50% to 40%, creating a new sentence structure. Cumbria Probation Delivery Unit responded swiftly and effectively to this change, working at pace over the eight-week implementation period to prepare for the initial phases of early releases in September and October 2024.

Weekly multi-agency meetings ensured all necessary pre-release activity was completed at the individual case level, including safeguarding, domestic abuse checks, accommodation referrals, MAPPA screening, substance misuse referrals, and setting of licence conditions.

During this same period, Cumbria PDU remained the North West Region's top performer in MAPPA Level Setting and Reviews. This work was carried out in close collaboration with Police and other partners. The example of excellent multi-agency partnership working was presented to Cumbria Safeguarding Adults Board in September 2024 where it was praised as an example of good practice.



## 12. Our Finances

Partner agencies contribute to the work of CSAB in a number of different ways;

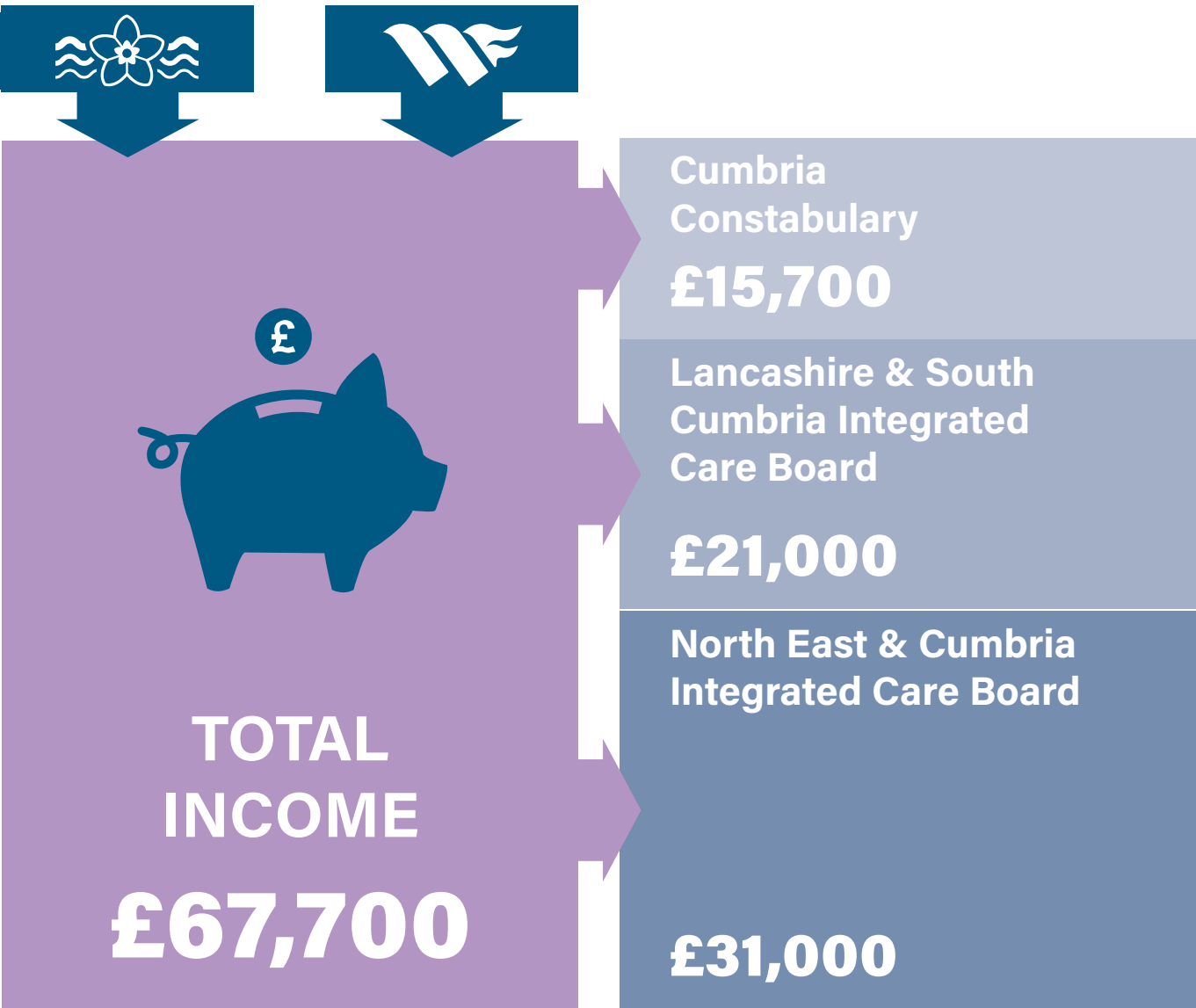
- Financial contribution
- Involvement or leading activity on specific areas of work including SARs
- Chair or participation in CSAB and our sub-groups

During 2024/25, statutory partners made varied levels of contributions agreed on the size and footprint of the organisation. The following statutory partners contributed financially to support delivery of Board business functions;

- Cumbria Constabulary
- North East & North Cumbria Integrated Care Board
- Lancashire & South Cumbria Integrated Care Board

**Total income from the above partners for 2024/25; £67,700**

**Cumberland Council and Westmorland & Furness Council contributed through provision of dedicated staffing for the Board Business Management function with further commitment for the increased staffing model. Access to administration was also provided by the Council's.**





## 13. What will we be doing during 2025/2026?

Our [Business Plan for 2025-2027](#) sets the direction for the remaining 2 years of our 5-year Strategic Plan. The direction has been set by SAR learning and informed by local and national themes and trends. The plan will remain dynamic and we will work with our partners to ensure that we are responsive to data and intelligence across the system in relation to abuse and neglect of adults with care and support needs. Our plan is ambitious with examples including;

- **Engagement with care provider forums in Cumbria to identify representation for CSAB**
- **Delivery of multi-agency Practitioner Forum's to support practitioners' reflection and learning with other professions based on case studies and good practice examples**
- **Launch of a SAR methodology toolkit to ensure proportionate approaches which support timely learning and partner resources**
- **Supporting partnership colleagues with system changes and seek assurance in relation to safeguarding leadership**
- **Review of CSAB policy and guidance through newly established sub-group**
- **Host a facilitated development session to identify opportunities to strengthen the Pan Cumbria Safeguarding Adults Partnership**

For full details of our agreed goals and initiatives for 2025/26 please refer to our Business Plan.

As a partnership we will continue to work together, to protect adults with care and support needs who are at risk of abuse and neglect. We will work with our partners to support us to understand emerging themes and the prevalence of different types of abuse and neglect in what continue to be challenging times and periods of change. We will continue to regularly review what our data is telling us so that we work together to prevent abuse and neglect in Cumbria.

2025/2026 will continue to be a busy and productive year for the safeguarding adult's partnership in Cumbria and through the work of the Board we will ensure that safeguarding remains everybody's business.

If there are any issues with accessibility of any CSAB documents or information contained on our website please contact [csab@cumberland.gov.uk](mailto:csab@cumberland.gov.uk) and we can provide in other formats and/or languages.

[csab@cumberland.gov.uk](mailto:csab@cumberland.gov.uk)

Further information can be found by visiting our website. If you are concerned about a person's safety or well being report it. If someone is at immediate risk of harm call 999.

**Remember Safeguarding is Everybody's Business and so if you are concerned about an adult who may be at risk of abuse or neglect please report it by contacting your local Adult Social Care at Cumberland Council or Westmorland & Furness Council.**

If you have concerns about an adult in Allerdale, Carlisle or Copeland contact Cumberland Council on  
**0300 373 3732**

If you have concerns about an adult in Barrow, Eden or South Lakeland contact Westmorland and Furness Council on  
**0300 373 3301**

Out of hours tel: **01228 526690**



