



Cumbria Safeguarding Adults Board

Annual Report 2025-26

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Glossary of Terms

Adult at risk – An adult aged 18 or over who has needs for care and support, is experiencing or is at risk of abuse or neglect, and because of those needs may be unable to protect themselves.

Adult safeguarding – Work undertaken to protect an adult's right to live safely, free from abuse and neglect, while promoting wellbeing, choice and control.

Advocacy – Support to help a person understand information, express their views and wishes, secure their rights, and take part in decisions that affect them.

Care Act 2014 – The main law in England governing adult care and support, including duties to prevent abuse and neglect, make safeguarding enquiries, establish Safeguarding Adults Boards, and carry out Safeguarding Adult Reviews.

CSAB – Cumbria Safeguarding Adults Board. The multi-agency statutory partnership that leads and coordinates safeguarding adults work across Cumbria.

CQC – Care Quality Commission. The independent regulator of health and adult social care services in England.

DARDR – Domestic Abuse Related Death Review. A multi-agency review carried out when the death of a person aged 16 or over appears to have resulted from domestic abuse, violence, or neglect, so that agencies can learn and improve future practice.

DNA – Did Not Attend. A term used when a person does not attend a planned appointment.

DoLS – Deprivation of Liberty Safeguards. Legal safeguards used under the Mental Capacity Act 2005 to protect people who lack capacity and are deprived of their liberty in a hospital or care home in their best interests.

GP – General Practitioner. A medical doctor who provides comprehensive, continuous, and personalised primary healthcare to patients of all ages, acting as the first point of contact for medical advice, treatment and referrals.

Herbert Protocol – A national scheme that encourages carers, families, and professionals to record useful information in advance about a person at risk of going missing, often someone living with dementia or other vulnerabilities, so police can respond more quickly if needed.

HMPPS – His Majesty's Prison and Probation Service. The government service responsible for prisons and probation in England and Wales.

ICB – Integrated Care Board. An NHS organisation responsible for planning and commissioning health services and working with partners to improve health and care locally.

Glossary of Terms

IMCA – Independent Mental Capacity Advocate. A specialist advocate who supports a person who lacks capacity and has no appropriate family or friends to consult for certain important decisions.

Independent Chair – The independent person appointed to lead the Safeguarding Adults Board, provide oversight, and offer support and challenge to partner agencies.

MCA – Mental Capacity Act 2005. The law that supports and protects people who may lack capacity to make particular decisions for themselves.

MDT – Multi-Disciplinary Team. A group of professionals from different services who work together to assess risk, plan support, and coordinate care.

MSP – Making Safeguarding Personal. An approach to adult safeguarding that focuses on the person's own views, wishes, choices and desired outcomes, so safeguarding is done with people rather than to them.

Multi-agency – Involving more than one organisation or professional group working together to safeguard and support adults.

NSAW – National Safeguarding Adults Week. A national campaign week that raises awareness of safeguarding adults and promotes learning and prevention activity.

NHS – National Health Service.

PiPoT – Person in a Position of Trust. A person who works, either paid or unpaid, with adults with care and support needs, where concerns may need to be managed if their behaviour indicates they could pose a risk of harm.

Practitioner Forum – A learning and discussion session where professionals share practice experiences, case learning, and ideas to improve safeguarding work.

Professional curiosity – The skill of asking questions, exploring concerns, checking information, and not accepting things at face value in order to better understand risk and keep people safe.

QIP – Quality Improvement Process. A structured process used to review performance, identify areas for improvement, and support better outcomes in services.

RADAR – A local provider oversight and quality assurance process used to identify, review, and respond to risks or concerns in regulated care services.

Glossary of Terms

S42 enquiry – A safeguarding enquiry under Section 42 of the Care Act 2014. It is undertaken when a local authority has reason to think an adult with care and support needs may be at risk of abuse or neglect and needs action to protect them.

SAB – Safeguarding Adults Board. A statutory multi-agency board made up of key partners, including the local authority, NHS and police, with responsibility for leading adult safeguarding arrangements.

SAR – Safeguarding Adult Review. A review carried out by a Safeguarding Adults Board when an adult with care and support needs has died or suffered serious harm and there is concern that agencies could have worked more effectively together.

Self-neglect – A wide range of behaviour in which a person neglects their personal care, health, or surroundings, which may place their wellbeing or safety at risk.

Six principles of safeguarding – The principles that underpin adult safeguarding practice: empowerment, prevention, proportionality, protection, partnership, and accountability.

1. A message from the Independent Chair



In this introduction for the Annual Report for Cumbria's Safeguarding Adults Board, I first wish to pay tribute to everyone who supports adults at risk here in Cumbria, and work to prevent harm and abuse.

The list of people is very long, and this report, of their work in the fourth year of our five-year plan records their efforts and their commitment to safeguarding.

Everyone in the public sector deserves an individual mention, and I wish it were possible, but there will never be enough pages. I will however mention the friends and families that also care for their loved ones. Without their devotion, our society would fail, and however good our public servants are, we could not cope, not even for a day. All of our services, together in our partnership will continue to support the work of this unpaid workforce.

This report covers the business year 2025-2026, which again has been, and continues to be, a challenging and pivotal year for our work. Every organisation and every service has and is undergoing significant change due to an economic crisis, to political change, and this is culminating in the biggest policy change that I have seen in the 40 or so years I have been working.

We have seen NHS England close its doors, and both our Integrated Care Boards and our NHS Trusts work to meet stringent budget reductions. Although not at the same scale, all our partners out with Health, also continue to face significant budget constraints.

I say this year is pivotal, because we are in the midst of a structural shift as to what our services need to deliver and how they will deliver it. The boundaries of these organisations are flexing and whilst our partnership is strong, how it works together, will need to be renegotiated.

The year just gone saw immense change, and the one we are in, is now consolidating that change, and the one that will follow is expected to see further national policy introduced, which will again need to be accommodated by our local and regional services and organisations.

We await the outcome of Baroness Casey's Independent Commission on Adult Social Care, it is anticipated that it will recommend a shift to a "National Care Service Model", across Health and Social Care provision. This could be what she terms "the national moment of reckoning" that has been missing for social care.

I do welcome this national focus on our work and knowing the Baroness's determination to address inequality and suffering, I expect we will see her commission drive significant national change across all sides of Government.

I also know she would be the first to acknowledge, that a national change, or a national policy, will make no impact unless it is implemented locally, by people who know their localities, and know the population that resides there.

All national intentions to better support our communities requires the people this report is celebrating. Your continued work to safeguard our most vulnerable residents, is what makes Cumbria a community people want to be part of.

I remain assured that the partnership in Cumbria, will rise to all these challenges and anticipated political changes and will continue to do their utmost to support those who need our help in Cumbria. Thank you for what you have done in this last year, and what you continue to do every day.

Kind regards,

Robert McCulloch-Graham

Independent Chair, Cumbria Safeguarding Adults Board

2. Introduction

This report provides an overview and summary in respect of what Cumbria Safeguarding Adults Board (CSAB) and our partners have done during 2025/2026 to deliver our strategic objectives and safeguard adults at risk of abuse or neglect.

CSAB is 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 4 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 [2025-2027 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 both statutory and wider partners represented on the Board and through our sub-group structures.

The Board leads adult safeguarding across Cumbria and works with organisations and partners to ensure that they have effective safeguarding arrangements in place which make sure 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.* [\(14.134\)](#)



**Cumberland
Council**

DWP

**Department for
Work and Pensions**

**Recovery Steps
Cumbria**



NHS

**Lancashire &
South Cumbria**
NHS Foundation Trust



NHS

**North Cumbria
Integrated Care**
NHS Foundation Trust

healthwatch
Westmorland
and Furness



NHS

**Cumbria, Northumberland,
Tyne and Wear**
NHS Foundation Trust

**University Hospitals
of Morecambe Bay**
NHS Foundation Trust



**HM Prison &
Probation Service**

healthwatch
Cumberland

NHS

**Lancashire and
South Cumbria**
Integrated Care Board



**Westmorland
& Furness
Council**

NHS

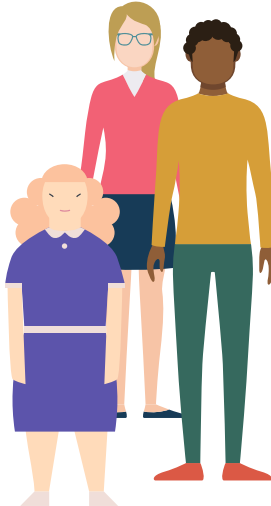
**North East and
North Cumbria**

4. What is our vision and commitment?

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

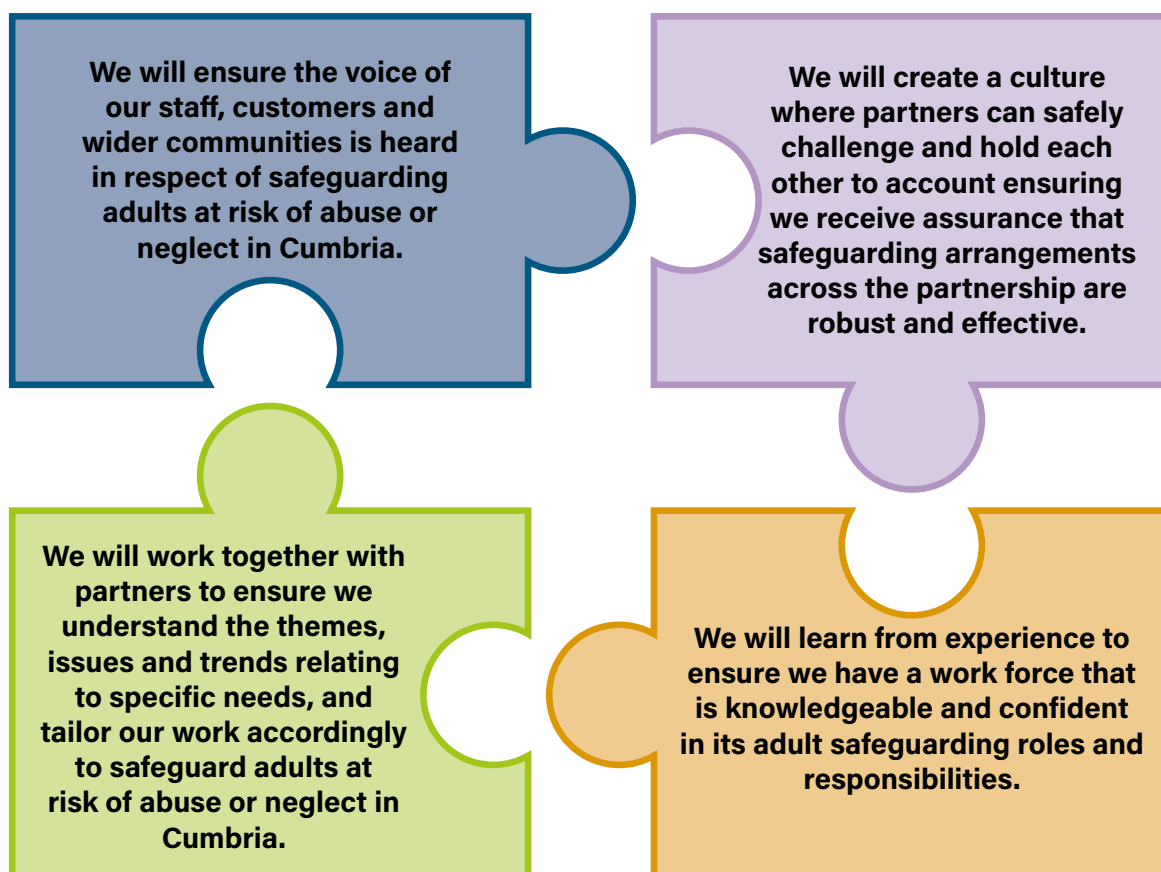
Cumbria Safeguarding Adults Board is **committed** to support the protection of and appropriate service provision for vulnerable people living in Cumbria. We listen; we learn; we proactively support all agencies to improve, share, embed and deliver effective practice.





5. What 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 our goals providing quarterly reports to the Safeguarding Adults Board.



6. 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.

6.1 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. Our practitioners and safeguarding leads routinely display passion and tenacity in the course of their work.

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

In November 2025, Cumbria celebrated 3 nominations across different categories.



Daniel Crooks

Enhanced Practitioner Cumberland Council nominated in the Partnership Champion Category

"Daniel is an outstanding social worker who embodies all the values essential for safeguarding our most vulnerable adults in West Cumbria. Daniel has gone above and beyond to ensure that risks are identified and minimised as much as possible, always taking into account the wishes of the person themselves and their loved ones. He also shows great understanding about the challenges in Health, especially primary care, and does everything he can to support the doctors involved and work around their availability and capacity. He is a great partner to work with and a true inspiration to all his peers"



'I would like to say thank you to the person who nominated me. I see lots of great work happening every week with my colleagues to safeguard adults in North Cumbria and it was a real pleasure to attend an event where this often-unseen work across the UK was celebrated. I was really struck by how the nominees were from a very wide range of professions and organisations, not simply from statutory agencies or local authorities'

'All of the nominees highlighted the way in which having the right support from their organisation makes a difference and I would like to acknowledge the advice, hard work and support in Cumbria from all partners involved in safeguarding adults which helps us to make a difference'

Lucilla Ferard

Social Worker, Westmorland and Furness Council nominated in the Partnership Champion Category

"Lucilla was involved with a gentleman, Mr X. This was a very complex and sensitive case as the nature of the safeguarding was financial abuse. Lucilla had to gather information from family and friends, both parties were identified as possible perpetrators and did so with the upmost integrity and respect and remained focused on advocating for Mr. X..."

'I would like to say that I was genuinely honoured to have been nominated. Safeguarding is an area of Social Work that I care deeply about and this nomination means a great deal to me. My commitment has always been to ensure that every individual feels safe, heard and supported.

This nomination reflects not just my efforts, but the collaborative work of the team I work in, who are dedicated to safeguarding adults in our community'



Kirsty Dent

Operations Manager, Lakeland Care and Support Services nominated in the Innovation Champion Category

"Kirsty joined Lakeland Care in 2014 as a frontline carer and has, through hard work, creativity, and dedication, progressed all the way to Operations Manager. Over her eleven years with the organisation, she has consistently demonstrated a forward-thinking approach to safeguarding and quality improvement — most notably leading the full rollout of Lakeland Care's new digital management app last year"

"The result has been a tangible improvement in incident management, faster communication with other healthcare professionals, and stronger evidence for safeguarding enquiries. Most importantly, it has made adults at risk safer, supported by a team who understand and believe in the process."

Kirsty said; 'I'm really proud to have been nominated for the Innovation Champion award and to see our safeguarding work recognised nationally. 'I'm grateful to everyone who has supported the improvements we've made together to keep the people we care for safe.'



All of our fantastic practitioners have received recognition for their achievements from the CSAB Independent Chair.

7. What is Making Safeguarding Personal?

The Care Act describes adult safeguarding as 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

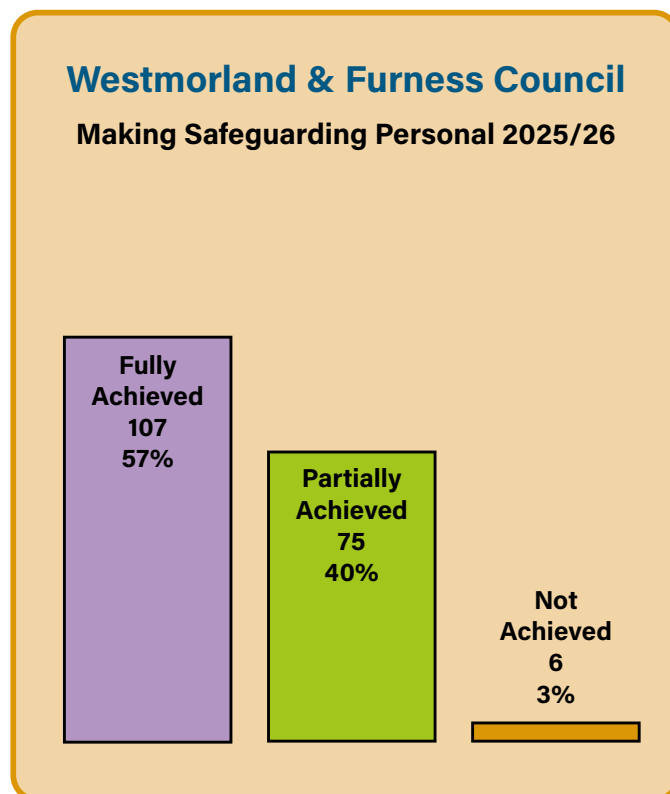
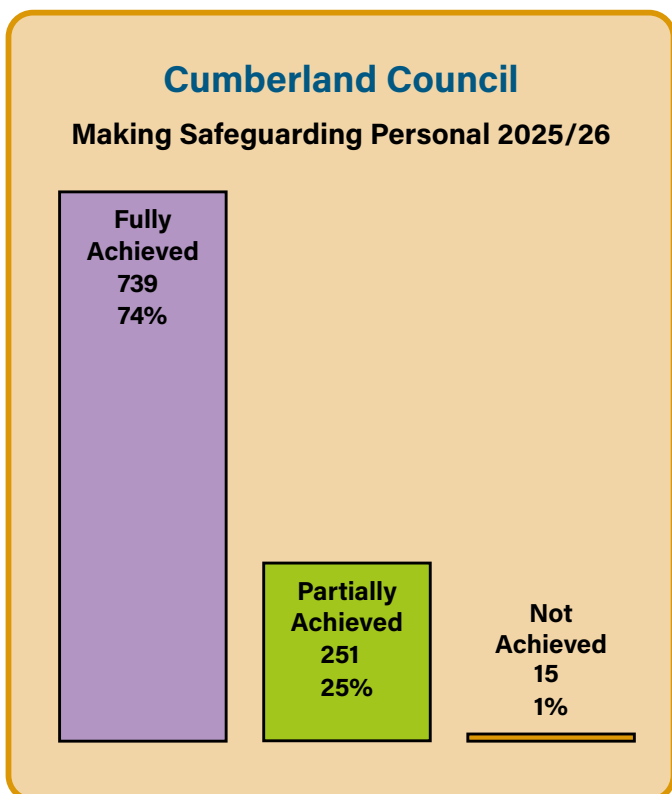


CSAB promote access to resources in respect of Making Safeguarding Personal for practitioners on our [website](#).

7.1 Making Safeguarding Personal - Outcomes

All adults who have been through the safeguarding enquiry process are asked for their feedback and if 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. It is positive to note only a small number of adults asked, indicated their outcomes had not been achieved.



7.2 Safeguarding Voices

During 2025 Healthwatch Westmorland & Furness and Healthwatch Cumberland conducted surveys to assess how people, their carers and professionals experienced the safeguarding process in Cumbria. This involved respondents sharing their honest, anonymous opinions identifying areas of improvement.

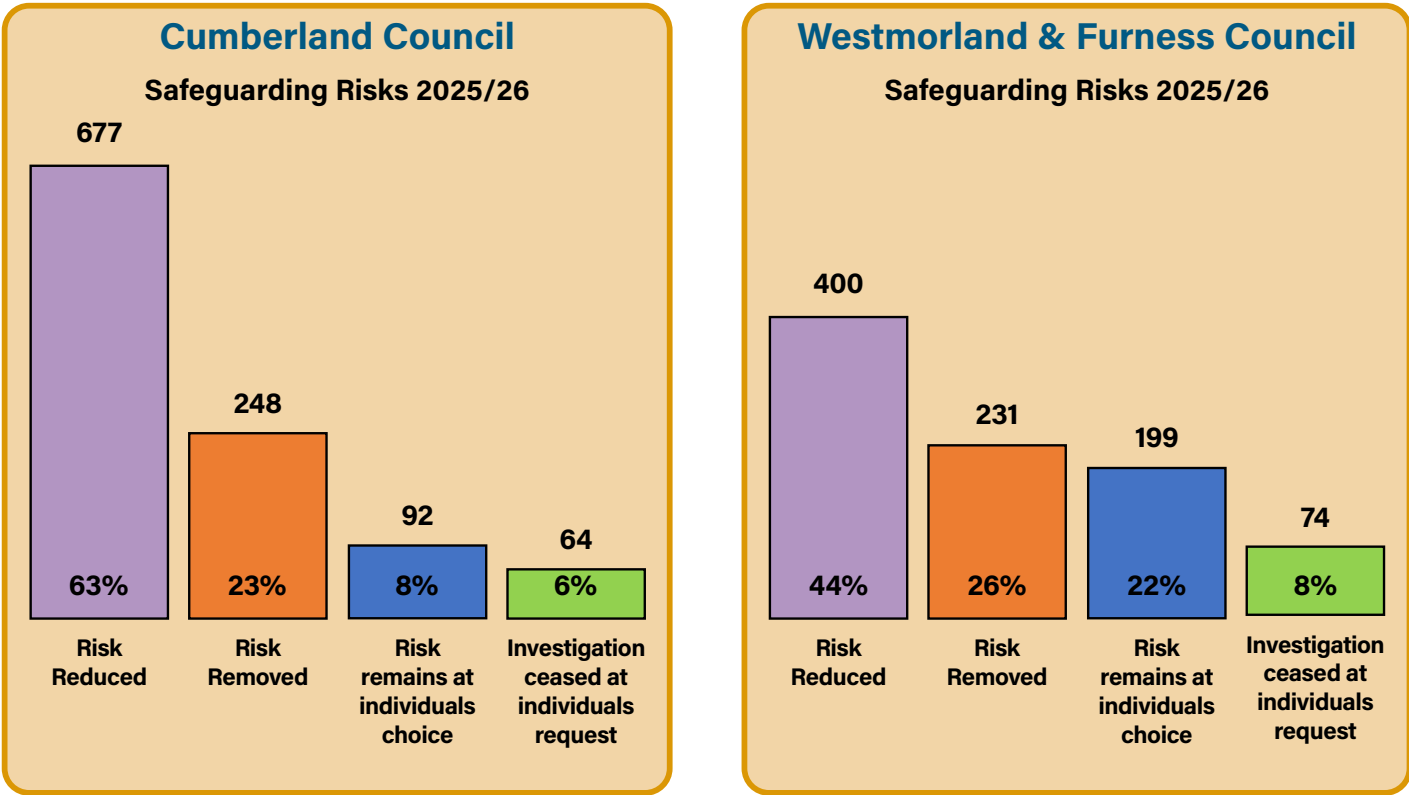
Healthwatch produced a report which you can read: [Safeguarding Voices final report](#).

The project noted particularly low engagement from adults or carers who have experienced the safeguarding process. Our partners will consider the report and opportunities to respond to feedback in the report.

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.

7.3 Safeguarding Outcomes - Risks

The data for the tables below summarises responses from adults who have been through the safeguarding process when asked questions following the safeguarding enquiry process.



It is positive to note that the percentage of individuals across both Council's where the risk was reduced or removed is the highest. This is evidence of partners working together with adults to ensure risks are reduced and they can live safely from abuse or neglect. The tables do illustrate in some cases adults continue to live with some element of risk, at their choice.



7.4 Sid's story; keeping the person at the centre through advocacy and partnership working

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.

Sid's story below highlights how keeping Sid at the centre through advocacy and partnership working his outcomes were achieved and Sid's voice heard.

Sid's Story

Sid lives in a care home. Like anyone, he wanted clear answers about his health, and he wanted to be part of the decisions being made. Sid doesn't have next of kin, so when worries began to build about a hospital referral, Adult Social Care arranged independent advocacy support, someone who could help Sid understand what was happening, say what mattered to him, and make sure his voice stayed present throughout the Safeguarding Adults process.

Sid's GP referred him on the two-week cancer pathway because bowel cancer was suspected. Several months passed and Sid was later recorded as 'Did Not Attend' (DNA) and wasn't offered another appointment until later that year. As professionals tried to understand the delay, Sid was described as lacking capacity to make decisions about his healthcare. There was no evidence of a decision-specific Mental Capacity Act assessment, the GP later confirmed one had not been completed. Because this combination of delay and misinformation affected Sid's access to urgent healthcare, a safeguarding concern was raised.

What helped Sid?

When the safeguarding concern was raised to the local authority, Sid was referred for advocacy so he could have support to understand the process and have his voice heard. His advocate took time to explain things in a way Sid could understand, helped him set out what mattered most (timely tests and clear information), and stayed alongside him as updates came in. In multi-agency conversations, the advocate made sure Sid's views, wishes and feelings were recorded and that decisions stayed focused on Sid's outcomes.

Partnership working together

The care home, GP practice, hospital services and Adult Social Care worked together to understand what had gone wrong and what needed to change. Sid chose not to complain at first, and that decision was respected but he was kept informed of his rights and options. Later, when Sid felt ready, his advocate supported a referral so he could access NHS complaints advocacy.

What changed for Sid?

Adult Social Care closed the safeguarding enquiry with recommendations for the NHS in respect of delays and information recorded about Sid's capacity. Sid was kept updated in an accessible way and he now has an upcoming hospital appointment about the suspected cancer.

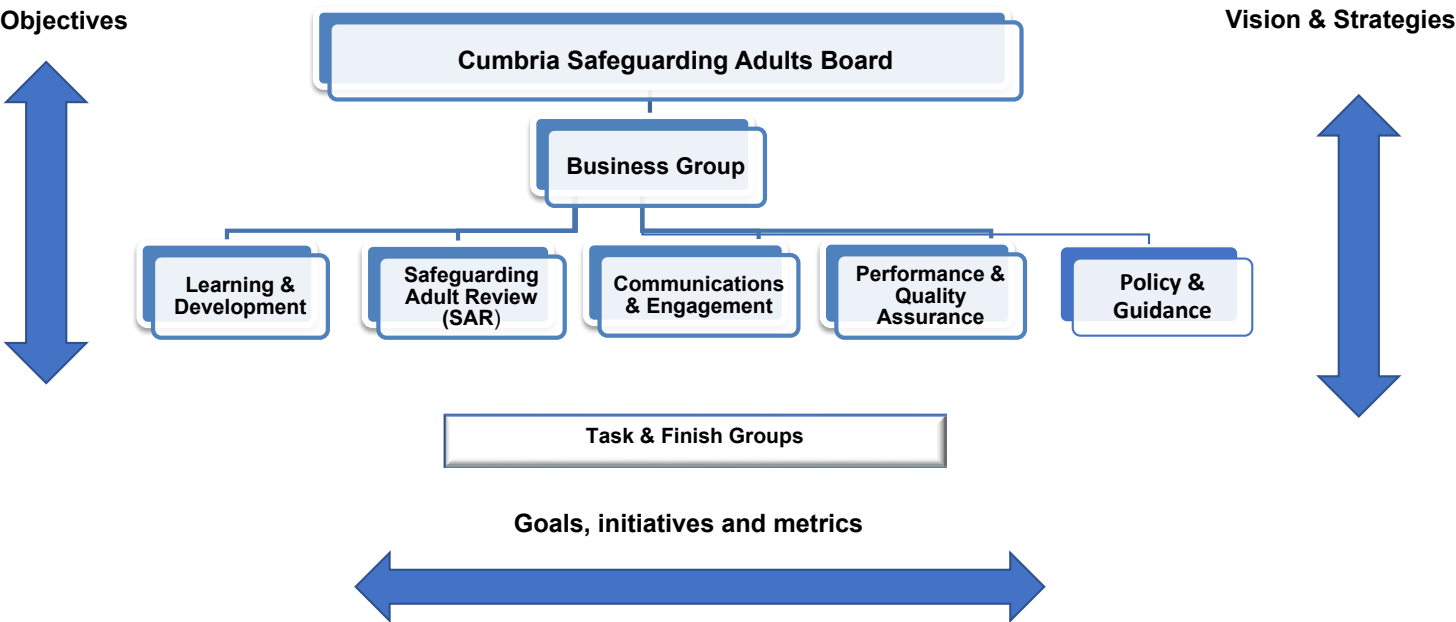
Sid's story is a reminder that when systems become complicated, independent advocacy and strong collaborative partnership working help keep things simple: listen to the person, check the facts (including capacity), act quickly on delays and make sure the person stays informed and involved at every step.

8. What did we achieve during 2025/26?

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-groups whilst as a Board we seek assurance from the wider system in respect of safeguarding adults.

The Board also ensure 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.

This section will outline our activity and achievements during the year delivered through our Board structures.



8.1 Cumbria Safeguarding Adults Board

Board activity during 2025/26 included;

-  **Hosted a facilitated Development Session for Board and sub-group members to consider areas for improvement and strengthen our Pan Cumbria arrangement. The report and findings informed continuous improvement, action and strategic planning.**
-  **Assurance reports received and prepared in response to the ministerial letter from Department for Levelling up, Housing & Communities which made recommendations to Safeguarding Adults Boards.**
-  **Annual assurance reports from the wider system including:**
 - **HMPPS Haverigg, safeguarding arrangements in prisons for adults with care and support needs.**
 - **Reports from our Local Authority partners following CQC assessment of Adult Social Care**
 - **RADAR and QIP processes; assurance reports in respect of the oversight and quality monitoring processes for providers.**
-  **Support provided for the introduction of the new “Missing Persons Guidance” seeking collaboration from partners, with a lead from the Police.**
-  **‘Story to the Board’ - partners facilitated sharing stories to CSAB to hear the voice of our staff, customers and wider communities in respect of safeguarding so we learn from experience. Examples of good practice are used to promote and encourage learning from each other across the safeguarding partnership.**
-  **The SAB received SAR reports and accepted learning and recommendations for; Thematic self-neglect SAR, Samantha SAR and Matthew to be published during 2026/27.**
-  **During the year our Business Group and SAB routinely considered wider impacts of system change for the safeguarding adults partnership from local, regional and national policy changes.**

8.2 Learning & Development sub-group

Delivered total 4 learning sessions to 569 practitioners

Learning sessions provide the opportunity to disseminate learning from SARs, launch new practitioner guidance or refresh legal or practical skills and knowledge. Sessions are often recorded for wider dissemination and personal study, these can be found on our [website](#).

- Delivered during 2025/6;
- Learning from Thematic Self-Neglect Safeguarding Adult Review (SAR)
- Learning from Domestic Abuse Related Deaths (DARDR)
- Launch of new Herbert Protocol and animation
- Prevent Awareness session.



100%

100% of respondents indicated that the Prevent session increased knowledge and understanding of the Prevent Protocol

"Great training and gives a clearer understanding of Prevent. The information shared is current and topical"

99%

99% indicated that the session increased understanding of who Herbert Protocol applies to and information required by Police if a person goes missing

"Brilliant animation"

100%

100% of respondents indicated they could take learning from the session to develop their own best practice in work with self-neglect

"It was most useful to go through the learning themes locally, breaking them down and showing how we can use in practice"

100%

100% participants felt that the DARDR learning session improved understanding and knowledge of learning themes locally

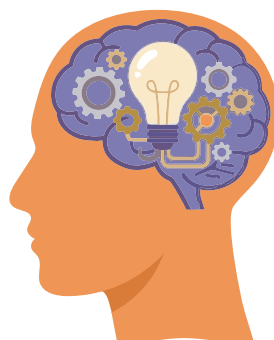
"I found it helpful exploring the need for case coordination to build meaningful relationships with people and taking the professional leadership role in ensuring MDT continue to take action to support people"

During 2025/26 we launched a programme of Practitioner Forums. These provide an opportunity and safe space to learn together with other professionals using case studies and facilitated discussion. Attendance is used to inform professional continuing professional development requirements.

During 2025/26 themes included;



Self-Neglect



Mental Capacity



Substance Misuse



Persons in a Position of Trust

Did the Practitioner's Forum meet your expectations?

YES

100%

"Good to see a wide range of practitioners from different areas of work and share our understanding. Case discussion good to apply knowledge and get different perspectives"

"Really useful to talk through a real-life case and really good to talk through an example of what a successful/good case looks like - to have the opportunity to replicate, rather than being told about bad practice and what 'not to do.' Really positive session."

Partners presented examples of good practice including Ben's Story. Ben who had experienced Adverse Childhood Experiences was a Ketamine user which impacted significantly on his physical health. The [webinar](#) considers the legal responsibilities and legal framework's used to keep Ben safe including the Human Rights Act, Mental Capacity Act and Safeguarding.

Our partners supported completion of an audit to seek assurance in respect of organisational training, compliance and national competency frameworks. Audit findings will inform action planning and reporting during 2026/27.

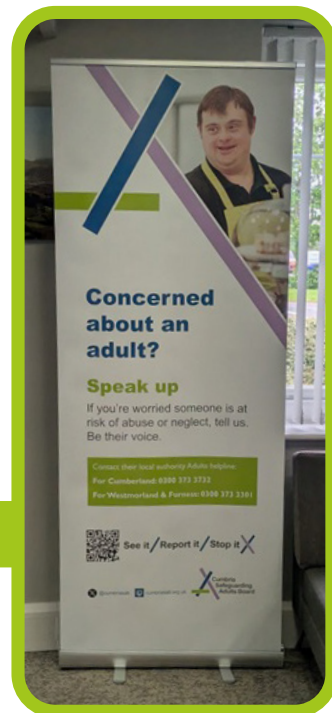
8.3 Communication & Engagement sub-group

Awareness raising publicity materials

209 'See it, Report it, Stop it' posters and **491** leaflets to places where members of the public access including; Post Offices, Banks, Sports Centres, Churches and Pharmacies to raise public awareness of abuse and neglect were shared.

Banners were displayed across Cumbria, to raise awareness of abuse or neglect and how to report concerns. These have been located in local communities and across partner sites to which the public have access including hospitals and libraries.

Image of CSAB banner located in Allerdale House, Workington



891 wallet cards shared including local councillors representing wider communities to increase understanding of the signs and types of abuse.

Could you support to raise awareness of abuse and neglect in your local community by displaying posters or banners? Contact csab@cumbria.gov.uk for more information.

Workforce bi-annual survey

This bi-annual survey of our workforce aimed to understand workforce confidence, knowledge, experiences, and perceptions in relation to safeguarding practices across Cumbria.

The **139** responses provided valuable evidence of both the **strengths within the system** and the **challenges experienced by practitioners** in delivering effective safeguarding. Further analysis of the survey responses will take place during 2026/27 period to inform responses and strategic planning processes.

Agreed a new CSAB Communication Strategy

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



11 new and refreshed Quick Guides...

You can find all our Quick Guides on the [website](#).



34 5-minute briefings



Subscribers to news:

April 2025	=	5030	↓	down 321 subscribers
March 2026	=	4709		

Analysis of the reduction in subscribers identified that this can be attributed to automated unsubscribes where email delivery has been unsuccessful.



Number of followers:

April 2025	=	770	↑	up 11 followers
March 2026	=	781		

Posts with the most impressions 7785 were during National Safeguarding Adults Week



We extended our use of social media to include LinkedIn

Number of followers:

September 2025	=	57
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National Safeguarding Adults Week provides the opportunity to extend our communications. During National Safeguarding Adults Week there were a total of 1643 impressions.



Number of Website Visits:

2024/25	=	14,519	↓	down 4006 visitors
2025/26	=	10,513		



595

Lowest visits in
September 2025

1133

Highest visits in
February 2026

It is positive to note that the most visited page continues to be '**How to report abuse of adults in Cumbria**' where people may have concerns and seek information how to report; a total of **1165 page views**.

CSAB continued to support National Campaigns through briefings and social media including **Carers Week 2025**, all briefings are available on our [website](#).

National Safeguarding Adults Week – November 2025

We are pleased to continue and support Ann Craft Trust and the national annual campaign. Our sub-groups worked together to promote and share information during the week of action, share resources and offer a programme of learning opportunities throughout the week. During the week partners supported us to promote the week of action with buildings across Cumbria being lit green to raise awareness.

Cumbria Safeguarding Adults Board

National Safeguarding Adults Week 2025: “Prevention - Act before abuse”

We delivered 2 lunch & events

Learning from a Domestic Abuse Related Death Review (DARDR)

The session provided an insightful understanding of Domestic Abuse the wider impact and responsibilities of all in relation to intervention and prevention.

87 attended.



“Brilliant session & very informative.”



Thematic SAR - Self-neglect

The session outlined learning from the review and the experience of the 6 adults and their families.

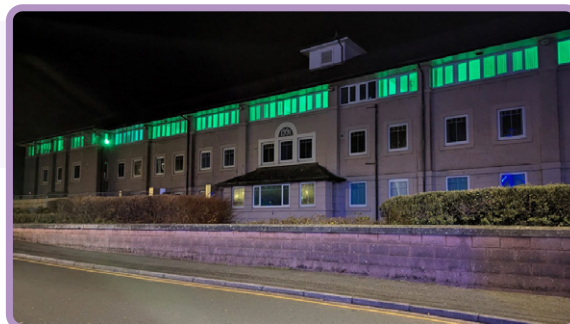
160 attended.



“Really inspiring & well presented.”

7 buildings

‘lit up Green’ across the Cumbria Footprint



Workforce Survey

CSAB launched a survey on **Day 1** to capture the views & experiences of practitioners across the safeguarding adults partnership in Cumbria.



Compared to the same days the week prior:

Engagements increased to **107** v's **12** Likes **38** v's **1** Reposts **23** v's **4**

Subscribers received daily 5 briefings = total **24,004** briefings published during the week

434

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



Compared with **221** during the same days the week prior.



Website Analytics compared to the same days during the week prior

Visits

434
+213

Page views

878
+367

Unique visitors

377
+181



@cumbriasab



cumbriasab.org.uk



Cumbria
Safeguarding
Adults Board

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.



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



Delivered a multi-agency case file themed audit in response to the thematic self-neglect SAR, providing a benchmark to 'test' out if learning is embedded in practice.



Considered findings from a Transitions case file audit delivered by Children's Safeguarding Partnership's as assurance following Kate SAR.



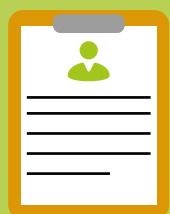
Published our Quality Assurance Framework setting out mechanisms and channels for assurance.



Piloted a new process providing assurance from our partners in relation to concerns relating to Persons in a Position of Trust (PiPoT), identifying improvements for the process in preparation for future reporting.



Quarterly analysis of safeguarding data reports from Adult Social Care partners.

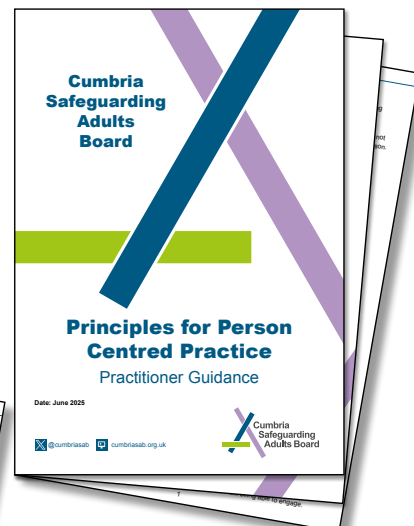


Considered learning from SARs to inform and prioritise future case file audit themes.

8.5 Policy & Guidance sub-group

The newly formed sub-group have developed new guidance and refreshed existing policy, procedure and guidance including;

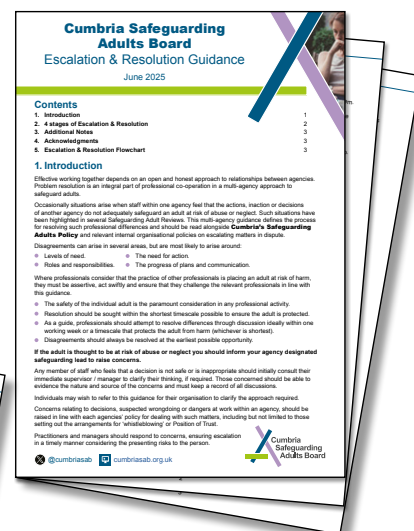
[CSAB Principles for Person Centred Practice June 2025.pdf](#) *new*



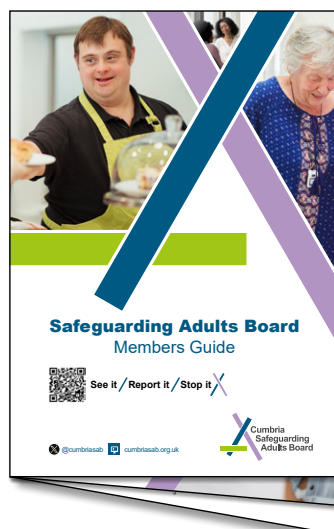
[CSAB Professional Curiosity Guidance November 2025.pdf](#)



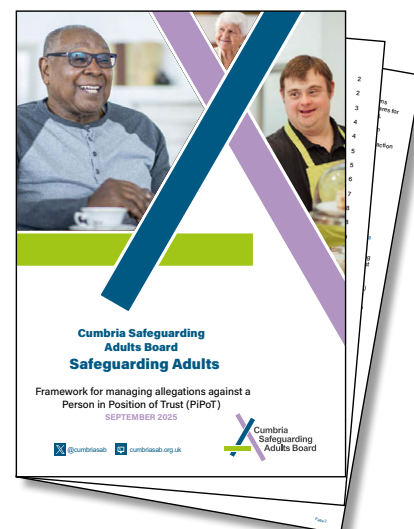
[CSAB Safeguarding Adults Escalation and Resolution Guidance.pdf](#)



[CSAB Members Handbook & Guide](#)



[CSAB Framework for managing allegations against a Person in Position of Trust \(PiPoT\)](#)



All CSAB policy & guidance can be found on our [website](#)

8.6 Safeguarding Adult Review sub-group

SARs are a statutory responsibility of the Safeguarding Adult Board (SAB). A SAR takes place when there are concerns that agencies could have worked more effectively together to protect an adult with care and support needs from 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.

SARs aim to keep the person at the centre of the review process, often hearing their voice through engagement with family, carers or friends. We would like to acknowledge and thank all those loved ones who engage in the SAR process during difficult circumstances which can be traumatic. Thanks are extended to families who kindly gave their time and contributions nationally to a project to develop a Best Practice Guide for SARs. The guide will support SABs, SAR Reviewers, Business Manager's and Independent Chairs to ensure engagement is meaningful, informs practice and supports prevention of recurrence.

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

In 2025/2026, the group saw a decrease in SAR referrals received for consideration. A total of 6 SAR referrals were received during the period. Members of the sub-group and agencies involved with the adult provide additional information to inform robust decision making when applying the criteria for a SAR.

Of the 6 referrals the sub-group considered during 2025/26, it was agreed;

3 did not meet the statutory criteria for a SAR
(either a mandatory or discretionary review process)



1 referral met the statutory criteria for a mandatory SAR



2 SAR referrals pending decision



Commissioning of SARs was delayed to support the sub-group to develop and launch a SAR Methodology Toolkit alongside a review of the decision-making tool. These tools, which gained recognition in National SAR best practice guidance aim to support decision making, adopt the most appropriate and proportionate methodology and enable new learning to be identified in a timely way.

Safeguarding Adult Reviews – activity during 2025/26

In 2025/2026 a thematic self-neglect review concluded in respect of 6 individuals across both Cumberland and Westmorland & Furness. The review adopted a systems methodology to examine the barriers in the system for practice when working with adults who experience self-neglect. The [SAR report](#) was published with a supporting [Executive summary](#).

During the year the new SAR Methodology toolkit was utilised to commission 7 new SARs for which decisions were made during the previous year. Proportionate methodologies were adopted to reduce demand from agencies involved whilst ensuring a robust approach.

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.



9. Safeguarding Adult Reviews (SARs)

9.1 Thematic self-neglect SAR

CSAB published the learning from a thematic self-neglect SAR, which made the review a total of 24 recommendations for the system. Delivery and oversight of learning and action is being co-ordinated through a Task & Finish group.

Recommendations and learning from the SAR informed priorities, activities and direction of travel for CSAB through our business planning process. Furthermore, we continue to use the learning from this SAR to inform new reviews to explore barriers in the system when working with those who experience self-neglect, avoiding duplication of learning. This ensures avoiding duplication, aiming to identify barriers for practice which contribute to self-neglect being a recurring theme locally and nationally in SARs.

Theme	Completed activity/actions
Assessment	Through the use of a survey, we have received assurance from partners that guidance and tools in relation to self-neglect are reviewed following the SAR. In addition, we requested information to inform the development of a CSAB self-neglect suite of resources and guidance.
	Development and publication of Principles for Person Centred Practice guidance to support engaging individuals who may be reluctant to make and maintain contact with services.
	Refreshed Professional Curiosity Guidance and tools and further promoted Trauma Informed resources on our CSAB website including practitioner events.
	Dissemination of learning from good practice examples through our SAB and Practitioner Forum events which support learning from practice and positive outcomes when working with adults who experience self-neglect.
	Completed a multi-agency case file audit to seek assurance in relation to following themes; ▪ How advocacy services are being used ▪ Protected Characteristics are routinely recorded ▪ Capacity assessed as lacking and having capacity ▪ Self-neglect cases which proceeded to s42 and did not
	Published A Quick Guide to... Advocacy in Safeguarding
	Considered with Council partners mechanisms to provide assurance that Care Act assessments are undertaken in a timely way and in circumstances where an individual appears to be experiencing self-neglect lives with someone.

Theme	Completed activity/actions
Mental Capacity	Through Practitioner Forums facilitated learning in relation to assessment of capacity, recording and best interest decisions when working with individuals experiencing self-neglect. Learning session recorded for wide dissemination.
Risks & Safeguarding	Reviewed use of tools to support practitioners to recognise and report concerns. Adoption and promotion of LGA/ADASS What Constitutes a Safeguarding Concern pending development of local guidance.
	Work commenced to develop an electronic professionals safeguarding referrals form – further development and launch during 2026-27.
Interagency working	Commenced mapping work to identify multi-agency meetings where safeguarding may be considered – this will further inform consideration of governance for an interagency risk management pathway (MARM process) for cases that do not meet the safeguarding threshold but require multi-agency risk management and strategies.
	Identified information for inclusion in a 'Directory of Services' – information to support both practitioners and family/carers for adults who experience self-neglect. This can be used for signposting and referral to non-statutory services.
Training & Guidance	Through a Training Assurance Survey received assurance from partners in relation to guidance, learning, and methods of delivery for safeguarding training and content. Auditors were asked to identify areas for action to inform improvement plans.
	Approved an approach to delivery of multi-agency learning and training system wide to improve awareness and understanding of self-neglect to promote shared responsibility. This will be based on 3 tiers; 1. SAR lunch & learn style session for thematic SAR; to disseminate learning and good practice signposting to CSAB refreshed guidance. <i>Completed</i> 2. ½ day online session for a multi-disciplinary audience for the recognition of self-neglect and early responses. Pending 3. ½ day for those working in specialist roles including interventions, legal implications, risk management etc. (pre-requisite attend L2) <i>Pending</i>
Organisational Context	Single agency assurance process commenced in respect of; ▪ Regulation 28 Notices (Prevention of Future Deaths) ▪ Learning from Internal Reviews has been implemented

The delivery of the actions associated with recommendations made in this SAR will continue to have oversight by the Task & Finish Group reporting routinely to CSAB

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

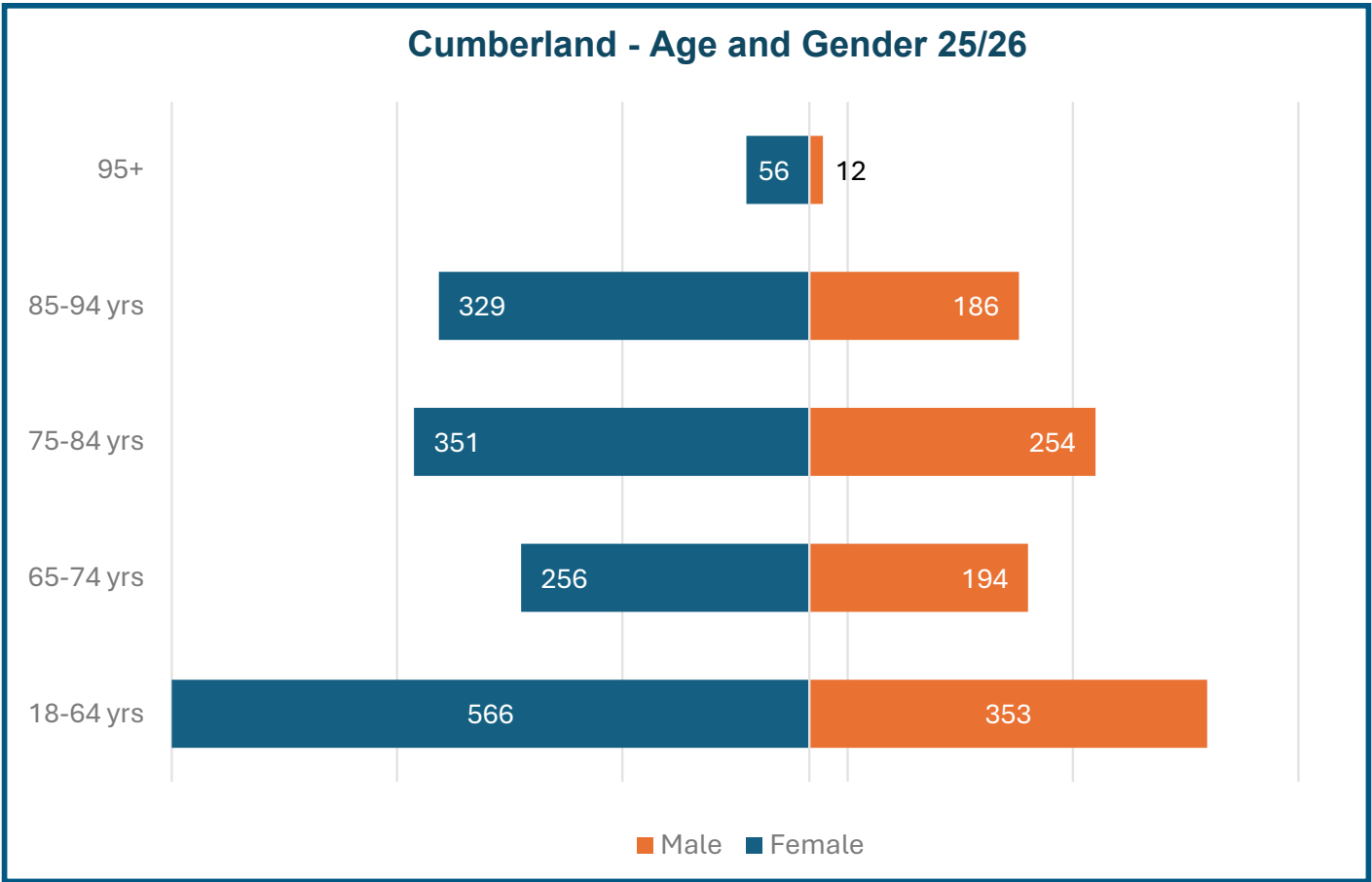
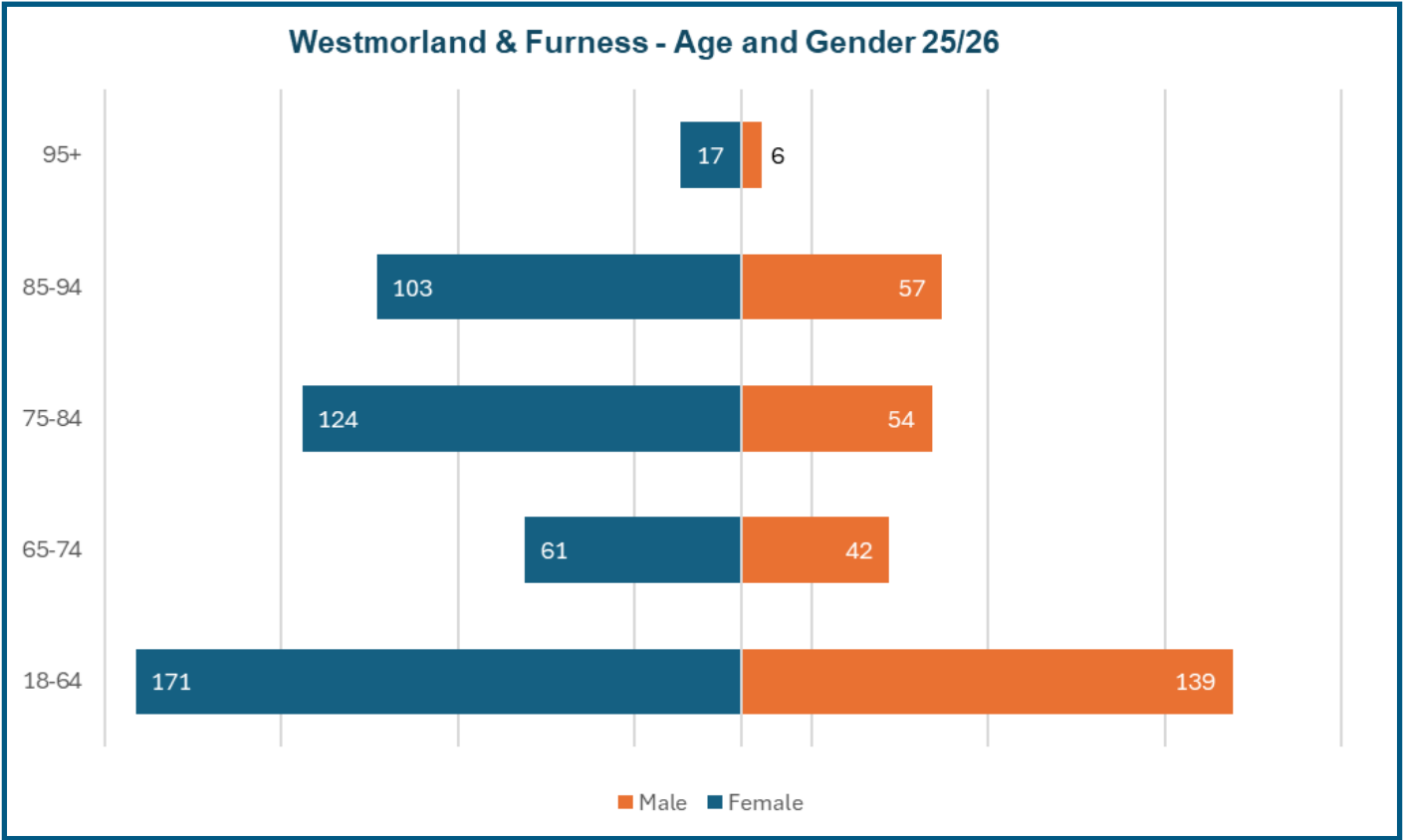


10. Safeguarding; our year in data 2025/2026



Age and Gender

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

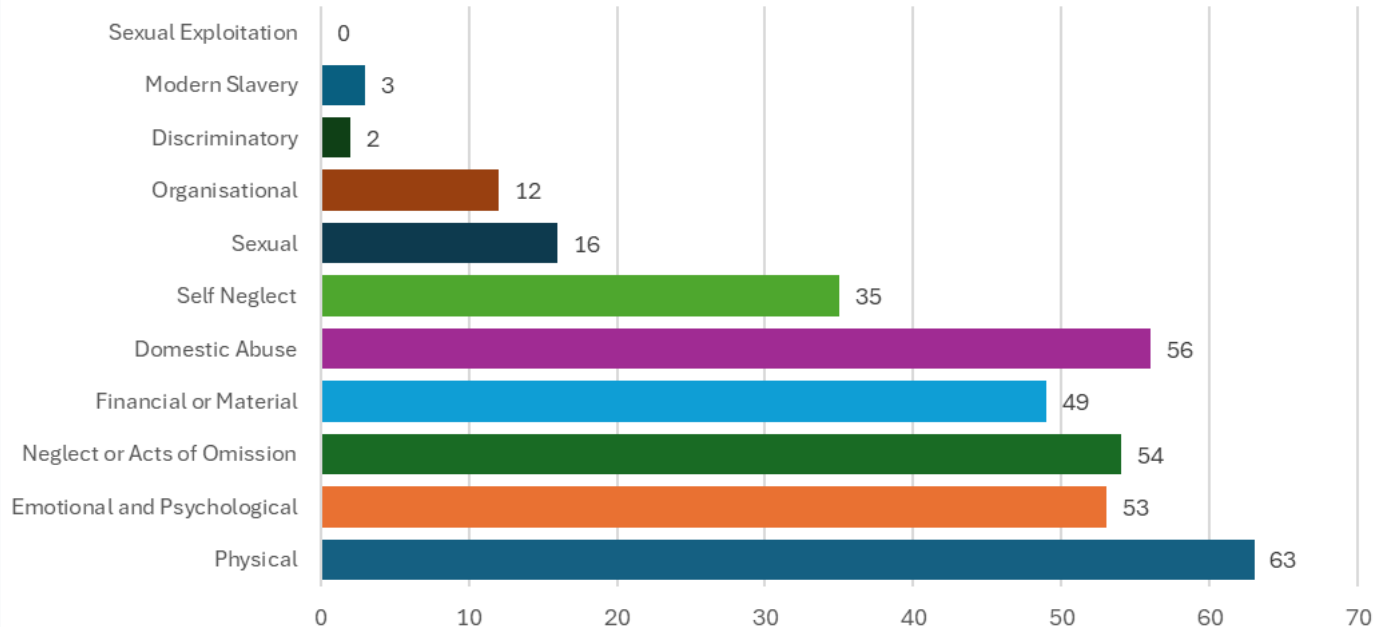




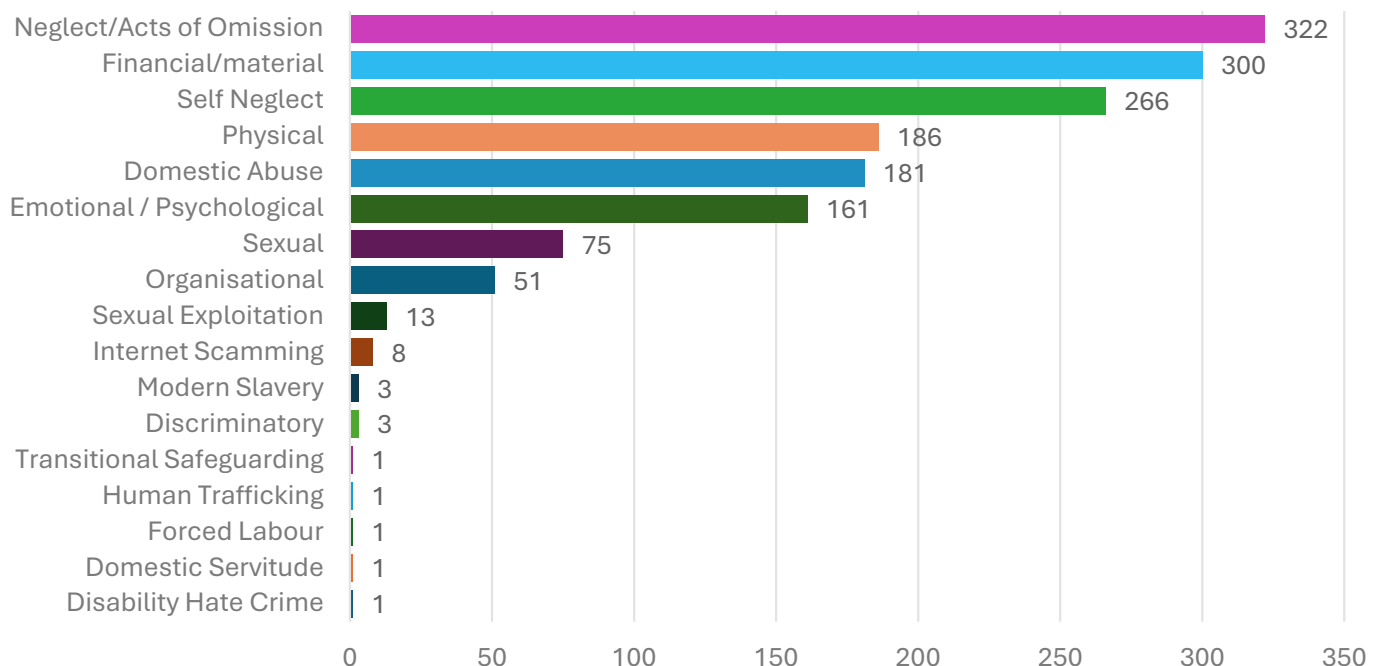
Abuse Types

The abuse types are based on closed safeguarding enquiries.

**Westmorland & Furness - Types of Risk/Abuse
Proportional Profile 2025/26**



**Cumberland - Types of Risk/Abuse
Proportional Profile 2025/26**

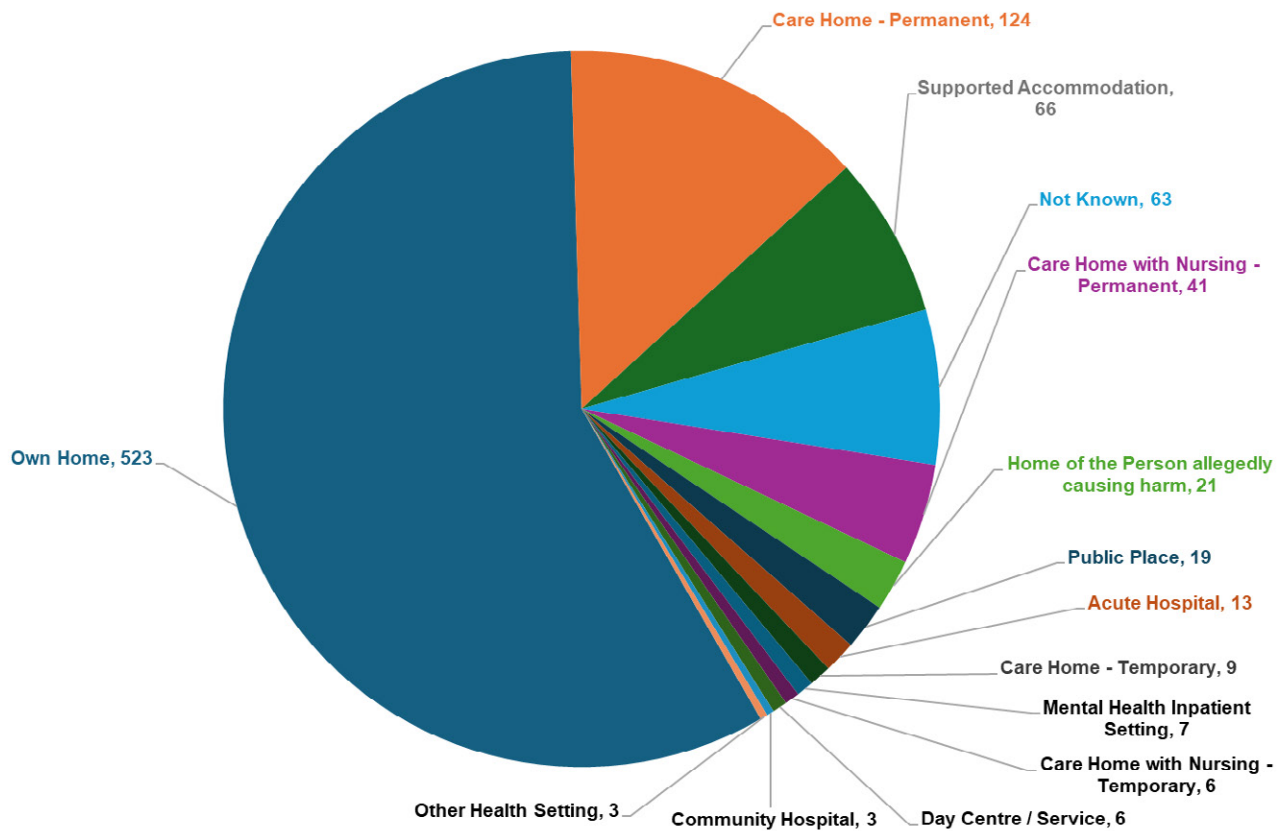




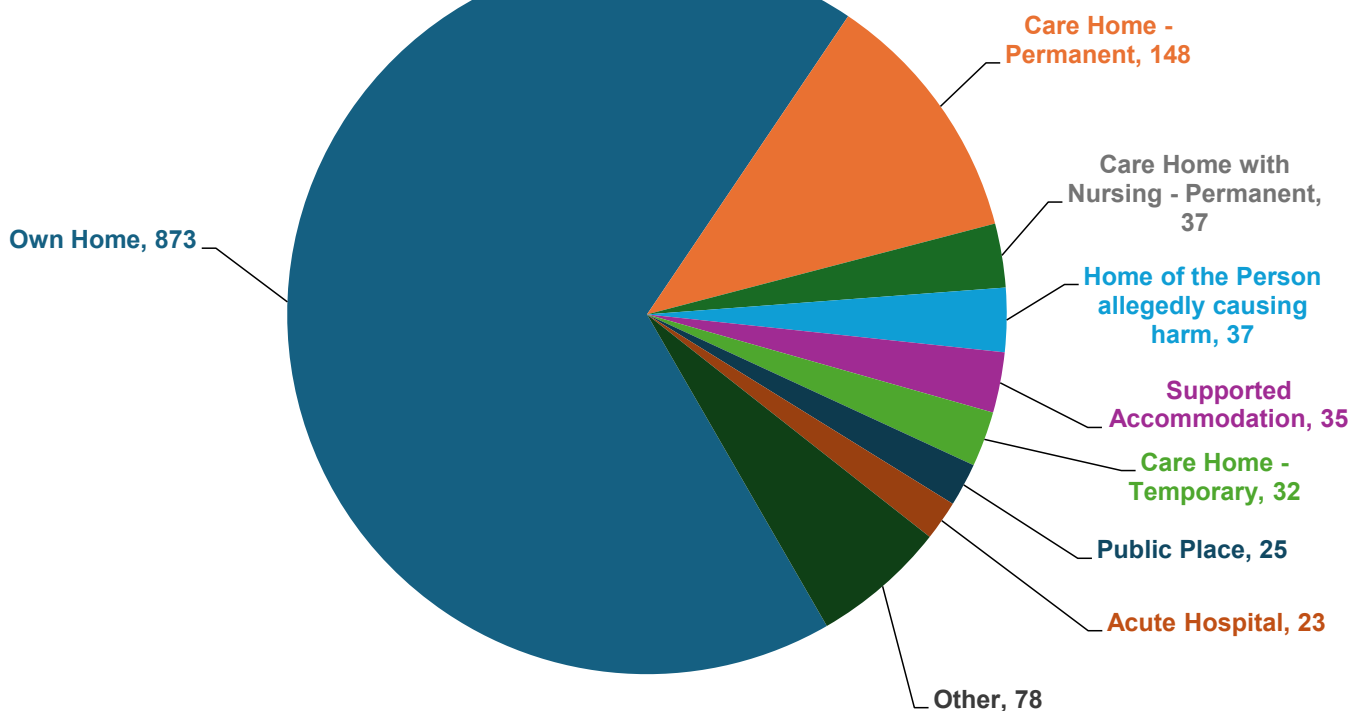
Location of Abuse

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

Westmorland & Furness - Location of Abuse 2025/26



Cumberland - Location of Abuse 2025/26



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. Through our Board structures we routinely receive examples of good practice from across the partnership which demonstrate effective collaboration and multi-agency working. These often inform learning sessions and Practitioner Forum.

The annual assurance process overseen by the P&QA sub-group explores with partners what is working well, key organisational risks or concerns and strategic priorities.

What’s working well?



**Cumberland
Council**

- Re-designed recording system in response to Safeguarding concerns built on the 6 key safeguarding principles which has resulted in a timelier response to decision making, feedback to referrers and a proportionate and person-centred approach.
- Developed a live data reporting system to continuously monitor and improve our Safeguarding response.
- The Safeguarding Team meet frequently with statutory partners to ensure key decisions are shared and transparent.
- Redesigned and improved the information to the public and partners on our website to improve understanding on what constitutes a safeguarding concern and how to report it to improve our engagement with the workforce across the system, customers and local communities.



- In our most recent HMICFRS inspection, no issues highlighted with our approach to safeguarding.
- Increase in the number of safeguarding referrals.
- Recent introduction of Cadets schemes necessitated a large number of DBS checks and Safeguarding training that was addressed on time.



**Cumbria, Northumberland,
Tyne and Wear**
NHS Foundation Trust

- Hope Haven a ‘neighbourhood mental health centre,’ part of a national pilot funded by NHS England delivering support to people in the Copeland area including practical physical and mental health support to tackling drug or alcohol addiction, or advice on housing, work, or money difficulties.
- Continue to embed learning from statutory learning reviews such as DARDs, SARs and CSPRs, via organisational meetings.
- Our Safeguarding Level 3 and Domestic Abuse training contains contemporary learning from statutory reviews, ensuring that learning is embedded to improve practice.

What's working well?



- Empowering Individuals through Advocacy in Safeguarding Cases.
- Healthwatch Safeguarding Voices project: gathered feedback from people who have experienced the process and multi-agency practitioners to strengthen learning and understanding across safeguarding practice (updates to follow once the project report is finalised).



HM Prison & Probation Service

- HMIP Inspection Outcomes; HMP Haverigg achieved the highest possible scores across all areas assessed; Safety, Respect, Purposeful Activity and Preparation for Release.
- Safety is closely associated with safeguarding and encompasses several factors, including incidents of self-harm, violence, bullying, and the use of illicit substances or items. We have demonstrated low levels in all these areas, indicating a safe environment for both prisoners and staff. Additionally, the use of force remains low, further supporting the establishment's commitment to maintaining safety and dignity within the prison.
- The HMIP Chief Inspector described Haverigg as a safe, decent, and effective prison, reflecting the positive outcomes of the inspection and the establishment's ongoing dedication to safeguarding and respectful treatment.



Lancashire and South Cumbria Integrated Care Board

- The ICB is committed to supporting multi agency partners deliver effective safeguarding through implementation of the legal frameworks and delivery of a trauma informed response.
- A learning package has been developed to support Level 3 multi-agency learning; case study describes the lived experience of a young adult, Ben and the impact of trauma and adverse childhood experiences. The case study aims to support practitioners in understanding the complexities of substance misuse disorder, MCA, executive functioning, Court of Protection thresholds and managing professional disagreements.
- The ICB contributed to the CSAB self-neglect audit and has linked with the relevant subgroup in Cumbria to share expertise and learning to inform development of the toolkit in line with recommendations from the Cumbria thematic SAR.



North Cumbria Integrated Care NHS Foundation Trust

- Rollout of Q Care audits (a Service Quality Accreditation across the Trust) Q Care safeguarding audits completed of all adult inpatient sites. This has given us some good areas of practice across the trust and some areas where individuals need greater support.
- During Business Continuity safeguarding team continued to respond to time critical and core functions and such as maintaining the safeguarding advice and support line and attendance at strategy meetings whilst also maintaining other partnership working.
- Completion of the team's service review by the executive team; safeguarding team is right for the demand we are receiving.
- We have excellent examples of practice where teams have worked together to demonstrate multi-agency working in complex high-risk situations with extremely vulnerable.

What's working well?



HM Prison & Probation Service

Cumbria Probation Delivery Unit (PDU) including;

- The continued implementation of Governments new sentencing and capacity measures agenda. Focus on preparation for the new tranche releases of fixed-term recall 56 cases, preparing for the end of Post-Sentence Sentence Supervision and the implementation of the IMPACT agenda, which is a front-loaded intervention for lower risk cases
- Focus on domestic abuse and stalking. As a partner within the DRIVE framework we have supported implementation from 2025 into 2026.
- Strengthen partnerships with key community partners. We have seen provision of outreach workers from women's centres, recovery steps, mental health and DWP all spend designated days in the main Probation Offices across the County. This helps to improve access and support for people on probation, and strengthens wider activity around building social capital, safeguarding, information sharing and partnership working. Specifically – one facet of SAR that has arisen over recent years is the concern around the provision of carers allowance to those who might exploit or harm recipients – the arrangement with the DWP allows direct working between workers to share this type of information.

Recovery Steps Cumbria

- Continued to build upon work to respond to the needs of those facing the highest risk of drug and alcohol related harms. RSC has relaunched Mortality Risk Assessment tool and Rescue process across the service.
- Fully embedded our Outreach Team across Cumbria. The Reach team provide dedicated outreach response to individuals find it difficult to access services, have multiple care needs and escalating risks. The service is seeing the benefit of Reach interventions, with multiple examples of identification of immediate needs being identified, and acted upon efficiently and effectively, leading to better outcomes for individuals.

University Hospitals of Morecambe Bay NHS Foundation Trust

- Reviewed and aligned our safeguarding training offer to our colleagues in line with the new intercollegiate guidance for adult safeguarding ensuring our staff have training at the right level at the right time.
- Continue to engage with CSAB board sub-groups and have supported delivery of lunch and learn sessions.
- Continue to grow our numbers of adult safeguarding supervisors to continue to develop our safeguarding supervision offer. We have had great success with our self-neglect supervision.



Westmorland & Furness Council

- Westmorland and Furness received a **Good** rating for both Safeguarding and Partnership arrangements in its recent CQC Adult Social Care assessment demonstrating effective safeguarding practice and strong multi-agency collaboration.
- Developed a bespoke training package focused on the key priorities for Westmorland & Furness to embed learning from recently published Safeguarding Adult Reviews further strengthened through commissioning and delivery by external training provider.
- Implementing changes to the way safeguarding adults' activity is recorded and progressed which will strengthen our statutory duties. The revised approach promotes proportionate, person led and risk focused practice, ensuring safeguarding activity is timely, consistent and outcomes driven.

12. Our Finances

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

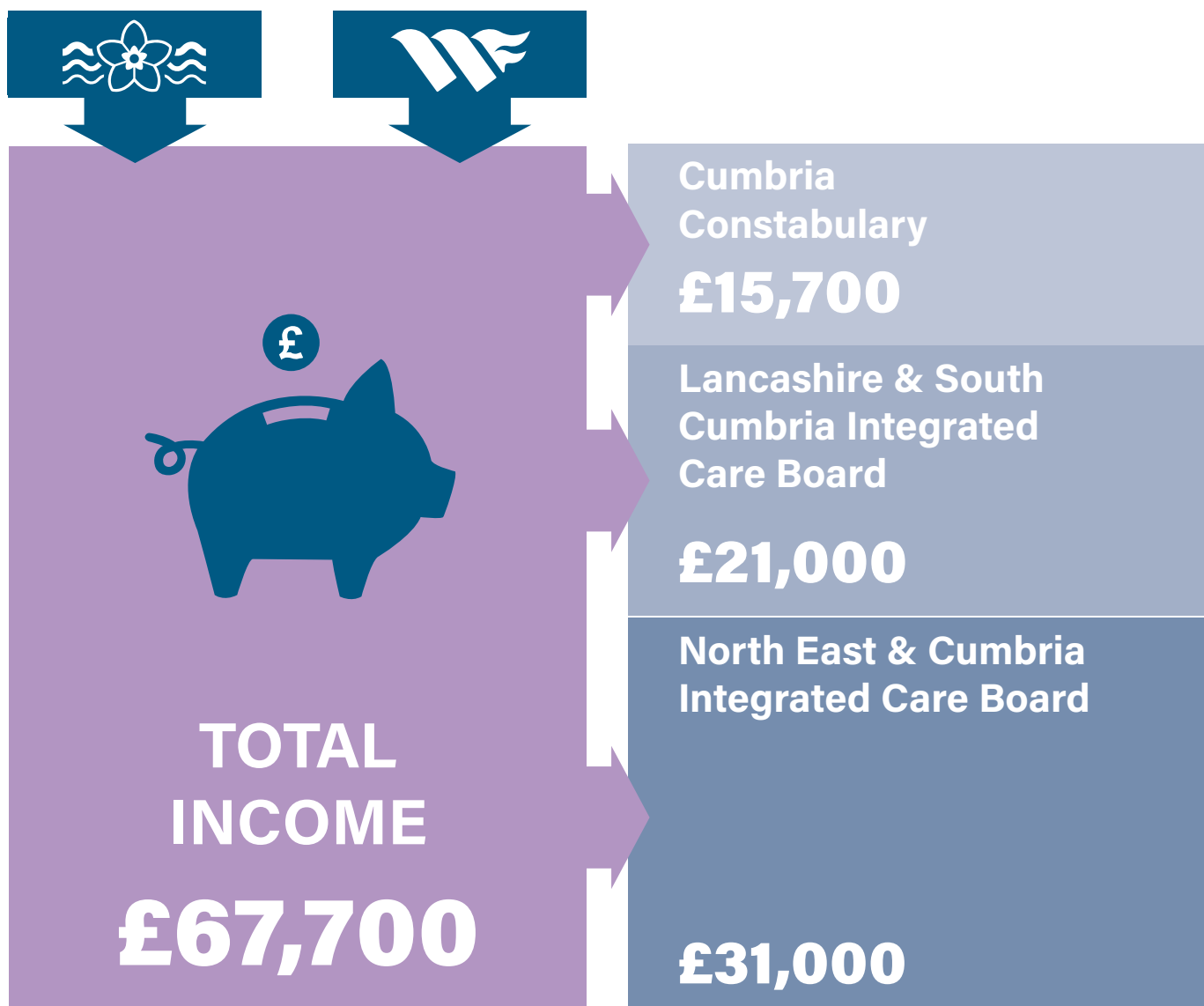
- Financial contribution
- Involvement or leading activity on specific areas of work including SARs
- Chair or participation in CSAB and our sub-groups

During 2025/26, 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 2025/26; £67,700

Cumberland and Westmorland & Furness Council contribute through the provision of 2 full time staff members for the Board business management function with further administration support provided.



13. What will we be doing during 2026/2027?

Our current Business Plan sets the direction for the final year 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 will we 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.

For full details of our ambitious plan, agreed goals and initiatives for 2025/26 please refer to our [Business Plan 2025/2027 \(2026 refresh\)](#).

Activities for 2026/27 include the following;

- **Publication and launch new suite of self-neglect resources for practitioners**
- **Deliver systemwide self-neglect training**
- **Analysis of 2025 Workforce Survey to inform a 'you said, we did' communication and strategic planning processes**
- **Consider feedback from adults who have experienced safeguarding processes; Healthwatch Safeguarding Voices Project.**
- **Development of a Memorandum of Understanding with strategic partnerships in Cumbria to improve collaboration on cross cutting themes.**
- **Explore with partners assurance reports including key organisational risks, concerns or issues and organisational priorities.**

13.1 Farewell to CSAB Lay Member, David Savage

During 2026/27, sadly we will bid farewell to David Savage, our Lay Advisor. David is our longest standing CSAB member having served a term of 10+ years. During this time David has provided a wealth of knowledge and experience from his own career offering constructive check and challenge to partners and being the voice to represent our local communities.

Serving as a Lay Advisor in for Cumbria Safeguarding Adult Board (CSAB) has been both a privilege and a profound responsibility. Over the past 10 years, the role has offered a unique perspective—one that sits alongside professional practice yet remains rooted in independence, community awareness, and a commitment to accountability. It is a position that requires careful listening, thoughtful challenge, and a steady focus on the lived experiences of those whom safeguarding seeks to protect.

A central aspect of the role has been participation in safeguarding board meetings and special meetings to address the outcomes from Safeguarding Adult Reviews (SARs). The SARs can be complex and, at times, emotionally demanding. However, they are also where the value of lay involvement is most clearly demonstrated. Bringing an external perspective—one not embedded within institutional structures enables questions to be asked that might otherwise go unspoken. It ensures that assumptions are tested, that processes remain transparent, and that the voices of victims and survivors are not overshadowed by procedure.

Throughout the years, I have been struck by the dedication of safeguarding professionals and volunteers. Their work is often undertaken under considerable pressure, balancing compassion with the need for rigorous process. The Lay Advisor role is not to replicate this expertise, but to complement it offering reflection, curiosity, and, where necessary, constructive challenge. This balance is essential in fostering a safeguarding culture that is both robust and fundamentally caring.

■ ■ ■

There have also been opportunities to contribute to the ongoing development of safeguarding practice. Whether through reviewing policies, participating in training discussions, or reflecting on lessons learned from past cases, the role supports continuous improvement. Safeguarding is not static; it must evolve in response to new challenges, emerging risks, and deeper understanding. Lay involvement helps to keep this evolution grounded in public expectation and trust.

Challenges remain. Safeguarding work often involves navigating uncertainty, managing risk, and making difficult decisions with incomplete information. There is also the ongoing need to build confidence both within organisations and the wider community, that safeguarding arrangements are effective and responsive. The Lay Advisor role contributes to this by promoting openness, accountability, and a willingness to learn.

It's important never to underestimate the need for humility within safeguarding. No system is perfect, and no individual has all the answers. What matters is a shared commitment to doing what is right, even when it is difficult. The role has also highlighted the value of collaboration between professionals, volunteers, and lay participants in creating safer environments for all. This in my opinion is a key strength of Cumbria Adult Safeguarding Board working to build strong and effective partnership to deliver for our residents.

Looking ahead, there is an opportunity to strengthen the visibility and understanding of the Lay Advisor role. Greater awareness can enhance its impact, ensuring that lay perspectives are fully integrated into safeguarding practice. Continued investment in training, support, and clear structures will also be essential in enabling Lay Advisors to contribute effectively.

In conclusion, the experience of serving as a Lay Advisor in safeguarding over my past 10 years has been both challenging and deeply rewarding. It has provided insight into the complexity of safeguarding work, while also affirming the importance of transparency, accountability, and compassion. Above all, it reinforces a simple but vital principle: safeguarding is everyone's responsibility, and the inclusion of lay voices is key to ensuring it is carried out with integrity and trust.

Its time now for me to bow out of this role and leave the opportunity for someone else to consider this rewarding role.



Members of the Board and wider partners extend thanks and best wishes to David for the future. As we move forward the Board will consider recruitment of a new lay advisor to ensure we continue to represent and hear the voice of local communities and residents.

The Board 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.

2026/27 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.

Please contact Cumbria Safeguarding Adults Board Business Unit if you require this report and/or other CSAB documents in alternative formats or languages.

csab@cumberland.gov.uk

Remember Safeguarding is everybody's business, 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

Out of Hours Tel: **01228 273 800**

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: **01539 768 700**

**If you are concerned about a person's safety or well being report it.
If someone is at immediate risk of harm call 999.**

