



**Safeguarding  
Adults Board**  
LEICESTERSHIRE & RUTLAND

**Leicestershire & Rutland  
Safeguarding Adults Board Annual  
Report - 2024-25**



## A Message from the Independent Chair

It is a privilege to introduce the Annual Report for Leicestershire and Rutland Safeguarding Adults Board (L&R SAB) for 2024/2025.

The Report highlights the work that the Board has been engaged with over the year. I am grateful to all partners for their ongoing contribution to the Board. The work of the SAB is delivered through several subgroups chaired by partners.

It is important to lead the L&R SAB in the delivery of priorities as part of the continuous learning journey for all engaged in adults' safeguarding and the well-being of the residents of Leicestershire and Rutland.

The Report provides information about how partners have continued to provide care and support to people and respond to the changing safeguarding needs and risks that occur alongside the ever-changing demands and pressures upon their organisations, which is evidenced in the data and information provided. A new feature of the work undertaken by the SAB is to oversee and include rough sleeping within its assurance role.

Self-Neglect and Mental Capacity have remained a significant focus this year and addressing the issues they raise for people and communities. Continued development was supported by the multi-agency audits to ensure continual improvements in understanding and responses to these challenging areas of safeguarding.

Following research with Durham University, referred to in previous Annual Reports, the SAB partners are delivering to improve the responses to older people who suffer from domestic abuse, to ensure this is recognised and responded to within a safeguarding context to keep people safe where possible and receive the support they require.

It is important we continue to learn from Safeguarding Adults Reviews (SARs), and you will note that we published SAR Godavari, referred to later in this Report. Along with the second National Analysis of Safeguarding Adults Reviews (2019-2023), the SAB has considered the evidence and impact of the learning to prevent abuse and neglect. Actively hearing the voice of those involved in safeguarding and implementing effective learning from this is critical to the Board's assurance function.

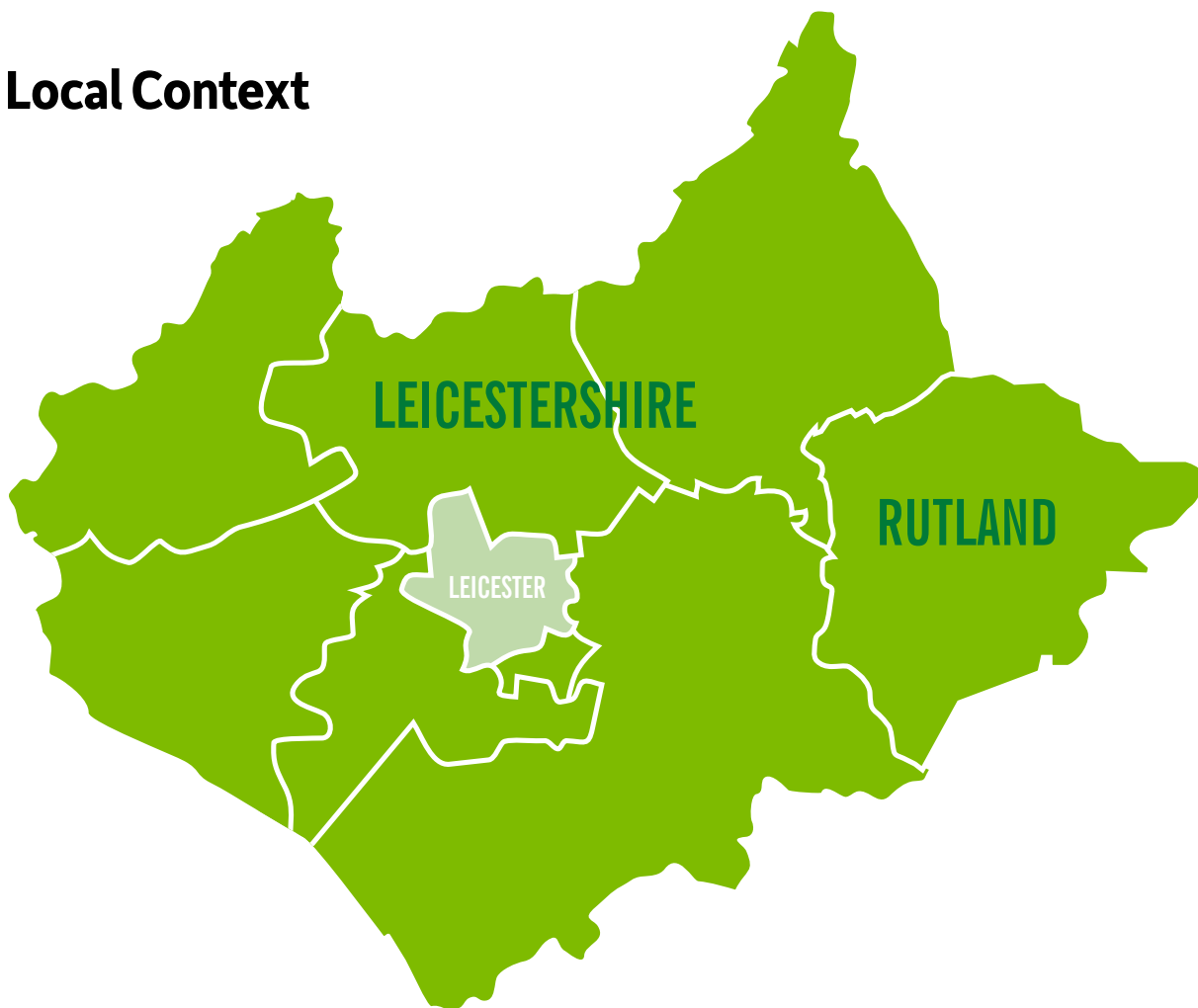
Finally, I would like to thank the Board Manager, Gary Watts, and the Team for efficiently and effectively managing the business of the Board.

I would also like to acknowledge the work of the staff and managers across all statutory, voluntary and community partners who have been committed to working together to keep people safe in Leicestershire and Rutland.

**Seona Douglas**

Independent Chair, Leicestershire and Rutland

## Local Context



The sources of information for this section are the local Joint Strategic Needs Assessments (JSNAs), which analyse the health needs of populations.<sup>1</sup>



<sup>1</sup> See <https://www.gov.uk/government/publications/joint-strategic-needs-assessment-and-joint-health-and-wellbeing-strategies-explained>.



## Leicestershire

Leicestershire, not including Leicester City, is made up of seven council areas: Blaby District Council, Charnwood Borough Council, Harborough District Council, Hinckley & Bosworth Borough Council, Melton Borough Council, North West Leicestershire District Council and Oadby & Wigston Borough Council.

The Leicestershire Joint Strategic Needs Assessment (JSNA) 2022-2025,<sup>2</sup> specifically the Demography chapter published in August 2024,<sup>3</sup> states that:

- The total population of Leicestershire in 2023 was 734,015, an increase of 1.5% since 2022. There were approximately 8,475 more females (371,245) than males (362,770).
- In 2023 Charnwood was estimated to have the largest population (188,010) of the Leicestershire districts, followed by Hinckley and Bosworth (114,970). Melton had the smallest population (53,237).
- Compared with England, the population of Leicestershire is older, with higher proportions of the population aged 40-64 (32.5% in the county compared with 31.8% in England) and 65 and over (21.0% compared with 18.7% for England).
- Overall, the Leicestershire population is weighted towards older adults (those aged 50-64) with a considerable proportion in the 65+ age bands as a result of increased birth rate in the post-war period.
- The majority of the county population (87.5%) belongs to the white ethnic group (including the white Irish ethnic group). This equates to 623,429 people. The next largest ethnic group in Leicestershire is the Asian ethnic group (8.2%), followed by the mixed or multiple ethnic group (2.2%) and the black ethnic group (1.1%).
- According to the 2019 Indices of Deprivation, Leicestershire is not deprived overall; the county is ranked 137th out of 152 upper tier authorities in England for Multiple Deprivation, where 1st is the most deprived. However, pockets of significant deprivation exist; four neighbourhoods in the county fall within the most deprived decile in England. These areas can be found in Loughborough and Coalville.



<sup>2</sup> <https://www.lsr-online.org/leicestershire-2022-2025-jsna>

<sup>3</sup> [Leicestershire Joint Strategic Needs Assessment 2022-25, Demography](#) (August 2024), pages ii-v.

## Rutland

The Rutland Joint Strategic Needs Assessment (JSNA) 2022-2025,<sup>4</sup> specifically the Demography and Growth chapter published in May 2023,<sup>5</sup> states that:

- According to the 2021 Census, the total population of Rutland in 2021 was 41,049, an increase of 9.8% since 2011. This rate of increase is well above the national increase of 6.6%.
- There were approximately 1,095 fewer females (19,977) than males (21,072).
- In 2021, 4.0% of the population were aged 0-4 (1,639 people), 17.7% were aged 5-19 (7,273 people), 53.0% were working age (21,747 people aged 20-64) and 25.3% were older than 65+. This includes 3.5% of the total population that was aged 85 and over (1,447 people).
- Overall, the Rutland population is weighted towards older adults (those aged 50 plus) with 25.3% in the 65+ age bands compared to 18.4% in England.
- The vast majority of the county population (94.8%) belong to White ethnicities, including White British and White Irish. This equates to 38,909 people. The next largest ethnic group in Rutland is Mixed or Multiple Ethnic Group, which constitutes 1.8% of the population, followed by Asian with 1.5%, Black, with 1.3% and Other Ethnic Group with 0.5%.
- Rutland is ranked 303rd out of 317 local authorities in England for Multiple Deprivation, where 1st is the most deprived. Though there are pockets of rural and other elements of deprivation in areas of the county. One neighbourhood in the county falls within the 50% most deprived in England.



<sup>4</sup> <https://www.lsr-online.org/joint-strategic-needs-assessment>

<sup>5</sup> [Rutland Joint Strategic Needs Assessment 2023, Demography and Growth](#) (May 2023), pages iii, 9 and 19.

## The Safeguarding Adults Board

The [Care Act 2014](#) stipulates that each local authority must set up a Safeguarding Adults Board (SAB). The main objective of a Safeguarding Adults Board is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area.

The three core duties of a Safeguarding Adults Board, outlined by the [Care and Support Statutory Guidance](#), are to:

- Publish a strategic plan for each financial year that sets how it will meet its main objective and what the members will do to achieve this.
- Publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any safeguarding adults reviews and subsequent action.
- Conduct any safeguarding adults review in accordance with Section 44 of the Care Act 2014.

The work of the Safeguarding Adults Board is informed by the six key principles which underpin all adult safeguarding work, as set out in the Care and Support Statutory Guidance:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability.

The Leicestershire & Rutland Safeguarding Adults Board brings together organisations across the counties of Leicestershire and Rutland to oversee the multi-agency approach to safeguarding adults with care and support needs. The Safeguarding Adults Board:

- Sets how organisations should work together to safeguard adults with care and support needs
- Provides multi-agency training and development resources to support good safeguarding
- Tests how well organisations are working together and the difference this is making
- Reviews serious safeguarding incidents to identify improvements needed
- Uses learning and feedback to improve and develop how agencies work together to safeguard adults.

## Ministerial Guidance

In a joint letter, dated 20th May 2024, the Minister for Housing and Homelessness and the Minister for Social Care required that Safeguarding Adults Boards should also:

- Aim to make specific reference to rough sleeping and homelessness in their strategic plans and reports
- Act as an active presence in system-wide governance discussions
- Designate a named board member for rough sleeping
- Commission safeguarding adults reviews in cases of deaths involving rough sleeping (where the criteria outlined in the Care Act 2014 are met)
- Promote workforce literacy around understanding safeguarding, relevant legislation, perceived stigma, multiple disadvantage, and the roles and responsibilities of various stakeholders in supporting individuals rough sleeping.

Following this guidance, both Leicestershire County Council and Rutland County Council have designated a named board member for rough sleeping.

## Governance and Structure

The local safeguarding adults arrangements are led by the statutory safeguarding partners – the Leicester, Leicestershire and Rutland Integrated Care Board (ICB), Leicestershire Police, Leicestershire County Council and Rutland County Council – and Independent Chair in accordance with the Care Act 2014.

The Independent Chair for Leicestershire and Rutland is jointly appointed by the Leicester Safeguarding Adults Board. The Independent Chair has a critical role to lead collaboratively, give advice, support and encouragement but also to offer constructive challenge and hold partner agencies to account and ensure that interfaces with other strategic functions are effective whilst also acting as a spokesperson for the Safeguarding Adults Boards.

The Board partner agencies from the statutory, voluntary and independent sectors come together to seek assurance that the persons thought to be at risk stay safe, are effectively safeguarded against abuse, neglect, discrimination, are treated with dignity and respect and enjoy a high quality of life.

The Safeguarding Adults Board members are made up of several organisations across Leicestershire and Rutland. A notable addition this year is a named board member for rough sleeping from each Local Authority. The full membership of the partnership can be found on the Safeguarding Adults Board website: <https://lrsb.org.uk/sab-membership-list>

The engagement of all partners, at a Board and subgroup level, is monitored to ensure full representation and engagement in working to ensure prevention and protection of people at risk of harm, which is at the heart of the Safeguarding Adults Board's work. Details of attendance at Board meetings across 2024-2025 and the governance of the Board and its subgroups are available at **Appendix 1**.

The Leicestershire & Rutland Safeguarding Adults Board is funded by contributions from the safeguarding partners. Further information about finance and the budget is available at **Appendix 2**.

This is the statutory annual report of the Leicestershire & Rutland Safeguarding Adults Board outlining the work it has carried out during 2024-2025. For more information on how the Board works, please visit <https://lrsb.org.uk/adults>

## Safeguarding Data

A “safeguarding concern” (known locally as an alert) is made to raise concerns that an adult is experiencing, or at risk of abuse or neglect. A concern may arise because of a disclosure, an incident, or other signs or indicators. A concern can be raised by anyone including the person at risk, family, friends, professionals, and other members of the public.

Where concerns require further investigation under Section 42 of the Care Act 2014, a “safeguarding adults enquiry” is initiated. This enables concerns to be addressed promptly, minimising risk.

### Leicestershire

#### Safeguarding Enquiries and Alerts

	2023-2024	2024-2025
Total number of concerns (alerts) raised	1732	2909
Total number of enquiries	796	1052
Conversion rate of concerns to enquiries	46%	36%

#### Enquiries by Age

	Number of enquiries in 2024-2025*
18-64	340
65+	602

\* The numbers do not equal total enquiries, as there can be more than one enquiry in the year per person. This is a count of people.

#### Concerns (Alerts) and Enquiries by Ethnicity

	Concerns (Alerts) 2024-2025	Enquiries 2024-2025
White	90.1%	91.8%
Asian	2.9%	2.9%
Black	0.9%	1.0%
Mixed	0.4%	0.6%
Other ethnic group	0.5%	0.5%
Not known	5.3%	3.2%



### Concluded Enquiries by Types of Abuse, as defined by the Care Act 2014 Statutory Guidance

(more than one type of abuse can be recorded against enquiries so percentages will not add up to 100%)

	2023-2024	2024-2025
% of completed enquiries which record – Physical Abuse	28%	31%
% of completed enquiries which record – Domestic Abuse	11%	8%
% of completed enquiries which record – Sexual Abuse	6%	8%
% of completed enquiries which record – Psychological Abuse	25%	22%
% of completed enquiries which record – Financial or Material Abuse	24%	22%
% of completed enquiries which record – Modern Slavery	<1%	<1%
% of completed enquiries which record – Discriminatory Abuse	<1%	<1%
% of completed enquiries which record – Organisational Abuse	5%	5%
% of completed enquiries which record – Neglect and Acts of Omission	35%	39%
% of completed enquiries which record – Self-Neglect	2%	5%

### Top 5 locations that abuse took place in 2024-2025

	Percentage in 2024-2025
Own home	44.9%
Care home residential	36.3%
Home of the person allegedly causing harm	6.1%
Care home – nursing	4.0%
Other	3.9%

### Making Safeguarding Personal

	2023-2024	2024-2025
% of incidents risk removed	30%	30%
% of incidents risk reduced	67%	66%
% of incidents risk remained	3%	5%
% of Making Safeguarding Personal outcomes achieved *fully or partly	95%	95%

In 2023-2024, there was a big change in Leicestershire's figures due to adjustments in recording and the process for recording alerts and enquiries.

For alerts, they were previously capturing any concern for welfare contacts in the figures (it was 5005 in 2022-2023), but this was thought to be incorrectly inflating the numbers of people who were being considered through a safeguarding lens, rather than through the provision of information or where care and support was required.

Leicestershire are now capturing only those contacts when safeguarding adults' issues are indicated. Despite this change the number of alerts rose from 1732 in 2023-2024 to 2909 in 2024-2025. This increase may be influenced by the recent promotion of safeguarding awareness across organisations, and external agencies in Leicestershire.

For enquiries, halfway through 2023-2024, the internal process was changed to open all enquiries after initial screening, which has caused an increase in enquiries reported. The number of enquiries increased from 796 in 2023-2024 to 1052 in 2024-2025.

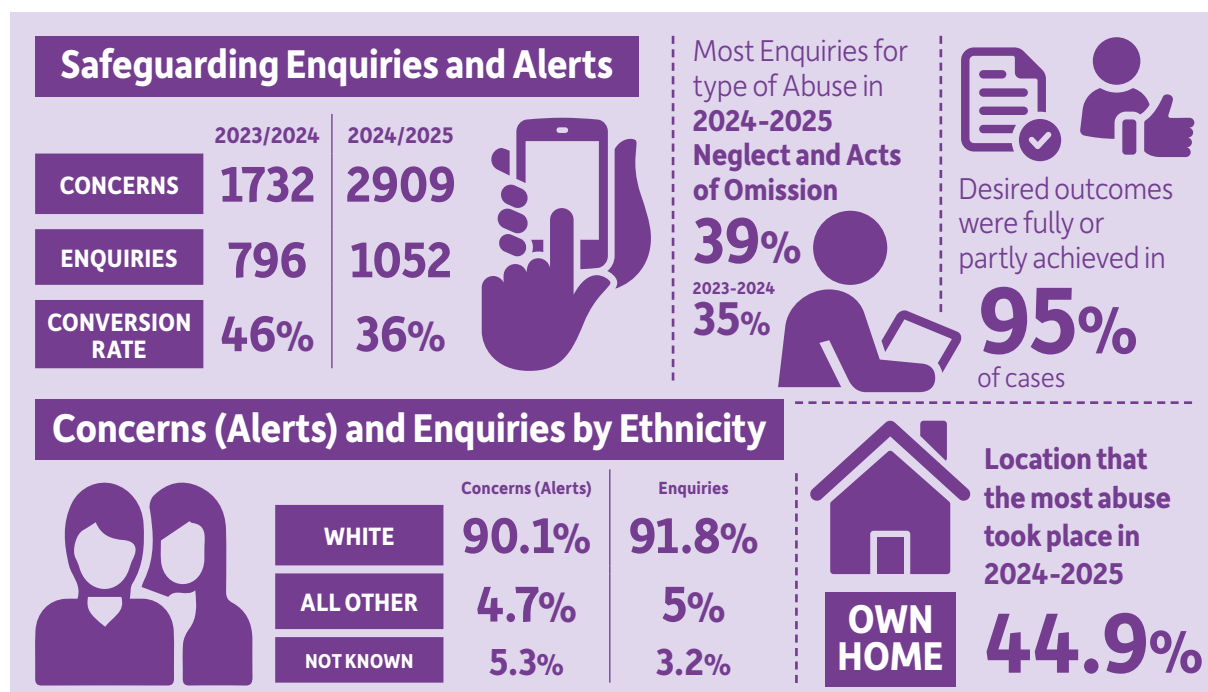
The proportion of safeguarding alerts becoming safeguarding enquiries (also known as the conversion rate) fell from 46% in 2023-2024 to 36% in 2024-2025, in part due to the greater increase in alerts (+68%) compared to enquiries (+32%).

Leicestershire was in the top quartile in 2023-2024 national data. The national data for 2024-2025 has not yet been published; Leicestershire are expecting that the 36% for this year will bring them closer to the national average. Locally, they are comparable to Leicester City and Rutland.

It is notable that almost twice as many enquiries are in relation to the over 65 age group. Most of both alerts and enquiries are about people from a white ethnic background. Most of the reported abuse is taking place in people's own home (44.9%) or in residential care homes (36.3%).

The most common category of abuse in 2024-2025 remained neglect and acts of omission. Leicestershire expects this to be in line with other Local Authorities across the country, as this was the case in 2023-2024.

In safeguarding enquiries, where the individual (or their representative) was asked for their desired outcomes, these desired outcomes were fully or partly achieved in 95% of cases.



*“I would like to say that I found the carers very friendly and chatty, and that is important to me, as I am that kind of person.”*

*“I have got the most special care workers. All very kind and thank them for all they do.”*

*“The carers who visit me daily and support me to live independently are unfailingly polite and cheerful. I look forward to their visits and really appreciate their patience and help.”*

*“Adult Social Care and Help Home First put me in touch with so many avenues of help.”*

**Feedback from people who use Leicestershire services**

## Rutland

### Safeguarding Enquiries and Alerts

	2023-2024	2024-2025
Total number of concerns (alerts) raised	458	487
Total number of enquiries	51	79
Conversion rate of concerns to enquiries	11%	16%

### Enquiries by Age

	Number of enquiries in 2024-2025
18-64	15
65+	46

### Concerns (Alerts) and Enquiries by Ethnicity

	Concerns (Alerts) 2024-2025	Enquiries 2024-2025
White	84%	90%
Asian	<1%	0%
Black	<1%	0%
Mixed	<1%	0%
Other ethnic group	<1%	2%
Not known	14%	8%

**Concluded Enquiries by Types of Abuse, as defined by the Care Act 2014 Statutory Guidance**

(more than one type of abuse can be recorded against enquiries so percentages will not add up to 100%)

	2023-2024	2024-2025
% of completed enquiries which record – Physical Abuse	14%	26%
% of completed enquiries which record – Domestic Abuse	3%	21%
% of completed enquiries which record – Sexual Abuse	3%	0%
% of completed enquiries which record – Psychological Abuse	3%	15%
% of completed enquiries which record – Financial or Material Abuse	22%	21%
% of completed enquiries which record – Modern Slavery	0%	0%
% of completed enquiries which record – Discriminatory Abuse	0%	0%
% of completed enquiries which record – Organisational Abuse	3%	13%
% of completed enquiries which record – Neglect and Acts of Omission	51%	56%
% of completed enquiries which record – Self-Neglect	0%	3%

**Making Safeguarding Personal**

	2023-2024	2024-2025
% of incidents risk removed	21%	74%
% of incidents risk reduced	79%	15%
% of incidents risk remained	0%	0%
% of Making Safeguarding Personal outcomes achieved *fully or partly	88%	85%

The number of alerts has slightly increased from 458 in 2023-2024 to 487 in 2024-2025, whilst the number of enquiries has risen from 51 in 2023-2024 to 79 in 2024-2025. The conversion rate of concerns to enquiries stands at 16%. This figure is lower than the national conversation rate; however, is indicative of Rutland's preventative approach to adult safeguarding. Reporting is encouraged for lower-level concerns so that supportive and preventative interventions can be provided.

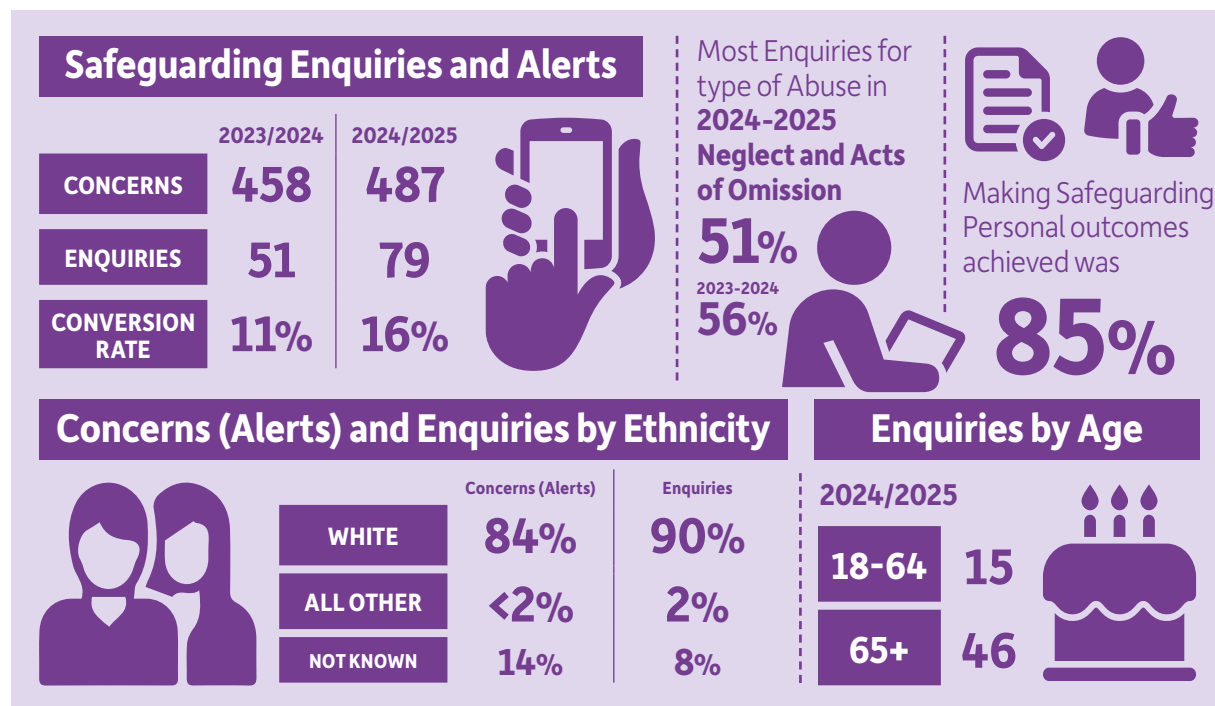
The reason for increases in alerts and enquiries has been a result of quality concerns within the local care home sector, particularly relating to medication errors. Rutland have also seen an increase in domestic abuse concerns, which has contributed to the overall increase in concerns and enquiries.

Towards the end of 2022-2023, Rutland started recording, where appropriate, more than one category of abuse against enquiries, whereas previously they would only record one. This approach to recording was embedded throughout 2023-2024 and 2024-2025. It is reflected in several types of abuse seeing an increase in recording and provides a true reflection of the abuse that occurred.



The highest category of abuse remains neglect and acts of omission. Following increases in financial abuse, with consecutive rises from 2021-2022 to 2022-2023 to 2023-2024, there has been a proportionate decrease in 2024-25. Enquiries categorised as domestic abuse have increased in 2024-2025, which is indicative of awareness raising campaigns and work undertaken internally to respond to concerns of elder abuse.

“Risk remained” in 0% of cases in 2024-2025 and the percentage of Making Safeguarding Personal outcomes achieved was 85%.



*“It went well – beneficial as I wasn’t aware of what was happening and was good to get the report on what was happening.”*

*“I was part of the decision to go ahead with the investigation. It was good to see that they did follow up work. They did go to extra lengths to make sure that I was comfortable with everything. The team were very good”.*

**Feedback from people who use Rutland services**

## Meeting our Strategic Priorities

The Leicestershire & Rutland Safeguarding Adults Board set a joint [Strategic Plan for 2020-2025](#) with the Leicester Safeguarding Adults Board. The strategic plan was developed with input from Healthwatch, and was underpinned by a robust evidence base, making use of available intelligence. It set out how adults at risk of abuse or neglect across Leicester, Leicestershire and Rutland would be helped and protected.

The strategic priorities were:

### Core Priorities:

1. Ensuring Statutory Compliance – carrying out the required functions of the SAB
2. Enhancing Everyday Business of our partners

### Developmental Priorities:

3. Strengthening User and Carer Engagement
4. Raising awareness within our diverse communities
5. Understanding how well we work together
6. Prevention – helping people to stay safe, connected and resilient to reduce the likelihood of harm, abuse or neglect

A new [Strategic Plan for 2025-2031](#) will be published in 2025-2026.

The Safeguarding Adults Board also sets Business Plans to progress work as part of the Strategic Plan. The Business Plan considers the data, feedback from organisations, safeguarding adults reviews, learning and people's views to define specific areas of work with a two-year-plan to allow time to embed the outcomes of the key deliverables and, subsequently, analyse the impact of these outcomes.

The work on these business plan priorities is embedded within the assurance, training, procedure and review work of the Safeguarding Adults Board, outlined further in the following sections of this report.

The business plan priorities for 2023-2025 were Self-Neglect, Mental Capacity Act and Domestic Abuse. Further detail on these is provided later in the report.

# Core Priority 1: Ensuring statutory compliance

## Safeguarding Adults Reviews

Safeguarding Adults Boards have a statutory duty under Section 44 of the Care Act 2014 to undertake Safeguarding Adults Reviews (SARs) into cases where individuals with care and support needs have been seriously harmed or died, and abuse or neglect is suspected. When these reviews are undertaken, they are focused on identifying how multi-agency safeguarding systems and practice can be improved in future.

### Key decisions and actions taken

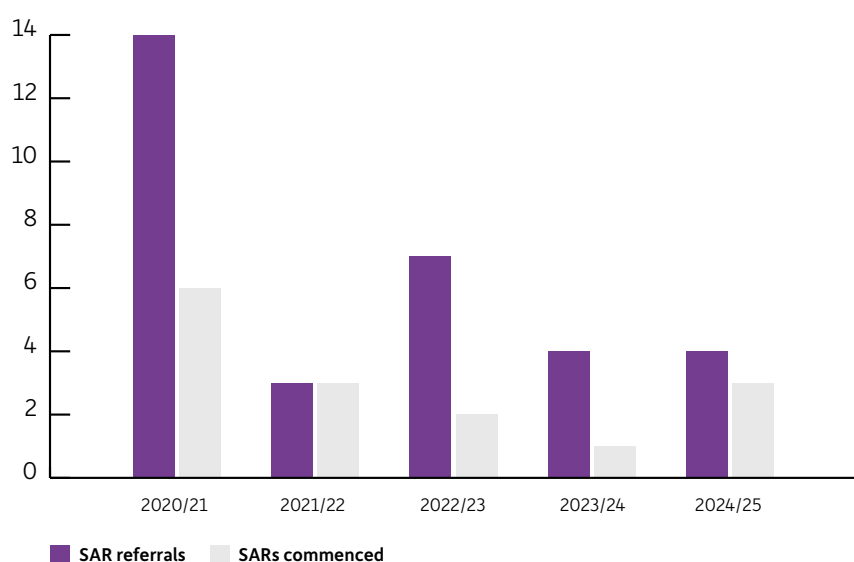
During 2024-2025, the Leicestershire & Rutland Safeguarding Adults Board received four new referrals for consideration of a Safeguarding Adults Review (SAR). This is in line with the four referrals received in 2023-2024. Two decisions were pending from 2023-2024 referrals, as they were submitted late in the business year.

#### Of the six cases considered in 2024-2025, it was agreed that:

- Three of these met the criteria for a Safeguarding Adults Review and reviews have been commenced
- One case did not meet the criteria for a Safeguarding Adults Review
- Decisions are still pending on the other two cases.

The decisions were agreed by the Independent Chair of the Safeguarding Adults Board.

The chart below shows the number of referrals and Safeguarding Adults Reviews commenced<sup>6</sup> each year for the past five years. In some cases, a Safeguarding Adults Review may have been referred in one year and commenced in the next year.



During 2024-2025, the Safeguarding Adults Board continued work on two other Safeguarding Adults Reviews, with one review put on hold due to criminal processes.

<sup>6</sup> A case is classed as commenced when it has been agreed to meet Safeguarding Adults Review criteria (Section 44 of the Care Act 2014).

One Safeguarding Adults Review was completed and was published on our website in April 2024. Further information about the review published in 2024-2025 is available at **Appendix 3**.

**Of the seven people considered as subjects of reviews agreed, on hold, under way or published during 2024-2025:**

- Three of the subjects have been male and four female
- Two were aged over 65 and one was aged under 25
- Four of the subjects have been White British, two Asian and one of White and Black mixed heritage
- Three have been self-neglect cases and one has involved an adult with a learning disability.

The Leicestershire & Rutland Safeguarding Adults Board publishes Safeguarding Adults Review reports on its website for one year. It also adds its published reviews to the [National Safeguarding Adults Review \(SAR\) Library](#) developed by the National Network for Chairs of Adult Safeguarding Boards.

**Actions from reviews**

Action plans are in place to respond to and monitor areas of learning from Safeguarding Adults Reviews. They are deemed to be completed when appropriate outputs have been achieved for all actions recorded and they have been presented to the Safeguarding Adults Board for agreement/assurance.

During 2024-2025, the Safeguarding Adults Board has completed all action plans implemented following Safeguarding Adults Reviews, apart from one which resulted from the most recently published review. With the action plan still ongoing, only one action remains.

Learning from Safeguarding Adults Reviews has been implemented across 2024-2025:

- It has informed the refresh and rebranding of local self-neglect guidance, with the Vulnerable Adults Risk Management process being replaced by the [Responding to Self-Neglect \(including Hoarding\) Guidance](#) from 1st December 2024.
- It has influenced the content of the mental capacity training courses offered across the year by the Safeguarding Adults Boards, with Edge Training, the commissioned provider of the training, agreeing to weave in local learning from SARs across LLR and local procedures to personalise their standard course materials.
- It has informed the content of the [Special Issue of Safeguarding Matters on the Mental Capacity Act](#), published in November 2024.
- It has led to awareness raising around when a pressure sore becomes a reportable safeguarding concern and changes to national guidance.
- It has influenced work taking place in partner agencies regarding the quality of referrals and correct referral routes, which should lead to more appropriate and timely referrals being made to the correct agency.



## Dissemination of learning

The Safeguarding Adults Board shared key messages from Safeguarding Adults Reviews through its quarterly [Safeguarding Matters newsletter](#) and [Safeguarding Matters Live events](#), as well as the regular Safeguarding Matters Digest emails. Safeguarding Matters has a wide reach, with over 4700 visits to the newsletter's webpage during 2024-2025. To support workers to put learning from reviews into practice, the Board continues to use [7-Minute Briefings](#). These concise documents are focused on encouraging reflection and development within teams and by individuals to develop practice in response to the learning.

## How we are measuring impact

The Safeguarding Adults Assurance Framework (SAAF) in 2024-2025 was completed via a frontline practitioner survey. Some of the questions posed related to learning from Safeguarding Adults Reviews and were used to establish the level of understanding around key themes, such as when and how to seek Care Act advocacy services for adults with needs for care and support; what is meant by a Whole Family Approach when working with a multi-generational household; understanding of the term 'dual diagnosis' in relation to the Mental Capacity Act; and understanding of diagnostic overshadowing when working with adults who have learning disabilities. For details of the results of the SAAF, please see the section on Core Priority 2.

In a survey completed by Leicestershire Adults and Communities staff in August/September 2024, they were asked about how effective Leicestershire County Council are in using the learning from Safeguarding Adults Reviews to inform best practice. 78% agreed that this is effective.

Qualitative data is collated from feedback to multi-agency training delivered by the Safeguarding Adults Board. See the section on Core Priority 2 for further detail.

## Second National SAR Analysis

Leicestershire & Rutland Safeguarding Adults Board provided data and information for the Second National Analysis of Safeguarding Adults Reviews in England. It was funded by Partners in Care and Health (PCH), supported by the Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS). Its purpose was to identify priorities for sector-led improvement as a result of learning from SARs completed between 2019 and 2023, a period that included the Covid-19 pandemic. 31 priorities were produced, some of which are suitable to be taken forward locally.

A summary of the findings of the Second National Analysis of Safeguarding Adults Reviews was presented in Safeguarding Matters Live in July 2024.

Some of the priorities that the Leicester and Leicestershire & Rutland Safeguarding Adults Boards will be taking forward jointly include:

- Continue to promote the SAR library
- SARs should seek to build on previously completed reviews
- Develop and/or review a protocol for decision-making when the criteria for more than one type of review appear to be met
- Promote engagement by SABs with community safety and other partnerships to promote awareness of forced marriage, female genital mutilation, county lines and radicalisation as invoking adult safeguarding concerns
- To engage people who have been involved in safeguarding and their carers in the work of the Safeguarding Adults Board, to understand their perspective and to aid development and learning for all partners strategically and in cooperation with the safeguarding pathway.

## Core Priority 2: Enhancing Everyday Business

### Multi-Agency Safeguarding Procedures

Leicestershire and Rutland Safeguarding Adults Board works with Leicester Safeguarding Adults Board to maintain up-to-date multi-agency adult safeguarding policies and procedures across Leicester, Leicestershire and Rutland. These policies and procedures are hosted on our dedicated website called the MAPP (Multi-Agency Policies and Procedures): [www.lradultsafeguarding.co.uk/](http://www.lradultsafeguarding.co.uk/).

Throughout 2024-2025, these policies and procedures continued to be reviewed and updated in line with learning from reviews, audits, and best practice.

#### Updates were made to the following procedures:

- Guidance for the Oversight Process of S42 Enquiries in NHS Settings
- Advance Care Planning
- Deprivation of Liberty Safeguards
- Disclosure and Barring
- Forced Marriage
- Identifying Adults who are Vulnerable to Radicalisation and Violent Extremism
- Modern Slavery
- No Recourse to Public Funds

#### New procedures have been published on:

- Working with People who have Lasting Power of Attorney
- Professional Curiosity
- Inherent Jurisdiction of the High Court
- Pressure Ulcers: Safeguarding Adults Protocol
- Self-Neglect and Hoarding
- Kindness, Respect and Compassion
- Safeguarding Children
- Serious Violence Duty

A full list of new chapters and amendments made can be found on the '[Amendments](#)' page of the [Leicester, Leicestershire and Rutland Multi-Agency Policies and Procedures](#).

Individuals can receive alerts regarding procedure updates by [registering with the MAPP](#). If they have any comments or feedback on the procedures, they can use the [contact form](#).

## Learning, Development and Training

The Leicestershire & Rutland Safeguarding Adults Board's training co-ordination and delivery function is shared with the Leicester Safeguarding Adults Board to support consistent and effective partnership working. The work of the Leicester, Leicestershire & Rutland SABs' Learning & Development Subgroup is underpinned by the [Learning and Development Training Strategy 2024-2026](#).

Whilst it is the responsibility of partner organisations to ensure their own staff are appropriately trained in matters of adult safeguarding, it is the responsibility of the Learning and Development Subgroup to receive assurance from organisations that they know what levels of training are expected for their staff, have audited their needs, and that they are delivering the appropriate training in the areas of understanding abuse, raising awareness, responding effectively and prevention.

The Learning & Development Subgroup continues to support up-to-date training in single agencies, including all key partners and many care providers, through providing a [Competency Framework](#) to support individuals and organisations to undertake their safeguarding roles and responsibilities in a confident and competent manner. They disseminate learning from reviews and updates to procedure and legislation.

The Learning and Development Subgroup is also responsible for promoting multi-agency training within the partnership, promoting learning from Safeguarding Adults Reviews (SARs) and considering any specialist multi-agency training that may be required across the partnership relating to the Board's priorities.

A blended approach to learning is adopted, incorporating video resources and resource packs alongside online training sessions. This allows for a wide reach.

During 2024-2025, the Learning & Development Subgroup:

- Supported the launch of the LLR SABs' [Responding to Self-Neglect \(including Hoarding\) Guidance](#) during National Safeguarding Adults Week 2024 (18th-22nd November), by producing a [PowerPoint](#), a [7-Minute Briefing on Self-Neglect](#) and a [7-Minute Briefing on Hoarding](#), and an [introductory briefing video](#), delivered by the Chair of the subgroup, which was used during three online briefings for practitioners.
- The briefing video is now available on the LLR SABs' YouTube channel as is a [Self-Neglect animation](#), which was developed by North East SAR Champions and adapted by the Leicester, Leicester and Rutland Safeguarding Adults Boards, with their permission. Additionally, a [Hoarding video](#), produced by the Hoarding Peer Group called "My Space at my Pace", has been shared on the YouTube Channel with the group members' permission. This group is supported by Leicestershire Fire & Rescue Service (LFRS). The video has been made to raise awareness of how people with hoarding behaviours feel and can be made to feel by others because of their circumstances.



Hoarding is not a dirty word.

- Commissioned Mental Capacity Act (MCA) Training, delivered by Edge Training, which covered the following areas: Mental Capacity Act basic awareness; Mental Capacity Act in practice; Advanced Mental Capacity Act training; Self-Neglect and the Mental Capacity Act.

- 24 sessions, which were a mixture of online and in-person sessions, were delivered over a 12-month period commencing from March 2024. The Subgroup commissioned 18 basic sessions (basic awareness and in practice), which included the fundamental principles to ensure practitioners are trained in the basics, and 6 advanced sessions.

#### **Data about 18 “basic” sessions delivered during 2024-2025**

Basic Awareness sessions:

- 172 people attended (out of a possible 225 places)
- Of the 53 spaces not filled, these were largely due to on-the-day drop out.

In Practice sessions:

- 140 people attended (out of a possible 200 places)
- Of the 60 spaces not filled, these were largely due to on-the-day drop out.

All courses had waiting lists, some of which exceeded 60 staff.

The Safeguarding Adults Boards ensure that all agencies raise awareness about the importance of attendance at multi-agency training.

Due to the high volume of interest in the 2024-2025 Mental Capacity Act (MCA) sessions, the Safeguarding Adults Boards have commissioned some further events for staff working across LLR for 2025. Additional bespoke courses have been commissioned on:

- » Assessing a person’s capacity, particularly those who are affected by substance and alcohol misuse/ fluctuating capacity
- » Best Interest decisions and principles
- » Capacity Assessments – the principles and when to carry them out
- » MCA assessment recording and decisions
- » Capacity and drugs/alcohol misuse
- » Fluctuating capacity
- » Legal literacy in respect of coercion, executive functioning or fluctuating capacity.



- Produced a series of documents for practitioners entitled “Mental Capacity Act and safeguarding adults: what good looks like”. They were adapted from documents produced by Durham SAB. They were published in November 2024 on the Multi-Agency Policies and Procedures (MAPP), alongside the existing “How To” guides. They now sit on their own sub-section of the MCA procedure. The documents focus on different elements of the MCA, including:

- » About Capacity, the Act and the Court of Protection
- » Assessment Form and Expected Standards
- » Best Interest Decision Making Process
- » Capacity Assessments
- » Next of Kin, Living Wills, Attorneys, Deputies and Office of the Public Guardian
- » Preferred communication and all practicable steps
- » Building Communities of Practice (CoP) in your area.

Further documents are planned including one on MCA and Coercive Control.

- Re-launched a free MCA Forum for providers in 2025, with events to be held in Leicester, Leicestershire and Rutland. This was previously a Leicester City Forum only. The first forum took place in February 2025 in Leicester. Three more events will be held throughout the year.
- Continued to link in with the Performance Subgroup to receive training compliance data to gain a clear understanding of the range of staff making use of these opportunities.



## Trainers' Network

The Leicester, Leicestershire & Rutland Safeguarding Adults Boards' Trainers' Network is a forum that brings together individuals that deliver any learning and development activities relating to safeguarding adults. Individuals that complete the Train the Trainer course delivered by the Leicestershire Social Care Development Group (LSCDG) are invited to join the Network.

During 2024-2025, the Trainers' Network was re-launched with two events, one online and one in person. Topics covered included updates on local and national policies and procedures and where to access these, learning from Safeguarding Adult Reviews (SARs) and audits, and the training materials available from the Leicestershire Social Care Development Group (LSCDG).

## Resources

The Leicester, Leicestershire & Rutland Safeguarding Adults Boards provide numerous learning and development resources and these are available and promoted via the Safeguarding Matters newsletter, Safeguarding Matters Live events, Safeguarding Matters Digest emails and YouTube Channel. Further information is provided in **Appendix 4**.

## Training Impact

During 2024-2025, more than 80 people requested they be added to the Safeguarding Matters distribution list, with nearly 800 people now signed up.

Over the two Safeguarding Matters Live events, one in June and one in December, 795 practitioners attended.

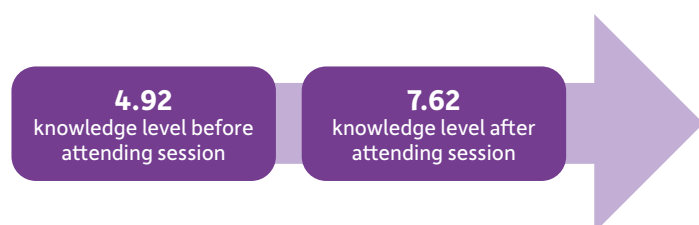
***“I not only enjoyed all presentations, but it also helped me make a decision regarding a safeguarding I needed to raise last night. Thank you for being there with all these valuable messages you have provided us with.”***

**Feedback from attendee of Safeguarding Matters Live**

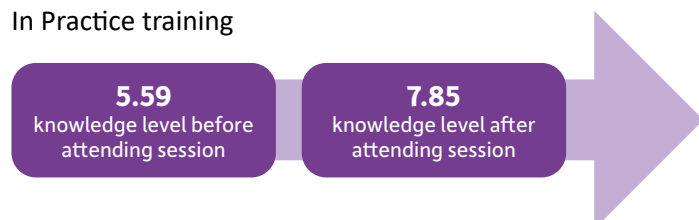
The **Safeguarding Basic Awareness PowerPoint**, aimed at people who may work in a voluntary capacity or staff requiring a basic induction to children’s and adults’ safeguarding, has been visited over 9600 times this year on the website.

Regarding the impact of the MCA training delivered in 2024-2025, overall, evaluation of both the “Basic Awareness” and “In Practice” training was very positive with 97% and 96% of attendees respectively answering “Yes” to the question “Did you feel the course met its objectives?”. Attendees were asked to rate their knowledge level of the Mental Capacity Act before and after the events, with 1 indicating low level knowledge and 10 the highest level. The average results demonstrate a clear increase in confidence following the training.

**Basic Awareness training**



**In Practice training**



***“I will definitely be trying to input what I have learned today when completing assessments.”***

***“When completing templates, I will look more closely at the MCA part. I now complete the form with more information so that anyone looking will know my reasons behind the decision and know that this can change.”***

***“Enables me much more to guide and inform providers I support in this area who are dealing with some very complex issues. The section on when to assess capacity was useful.”***

***“I hope to have greater awareness of how we can support our people with learning disabilities to assess their capacity in decision specific ways.”***

**Feedback from attendees of MCA training, in response to the question “how do you plan on using the learning from this event in your day-to-day role?”**

## Developmental Priorities 1 & 2: Strengthening User and Carer Engagement & Raising awareness within our diverse communities

The Leicester, Leicestershire & Rutland Engagement & Communications Subgroup continues to oversee the Safeguarding Adults Boards' promotion of adult safeguarding during National Safeguarding Adults Week. In 2024, this took place between 18th-22nd November. They produced a resource pack for organisations and partners.

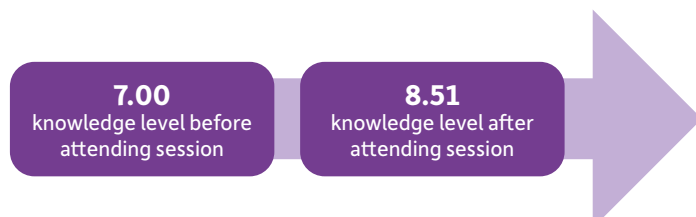
They also supported three "See Something Say Something" campaigns in 2024-2025. These campaigns are two weeks long. The group provides assets and suggested messages to partners and stakeholders so that they can support the campaign from their social media platforms.



'What is Adult Safeguarding?' online information sessions have been regularly delivered to support those who work in Leicester, Leicestershire & Rutland, including to community members and groups. In 2024-2025, six sessions were delivered and over 80 people attended.



Attendees of the sessions are asked to provide feedback. In response to the question, “Did you find the way the information was presented accessible and easy to understand?”, with 1 being not accessible and 10 very accessible, the average score was 9.43. Attendees are also asked to rate their knowledge of adult safeguarding before and after the events, with 1 indicating low level knowledge and 10 the highest level. The average results demonstrate an increase in confidence following the sessions.



***“I attend a church where vulnerable people are present. Often the things they say are concerning so it’s good to know a bit more about what to do.”***

***“This will help me spot neglect or abuse whilst volunteering with our organisation.”***

***“Be more familiar on signs of abuse and raise concerns when notice.”***

***“Good refresher course”***

**Responses from attendees of the “What is Adult Safeguarding?” information session about how attending the session will help them going forward**

During 2024-2025, the Engagement & Communications Subgroup launched new Leicester, Leicestershire & Rutland safeguarding adults’ resources for members of the public, co-produced with the Leicester City Making It Real group. The Making it Real Group is made up of people who draw on social care or who care for someone who does, as well as people who work in social care. By working with people with lived experience, the Safeguarding Adults Boards have produced user-friendly and accessible resources. They are available on our [Leaflets webpage](#).

**Leicester Safeguarding Adults Board**  
Safeguarding Adults Board  
Leicestershire and Rutland

## Keeping adults safe from abuse or neglect in Leicester, Leicestershire and Rutland

**SEE something**  
**SAY something**

**Abuse or neglect is always wrong**

**Safeguarding adults is about working with people with care and support needs who experience abuse or neglect**

**What to do if abuse or neglect is taking place?**  
Tell a trusted person as soon as possible.

This could be:  
 • your doctor  
 • trusted friends or family members  
 • other trusted professionals  
 • care workers  
 • nurse  
 • social care worker  
 • police

**Any concerns about yourself or an adult who is unable to protect themselves from being abused or neglected, contact Adult Social Care in the area you live/they live:**

Leicester	0116 454 1004
Leicestershire	0116 305 0004
Rutland	01572 758 941
Domestic Abuse and Sexual Violence Helpline	0800 80 200 28

If a crime has been committed you can report it via website: [www.leics.pcc.uk](https://www.leics.pcc.uk) or call Leicestershire Police on 101. If it is an emergency phone 999.

View these links for further information: [www.leicester.gov.uk/lasb](https://www.leicester.gov.uk/lasb) or <https://lrsb.org.uk/adults>

Since the launch of the new resources, another Safeguarding Adults Board has contacted us requesting our permission to base their leaflets on ours.



*“I have absolutely loved working with you, and on such an important document. I am really proud of what we have achieved together and hope it encourages people to report.”*

*“It is a brilliant piece of work, it’s to the point, and tells you what you need to know and what to do.”*

**Views of Making it Real group on developing and sharing the LLR Safeguarding Adult Resources**

*“Thanks for the quality of the materials that you have provided us with to promote awareness of safeguarding both within our organisation and to external agencies. The materials have helped us to deliver clear and consistent information regarding Safeguarding.”*

**Feedback received on the new LLR Safeguarding Adult resources**

In terms of accessibility, Safeguarding Adults Board leaflets can be made available in other languages. The Leicestershire & Rutland Safeguarding Partnerships website has a translation button on every webpage, allowing the user to select an appropriate language for their needs. In 2024-2025, Leicestershire produced a series of information videos to help people needing to access adult social care services. To support the accessibility of these videos, they worked with Sign Solutions to add British Sign Language (BSL) interpretation into them. The videos cover topics such as [Care and support assessment](#), [Coming out of hospital](#), [Eligibility for care and support](#), [Getting help to stay at home](#), and [What is a Carer’s Assessment](#).



# Developmental Priority 3: Understanding how well we work together

## Quality assurance and service improvement

The Leicester and Leicestershire & Rutland Safeguarding Adults Boards use their [Quality Assurance Framework](#) to support assessment of whether local safeguarding arrangements for adults are effective and deliver the outcomes that people want.



## Performance data

The Leicester, Leicestershire & Rutland Safeguarding Adults Boards' Performance Subgroup collects, manages and discusses performance data and intelligence relating to safeguarding adults across the partnership.

A high-level dashboard helps the Safeguarding Adults Boards understand any fluctuation on the patch, and ensures action is taken to reduce risks or understand and consider the practice that lies under the data, to ensure partners meet their legal duties and to seek assurance about partnership working and impact. The core dashboard stays consistent, with metrics that underpin the business plan priorities added and reviewed as priorities change.

Data is collated and discussed on a quarterly basis to identify performance challenges and potential areas of good practice so that, where necessary, action can be taken to learn from or to improve safeguarding experience and to identify data approaches.

Examples of issues explored in 2024-2025 include:

- A recognition that the conversion rates from 'alert' to 'enquiry' varied between councils, leading to work to increase the consistency of recording. This has meant that we can more accurately benchmark activity within LLR.
- Identification of data about mental capacity, which helps us to understand whether people who lack capacity have support during their safeguarding episode. Whilst performance is strong, a deep dive was commissioned to understand any practice issues for the small number of people where this support was not recorded.
- A recognition that councils are not always meeting the timeliness metrics set for making threshold decisions within 5 days. This led to work to understand why this was, with further work planned during 2025-2026 on the timeliness of the 'steps' along the safeguarding pathway.

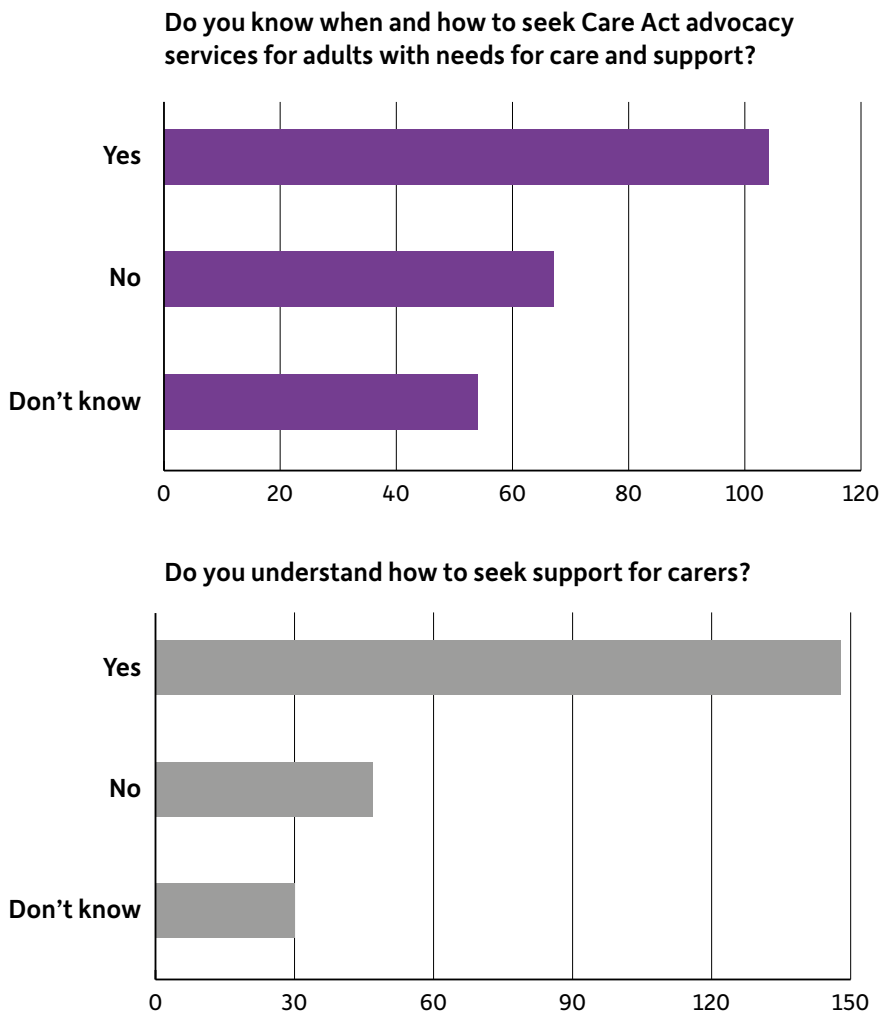
## Self-Assessment

In previous years, the safeguarding partners and specific relevant agencies have carried out a Safeguarding Adults Assurance Framework (SAAF) self-assessment audit of their safeguarding effectiveness. For 2024-2025, to enhance the process of obtaining safeguarding assurance from agencies, it was agreed to undertake SAAF self-assessments using a different methodology.

A survey of frontline staff and managers was carried out to enable the Safeguarding Adults Boards to obtain assurance of the impact of recommendations and actions resulting from safeguarding reviews and multi-agency audits.

- There was a total of 226 responses to the SAAF online practitioner survey.
- There was a good mix of responses across Leicester, Leicestershire and Rutland agencies and departments.
- The survey was used as an awareness raising tool by including links to the relevant resources within the questions.
- Questions were asked about awareness and understanding of key safeguarding adults' themes.

The responses to questions about advocacy and carers are provided below. These have been key themes in both local Safeguarding Adults Reviews and multi-agency audits.



The results have been analysed and presented to the Safeguarding Adults Boards. They have been disseminated to subgroups for them to consider further work required on key themes.

## Audits

The Leicester and Leicestershire & Rutland Safeguarding Adults Boards carried out two multi-agency audit processes during 2024-2025.

The audit process brings together safeguarding leads from different agencies to give a multi-agency view on practice in safeguarding, to identify areas of good practice and areas for learning and improvement. The audits focus on themes or parts of the safeguarding process. Practitioners are invited to give a frontline perspective on cases.

Learning from audits leads to recommendations and actions that are progressed and monitored. The learning is disseminated and informs changes required at both a system and practice level.

### Self-Neglect Audit

The first audit, completed in Quarter 1/2, focused on self-neglect. The theme was selected as it linked to the business plan priority.

In Leicester, Leicestershire and Rutland, during the audit's scoping period, if an adult was identified as self-neglecting, had been assessed as lacking capacity in terms of the risks within the situation, and the risks were high, a Section 42/Safeguarding should have been progressed. Where the adult had capacity to understand the risks, and the risk was high, the multi-agency process should have been followed.

A Vulnerable Adults Risk Management (VARM) audit was completed by the LLR SABs' Multi-Agency Audit Subgroup in 2018, and the purpose of this audit was to analyse the quality of self-neglect practice since that time. A mixture of Section 42/Safeguarding Self-Neglect enquiries and multi-agency VARMs were audited.

The audit was completed with a view to making recommendations to the group then working on the planned new Self-Neglect Guidance, which would replace the VARM process locally.

### The findings were:

- Overall, it was highlighted that relational practice leads to good outcomes and this should be celebrated.
- All cases were correctly identified as self-neglect cases and, in general, the appropriate process was used.
- The VARM cases highlighted some issues around the thresholds for this process.
- In most of the cases, consent was considered appropriately.
- The person was involved in all cases and, overall, the voice of the adult was captured in records.
- Several different issues were identified regarding advocacy.
- There were also some concerns about family/carer engagement, with issues identified regarding relational practice, working in the round, and employing a Whole Family approach.

### Actions and Outcomes

The LLR SABs' Multi-Agency Audit Subgroup shared the learning from this audit with the group working on the new "LLR SAB Responding to Self-Neglect Guidance" and templates. There is more in the new guidance about risk levels and different types of services. It was published in December 2024.

As of 2024-2025, the LLR SABs' Performance Subgroup is collecting data around advocacy.

The LLR SABs' Learning & Development Subgroup has approached POhWER (advocacy service) about including a video from them on the LLR SABs' YouTube Channel.

The LLR SABs are tracking and seeking assurance from all the current work being carried out around carers.

### Safeguarding Safety Plans Audit

The second audit, completed in Quarter 3/4, focused on Safety / Protection / Safeguarding Plans. The theme for this audit was selected based on learning from previous multi-agency audits.

The audit considered concluded safeguarding enquiries where a safety plan was in place at closure.

**The findings were:**

- In most of the cases, the initial/immediate safety plan was deemed to be appropriate and proportionate, with a view to reducing risks for the person involved.
- In most cases, the ongoing protection plan/safety plan was of a good standard, with clear and appropriate actions that could lead to change in the longer term.
- There was a range of single-agency and multi-agency plans put in place. In some cases, a single-agency plan was appropriate but, with others, it was suggested that other agencies should have been involved. Most commonly, the Police and GP Practice were omitted but should have been considered.
- In most cases, there had been no repeat safeguarding referrals and no evidence of additional safeguarding concerns in relation to issues that the safety plan sought to address.

**Action and Outcome**

A Safeguarding Bitesize Learning resource has been designed and disseminated with tips and guidance about involving GP Practices in safeguarding meetings.

The Principal Social Workers will meet to go through their safety plan templates.

A Safeguarding Safety Plan audit has been added to the timetable for a review audit.

**Other assurance work****Safe Care at Home Review**

The [Safe Care at Home Review](#) was published in June 2023. This was a joint review led by the Home Office and Department of Health and Social Care (DHSC) into the protections and support for adults abused, or at risk of abuse, in their own home by people providing their care.

In light of some of the issues raised in this national review, the Leicester and Leicestershire & Rutland Safeguarding Adults Boards agreed to partnership agencies assessing themselves against the eight key findings. It was felt that this would provide a local overview, identifying good practice and any challenges to address considering the review. It was acknowledged that agencies may already be addressing the issues; however, the Safeguarding Adults Boards needed to understand the gaps and decide if there were actions for them or specific organisations.

In 2023-2024, the agencies assessed themselves against each area and provided a Red, Amber, Green (RAG) rating. In 2024-2025, they updated their assessments and, overall, there was an improvement from last year, with no red rated areas and an increase in green rated areas, particularly around types of harm and relevant legislation being understood by frontline professionals; frontline professionals having the necessary tools to fully protect and support people with care and support needs who are, or are at risk of being, abused in their own home by the person providing their care; and data being available and utilised on the prevalence of abuse in care relationships.

It has been acknowledged that there remain some gaps in assurance and, even though improvements have been made, more work still needs to be done. Therefore, the assessments will be reviewed again in 2025-2026.



### Local response to Rough Sleeping

Following the 2022 '[Ending Rough Sleeping for Good](#)' strategy, a Joint Ministerial Letter was sent from the Department for Levelling Up, Housing & Communities and the Department of Health & Social Care in May 2024 to all Safeguarding Adults Boards with recommendations for how Safeguarding Adults Boards can support individuals rough sleeping.

It has been established that there were no deaths of homeless people in Leicestershire or Rutland during 2024. We will continue to monitor this. The LLR Homeless Mortality Project is now up and running and will be able to provide an annual review to the Safeguarding Adults Boards. The Boards received reports on the intensive support provided to Leicester's Target Priority Group, including from the Local Authority's Transitions Team, as well as a report on the Leicestershire & Rutland Rough Sleeping Initiative (RSI), including the work of the Outreach Team, Supported Letting Workers and Off the Streets Accommodation.



## Developmental Priority 4: Prevention – helping people to stay safe, connected and resilient to reduce the likelihood of harm, abuse or neglect

### Business Plan Priorities

The Leicestershire & Rutland Safeguarding Adults Board worked with the Leicester Safeguarding Adults Board to identify shared priorities for the [Joint Business Plan 2023-25](#). The annual Business Plan was replaced with a two-year-plan to allow time to embed the outcomes of the key deliverables and, subsequently, analyse the impact of these outcomes. The business priorities were identified as a result of local and national learning.

The work on these business priorities was embedded within the assurance, training, procedure and review work of the Boards outlined further in the previous sections of this report.

Updates on this joint business plan were provided throughout the business year to the Boards. Progress on the following priorities was monitored throughout the year and assurance secured that actions were making a positive difference to the lived experience of local adults with care and support needs.



**Self-Neglect:** Seek assurance that local safeguarding partners are working together to effectively safeguard adults who self-neglect.

#### What we did in 2024-2025:

- Completed a multi-agency Self-Neglect audit. The learning was fed into the group who were producing the new Self-Neglect Guidance. For further details about the findings of the audit, please see the section on Developmental Priority 3.
- Replaced the Vulnerable Adults Risk Management (VARM) process with the [Responding to Self-Neglect \(including Hoarding\) Guidance](#). This was launched during National Safeguarding Adults Week 2024 (18<sup>th</sup>-22<sup>nd</sup> November), with three online briefings for practitioners, with the change being implemented from 1<sup>st</sup> December 2024.
- Published other new resources around this guidance: a [PowerPoint](#), an [introductory briefing video](#), a [7-Minute Briefing on Self-Neglect](#), a [7-Minute Briefing on Hoarding](#) and a [Self-Neglect animation](#).
- Promoted the change in guidance via numerous forums, including the LLR Safeguarding Children Partnerships and Safeguarding Adults Boards Voluntary & Community Sector (VCS) Safeguarding Forum and the LLR SABs' Trainers' Network.

#### Outcomes and Impact:

- The local Safeguarding Adults Boards decided to move away from the Vulnerable Adults Risk Management (VARM) process, putting high risk cases into the social care safeguarding process. This change was informed by local learning from Safeguarding Adults Reviews and multi-agency audits.
- The title of the new guidance includes "Self-Neglect" to clearly show it is a response to that category of abuse in the Care Act 2014. It makes the distinction between high risk/significant harm/injury or death.
- Around 650 people attended across the three training briefings on the new Self-Neglect guidance.
- The Self-Neglect animation has been viewed over 600 times on the LLR SABs YouTube Channel.
- ***"Thank you. Self-neglect and hoarding is a recurring issue and the self-neglect and hoarding toolkit will be useful."*** – feedback from member of the Voluntary and Community Sector Forum on the Self-Neglect Guidance

#### Moving Forwards:

It is evident that this business priority has achieved a good level of assurance and so it will not be carried over to the 2025-2027 Business Plan.

It is acknowledged, though, that self-neglect is a prevalent type of abuse recorded in Safeguarding Adults Reviews nationally. The Second National Analysis of SARs notes that *"Comparison between the first and second national analyses shows a marked rise in [...] self-neglect (from featuring in 45 per cent of SARs to now featuring in 60 per cent)"*.<sup>7</sup> Additionally, the local work completed represents a significant procedural change. It will take some time for the new process and guidance to become embedded.

In 2025-2026, an audit on the new Self-Neglect guidance will be completed once it has been in place for a year. The audit will test if the new guidance is embedded and what difference it is making.

<sup>7</sup> "Second National Analysis of Safeguarding Adult Reviews: Final Report: Stage 1 Analysis", Local Government Association and Association of Directors of Adult Social Services (Partners in Care and Health) (June 2024), page 23, available via <https://www.local.gov.uk/publications/second-national-analysis-safeguarding-adult-reviews-april-2019-march-2023>



**Mental Capacity Act:** Seek assurance that local safeguarding partners are using the Mental Capacity Act to effectively safeguard adults where appropriate.

**What we did in 2024-2025:**

- Delivered MCA Training specific to the learning needs of the Safeguarding Adults Boards. Training delivered was a mixture of online and in-person sessions to multi-agency audiences.
- Published a suite of documents for practitioners entitled “**Mental Capacity Act and safeguarding adults: what good looks like**”.
- Re-launched a free MCA Forum for providers, with events to be held in Leicester, Leicestershire and Rutland.
- Established a Community of Practice, made up of named individuals from the Learning and Development Subgroup.
- Published a **Special Issue of Safeguarding Matters on MCA** in November 2024. It included learning from reviews and multi-agency audits. MCA “Myth Busters” have been included in print issues of Safeguarding Matters since 2024.
- Received assurance regarding referrals submitted to the Deprivation of Liberty Safeguards (DoLS) Team from University Hospitals of Leicester NHS Trust (UHL). This team covers both Leicestershire and Rutland referrals.



### Outcomes and Impact:

- The multi-agency training commissioned and offered by the Safeguarding Adults Boards is delivered by subject experts. Links are made between theory and practice. Different types of training have been delivered for different audiences and the training packages have filled different knowledge gaps for different people.
- Multi-agency MCA training has been delivered to over 300 people in 2024-2025, covering a range of practitioners. The training has been positively received and there is evidence that it has increased the level of knowledge of those that attended. Feedback indicates an increase in discussions around MCA; improved confidence in the workforce; increased legal literacy; and a greater ability to analyse MCA in practice and improving the theory to practice gap. For further details, please see the section on Core Priority 2.

Below are examples of feedback from attendees of MCA training, in response to the question “how do you plan on using the learning from this event in your day-to-day role?”:

*“To help me to continue to develop my understanding of the MCA and how to apply it in the situations I meet in my role. I hope to be able to continue going back to the resources to help me reflect on how I apply the principles of the Act to my work.”*

*“To reflect on learning and start attending MCA assessment sessions with experts at work, and then reflect on the practice and my thoughts about what I would have done/questions asked etc. To eventually feel comfortable enough to lead an assessment with support initially, and then solely.”*

*“Sharing knowledge and reflection with the team and in practice.”*

- There is now a large and continuously growing range of learning and development resources available on the theme of mental capacity. These can be used in team meetings or by individual practitioners as part of their continuous professional development.

Below are some comments from practitioners about why they have shared learning and development resources with their services / teams / people:

*“So they can act on information and share wider with other system partners.”*

*“As they work with families, I want to make sure that they remain professionally curious around adult safeguarding issues when working with families.”*

*“There is always a need to revisit foundational understanding of safeguarding principles and to continuously raise knowledge and understanding to improve outcomes.”*

- 27 delegates attended the first MCA Forum for providers, held in Leicester. Attendees were satisfied with the event and their expectations were met. 100% said they would be able to implement what they learned into their practice.

Feedback from attendees of the MCA Forum for providers about what they liked most about the session included:

*“Interactive opportunities to learn”*

*“Clarity of the 5 principles and application of MCA in real life situations”*

*“Scenarios and simple explanations”*

*“Being provided with useful resources to take back to my workplace. The trainer was extremely knowledgeable and engaging.”*

- Practitioners, who are part of the Community of Practice, are able to take learning back to their organisation and add it to their training.
- The Deprivation of Liberty Safeguards (DoLS) report found that referrals were appropriate, and that the working relationship between UHL and the Local Authorities is good, with a focus on longer-stay patients being the priority. It has been agreed that DoLS referrals should be reviewed annually.

### Moving Forwards:

Mental Capacity has been an ongoing theme in multi-agency audits and Safeguarding Adults Reviews, both nationally and locally. The Second National Analysis of SARs highlighted that 58% of SARs noted “*absence of attention to mental capacity*”.<sup>8</sup>

A lot of work has been completed around this theme. While the business priority will not be carried forward to 2025-2027, the work on this theme will continue because it is acknowledged that MCA learning and development is a process and not about a one-off learning event.

Additional bespoke training courses have been commissioned for 2025-2026 to address themes identified in local Safeguarding Adults Reviews. An audit on the Mental Capacity Act, following up from one completed in 2023-2024, will be completed in 2025-2026. The aim is to understand what change there has been since the last audit and subsequent work across the partnerships.



<sup>8</sup> “Second National Analysis of Safeguarding Adult Reviews: Final Report: Stage 2 Analysis”, Local Government Association and Association of Directors of Adult Social Services (Partners in Care and Health) (June 2024), page 30, available via <https://www.local.gov.uk/publications/second-national-analysis-safeguarding-adult-reviews-april-2019-march-2023>



**Domestic Abuse:** Understand local response to domestic abuse in older people and safeguarding adults.

### What we did in 2024-2025:

- Received a research report relating to the subsequent publication “Domestic abuse against older adults – What can s42 case files tell us?”<sup>9</sup> carried out by Durham University and supported by the Leicester, Leicestershire & Rutland Safeguarding Adults Boards.
- Fed the recommendations from the research project into the Leicester, Leicestershire & Rutland Domestic Abuse and Sexual Violence Group. This is a group that is chaired by a member of the Safeguarding Adults Boards but that does not sit under the SABs’ governance structure.
- Formed a Task & Finish Group to address the learning from the research project and compiled an action plan to consider the position of partnership agencies regarding the 13 recommendations made by the research project. This is RAG (red, amber, green) rated and is reviewed quarterly by the Safeguarding Adults Boards.

### Outcomes and Impact:

- The Safeguarding Adults Boards have a clearer understanding of the local position regarding the recommendations formulated by the Research Project regarding:
  - » Training and understanding of professionals across all sectors
  - » Ensuring our policies and practice are up to date
  - » Polyvictimisation / types of abuse
  - » Age stereotyping
  - » Mental Capacity
  - » Strategy discussions
  - » Confidence to ask questions of elders, especially regarding sexual abuse
  - » Data – storage and sharing

The RAG rated action plan shows a positive picture.

The short video, produced by Norfolk Safeguarding Adults Board, for Leicester, Leicestershire & Rutland about Domestic Abuse in Older People, entitled “**Hidden Harms**” and published last year, has been well received and widely viewed, with nearly 800 views on the LLR SABs YouTube Channel since its launch.

### Moving Forwards:

Training across the partnership will continue within single agencies. Additionally, there will be a presentation on the learning from the Research Project and the local response and picture at Safeguarding Matters Live in July 2025. The whole event will be focused on Domestic Abuse and Safeguarding.

<sup>9</sup> Hannah Bows, Paige Bromley, Bridget Penhale, “Domestic abuse against older adults – What can s42 case files tell us?”, The British Journal of Social Work, 2025, bc4f074, <https://doi.org/10.1093/bjsw/bcaf074>

## Priorities moving forwards

The Leicestershire & Rutland Safeguarding Adults Board has developed a new joint [Strategic Plan for 2025-2031](#) with the Leicester Safeguarding Adults Board. The Strategy provides the framework for forward priorities of the two Boards and contains the current business plan.

The three priorities in the [Business Plan for 2025-2027](#) are:

**Equality, diversity  
and inclusion**

**Timeliness and  
proportionality**

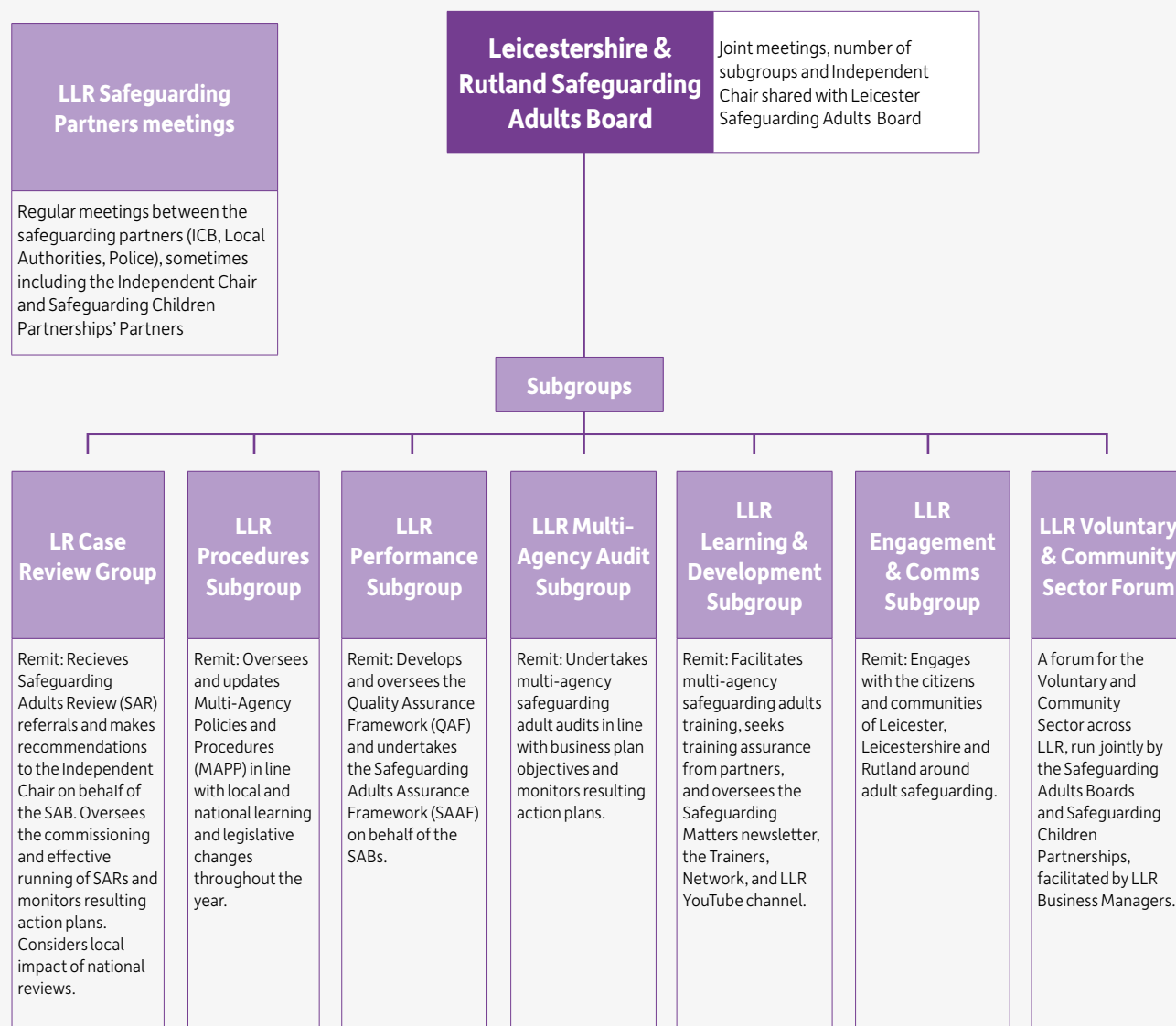
**Impact of learning**

For each of these areas, we have set out actions, leads, due dates and outcomes / impact measures. This will enable us to monitor progress and secure assurance that our actions are making a positive difference to the lived experience of adults with care and support needs.

The Safeguarding Adults Board will also work to continue to meet its statutory responsibilities and continue to develop its approach to learning and improving safeguarding of adults.

## Appendix 1 – Leicestershire & Rutland Safeguarding Adults Board and its subgroups

The structure chart below demonstrates the governance of the Board and its subgroups.



The table below provides details of agencies that are represented on the Leicestershire & Rutland Safeguarding Adults Board and their attendance at Board meetings in 2024-2025. It may be that the Lead Officer delegated attendance to another officer.

Agency	Attendance at meetings					
	May 2024	June 2024	September 2024	November 2024	January 2025	March 2025
Leicestershire Adult Social Care	✓	✓	✓	✓	✓	✓
Rutland Adult Social Care	✓	✓	✓	✓	✓	✓
District and Borough Councils	Apologies	✓	✓	✓	✓	✓
Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB)	✓	✓	✓	✓	✓	✓
Leicestershire Partnership NHS Trust (LPT)	✓	Apologies	✓	✓	✓	✓
University Hospitals Leicester NHS Trust (UHL)	Apologies	✓	Apologies	Apologies	✓	✓
East Midlands Ambulance Service (EMAS)	✓	✓	✓	✓	✓	Apologies
Leicestershire Police	✓	✓	✓	✓	✓	✓
HMP Prisons	Apologies	✓	✓	✓	✓	✓
Probation Service LLR	Apologies	✓	✓	✓	✓	Apologies
Leicestershire Fire and Rescue Service (LFRS)	✓	✓	✓	Apologies	Apologies	Apologies
Department of Work and Pensions	Apologies	✓	✓	✓	✓	✓
EMCARE	Apologies	✓	Apologies	Apologies	✓	Apologies
Healthwatch	✓	Apologies	✓	✓	✓	✓
Leicestershire Lead Member	✓	✓	✓	✓	✓	Apologies
Rutland Lead Member	✓	✓	Apologies	✓	✓	✓

## Appendix 2 – Finance

The work of the Safeguarding Adults Board is supported by the Leicestershire & Rutland Safeguarding Partnerships Business Office that also supports the Safeguarding Children Partnership and carries out Domestic Homicide Reviews. The Safeguarding Adults Board is funded by contributions from its partners.

A single funding arrangement for the Safeguarding Adults Boards and Safeguarding Children Partnerships for 2020 onwards has been agreed between the statutory partners for the Safeguarding Adults Boards and the Safeguarding Children Partnerships for Leicester, Leicestershire & Rutland.

**The contributions from partners for the Leicestershire & Rutland Safeguarding Adults Board for 2024-2025 can be seen below alongside contributions for the previous year:**

	2023-2024	2024-2025
Leicestershire County Council	£46,375	£46,375
Rutland County Council	£20,267	£20,267
Leicestershire Police	£44,083	£44,083
Leicester, Leicestershire & Rutland Integrated Care Board (LLR ICB)	£44,083	£44,083
<b>Total income for SAB</b>	<b>£154,808</b>	<b>£154,808</b>

**Expenditure for the Safeguarding Adults Board was apportioned as follows:**

	2023-2024	2024-2025
Staffing	£130,010	£147,241
Independent Chairing	£9,997	£9,968
Support Services	£0	£0
Operating Costs	£6,076	£7,180
Engagement	£75	£2,800
Case Reviews	£4,320	£0
<b>Total Expenditure</b>	<b>£150,478</b>	<b>£167,189</b>

Staffing costs increased because of the agreed Local Government pay award (as the staff are hosted by the Local Authority). Expenditure on Safeguarding Adults Reviews decreased due to the number of reviews already being in an advanced stage and alternative methodologies being used, as appropriate.

Costs have risen and we spent a little more than we received from partners' contributions. The shortfall was made up from reserves. Although costs have increased, we believe that the output of the Board demonstrates value for money. Despite budget constraints, we have still achieved an increased training programme linked to the Mental Capacity Act Business Priority and launched new safeguarding adults' resources.

## Appendix 3 –

# Safeguarding Adults Review completed in 2024-2025 by Leicestershire & Rutland Safeguarding Adults Board

Safeguarding Adults Reviews are published on our website for 1 year and are available [here](#).

Past reviews are still available and accessible via the [National Safeguarding Adults Review \(SAR\) Library](#).

Safeguarding Adults Reviews can be labelled using codes and pseudonyms, as agreed with family members where possible.

### **SAR “Godavari” – published 18.04.24**

Godavari was an elderly woman who had several physical health problems and received support at home regarding mobility and personal care. She lived with her two adult children – one was her main carer and the other had their own care needs. When Godavari died, there were concerns about the multi-agency support provided to the family.

### **Learning**

- Practitioners must be aware of when, how and where to refer safeguarding issues regarding pressure sores – see the Leicester, Leicestershire & Rutland Safeguarding Adults Boards Thresholds Guidance.
- Practitioners must ensure they are using the correct referral routes for services – if a referral is not sent to the appropriate service, this can lead to delay and/or confusion.
- If there is any doubt that a person has capacity, then a Mental Capacity Assessment should be carried out and the results clearly documented.
- When working with someone who lives in a multi-generational household, practitioners should take a Whole Family approach and liaise with other agencies/workers to understand the family picture.
- Practitioners should always try to ascertain a person’s views on their care, even when they are supported by a carer. Opportunities should be taken to speak to the adult alone. Where English is not the person’s first language, an interpreter should be considered.
- Refusal of services by a carer should raise concern.



## Appendix 4 – Learning & Development Resources

The [LLR SABs' YouTube channel](#) continues to develop a bank of safeguarding videos and other resources that can be utilised by partners for learning and development – for example, in single agency training and supervision. It is used to share local and national learning content, especially that which aligns with the Safeguarding Adults Boards' Business Plan priorities.

During 2024-2025, three print issues of the [Safeguarding Matters newsletter](#) were published, with a focus on disseminating learning from reviews and audits and promoting procedural updates. The November 2024 issue was a [Special Issue on the Mental Capacity Act](#).

Following the successful launch of [Safeguarding Matters Live](#) in 2022-2023, two events were held in July 2024 and December 2024. These are live online briefings for all staff across the children's and adults' multi-agency partnerships. They share learning from reviews and audits, procedure and guidance updates, and resources to support practice. The slides from the events are made available via our website and sessions are available to watch on the YouTube Channel. Topics covered in 2024-2025 included Hoarding and the Mental Capacity Act (MCA) and the Second National Safeguarding Adults Review (SAR) Analysis, with the winter event focusing on Safeguarding and the Internet.

The Safeguarding Matters Digest is a regular email, which is used to disseminate local and national safeguarding information in a concise and regular format. In June 2024, special digests were disseminated on Carer's Week and Learning Disability Week.

The Safeguarding Matters newsletters and Live PowerPoints and videos are available via our website and YouTube channel. Individuals can request to be added to the distribution list so that they are informed of publication and event dates by emailing [lrsdbo@leics.gov.uk](mailto:lrsdbo@leics.gov.uk). The Safeguarding Matters Digest is disseminated via email to those that have signed up to receive it. To be added to the distribution list, individuals can email [lscpb@leicester.gov.uk](mailto:lscpb@leicester.gov.uk).

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