

Coventry Safeguarding Adults Board

Annual Report 2024/25





Board partners



To report a crime:

In an emergency, contact the police:

Tel: 999

If the person is not in danger now, contact the police:

Tel: 101

To report a safeguarding concern or seek advice:

Contact Adult Social Care:

Tel: 024 7683 3003

Out of hours:

Tel: 024 7683 2222

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Message from the Chair

Welcome to the 2024/2025 Annual Report for the Coventry Safeguarding Adults Board (CSAB). Safeguarding Adults Boards exist under statute to ensure that public sector agencies work together to ensure that adults with care and support needs in the area are protected from abuse, harm, and neglect.

Under the Care Act 2014 the CSAB is required to agree a local safeguarding Business Plan and to publish an Annual Report that details how it has delivered against that plan. To achieve continuity and consistency, the Board has also developed a three-year Strategic Plan so that our focus on key safeguarding issues takes a longer-term approach.

The CSAB maintains a balance between local matters, issues from across the West Midlands region and national reforms and developments, involving those agencies tasked with a statutory responsibility to safeguard vulnerable adults as well as voluntary and community services.

Our Strategic Priorities: Making Safeguarding Personal, Prevention and Early Intervention, Engagement and Communication, and Development and Assurance cover a broad range of safeguarding activity, and the Annual Report details progress against these aims.

The partnership in Coventry is strong and engaged, helping safeguarding professionals bring about positive change and improvement. This is due to the dedication and commitment of colleagues from across the agencies involved, and a well-run and highly effective Business Unit. Having worked in the city for a number of years, I am proud to be part of the ongoing efforts to keep our most vulnerable adults safe and well, and I hope this Annual Report helps to tell the story of how social care staff, police officers, health practitioners, voluntary sector colleagues and so many more caring and compassionate people continue to work for the people of Coventry.

What we do?

The Coventry Safeguarding Adults Board (CSAB) is a partnership of organisations that work to both prevent and end abuse of adults with care and support needs in Coventry. The Board includes a wide range of organisations that have a role in safeguarding adults with care and support needs, from abuse and neglect. This includes senior representatives from the Local Authority, Police and NHS Integrated Care Board (ICB) as well as other statutory organisations, Healthwatch and the voluntary sector. The Board commissions an Independent Chair to provide an independent perspective as well as to challenge and support to the Board in achieving its ambitions. A full list of members is available at appendix 1.

The Care Act (2014) requires that each local authority must establish a Safeguarding Adults Board for its area. The objective of a Safeguarding Adults Board is to help protect adults in its area in cases where the adult:

- has care and support needs.
 - is experiencing, or is at risk of, abuse or neglect and
 - as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it
- The Safeguarding Adults Board achieves this by coordinating and ensuring the efficacy of what each member does. Each Safeguarding Adult Board has three core duties which are to: -
- conduct any safeguarding adults reviews in accordance with Section 44 of the Care Act 2014
 - publish an annual report detailing what the Safeguarding Adults Board 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 adult review and subsequent actions.
 - publish a strategic plan for each financial year that sets out how it will meet its main objective and what members will do to achieve this

The work of the Board is underpinned by the six safeguarding principles as defined in the Care Act 2014, which are:

Empowerment: I am asked what I want as the outcomes from the safeguarding process, and this directly informs what happens.

Prevention: I receive clear and simple information about what abuse is. I know how to recognise the signs and I know what I can do to seek help.

Proportionate: I am sure that the professionals will work in my interest, and they will only get involved as much as is necessary.

Protection: I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

Partnership: I know that staff treat personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me

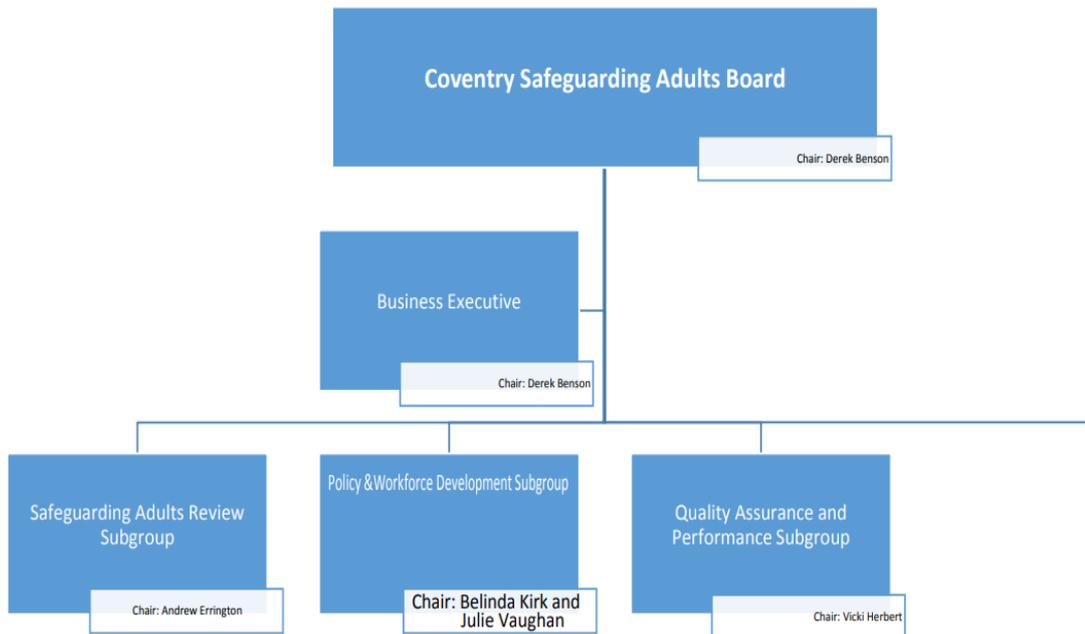
Accountability: I understand the role of everyone involved in my life and what they do.

For more information on Making Safeguarding Personal please see our leaflet here: [Making Safeguarding Personal leaflet – Coventry City Council](#)



Governance

The Board is a multi-agency statutory body which makes decisions about the strategic direction of adult safeguarding in Coventry. The work of the Board is supported through its Business Executive Group and Subgroups. The structure of these groups is shown below



Coventry Population

- Coventry is home to second largest Local Authority in the West Midlands. Coventry's population has grown by 8.9% over the last 10 years.
- 65.5% of people in Coventry identified their ethnic group within the 'White' category (compared with 73.8% in 2011)
- 18.5% identified their ethnic group as 'Asian, Asian British or Asian Welsh' category (compared with 16.3% in 2011)
- The diversity in spoken languages is also increasing
- Life expectancy in the city remains lower than the national and regional averages. For females this is 82 years and for males 78 years. There are significant health inequalities across our neighbourhoods.
- Deprivation within the city has decreased in more recent years, the % of Coventry neighbourhoods that are amongst the 10% most deprived in England reduced from 18.5% to 14.4% (between 2015 and 2019) However, over a quarter (25.6%) of neighbourhoods are amongst the most deprived 20% of areas, a particular focus for the health system for tackling inequalities (the 'Core20').
- The median age of the population is 35 five years lower than that of the region and England at 40
- 13% of the population is 65+ projected to increase by 27.7% by the year 2043
- 2.4% of the population are aged 85 or over

Outcomes for Coventry Adults

During 2024/25 data was collated into a Performance Scorecard and analysed by the Quality, Assurance and Performance (QA&P) Subgroup. The Performance Scorecard indicators are aligned with Coventry Safeguarding Adults Board priorities to ensure that the data collected can provide assurance around areas of concern; the data emanates from all partners represented at the Quality, Assurance and Performance Subgroup and actively provides assurance that work is protecting and improving outcomes for adults with care and support needs across the city.

Making Safeguarding Personal

“To be assured that safeguarding is underpinned by the principles of ‘Making Safeguarding Personal’ and that adults are supported to achieve the outcomes that they want”

1. The number of identified outcomes achieved for concluded safeguarding enquires:

	Fully Achieved	Partially achieved	Not Achieved	Asked but not expressed	Person not asked	Blanks/don't know	Total
2023-24	572	397	44	149	175	7	1344
Prev Q4	164 <i>(47%)</i>	108 <i>(31%)</i>	12 <i>(4%)</i>	29 <i>(8%)</i>	37 <i>(11%)</i>	2 <i>(1%)</i>	352
Q1	108 <i>(43%)</i>	89 <i>(35%)</i>	8 <i>(3%)</i>	20 <i>(8%)</i>	27 <i>(11%)</i>	1 <i>(0%)</i>	253
Q2	115 <i>(43%)</i>	93 <i>(35%)</i>	15 <i>(6%)</i>	23 <i>(9%)</i>	22 <i>(8%)</i>	0 <i>(0%)</i>	268
Q3	110 <i>(39%)</i>	106 <i>(38%)</i>	17 <i>(6%)</i>	28 <i>(10%)</i>	18 <i>(6%)</i>	0 <i>(0%)</i>	279
Q4	124 <i>(41%)</i>	124 <i>(41%)</i>	14 <i>(5%)</i>	20 <i>(7%)</i>	19 <i>(6%)</i>	3 <i>(1%)</i>	304
Total	457	412	47	95	86	7	1104
%	41%	37%	4%	9%	8%	1%	

2. The outcomes of safeguarding enquiries:

Concluded enquiries	Prev Q4	Q1	Q2	Q3	Q4	Total
Action taken, and risk remains	9	6	10	7	20	43
Action taken, and risk reduced	97	79	104	85	88	356
Action taken, and risk removed	68	59	53	56	76	234
Not recorded	1	0	0	0	2	2

3. The percentage of adults who lack capacity with concluded safeguarding enquiries that confirm that they were supported by an advocate or family member acting as a representative:

	Prev Q4	Q1	Q2	Q3	Q4	Total
Supported by an advocate	97%	87%	91%	88%	90%	91%

4. Conversion rate from concerns to enquiries (evidencing proportionality of involvement):

	Prev Year Total	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Number of new Concerns	6796	596	617	433	459	486	437	477	483	469	438	398	435	5728
Number of new Enquiry	1353	75	87	77	83	82	94	109	87	95	86	70	109	1054
% of concerns who became an Enquiry	20%	13%	14%	18%	18%	17%	22%	23%	17%	16%	20%	18%	25%	18%

5. Deprivation of Liberty (DoLS) applications:

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year Total	
Applications carried over from previous period	463	465	466	316		
Number of applications received 2024 - 2025	497	495	477	480	1949	
TOTAL Number of applications at the end of the quarter	960	960	943	796	2412	
Total number of granted	276	285	407	293	1261	58%
Total number of not granted	219	209	220	248	896	42%
Total number of completed	495	494	627	541	2157	
Completed %	52%	51%	66%	68%	89%	
To be completed	465	466	316	255	255	
To be completed %	48%	49%	34%	32%	11%	

Applications granted timescale form being received							
	0-3 months		3-6 months		6+ months		Total
Total 22-23	199	19%	750	71%	106	10%	1055
Total 23-24	212	21%	713	70%	87	9%	1012
Total 24-25	510	40%	728	58%	23	2%	1261

Reason for Not Granted DoLS	2022-23		2023-24		2024-25	
	Number	%	Number	%	Number	%
Change of circumstances	905	73%	689	79%	630	70%
Deceased	257	21%	154	18%	195	22%
Criteria not met	82	7%	33	3%	71	8%
Grand Total	1244		876		896	

The Board seek to gain assurance that all safeguarding work is outcome-focused underpinned by the principles of Making Safeguarding Personal and this year's data demonstrates that 78% of outcomes for concluded safeguarding enquiries were either fully or partially achieved; this has remained consistent throughout the year and represents a year-on-year increase of 5% (73% in 2023/24 and 68% in 2022/23). Positively, there was also a steady decline in individuals not being asked about their preferred outcomes (8%) after an increase during the previous year from 10% to 13%.

93% of risks were reduced or removed in concluded safeguarding enquiries this year evidencing that most people are being kept safe and supported as a result of their engagement with services.

The data regarding the percentage of individuals lacking capacity who are supported by an advocate required further scrutiny and analysis. By the end of the year, this figure declined to 91%. However, previous investigations have identified that this drop is due to a recording issue—particularly when the advocate is a family member—rather than a lack of support. People who need an advocate are receiving one. Coventry and Warwickshire Partnership Trust offered further assurance that since July 2024, no enquiries were closed without an advocate in cases where the individual lacks capacity.

Despite significant ongoing levels of safeguarding activity, there has been a notable 15.7% decrease in the number of adults referred into ASC this year compared to the previous year. Nevertheless, Coventry Adult Social Care (ASC) continues to receive a higher volume of safeguarding concerns than other local authorities in the region. In June 2024, ASC implemented a new request module, which has improved the accuracy of reported figures. This system ensures that only referrals meeting the threshold for concern are progressed, offering a more precise reflection of actual safeguarding concerns. The conversion rate from concern to enquiry has declined slightly, from 20% last year to 18% this year.

Deprivation of Liberty Safeguards (DoLS)

Deprivation of Liberty Safeguards (DoLS) are a legal framework in England and Wales designed to protect adults who lack the mental capacity to consent to their care or treatment and who are deprived of their liberty in a care home or hospital. DoLS ensure that any deprivation of a person's liberty is lawful, necessary, proportionate, and in the person's best interests.

DoLS data shows sustained performance across key indicators; there has been an increase in applications completed this year compared to the previous year – going from 83% to 89%. The average timescale for applications to be granted is 3 – 6 months after being received and the number of applications granted after 6 months is declining year on year. Association of Directors of Adult Social Services West Midlands Deprivation of Liberty Safeguards Annual Data Report (2023/24) indicates that Coventry are performing and responding well in this area: 2nd in the region for the number of DoLS applications received - 965 per 100,000 adults population (WM average is 796, Peer is 720 and National is 735); 2nd in the region for the number of DoLS completed – 963 per 100,000 adults population (WM average is 772 cases, Peer is 697 and National is 716) and 6th in the region for the number of DoLS applications not completed – 465 per 100,000 adults population (WM average is 826 cases, Peer is 703 and National is 831).

Prevention & Early Intervention

“To reduce the risk that adults with care and support needs will experience harm abuse or neglect.”

1. % of staff currently trained in basic safeguarding awareness:

AGENCY	End of last Q4	Q1	Q2	Q3	Q4	CAVEAT
ALL Local Authority	79	78	78	80	78	Calculated at 3 years (employer requirement)
Local Authority Adult Services	91	90	90	91	89	
Local Authority Adult Social Work Teams	89	86	87	89	88	
University Hospital Coventry and Warwickshire	96.7	96.4	95.6	94.9	95.2	Calculated at 3 year (employer requirement)
Integrated Care Board	91	90.1	91.2	92.1	93	Calculated at 3 year (employer requirement)
Coventry and Warwickshire Partnership Trust	95.9	96.6	94.8	95.4	96.7	Calculated annually (employer requirement)
South Warwickshire Foundation Trust	93	93	93	92	94	Calculated at 3 year (employer requirement)
National Probation Service	98	92	100	100	100	Calculated at 3 year (employer requirement)

There continues to be evidence of excellent safeguarding training compliance across most agencies.

2. Safeguarding concerns and enquiries by abuse type per quarter (i.e. concerns that did not progress to an enquiry – excludes open concerns or those that did not progress to information sharing)

Type of abuse	Prev Year Total 2023/24		Q1		Q2		Q3		Q4		Total		Regional (West Midlands)	National (England)
	Concerns	Concluded Enquiries	Concerns	Concluded Enquiries	Concerns	Concluded Enquiries	Concerns	Concluded Enquiries	Concerns	Concluded Enquiries	Total Concerns	Total Concluded Enquiries	Concluded Enquiries	
Discriminatory	18 <i>(1%)</i>	4 <i>(0%)</i>	4 <i>(1%)</i>	3 <i>(1%)</i>	4 <i>(1%)</i>	1 <i>(0%)</i>	6 <i>(1%)</i>	2 <i>(1%)</i>	2 <i>(0%)</i>	1 <i>(0%)</i>	16 <i>(1%)</i>	7 <i>(1%)</i>	0%	1%
Domestic	117 <i>(5%)</i>	46 <i>(3%)</i>	48 <i>(7%)</i>	7 <i>(2%)</i>	39 <i>(6%)</i>	9 <i>(3%)</i>	50 <i>(7%)</i>	12 <i>(4%)</i>	40 <i>(8%)</i>	20 <i>(6%)</i>	177 <i>(7%)</i>	48 <i>(4%)</i>	9%	6%
Financial	281 <i>(13%)</i>	170 <i>(12%)</i>	99 <i>(14%)</i>	46 <i>(15%)</i>	97 <i>(15%)</i>	67 <i>(20%)</i>	100 <i>(15%)</i>	58 <i>(18%)</i>	84 <i>(17%)</i>	67 <i>(18%)</i>	380 <i>(15%)</i>	238 <i>(18%)</i>	15%	12%
Modern Slavery	6 <i>(0%)</i>	0 <i>(0%)</i>	3 <i>(0%)</i>	2 <i>(1%)</i>	0 <i>(0%)</i>	0 <i>(0%)</i>	2 <i>(0%)</i>	0 <i>(0%)</i>	2 <i>(0%)</i>	1 <i>(0%)</i>	7 <i>(0%)</i>	3 <i>(0%)</i>	0%	0%

Neglect & Acts of Omission	659 (30%)	645 (47%)	213 (31%)	104 (34%)	186 (28%)	121 (36%)	167 (24%)	120 (36%)	119 (25%)	118 (33%)	685 (27%)	463 (35%)	30%	32%
Organisational	38 (2%)	24 (2%)	9 (1%)	4 (1%)	4 (1%)	5 (1%)	9 (1%)	5 (2%)	6 (1%)	8 (2%)	28 (1%)	22 (2%)	4%	6%
Physical	388 (18%)	204 (15%)	128 (19%)	57 (19%)	130 (20%)	48 (14%)	129 (19%)	41 (12%)	86 (18%)	50 (14%)	473 (19%)	196 (15%)	16%	19%
Psychological/Emotional	291 (13%)	83 (6%)	92 (13%)	29 (10%)	93 (14%)	31 (9%)	92 (13%)	29 (9%)	74 (15%)	32 (9%)	351 (14%)	121 (9%)	16%	13%
Self-neglect	303 (14%)	172 (13%)	71 (10%)	41 (14%)	64 (10%)	48 (14%)	95 (14%)	52 (16%)	59 (12%)	57 (16%)	289 (12%)	198 (15%)	5%	7%
Sexual	73 (3%)	21 (1%)	20 (3%)	8 (3%)	34 (5%)	9 (3%)	28 (4%)	10 (3%)	10 (2%)	8 (2%)	92 (4%)	35 (3%)	4%	4%
Sexual Exploitation	11 (1%)	3 (0%)	2 (0%)	1 (0%)	3 (0%)	1 (0%)	8 (1%)	2 (1%)	0 (0%)	1 (0%)	13 (1%)	5 (0%)	1%	1%
Total	2185	1372	689	302	654	340	686	331	482	363	2511	1336		

Neglect/acts of omission, financial abuse, physical abuse and self-neglect were the top categories of abuse for concluded enquiries this year. Rates of neglect/acts of omission in Coventry have declined and are now more aligned with regional and national rates. Organisational abuse, self-neglect and neglect acts of omission had the highest conversations rates – all above 65%

3. Number of safeguarding enquiries broken down by location of risk:

Location of risk	Prev Year 2023/24	Last Q4	Q1	Q2	Q3	Q4	Total
Alleged Person Causing Harm's Home	9 (1%)	3 <i>(1%)</i>	6 <i>(2%)</i>	4 <i>(2%)</i>	2 <i>(1%)</i>	5 <i>(2%)</i>	17 (2%)
Day Care	3 (0%)	2 <i>(1%)</i>	1 <i>(0%)</i>	0 <i>(0%)</i>	0 <i>(0%)</i>	2 <i>(1%)</i>	3 (0%)
Education/Training/Workplace	0 (0%)	0 <i>(0%)</i>	0 <i>(0%)</i>	0 <i>(0%)</i>	0 <i>(0%)</i>	0 <i>(0%)</i>	0 (0%)
Hospital	61 (4%)	20 <i>(6%)</i>	17 <i>(7%)</i>	11 <i>(4%)</i>	18 <i>(6%)</i>	18 <i>(6%)</i>	64 (6%)
Hospital-Mental Health	8 (1%)	1 <i>(0%)</i>	2 <i>(1%)</i>	1 <i>(0%)</i>	1 <i>(0%)</i>	3 <i>(1%)</i>	7 (1%)
Housing with Care	57 (4%)	15 <i>(4%)</i>	8 <i>(3%)</i>	6 <i>(2%)</i>	8 <i>(3%)</i>	6 <i>(2%)</i>	28 (3%)
Not Known	12 (1%)	5 <i>(1%)</i>	4 <i>(2%)</i>	6 <i>(2%)</i>	11 <i>(4%)</i>	7 <i>(2%)</i>	28 (3%)
Nursing Home	163 (12%)	42 <i>(12%)</i>	35 <i>(14%)</i>	24 <i>(9%)</i>	32 <i>(11%)</i>	20 <i>(7%)</i>	111 (10%)
Other Health Setting	8 (1%)	4 <i>(1%)</i>	3 <i>(1%)</i>	2 <i>(1%)</i>	0 <i>(0%)</i>	1 <i>(0%)</i>	6 (1%)
Other Location	18 (1%)	9 <i>(2%)</i>	10 <i>(4%)</i>	14 <i>(5%)</i>	6 <i>(2%)</i>	15 <i>(5%)</i>	45 (4%)
Own Home i.e., where adult usually lives	661 (49%)	178 <i>(49%)</i>	128 <i>(49%)</i>	147 <i>(53%)</i>	156 <i>(54%)</i>	166 <i>(57%)</i>	597 (54%)
Public Place	10 (1%)	1 <i>(0%)</i>	5 <i>(2%)</i>	3 <i>(1%)</i>	5 <i>(2%)</i>	5 <i>(2%)</i>	18 (2%)
Residential Care	352 (26%)	81 <i>(22%)</i>	40 <i>(15%)</i>	57 <i>(21%)</i>	48 <i>(17%)</i>	42 <i>(14%)</i>	187 (17%)

Shared Lives	0 <i>(0%)</i>	0 <i>(0%)</i>	0 <i>(0%)</i>	0 <i>(0%)</i>	1 <i>(0%)</i>	0 <i>(0%)</i>	1 <i>(0%)</i>
Total	1362	361	242	261	284	290	1112

4. Location of abuse/risk for each abuse type for concluded enquiries (cumulative year to date):

	Care Home Nursing	Care Home Residential	Hospital -Mental Health	Hospital Acute	In a community service	In the community	Other	Own Home	Total
Discriminatory	0	1	0	0	0	0	0	4	4
Domestic Abuse	0	0	0	0	1	6	5	41	53
Financial or material	8	13	1	8	1	8	36	176	251
Modern Slavery	0	0	0	0	0	0	1	4	4
Neglect and Acts of Omission	81	122	1	49	7	7	18	173	458
Organisational	4	3	0	2	0	0	0	3	12
Physical	30	53	2	10	0	18	15	119	247
Psychological	1	6	3	1	2	9	3	62	87
Self-Neglect	1	4	0	1	0	6	14	196	222
Sexual	0	6	4	1	0	2	6	19	38
Sexual Exploitation	0	0	0	0	0	0	2	2	4
Total	125	208	11	72	11	56	100	797	1380

Location of harm for concluded enquiries was again predominantly in the individual's own home this year with no other significant changes in trends in any other locations.

44% of concerns relating to neglect/acts of omission, 34% of concerns about physical abuse and 58.3% of concerns relating to organisational abuse were located in care homes (nursing

and residential); 10% of concerns relating to neglect/acts of omission were also found in the acute hospital. The other types of abuse were mainly located within the person's own home.

5. Source of risk (i.e., perpetrator) for safeguarding enquiries

	Prev Year 2023/24	Last Q4	Q1	Q2	Q3	Q4	Total
Day Centre staff	3 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0%)	1 (0%)
Domiciliary Care Staff (Home Support Staff)	154 (11%)	30 (19%)	20 (8%)	28 (11%)	21 (7%)	14 (5%)	83 (8%)
Family Member	241 (18%)	48 (15%)	42 (18%)	46 (18%)	54 (19%)	64 (24%)	206 (20%)
Friend/Neighbour	49 (4%)	14 (4%)	7 (3%)	11 (4%)	18 (6%)	18 (7%)	54 (5%)
GP	4 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Hospital Staff	57 (4%)	17 (5%)	9 (4%)	3 (1%)	16 (5%)	13 (5%)	41 (4%)
Housing with Care Worker	20 (1%)	3 (1%)	4 (2%)	5 (2%)	6 (2%)	1 (0%)	16 (2%)
Not Known	45 (3%)	15 (5%)	11 (5%)	13 (5%)	8 (3%)	7 (3%)	39 (4%)
Not Listed	20 (1%)	5 (2%)	3 (1%)	1 (0%)	4 (2%)	4 (2%)	12 (1%)
Not Recorded	11 (1%)	9 (3%)	1 (0%)	1 (0%)	1 (0%)	7 (3%)	10 (1%)
Nurse (non-hospital)	14 (1%)	3 (1%)	1 (0%)	5 (2%)	1 (0%)	3 (1%)	10 (1%)
Nursing Home Care Staff	127 (9%)	35 (11%)	19 (8%)	19 (7%)	27 (9%)	9 (3%)	74 (7%)
Other adult with Care & Support Needs	85 (6%)	15 (5%)	9 (4%)	11 (4%)	4 (1%)	9 (3%)	33 (3%)
Other Health Care Worker	11 (1%)	2 (1%)	0 (0%)	1 (0%)	5 (2%)	2 (1%)	8 (1%)
Other Social Care Staff	3 (0%)	0 (0%)	4 (2%)	1 (0%)	3 (1%)	3 (1%)	11 (1%)
Partner/Ex-Partner	62 (5%)	18 (6%)	7 (3%)	17 (7%)	31 (11%)	17 (6%)	72 (7%)
Privately Employed Worker	2 (0%)	0 (0%)	2 (1%)	1 (0%)	1 (0%)	1 (0%)	5 (0%)
Residential Care Staff	249 (18%)	56 (17%)	45 (19%)	50 (19%)	43 (15%)	28 (11%)	166 (16%)
Self-Directed Care Staff (inc. Direct Payments PA)	3 (0%)	1 (0%)	1 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0%)
Self-Neglect	177 (13%)	45 (14%)	47 (20%)	39 (15%)	42 (14%)	62 (23%)	190 (18%)
Staff in Independent Sector	7 (1%)	2 (1%)	1 (0%)	1 (0%)	2 (1%)	0 (0%)	4 (0%)
Stranger	14 (1%)	4 (1%)	6 (3%)	5 (2%)	4 (2%)	2 (1%)	17 (2%)
Total	1358	322	239	259	291	265	1054

This year, family members have emerged as the predominant source of risk - steadily increasing over the course of the year. However, this trend is not fully reflected in the domestic abuse data, suggesting a level of underreporting. It is believed that this inconsistency is due to a recording issue rather than issues with frontline safeguarding practice. In many cases, abuse by family members is being logged under other categories, such as physical or financial abuse, instead of being identified as domestic abuse. Coventry Adult Social Care has acknowledged the need to improve the accuracy of domestic abuse recording. To address this, ongoing training is being provided on the Domestic Abuse Act 2021, and practitioners are being reminded to correctly record abuse as domestic when the perpetrator is a family member. Self-neglect has also been identified as a significant and recurring source of risk this year.

6. Source of referral / concern:

Referral source	Prev Year 2023/24	Last Q4	Q1	Q2	Q3	Q4	Total
Adult Social Care (CCC)	157 (2%)	36 (2%)	29 (2%)	53 (4%)	50 (3%)	51 (4%)	183 (3%)
Ambulance Service	2160 (32%)	627 (34%)	546 (33%)	444 (32%)	461 (32%)	445 (35%)	1896 (33%)
Anonymous/Neighbour/Member of Public	66 (1%)	10 (1%)	14 (1%)	11 (1%)	8 (1%)	9 (1%)	42 (1%)
Care Quality Commission	31 (0%)	3 (0%)	7 (0%)	2 (0%)	8 (1%)	5 (0%)	22 (0%)
Community Health Staff/Setting	463 (7%)	130 (7%)	103 (6%)	59 (4%)	82 (6%)	59 (5%)	303 (5%)
Coventry & Warwickshire Integrated Care Board	6 (0%)	2 (0%)	2 (0%)	3 (0%)	1 (0%)	1 (0%)	7 (0%)
Fire Service	21 (0%)	0 (0%)	8 (0%)	1 (0%)	5 (0%)	11 (1%)	25 (0%)
Friend/Family/Partner (Ex)	416 (6%)	100 (5%)	85 (5%)	73 (5%)	74 (5%)	78 (6%)	310 (5%)
NHS Hospital Trust	704 (10%)	208 (11%)	144 (9%)	140 (10%)	163 (11%)	111 (9%)	558 (10%)
Not Recorded	1 (0%)	1 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (0%)	2 (0%)
Other	626 (9%)	195 (10%)	160 (10%)	150 (11%)	170 (12%)	143 (11%)	623 (11%)
Other Local Authority	46 (1%)	9 (0%)	10 (1%)	8 (1%)	7 (0%)	9 (1%)	34 (1%)
Other Service User (or their family)	21 (0%)	4 (0%)	12 (1%)	6 (0%)	9 (1%)	4 (0%)	31 (1%)

Police	167 (2%)	48 (3%)	56 (3%)	39 (3%)	29 (2%)	39 (3%)	163 (3%)
Self	154 (2%)	32 (2%)	35 (2%)	45 (3%)	40 (3%)	40 (3%)	160 (3%)
Social Care Provider/Setting	1758 (26%)	455 (24%)	435 (26%)	348 (25%)	322 (23%)	264 (21%)	1369 (24%)
Total	6796	1860	1646	1382	1429	1271	5728

No significant change in trends in relation to source of referral; the main referrer was West Midlands Ambulance Service again this year. A Task & Finish group previously reviewed and updated the classifications that sit underneath the source of risk and source of referral datasets which will help inform any targeted work that might be required next year.

7. Number of referrals/concerns broken down by age of individual:

Age range	Prev Year 2023/24	Last Q4	Q1	Q2	Q3	Q4	%
18-64	2223 (33%)	634					
18 - 30	-	-	139	123	118	114	9%
31 - 40	-	-	87	84	89	76	6%
41 - 50	-	-	108	92	100	82	7%
51 - 64	2223 (33%)		253	229	198	178	15%
65-74	960 (14%)	240	225	185	219	170	14%
75-84	1732 (25%)	491	408	333	360	316	25%

85-94	1602 (24%)	423	373	287	292	286	22%
95+	265 (4%)	66	52	47	53	48	3%
Unknown	16 (0%)	6	1	2	0	1	0
Total	6798	1860	1646	1381	1418	1271	

8. Number of referrals/concerns and enquiries broken down by gender of individual

Gender	2023/24		2024/25 (YTD)	
	Concern	Enquiry	Concern	Enquiry
Female	2284	614	2037	472
Male	1841	430	1667	392
Indeterminate	8	0	5	1
Total	4133	1044	3709	865

9. Number of referrals/concerns and enquiries broken down by ethnicity of individual

Ethnicity	2023/24		2024/25 (YTD)	
	Concern	Enquiry	Concern	Enquiry
Asian/Asian British	278	70	279	68
Black/African/Caribbean/Black British	129	29	125	30
Mixed/Multiple	35	10	71	24
Other Ethnic Group	30	6	39	11
Refused	68	21	152	28
Undeclared/Not Known	521	74	147	29

White	3072	834	2896	675
Total	4133	1044	3709	865

The subgroup identified underrepresentation of minority ethnic groups accessing Adult Social Care (ASC) and safeguarding services. Their first thematic audit of 2025/26 will be piece of assurance work to better understand the data around disproportionality and identify and understand areas of strength and practice that has been effective as well as any areas where development may be needed to improve safeguarding practice across the system and enhance access to support from Adult Social Care/safeguarding for minority ethnic groups.

Engagement & Communication

“To ensure that safeguarding processes and approaches are accessible for all within our communities”

1. Number of hits to resources /policy and procedures on Coventry Safeguarding Adults Board website:

Website Page	Last Q4	Q1	Q2	Q3	Q4
Safeguarding Adults Board Resources	9	4	98	88	139
Policy and Procedures	165	79	420	312	244

2. Coventry Safeguarding Adults Board Newsletter Reach:

Newsletter	Q1	Q2	Q3	Q4
No. of people signed up to receive the Coventry Safeguarding Adults Board newsletter	398	395	393	391

3. Online Adult Safeguarding Survey:

Newsletter	Q1	Q2	Q3	Q4
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No. of responses to the online adult safeguarding survey	2	0	0	0
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4. Attendance at Coventry Safeguarding Adults Board Learning Events

Agency	2024/25				
	Q1	Q2		Q3	Q4
	Name of learning event				
	<i>No learning events</i>	<i>Loan Sharks and Scams</i>	<i>Forced Marriage</i>	<i>Fire Safety</i>	<i>MSP/ Self-neglect</i>
Local Authority – Coventry City Council	-	16	19	28	29
West Midlands Police	-	0	3	0	0
Health	-				
Coventry & Warwickshire Integrated Care Board	-	0	5	3	7
Coventry & Warwickshire Partnership Trust	-	2	2	1	3
University Hospital Coventry & Warwickshire	-	2	8	7	5
South Warwickshire Foundation Trust	-	0	10	0	0
Health/NHS – Other	-	1	1	0	11
Probation	-	0	0	0	0
West Midlands Ambulance Service	-	0	0	0	0
West Midlands Fire Service	-	0	0	0	4
Further Education	-	0	7	0	2
Third / Voluntary Sector	-	9	26	8	16
Faith groups	-	0	0	0	0
Other / Unknown	-	2	1	0	9
Total	-	32	82	47	86

The group were encouraged by the steady increase in people accessing Board resources and policies this year but there is a need for all partner agencies to disseminate the CSAB Newsletter and learning events within their organisations and encourage practitioners to subscribe. The CSAB Board team will continue to develop the Board website to make it more user friendly and accessible and look at ways to promote the Online Adult Safeguarding Survey.

5. Number of providers attending the Provider Forum

Service Area	Number of Providers	Average number of attendees at forum				
		Prev Q4	Q1	Q2	Q3	Q4
Older People – Care Homes (Residential/Nursing)	45	29 <i>(face to face)</i>	24 <i>(face to face)</i>	24 <i>(face to face)</i>	19 <i>(face to face)</i>	
Housing with Care	TBC	<i>Next face to face provider forum arranged for 14.05.24</i>	25 <i>(face to face)</i>	9 <i>(face to face)</i>	No provider forum held in Q3	
Home Support	TBC		<i>June 2024 – Long-Term Improving Lives Engagement Event</i> <i>15.05.24 – Short Term Event</i>	No provider forum held in Q2	29 <i>(face to face Engagement Market Event)</i>	
Mental Health	34	-	18 <i>(via MS Teams)</i>	8 <i>(via MS Teams)</i>	No provider forum held in Q3	
Learning Disability	TBC	<i>No provider forum in Q4</i>	21 <i>(face to face)</i>	10 <i>(face to face)</i>	5 <i>(face to face)</i>	

Development & Assurance

“To ensure that the Board continuously improves its delivery of its key responsibilities

1. Number of Safeguarding Adult Review referrals and Active Safeguarding Adult Reviews per quarter:

	Last Q4	Q1	Q2	Q3	Q4
Number of Safeguarding Adult Review referrals	0	2	3	0	1
Number of active Safeguarding Adult Reviews	1	1	1	1	1

2. Number of individuals with care and support needs placed Out of City:

The Adult Safeguarding Board needs to ensure that placing authorities can demonstrate that their teams proactively ensure the welfare of service users through regular checks and liaison with care providers and family members:

Scope		2024/25									
		Q1		Q2		Q3			Q4		
		ASC* <small>(as of 21.08.24)</small>	ICB <small>(as of 02.09.24)</small>	ASC <small>(as of 06.11.24)</small>	ICB <small>(as of 27.11.24)</small>	ASC <small>(as of 30.01.25)</small>	ICB <small>(as of 29.01.25)</small>	CWPT <small>(as of 10.01.25)</small>	ASC <small>(as of 16.04.25)</small>	ICB <small>(as of 18.04.25)</small>	CWPT
	Scale (total number known)	3710	841	3764	848	3710	855	23	3709	863	
	Number placed out of city	336 (9%)	214 (25%)	345 (9%)	196 (23%)	340 (9%)	180 (21%)	15 (65%)	335 (9%)	189 (22%)	
Setting types	Residential/Placement	255	unknown	259	171	253	155	n/a	248	125	
	Community	81	unknown	86	25	87	25	n/a	87	64	
	LDA Inpatient	n/a	n/a	n/a	n/a	n/a	n/a	11	n/a	n/a	
	Mental Health Acute	n/a	n/a	n/a	n/a	n/a	n/a	4	n/a	n/a	
Demographic	Under 18	n/a	1	n/a	1	n/a	4	unknown	n/a	10	
	18 - 64	222	185	234	172	230	155	unknown	232	162	
	65+	114	28	111	23	110	21	unknown	103	17	

Coventry City Council has an ‘Out of City Placements and Review Process’ which applies to all care home, supported living, and housing with care placements made outside of Coventry. Prior to any placement being made, checks will be made to ensure the well-being, safety of the person and quality of provision; this includes contact with the host authority to identify if there are any significant quality assurance or safeguarding issues. Sign off for a Care Quality Commission rated Inadequate placement must be authorised senior management. The host local authority will remain responsible for and lead on quality

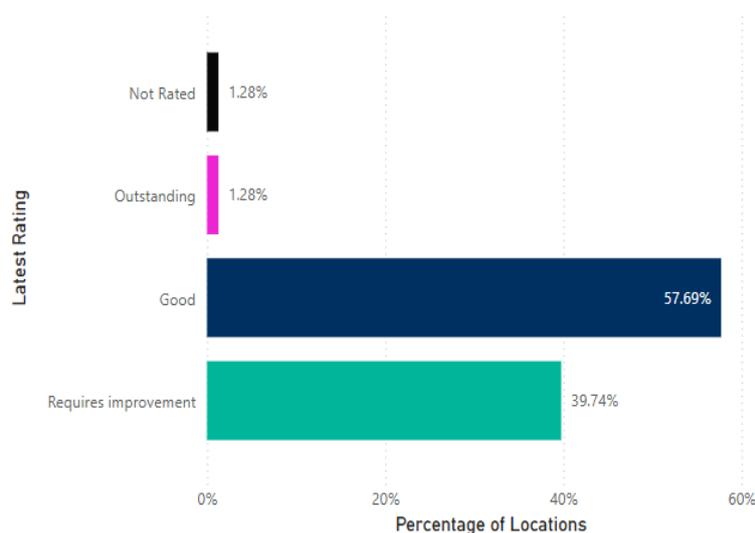
assurance measures and safeguarding investigations. Coventry City Council will, however, retain responsibility for the placement and safety of the individual and must therefore maintain assurance and oversight of the placements quality to ensure safety. All individuals placed Out of City should receive an annual planned scheduled review by ASC no less than every 12 months. If using a virtual review, good practice suggests an alternating model of virtual and face to face reviews. Individuals may also be subject to DoLS, and these arrangements are subject to review.

By the end of the Q4 we can see that the number of people known to each service and the proportion that are placed out of city had remained relatively static with no obvious variances or changes in trend – most people are aged under 65 and placed in residential placements.

3. Care Quality Commission rating of Coventry care homes:

The Quality, Assurance and Performance Subgroup received a quarterly assurance report from the Local Authority Strategic Commissioning Team outlining the internal and external audit and inspection systems in care homes in Coventry, how they are rated by the CQC and any plans for improvement.

The tables below are CQC ratings as of 1st April 2025 for active services registered in Coventry:



This table shows all Coventry CQC registered Care Homes and their CQC rating, 70 care homes in total, 2 of which are internally provided. Client groups include Learning Disability, Mental Health and Older People.

As of 1st April 2025, the Council contracts with 26 providers CQC rated as ‘Requires Improvement’, four of which are being managed by Coventry City Council Provider Escalation Panel who monitor and manage providers where there are quality concerns which present levels of risk to both service users and/or risks to the market. Information and intelligence is shared with the CQC to inform their inspections. There were no care homes rated as ‘Inadequate’.

Coventry Safeguarding Adults Board have commenced a quarterly programme of Safeguarding Adults Provider Forums and the first meeting was held on 9th January 2025. The purpose of the forum is to:

- promote awareness of good practice around safeguarding adults, including Making Safeguarding Personal, the application of the Mental Capacity Act, and the Deprivation of Liberty Safeguards.
- receive information, share good practice and increase awareness of safeguarding related matters and challenges.
- support the promotion and reach of safeguarding information to more marginalised groups receiving support in Coventry.
- support and develop safeguarding practice and training competencies across social and health regulated providers.
- share any local, regional or national learning in relation to Safeguarding Adult Reviews (SARs), Domestic Abuse Related Death Reviews (DARDRs) and significant incidents.
- raise awareness of role of the Coventry Safeguarding Adults Board, its role, resources and activities.

How have we made a difference?

To be assured that safeguarding is underpinned by the principles of Making Safeguarding Personal and that adults are supported to achieve the outcomes that they want.

Making Safeguarding Personal has been a key priority for the Safeguarding Adult Board, and it continues to be included as part of its strategic plans for 2024/27. This included producing a Safeguarding Board 'Making Safeguarding Personal - What good person-centred adult safeguarding practice looks like in Coventry' leaflet and previously undertaking multi-agency audit activity and learning events in 2021. A Making Safeguarding Personal Board audit was undertaken in December 2023.

Coproduction and Engagement

Coventry City Council Adult Social Care continued to work to grow its commitment to developing a culture of 'Coproduction and Engagement'. This included producing a commitment to the way the way the service would engage and involve people

<https://www.coventry.gov.uk/downloads/file/39258/adult-social-care-engagement-involvement-and-co-production-it-s-our-approach>

A real time experience survey continues to be used to seek feedback from people who have recently experienced support from Adult Social Care. The results so far are showing a broadly very positive experience of those people who access support or the people who care for them having a positive experience. Feedback has included being complimentary about support and how Adult Social Care have worked to build a rapport and connection with people, and a great proportion of people have wanted to get involved in some way in the work of Adult Social Care (over 2000 people now signed up to the Adult Social Care bulletin as of March 2025). Links for the survey are now on Adult Social Care's assessment, support plan and review forms

The Integrated Care Board continue to fund and deliver training for the Safeguarding Adults Co-ordinators programme within Primary Care where Making Safeguarding Personal is a common thread.

This role is open to all GP practices and is designed to assist the practices Safeguarding GPs on delivering their Safeguarding Adults responsibilities. This is to improve Primary Care's engagement in Adult Safeguarding but also to support their roles in the partnership. This includes reporting and responding to external enquiries, requests for information and audits, and to co-ordinate all Safeguarding activity within the practice

University Hospital Coventry & Warwickshire NHS Trust have a Trust strategy which puts the patient at the pinnacle of the strategy, and this is continued in our approach to safeguarding. Patient's preferences and wishes are at the centre of Safeguarding and decisions are made in an inclusive way. Capturing the patient's wishes and feelings is a mandated field within a University Hospital Coventry & Warwickshire Safeguarding Adult referral to ensure the persons views are heard and respected.

The Safeguarding Adults Board hosted a learning event in July 2023 focusing on sexual relations and mental capacity. The Board commissioned Edge Training to deliver this theme and seminar.

West Midlands Police support monthly Vulnerable Persons Forum well attended by multiple partners across Coventry to support and problem solve issues around Vulnerable Adults.

Making Safeguarding Personal & Self Neglect Learning Event

On 20th January 2025, Michael Preston-Shoot delivered a learning event to Coventry Safeguarding Adults Board and partners around Making Safeguarding Personal & Self Neglect. The event attracted 89 multi-agency participants. The event provided information around understanding making safeguarding personal and refreshing knowledge around self-neglect.

Accessible Safeguarding Information

Coventry Council Adult Services have developed a live demographic dashboard to identify the different characteristics of people accessing support. This has led to the development of information materials in different languages. We have updated all our public information which identifies that they can be made available in 6 main languages used in Coventry – Polish, Punjabi, Urdu, Arabic, Romanian and Tigrinya.
We have also produced our safeguarding information leaflet in Arabic as this is one of the most requested languages for translation.
<https://www.coventry.gov.uk/ASCpublicinformation>

Coventry Safeguarding Adults Board regularly hears examples of positive practice in reaction to Making Safeguarding Personal at Board meetings to ensure that the impact of positive practice is visible to senior leaders.

Probation have rolled out the Safeguarding Adults Practice Guidance, Making Safeguarding Personal toolkit and the One Minute Guide on Making Safeguarding Personal.

Coventry & Warwickshire Partnership Trust Mental Health Team Managers and Deputy Managers have access to full day safeguarding training session which in addition to child safeguarding and domestic abuse considers all elements of Section 75 including Making Safeguarding Personal. The Safeguarding team has supported their Champions Group, who meet virtually on a quarterly basis to embed safeguarding messages across the Trust. A Champions briefing of all newsletters, updated legislation, training, and policy is shared on a weekly basis.

The Board has developed a Making Safeguarding Personal toolkit [Making Safeguarding Personal resources – Coventry City Council](#) and regularly promotes these via the newsletter and at events.

Practice Quality Assurance

Coventry City Council Adult Services have continued to undertake routine monthly audit activity across the whole end to end safeguarding process, to support identification of good practice and areas for practice development. This included undertaking dip sample audits at 3 key stages of the safeguarding process.

- Concerns open to Intakes and allocated workers
- Enquiries allocated and open 0 to 6 months
- Enquiries allocated and open 6 months +

Audits are undertaken each month and are undertaken by the Head of Safeguarding, Adults Safeguarding Coordinator and Practice Development Social Worker. These audits aim to ensure our practice is in keeping with Making Safeguarding Personal

Since January 2024, the Safeguarding Adults Coordinator has also been completing monthly audits on all s.42 safeguarding enquiries open over 6 months. Should the status of the open enquiry be unclear, the allocated practitioner and manager are contacted with a request to review the enquiry. This work has resulted in a significant reduction of overall numbers of open safeguarding enquiries open over 6 months. For example, numbers open over 6 months have reduced from 20-25 cases in April '24 to just 12 (as of Apr '25).

University Hospital Coventry & Warwickshire encourage all staff to adapt the ethos of "Think family" in relation to safeguarding practice and families, friends and advocates are an integral part of all care and discharge decisions.

Your voice matters' survey completed in Autumn 2024 asks for feedback from our People on Probation to understand their experiences of being under Probation. Results are fed into the creation of a Probation Delivery Unit action plan to support continuous development and quality of service

Coventry & Warwickshire Partnership Trust collates Data relating to wishes outcomes for concluded Section 42 enquiries is collated and included in the quarterly report which is shared at Safeguarding Operational Group, Section 75 board and Operational Group and the Section 75 safeguarding group. In 2023/24, of the patients that identified their wishes 97% fully achieved or partially achieved their desired outcome.

The Board, in 2024, produced an online engagement survey to give adults living in Coventry an opportunity to provide feedback on their understanding and experience of safeguarding, aiming to establish if someone they knew was experiencing abuse or neglect where they would go for support and any experience of accessing it.

During 2024/25 there has been the addition of trauma informed awareness to the level 3 safeguarding adults training. Alongside this there have been awareness sessions delivered within the Trust Annual Safeguarding Conference and from St Basils.

Safeguarding Experience

Following a successful trial period, the safeguarding experience survey was rolled out in April 2024. The real time safeguarding experience survey is used to seek feedback from people who have recently accessed safeguarding support. The Safeguarding Adults Team, within adult services, monitor responses and produce a summary report, identifying themes and trends which then inform future improvements. The following provides insight in relation to the number of responses received since the roll out in April 2024.

- Total 20 people returned feedback Apr'24-Mar'25
- 2% Feedback rate out of total number of concluded enquiries Apr-Jan (1070). Target for yr 25/26 will be 5%
- 8% Feedback rate out of total number of cases selected (241)

86% of people reported feeling fully involved, included and listened to (18/20 responses)

Focus groups are in place to understand the experiences of different cohorts of People on Probation to support them having a voice and Coventry Probation developing a better understanding of how to support outcomes.

Adherence to the Mental Capacity Act (2005) remains one of the priorities for the University Hospital Coventry & Warwickshire Safeguarding Team, to ensure that the persons wishes and views are known prior to any best interest decision. This is included in all face-to-face training that is delivered and audited

In Coventry and Warwickshire Partnership Trust In 2024/25 8% of patients did not identify a wish, 5% were not asked and for 14% it is not known what their wishes were.

Many agencies are having a high level of new starters and therefore training and awareness raising needs to be continuous.

At University Hospital Coventry and Warwickshire, the learning from Safeguarding Adult Reviews in relation to professional curiosity is shared via the quarterly internal newsletter and cases are summarised within Safeguarding Education packages. This will continue as it aids raising staff awareness and will support improved practice.

At Coventry & Warwickshire Partnership Trust wherever possible patient's wishes should be identified and recorded. The Safeguarding Team have completed a piece of work to improve the recording of patient wishes, addressing this at Section 75 managers training and communications going out to all staff in December 2024. The Safeguarding Team will continue to monitor.

A forum to discuss patients not meeting thresholds in a multi-agency arena.

To reduce the risk that adults with care and support needs will experience harm from abuse or neglect

Coventry and Warwickshire Integrated Care Board host a GP safeguarding leads forum to offer support, learning and an opportunity to assist the safeguarding team to understanding any developing challenges or themes practices are experiencing. Training this year's annual event has included Modern Day Slavery, Sexual Abuse in the Elderly and Prevent with over 400 attendees.

Coventry & Warwickshire Partnership Trust data indicates that there was a 19% increase in the number of safeguarding concerns raised in 2024/25 compared to 2023/24. There was also a 38% increase in the number of Section 42 enquiries raised in the same period, indicating a positive response to disclosures or allegations of harm caused by abuse or neglect.

West Midlands Police work with around 50 agencies in Coventry supporting others to get extra support to vulnerable adults, the ones used most frequently are Adult social care, mental health support, Age UK and Change Grow Live.

University Hospital Coventry & Warwickshire endeavours to hear the patients voice, and this is done in many ways including using person centred documentation such as 'Advanced Decision Making', 'Hospital Passports' for patients with Learning Disability and / or Autism and 'Getting to Know You' booklets for people with Dementia.

The 'Practice Tool to Aid Decision Making' aims to assist agencies working with adults with care and support needs to identify if/when a safeguarding concern should be raised with the local authority. This was in direct response to rising numbers of concerns. This tool can also assist social care staff to assess the seriousness and level of risk associated with the concerns being received. The guide is being reviewed in 2025.

<https://www.coventry.gov.uk/downloads/file/37093/coventrysafeguarding-adults-board-practice-tool-to-aid-decision-making>

Adult Social Care Commissioning quality assurance

Coventry City Council Adults Strategic Commissioning aim to undertake an annual quality assurance visit of at least one visit per annum to all commissioned provision to monitor safety,

quality of care, care planning and recording, and outcomes achieved. Additional visits are undertaken where risk is identified in line with our Quality Assurance Framework.

We have recognised increasing self-neglect rates as an abuse type rising from 38 enquiries in 2018/19 (5.5% of abuse types) to 118 in 2022/23 (11.5% of abuse types), 172 in 2023/24 (12.5% of all abuse types) and 188 in 2024/25 (14.2% of all abuse types). In 2024/25 self-neglect became 4th highest reported abuse type behind neglect/acts of omission, financial and physical. Self-neglect also forms part of the Coventry Safeguarding Adults Board strategic plans for 2024-27 being identified as a critical safeguarding issue and practice area involving work with partners across Coventry. This has included.

- Production of one-minute guides for both self-neglect and hoarding
- Production of a hoarding best practice framework and guidance
- Multi agency Self-Neglect & Hoarding Learning event in June 2022
- Multi-agency Self-Neglect Audit in November 2022

At University Hospital Coventry and Warwickshire over 80% of staff have completed the level 1 Oliver McGowan training which again supports the need to be person centred – one of the key messages delivered during the Learning Disability Awareness Week promoted by the Safeguarding Team

Adult Social Care Commissioning Contract management and service design

In designing and awarding contracts, specific consideration is given to both safeguarding and ensuring contracts are worded in a manner that promotes independence, enablement / reablement and personalisation of care. As part of the tender and contract award process, providers are specifically assessed on their understanding of and processes in respect of safeguarding individuals, including alignment to the West Midlands Safeguarding Adults policies and procedures. Responses in respect of safeguarding are specifically weighted above other criteria. Contract specifications provide further stipulations to providers in respect of safeguarding and quality requirements.

As part of the design of new contracts and services, engagement with individuals in receipt of services and carers is undertaken to ensure services are delivered in line with user requirements. Examples of this can be noted within the recent re-commissioning of carers services and long-term home support.

At Coventry & Warwickshire Partnership Trust Safeguarding supervision training was attended by the Safeguarding Team and some of the Champions Group in April 2024, giving participants recognised enhanced skills to support and challenge staff who are involved in safeguarding patients with complex needs.

The Coventry and Warwickshire Integrated Care Board continue to commission IRIS. Some practices are now receiving refresher training due to the programme nearing seven years. IRIS in addition to their usual programme deliver additional bi-monthly training sessions to allow for focused or thematic learning such as changes to legislation.

West Midlands Police continue to contribute to the Vulnerable Persons Forum, a monthly meeting attended by our vulnerable persons officer and partner agencies. The meeting seeks to support people who are homeless, residing in temporary accommodation or struggling to sustain a tenancy which could lead to being

Coventry & Warwickshire Integrated Care Board share the chairing of Multi Agency Risk Assessment Conference and have implemented an information sharing process with GP

practices to support their knowledge of risk.

At University Hospital Coventry and Warwickshire safeguarding training opportunities are offered varying from different times to different training channels (face to face, MSTeams and bespoke safeguarding training for the Maternity and Emergency Department), which remain well evaluated.

Coventry & Warwickshire Integrated Care Board are part of the Coventry and Warwickshire Suicide prevention network.

Adult Social Care Commissioning – supporting Adult Social Care Workforce

The commissioning team have continued to support the provider adult social care workforce in Coventry during 2024/25. With the aim that all adults with care and support needs, and carers, in Coventry can live as independently, safe, and well as possible and have real choice and control over the care they receive. The topics and actions below, were a result of direct provider feedback:

Aim: Support greater understanding of safeguarding across the health and social care system:

- We suggested a new Safeguarding Adults Provider Forum, following feedback from providers. The Coventry Safeguarding Adults Board facilitate this meeting, the aim of this group is to improve general awareness of safeguarding, inform practice, training, share learning, sharing of information, create closer working relationships and get direct feedback from provider representatives.

Aim: Support adult social care providers with direct issues they are facing:

- Workshop for housing with care providers to support around issues of anti-social behaviour in schemes. The workshop was attended by West Midlands Police, Coventry City Council Community Safety Team, Coventry City Council Housing, Commissioning and housing with care providers. As a result of the session providers were issued a list of key contacts and who to escalate specific issues too. This network has also recently supported a housing with care scheme experiencing high levels of anti-social behaviour, feedback from tenants following this support and intervention was positive, noting a reduction in anti-social behaviour.
- Workshop facilitated by Change, Grow, Live (CGL) to support and advise providers supporting people with drugs and alcohol issues. A total of 10 provider organisations attended the session, which was well received.

At Coventry & Warwickshire Partnership Trust all patient facing staff are required to attend Level 3 Safeguarding training, four internal packages are offered currently: Domestic Abuse and Older Adults, Domestic Abuse Stalking Harassment and Honour Based Violence, Neglect and Self Neglect and All Age Exploitation. All packages include identifying and responding to concerns around harm from abuse or neglect and are updated regularly to incorporate changes in legislation and policy and learning from reviews. All packages are 'Think Family' and require staff to consider risk to anyone in the household.

The Board have also worked with the local authority and partners to produce information and guidance to support 'causing others to make enquires'. This includes guidance covering the responsibility of both the local authority and organisations identified to undertake an enquiry. This complements the enquiry process templates used with the safeguarding process. Engagement activities have been undertaken via provider forums. A Board audit on causing others to make enquiries is being held in 2025/26.

100% compliance with adult safeguarding eLearning and classroom training across Coventry Probation. Which support best practice and ensure staff have up to date knowledge to inform their practice.
Coventry & Warwickshire Integrated Care Board are involved with the Offensive Weapons Homicide Reviews pilot in Coventry as a Review Partner as required in the guidance Coventry & Warwickshire Integrated Care Board both locally and regionally has been involved in the planning and implementation of the Serious Violence Duty with other partners.
West Midlands Police promote the use of the Herbert protocol, a or vulnerable adults who are missing.
Mandatory training compliance is high across all agencies.
To prevent and relieve homelessness effectively, the Lead for Homelessness has created guidance and portals for advice, information and prompt referrals. This ensure that they are appropriately supported negating risk of abuse or neglect.
The second annual Safeguarding Conference ' <i>Working in Partnership</i> ' hosted in November 2024 attracted more than 100 people where guest speakers from Early Help, Domestic Abuse IRIS (Identification and Referral to Improve Safety) and the Modern Slavery Lead from Coventry City Council were presenting. Furthermore, trauma informed approach to care, particularly considering individuals who misuse illicit substances and those who are homeless, and the stigma faced by these vulnerable patient groups and Mental Capacity Act were discussed with a great focus of being professionally curious.
Coventry Safeguarding Adults Board has supported the creation of Professional Curiosity training, and this has been well attended by partners
<p>Learning from Quality and Experience – Safeguarding Practice</p> <p>Quarterly Quality and Experience review meeting receives and review findings from the range of activities providing any feedback and insights into the quality of support and experiences of those accessing Adult Social Care. Provides assurance in relation to improving the experience of those accessing support from Adult Social Care and come into contact with our services</p> <p>Systematic collation of learning and actions taken (Adult Social Care Learning and Improvement Framework and use of learning alerts)</p> <p>Sharing learning internally with staff and externally including via our 'We asked, you said, we did' web page (Information, Direct Payments and Carers) https://www.coventry.gov.uk/health-social-care-say-getting-involved/said</p> <p>Learning from safeguarding practice sessions commenced in 2025, these informal events, being open access to all staff provide an opportunity to share and review learning and feedback from our safeguarding practice</p>
Transfer of the Adult Community Physical Care Services Coventry and Warwickshire Partnership Trust to University Hospital Coventry and Warwickshire on 1 st July 2024 has strengthened the dialogue between the acute trust and community services ensuring patients wellbeing and interests are safeguarded and their voices are being heard. The Safeguarding Clinical Nurse Specialist provides supervision to this group to ensure any safeguarding risk within certain communities is managed effectively.

Complex Case and Risk Enablement Panel

Coventry City Council Adult Services recognises that we continue to see increasing self-neglect rates as an abuse type. Adult Services continues to provide access to a newly titled Complex Case and Risk Enablement Panel. These Panels are designed to support staff in developing care and support plans in cases where there is a significant or perceived substantial risk to the individual. The Complex Case and Risk Enablement Panel forms a key part of Adult Services Strengths-based Practice Framework, supporting the delivery of the Adult Social Care Offer and commitment to adopting a strength-based approach.

Making Safeguarding Personal (MSP) forms part of the legal basis of safeguarding according to the Care Act 2014, both Making Safeguarding Personal and positive risk taking are underpinned by the principle that enablement and working with risk are intrinsically linked. Positive risk taking is also consistent with a strength-based approach, focusing on a person's assets, both individually and in their support network. Panels have considered a range of situations and scenarios including support for people with issues associated with self-neglect and hoarding

Areas for Development

University Coventry & Warwickshire Partnership Trust has identified that the majority of care concerns raised against them are in relation to discharge. There has been a focused piece of work commenced with a working group to review discharge processes and improve them to reduce the risk of harm. This will continue into 2025/26.

Domestic Abuse referrals continue to increase, and it is evident increasing patients have multiple and complex needs.

At Coventry & Warwickshire Partnership Trust there is a target in the West Midlands safeguarding policy and procedures that cases are closed (i.e. a decision as to whether a concern will progress to enquiry) within 48 hours.

West Midlands police propose to reduce risk; the partnership would benefit from tracking and reviewing cases of vulnerability identifying any additional support requirements when support is in the process of being withdrawn.

To build upon the Early Intervention and Prevention work to undertake a mapping/scoping exercise utilising the partnership to identify third sector agencies to support vulnerable adults.

At Coventry & Warwickshire Partnership Trust since September 2023 the safeguarding team have been monitoring the compliance of open concerns moving onto enquiry or being closed and compliance is improving steadily. This will continue to be monitored.

To ensure that safeguarding processes and approaches are accessible for all within our communities

Coventry & Warwickshire Partnership Trust Head of Equality Diversion and Inclusion leads the Trust in raising awareness with service users, particularly from protected groups, of the services Coventry & Warwickshire Partnership Trust offer and how to access these. Public facing website, which includes information relating to safeguarding, is available in numerous languages

Accessible Safeguarding Information

Coventry Council Adult Services have developed a live demographic dashboard to identify the different characteristics of people accessing support. This has led to the development of information materials in different languages. We have updated all our public information which

<p>identifies that they can be made available in 6 main languages used in Coventry – Polish, Punjabi, Urdu, Arabic, Romanian and Tigrinya. We have also produced our safeguarding information leaflet in Arabic as this is one of the most requested languages for translation.</p>
<p>The University Hospital Coventry and Warwickshire Safeguarding Team remain fully accessible to all staff. There are good governance structures within the Trust allowing regular formal updates to brief key senior officers in relation to emerging issues but also good informal relationships enabling timely escalation outside of formalised channels as and when required.</p>
<p>The Coventry & Warwickshire Integrated Care Board leads a strategic health group as part of the inequalities work to ensure the physical and emotional needs of asylum seekers and migrants are met.</p>
<p>West Midlands Police attend community events where we promote crime reduction measures designed to prevent adults from being victims of crime. This includes care homes and retirement homes where we discuss common scams to prevent vulnerable people from becoming exploited.</p>
<p>Coventry & Warwickshire Integrated Care Board are involved in the now titled ICS Newly arrived community. This has previously been focused on the quadrant, the four hotels commissioned to support migrants placed into the city.</p>
<p>At University Hospital Coventry and Warwickshire there are bi-monthly safeguarding champions sessions and quarterly newsletters which ensure all emerging issues can be shared in a timely manner to all. The champions were responsible for displaying the Coventry Safeguarding Adults Board Safeguarding Posters in various languages in their clinical areas, promoting the work of the board to all communities.</p>
<p>Coventry & Warwickshire Partnership Trust have adapted the Safelives Domestic Abuse, Stalking and 'Honour'- based abuse risk checklist (DASH) to an accessible format use with, for example, people with learning disabilities or complex communication needs.</p>
<p>The Probation Service Sentence Management in the Community Policy Framework, Safeguarding Adults at Risk in the Community with Care and Support Needs – Practice Guidance, and Safeguarding Adults at Risk Policy Statement all outline the Probation Services responsibility under the Care Act 2014 for safeguarding and promoting the welfare of adults with care and support needs to keep them safe from abuse or neglect. Covered in the mandatory training that all staff complete.</p>
<p>At University Hospital Coventry and Warwickshire, the number of Safeguarding referrals and enquiries are maintained, demonstrating consistent awareness amongst staff. Ethnicity is captured to ensure that the referral data reflects the city's population.</p>
<p>A link to safeguarding posters in easy read and different language formats has been circulated to Safeguarding Champions with a request that posters be displayed in patient facing areas. This link is also available on the Coventry & Warwickshire Partnership Trust intranet.</p>
<p>Coventry & Warwickshire Partnership Trust Safeguarding Team staff have a visible presence in clinical areas across Coventry, Warwickshire and Solihull which includes face to face contact with patients to give an opportunity for concerns be raised.</p>
<p>Areas for Development</p>
<p>West Midlands Police will continue to build relationships with new and emerging organisations as they are identified. We need to ensure that all communities are heard by building strong</p>

community confidence through police actions and via our partners.
Professional Curiosity needs to be continuously promoted by the Board.
The number of safeguarding concerns and enquiries raised in Coventry is disproportionate in terms of ethnicity with 'white' being disproportionately high and the majority of other categories being disproportionately low.
Coventry & Warwickshire Partnership Trust Safeguarding Team and Data Analyst will continue to identify and monitor disproportionality within Coventry & Warwickshire Partnership Trust Section 75 data.
The Board has recently is due to undertake an ethnicity audit in 2025/2026 and the recommendations from this audit will be implemented in the coming year to ensure continuous improvement in this area.

To ensure that the Board continuously improves it's delivery of key responsibilities
Coventry Safeguarding Adults Board has completed a self-assessment against the statutory duties for Safeguarding Adults Boards. This exercise was undertaken using a tool created to support Safeguarding adults Boards by the City of London and Hackney Safeguarding Board to examine meeting their statutory requirements under the Care Act 2014. One of the actions was to consider how the Board determines its arrangements for peer review and self-audit. In February 2025 Coventry Safeguarding Adults Board took part in a peer review with Sandwell Safeguarding Adults Board.
The Coventry and Warwickshire Integrated Care Board Safeguarding Team host a Safeguarding and Looked after Children's assurance group for health professionals working with both adults and children. These forums provide the opportunity to identify safeguarding themes and/or gaps from across the health system which can then be shared/escalated across the Partnership.
The Deputy Head of Coventry Probation Service attends and contributes to the Coventry Safeguarding Adults Board (CSAB). Stalking Protection Order Lead / Deputy Head attend and contribute to Safeguarding Adult Reviews, Safeguarding Practice Reviews and Domestic Homicide Reviews. The Deputy Head has responsibility for actioning any recommendations related to the Probation Service. Actions would be shared, and progress / completion fed back to the Head of Service, to support accountability. Key Learning is shared and embedded through learning events, development sessions, Team meeting inputs or written updates. Local authority training, including related to adult safeguarding, is advertised and promoted using probation communications mediums and team meetings.
The Coventry Safeguarding Adults Board, via its Quality, Assurance & Performance (QA&P) Subgroup, carry out a planned programme of audit activity which focuses on statutory audits (Care Act 2014) and thematic audits, chosen by the Board linked to the priorities, in response to identified areas of concern, because of Safeguarding Adult Reviews (SARs) or from policy or workforce development activity. The Coventry Safeguarding Adults Board aims to conduct a maximum of 4 multi-agency thematic audits each year (one per quarter). After each audit, appropriate recommendations are made with an action plan monitored by the Quality, Assurance & Performance subgroup.
West Midlands Safeguarding Leads Network Coventry City Council Adult Social Care are members of the West Midlands Regional Safeguarding Adults Leads Network. The overarching purpose of the West Midlands Safeguarding Leads Network is to work together as a group of Safeguarding Adult Board Managers and operational local authority Adult Safeguarding leads to ensure safeguarding adults

practice is based on a person's strengths and promotes independence and supports people in achieving better lives.

One of the aims of the Network is to share learning and develop good practice across region, by promoting/reporting on local initiatives, research, Safeguarding Adults Reviews and national developments. It also ensures regional procedures are developed, reviewed, updated and reflect best practice through the process of an Editorial Group. Over the last year, the adult safeguarding coordinator has been involved in the work to review and revise the West Midlands Adult Safeguarding Policy & Procedures.

Link to document:

<https://www.coventry.gov.uk/downloads/file/31335/west-midlands-adult-safeguarding-policy-and-procedures>

The Board has produced its own Workforce Strategy 2023-2026 outlining the Board's approach to providing a workforce that is equipped to meet the safeguarding needs of those adults with care and support needs across the city.

[workforce development strategy 2023 - 2026](#)

All learning from ongoing reviews and audits are fed back to practices directly and informs our workplan and annual training delivery plans. Coventry & Warwickshire Integrated Care Board are members of regional and national safeguarding groups and so local, regional and national themes/learning is developed and shared.

An audit was undertaken by the Audit and Performance subgroup to assess the effectiveness of the Coventry Safeguarding Adults Board Safeguarding Adults Review processes by focusing on incorporation of Safeguarding Adults Review Quality Markers and seek assurance around the long-term system change due to the action plan implementation from a previously closed Safeguarding Adults Review. The key findings from the audit offered a good level of assurance that local SAR's commissioned by the Safeguarding Adult Board are compliant with statutory requirements and best practice guidance. Quality Markers are now embedded in subsequent Safeguarding Adults Review activity and action plans are subject to review one year after the Safeguarding Adults Review action plan closed and then two years subsequently.

The Board has developed a Quality Assurance Framework for Safeguarding training initially aimed at the quality assurance of partner agencies safeguarding training.

The Coventry Safeguarding Adults Board (CSAB) adopt regionally developed guidance developed by the West Midlands Association of Directors of Adult Social Services safeguarding network and produce local guidance and this is complimented by guidance produced by the Local Authority

<https://www.safeguardingwarwickshire.co.uk/safeguarding-adults/i-work-withadults/west-midlands-regional-safeguarding-information-hub>

https://www.coventry.gov.uk/downloads/download/4349/safeguarding_adults_-_policy_and_procedures

The Board has developed a Provider forum which creates an opportunity for Providers to meet with statutory agencies to share key safeguarding learning and examples of good practice.

Areas for development?

The Safeguarding team capacity to meet the demands placed upon the service has been difficult to sustain and therefore safeguarding staffing remains on the Trust Risk Register (Number 541). This is due in the main to the increased numbers of scopes, reviews, advice calls, support of staff,

supervision, training, Section 75 compliance, Position of Trust cases, Prevent duties, domestic abuse, and exploitation

West Midlands Police to develop wider organisational awareness of the board to increase knowledge and feedback.

It is envisaged that there may never be adequate resource to meet the ever growing and unpredicted demand and therefore this may need to be reconsidered.

In 2025 Coventry Safeguarding Adults Board will continue to develop the recommendations from the peer review.

Policies and Procedures

West Midlands Adult Safeguarding policies and procedures have been developed jointly by the fourteen West Midland Adult Boards/ Local Authority areas working together to introduce a consistent approach and practice within adult safeguarding.

Please access the regional documents here: [WM Adult Docs](#)



Audits

Across the year the Quality, Assurance and Performance subgroup (QA&P) undertook 3 audits.

Out of City Enquiry Panel

A recent Safeguarding Adults Review (SAR) commissioned by the Coventry Safeguarding Adults Board revealed several areas of learning in relation to out of city placements, including communication problems between agencies, a lack of clarity over roles and responsibilities and the interface of services. The review made a recommendation for the Board to monitor data in relation to the scope of adults with care and support needs from Coventry who are placed out of city and ensure that placing authorities can demonstrate that their teams proactively ensure the welfare of service users by carrying out a multi-agency audit. Therefore, the Board, via its Quality, Assurance and Performance (QA&P) Subgroup wished to seek assurance that effective processes are in place in Coventry, that any good practice is highlighted and to identify areas where improvement may be needed to ensure the response to individuals who are in placements outside of the city is robust.

This audit was undertaken in the form of an Enquiry Panel and the evidence submitted and presented by all three agencies provided a satisfactory level of assurance that there are clear, robust policies, procedures and systems in place and applied when placing individuals out of area. All presenting agencies were easily able to convey the scope, nature and extent of their out of city placements and demonstrate how their teams proactively ensure the welfare of service users in placements outside of Coventry. The panel were encouraged by the responses to the questions and the clear, consistent approaches across all three partners, particularly in relation to contracting, care planning and monitoring arrangements and the response to safeguarding concerns. All agencies recognised the importance of joint working, communication and information sharing with local partners and with their counterparts in other geographical areas and how this is key to ensuring the right outcomes for the service user.

Two out of three agencies who presented at the panel were able to provide a case study that evidenced their out of city placing arrangements being appropriately applied in practice as well as areas that could be improved or developed and how they were implementing that learning within their organisations.

The Quality, Assurance & Performance subgroup continue to monitor data in relation to the scope of adults with care and support needs who are placed out of city via the Performance Scorecard.

Safeguarding Adult Review Effectiveness

A key priority within the Board's strategic plan this year was to continue to promote and improve the Safeguarding Adults Review process and gain assurance that safeguarding practice is continually improving, and so the Quality, Assurance & Performance subgroup carried out an audit to assess the effectiveness of the Coventry Safeguarding Adults Board Safeguarding Adults Review process by: (1) identifying whether the approach taken in the David Safeguarding Adults Review effectively incorporated Safeguarding Adults Review Quality Markers and (2) seek assurance around long term system change as a result of the

action plan implementation activity following the Robert and Stuart Safeguarding Adults Review carried out in 2018.

The key findings from this audit offered a good level of assurance that local Safeguarding Adults Reviews commissioned by the Coventry Safeguarding Adult Board are compliant with statutory requirements and best practice guidance. Examining the Safeguarding Adults Review Quality Markers against a recent Safeguarding Adults Review revealed some robust and effective work taking place during the Safeguarding Adults Review process - from the point of referral through to publication, dissemination of learning and improvement activity. The panel were encouraged to see how well the process is managed end to end and overseen by the Safeguarding Adults Review Subgroup and concluded that all but one of the 15 Safeguarding Adults Review Quality Markers were achieved during the David Safeguarding Adults Review with some clear areas of strength identified across most of the domains.

The panel also identified some areas of the Safeguarding Adults Review process that could be strengthened to ensure the Coventry Safeguarding Adults Board continues to deliver quality reviews to a high standard, particularly in relation to engagement with the individual and family, supporting practitioners to participate in the process, and long-term monitoring and evaluation of impact, improvements in practice and system-wide change.

A recommendation was made for the Safeguarding Adults Review Subgroup to review the findings from this audit and ensure all learning points are applied to future Safeguarding Adult Reviews and Safeguarding Adults Review Quality Markers are incorporated into local guidance/ Safeguarding Adults Review Toolkit and used as framework from the start and throughout the Safeguarding Adults Review process.

Safeguarding Adult Reviews

The Care Act 2014 states that Safeguarding Adults Boards must arrange a Safeguarding Adults Review (Safeguarding Adults Review) of a case in its area where there is reasonable concern about the way the Board, members of it or relevant agencies worked together and an adult in its area has died as a result of abuse or neglect, whether known or suspected, or the adult is still alive and the Board knows or suspects that the adult has experienced serious abuse or neglect. This is a statutory responsibility.

The overall purpose of a Safeguarding Adult Review is to promote learning and improve practice, not to re-investigate or to apportion blame. The objectives include establishing:

- lessons that can be learnt from how professionals and their agencies work together. • how effective the safeguarding procedures are.
- learning and good practice issues.
- how to improve local inter-agency practice.
- service improvement or development needs for one or more service or agency.
- lessons learned are shared to maximise the opportunity to better safeguard adults with care and support needs, who are or maybe at risk of abuse or neglect.

The Care Act 2014 requires that lessons learned are published in the Annual Report following the conclusion of the review. Coventry Safeguarding Adults Board did not publish any reviews in 2024-2025.

A Safeguarding Adults Review tracker has been in place since January 2022 to identify the source and outcomes of any referrals. Safeguarding Adult Review guidance has been produced regionally, including access to information for individuals, family, friends and carers and easy read materials.

<https://www.safeguardingwarwickshire.co.uk/safeguarding-adults/i-work-with-adults/west-midlands-regional-safeguarding-information-hub>

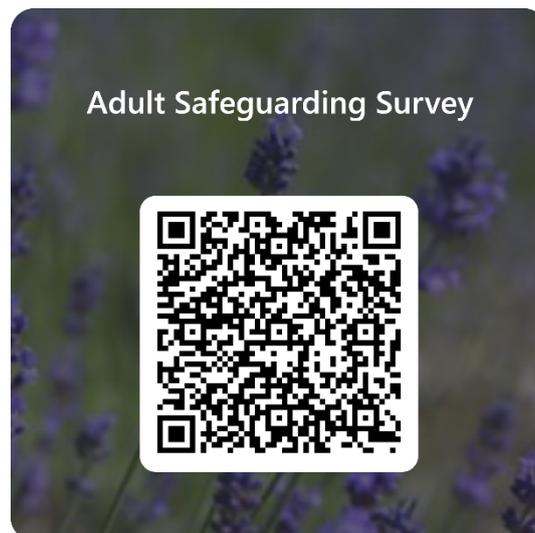
Feedback

Feedback is important to Coventry Safeguarding Adults Board. Across 2024-2025 we have developed our approach to engagement to make it clear to the people that require our help and support that their views are respected and listened to, and influence and effectively contribute to our work. We have been engaging with people in relation to two key questions:

- If you knew someone was suffering abuse or neglect, where would you go to for support?
- Have you ever accessed support for someone suffering abuse or neglect, if so, how was your experience?

Members of the Board have been encouraging individuals to complete the questions both at public facing events and online. On a bi-annual basis the Board receives a report outlining the responses that we have received so that individuals' views can be heard and acted upon.

If you would like to take part in this engagement, please scan the QR code below:



Alternatively, follow this link: [Coventry Safeguarding Adults Engagement Survey – Fill in form](#)

Learning events

Coventry Safeguarding Adults Board have a number of mechanisms in place to monitor training, learning and development. Whilst the majority of training is undertaken 'in-house' and within individual agencies, the Board and Workforce Development Sub-group develop specific learning events that are multi-agency and shared across the Board.

2024-2025 Learning Events:

2024

Scams & Loan Sharks Learning Event

On the 4th July 2024 Coventry Safeguarding Adults Board facilitated an event specifically focused on scams and loan sharks. The event unpicked different tactics that are often used to target vulnerable adults and put them at risk of scams and illegal loan sharks. The event was delivered by Stop Loan Sharks who work specifically in the region and can offer local guidance and advice.

The event received 38 attendees from multi-agency backgrounds, including the voluntary sector, adult social care & health services.

Forced Marriage Learning Event

Coventry Safeguarding Adults Board jointly hosted and facilitated a learning event with the Domestic Abuse Steering Group on forced marriage. This event was arranged following findings from an audit. The event took place on the 11th September 2024 and was delivered by a number of agencies, including: Panahghar, Coventry Haven, Public Health and Coventry Safeguarding Children Partnership & Adults Board.

The event attracted 87 multi-agency professionals.

Fire Safety Learning Event

Coventry Safeguarding Adults identified a need for additional information to be disseminated to agencies around fire safety, available resources and risks to vulnerable adults. This event was delivered by West Midlands Fire Service and took place on the 16th October 2024.

Prevention & Early Intervention (Public Facing Event)

On the 4th February 2025, Coventry Safeguarding Adults Board and partners hosted a public event around Early Support for Coventry Communities. The event featured multiple key local agencies such as: Coventry Haven Women's Aid, Alzheimer's Society, Panahghar, Healthy Lifestyles, West Midlands Ambulance Service, Change Grow Live and many more!

Throughout the morning members of the public joined us to gain local information, support and advice based on their needs.

2025

Making Safeguarding Personal & Self Neglect Learning Event

On 20th January 2025, Michael Preston-Shoot delivered a learning event to Coventry Safeguarding Adults Board and partners around Making Safeguarding Personal & Self Neglect. The event attracted 89 multi-agency participants.

The event provided information around understanding making safeguarding personal and refreshing knowledge around self-neglect.

Participant feedback:

- “the session was very informative and the examples/cases were relevant”
- “Very detailed slides with links to SAR that will support my knowledge and skills.”
- “I learnt more about hoarding being a symptom of psychological wellbeing. As a practitioner, I understand how language holds power and as such I really liked learning the transition from "professional curiosity" to "compassionate enquiry"”.

Translated resources

Coventry Safeguarding Adults Board have created a variety of posters and resources in different languages. The Board recognised Coventry's broad diversity and created resources that would allow us to communicate to communities in their language. The poster contains information on the various types of abuse and also what to do if you are worried about yourself or someone else. The resources have been translated into the following languages: Arabic, Polish, Urdu, Punjabi, Romanian & Tigrinya.

The Board monitors the uptake of the resources and where they have been displayed across the city, this information is fed back to the appropriate sub-groups so we are able to assess the impact of the resources.

These resources can be found here: [Safeguarding adults resources – Coventry City Council](#)

Coventry Safeguarding Adults Board Strategic Plan 2024-2027

Safeguarding is everybodys business		
Coventry Safeguarding Adults Board Strategic Plan 2024-27		
<p>Our responsibilities are:</p> <p>Publish Strategic Plan: our year ambition.</p> <p>Publish an Annual Report which includes what we have achieved.</p> <p>Complete Safeguarding Adults Reviews when adults die or are seriously injured as a result of abuse/neglect.</p>	<p>Our role is to help and safeguard adults with care and support needs by:</p> <ul style="list-style-type: none"> ▶ Seeking assurance that local safeguarding arrangements are in place as defined in the Care Act 2014. ▶ Assuring that safeguarding practice is person centred and outcome focused. ▶ Work collaboratively to prevent abuse and neglect where possible. ▶ Ensuring that agencies and individuals work in a timely and proportionate manner where abuse or neglect has occurred. ▶ Seeking assurance that safeguarding practice is continually improving. ▶ Concern ourselves with a range of issues which may impact on people with care and support needs. 	<p>Our structure:</p> <p>Board with an Independent Chair</p> <p>Business Executive Subgroup</p> <p>Policy and Workforce Development Sub-Group.</p> <p>Safeguarding Adult Review Sub-Group.</p> <p>Quality, Audit and Performance Sub-Group.</p>



Our Strategic Plan 2024-2027: What we will do?	
<p>Strategic Priority 1</p> <p>Making Safeguarding Personal (MSP)</p> <p>Ambition - To be assured that safeguarding is underpinned by the principles of MSP and that adults are supported to achieve the outcomes that they want, we will:</p> <ul style="list-style-type: none"> ▶ continue to seek assurance that MSP is at the heart of adult safeguarding for all agencies and ensure that as a Board we actively support a culture of MSP. ▶ continue to support and develop practitioners understanding and application of the Mental Capacity Act 2005. ▶ undertake audit activity to seek assurance that MSP is embedded in safeguarding practice. ▶ monitor the implementation of Right Care, Right Person model. ▶ seek assurance in relation to the effectiveness of adult safeguarding, and Deprivation of Liberty Safeguards (DoLS). ▶ continue to develop and disseminate materials to support understanding of Making Safeguarding Personal and Mental Capacity Act 2005. 	<p>Strategic Priority 2</p> <p>Prevention and Early Intervention</p> <p>Ambition - To reduce the risk that adults with care and support needs will experience harm from abuse or neglect, we will:</p> <ul style="list-style-type: none"> ▶ develop a Prevention and Early Intervention Strategy and ensures that we continue to work closely with other statutory Boards. ▶ continue to review and implement our Workforce Development Strategy to include and reach a wider range of partners and agencies. ▶ continue to develop and promote practice in supporting people who self-neglect. ▶ seek to further understand those accessing adult safeguarding taking into account their protected characteristics. ▶ continue to promote and raise awareness of a range of preventative initiatives and services to support people within the community. ▶ continue to explore sources of support for individuals affected by the cost-of-living crisis and promote these.





Our Strategic Plan 2024-2027: What we will do?

Strategic Priority 3

Engagement and Communication

Ambition - To ensure that safeguarding processes and approaches are accessible for all within our communities, we will:

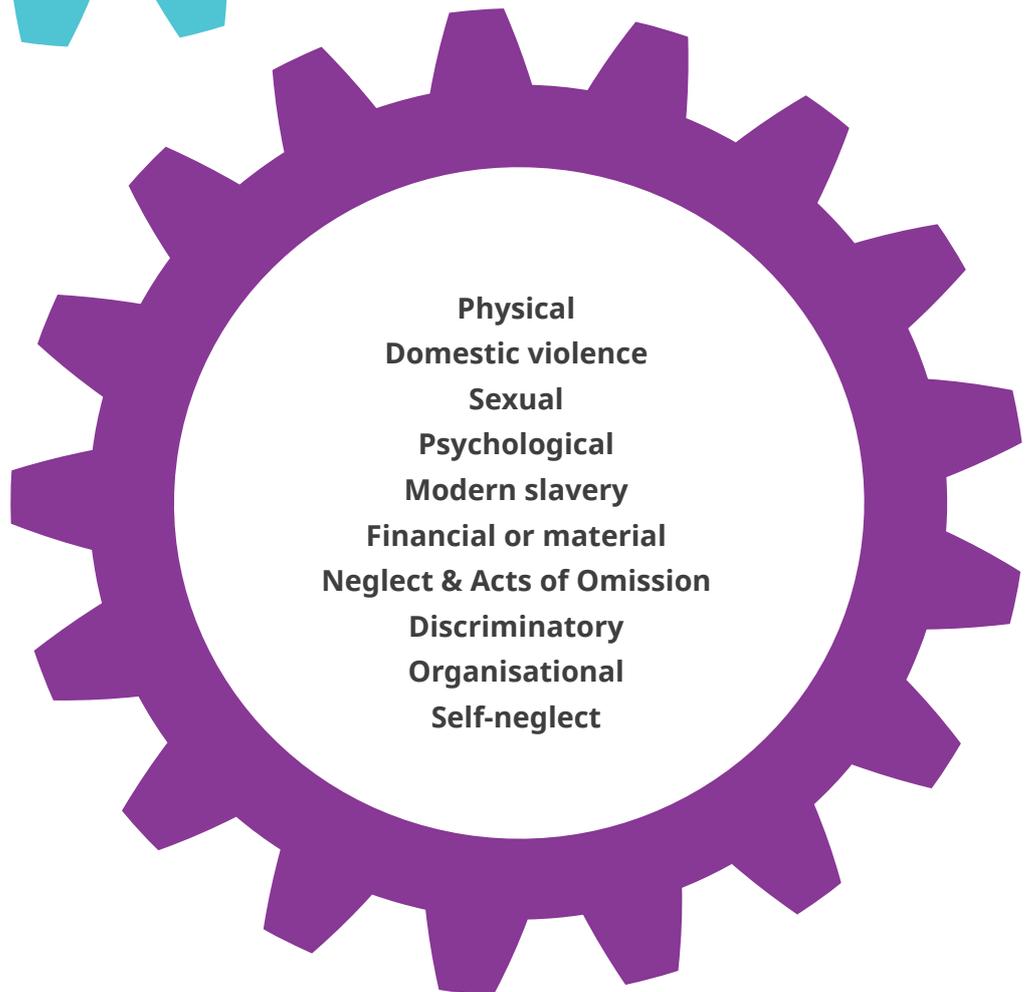
- ▶ continue to develop our Board website to make it more user friendly and accessible.
- ▶ continue to produce regular newsletters, Board resources and deliver Learning Events across the partnership.
- ▶ seek to engage individuals or their representatives in the work of the Board and its subgroups.
- ▶ continue to engage with partner agencies by the development of a stakeholder and provider engagement forum.
- ▶ review our information and publications to make sure they are accessible, reach marginalised groups and are available in the main languages spoken in Coventry.
- ▶ engage with those directly accessing adult safeguarding to understand their experience.

Strategic Priority 4

Development and Assurance

Ambition - To ensure that the Board continuously improves delivery of its key responsibilities, we will:

- ▶ develop a Board assurance framework that includes Peer review of the work of the Board.
- ▶ continue to implement the CSAB Quality Assurance Framework ensuring that we respond to emerging safeguarding issues.
- ▶ work closely with LeDeR reviews to seek assurance that actions are implemented and learning is shared.
- ▶ continue to promote and improve our SAR process and ensure that we are learning from SAR's locally, regionally and nationally.
- ▶ continue to develop and promote the West Midlands Adult Safeguarding Policy and Procedures and seek assurance of the effectiveness of causing others to make enquiries processes.
- ▶ seek to understand the profile of people receiving services outside of the city and assurance as to how they are safeguarded and supported.



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