Newcastle Safeguarding Adults Board

Partnership Agreement

March 2018



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1. Terminology used in this Partnership

- 1.1 "PARTNERSHIP" refers to the agencies in Newcastle who comprise the Newcastle Safeguarding Adults Board¹.
- 1.2 "REPRESENTATIVE" refers to a person who attends a Newcastle Safeguarding Adults Board meeting on behalf of a member organisation.
- 1.3 The Newcastle Safeguarding Adults "BOARD" is the strategic body for helping and protecting "ADULTS AT RISK", that is any adult who:
 - (a)has needs for care and support (whether or not the authority is meeting any of those needs),
 - (b)is experiencing, or is at risk of, abuse or neglect, and
 - (c)as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

(Sections 42 and 43, Care Act, 2014)

¹ The use of the word PARTNERSHIP in this document is not intended to create, or imply any intention by the MEMBER organisations to create, any legal partnership

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2. Name of Partnership

- 2.1 The partnership shall be known as the Newcastle Safeguarding Adults Board (NSAB).
- 2.2 Newcastle Safeguarding Adults Board (NSAB) has been established in accordance with section 43 of the Care Act 2014.
- 2.3 Newcastle Safeguarding Adults Committee was formed in May 2005. The partnership was formalised in December 2008, becoming the Newcastle Safeguarding Adults Board on 23 December 2008. The Newcastle Safeguarding Adults Board became a statutory partnership on 1 April 2015.

3. Identity of Partners

- 3.1 The membership of the NSAB partnership will comprise of the agencies listed in paragraph 3.4.
- 3.2 Each partner shall designate particular named people as their NSAB member to ensure consistency and continuity of membership of NSAB.
- 3.3 A named deputy may attend in lieu of the nominated representative in the event that the nominated representative is unable to attend any particular meeting. When attending a meeting in such circumstances, the deputy shall be entitled to take part fully in the meeting with the right to speak and vote. The Chair of the NSAB may consider taking action if the nominated representative has not attend a Board meeting on three consecutive occasions.

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3.4 The agencies and number of representatives, forming the NSAB shall be as follows:

Agency	No of Representatives	No of Deputies
Independent Chair	1	0
Newcastle City Council (includes the "Director of Adult Social	2	1
Services, DASS)*		
NHS Newcastle Gateshead CCG (includes Lead GP)*†	2	1
Northumbria Police*	1	1
Northumberland Tyne and Wear NHS Foundation Trust	1	1
Newcastle upon Tyne Hospitals NHS Foundation Trust	1	1
Your Homes Newcastle	1	1
National Probation Service	1	1
Northumbria Community Rehabilitation Company	1	1
Community and Voluntary Sector	2	0
(Currently represented by Changing Livesand Advocacy		
Centre North)		
Newcastle Safeguarding Childrens Board	1	1
Tyne and Wear Fire and Rescue Service	1	1
Participating Observer		
Executive Cabinet Member for Adult Care and Health	1	0
Membership in attendance		
Chair of Learning and Development Committee in attendance	1	1
Chair of Improving Practice Committee in attendance	1	1
Service Manager, Safeguarding Adults and NSAB Coordinator	2	0
Legal Advisor to the NSAB	1	0

^{*} Agencies which must be represented on the NSAB (Schedule 2, Care Act 2014) † NHS Newcastle Gateshead CCG have a Memorandum of Understanding in place with the North East Ambulance Service and NHS England. This outlines that NHS Newcastle Gateshead CCG will represent North East Ambulance Service and NHS England on the Newcastle Safeguarding Adults Board in lieu of their attendance.

- 3.5 Any successor body (or bodies) of an organisation listed above, will be invited to replace the existing member organisation as required.
- 3.6 An appropriate chairperson of the NSAB will be appointed. Any proposal to appoint a new chairperson will be made to the NSAB and agreed by all representatives. The chairperson will be an independent person or a senior manager from one of the partner organisations who will act with independence. The chairperson will have sufficient independence and authority to challenge Board members.

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- 3.7 The chairperson will be accountable to the Director of People (Newcastle City Council) for the effectiveness of his or her work as chair of the Board.
- 3.8 If any conflict arises between the responsibilities of the chair, to his or her employer, and his or her responsibility to the Board the chair will step down until such conflict is resolved.
- 3.9 A vice chair will be nominated and agreed by the Board.
- 3.10 Agencies not represented on the full Board will be invited to contribute as appropriate.
- 3.11 NSAB may co-opt such other persons as it considers necessary either in an advisory or fully participatory capacity.

Representative skills and attributes

3.12 Members of the NSAB will have a strategic role within their agency in relation to safeguarding and promoting the health and wellbeing of adults at risk. They must have the seniority and experience within their agency to enable them to speak for their agency with authority, commit their agency on matters of NSAB policy and practice, and hold their agency to account. It is understood that some matters may require action by the Chief Executive of their agency.

It is the expectation that all NSAB members will have the authority to:

- Be accountable to the Board on behalf of their organisation.
- Ensure arrangements for safeguarding and promoting the wellbeing of adults at risk are working effectively to bring about good outcomes, in accordance with the Care Act (2014) and Care and Support Statutory Guidance (2014).
- Commit resources of their organisation to a policy or course of action. Contributions of member agencies could be in form of in kind support such as dedicated staff support to training events or staff time to attend NSAB events and meetings.

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- Agree (or responsible for seeking agreement for) their organisations appropriate contribution to the NSAB's annual budget.
- Ensure commitment of staff and resources to ensure the effective function of the Board.
- Implement changes to practice within their organisation.
- Ensure effective response to strategic and policy recommendations within their organisation.
- Contribute to and work towards an effective partnership to safeguard, and promote the wellbeing of adults at risk.

3.13 All representatives must be committed to:

- Safeguarding adults at risk and the promotion of the well being of adults at risk.
- Equality of opportunity, and combating discrimination.
- Seeking out and listening to the views of adults at risk.
- The principles of the Human Rights Act and the Mental Capacity Act.
- The principles of multi- disciplinary working across the statutory, independent sector and voluntary sectors.
- Promoting awareness of safeguarding adults issues across the community.
- Working in partnership with adults at risk, carers and communities.
- Working on the basis of research and evidence based practice.

3.14 Members must:

- Be familiar with key legislation and national and local guidance regarding safeguarding adults.
- Maintain an awareness of new developments in legislation, guidance and research.
- Have a broad understanding of multi-agency safeguarding adult practice.
- Have a detailed understanding of safeguarding adult practice within their organisation.

Representative Responsibilities and Duty of Cooperation

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3.15 Members of the NSAB cooperate with each other in the exercise of the Board's functions to achieve its vision and priorities.

Duty of Cooperation

3.16 Section 6(1) of the Care Act (2014) states:

A local authority must co-operate with each of its relevant partners, and each relevant partner must co-operate with the authority, in the exercise of—

- (a)their respective functions relating to adults with needs for care and support,
- (b)their respective functions relating to carers, and
- (c)functions of theirs the exercise of which is relevant to functions referred to in paragraph (a) or (b).
- 3.17 This specifically includes cooperating to fulfil the following duties: (d)protecting adults with needs for care and support who are experiencing, or are at risk of, abuse or neglect, and
 - (e)identifying lessons to be learned from cases where adults with needs for care and support have experienced serious abuse or neglect and applying those lessons to future cases.

(Section 6 (6), Care Act 2014)

- 3.18 The Care Act (2014) defines "relevant partners" as:
- NHS bodies (NHS Commissioning Board, CCG and NHS Foundation Trusts/Trusts)
- Police
- Probation Services
- Department for Work and Pensions
- 3.19 Section 7 of the Care Act (2014) goes on to state:
 - (1) Where a local authority requests the co-operation of a relevant partner, or of a local authority which is not one of its relevant partners, in the exercise of a function under this Part in the case of an individual with needs for care and support or in the case of a carer, a carer of a child or a young carer, the partner or authority must comply with the request unless it considers that doing so—
 - (a) would be incompatible with its own duties, or
 - (b) would otherwise have an adverse effect on the exercise of its functions.
 - (2)Where a relevant partner of a local authority, or a local authority which is not one of its relevant partners, requests the co-operation of the local authority in its exercise of a function in the case of an individual with needs for care and support or in the case of a carer, a carer of a child or a young

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carer, the local authority must comply with the request unless it considers that doing so—

- (a) would be incompatible with its own duties, or
- (b) would otherwise have an adverse effect on the exercise of its functions.
- (3)A person who decides not to comply with a request under subsection (1) or (2) must give the person who made the request written reasons for the decision.

With respect to this duty of cooperation, all members will be required to:

- Make every effort to attend and fully participate at NSAB meetings or send a nominated deputy.
- Actively participate in the work of NSAB.
- Be prepared to chair a committee or working group (this arrangement will only be done with agreement of the Board member and their organisation).
- Ensure representation and committment from their organisation on committees, working groups and task groups established by NSAB and their associated action plans. This includes ensuring that representatives attend sub-committee or working group meetings and contribute appropriately to multi-agency action plans.
- Take responsibility for ensuring that any actions agreed by the NSAB are effectively carried out within their organisation, including recommendations of Safeguarding Adults Reviews and other types of case review.
- Contribute to Safeguarding Adults Reviews and other types of case review.
- Respect the confidentiality of any information obtained as a result of their involvement on the NSAB save to the extent that disclosure of the information is necessary in order to discharge their role as a representative.
- Negotiate with their organisation to ensure that they have sufficient time and support to fulfill their responsibilities.
- 3.20Chief Executives and senior managers in all organisations will take the necessary steps to ensure that their responsibilities under the Care Act (2014) and associated statutory guidance are carried out.

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- 3.20 Each board member organisation will set out their organisation responsibilities and a clear line of accountability, including delegated functions, for safeguarding adults at risk.
- 3.21 Newcastle City Council will take the lead for the effective working of the Newcastle Safeguarding Adults Board (NSAB). It will provide:
- Legal advice to NSAB although individual agencies will reserve the right to seek legal advice provided to their organisation.
- Officer support to NSAB to ensure its effective development and coordination (provided by the Safeguarding Adults Unit).
- 3.22 All Board members are required to declare any conflicts of interest on an annual basis and any specific conflicts of interests related to particular agenda items at the start of each NSAB meeting.
- 3.23 Each partner agency and all contracted providers of the local authority are required to keep records of any safeguarding concerns and to discuss these concerns with the Local Authority to ensure multi-agency decision making.

4. Vision and Values of the Newcastle Safeguarding Adults Board

4.1 NSAB has adopted the following vision:

"Ensure that Newcastle is an increasingly safer city for adults at risk of abuse and neglect"

- 4.2 This vision is underpinned by the recognition that the NSAB will need to work together as a partnership and with local communities to:
 - Prevent abuse and neglect from happening;
 - Identify and report abuse and neglect;
 - · Respond to any abuse and neglect that is occurring;
 - Support people who have suffered abuse or neglect to recover and to regain trust in those around them; and
 - Raise awareness of safeguarding adults and the role everyone can play in responding to, and preventing, abuse and neglect.

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- 4.3 Safeguarding adults is a shared responsibility and a high priority for all Newcastle agencies working in partnership to ensure that adults at risk in Newcastle are safeguarded and protected.
- 4.4 The NSAB has adopted the following priorities for safeguarding adults in Newcastle:
- Empowerment;
- Protection;
- Proportionality;
- Prevention;
- Partnership
- Accountability
- 4.5 In line with the Care Act (2014) the NSAB:
- Coordinates what is done by each person or agency represented on the Board for purposes of safeguarding adults in Newcastle;
- Ensures the effectiveness of what is done by each person or agency that contributes to safeguarding adults in Newcastle.

Within this, the core duties of the NSAB are to:

- Publish a strategic annual plan for each financial year that sets out how it will meet its main objective and what members will do to achieve this:
- Publish an annual report detailing what the Board has done during the year to achieve its main objective and implement its strategic annual plan;
- Conduct any Safeguarding Adults Reviews in accordance with Section 44 of the Care Act (2014).

In addition to the core duties, the other functions of the NSAB are to:

- identify the role, responsibility, authority and accountability with regard to the action each agency and professional group should take to ensure the protection of adults;
- establish ways of analysing and interrogating data on safeguarding notifications that increase the NSAB's understanding of prevalence of abuse and neglect locally that builds up a picture over time;

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- hold partners to account and gain assurance of the effectiveness of its arrangements;
- determine and implement arrangements for peer review and selfaudit;
- communicate the need to safeguard adults at risk, raising awareness of how this can be done and encouraging people to do so;
- develop policies and strategies for protecting adults;
- develop preventative strategies that aim to reduce instances of abuse and neglect;
- identify types of circumstances giving grounds for concern and when they should be considered as a referral to the local authority as an enquiry;
- formulate guidance about the arrangements for managing adult safeguarding, and dealing with complaints, grievances and professional and administrative malpractice in relation to safeguarding adults;
- develop strategies to deal with the impact of issues of race, ethnicity, religion, gender and gender orientation, sexual orientation, age, disadvantage and disability on abuse and neglect;
- provide advice on guidance on balancing the requirements of confidentiality with the consideration that, to protect adults, it may be necessary to share information on a 'need-to-know basis';
- identify mechanisms for monitoring and reviewing the implementation and impact of policy and training;
- evidence how SAB members have challenged one another and held other Boards (in the City) to account. For example: Newcastle Safeguarding Children Board, Wellbeing for Life Board, Safe Newcastle Board; and
- promote multi-agency training and consider any specialist training that may be required. Work collaboratively to identify opportunities to jointly commission training with other partnerships, such as the Community Safety Partnership.

5. Partnership Links and Reporting

All Agencies

5.1 The principle relationships of the NSAB are with the agencies listed in paragraph 3.4 above. The NSAB is accountable for its

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work to these agencies and each agency will receive an annual report, strategic annual plan and minutes of each NSAB meeting and sub committee meetings as appropriate.

- 5.2 The NSAB will agree on their strategic annual plan at their meeting in March. The NSAB will agree on their annual report at their meeting in September.
- 5.3. The Director for People (Newcastle City Council) will provide individual accountability for the work of the partnership to the Local Authority. Each partner member of the NSAB representing their agency will be accountable to their own agency for their contribution to the work of the partnership. Each partner member will review and monitor the performance of their own agency and that of the NSAB via their representative.

Elected Members

- 5.4 The Cabinet Member for Adult Care and Health will mirror the role of the Director for People at a political level in providing political accountability for the work of the NSAB. He/she will work with the Director for People on ensuring the effectiveness of what is done to safeguard and promote the well being of adults at risk in Newcastle.
- 5.5 Work of the NSAB will be scrutinised by the Wellbeing for Life Board, the Health Scrutiny Committee and the Council who will be provided with copies of the NSAB annual report and strategic annual plan.

The Public

5.6 In addition to these agencies, the wider public will be able to access the annual report and strategic annual plan via the Newcastle City Council website or, on request, will be provided with paper copies.

Partnership Links

- 5.7 The NSAB links to the following additional partnerships:
- Newcastle Safeguarding Children Board
- Wellbeing for Life Board
- Safe Newcastle

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Youth Offending Board Partnership

Internal Structure

- 5.8 The NSAB also has four designated sub committees:
- Learning and Development Committee
- Improving Practice Committee
- Safeguarding Adults Review Committee
- Missing Sexually Exploited and Trafficked (M-SET) (Joint sub committee with Newcastle Safeguarding Childrens Board).
- 5.9 All committees report to the NSAB every two months and contribute to the NSAB Annual report. The chair person of the committees sits on NSAB as a member in attendance.
- 5.10 The chairperson of the committees will be appointed by NSAB, after consultation with NSAB members.
- 5.11 Each designated sub-committee will have clear terms of reference that are reviewed on a regular basis (at least three-yearly).
- 5.12 NSAB members will nominate professional(s) with relevant knowledge skills and delegated responsibility from their organisations to sit on the sub-committees. They will be expected to act on behalf of their organisation, have sufficient authority to make decisions and be able to allocate resources. Each sub-committee will appoint a vice chairperson.
- 5.13 Membership of the Committees shall be as follows:

Learning and Development Committee

Agency	No. of representatives	No. of deputies
Chairperson	1	1
Newcastle City Council (includes Learning and Development		
Officer, Safeguarding Adults)	2	1
NHS Newcastle Gateshead CCG	1	1
Northumberland Tyne and Wear NHS Foundation Trust	1	1
Newcastle upon Tyne Hospitals NHS Foundation Trust	1	1
Northumbria Police	1	1
National Probation Service	1	1
Northumbria Community Rehabilitation Company	1	1

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Northumbria University	1	0
Voluntary agencies / Independent sector providers	2	2
Your Homes Newcastle	1	1
Tyne and Wear Care Alliance	1	1

Improving Practice Committee

Agency	No of representatives	No. of deputies
Chairperson	1	1
Newcastle City Council (includes representatives from Social Work teams, Safeguarding Adults Unit and Commissioning)	7	0
NHS Newcastle Gateshead CCG	1	1
Northumberland Tyne and Wear NHS Foundation Trust	1	1
Newcastle upon Tyne Hospitals NHS Foundation Trust	2	1
Northumbria Police	1	1
Voluntary agencies/Independent sector providers (includes advocacy and service user representative organisation)	3	0
Your Homes Newcastle	1	1
Northumbria University	1	1

Safeguarding Adults Review Committee

Agency	No. of representatives	No. of deputies
Chairperson (from one of the agencies represented below who will nominate another person from their agency to sit on the Committee)	1	1
Newcastle City Council (includes representative from Safeguarding Adults Unit and solicitor advising NSAB)	3	0
NHS Newcastle Gateshead CCG	1	1
Northumberland Tyne and Wear NHS Foundation Trust	1	1
Newcastle upon Tyne Hospitals NHS Foundation Trust	1	1
Northumbria Police	1	1
Attendance requested when required:		
National Probation Service	1	1
Northumbria Community Rehabilitation Company	1	1
North East Ambulance Service	1	1
Your Homes Newcastle	1	1

5.14 Additional committees or task and finish groups may be set up to assist it in the conduct of NSAB business. NSAB will agree the remit and composition of such committees and task and finish groups and review their progress and purpose at regular intervals.

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5.15 To ensure comprehensive representation NSAB will invite other statutory, non-statutory and voluntary organisations, service users and carers, to become members of the committees and groups, where they have relevant knowledge and skills.

6. Decision making procedure

- 6.1 NSAB will meet not less than once every two calendar months.
- 6.2 The Chair may call an extraordinary meeting of NSAB at any time.
- 6.3 Any other member of NSAB may request an extraordinary meeting of NSAB by submitting a written request to the Chair. An extraordinary meeting will be held within 14 days of the request being received or as soon as possible thereafter.
- 6.4 In event, that neither the Chair nor the Vice Chair is able to be present at any meeting, the chair or vice chair may decide that the meeting will proceed in their absence. In such circumstances a substitute, with the agreement of the majority of voting members, maybe appointed to Chair that meeting.
- 6.5 A quorum of NSAB will be constituted by the Chair or Vice Chair and a minimum of five members representing four member organisations.
- 6.6 Questions arising at any meeting will be decided by a simple majority of voting. All members of the NSAB are entitled to vote. In cases where there is an equal number of votes cast, the Chair of that meeting shall have a second vote.
- 6.7 The Chair (or, in absence of the Chair, the Vice Chair) in consultation with four separate agencies, shall decide any issue which requires decision by NSAB between meetings if this does not, in the opinion of the Chair, require a special meeting to be convened. The decision will be reported and submitted for ratification to the next meeting of NSAB.

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6.8 The quorum for a meeting of a committee or task group shall be one third of its membership provided that at least three individual organisations are represented.

7. Administrative arrangements for the Partnership

- 7.1 The Safeguarding Adults Unit will prepare and circulate the agenda/minutes for the NSAB meetings.
- 7.2 The NSAB meeting minutes will be prepared and submitted for approval at the next meeting. The approved minutes will be entered as a permanent record of that meeting. The draft minutes will be circulated by the local authority seven days prior to the next NSAB meeting. Summary minutes will be produced and made available publically on the website.
- 7.3 The agenda and any reports for the NSAB meetings will be circulated seven days before the meeting. Members of NSAB will normally be provided with these electronically however these will also be available in paper form on request.

8. Performance monitoring

- 8.1 The performance on safeguarding adults is monitored by NHS Digital via the Safeguarding Adults Collection (SAC) data return. The NSAB considers performance information on a bi-annual basis.
- 8.2 Safeguarding adults enquiries will be routinely audited and monitored by the Safeguarding Adults Unit. Any concerns arising from monitoring or auditing will be discussed with the Chair of the NSAB and the Director of People and escaled to the NSAB as appropriate.
- 8.3 The NSAB produces an annual report which provides all the partner agencies with information from the previous financial year (April March) on safeguarding and the promotion of the well being of adults at risk. The annual report is a multi-agency report and each partner agency must agree the report and any recommendations for action.

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- 8.4 NSAB committees will prepare an annual work plan, reporting on the progress achieved and the tasks to be accomplished. This information will be reflected in the NSAB strategic annual plan.
- 8.5 The NSAB will use the data reports and progress in relation to the strategic annual plan to monitor performance and ensure that the objectives of the NSAB are being met. It will be the responsibility of the NSAB and each partner agency to ensure effective performance and to agree to an action plan to any identified area of concern.

9. Resources

- 9.1 The budget of the NSAB is determined annually. Newcastle City Council provides the majority of this budget. However, all partner agencies have designated staff who contribute to work of the multi-agency partnership. The NSAB is working towards all partner organisations making a contribution either by dedicated time or through named officers or financial contributions to the development of safeguarding adults in Newcastle.
- 9.4 NSAB recognises that training the workforce and the wider public about safeguarding adults is a priority. Each partner contributes to the training budget by providing training venues and trainers. The training will be provided by a multi-agency approach, and must be accessible to all staff (paid and unpaid) and to the wider public/organisations in the city. The employment of the trainers (except the Learning and Development Officer, Safeguarding Adults) remains with the partner agencies. Training venues remain the responsibility of partner agencies with all associated costs e.g. insurance.
- 9.5 NSAB will provide a range of leaflets, publicity materials and promote campaigns on safeguarding adult issues to all partner agencies, voluntary bodies and the public. Each partner agency and voluntary body will distribute the information within his or her organisation.

10. Financial management arrangements including monitoring and reporting of finance

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- 10.1 The Service Manager, Safeguarding Adults is responsible for the day to day financial management of the partnership's budgets. They will be accountable to the NSAB and the Director of People in carrying out this function.
- 10.2 The NSAB will use Local Authority financial processes and regulations in the management and administration of its funds. Any monies contributed by partner agencies will also be subject to Local Authority financial systems and regulations.
- 10.3 The Director of People will be accountable as budget holder to the Local Authority in ensuring that the Local Authority systems and regulations are followed.
- 10.4 The NSAB will agree any financial contributions to be made by individual partners to deliver the strategic annual plan.
- 10.5 The local authority will ensure appropriate insurance for its activities of the NSAB and the assets.
- 10.6 NSAB will provide right of access for internal and external auditors for partner agencies in relation to the NSAB budget.

11. Information sharing

- 11.1 The NSAB has an Information Sharing Agreement which can be accessed at www.newcastle.gov.uk/health-and-social-care/adult-social-care/report-suspected-adult-abuse/newcastle-safeguarding-adults-board or by contacting the Safeguarding Adults Unit (0191 278 8156).
- 11.2 In order to carry out its functions, the NSAB will need access to information that a wide number of people or other organisations may hold. The Care and Support Statutory Guidance (2014) states that:
 - "a Safeguarding Adults Board (SAB) may request a person to supply information to it or another person. The person who receives the request **must** provide the information to the SAB if:
- The request is made in order to enable or assist the SAB to do its job;

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- The request is made of a person who is likely to have relevant information;
 AND THEN EITHER
 - a) The information requested relates to the person to whom the request is made and their functions or activities; OR
 - b) The information requested has already been supplied to another person subject to an SAB request for information.
- 11.3 NSAB members shall keep confidential any information obtained as a result of the inter-agency cooperation, except the disclosure of information that is necessary in order to demonstrate the functions of the NSAB and that may be requested under the Freedom of Information Act.
- 11.4 NSAB records will be kept in accordance with local authority requirements. These records will be made available to partner organisations' on written request to the Chair of the Board. Records of meetings/activities undertaken on behalf of NSAB will be kept securely by all partner agencies and retained according to their organisation retention timescales.
- 11.4 Newcastle City Council will take the lead on managing subject access requests under the Data Protection Act (General Data Protection Regulations from 25 May 2018 onwards) that refer to the work of the NSAB. Where the requests refer to the work of individual agencies these will continue to be managed by the agencies concerned. Where the partnership is requested to disclose data that falls within the Data Protection Act (General Data Protection Regulations from 25 May 2018 onwards), the Council will ensure that this request is in writing and that consent is obtained from the individual agency concerned where appropriate.

12. Complaints procedure and resolving disputes Complaints

- 12.1 Complaints about the NSAB will be dealt with by Newcastle City Council's complaint procedure.
- 12.2 If the complaint is with regard to the action or inaction of a partner agency concerning the protection of an adult at risk then the partner agency will investigate the complaint using their complaint procedure and inform the NSAB of the outcome.

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Disputes

12.3 The Chair and the NSAB Coordinator will try to resolve any day-today disputes between partner agencies. If this is unsuccessful then the NSAB will try to resolve any disputes between partner agencies. The NSAB may appoint an external arbitrator if the outcome of a dispute cannot be resolved between partners.

13. Exit Strategy

- 13.1 NSAB partnership agreement will be reviewed annually by the Safeaguarding Adults Board. Amendments will have to be agreed by partner agencies.
- 13.2 Any proposed amendment to the partnership or terms of reference of the committees shall be provided to the chair of NSAB no less than 14 days before the meeting of NSAB.
- 13.3 Membership of the NSAB partnership can only be terminated by any partner agency if they give written notice of 3 months to the Chair of NSAB.
- 13.4 In the event of the termination of the NSAB partnership then responsibility for the staff of the Safeguarding Adults Unit will be that of the local authority.
- 13.5 Other fixed costs, computers, office equip provided by the Local Authority will remain the property of the Local Authority.

14. Adopting the Safeguarding Adults Partnership Agreement

This Newcastle upor	n Tyne Safeguarding Adults Board				
Partnership Agreement was agreed by:					
Organisation:					
Name:					
Position:					
Address:					
Signature:					

Service	Document title	Version	Issued by	Classification	20
NSAB	Partnership	Final	Claire Nixon	Unclassified	Ţĭ
	Agreement	21.03.2018			

Date:	

Service	Document title	Version	Issued by	Classification	21
NSAB	Partnership	Final	Claire Nixon	Unclassified	T
	Agreement	21.03.2018			