



Item 4b



Barnsley Safeguarding
Adults Board

BARNESLEY SAFEGUARDING ADULTS BOARD

ANNUAL REPORT

2019 - 2020

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BARNESLEY
Metropolitan Borough Council

Welcome to the annual report of the Barnsley Safeguarding Adults Board (BSAB).

I would like to thank you for taking an interest in the work of Barnsley's Safeguarding Adult Board. As the Independent Chair, I am pleased to report that there has been progress against the board's objectives. Partner agencies continue to show their commitment to working together to keep vulnerable adults safe.

Examples of positive work undertaken by the board include the public awareness raising, particularly during the Safeguarding Awareness Week, which is considered to have contributed to the increase in safeguarding referrals coming from members of the public and by individuals themselves; case audits leading to changes in policies including 'Self Neglect and Hoarding' and 'People in Positions of Trust'; and the creation of a multi-agency panel to look at high risk cases including young adults with more work planned with the Barnsley Safeguarding Children Partnership.

During the year that this report covers, there was one Safeguarding Adult Review, more details of which can be found on page 12. The review confirmed to me that the partnership is keen to learn from cases and wants to improve the services that it provides to vulnerable people. I am confident that the learning points will be actioned. It also confirmed to me that front line workers do face challenges when working with people who face difficulties in their lives.

Perhaps the issue that has most concerned the board during the year is the difficulty in ensuring that safeguarding training is delivered to all staff who work with vulnerable adults. The larger organisations, such as the Local Authority, Health and the Police, have their own training programmes that they can deliver to their staff but we have lacked a multi-agency training offer that we can deliver to a much wider group of staff. We have also struggled to get reassurance that all staff have received the level of training appropriate to the role that they have. I am pleased to say that there is progress on this issue and I am quite confident that we will be able to employ a Safeguarding Trainer in the coming year that will go a long way to addressing those concerns.

The lockdown, triggered by the COVID-19 (Coronavirus) crisis, came into effect just as the year being reported upon was coming to an end. It is more appropriate to comment more on that situation in the next annual report but, for the purpose of this report, I can say, as an Independent person, that the agencies which work with vulnerable adults have shown considerable resolve in their determination to provide support to those in need.

Members of the public have a key role to play in keeping people safe. Communities can assist in identifying those in need of help and alerting the relevant agencies. Those who live alone, who perhaps have limited or no family support, can sometimes struggle. More information on how to report a Safeguarding Concern can be found on page 4. **Please remember, Safeguarding is Everyone's Business.**

Bob Dyson QPM,DL
Independent Chair Barnsley Safeguarding Adult Board

WHAT IS ABUSE?

Abuse is any action, deliberate or unintentional, or a failure to take action or provide care that results in harm to the adult (this is called neglect).

[There are many different types of abuse; more details about abuse can be found on the council website by clicking here.](#)

The website tells you how you can tell us if you, or someone you know, is being harmed or abused.

WHO DO WE HELP KEEP SAFE? (ADULT SAFEGUARDING)

We help to keep all adults aged 18 and over safe who:

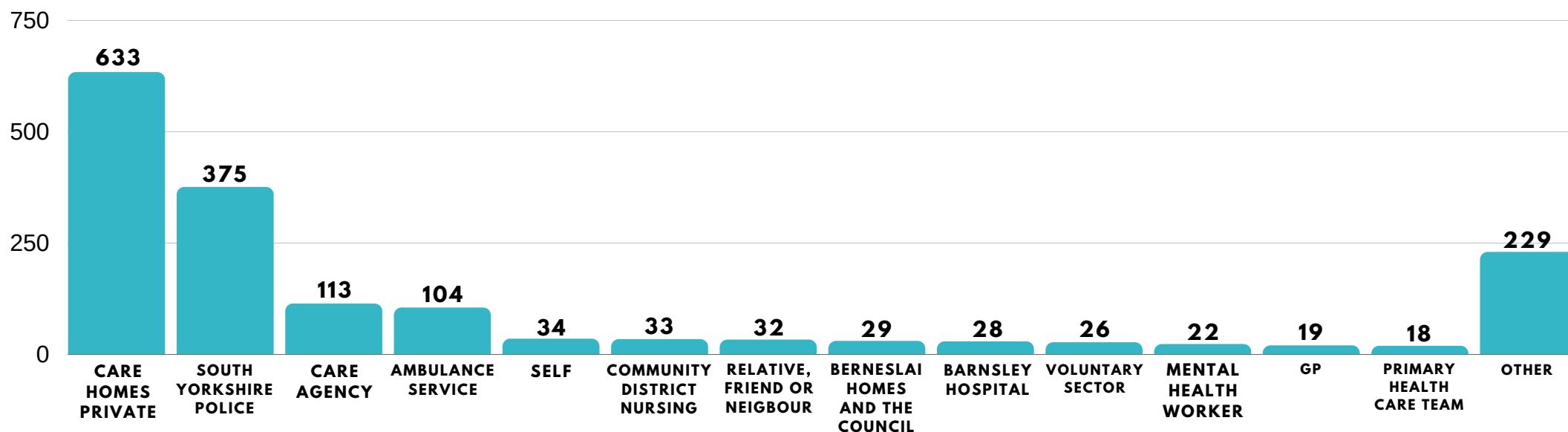
- need care and support, even if they are not getting care or support now
- are experiencing, or at risk of, abuse or neglect
- as a result of their care and support needs is unable to protect themselves from either the risk of abuse or the experience of abuse or neglect

Adults who are not able to speak up for themselves are particularly vulnerable and we all need to speak up to keep them safe.

SAFEGUARDING DATA

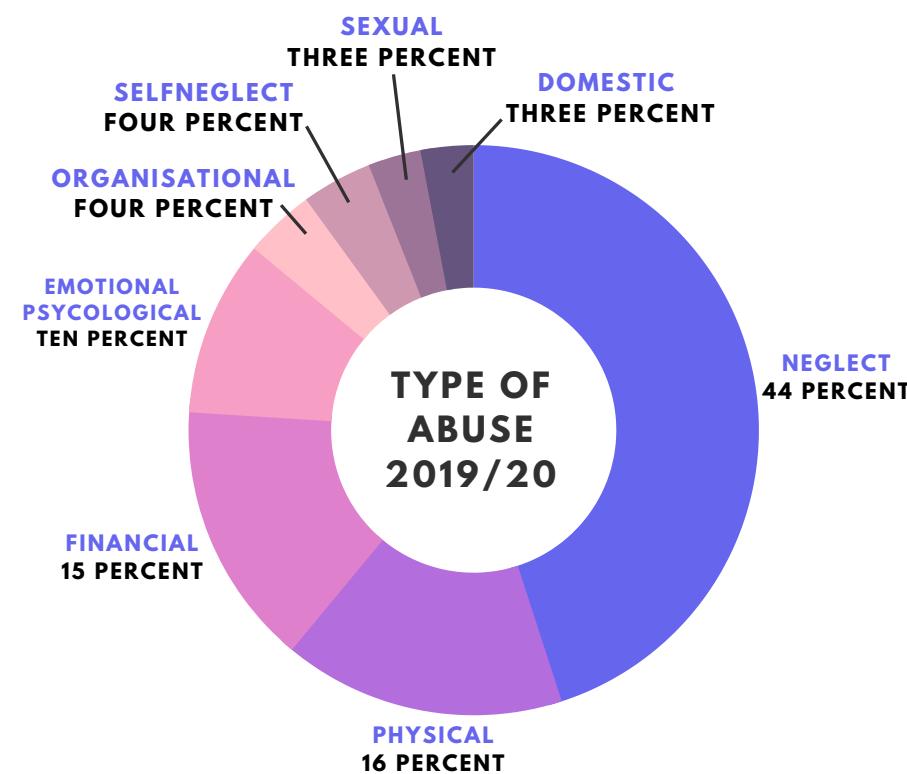
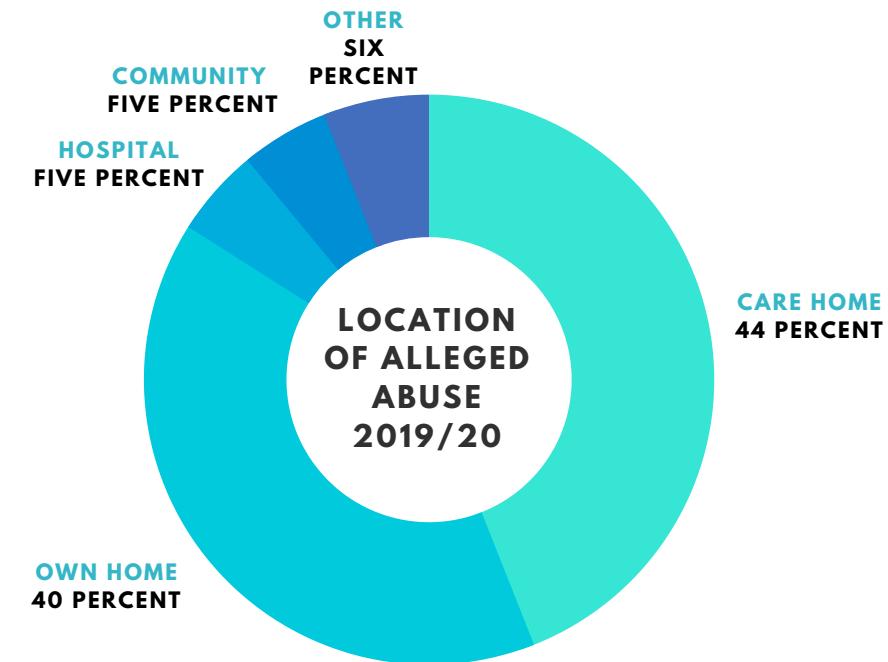
Who told us they had concerns an adult was being hurt?

SOURCE OF SAFEGUARDING CONTACTS
2019/20



LOCATION OF ABUSE

The number of concerns related to abuse taking place in care homes dropped from 52 percent to 44 percent of the total number of concerns received, due to the increase in concerns received from other organisations. We are pleased to report a significant increase in reporting of abuse in the community, which rose from one percent to five percent. There has also been an increase of concerns about harm in the adult's home, up from 36 percent to 40 percent. This is a testament to the work throughout the year to raise awareness of abuse in the community. This increase is comparable with both national and local data, but is still lower than many other areas.



TYPES OF ABUSE

The significant reduction in the number of organisational abuse cases from 10.7 percent in 2018/2019 to four percent in 2019/2020. This reduction is reflective of the increased role of joint commissioning and the creation of a specialist adult social care team working with care homes to provide high-quality care. The doubling of reports of financial abuse to 15 percent during the year reflects the training and media campaign completed to help staff and volunteers identify and report it. We are still below national averages but we are confident that the reports will continue to rise in 2020 – 2021, as we continue to raise awareness of the issue.

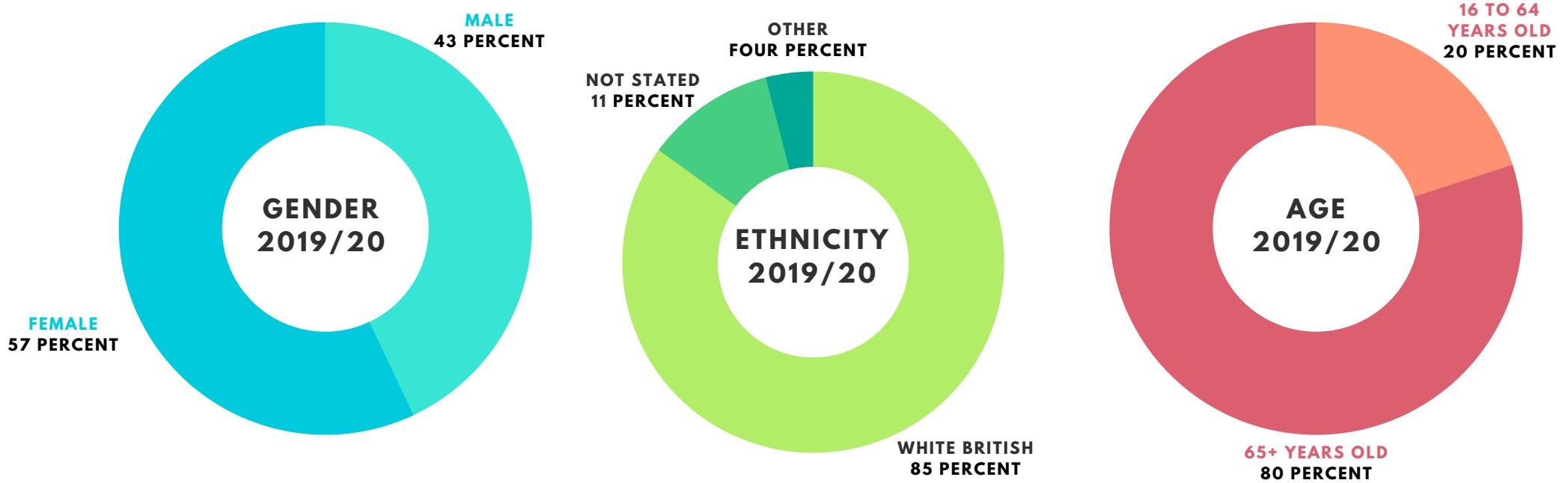
Self-neglect and hoarding concerns have also increased from 2.3 percent in the previous year to four percent this year. Research suggests that two to four percent of adults self neglect and/or hoard. Whilst not all of these require any intervention, it does suggest that the numbers reported should be higher.

SAFEGUARDING ADULTS – S42 ENQUIRIES

A Section 42 enquiry begins when an adult meets the three stage test (see page 4) and they agree they want help to stop the harm. This enquiry can also be made if it is in the persons “best interests” as they are unable to make this decision for themselves (they lack capacity to make this decision due to dementia etc). In 2019/20, 26 percent of concerns met this criteria in the year overall, a reduction from 38 percent in the previous year. The introduction of a new recording system in August 2019 provides more robust data – see page 8). The conversion rate of concerns meeting the threshold for a Section 42 enquiries varies from 22 percent to 54 percent, this will be addressed in the coming year to improve the quality of concerns received and to provide assurance of the consistency of decision making within adult social care. The remaining 74 percent of cases that did not meet the safeguarding threshold will have been offered support through one of the following:

- An assessment or review of care by Adult Social Care
- Signposting information to specialist services
- No further action as the adult declined any help at this time

The adults we supported to stop harm and abuse through a S42 enquiry are illustrated below:



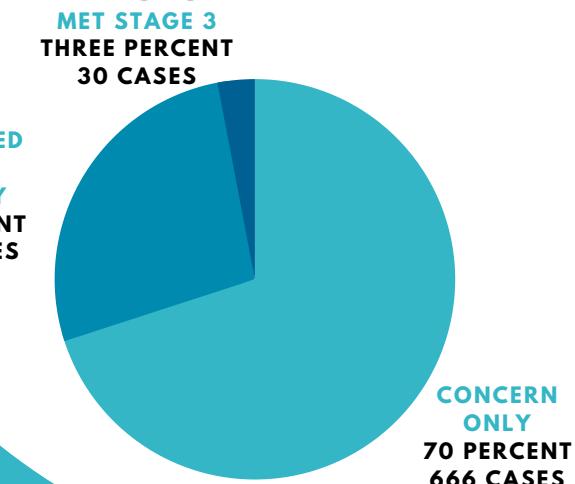
The increase in reporting of abuse involving men is positive, this has risen from 30 percent to 43 percent) as they are often under-represented in the data as they more likely to decline support. The rise in the number of adults aged over 65 (up from 70 percent in the previous year, to 80 percent this year) is in line with national data and reflects their increased reliance on services or family support. The proportion of black and minority ethnic adults referred in for safeguarding support was four percent, which is in line with our demographic data.

CONCERNS, S42 AND MAKING SAFEGUARDING PERSONAL – QUARTER 3 AND 4 - 2019/20

The 30 cases that met the three stage test that did not progress to a S42 enquiry were safeguarded by other assessments.

DID ADULTS FEEL THAT WE REMOVED THEIR RISKS BY WORKING WITH THEM IN SAFEGUARDING?

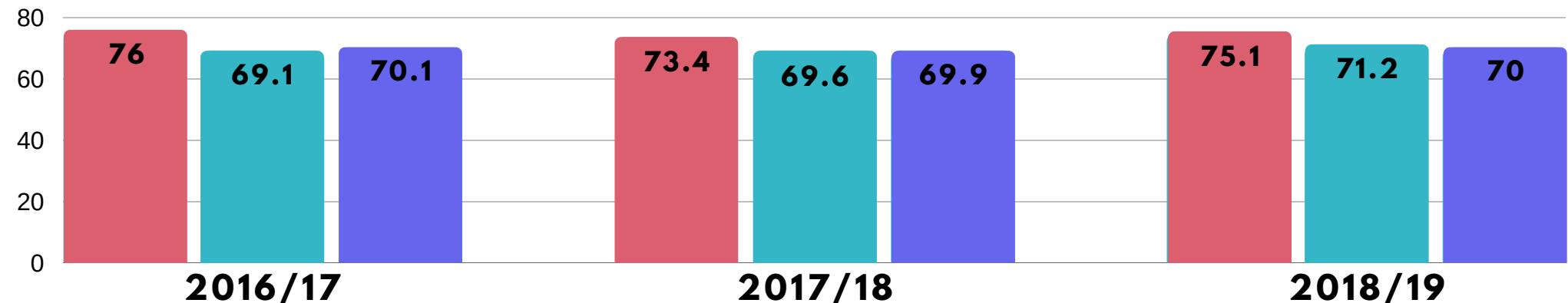
The data shown below relates to the 256 (S42) cases, in which the majority of adults report that safeguarding helped them feel safer by reducing or removing risks (96 percent). The Making Safeguarding Personal principles, which supports adults to make their own choices, may result in them continuing to live with or maintain a relationship with the alleged source of harm. If other adults are at risk we will take action to protect them, this may include use of the People in Positions of Trust policy if a worker or volunteer is involved in the harm.



**RISKS
2019/2020**

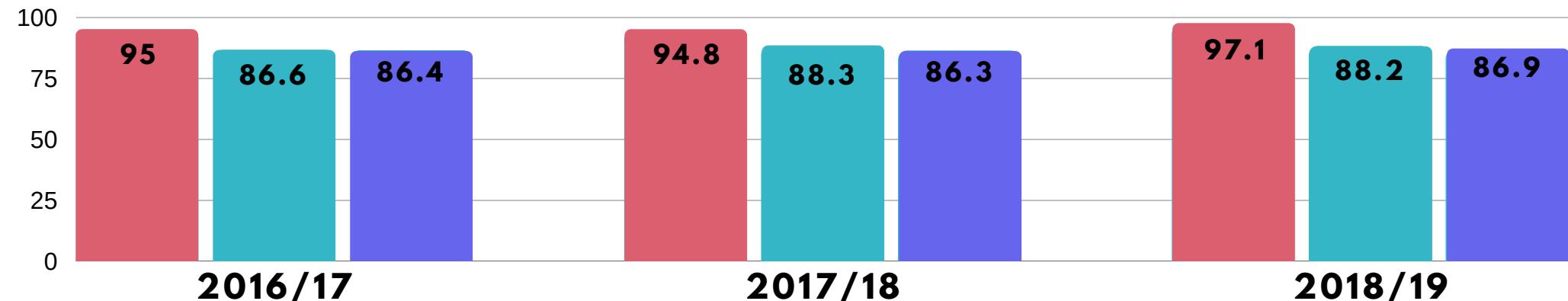
ADULTS WHO ARE SUPPORTED BY SOCIAL CARE SERVICES WHO TELL US THEY FEEL SAFE

The proportion of people who use services who feel safe:



Adults in Barnsley report feeling safer than adults in all areas of the country, despite a small drop in 2017/18. Barnsley continues to exceed both National and Yorkshire and Humber statistics. *

The proportion of people who use services who say that those services have made them feel safe and secure:



Adults in Barnsley continue to report that the services provided made them feel safe and the rates of satisfaction reported is higher than all other areas of the country. * (* Data for 2019/20 is not available until October 2020)

CASE STUDIES

“CUCKOOING” SAFEGUARDING CASE

South Yorkshire Police and Barnsley Council’s Shared Accommodation Team worked with Marie (49), who struggled with alcohol misuse, aggravated by the recent death of her husband. A man named Harry, who was well known for dealing class A drugs and violent offences moved into her property and very quickly began to deal drugs from the house, with a group of knife carrying enforcers.

Harry took over the bedroom and controlled who entered the property leaving Marie frightened and often limited to the floor or sofa to sleep. Marie and her neighbours contacted the police in August and they quickly acted, raising a safeguarding concern, securing and executing a search warrant based on the information provided.

Following the search, Harry left the property and moved to another address in Barnsley. The police asked the courts for a civil injunction to ban Harry from Barnsley due to the level of risk he posed to Marie and other vulnerable adults. This was granted and no further issues have been reported. Marie was supported by the council’s Housing Options to secure alternative accommodation, Marie has had no contact with Harry since the search warrant and reports feeling much safer in her new home.

MAKING SAFEGUARDING PERSONAL (ADULT SOCIAL CARE)

Jason is a man in his 30s, he is terminally ill and receives support from a domiciliary care and District Nurses to manage his personal care needs. He has developed a number of pressure ulcers due to his limited mobility. One of the pressure ulcers progressed rapidly and resulted in a 12 week hospital admission. During this period he was admitted to intensive care.

Jason and his wife raised concerns that neither the District Nursing service and the Domiciliary Care service had picked up on the pressure ulcer and a safeguarding enquiry commenced. Adult Social Care worked closely with Jason and his family. Jason was involved in the planning meeting that tasked the Domiciliary Care service and District Nursing to review how they missed the new pressure ulcer and their conflicting policies. Learning was identified for both organisations and action plans were agreed. Jason stated that he felt that lessons had been learnt to protect him and others from similar circumstances. Jason noted that he wouldn’t want a decision to impact on the level of care he would receive in the future. He was reassured that this would not be the case and both organisations were deemed to have neglected Jason. Jason’s health improved to a level that he could return home with the same providers and no further issues have been identified. Jason was part of his planning meeting and due to not being able to sit for long periods was contacted through video call for his outcomes meeting where he and his wife were supported by an advocate..

PROGRESS ON ACTION 2019/20 STRATEGIC PLAN

Priority 1 – Making Safeguarding Personal (MSP)	Action
<p>Embed MSP into all safeguarding practice and seek feedback from adults about their experience and provide this data to the Board.</p> <p>Work with SAFE to increase their involvement in the production of the Board's plans to keep adults safe.</p>	<p>Safeguarding Adults Forum by Experience (SAFE) have designed a leaflet for use by workers and volunteers to help adults understand the safeguarding journey and who to contact with any concerns. It will be reviewed in the coming year to make sure it is helpful to adults.</p> <p>SAFE have worked with Sheffield Safeguarding customer group to share ideas and have suggested the creation of a universal health passport for any adult who may need support to access health care. In addition to the sub-group, they have been an active voice in board meetings.</p>
<p>Review the impact of our publicity campaigns and whether it increases the number of referrals from them.</p>	<p>The regular campaigns around safety have been well received and the number of referrals received from adults, relatives and neighbours has increased in the last year.</p>
<p>Work in partnership with Barnsley Safer Partnership and Health and Wellbeing Boards to address issues that affect all adults.</p>	<p>Joint work has been started around the increased risk of abuse faced by adults who are lonely and/or socially isolated. Areas for joint work around the learning disability strategy commenced and BSAB received updates on LeDeR reviews into the deaths of adults with learning disabilities.</p>
Priority 2 – prevention of abuse and neglect	Action
<p>Deliver multi-agency training to support the use of the decision support guidance.</p>	<p>Training has been delivered to over 120 workers, the guidance is available on the website, however additional work will be needed in 2020/21 as too many concerns do not meet the threshold for a safeguarding enquiry.</p>

Increase our contact with the voluntary and independent sectors.

Barnsley Council for Voluntary Services (BCVS) now sit on the Board and sub-groups. BCVS have agreed to complete a training needs analysis in the voluntary sector. The Board Manager regularly attends the provider forums. A member of the voluntary sector chairs one of the sub groups.

Seek assurance that all care provision in Barnsley is safe for adults who use them.

Representatives from joint commissioning provide data to the Board quarterly and attend meetings to answer questions. We also have an annual attendance by a representative from the Care Quality Commission (CQC) to share their findings about local care providers.

Review data from all partners to provide evidence that services are safe.

All partners produce data covering training, recruitment and safeguarding activity every quarter.

Priority 3 – making sure safeguarding arrangement work effectively

Action

Deliver learning events to share the findings from Safeguarding Adults Reviews (SAR) and audits.

140 staff attended two self-neglect learning events to explore how to work with adults who self-neglect and/or hoard. Presentations from a specialist barrister and a researcher were well received. Specialist training was provided to adult social care staff, BIADS Dementia service and to South West Yorkshire Partnership Trust (SWYPFT).

Receive regional and national safeguarding data to help us evaluate how well we are doing to keep people safe.

Data from both regional and national sources are used to evaluate performance at least twice a year. The learning informs the contents of the performance dashboard produced by all partners every three months.

Receive assurances that staff are appropriately trained to recognise and respond to abuse.

We are satisfied that all staff have access to basic information, we are aware that staff who require more specialist training need to receive this. This will be carried over to 2020/2021.

Continue to complete quarterly audits to improve policies and practice.

Audits have been completed into self-neglect and hoarding, management of People in Positions of Trust (PIPOT) cases this year. Both audits resulted in changes to the policies which have been re-issued. An audit into the interface between safeguarding and homeless was started but not completed due to COVID-19.

Implement robust, open and honest challenge processes at the board and its sub-groups.

All partners contribute data every quarter which is examined by the Board. All organisations are required to share information about risks to their ability to keep adults safe and annual development is held.

Priority 4 – Transitions. Making sure all young people who need safeguarding into adulthood have support

Action

Work with the Barnsley Safeguarding Children's partnership (BSCP) to reduce the risks of young people being harmed as they become adults.

Audits, completed by BSCP, have provided assurance about young adults with disabilities, those who are "looked after". However, young adults have been identified and work has taken place to create a multi-agency panel to address the safety concerns of 17 to 25 year-olds.

Facilitate with Barnsley Safeguarding Children's Partnership (BSCP) a public facing Safeguarding Awareness week.

A highly successful week took place in July and involved schools, colleges, health, Police and other partners to highlight support available to all residents of Barnsley to prevent and stop harm and abuse.

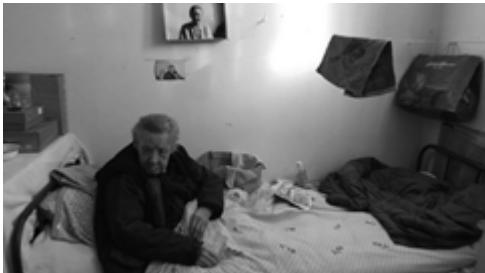
	Income	Expenditure
Employee costs	-	43,327
Public transport	-	290
Supplies and services	-	19,746
Business support	-	25,000
NHS Barnsley CCG	26,648	-
Miscellaneous Contributions	3,115	-
Police and Crime Commissioner	5,595	-
Barnsley Council	53,005	-
Total	88,363	88,363

BUDGET – YEAR END 2019/2020

SAFEGUARDING ADULTS REVIEWS AND LEARNING LESSONS

We worked with the family of “Clive” to complete a Safeguarding Adults review into his death as a result of self-neglect. Clive lived alone, following the death of his parents, he became increasingly isolated partly due to his anxiety about leaving the property and his obsessive hand washing and fear of germs. He was often discharged from services as he did not respond or failed to attend appointments, this included access to Department of Work and Pensions benefits. Several actions have been identified to increase our ability to work with adults like Clive in the coming year. The full report will be published on the safeguarding adults’ website. The Coroner referred Mrs H, as a possible Safeguarding Adults Review, due to his concerns about self-neglect and hoarding. The board have agreed that a review is required into the circumstance of her and her husband’s living conditions and contact with services. An external author has been appointed, however as this was received in 2019, it will not be completed until the summer of 2020.

KEY ACHIEVEMENTS



Policy update

Following an audit into self-neglect and hoarding cases and the review of Clive’s death, the self-neglect and hoarding policy was updated. A new risk tool has also been developed to help workers assess the risks faced by people who hoard and a list of key contacts was developed. (This is not a photo of Clive)

The **SAFE group** have produced a leaflet for workers and volunteers to leave with an adult who has been harmed or abused to explain the safeguarding journey and who they can contact for help. Links have been made with the Sheffield Safeguarding Customer Forum and it is hoped that joint work can be completed in coming year. Unfortunately, due to COVID-19, members of the group were not able to attend a regional event on customer groups, it is hoped that this will take place in 2021. The group have started working with Public Health to create a universal health passport for all adults to use to help them get health services when they will struggle to communicate their needs, due to learning disabilities, dementia etc.

The Board keeps in touch with colleagues in Yorkshire and Humberside and was involved in a Local Government Association led event into decision making about which safeguarding concerns are screened into safeguarding (three stage test).

- Community volunteers and their managers were provided with safeguarding training to support them to keep adults safe during lockdown.
- Safeguarding champions were identified and given training and resources to help them support staff and volunteers to respond to harm and abuse promptly and appropriately.
- A specialist conference into self-neglect and hoarding was held with input from a specialist barrister and a leading researcher.
- To respond to the low numbers of financial abuse cases reported locally, over 160 staff and volunteers attended four sessions run by the Police and the Board Manager to learn about scams, cyber-crime, financial abuse and what can be done to help adults stop and ideally prevent financial abuse and scams.
- A session to learn from Safeguarding Adults' reviews (local and national cases) was held to develop and improve practice and the way we work together.
- Barnsley struggles to deliver the multi-agency training needed as the Board does not have access to a training post.

The People in Positions of Trust policy has been updated following audits to include workers and volunteers who are alleged to have harmed adults at risk outside of Barnsley. The new policy is on the website.

South Yorkshire Safeguarding Awareness Week July 2019

Another packed week of training for staff, volunteers and the public were held, including coffee mornings in all the Area Councils. 379 members of the public engaged with the 19 organisations at an all-day public event at the transport interchange. 36 adults were referred for additional support and 50 workers and volunteers used the opportunity to update their knowledge. A South Yorkshire training event was held to support the management of workers and volunteers who harm adults they work with or know (PIPOT). The Clinical Commissioning Group (CCG) helped us produce a short animation explaining self-neglect and hoarding.

Pathways and Partnerships have produced guidance and policies to support safeguarding practice. These include – sexual safety, how to complete a section 42 enquiry, how to recognise wilful neglect, React to Red (tissue viability) and financial abuse and scams. We have worked with our Local Domestic Violence service to receive assurance that we are protecting older adults who are victims of domestic violence. (see website for copies of the guidance).

Our active media programme has helped the public in Barnsley stay safe and to look out for more vulnerable neighbours and friends. The work to highlight scams and bogus callers, particularly since COVID-19, has been well received and have prevented the increase in scams seen in other parts of the country. Thanks to our communications colleagues for their help with this.

We have said goodbye to some longstanding members of the Board and the sub-group. We want to thank them for their work to help keep adults safe and welcome the new member to Barnsley Safeguarding Adults Board.

The board has contributed to a national SAR library and a research project to identify trends from SARs and lessons learned. We have agreed to look at how we safeguarding adults who are homeless or insecurely housed and started an audit of four cases of adults who sadly died this winter. We have updated our “risk” register to help us prioritise the work we do and will continue to develop this in the coming year. If you have any suggestions about work the board should be considering please email the Board Manager at CathErine@barnsley.gov.uk.

SAFEGUARDING CASE STUDY – BERNESLAI HOMES AND PARTNERS

Ryan is a 26 year old single male. He has significant learning difficulties, but had not been formally diagnosed. Ryan had maintained his own flat for a two year period, with support from his mother. At the end of November 2019, Ryan’s mum contacted the Housing Management Officer to inform them that Ryan was too afraid to return to his flat as he was being financially abused and threatened with violence by people in the community. To protect Ryan the information was shared with both South Yorkshire Police and a safeguarding referral made to Adult Social Care. Contact was made with

Homeless Housing Advice to explore alternative housing options which resulted in a move to an alternative (safe) temporary accommodation. Ryan was assessed by adult social care and safeguarded. Berneslai Homes and partners completed a risk assessment that resulted in a Band 1 priority (top priority) being awarded to support a move to a new permanent home. Due to Ryan’s vulnerabilities he was added to the Berneslai Homes vulnerable list to help him to bid for a new home. Ryan and his mum (with his consent) had regular contact with the Housing Management Officer, the Police, adult social care and the homeless team. This had a positive impact on Ryan’s physical and emotional wellbeing. Ryan was successfully rehoused in March 2020 where he remains with ongoing support.



BARNESLEY SAFEGUARDING ADULTS BOARD STRUCTURE

INDEPENDENT CHAIR: BOB DYSON

BARNESLEY SAFEGUARDING ADULTS BOARD

**PERFORMANCE
MANAGEMENT AND
QUALITY ASSURANCE
SUB-GROUP**

CHAIR: SYP

**SAFEGUARDING ADULTS
FORUM BY EXPERIENCE**

**CHAIR:
MARGARET BAKER
(MEMBER OF SAFE)**

**PATHWAYS AND
PARTNERSHIP SUB
GROUP**

**CHAIR: CCG AND
INDEPENDENT SECTOR**

**LEARNING AND
DEVELOPMENT SUB GROUP**

CHAIR: BARNESLEY COUNCIL

**SAR AND DHR SUB
COMMITTEE**

**CHAIR:
BOB DYSON. INDEPENDENT
CHAIR OF BSAB**

“KEEPING PEOPLE SAFE IN BARNESLEY”

Statutory Responsibilities of BSAB :

- Publish a Strategic Plan – what we will do
- Publish an Annual Report – detailing what we have done to keep people safe.
- Complete Safeguarding Adults Reviews when adults die or are seriously injured as a result of abuse/neglect.

BSAB Role is to:

- Put the adult who has been harmed or at risk of harm at the centre of everything we do, listen to their views about how we can help keep adults safe.
- Hold board members to account – are we/they doing enough to keep adults safe
- Collect and share information about how well we are keeping adults safe and what more we could do
- Make sure our workers and volunteers get the training they need to provide safe services and to share concerns if they think an adult is being hurt or abused
- Review our policies and guidance to make sure we are constantly improving.

BSAB Structure:

- Board with Independent Chair.
- Performance Management & Quality Assurance
- Sub-Group.
- Pathways and Partnership Sub Group.
- Domestic Homicide Review (DHR)/Safeguarding
- Adult Review (SAR) executive group
- Safeguarding Adults Forum(by) Experience
- Learning and Development Sub Group

Strategic Priority 1 - Making safeguarding personal

Support adults who have been abused to stop the harm and feel safe

Strategic Priority 2 - Prevention

Preventing abuse and neglect from taking place and supporting people to feel safer.

Strategic Priority 3 - Accountability

Making sure safeguarding arrangements work effectively.

Strategic Priority 4 - Transitions

Working with young people to reduce the risk of abuse as they become adults

BARNESLEY SAFEGUARDING ADULTS BOARD STRATEGIC PLAN 2020 - 2021 – WHAT WE WILL DO

Use data from adults who have been safeguarded to improve practice.

Work in partnership with the Community Safety, Health and Wellbeing Boards on issues that affect all groups.
Safeguarding and homelessness, cuckooing etc

Embed Making Safeguarding Personal (MSP) by use of the new leaflet and collecting data from adults about their experience of Safeguarding

Review impact of publicity on public awareness and the number of concerns raised by them

Employ a multi- agency trainer to coordinate and deliver high-quality education to all workers and volunteers

Increase our contact with the voluntary and independent groups in Barnesley to help them keep adults safe

Receive data that helps us to drive up the quality of all care providers locally.

Deliver learning events to share learning from Safeguarding Adults Reviews, jointly with the other Boards

Hold all partners to account by robust challenge at Board and via quarterly dashboard.

Receive regional and national safeguarding data and information to help us evaluate how well we are doing compared with other Local Authorities.

Receive data from the sub-groups to confirm that adults are safe, by use of audits and sharing of good practice

Embed the learning from Safeguarding Adults Reviews to improve practice and keep adults safe

Continue to improve the quality of safeguarding concerns received from all organisations.

Hold an annual safeguarding awareness week with the Children's partnership

Work with the Children's Board and the Safer Barnsley Partnership Board to reduce the risks of vulnerable young adults being harmed or abused as they become adults.

Use the learning from Safeguarding Adults Reviews and other sources to deliver a high-quality service to young adults.

OUR PARTNERS



BARNESLEY
Metropolitan Borough Council



South Yorkshire
POLICE

NHS
Barnsley
Clinical Commissioning Group



NHS
England

NHS
South West
Yorkshire Partnership
NHS Foundation Trust

NHS
Barnsley Hospital
NHS Foundation Trust

Care Quality
Commission



South Yorkshire
Police and Crime
Commissioner



South Yorkshire
FIRE & RESCUE



IDAS



RECOVERY STEPS
BARNESLEY

healthwatch
Barnsley

National
Probation
Service



humankind®

Barnsley
College



NORTHERN
COLLEGE

Barnsley
Safeguarding
Children
Partnership

South Yorkshire
Community Rehabilitation Company

PROBATION

Thanks to all our partners who have worked with us to demonstrate
what they are doing to prevent harm and abuse every day.

centre
point

give homeless
young people
a future