Wigan Safeguarding Adults Board Newsletter

Welcome to the Autumn 2025 addition of the Wigan Safeguarding Adults Board Newsletter. We hope you find this newsletter useful and we welcome any feedback which you can send to us by emailing

wsab@wigan.gov.uk

What'sUp Champions Update

The What'sUp Champion project continues to grow. In August we held our 2nd What'sUp Champion Network Meeting of the year and welcomed more new Champions.

What did we get up to?

- Welcomed new Champions
- A volunteer from Greater Manchester Police came to speak to the champions about Fraud and Scams and how they can keep themselves safe.
- The Champions shared examples of what they had been doing within their roles
- The champions participated in a sing and dance to 'Sweet Caroline.'

Safeguarding Adults Week 2025

Safeguarding Adult's Week runs from Monday 17th to Friday 21st November 2025 and the theme this year is **'Prevention: Act before abuse.'**

Each day of the week will focus on a different theme.

Monday: Change the Conversation

Tuesday: Prevention in Practice

Wednesday: Creating Empowering Environments

Thursday: Trust your Instincts

Friday: Celebrate Safer Cultures

It is a time for organisations to come together to raise awareness of important safeguarding issues and were encouraging professionals and organisations to take a closer look at their approach to prevention.

WSAB will be hosting a variety of learning events throughout the week in collaboration with partner agencies and we would love for you to join us.

Look out for some comms coming soon...

Crisis Harbours

A new Crisis Harbour has opened on 8 Crompton Street, WN1 1YP in Wigan Town Centre. This complements the established offer at The Salvation Army in Atherton.

There opening times are:

Tuesday 8pm-2am
Friday 3pm-11pm
Saturday 4pm-12am
Sunday 3pm-11pm

EPiC HOPE Harbours are there for everyone. Whether you are struggling with mental health issues or suicidal thoughts, if you have been suicidal historically or recently, if you have lost someone through suicide or even if you just need to talk and share your feelings. With peer-to-peer support and friendly volunteers, the harbours are a safe place, and you will always be made very welcome. No appointment needed.

At the Crisis Harbours, trained and compassionate peer supporters with lived experience offer immediate support if anyone is going through a mental health crisis, including feeling suicidal. They provide a safe alternative to A&E and can help connect people to other support once the immediate crisis has passed.

The link to the website is below for further information:

EPiC Hope Harbours - Epic Hope

Wigan leads the way... The 1st indefinite Domestic Abuse Protection Order to be granted in the country

On 22 August 2025, Manchester and Salford Magistrates Court granted an indefinite **Domestic Abuse Protection Order (DAPO)** to protect an individual from domestic abuse. The application was led by the **Wigan Domestic Abuse Team (DAT)**, who are currently managing the criminal investigation. This indefinite order which has been obtained prior to any conviction is one of the first to be granted in the country.

The Magistrates were deeply concerned by the content of the application, in particular the regularity and extremity of the abuse from the suspect and granted the indefinite order as requested. During proceedings, it was revealed that the perpetrator was employed as a nurse, prompting immediate safeguarding concerns.

Relevant disclosures are also being prepared to inform the perpetrator's employer and safeguarding leads.

Strong Multi-Agency Coordination

This case highlights the strength of multi-agency collaboration in safeguarding vulnerable individuals.

Key actions now underway include:

Victim welfare is being prioritised, with updates and support provided directly to the individual, including guidance on reporting any breaches. Referrals to Wigan Council and beyond will be made, triggered by the Domestic Abuse Report.

Perpetrator compliance is being enforced through timely visits and service of the order, with all actions documented to ensure accountability.

Safeguarding Across Borders

As the victim resides outside the Greater Manchester area, an **out-of-force referral** is being conducted to ensure continued support and monitoring. This demonstrates the importance of cross-border cooperation in protecting individuals at risk.

The Power of Partnership Working - Multi-Agency Operation to target Cuckooing and county lines

On **15th May 2025**, a coordinated multi-agency initiative took place across the Wigan Borough as part of **Operation Avro**, led by Greater Manchester Police (GMP) they were joined by Keyworkers **Vicki Worby** and **Chris Walker** from the **Complex Dependency Team**, alongside colleagues from the **Community Resilience Team** and **Neighbourhood Tenancy Team (Housing)**, to deliver targeted visits to vulnerable individuals and households.

Strategic Objectives of the Operation- The day's activity was underpinned by a clear set of objectives:

Safeguarding & Risk Reduction
Identifying individuals at risk, conducting on-site assessments, and making immediate referrals to support services including mental health and social care.

Enforcement & Disruption
Taking appropriate enforcement action to disrupt criminal activity and gather intelligence for ongoing investigations.

Community Engagement & Reassurance
Raising awareness of exploitation risks and providing visible reassurance in high-risk areas.

Intelligence Gathering & Information Sharing
Facilitating real-time intelligence exchange between agencies and identifying emerging concerns.

Multi-Agency Collaboration
Strengthening partnership working and promoting joint decision-making for improved safeguarding outcomes.

Efficiency & Coordination
Reducing duplication through joint visits and aligning efforts with existing partner activity.

Sustainable Safeguarding Measures
Establishing longer-term support plans and tracking outcomes to inform future interventions.

Operational Highlights - Two vehicles were deployed to cover the **East and West** of the district and a total of **10 addresses** were visited across the borough. The visits enabled direct safeguarding interventions, new referrals for housing, mental health, substance misuse and offending support and enhanced information sharing between agencies.

Impact and Feedback

A Neighbourhood Sergeant involved in the operation shared their appreciation:

"I wanted to extend my thanks for your support last Thursday. Your attendance and engagement were instrumental in ensuring the day ran smoothly."

This operation exemplifies the power of partnership working in safeguarding adults at risk and disrupting exploitation in our communities.

The Prevention Hub Team

The Prevention Hub transferred to Adult Social Care in May this year and now forms part of the Safeguarding Team (MAPPT). This transition reflects a natural alignment with Adult Social Care as the Prevention Hub's role is centred on safeguarding adults, addressing vulnerability, prevention, and crisis intervention. Additionally, the team focuses on demand reduction and works closely with several partner agencies including Greater Manchester Police, Wrightington Wigan and Leigh NHS Foundation Trust (WWL) and North West Ambulance Service (NWAS) to address repeat demand.

The Prevention Hub is based at Wigan Police Station and is made up of an Operational Manager, seven keyworkers and a Business Support Officer. The keyworkers aim to respond to referrals within 72 hours. They may address different needs such as mental health, substance misuse, physical health concerns, housing, financial issues, offending, amongst other areas.

The Prevention Hub does not receive direct referrals. All referrals are made through agreed pathways such as Multi Agency Public Protection Team (MAPPT), the Eyes and Ears process and other specialised channels.

One of the Prevention Hub's most effective areas of work is the Risk and Complexity Workstream, developed in partnership with the Safeguarding Team (MAPPT). Through this joint approach, the Prevention Hub have and continue to support individuals who may not meet Care Act thresholds, but who face vulnerabilities and complexities.

The Prevention Hub also work with adults who have been identified as A&E repeat presentations, NWAS High Intensity Users and GMP repeat demand (adult missing from homes and vulnerable adult incidents). The aim of these workstreams is to establish unmet needs of the individuals identified, coordinate support that reduces reliance on these services and prevent future demand, whilst in turn contributing to the reduction of demand on Adult Social Care's front door.

Being part of Adult Social Care strengthens the ability to focus on early intervention and prevention, while also helping to reduce current and/or future demand *on* Adult Social Care. Furthermore, delivering more sustainable and positive outcomes for the people the team support.

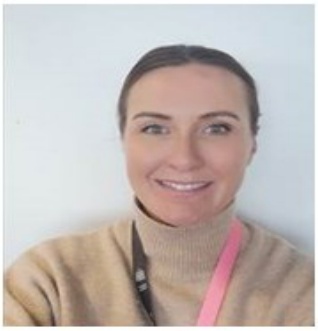
Hear from some of the Prevention Hub Team Members

I am incredibly proud to manage the Prevention Hub and to lead such a dedicated team whose work safeguards and supports adults across the borough. The team consistently go above and beyond to make a real difference, often during the most difficult times in people's lives. Our move into Adult Social Care feels like a natural transition, fully in line with our remit and I am excited to be part of the Safeguarding Team and Adult Social Care. Together we will continue to develop our work and strive to achieve positive outcomes for the people we support.

Jared Black—Operation Manager

I've worked for the Prevention Hub for seven years. Over those seven years, we have changed the work we do several times but that's what I like about this role. We change and respond to identified areas of need. We started supporting with the Adult Safeguarding Alerts around eighteen months ago and that has produced some challenging but rewarding and meaningful work for us. I enjoy working for the Prevention Hub as I feel we're given the freedom to just do the right thing with our cases and think outside the box.

Katie Finney—Prevention Hub Keyworker



I like working in the Prevention Hub because it's such a unique service in Adult Social Care and the Council. There really isn't anything else like it and I enjoy the fact that our work is fast –paced and proactive. Knowing I can make a different and see the positive impact when someone's life improves is so rewarding.

Caroline Porter—Prevention Hub Keyworker

Pride of Adult Safeguarding Awards

The closing date for nominations for **The Pride of Adult Safeguarding Awards** is approaching…

The closing date for nominations has been extended to the **31st of October 2025.**

Why not consider nominating a colleague, a team, a community, faith or sports group, who have gone above and beyond and achieved some outstanding safeguarding efforts.

You can find out more about the awards and how to nominate by visiting our dedicated webpage [Pride of Adult Safeguarding Awards]

Special Recognition Award Presented to Heathside Staff Team

On the 28th of April 2025 a member of staff from Heathside was asked to work, she wasn't rostered but went in to support the team. Whilst in work the member of staff began to feel unwell and was waiting to be taken by her partner to A&E on the advice of the ambulance service. Whilst waiting and being supported by the team, the member of staff had a heart attack and stopped breathing. The team at Heathside launched into action and worked together to commence CPR and one of the staff ran to the local Spar shop to get a defibrillator. The team worked on the member of staff for over 20 minutes and were able to get a pulse after using the defibrillator machine.

Following arrival of the ambulance and further treatment on site the staff member was transported to Salford Royal and designated as critical. Due to the rapid response of the team the lady has made a good recovery and was discharged a few days later. This was very much attributed to the care she had received from the staff team and their quick thinking. The Staff member visited Heathside after being discharged from hospital to thank everyone for saving her life.

The staff member recognises that she could have been home alone when she had the heart attack and is grateful for the care and support received.

Natalie, Registered Manager at Heathside, accepted the Special Recognition Award on behalf of the Heathside Team.

A truly special team, saving lives!