

2016-17

Annual Report on the Effectiveness of Safeguarding Adults in Southend



Southend SAB

October 2016 to September 2017

**Annual Report on the Effectiveness of
Safeguarding Adults in Southend**

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SECTION 1 INTRODUCTION

1.1 Foreword – by Independent Chair, Liz Chidgey

I am very pleased to be introducing the Annual report covering my first year as Independent Chair for the Southend on Sea Safeguarding Adults Board (SSAB) and welcome the opportunity to publish information on the work of the board and its sub groups.

It is vital that we communicate with the public to both raise awareness on safeguarding issues but also to provide information on the actions being taken and the results being achieved.

2016/17 was a busy year for the board with considerable work being completed in support of our vision:

to ensure the safety and protection of adults with care and support needs within the borough; that is, adults who have care or support needs and who are subsequently less able than others to defend themselves against the threat of abuse, exploitation, or neglect.

We have a very strong and committed board and I am grateful for the ongoing support for the partnership, which has developed as reflected in this report and shows what was actually done both as a partnership and through the work of participating partners.

The report contains details of how safeguarding has been promoted and developed throughout Southend, through the work of the Board and its sub groups, which are populated by senior representatives from our statutory partners, along with other agencies including representatives from the voluntary and community sector.

It highlights the programme of work of the Board, undertaken over the past twelve months, and shows how partners have worked together to achieve its objectives and implement its Strategic Plan 2016-19. Details of the work and outcomes that have been achieved are provided in this report and it is essential that the work undertaken over the past year is recognised and celebrated.

The report also offers a commentary about the prospects and challenges for 2017/18 and aims to demonstrate the commitment of the Safeguarding Adults Board and recognition of our responsibilities to the people of Southend on Sea and what they have the right to expect from local safeguarding services.

This report provides detail on the actions taken during the year and there have been no cases in the last year that met the criteria for commissioning a Safeguarding Adults Review (SAR). (A SAR is commissioned when an adult with care and support needs dies as a result of abuse or neglect, or is known or suspected to have experienced serious abuse or neglect, and there is concern that partner agencies could have worked more effectively to protect the adult), However we have been finalising the actions and recommendations carried forward from SAR Anne which was published

last year.

It is my responsibility to support and encourage partners and agencies in Southend to work collaboratively for the benefit of adults with care and support needs and bring about continual improvement. It is also part of my role to hold agencies to account ensuring that individually, they do what they say they are going to do, and that collectively, agencies are working together to address issues surrounding abuse and neglect.

As the chair, I am satisfied that the agencies that are represented at the board and its sub-groups continue to demonstrate their high level of commitment to keeping people safe. I am very mindful of pressures on partners in terms of resources and time and grateful to all those who have engaged in the work of the SSAB.

I hope that you find this report both interesting and of reassurance that the board is being very active in driving forward improvements. There is a lot of detail in this annual report about which I will not comment further here. Importantly however, regardless of whatever concerns might be triggered in the minds of readers, the assurance offered by me is that Safeguarding Adults Board members and the organisations they represent know and are open about the reality of the challenges they face. They are willing to engage with each other in collaborative working and willing to contribute to thinking ahead about responsibilities, risks, ambitions and priorities.

Finally, I would like to acknowledge the commitment of all our partners, who once again have delivered a great deal in the past 12 months, and who continue to contribute to improving the way we all work together to protect adults with care and support needs from the risk or experience of abuse. I would also like to acknowledge the commitment and dedication of all front line practitioners who work in the field of safeguarding adults with care and support needs, including the public and voluntary and community sectors.

As we move into the next few months the Board is committed to taking this agenda forward with the continued support of all our partners remembering importantly that “safeguarding is everyone’s business”.

1.2 Introduction

This annual report is for the period 1st October 2016 to 30th September 2017 and is produced as part of the Board’s statutory duty under The Care Act 2014 and Chapter 14 of the Care & Support Guidance. It is one of the three core statutory duties of the Chair of the Board to publish an annual report in relation to the preceding financial year, on the effectiveness of safeguarding in the local area.

This Annual Report gives details of progress on our priorities and Strategic Plan 2016-2019; and provides an overview of SAB activities and achievements during 2016–2017 summarising the effectiveness of safeguarding activity in Southend including the work of individual member agencies.

The report will be submitted to the Local Authority Chief Executive, Leader of the Council, Essex Police, the Chair of Southend Health and Wellbeing Board and Southend Healthwatch.

More information about the statutory role and function of the Safeguarding Adults Board can be found at www.safeguardingsouthend.co.uk

1.3 Role of the Southend Safeguarding Adults Board

The Southend Safeguarding Adults Board is a statutory body that works to make sure that all agencies are working together to help keep adults in Southend safe from harm and to protect the rights of citizens to be safeguarded under the Care Act 2014, Mental Capacity Act 2005 and the Human Rights Act 1998.

Vision

The Safeguarding Adults Board (SAB) aims to ensure the safety and protection of adults with care and support needs within the borough; that is, adults who have care or support needs and who are subsequently less able than others to defend themselves against the threat of abuse, exploitation, or neglect.

Statutory Duties

The Board has three core duties defined by the Care Act 2014:

- developing and publishing an annual strategic plan setting out how we will meet our objectives;
- publishing an annual report which sets out what we have achieved; and
- commissioning safeguarding adults reviews where serious abuse or death has occurred and learning can take place.

1.4 The Safeguarding Principles

The work of the Southend SAB is underpinned by the safeguarding principles which were set out by the government in the statutory guidance accompanying the Care Act 2014. The following six principles apply to all sectors and settings including care and support services. The principles inform the ways in which we work with adults.

- Empowerment – The presumption of person-led decisions and informed consent, supporting the rights of the individual to lead an independent life based on self-determination.
- Prevention - It is better to take action before harm occurs, including access to information on how to prevent or stop abuse, neglect and concerns about care quality or dignity.

- Proportionality - Proportionate and least intrusive response appropriate to the risk presented.
- Protection - Support and representation for those in greatest need, including identifying and protecting people who are unable to take their own decisions, or to protect themselves or their assets.
- Partnership - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability - Accountability and transparency in delivering safeguarding, with agencies recognising that it may be necessary to share confidential information, but that any disclosure should be compliant with relevant legislation.

1.5 Strategic Plan 2016 - 2019

The Strategic Plan 2016-2019 is being reviewed at the time of writing this report and the reader is advised to refer to the updated plan which will be available on the SAB website on completion.

1.6 Governance

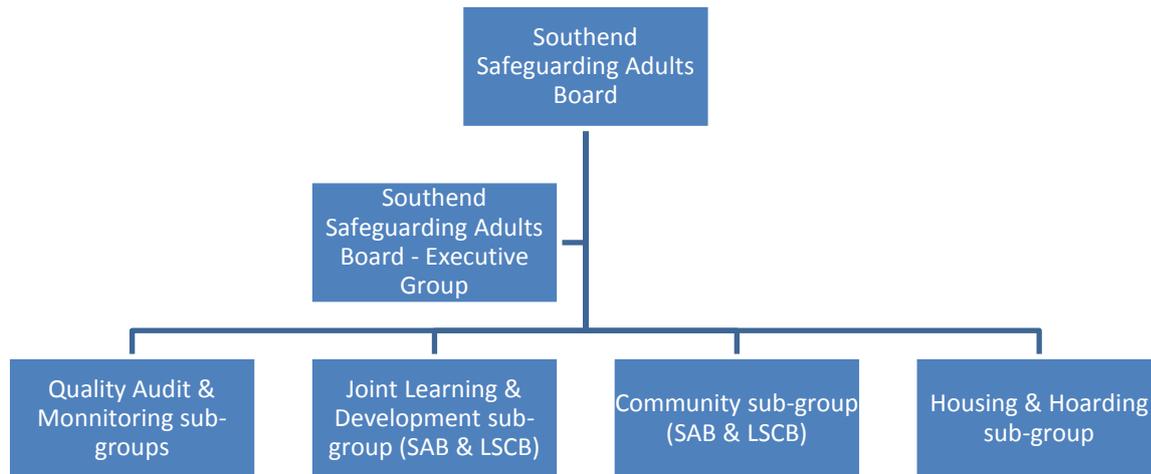
Southend Safeguarding Adults Board is chaired by its Independent Chair, Elizabeth Chidgey and meets four times a year bringing partners together from: Southend Council, Essex Police, Essex Fire and Rescue Services, East of England Ambulance Trust, Southend Clinical Commissioning Group, health trusts, probation services, the voluntary sector and lay members, representing health, care and support providers and the people who use those services across Southend.

The Chair is accountable to the Chief Executive of the local authority in chairing the SAB and overseeing its work programme. However, she is accountable only to the Board for the decisions she takes in that role. The role of Vice-Chair is undertaken by the Deputy Chief Executive (People) – Southend Borough Council.

The Board is attended by representatives from the partner agencies with a high level of engagement. Information about Board attendance can be found in Section 6.

The SAB has four subgroups chaired by senior members from across the partner agencies. We report on the business of each of the sub-groups operating during 2016-17 in this report and the structure below reflects the shape of the Board.

1.7 Board Structure 2016/17



A review of the structure of the SAB board was initiated during 2016-2017 and changes agreed as a result will be initiated in 2018.

1.8 Strategic Links to other Boards and Partnerships

The Chair of the SAB is a member of the Health and Well-Being Board and presents the SAB Annual Report to the Board; She meets regularly with the Chief Executive, the Corporate Director - People, the Lead Member for adult safeguarding, the Leader of the Council, and is also the Chair of the Safeguarding Children Board. The Chair also meets regularly with the Council's Scrutiny Committee. Links are also maintained through representation on key strategic partnerships:

- Community Safety Partnership
- The Health & Wellbeing Board
- The Local Safeguarding Children Board
- Essex Safeguarding Adults Board
- Thurrock Safeguarding Adults Board

Southend Essex and Thurrock (SET) work in partnership to provide a common approach to safeguarding across the county. The SET Safeguarding Adults Guidelines set out the system and process all organisations should use to raise safeguarding concerns. This includes a framework for confidentiality and information sharing across agencies.

1.9 Funding

The work of the Board is financed by contributions from partner agencies, of which currently over 45% comes from the council. In addition to financial contributions, partner agencies contribute significant amounts of staff time to support the delivery of the board's work programme, and to support training delivery. Full budget information is contained within **Appendix 2**.

SECTION 2

ASPIRATIONS FOR 2016-17

(taken from Strategic Plan 2016-19 and 2015-16 Annual Report)

In the 2015-2016 Annual Report the Board identified the following key areas for development:

- Ensure the provision of services for young people who require extra support and assessment but do not meet the criteria for statutory adult services are integrated and accessible. The SAB proposes there should be a one-year funded project to look at the scale of this group and their needs, and how to work with them with, possibly using a worker in the third sector. The project to report back at the end of the year on issues and recommendations for this role in the future.
- Improving the experiences of adults discharged from hospital ensuring good coordination between relevant partner agencies. The SAB to propose a project to look at drilling down into the issues underpinning hospital discharge concerns and develop “whole system” recommendations to be rolled out across the partnership to improve the safety, coherence, and consistency of this process for patients.
- The provision of funding by commissioning agencies for a specialist hoarding support service
- The provision of support services for domestic abuse perpetrators who are not in the criminal justice system, which has a good evidence base, by commissioning agencies
- Increase capacity of Health Based Places of Safety (HBPOS) in Southend and Essex as a whole, and a reduction in the use of section 136. As a matter of urgency Southend CCG to look into the reasons for the delays in refurbishing the existing section 136 health suites, and ensure adequate levels of local provision. (*Referred to the CCG for action November 2016*).
- Commissioning agencies to ensure there is sufficient capacity in registered care homes and domiciliary care providers to meet the demands of an increasing elderly population
- Ensuring DoLs assessments continue to be undertaken in a timely way to ensure the rights of adults with additional care and support needs are safeguarded effectively

The 2016 -19 Strategic Plan further identified the following key strategic priorities:

- Assure itself that local safeguarding arrangements are in place, as defined by the Care Act 2014 and other legislation, and that they are effective, person-centred and outcome-focused

- Assure itself that safeguarding practice is continuously improving and enhancing the quality of life of adults with additional care and support needs in Southend
- Prevent abuse and neglect where possible and ensure timely and proportionate responses when abuse or neglect have occurred
- Assure itself that arrangements to implement the Domestic Abuse Strategy are robust and that information sharing and assessment of risk is undertaken in a timely way
- Respond to the Violence Against Women and Girls agenda, so called Honour-Based Abuse and Modern Slavery, providing a comprehensive programme of work in partnership with other strategic boards
- Assure itself that safeguarding adults services are informed and improved by the views of adults with additional care and support needs and their family or carers
- Improve practitioner awareness and understanding of the Mental Capacity Act (MCA) and Deprivation of Liberty Standards (DoLS)
- Assure itself that adults who are vulnerable to exploitation or radicalization are identified and supported appropriately

SECTION 3

ACHIEVEMENTS IN 2016/17 - HIGHLIGHTS

This year the SAB undertook significant work to ensure that it fulfilled its statutory responsibilities and welcomed new Independent Chair, Liz Chidgey, who took up post in January 2017 following the retirement of Chris Doorly.

3.1 Safeguarding Adults Board

- Commissioned and commenced a review of the Board's priorities and the development of a performance and risk management framework to support the Board's ambitions
- Looked at how local agencies address safeguarding where Female Genital Mutilation is identified
- Initiated a review of how Modern Slavery and Exploitation is identified and responded to by local health organisations
- Identified a local issue with an NHS Health Provider where Do Not Attempt Resuscitation Orders are in place and how these orders are managed locally – ongoing assurance required on how these are put in place and monitored
- Transition from Child to adult services addressed in SAR 'Anne' Learning
- Responded to the introduction of the Herbert Protocol and agreed wide dissemination of the initiative with partners
- Recommended a multi-agency review of pathways for people leaving prison with care and support needs – complete
- Ensuring that the SAB had effective oversight of the implications for safeguarding of the recent merger of local CCGs.
- Appropriate adult for people in custody review by SAB Executive
- HMIC published an adverse reports on Essex Police who were invited to report on how they were addressing the issues raised. They provided action plans and gave a brief overview of the inspections and their outcomes. Members were advised that following the inspection outcomes, the force has changed its branding, culture and training programme.
- East of England Ambulance Services working to make changes to their safeguarding referral systems with any changes expected to be seen during 2017/18
- SAB has continued to work closely with the Southend Safeguarding Children's

Board. Joint activity has included Joint Sub-groups for Learning and Development and Community.

- The Independent Chair presented the SAB Annual Report to Southend Health and Wellbeing Board, outlining performance against Business Plan objectives in the previous financial year. This provided the opportunity for the Health and Wellbeing Board to take on issues raised by SAB.
- SAB has continued to work with the Essex and Thurrock Safeguarding Adult Boards to ensure a consistent approach is taken to safeguarding across the three local authority areas. Projects this year include:
 - Updating the SET Safeguarding Adults Guidelines (published March 2017)
 - Reviewing the SET Mental Capacity and Deprivation of Liberty Policy and Guidance
 - Template Safeguarding Adults Policy (published May 2017)
 - Missing Person Protocol (published June 2017)
- On a strategic level, the SAB Chair remains a member of the Health & Wellbeing Board in order to better coordinate the work of the Board with the work of the SAB and to provide appropriate ongoing challenge and support in relation to safeguarding.
- The Chair also meets regularly with senior Board members from the CCG, Essex Police and Children's Services on an individual basis to maintain oversight of the system.
- The SAB continues to monitor actions plans from any external inspections of member agencies with a specific on safeguarding. These include Essex Police, and the Health System.

SAB Executive

The SAB Executive drives the work of the Board and directs the sub-group work in accordance with the strategic plan and makes recommendations to the Board for improving the system. It will also deliver recommendations from the Board regarding any developments to the strategic plan

The sub-groups identified in Section 2 support the work of the Board and delivery of its strategic plans. The sub-groups benefit from multi-agency representation with staff from statutory and non-statutory agencies attending and contributing to the work. The sub-groups review single agency performance reports and report to SAB Executive, and are actively looking to better involve people who use services and their representatives in the work of the subgroups.

Activity within the sub-groups for 2016/17 included:

- Audit programme – initiating review/scoping of staff understanding of exploitation
- Discharge letters to GP replaced by e-discharge, care homes now working with a reporting tool to record when discharges are unsatisfactory (includes medication)
- SAR action plan monitoring and learning from cases reviews and the introduction of a transition protocol
- Increased understanding of the LeDeR programme
- Basic safeguarding e-learning updated for 2016 and available to all partners via Virtual College
- Reviewing safeguarding training performance reports from partners and sharing good practice
- Shared learning on paraffin based treatments – learning from Lewisham SAR
- Increased awareness and understanding of hoarding and introduced a process to gain consent and share information

3.2 Board Partners' Achievements in improving Adult Safeguarding 2016-17

The SAB has been involved in partnership activity throughout the 2016/17 period and the following organisations regularly report into the SAB and have all provided an Annual Statement (available on request), summarised below.

- Essex Police
- Southend Borough Council
- Southend University Hospital NHS Foundation Trust (SUHFT) – Now called Essex
- Southend CCG
- Southend Association of Voluntary Services (SAVS)
- South Essex Homes (SEH)
- Essex Fire and Rescue (EFRS)
- National Probation Service (NPS)
- Essex Community Rehabilitation Company (ECRC)
- NHS England

Southend Essex and Thurrock (SET) Safeguarding Adults Guidelines are used by all partner agencies and a SET audit which is carried out biennially was conducted during this reporting period and the audit results have informed partners' strategic plans. All partners have an identified designated safeguarding adults lead.

Partners have assured SAB that they have policies in place for the safeguarding of adults which are consistent and comply with the above guidelines to ensure that safeguarding arrangements comply with the statutory duties within the Care Act 2014.

SUHFT introduced new strategic safeguarding plans and policies during the year which reflect the Safeguarding Adults Board Safeguarding Strategy as well as local and national safeguarding guidance. A Mental Capacity Act audit assessment was carried out to assist the Trust to understand how staff can be supported and agreed that a revised mental capacity assessment tool should be implemented during 2017-2018.

ECRC undertakes monthly quality audits with the assessment of safeguarding practice as a key component and have Partner Link workers who work with current and former partners of men participating in the domestic abuse perpetrator work and actively work to safeguarding those partners and children.

SAVS is a membership organisation and supports members to ensure they have the right safeguarding policies and processes in place as well as delivering projects for vulnerable people including Safe as Houses funded by the Essex Police and Crime Commissioner - supporting older people who have been identified as vulnerable to postal scams and preventing new people succumbing.

The NPS is committed to reducing re-offending, preventing victims and protecting the public and engages in partnership working to safeguard adults with the aim of preventing abuse and harm to adults and preventing victims. The NPS acts to safeguard adults by engaging in several forms of partnership working including both operational and strategic ensuring that information and lessons learnt are shared.

During the year South Essex Homes reviewed and updated their Safeguarding Policy and have a dedicated organisation safeguarding lead and actively support the SAB chairing and attending sub-groups as required.

Essex Police actively provide information to members of the public under 'Clare's Law'- The Domestic Violence Disclosure Scheme (DVDS Right to Ask and Right to Know) and have written and published a Domestic Abuse Action Plan and progress is ongoing against this.

There is a pilot scheme within the Adult Triage Team to improve the management of referrals for vulnerable adults, which helps to ensure that the most vulnerable cases are actioned and reduces bureaucracy by eliminating inappropriate referrals.

Essex Police has a team of dedicated Hate Crime Officers (HCOs) who manage the safeguarding of and support to high risk and high and medium risk repeat victims. The HCOs also have a community engagement role by attending Local Independent Advisory Groups (IAGs) and Hate Crime Panels to promote the reporting of hate crime and to increase the understanding of hate crime in communities.

Southend Borough Council

Southend Borough Council aim to support all of their residents to have opportunities to thrive- to achieve their hopes and aspirations and experience a life free from abuse

and risk of harm. The Department of Adult Services and Housing, in partnership with the other directorate areas within the Council, work collaboratively with residents and partners to this end. The principle of wellbeing and coproduction is the golden thread that runs through their work, aiming to prevent, reduce and delay the impact of harm, working to keep the adult and their family at the centre.

Case Studies: Partnership Initiatives

Over the period of 2016 to date, Southend Borough Council has collaborated with its partners on a number of projects and initiatives to improve preventative and supportive practice.

Social Work: Competent social work practice is the bedrock on which to create an empowered community. Signalling a belief that corporately social work is integral to our business and the wellbeing of our community, the Council appointed the current Safeguarding Adults' Manager as the Principal Social Worker for Adults. The Principal Social Worker role is intrinsic in ensuring the delivery of robust, competent and inspirational social work practice. The role also advises at a strategic and operational level, managers and leaders of the Council in complex or controversial cases and on developing case or other law relating to social work practice.

The Council, led by their social worker workforce, has been working with their partners on transforming and integrating their assessment and care provision and have launched a number of routine locality-based multi-disciplinary meetings with partners aiming to support individuals to make informed decisions about their care without having to tell their story repeatedly.

The Council works proactively with the University of Essex (Southend), Anglia Ruskin University and the Open University to recruit students to undertake placements in Southend. They also offer opportunities for more experienced staff to consolidate their learning and practice experience by undertaking specialist qualifications such as the Approved Mental Health Practitioner (AMHP), the Best Interest Assessor (BIA) and the Practice Educator course.

The Council hosted two spectacular events for student social workers and Council practitioners to celebrate social work. These events (the World Social Work Day in March 2017 and the Practitioners' Event in October 2017) were made possible with the support and strength of our partnerships. They were supported by the University of Essex- Southend, the Southend and District Soroptimists, Essex University Partnership Trust and Southend CCG. During the Practitioner Event, the Council also welcomed Lyn Romeo, Chief Social Worker for Adults.

Oral Health: Southend Borough Council, in partnership with Southend Clinical Commissioning Group (Southend CCG) facilitated some interactive workshops for care home and domiciliary staff across the borough to support and promote effective oral health. The sessions, led by the NHS Community Dentistry Service, were well received and gave care staff the opportunity to explore the importance of achieving good oral health and its impact on nutrition, pain management, physical health and dignity.

Post Falls Guidance: The Council collaborated with the CCG and care providers to produce '*Post Falls Guidance*', which supports providers and families with advice and tips to support someone who has experienced a fall. This guidance is useful to work through to ensure that the person receives appropriate first aid and medical treatment to try to reduce the risk of undetected injury.

Covert Medication: Led by Southend CCG, the Council contributed heavily towards the development of the *Covert Medication Flowchart*, which has been issued to all primary care providers, specialist nurse providers, care home and domiciliary providers as well as social work and nursing staff. This guidance, read in conjunction with the Southend, Essex and Thurrock (SET) Mental Capacity Act procedures, supports the person administering medication to do so safely whilst safeguarding the person's human rights.

Herbert Protocol: Southend-on-Sea Borough Council continues to support Essex Police to implement a national scheme locally, which aims to help reduce the time taken to gather vital information when a person with dementia goes missing. The [Herbert Protocol](#), named after war veteran George Herbert who lived with dementia, encourages carers, friends and relatives of people with dementia to fill in a [form](#) which could help authorities find their loved one quicker in the event of them going missing.

Southend-on-Sea Borough Council continues to work with Essex Partnership Trust, Essex Police, Essex County Council, Thurrock Council, and the Alzheimer's Society and other providers to encourage and support the completion of the form which can then be passed to the police in the event someone with dementia cannot be found. The form records all the vital details in one place including medication required, mobile numbers, places previously located or attended, a photo, details of daily routine etc. In the event someone goes missing a completed form saves vital time allowing officers the ability to get on with searching rather than gathering basic information.

Modern Slavery and Forced Marriage:

In December 2016, Southend Borough Council, in partnership with Southend Safeguarding Adults Board, Southend LSCB, Essex Police and the University of Essex-Southend, held a symposium for professions. This conference was supported by Stop the Traffik, the Salvation Army and the Essex and Kent Constabulary. To support the success of this conference, additional multi-agency training continues on a rolling basis commissioned by Southend Borough Council, open to all partners, on modern slavery and trafficking responses and responsibilities. This training is facilitated by Stop the Traffik with input from Essex and Kent Police Constabulary.

Keep Safe

Children's Services and the Safeguarding Adults Board and the Safeguarding Children's Boards continued to fund the Keep Safe Scheme for 2016/17. Keeping

Safe is a scheme to support people aged 16+ who have a learning disability and access the community independently. The scheme operates in Southend and due to its' success, has rolled out to Leigh-on-Sea as well. The scheme is facilitated by SHIELDS Parliament, a self-advocacy group. Local businesses are signed up to the scheme by agreeing to provide use of a telephone in a public area for a person who may be experiencing an emergency or who is in distress. Participants in the scheme would look for the yellow and black telephone sticker in the shop window. Using the emergency number card or fob provided, the person themselves would call their carer or parent. If required, the shop would assist or call the police if needed. The scheme supports people to reduce the feelings of fear or agitation in accessing the community alone. The Keep Safe scheme is being championed by Southend SAVS and Essex Police and we are working in partnership to launch this initiative.

Domestic Abuse:

Southend Borough Council - Adult Social Care is a key partner in the delivery of domestic abuse support in Southend. Adult Social Care has a duty to support adults at risk with care and support needs who may be experiencing domestic abuse, which may occur alongside a myriad of other social needs. Adult Social Care is represented in the work of the Southend Domestic Abuse Strategy Group, which delivers against the Southend Domestic Abuse Strategy.

During 2015/16, the Safeguarding Adults Manager worked collaboratively with the Joint Domestic Triage Group to support and develop the administrative process until the introduction of the Southend Multi Agency Risk Assessment Team (MARAT).

3.3 Training

A well-attended SET Safeguarding Adults Board Members Development Event focussed on the legal responsibilities of Board members was held in April 2017 funded by the Police and Crime Commissioner and facilitated by Michael Mandlestam.

From July 2016, Adult Social Care is an embedded member of the Southend Multi Agency Risk Assessment Team (MARAT). Council practitioners and operational SAB partners receive standard and advanced training from Essex Police to ensure that workers appropriately risk assess victims using the Domestic Abuse, Stalking and Harassment (DASH) risk assessment tool. Since July, Adult Services has deployed a qualified social worker into the joint team to add skill, leadership and knowledge of the adult framework. This move signals our commitment to safeguarding children and adults and working collaboratively with our partners to this end.

Adult Social Care is working to continuously review the provision of domestic abuse training to ensure that practitioners have the required skills to support people experiencing harm.

The Safeguarding Adults Service Manager (SBC) works closely with the Council's Workforce Commissioning Team to ensure that the training and continuous

professional development commissioned for providers and practitioners is appropriate and informed by national and local learning.

During 2016/2017, the SAB/LSCB Workforce Development Subgroup continued the rolling programme of quality assuring and approving all Safeguarding and Mental Capacity Act (MCA) and Deprivation of Liberty Standards (DoLS) training programmes.

The Council, in partnership with the NHS, Essex Fire and Rescue Services and Essex Police, recently delivered a conference for providers of care to adults. The conference covered a range of topics from flu prevention and vaccination, hospital admission and discharge pathway, the Herbert Protocol, to advice about fire, safety and safe application and use of emollient creams.

The Council continues to commission a range of training and continuous professional development opportunities for the workforce, many of which are free. The Southend Training Network covers a range of topics, inclusive of safeguarding: <http://www.southendtrainingnetwork.uk/Communication>

Partners have also provided a range of training including:

- SUHFT require all clinical staff to complete Safeguarding training according to their role – this training is a mix of e-learning and face to face with uptake and attendance regularly monitored with 80% compliance in year which is below the 90% target and additional sessions are now planned. PREVENT training (Levels 1 – 3) has also been delivered to SUHFT staff.
- ECRC has reviewed its safeguarding training and safer recruitment training during the year
- EFRS introduced new e-learning Safeguarding training as well as PREVENT training and information sessions for all staff and have a Community Safety team delivering talks and giving practical advice to vulnerable groups on home fire safety.
- SAVS provide training in partnership with the SAB in several areas of safeguarding, e.g. Modern Slavery, Prevent, Human Trafficking
- SEH provide safeguarding training to all front line staff and include safeguarding awareness sessions for their contractors and residents living in their sheltered schemes; requiring all contractors and sub-contractors who work for them to have safeguarding policies and procedures in place.
- During 2016/17 NHS England facilitated a number of regional training sessions including:
 - Supervision Training Delivered by NSPCC aimed at the adult workforce;

- Safeguarding Adult Conference – target audience frontline health and care professionals from primary and secondary care. The conference covered issues including self-neglect, trafficking, radicalisation, cybercrime and fraud, data protection and information sharing in relation to safeguarding;
- Information Governance Training;
- Self-neglect masterclass.

NHS England (East DCO) has also completed two programmes of work:

- MCA workbook and DVD resource specifically produced for health staff to use. This material is hosted on the SCIE website and is thus freely available to health professionals and can be accessed via: <http://www.scie.org.uk/mca-directory/trainingcourses/nhs-workbook/6arthur.asp>
- MCA Training: The Medical Protection Society in partnership with Cambridgeshire County Council and NHS England developed and launched a new Mental Capacity Act and Deprivation of Liberty online learning tool specifically for health professionals across England and Wales.

Essex Police are:

- rolling out three-day face to face training in Public Protection Awareness with over 2000 staff already completing it.
- The Officer's Guide to Vulnerability which was produced in 2016 (a pocket sized booklet) has been updated and is now available via mobile data terminals (MDTs). This ensures a consistent approach is taken across the whole force when dealing with such issues as safeguarding, victim welfare and the pursuit of outcomes.
- Since April 2016, a series of Continuing Professional Development (CPD) events have been taking place within the Force to enhance the skills of officers and staff in specific areas of investigation such as file preparation and Achieving Best Evidence interviews.

3.4 Key Successes and improvements in practice

- SUHFT identifies their key success within adult safeguarding for 2016 – 2017 as:
 - To continue to develop and strengthen the Adult Safeguarding Governance Structure.
 - Introduced a new reporting safeguarding governance and assurance process during 2016-2017 including the introduction of an Adults and Children's Safeguarding Committee

- The introduction of a Trust Safeguarding Strategic Plan.
- An open and transparent response to the Safeguarding Audit.
- Partnership working with the Children’s Safeguarding Team.
- The introduction of an Independent Domestic Violence Advocate Role.

- Essex Police

Essex Police have created a network of Hate Incident Reporting Centres (HIRC) allowing members of the public to report hate crimes at locations other than police stations as well as providing advice and support. The HIRC project has succeeded in forging improved links to existing and emerging communities in Southend and has been a factor in the increased reporting of hate crime in the district from 488 incidents in 2015/16 to 621 incidents in 2016/17. The project has begun to build a sustainable network of support, advice and reporting facilities which has increased peoples understanding of hate crime and willingness to report it.

Essex Police have been operating a Street Triage Scheme since 2015 and the key results for this year (April 2016 – March 2017) were:

- Attendance at 1385 incidents where it provided appropriate support and help to people experiencing a mental health crisis.
- It appropriately prevented 253 people being detained under section 136 MHA
- This has led to an almost 30% increase in the number of 136 MHA detentions that have been prevented.

Two Essex Adult Social Care members of staff have been recruited to the Operational Centre and are working with the Triage Team. This will ensure staff from both organisations engage face to face and allow the sharing of information to take place immediately

Mental Health represents a significant challenge due to legislative changes anticipated to be enacted in December 2017. This means that Police Custody can only be used as a Place of Safety where a person poses an imminent risk of death or serious injury to themselves or another person. As a result, the use of Custody has virtually ended with Hospital Emergency Departments now being used as a contingency place of safety when needed.

- ECRC engages with multi-agency arrangements to safeguard adults, particularly concerning the impact of domestic abuse and when involved with a perpetrator support the safeguarding process and where required hold those involved to account and take enforcement action.
- EFRS conduct Community Builder visits in the Southend area requested by other

agencies or where referrals do not meet the threshold for a referral to the Access Team, also carrying out hoarding and social visits where other agencies have been in contact.

- SEH evicted 28 tenants a reduction from 45 the previous year – attributed to the support provided by their Community Development Team.
- South Essex Homes manages the two HUBs one in central Southend and one in Shoeburyness and over the past year the HUB has seen 1000 clients working in partnership with other agencies including Healthwatch, Social care, Southend College and health to provide advice and support.
- SAVS Safe as Houses service provided support to 503 households over the year and identified 250 people who were receiving scam mail and actively being scammed.

3.5 Key risks and challenges identified by partners

3.5.1 Southend University Hospital Foundation Trust

SUHFT is part of the Mid and South Essex Success Regime Planning which will provide additional opportunities and challenges as the acute trusts work together to develop system wide solutions to challenges within healthcare. A review of safeguarding provision for both adults and children will form part of this process. This work has already begun and will continue into 2017 – 2018. To date the team has engaged and participated with discussions on the safeguarding agenda within the Success Regime discussions. Regular updates have been provided to the Safeguarding Adults Board.

In June 2016 the Trust received a formal Care Quality Commission (CQC) report, which gave the Trust a rating of “Requires Improvement”. The Adult Safeguarding Team has continued to work on developing the safeguarding service within the Trust to contribute to the wider programme to meet the CQC requirements.

3.5.2 Essex Community Rehabilitation Company

ECRC has a new model for “through the gate resettlement” and will need to ensure service delivery adapts to the changed priorities to ensure best outcomes

3.5.3 South Essex Homes

Unfortunately, there is no funding available to SEH to assist residents who are suffering from Diogenes syndrome (hoarding) however the HUB board will be looking to seek funding to support clearance work for residents who have been referred to the Hoarding and Housing sub-panel.

3.5.4 Essex Police

Plans are being developed Essex wide between Health and Essex Police to manage the changes to 136 Mental Health Act detentions in custody. This covers areas such as the conveyance of those detained to a health based place of safety (HBPOS) and contingency plans should there be no HBPOS at the time a detention occurs.

3.6 Key areas for development identified by partners

Southend Borough Council is currently working with our Southend, Essex and Thurrock (SET) Safeguarding Adults Working Group colleagues on revising or development a number of procedures and guidance. Some of these include updating the SET MCA and DOLs policy, procedure and assessment forms, launching the SET Local Area Designate Officer process, and doing more joint work around explore the understanding of the public and workforce regarding exploitation.

The Council continues to move strongly forward with partners, working collaboratively with our community to shape future service design where autonomy, self-determination and choice are the key drivers. To assist our practitioners to continue enhance their competency, no matter what stage they are in their career progression, Southend Borough Council is reviewing our supervision and audit processes. With the knowledge and support of industry leaders such as Community Care Informs and Skills for Care in this work, the Council is looking positively towards the future.

SUHFT has identified the need to continue to work on keeping up with the changing priorities of adult safeguarding and ensure all aspects of safeguarding and categories of abuse are considered within its systems. Their strategic plan includes specific work streams on cyber bullying, female genital mutilation and modern slavery. This work will be led by the hospital safeguarding operational groups.

A number of areas for improvement were identified by the SET audit; for example, staff need to be supported to be confident in recognising and reporting certain types of abuse including modern slavery and human trafficking. Work has commenced on looking further at these areas with partners via the Quality Monitoring and Audit sub-group and will be continued next year.

South Essex Homes being able to secure funding for its continued community services activity which is not statutorily funded and to expand the current services offered by Careline to support vulnerable clients to continue to live independently.

Essex Police identify the following as their key areas for development:

- Essex Police continue to support the abstraction levels to ensure all front-line staff are provided with the Public Protection Course, supporting officers in practice and thereby protecting vulnerable adults.

- The Investigation Advisory Team to continue to ensure that internal practices and investigation are of a high standard and improvement plans for the force are progressing.
- Ensuring that the College of Policing Monitoring of Authorised Professional Practice is continued to ensure best practice and national guidance is implemented.
- The HIRC network will be rolled out to ensure coverage over the whole of the county. HCOs will take on the role of training future HIRCs and HCAs cohorts ensuring fair distribution of these resources countywide.

SECTION 4

LEARNING FROM SAFEGUARDING ADULTS REVIEWS IN 2016 -17

It is a requirement of the Care Act 2014 that the details of any Safeguarding Adults Reviews (SARs) conducted during the year must be in the SAB Annual Report. It is the responsibility of the SAB Chair to decide whether or not a death or serious incident should be the subject of an SAR, which would involve commissioning an independent review and publishing a full report written by an author recruited for the purpose.

There were no Safeguarding Adults Reviews needing to be conducted during 2016/17, and there were no requests for SARs received.

During 2016/17 briefing papers concerning serious safeguarding incidents where individuals had been in receipt of services from statutory bodies and other organisations were considered by the Board.

There were outstanding actions from SAR Anne that was published last year and these have been progressed during 2016/17.

SECTION 5

HOW DO WE KNOW WE ARE MAKING A DIFFERENCE?

Using both quantitative and qualitative data and information/case studies/stories for partners this section will provide a summary analysis of the outcomes of safeguarding activity over the year.

Southend is an exceptionally diverse and fast-changing borough. We have a population of 179,800 according to 2016 Office for National Statistics estimates, and around 30% of the population lives in areas classified as falling within the 30% most deprived areas in the country.

The number of older people (65+) in Southend living alone is estimated to have increased year on year since 2011 coupled with an increase of older people living in care homes.

Southend Joint Strategic Needs Assessment describes the health, care and wellbeing needs of the local population, this helps the Clinical Commissioning Group and Southend Council commission the best services to meet those needs

5.1 Adult Safeguarding Activity 2016-17

Southend Borough Council has produced an Annual Data Report with data sourced from the NHS Digital data set (the full report is available on request) see below for the report highlights.

5.2 Safeguarding concerns

There are two different types of safeguarding enquiries

The type of safeguarding enquiry depends on the characteristics of the adult at risk. If the adult fits the criteria outlined in Section 42 of the Care Act, then local authorities are required by law to conduct enquiries. Local authorities will sometimes decide to make safeguarding enquiries for adults who do not fit the Section 42 criteria.

5.3 What the statistics are telling us

The council collects information about safeguarding adults work in Southend, so we know how well people are being safeguarded. This information helps the Southend SAB decide what their next steps should be.

Data in relation to all safeguarding issues is monitored both locally and nationally. All safeguarding concerns and enquiries are recorded and co-ordinated by Southend Council. Progress from initial concern through to conclusion is monitored for timeliness

and quality across a wide variety of measures including the nature and location of harm, service user groups, outcomes, age, gender, ethnicity, etc. This information is scrutinised by the SAB sub-groups who report key issues and trends to the Board via the Executive group.

Southend Council submits returns annually to the Department of Health (DH) for collation and comparison of the key data across all authorities in England. The enquiry

In the period 2016 -17 there was an 37.5% increase in the numbers of individuals for whom a safeguarding concern has been identified, from 858 in 2015/16 to 1180 in 2016/17 with a decrease in the number of Section 42 Safeguarding Enquiries of 2.8% as well as a decrease in the number of individuals involved in Section 42 enquiries from 542 in 2015/16 to 505 in 2016/17 with 86% of safeguarding concerns for Southend for unique individuals.

5.4.1 Abuse Location

Abuse can happen anywhere; in someone’s own home, in a public place, in hospital, in a care home for example. It can happen when someone lives alone or with others. It is important to understand the circumstances of abuse, including the wider context such as whether others may be at risk of abuse, whether others have witnessed abuse and the role of family members and paid staff or professionals.

5.4.2 Age

When looking at the ages of individuals involved in Section 42 enquiries the highest proportion of clients are aged between 18 and 64 years old and this age group has also shown an increase since 2014/15 with the proportion of 85-94 year olds declining (26.9% to 25.7%)

| | Southend 2014/15 | Southend 2015/16 | Southend 2016/17 |
|---------|------------------|------------------|------------------|
| 18-64 r | 26.9% | 35.2% | 35/6% |
| 65-74 | 13.5% | 13.0% | 11.9% |
| 75-84 | 20.2% | 20.4% | 20.8% |
| 85-94 | 33.7% | 26.9% | 25.7% |
| 95+ | 5.8% | 4.6% | 5.9% |

5.4.3 Ethnicity

Southend had a high percentage of ‘white’ individuals involved in Section 42 enquiries and al ow percentage of Asian/Asian British individuals. When comparing Southend data across 3 years, proportions have remained consistent although in 2016/17 5% of ethnicities were ‘undeclared/not known’ compared to 0% in the previous 2 years.

5.4.4 Primary Support Reason

The 'Primary Support Reason' is the main 'reason' why an adult requires support or care. When comparing 2016/17 data to previous years Southend have a smaller proportion of 'No support reason' than 2015.16 by 21.4% indicating that less individuals were involved in Section 42 enquiries that were not receiving any other service support from 2015/16

The chart below shows that the most common Primary Support Reason for people experiencing a Section 42 enquiry is Physical Support (40.2%).

| Southend yearly comparison | | | |
|-----------------------------------|-----------------|----------------|----------------|
| | Southend | | |
| Primary Support Reason | 2014/15 | 2015/16 | 2016/17 |
| Learning Disability Support | 8.7% | 5.5% | 5.9% |
| Mental Health Support | 7.7% | 1.8% | 7.8% |
| Physical Support | 75.0% | 31.2% | 40.2% |
| Sensory Support | 1.9% | 0.0% | 2.0% |
| Social Support | 2.9% | 0.0% | 2.0% |
| Support with Memory and Cognition | 2.9% | 0.9% | 2.9% |
| No Support Reason | 1.0% | 60.6% | 39.2% |

5.4.5 Abuse Type

The charts below show that the most common abuse types recorded by people experiencing a Section 42 enquiry are neglect, physical abuse, psychological/emotional abuse and financial abuse.

| Types of abuse | Southend | | |
|-----------------------------|-----------------|---------|---------|
| | 2014/15 | 2015/16 | 2016/17 |
| Physical | 23.3% | 19.6% | 19.6% |
| Sexual | 2.0% | 4.7% | 4.8% |
| Psychological and Emotional | 19.3% | 16.9% | 18.5% |
| Financial and Material | 19.3% | 18.2% | 17.9% |
| Discriminatory | 0.7% | 0.00% | 0.0% |
| Institutional | 3.3% | 4.1% | 1.8% |
| Neglect & Omission | 32.0% | 27.0% | 25.0% |
| Other | 0.0% | 9.5% | 12.5% |

'Other' in the above table indicates type of abuse that were non-mandatory to submit (including domestic abuse, sexual exploitation, modern slavery and self-neglect) and there was a 3% increase in these types from 2015/16:

5.5 Safeguarding Outcomes

The rate per 100,000 of concluded Section 42 enquiries was 450.1 and compared to 2015/16 the number of concluded Section 42 Enquiries has increased by 29.6% from 490 to 635 in 2016.

For those Section 42 Enquiries that were concluded in the year data is collected relating to mental capacity of the adult. In Southend the highest percentage was for adults that did not lack capacity, indicating that adults in Southend were more likely to make their own decision relating to their safeguarding incident. 7.7% recorded an answer of 'Don't know' and Southend had recorded an answer for every concluded Section 42 enquiry.

In all safeguarding enquiries the person at risk of abuse or neglect will be helped to stay safe from harm. If necessary, monitoring of their risk will be increased, and the frequency, type or location of their care may change. Action will be taken against the person who caused the harm. This might include removal from a service, further training or disciplinary action if they were a paid carer.

5.6 Case study – Safe as Houses (SAVs)

Visited James and he explained he was very lonely and isolated since the death of his wife, he had been responding to scam mail as he thought he was helping charities out and it was giving him something to do in the day as he felt lost. The team explained how the scammers worked and that there was no benefit to the charities. James eventually disclosed he had been scammed out of £700. He is now a member of our Folk like Us project helping him to break his Isolation and loneliness and build his resilience

5.7 Partners' effectiveness highlights

5.7.1 Southend University Hospital NHS Foundation Trust

Southend University Hospital NHS Foundation Trust raised 128 safeguarding referrals to the relevant Local Authorities during 2016 - 2017. A further 28 safeguarding referrals were raised against the Trust and safeguarding enquiries undertaken.

Themes / categories of these safeguarding enquiries were:

- Category of neglect: Care concerns, pressure area damage, medication errors, discharge failures, communication failure.
- Category of physical abuse / harm: Manual handling problems, use of restraint / restriction, falls, pain caused by a procedure.
- Category of financial abuse / harm: Loss of personal belongings

The Adult Safeguarding Team also responded to 351 requests for safeguarding advice from its staff or partner agencies during 2016 - 2017. The Trust has seen a positive increase in staff requesting advice or raising adult safeguarding concerns with the Trust Adult Safeguarding Team. Work to continue to improve on this needs to continue during 2017 – 2018.

5.7.2 South Essex Homes

58 Referrals SET/SAF over 50% of which were from sheltered housing (25) and half of these were for either financial or domestic abuse.

5.7.3. Essex Police

A total of 227 SETSAF referrals for the Westcliff, Leigh and Southend area were made by Essex Police for the period October 2016 to September 2017 – which is an increase from previous years and reflects the investment made in training and awareness of safeguarding.

26 domestic violence protection notices were completed which resulted in 21 domestic violence protection orders being granted by the court and this coupled with 12 applications under the domestic violence disclosure scheme and 127 applications under the Right to Ask part of the scheme and 127 applications under the Right to Know (Clare's Law).

SECTION 6 – Conclusions and what the Board will be working on in 2017-2018

The report provides evidence of quality partnership and commitment to making Southend a safer place for people who may be vulnerable. The SAB continues to develop and is having more impact on the coordination of safeguarding adults' services in the Southend area and has challenged and monitored the performance and progress of partner agencies and strategic bodies on many key areas as described in Section 3.

To ensure that the progress made by the Board during this year continues across the partnership, the following areas for development have been identified for the next 18 months (during the production of this Annual Report it has been agreed that the next Annual report should cover the period 1st October 2017 to 31st March 2019, to align with the Boards financial cycle and partners operating years).

The Board are aware of the ever-changing nature of the safeguarding environment in which safeguarding services operate, and will direct their attention and efforts to respond, taking a dynamic and proactive approach requiring Board priorities to be reviewed on a regular basis. The Board has also identified individual themes that will be focussed on throughout the year and these will be identified in the Board's Forward Plan.

- Conclude and implement the Strategic review of the SAB and its sub-group priorities and activities and ensure that engagement with the service user is improved and their voices captured to inform future Board activity
- Board members – put in place induction training and ongoing development programme, recruit lay-members to replace recent resignations
- Implement a new performance and risk framework to support the Board in delivering its statutory responsibilities – including understanding the impact of local resource commitment to safeguarding and funding plans
- Understanding and assessing the impact on safeguarding of system changes and commissioning plans e.g. Sustainable Transformation Partnerships, the Transforming Care Programme and actively supporting the change programme system wide including workforce delivery issues
- Develop a revised audit programme to be overseen by the SAB
- Conduct a review and agree the Board's safeguarding training offer
- Increase targeted audit activity and analysis – including suicide prevention and the Mental Health Strategy, modern slavery, Learning Disability Mortality Review (LeDeR)
- Improve Board communication and review the website and engage fully with social media
- Further work on understanding local responses to Modern Slavery and Human Trafficking and identifying any improvements needed
- Making Safeguarding Personal – Review how both the practice and culture underpinning Making Safeguarding Personal are embedded across the whole Safeguarding system – including both audit and a review of partners

commissioning plans, and the promotion of partnerships, the development of preventative approaches and sharing best practice and learning

- Work collaboratively with both Thurrock and Essex Councils on any initiatives arising from our new relationship with the Essex Police & Crime Commissioner
- Supporting partners to identify alternative funding sources to enhance services and their capacity to safeguard effectively

In summary we are moving forward in further refining and targeting our safeguarding assurance activity to ensure that local services are both maintained and continually improved in response to the Boards challenge. We will ensure that we use data and information to inform our key activity over the coming year to enable us focus our resources effectively.

**SECTION 7
APPENDICES**

APPENDIX 1

Board membership and attendance October 2016 – end September 2017 (nominated representative or substitute)

| Agency or Role | 29/11/2016 | 8/2/2017 | 14/6/2017 | 13/9/2017 |
|---|-------------------|-----------------|------------------|------------------|
| Independent Chair Chris Doorly/Liz Chidgey | √ | √ | √ | √ |
| Vice Chair – Simon Leftley - SBC | √ | √ | √ | √ |
| DIAL Southend | √ | | | |
| EEAST | √ | √ | | |
| Healthwatch Southend | √ | √ | √ | |
| South Essex Homes | √ | | | |
| CRC | √ | √ | √ | √ |
| NPS | √ | √ | | √ |
| Southend Hospital | √ | √ | | √ |
| SEPT (now EPUT) | √ | √ | √ | √ |
| Adult Social Care | √ | √ | √ | √ |
| CQC | √ | | | |
| NHS Southend CCG | √ | √ | √ | √ |
| Lay member | √ | | | |
| Lay member | √ | √ | | |
| PohWER | n/a | n/a | n/a | √ |
| SAVS | √ | √ | √ | √ |
| Essex Police | √ | √ | √ | √ |
| SBC - Safeguarding | √ | √ | √ | √ |
| Essex Fire & Rescue | | √ | | |
| SEAOP (CEOP?) | | | | |
| SBC – Trading Standards | √ | | | √ |
| Essex PCC | n/a | | | |
| Public Health | | | | √ |
| Executive Councillor | Lesley Salter | Lesley Salter | Lesley Salter | Lesley Salter |

APPENDIX 2

Financial Report April 2016 to March 2017

| AGENCY | PERCENTAGE CONTRIBUTION | CONTRIBUTION |
|--------------------------|--------------------------------|---------------------|
| Southend Borough Council | 48% | £41,928 |
| Southend CCG | 26% | £22,711 |
| Essex Police | 26% | £22,711 |
| Total contributions | | £87,350 |

The SAB shared a business manager and part-time administrative staff with the Safeguarding Children Board and there is a considerable 'in kind' contribution of partners to both the Board and sub-groups, a major resource which is difficult to quantify, but is critical to the effective functioning of the SAB

For the year 2016-17 the SAB's expenditure was as follows:

| Description | Expenditure (£) |
|---|------------------------|
| Total employees | £66,679.28 |
| Total supplies and services (includes chairs remuneration and meeting/training costs) | £19,218.59 |
| Total | £85,897.87 |

During the year £3,350 was drawn down from reserves leaving an unspent budget of £4,802 and reserves carried forward of £4,800.