

**Annual Report on the effectiveness of Safeguarding Adults by
Southend-on-Sea Borough Council's Adult Social Care Services
2015/2016**

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Purpose of the report

- To provide the Southend-on-Sea Safeguarding Adults Board (SAB), Chief Executive and the Leader of Southend Borough Council with information in order to give assurances about the functioning and effectiveness of safeguarding adults' investigations by the Council's People Department: Adult Social Care.
- To support Elected Members to discharge their safeguarding duties in relation to adults at risk.

This report should be read in conjunction with the 2015/16 Annual Report for the Southend-on-Sea Safeguarding Adults Board.

Recommendation

That the report is noted and priority areas for development in 2016/17 are endorsed.

Summary Achievements

Southend Borough Council's Department of People- Adult Services supports adults to live lives free from fear and abuse. This is achieved through the strategic development of policies, procedures and projects as well as through operational duties of care. As lead organisation for carrying out S42 (Care Act 2014) Enquiries, the Council delivers our statutory responsibilities robustly, in partnership with people who use services and their support networks. A summary of key achievements are provided below:

- People report that they are safer as a result of safeguarding interventions.
- 74.7% of respondents in 2015/16 stated they felt safer as a result of the enquiry. This compares to an average of 74.1% achieved in 2014/15.

- Positive feedback from people who have experienced a safeguarding enquiry.
- Southend has retained a high ranking and remained in the first quartile nationally for 'action taken, risk removed' for the third year in a row.

It is not possible to achieve the removal of risk in 100% of cases as some people make informed decisions to remain in contact with the alleged perpetrator and have capacity to make this decision.

- Participating in multi-agency safeguarding audits as part of the Southend Safeguarding Adults Board (SAB), (resulting in applied learning across Adult Services and partner agencies).
- Continued participation in the Making Safeguarding Personal programme.
- Involvement and engagement with people with lived experience of services to redevelop the Outcome Questionnaire to reflect a more person centred approach to measuring quality.
- Partnership work with Council Departments to improve outcomes for health and wellbeing and ensure opportunities feelings of safety and protection from harm are imbedded through service planning and delivery.
- Partnership work with the Southend Safeguarding Adults Board (SAB) and Southend Local Safeguarding Children's Board (LSCB).
- Review of the development and delivery of training for social care practitioners on domestic abuse, inclusive of the new categories of abuse.
- Launch of the Keep Safe scheme in partnership with the SAB, LSCB and Children's Services.
- Continued revision and development of Care Act 2014 compliant procedures and policies.
- Agreement and launch of the South Essex Partnership University NHS Foundation Trust (SEPT)/SBC Carers Assessment Pathway Protocol.
- Launch of the SBC Safeguarding Adults Policy, which compliments the SET Adults Guidelines.
- Involved in the review and launch of the SET MCA and DOLs Policy and Procedure (v 2).
- Involvement and leadership in the drafting of new key appendices of the SET Guidelines for Safeguarding Adults, such as the Local Area Designate Officer guidelines.

- Refinement of the SBC/SEPT Safeguarding Protocol, which governs safeguarding enquires being led by South Essex Partnership University NHS Foundation Trust (SEPT) on behalf of the Council as per the Section 75 agreement between both authorities.
- Involvement in the development of the SET PREVENT protocol, which supports the management and intervention for children and adults with care and support needs where consensual multi-agency work is underway to support safeguarding.

Launching and joint chairing of the CHANNEL Panel process, supporting people who may otherwise be enticed into illegal radical or extremist behaviour.

SECTION 1: Background

This is the third Council focused Annual Report highlighting the dedicated response provided by the Council to the safeguarding agenda with respect to partnership development and enquiry function.

Statutory Responsibilities

Safeguarding Enquiries

In April 2015, the Care Act 2014 came into force, which replaced 'No Secrets' and provides statutory guidance, legislative structure for conducting 'safeguarding enquires' and statutory foot for safeguarding adults' boards as well as a number of other person centred practice requirements.

Up until the 1 April 2015 and the enactment of the Care Act 2014, *No Secrets: guidance on protecting vulnerable adults in care (DH 2000)* dictated that local authorities play the key role in coordinating and investigating allegations of abuse against vulnerable adults. With the introduction of the Care Act 2014, the Council holds the statutory responsibility to work collaboratively with partners to support adults at risk to live lives free from abuse and harm. In Southend, the Council leads on the management of allegations for people aged 18 and over who may be vulnerable due to ageing-related frailty, physical or sensory disabilities, or needs or disability relating to mental health and wellbeing in the case of older adults. South Essex Partnership University NHS Foundation Trust (SEPT) leads on the enquiry of allegations of abuse for people with mental health conditions from 18 to 65 years old. Enquiries into allegations of abuse are governed by the *SET (Southend, Essex and Thurrock) Safeguarding Adults Guidelines*. These guidelines, written in partnership with the Southend Safeguarding Adults Board, Essex Safeguarding Adults Board and Thurrock Safeguarding Board, support enquiry work in the geographical area of Essex.

Southend Borough Council's Department of People maintains the statutory assessment responsibilities for all applications under the Deprivation of Liberty Safeguards. These assessments are governed by the SET (Southend, Essex and Thurrock) Mental Capacity Act and Deprivation of Liberty Safeguards policy and procedure.

The Council and partners continued to work in 2015/16 to support adults under the auspices of safeguarding. As per the Care Act 2014, the term 'vulnerable adult' was dropped and adults who are experiencing abuse are referred to as people or 'adults at risk'.

On the 19 March 2014, a landmark Supreme Court judgement [**P v Cheshire West and Chester Council and another and P and Q v Surrey County Council**] was handed down which has radically affected all local authorities in England. Nationally, local authorities have seen a massive spike in referrals. During 2014/15, the Council received 401 applications from care homes and hospitals. This represents a 568% increase in referrals from 2013/14. During 2015/18, the Council received 619 applications which was a 54.8% increase on 2014/15.

For contextual background, Southend Borough Council is the 'Supervisory Body' for all Southend and self-funding residents in Southend care homes. There are 96 care homes in Southend. As of 1 April 2013, the Council assumed responsibilities as Supervisory Body for all Southend local authority/Southend Clinical Commissioning Group funded and self-funded people within long stay and acute hospitals. Since 2009, the Council has also been the Supervisory Body for Southend residents placed in care homes and hospitals outside of Southend.

In order to ensure that people are not arbitrarily deprived of their liberty, the Council receives Urgent Authorisations and Standard Authorisations from these settings and is required by statute to carry out up to 4 assessments for each referral. Specialist qualified assessors, called Best Interest Assessors, carry out assessments as independent entities of the Supervisory Body. An additional two assessments are commissioned by the local authority from a qualified Section 12 trained doctor, usually a psychiatrist. All six assessments are mandated in the Deprivation of Liberty Safeguards, as enforced by the Mental Capacity Act 2005.

The 'Supervisory Body' must carry out assessments usually within seven calendar days when an Urgent Authorisation is granted by a Managing Authority. The Council must carry out assessments within twenty one calendar days in cases where a Standard Authorisation alone is applied for. The Council can exercise no discretion as to which type of assessment is carried out. The Managing Authority, the Supervisory Body or a relevant third party can request a review of a current authorisation.

During 2015/16, the Council employed fifteen Best Interest Assessors (BIAs), who all have day to day assessment and management responsibility within social work teams. Three service managers and two team manager who are qualified BIAs act as Signatories under the Safeguards.

As a result of the Supreme Court judgement, cost pressures were identified to assist in meeting the demand. With some of the additional funding, the Council began a programme to identify and support the education of an additional thirteen Best Interest Assessors as well as strengthening up the safeguarding and DOLS management team. Currently, due to attrition there are currently fifteen practicing BIAs, with a number of BIAs awaiting their results. The remainder of the funding has been dedicated to fund the costs of Section 12 psychiatrist assessments and

independent Best Interest costs. Potential for further cost pressures due to DOLS have been flagged 2016/17 as the rate of referrals continues to rise.

SECTION 2: Partnerships and Key Areas of Work

The Department of People committed to lead on several key areas of work in partnership or on behalf of the Southend Safeguarding Adults Board (SAB).

Quality Assurance

The Council participated in multiagency audits of safeguarding investigations that were carried out in 2015/2016 by the Safeguarding Board. The findings for learning were shared with the SAB and informed the work of the Subgroups. The Council took part in an audit pilot across Adult Services and undertook deep dives into cases involving Mental Capacity Assessments and safeguarding enquiries during 2015/16. The learning from these audits has informed the SAB Business Plan as well as the commissioning intentions of the Council and other agencies in terms of supervision, workforce development and practice guidance.

Keep Safe

Children's Services and the Safeguarding Adults Board and the Safeguarding Children's Boards continued to fund the Keep Safe Scheme for 2015/2016 with launch in April 2016. Keeping Safe is a scheme to support people aged 16+ who have a learning disability and access the community independently. The scheme is facilitated by SHIELDS Parliament, a self-advocacy group supported by BATIAS, an independent advocacy service. Local businesses have been identified and 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 are 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 will support 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.

PREVENT

In 2015/2016, Southend Borough Council assumed new statutory responsibilities in assisting the Government to prevent vulnerable adults and children being drawn into terrorist activity. The Council's new duties are part of the PREVENT Strategy, which is part of CONTEST.

"The government's counter-terrorism strategy, *CONTEST*, is based on four areas of work:

- Pursue: to stop terrorist attacks.
- Prevent: to stop people becoming terrorists or supporting terrorism.
- Protect: to strengthen our protection against a terrorist attack.
- Prepare: to mitigate the impact of a terrorist attack.

The government's *Prevent strategy*, published in June 2011, has three objectives, to:

- Respond to the ideological challenge of terrorism and the threat we face from those who promote it.
- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support.
- Work with a wide range of sectors and institutions (including education, faith, health and criminal justice) where there are risks of radicalization which we need to address. (*Paragraph 7.2, Prevent Strategy 2011.*)

Adult Services has been working closely in partnership with the Department for Place, including Public Protection and Children's Services to ensure that there is a strategic approach as well as an operational response. The PREVENT Board is a multi-agency initiative chaired by the Department for Place, supported by Adult and Children's Services.

During the year, the Council, in partnership with Essex Police and Southend CCG alongside other key partners, set up the multi-agency CHANNEL Panel, which are a convened group of safeguarding professionals representative of statutory and third sector services who can assist in supporting a person who is or is at risk of being radicalised. The person (child or adult) must consent in the CHANNEL process and will be involved in working with professionals who are proactively supporting the disruption of the exploitation to ensure that the person is adequately safeguarded.

During 2015/2016, the Group Managers for Safeguarding in Adults and Children's Services provided face to face training over 200 staff and partners on WRAP, which is the Home Office approved PREVENT product. During 2016/17, further routine face to face training will be provided.

Key Partnerships

Southend Borough Council plays a key role in facilitating partnerships that are vibrant, robust and integral to the effective functioning of the borough. The Council takes seriously its' leadership role to enhance community wellbeing and cohesion and supporting vulnerable people to live safe lives is a Corporate Priority.

Children's Services and the Local Safeguarding Children's Board

Southend Borough Council's Adult Social Care takes its responsibilities for safeguarding children within the context of the work we do with families as paramount. In this context, the needs of the child are primary when working with families and this is a statutory requirement which shapes all interventions. Adult Services is represented both on the LSCB Board and the LSCB Executive, representing the needs of adult family members and carers. For example, in the two years, we have worked collaboratively with Children's Services and Workforce Commissioning to ensure that our operational social work staff and our in house community based services have had e-learning in; child protection, recognising neglect and abuse in children, and awareness of Child Sexual Exploitation.

Over the last three years, Adult Services' social workers have undertaken a series of e-learning training related to the needs of children, primarily child abuse awareness and child sexual exploitation. Practitioners have also attended specially commissioned safeguarding children training at Level 2 and 3, which was delivered by the LSCB. Specialist training will continue on a rolling basis as part of the Council's training and development plan. Adult Services has also identified a number of key operational and management staff members who have had additional training and are now CSE Champions.

Adult Services have recently committed to staff attending additional face to face training provided by Barnardos on Female Genital Mutilation and our statutory responsibilities.

Adult Social Care is also represented in the work to prevent and support victims of child exploitation and sit on the Southend Child Sexual Exploitation Workgroup. In June 2015, Adult Services also began working in close association with the Southend Joint Domestic Abuse Triage Team. This team was comprised of Children's Social Care, Health, Probation and Police. In July 2016, the MARAT (Multi Agency Risk Assessment Team) was launched, which expands the membership of the previous team. Adult Services is represented by a qualified social worker within this team. The Safeguarding Adults Manager has contributed heavily to the development and governance of the MARAT in terms of audit, policy development and strategic monitoring.

Adult Services have also ensured that key training around the Mental Capacity Act, which pertains to people 16+ have been inclusive of practitioners working within Children's Services. Children's practitioners who work with people over 18 who may have entitlements and continue to be supported by children's services have been offered Safeguarding Enquiry Skills training to equip them to manage safeguarding adults concerns.

Southend Borough Council's People Department - Adults will continue to work proactively to ensure that practitioners are trained to have an awareness of the safety of children. We will continue to make referrals when appropriate and engage in plans to support children and their families.

Mental Health

From March 2016, the Safeguarding Adults Manager has taken responsibility as the senior management conduit between Southend Borough Council seconded social workers within the South East Essex Partnership University NHS Trust and Integrated Commissioning between the Council and Southend Clinical Commissioning Group. As part of this work, the Safeguarding Manager is the operational and strategic Council link on pan Essex work around a 24/7 mental health crisis system response. In April 2017, the Police and Crime Bill will become law, which has mandated some key changes in relation to the management of Mental Health Act assessments. To this end, the Safeguarding Manager has been extensively involved in the development and planning as part of the pan-Essex systems' preparedness workstreams. The Safeguarding Manager is also the Council operational link to the systems' work on the Mental Health Crisis Concordat. The Council, in partnership with SEPT have been leading a campaign to encourage and support eligible practitioners to qualify to

become Approved Mental Health Practitioners (AMHPs). The AMHP role is a key statutory function for local authorities which will come into greater focus and demand with the additional requirements proposed within the Police and Crime Bill and the Mental Health Five Year Forward view.

Public Health and Improved Health Outcomes

Safeguarding Adults works collaboratively with the Public Health Team to deliver outcomes that improve wellbeing and reduce the impact of abuse and violence. The Safeguarding Team is part of the wider range of internal partners with whom the Public Health team consult yearly in the development of their work plan. Safeguarding Adults is a longstanding and committed member of the Southend Domestic Strategy Group, led by the Deputy Director of Public Health. Adult Social Care has worked collaboratively with Public Health and the Southend CCG to ensure the delivery of the Flu Inoculation campaign for the 2016 season. Operational management within the social work teams also worked proactively with the Drug and Alcohol Commissioning Team and Public Health to deliver a series of sessions for front line practitioners regarding alcohol and substance dependency. These sessions were commissioned as a result of direct learning from a SAB multi-agency audit.

Collaboration with Southend Clinical Commissioning Group (CCG)

Since 2013, Southend Borough Council and Southend CCG have met as the Joint Quality Improvement Group every six weeks to review the quality of provision of service in Southend as the lead commissioners of care provision. The meetings focus on learning from local intelligence which then feeds into joint project work. In 2015/16, the group lead on commissioning and delivering two days of specialist training and development for practitioners across Health and Social Care working with people 16+ with regards to the Mental Capacity Act. Day 1 focused on assessing practitioners whilst Day 2 focused on supporting the learning needs of accommodation and residential and nursing care provision. Another round of training will be delivered in March 2017. Another key achievement delivered in 2015/16 and forward into 2016/17 was the involvement and support to the Public Health service in the delivery of an effective flu immunization campaign, targeting the front line workforce.

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).

From July 2016, Adult Social Care makes referrals into and attends 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.

The Safeguarding Manager contributed to the development of the new specification for tender for the domestic abuse services within Southend, whilst championing the needs of people with complex needs that traditionally may have been excluded or found the use of existing services unable to meet their needs.

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. As a result, in 2015/16, a number of new domestic abuse focused trainings were commissioned around various topics such as; intergenerational abuse, forced marriage, female genital mutilation and so called 'honour' based abuse.

Refreshed training in relation to Domestic Abuse, including joint training with Children's Services, was commissioned which has incorporate learning from Domestic Homicide Reviews and Serious Case Reviews where appropriate.

Safeguarding Adults Review

There was one Serious Case Review concluded in 2016, which started in 2014. An action plan is being implemented and is monitored by the SAB. Adult Social Care did not participate in any Domestic Homicide Reviews during 2015/16.

SET Working Group

Adult Social Care is a lead member on the SET (Southend, Essex & Thurrock) Working Group. This group is responsible for the revision of the SET Safeguarding Adults Guidelines and SET Mental Capacity and Deprivation of Liberty Safeguards guidelines in line with national and local policy change, legislation and learning. During 2015/2016, the SET Working Group continued to review the SET Guidelines. During 2015/16, the Workgroup identified a full plan of strategic and policy improvements and initiatives. Effectiveness of the implementation of the SET Guidelines is monitored by the SAB through its learning and Improvement Framework, which identifies that the Guidelines are on the whole well understood and implemented by practitioners.

Eastern Region Leads groups-ADASS

Southend Borough Council is an active member in both the Safeguarding Adults Leads' group and the Deprivation of Liberty Leads' groups. Both groups are facilitated by the Association of Directors of Social Services and the Local Government Association. The group aims to deliver a forum for best practice, the development of robust policy and continuity of response to safeguarding concerns.

Anti-Social Behaviour (ASB) Operational Board

Adult Services is represented on this board to ensure that people experiencing ASB

or perpetrating ASB are appropriately identified if eligible to be offered a Care Act 2014 assessment of need or require support from a safeguarding adults' perspective.

Complex Needs Group

During 2015/2016, Adult Services was represented operationally on the bi-weekly Complex Needs Group. Rising from the 'Making Every Adult Matter' national agenda the Complex Needs Group is a multi-agency panel, led by the Drug and Alcohol Commissioning Team, which support adults living in Southend who are homeless or whom services traditionally have disengaged from due to high risk behaviours.

Monitoring

There are a series of interdependent multi-disciplinary meetings that support the monitoring function and supplement the contractual monitoring process. Monthly, managers across mental health, social care (operational, contractual compliance, complaints) and supporting people review the current functioning of services across Southend. The outcome of these meetings inform the Joint Quality Improvement Meetings, which occur between Adult Social Care and Southend CCG. The high level information from these meetings inform both the Pan Essex Information Sharing Meeting and the Essex Quality Surveillance Group (QSG) meetings.

These meetings involve all of the CCGs across Essex as well as the CQC. MONITOR and Healthwatch are also engaged at the QSG. Information of high risk is also then shared on an anonymised basis by exception with the Southend Safeguarding Adults Board. Learning in reference to safeguarding adult reviews, local and national learning are led by the Safeguarding Manager as well as the Quality Monitoring Subgroup, a subgroup of the SAB.

The Safeguarding Adults Manager continues to be involved in supporting the monitoring of the advocacy contract as it pertains to Independent Mental Capacity Advocates and Independent Mental Health Advocates.

Workforce Development

The Safeguarding Adults Service Manager 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 2015/2016, 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. This was of particular importance to the lead up of the implementation of the Care Act in April 2015 so that assurances could be given that all Council commissioned safeguarding training operates within the new legislative framework. Southend Borough Council continues to work proactively with the Workforce Development and Learning Subgroup to embed the LSCB/SAB Training Strategy.

In 2016, further work has occurred around trafficking and modern slavery. In December 2016, Southend Borough Council, in partnership with Southend SAB, Southend LSCB, Essex Police and the University of Essex-Southend, are holding a symposium for professions. This conference will be 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 has been commissioned by Southend Borough Council, open to all partners, on modern slavery and trafficking responses and responsibilities. This training will be facilitated by Stop the Traffik with input from Essex and Kent Police Constabulary.

In 2016, a Workforce Development survey across Adult Services' social work practitioners was conducted, focusing on satisfaction with the current training and development suite for safeguarding adults. The results of this survey have been used to support future commissioning of courses and programmes.

Local Area Designate Officer Role (LADO)

The Care Act 2014 does not specify the detail as to how to manage allegations against people in positions of trust where there may be concerns that they have faced police action or may have caused harm to an adult with care and support needs. The management of these allegations have been case managed directly by the Safeguarding Manager, who has worked closely with the LADO for Children's Services. During 2015/16, 18 referrals were received.

SECTION 3: Progress on 2014/15 Delivery against Council Operational and Strategic Development for Safeguarding

Adult Services is working at strategic and operational levels to deliver a programme of work to support statutory responsibilities and the Council's Corporate Plan whilst assisting the SAB to deliver the objectives of the SAB Business Plan. Illustrated below are key contributions from the Council to assist in the meeting of the aims of the plan.

Objective	Aim	Delivery progress	Performance Indicator	Year End Update and outcomes
Prevention and empowerment	Improve feelings of safety whilst accessing the community	Southend Borough Council is working with SHIELDS and BATIAS to support the delivery of the Keeping Safe Sticker scheme.	60% awareness of people with a learning disability as facilitated by the SHIELDS Councillors via a questionnaire	IN PROGRESS The Keep Safe scheme launched in July 2016. SHIELDS to undertake a questionnaire to monitor awareness of the scheme.

Objective	Aim	Delivery progress	Performance Indicator	Year End Update and outcomes
	Demonstrative leadership and engagement in SAB Sub Groups	To continue to play a key role in supporting the efficient delivery of the SAB Business Plan objectives through leadership in the Action Groups.	Through engaged attendance and participation and delivery of associated action plan, highlighting any mitigating risks.	<p>COMPLETED</p> <p>SBC chairs the SAB Quality, Monitoring and Audit Sub Group and the LSCB & SAB Community Sub Group. Delivery of SAB Business Plan evidenced in SAB Annual Report 2015-16</p>
	<p>PREVENT Strategy</p> <p>Prevent people from being drawn into terrorist activity</p>	Collaboration between Integrated Youth Services, Adult Services, Children's Services and Public Protection.	<p>Establishment of a referral pathway for both Children's and Adult Services to accept referrals.</p> <p>Establishment and delivery of CHANNEL panels for Adult and Children's Services.</p> <p>75% of all assessing adult social work practitioner staff are PREVENT</p>	<p>IN PROGRESS</p> <p>Referral pathway established internally and with partners.</p> <p>SET PREVENT Strategy developed</p> <p>6 weekly CHANNEL panels held, co-chaired by Adults and Children's Services.</p> <p>In progress. 64.5% of all Adult Services assessing practitioners have undertaken the</p>

Objective	Aim	Delivery progress	Performance Indicator	Year End Update and outcomes
			trained by 1 April 2016.	training.
Personalisation	Making Safeguarding Personal	<p>Southend Borough Council and the Southend SAB have applied and been accepted to implement the Making Safeguarding Personal agenda, a Government initiative to ensure adults with additional care and support needs are actively consulted and involved in their safeguarding. To ensure that services and interventions place service users at the heart of what we do. To ensure that service users are supported proactively to take risks if they have capacity to do so.</p>	<p>77% overall positive feedback from service users via the Outcome Questionnaire process.</p> <p>To address issues of practice through revision of the SET Guidelines and through the Learning and Development Subgroup.</p>	<p>ACHIEVED</p> <p>Positive feedback is above target <i>(please see detailed statistics in the Performance Section of this report).</i></p> <p>SET Safeguarding Adults Guidance has been updated</p> <p>No specific practice issues identified for action by the Learning & Development Sub Group</p>
Support, advocacy and intervention	Support to younger and adult male victims of sexual violence	Adult Social Care to work with Public Health, the Child Sexual Exploitation Workgroup and the SAB and LSCB to ensure there is adequate provision to support males who may experience sexual violence.	Support the work of Health to ensure that the psychosocial aftercare needs are met through the identification of local resource to meet this	<p>COMPLETED</p> <p>Southend Rape Crisis providing specialist service to males and females of all ages</p>

Objective	Aim	Delivery progress	Performance Indicator	Year End Update and outcomes
			need.	
	Supporting adults with complex needs	Work with the Council's Housing Team, Supporting People Team and Drug and Alcohol Commissioning Team to roll out a programme to support people with complex needs who are experiencing homelessness.	Support the work being led by the Council's Housing Service and the Drug and Alcohol Team	ACHIEVED The Safeguarding Adults' Team is fully engaged with supporting the Complex Needs work.
	Explore a triage of referrals system	Explore with the LSCB and the SAB and key partners whether a triage mechanism for safeguarding referrals adds benefit to the investigation outcomes and to the experience of the service user.	Support the multiagency work to explore this area with the SAB and LSCB	ACHIEVED Adult Services is fully represented in the Southend MARAT, which started in July 2016.
Embed the Family Focus Protocol	Ensure the embedding of the Family Focus Protocol across Adult Services so that information is shared in the best interests of service users and families so that families have the support they require to live lives free from fear and abuse.	70% of all Adult Services assessment practitioner staff are aware and working in line with the Family Focus Protocol	ACHIEVED The revised protocol is embedded. The SAB and LSCB are assured that it has become embedded practice. Work continues in terms of ensuring clear pathways and interfaces for families.	

Objective	Aim	Delivery progress	Performance Indicator	Year End Update and outcomes
	Support people who engage in hoarding behaviour	Adult Social Care to lead work with partners to identify appropriate pathways to support people who self-neglect and hoard belongings at the detriment of their safety or wellbeing.	Development of a pathway map of services Ensure that 70% of Council assessment staff demonstrates an awareness of the services that are available to support people around this area of need through workforce development.	ACHIEVED Adult Services are fully engaged in the Hording Subgroup of the Southend SAB. Staff have had face to face and e-learning Care Act training, which covers self-neglect.
Policy Development	Development of policies and procedures, namely: Position of Trust allegations Large Scale Investigation Protocol	Development and implementation of SET policy and procedures.		Partially Achieved SET Positions of Trust/Adult LADO protocol developed. SET Large Scale Investigations Protocol is in development
Governance and Quality Assurance	Dynamic informatics systems for safeguarding and deprivation of liberty referrals	Ensure that systems can provide intelligent information to comply with statutory and local requirements to aid management and quality assurance.	100% compliance with data returns to the SAB Quality Monitoring Subgroup and statutory reports for the Information	ACHIEVED The automated input DoLS and Safeguarding enables data collection to meet statutory return

Objective	Aim	Delivery progress	Performance Indicator	Year End Update and outcomes
			Centre.	requirements and those of the SAB.
	Support the Safeguarding Adults Board to assume statutory footing via the Care Act implementation	Provide lead strategic advice and support to the SAB towards working to ensure the Board is prepared for strategic footing.	Through positive engagement with the SAB Subgroups	ACHIEVED SAB self-assessment evidences it is Care Act compliant.
	Ensure that the investigation functions and processed are complaint with the Care Act implementation- duty to cause an enquiry	Lead the Council's work and input into the redevelopment of the SET (Southend, Essex and Thurrock) Safeguarding Adults guidelines. Ensure that all training commissioned by the Council is compliant with the legislation.	Contribute to the revision of the SET Safeguarding Adults Guidelines, which when completed will be endorsed by the SAB.	ACHIEVED

SECTION 4: Council Operational and Strategic Delivery of Safeguarding Priorities for 2016/17

Adult Services is working at strategic and operational levels to deliver a programme of work to support statutory responsibilities and the Council's Corporate Plan whilst assisting the SAB to deliver the objectives of the SAB Business Plan.

Objective	Aim	Delivery	Performance Indicator
Governance and Quality Assurance	To deliver safeguarding and MCA DOLs framework within the Council's new database,	In partnership with staff and the LiquidLogic Project Implementation Team	100% of the safeguarding suite operational with the go live of LiquidLogic in April 2017.

	LiquidLogic		
Policy Development	To support the learning of practitioners to be equip to respond and support people who are trafficked or who are experiencing modern slavery.	<p>Delivery of bespoke commissioned specialist training.</p> <p>Multi-agency partnership conference learning symposium.</p> <p>Development of operational practice guides, supported by the SET Adults Guidelines and informed by the partnership between Adult Services and Essex and Kent Constabulary.</p>	<p>70% of all operational social work staff across Adult Services undertake Modern Slavery and Trafficking training by 31 March 2018.</p> <p>Delivery of a suite of operational practice guidelines.</p>
Workforce Development	To increase the number of staff to support to obtain the AMHP qualification across Adult and Children's Services, the mental health social work teams and within the Health system partnership.	In partnership with SEPT, Southend Clinical Commissioning Group and Children's Services	To work towards the goal of 20% of the operational social work and occupational therapy teams identified and working towards their AMHP qualification.

SECTION 5: Overall Summary

There is a reported high level of satisfaction demonstrated by positive feedback from people with lived experience. Performance in safeguarding continues to be strong.

The Council continues to contribute strongly into the work of the SAB. There are many areas of development and improvement that have been highlighted in the report and planned for the coming year.

Endorsed by:

Date:

Simon Leftley, Southend-on-Sea Council Deputy Chief Executive	
Southend-on-Sea Borough Council Cabinet	

Appendix 1

Safeguarding Adults Collection 2015/16

In April 2015, the Care Act 2014 came into legal effect. The Care Act has introduced a statutory framework for safeguarding which carry a number of responsibilities for local authorities and their partners. In addition to the formation of statutory safeguarding boards, the provision of independent advocacy under safeguarding and the duty to conduct Safeguarding Adult Reviews when an adult dies as a result of abuse or neglect, there is another key responsibility of the local authority and its partners. Local authorities must ask or cause others to enquire when they think an adult with care and support needs may be experiencing abuse or neglect. This is called a Section 42 Enquiry. All statutory partners are also now legally required to comply with reasonable requests to share information to aid an enquiry. As a result of the Care Act, local authorities across the country received increases in requests for assessments as well as an increase in safeguarding enquiries.

The data and analysis contained within this report is sourced from the national Health and Social Care Information Centre (HSCIC) draft published data sets. These data sets are produced to local authorities as a compilation of the national Safeguarding Adults Collection (previously Safeguarding Adults Return). The reporting period is 01/04/2015 to 31/03/2016.

The collection for 2015/16 requested data in two broad sections: counts of *individuals* for whom safeguarding concerns were raised during the year; counts of *enquiries* concluded in the year.

For 2015/16, data was collected in terms of type of safeguarding activity. These were:

- Safeguarding Concerns
- Section 42 Safeguarding Enquiries
- Other Safeguarding Enquiries

The category of 'Safeguarding concerns' count individuals who were the subject of a request received by the council for safeguarding support. Thus, it counts individuals for whom a contact was made where the safeguarding issue met threshold for enquiry (aka referrals) and additionally those that did not meet threshold for enquiry (aka alerts).

'Section 42 safeguarding enquiries' and 'other safeguarding enquiries' are a subset of concerns. The Southend submission for 2015/16 considered all referrals that met threshold for enquiry as Section 42 safeguarding enquiries. This was due to a lack of clarity on what distinguishes 'Section 42 safeguarding enquiries' from 'other safeguarding enquiries'. Thus Southend did not submit data pertaining to 'other safeguarding enquiries'. Our interpretation of these categories will be reviewed for forthcoming collections.

Rank and quartile measures are calculated from the national data set and are based on percentages as opposed to raw numbers. There are 152 local authorities that made returns. Some authorities did not submit data on all factors contained within the return and will be excluded from specified parts of the analysis. As a result rank is out of 152 unless otherwise stated. A rank of 1 indicates the highest percentage nationally; a rank of 152 indicates the lowest. Quartile 1 indicates within the highest 25% nationally. Quartile 4 indicates lowest 25% nationally. Rankings and quartiles allow Southend to be benchmarked against other authorities.

Statistical neighbour averages are calculated from 15 LAs, which are listed below. These are CIPFA comparators for Southend in 2015/16.

1. Torbay
2. Bournemouth
3. Blackpool

4. North Somerset
5. Poole
6. Isle of Wight
7. Plymouth
8. Darlington
9. Bath & North East Somerset
10. Bedford Borough
11. Redcar & Cleveland
12. Brighton & Hove
13. York
14. Portsmouth
15. Northumberland

Key findings

- The number of requests to the Council for safeguarding support has continually increased
- Since the introduction of 'alerts', the number of requests that progress to referral and enquiry have remained stable
- The number of enquiries concluded in the year decreased for the third year in a row. This would suggest enquiries were lasting longer and caseloads of staff were increasing
- Southend ranked 11th highest nationally for the proportion of safeguarding concerns that were investigated
- Analysis of data indicates there was a tendency to assess safeguarding concerns for 18-64s as alerts
- Nevertheless the number of referrals for 18-64s increased by 30% in 2015/16 and the skew towards an aging safeguarding population in Southend reduced slightly
- There was possible under reporting of abuse of ethnic minorities in Southend
- The number of referrals with no support reason hugely increased in 2015/16. This was a result of improved data quality and the introduction of the wider eligibility threshold and definitions of Care Act 2014
- Southend presented as 10% below the national average for referrals for people whose primary support reasons were classified as physical, memory, learning disability and mental health primary in 2015/16, this is associated with the large increase in referrals for people classed as having no support reason
- Statistics suggested safeguarding concerns for those with no support reason were less likely to progress to referral
- There was a decrease in both Southend and nationally for enquiries into allegations of physical, psychological and emotional, financial and material abuse types.
- Enquiries for neglect and omission increased nationally, but in Southend reduced, over a period of 3 years
- There was an increase in enquiries for allegations of sexual and institutional abuse types in Southend
- Enquiries into abuse by social care support in Southend for 2015/16 decreased, while enquiries for abuse by an individual known to the safeguarding client increased
- For Southend, the number of enquiries for alleged abuse within a care home reduced by 30.1%. It should be also noted that the number of care home beds in Southend decreased in 2015/15, through some care homes ceasing to trade
- The proportion of enquiries for alleged abuse within the home of the safeguarding client increased for Southend
- Southend has retained a high ranking for removing risk to the safeguarding client
- The proportion of enquiries where the individual lacked capacity increased for Southend in 2015/16, however was still considerably below the national average.
- Southend continued to support 100% of safeguarding clients lacking in capacity. This is significantly above the

national average

Safeguarding concerns raised during the year

Counts of Total Safeguarding Activity

A new reporting factor for the 2015/16 collection was a summary of total safeguarding activity. Table 1 presents the submission for Southend for 2015/16, alongside backdated data for comparison purposes. Prior to 2014, all safeguarding concerns received by the Council were investigated, which attributed then for a large number of unsubstantiated allegations.

- The number of requests for safeguarding support received by the Council has continually increased over a 3 year period
- Number of safeguarding alerts (concerns that are not investigated), have increased by 28% in 2015/16, while the number of investigations remained constant

Safeguarding Activity	2012/13	2013/14	2014/15	2015/16
Safeguarding Concerns	717	685	777	858
Section 42 enquiries	717	685	596	617

Table 1

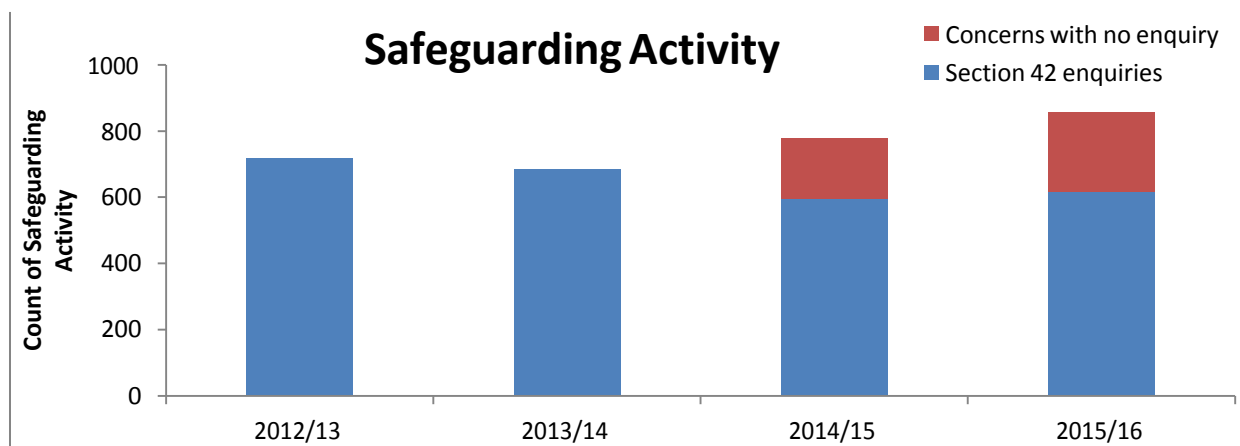


Figure 1

The table below shows type of safeguarding activity as a percentage of concerns received for Southend, statistical neighbours and nationally for 2015/16.¹

- Southend investigates a much larger proportion of safeguarding concerns than its comparators, ranking 11th highest
- Only 37 of the 108 authorities included in the table submitted data pertaining to 'other safeguarding enquiries'. This reinforces the requirement for further guidance on what distinguishes the two types of enquiry

Safeguarding Activity	Southend	SNA	National
Safeguarding concerns with no enquiry	28.5%	64.4%	56.7%
Section 42 safeguarding enquiries	71.5%	34.8%	38.2%
Other safeguarding enquiries	0.0%	0.8%	5.1%

Table 2

¹ Only authorities who submitted figures greater than 0 for safeguarding concerns and section 42 enquiries were included. Additionally 2 authorities were excluded for identified data quality issues. Thus 108 authorities are included.

Individuals by Age

The table below details the number of *individuals* for whom referrals were received over a 3 year period by age in Southend².

- The total number of individuals for whom referrals were received has remained stable over a 3 year period in Southend
- The number of referrals for 18-64s increased by 30% in 2015/16
- In line with this, the skew towards an aging safeguarding population in Southend reduced slightly in 2015/16. This is shown by the fact that in 2014/15 Southend was ranked in the top 25% (quartile 1) of all authorities for the percentage of referrals in the 85-94 and 95+ age range, but this dropped in 2015/16 to the second quartile.

Age	2013/14			2014/15			2015/16		
	Number	Rank	Quartile	Number	Rank	Quartile	Number	Rank	Quartile
18-64	200	86	3	140	132	4	189	78	3
65-74	70	71	2	70	35	1	72	50	2
75-84	120	103	3	105	111	3	109	106	3
85-94	165	30	1	175	11	1	145	48	2
95+	20	74	2	30	30	1	27	53	2

Table 3. Referrals in Southend over a 3 year period

- Southend was more closely aligned with, but still below, the national average for referrals received in relation to 18-64 year olds in 2015/16
- Southend was more closely aligned with, but remains elevated from, the national average for referrals received in relation to individuals aged 85-94 and 95+ in 2015/16
- The proportion of referrals for those aged 65-74 and 75-84 remained stable in Southend over a 3 year period
- National trends have remained stable
- Statistical neighbours evidenced a decrease in referrals for 85-94 year olds and an increase for 18-64 year olds in 2015/16

² Counts of individuals with an unknown age were excluded throughout this analysis.

³ Due to changes in the data collection, 2015/16 figures take the sum of 'section 42 enquiries' and 'other safeguarding enquiries' as a percentage. This may result in double counting individuals in a minority of cases.

Table 4 shows a breakdown of safeguarding activity by age of client for 2015/16.

- It is notable that the proportion of concerns for 18-64s was above the national average in Southend, while analysis of referrals evidenced a slightly aging population
- In Southend 41.2% of safeguarding concerns, compared to 35.2% of referrals, related to 18-64s in 2015/16. This would suggest there was a tendency to assess safeguarding concerns for this age group as alerts only and not proceed with enquiry. This trend was still evident but to a lesser extent for statistical neighbours and nationally
- This trend was not evident for other age groups and is in fact slightly reversed; for example, in 2015/16, while 18.2% of concerns in Southend related to 75-84s, this age group accounted for 20.4% of referrals
- National and statistical neighbour averages demonstrate a large proportion of other enquiries pertained to 18-64s. Conclusions should be drawn from this section with caution given that a minority of authorities submitted data on this area ^{4,5}.

Safeguarding Activity	Age	Southend	SNA ⁴	National ⁵
Safeguarding concerns	18-64	41.2%	38.9%	38.5%
	65-74	12.2%	12.1%	12.3%
	75-84	18.2%	21.8%	21.9%
	85-94	24.3%	23.5%	23.3%
	95+	4.1%	3.7%	4.1%
Section 42 safeguarding enquiries	18-64	35.2%	36.5%	36.2%
	65-74	13.0%	12.5%	12.1%
	75-84	20.4%	22.9%	22.9%
	85-94	26.9%	24.4%	24.8%
	95+	4.6%	3.7%	4.0%
Other safeguarding enquiries	18-64		69.5%	49.0%
	65-74		5.5%	9.5%
	75-84		11.7%	17.0%
	85-94		11.2%	22.4%
	95+		2.1%	2.1%

Table 4.

Individuals by Ethnicity

The table below details the number of *individuals* for whom referrals were received over a 3 year period by ethnicity in Southend⁶. 151 authorities submitted data on this factor.

- Southend remained in the upper quartiles for the proportion of safeguarding referrals that related to individuals of a white ethnicity in 2015/16
- Southend changed rank and quartile for referrals relating to other ethnicities; however this was caused by high variance as a result of low numbers in these categories. In addition to this, numerous authorities were tied in reported proportions of ethnic groups as a result of data suppression for figures less than 6. For instance 108 authorities reported 0% mixed ethnicity referrals. This in turn will skew rank and quartile figures. Conclusions drawn from these statistics should be made with caution

Ethnicity	2013/14			2014/15			2015/16		
	Number	Rank	Quartile	Number	Rank	Quartile	Number	Rank	Quartile
White	540	78	3	490	68	2	508	66	2
Mixed	x	51	2	10	16	1	x	44	4
Asian / Asian British	x	73	2	x	88	3	x	91	4
Black / African / Caribbean / Black British	x	59	2	0	90	4	x	63	2
Other Ethnic Group	0	65	4	0	71	4	x	37	1

⁴ 12 statistical neighbours submitted data pertaining to safeguarding concerns by age. 5 statistical neighbours submitted data pertaining to other enquiries by age.

⁵ 111 authorities submitted data pertaining to safeguarding concerns by age. 35 authorities submitted data pertaining to other enquiries by age.

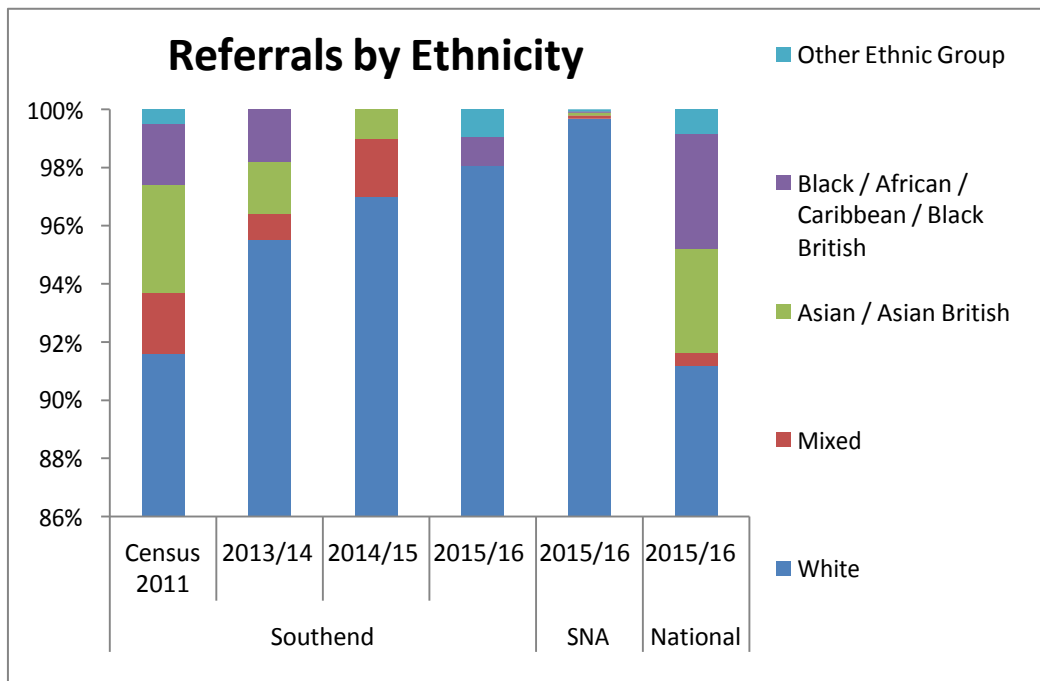
⁶ Counts of individuals with a refused or unknown ethnicity were excluded throughout this analysis.

Table 5

Table 6 presents proportions of referrals received by ethnicity for Southend, Statistical neighbours and nationally over a 3 year period³ alongside census information for Southend.

- The proportion of referrals in Southend that relate to individuals of a white ethnicity have increased over a 3 year period
- Analysis of census data for Southend evidenced that ethnic minorities have been consistently underrepresented in the safeguarding population over a 3 year period
- Nationally, there was a slight trend towards reduced diversity in safeguarding referrals

Table 6



Individuals by Primary Support Reason

The table below details the number of *individuals* for whom referrals were received over a 3 year period by primary support reason (PSR) in Southend⁹. 151 authorities submitted data on this factor.

- The number of referrals with no support reason hugely increased in 2015/16. This is a result of improved data quality and a result of the Care Act eligibility and definitions, which has widened the remit of safeguarding activity
- This primarily impacted the reporting of physical Primary Support Reasons where the rank of Southend has changed dramatically, going from a high prevalence (top 25% of all authorities) in 13/14 & 14/15, to the bottom 25% in 15/16. However reporting of all other PSRs also reduced

⁷ 12 statistical neighbours submitted data on safeguarding concerns by ethnicity. 15 statistical neighbours submitted data on other enquiries by ethnicity.

⁸ 110 authorities submitted data on safeguarding concerns by ethnicity. 151 authorities submitted data on other enquiries by ethnicity.

⁹ PSRs of 'not known' were excluded throughout this analysis.

Figure 4 presents proportions of referrals received by PSR for Southend, Statistical neighbours and nationally over a 3 year period.³

- Southend presented as 10% below the national average for physical, memory, learning disability and mental health PSRs in 2015/16
- Meanwhile Southend reported 60.6% of referrals to concern clients with no support reason. PSRs were only reported for clients in receipt of an adult social care service at the time of referral.
- National figures showed an increase in the proportion of referrals for those with a physical PSR and a decrease in referrals for those with no support reason from 2014/15 to 2015/16. Proportions of other PSRs have remained stable relative to the previous reporting year

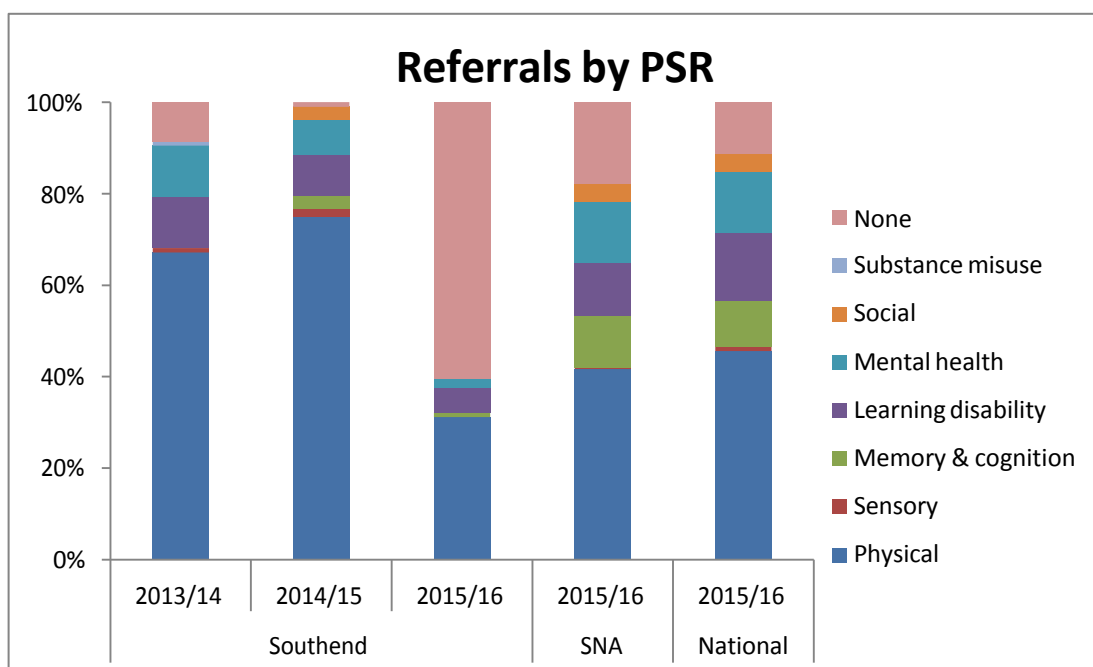


Figure 4

¹⁰ 11 statistical neighbours submitted PSR data for safeguarding concerns. 4 statistical neighbours submitted PSR data for other enquiries.

¹¹ 108 authorities submitted PSR data for safeguarding concerns. 33 authorities submitted PSR data for other enquiries.

Individuals by Reported Health Conditions

Data was collected on reported health conditions for safeguarding clients from 2014/15. For this section of the return only, data was requested only for individuals in receipt of long term services at the time of the safeguarding incident. Figures submitted were low enough to be suppressed for a number of authorities; 121 authorities are included in the analysis below.

Table 8 presents proportions of referrals received for clients in receipt of long term services by reported health condition for Southend, Statistical neighbours and nationally over a 3 year period.³

- For Southend, the total number of clients assessed as eligible for submission in this table reduced considerably. This is likely due to improvement in data quality. This limits the conclusions that can be drawn from raw figures as they previously may not have been fully reflective.
- Despite a large change in raw number, proportionally speaking reported health conditions for Southend remained reasonably comparable between the years
- The proportion of those with no reported health condition decreased, while the proportion of those with mental health or learning, developmental or intellectual disabilities has increased
- Southend's figures do not align with comparator averages. However analysis of raw figures suggests more than one third of authorities have not submitted data as per the return guidance. For instance, less than 40% of individuals who were the subject of a referral were in receipt of a long term service in Southend. However, more than one third of other local authorities submitted health condition information to value greater than 75% of the number of individuals involved in safeguarding referrals in the year

Reported Health Condition	Southend		SNA		National	
	2014/15	2015/16	2014/15	2015/16	2014/15	2014/15
Long term health condition: physical	38.8%	40.0%	21.5%	14.4%	18.2%	14.9%
Long term health condition: neurological	6.9%	8.0%	7.0%	5.5%	6.1%	4.8%
Sensory impairment	1.7%	0.0%	4.4%	1.8%	2.8%	1.6%
Learning, developmental or intellectual disability	6.0%	16.0%	10.5%	39.6%	11.2%	38.3%
Mental health condition	30.2%	36.0%	26.0%	22.2%	20.1%	17.9%
None	16.4%	0.0%	30.6%	16.5%	41.6%	22.4%

Table 8

Table 9 shows a breakdown of safeguarding activity by reported health conditions of clients in receipt of long term services for 2015/16.

- Individuals with a learning, developmental or intellectual disability were slightly less likely to progress to referral in Southend compared with other health condition types
- Nationally the largest differences were seen for concerns for safeguarding clients with mental health conditions, where concerns (15.4%) were more likely to progress to enquiry (17.9%), while concerns for those with no relevant health condition (25.6%) were less likely to progress to enquiry (22.4%)

Safeguarding Activity		Southend	SNA ¹²	National ¹³
Safeguarding concerns	Long term health condition - physical	38.7%	14.6%	14.3%
	Long term health condition - neurological	6.5%	5.2%	5.0%
	Sensory impairment	0.0%	2.4%	2.2%
	Learning, developmental or intellectual disability	19.4%	39.8%	37.4%
	Mental health condition	35.5%	20.6%	15.4%
	No relevant condition	0.0%	17.4%	25.6%
Section 42 safeguarding enquiries	Long term health condition - physical	40.0%	12.3%	12.1%
	Long term health condition - neurological	8.0%	4.8%	3.9%
	Sensory impairment	0.0%	1.5%	1.3%
	Learning, developmental or intellectual disability	16.0%	33.7%	29.8%
	Mental health condition	36.0%	19.3%	14.6%
	No relevant condition	0.0%	14.0%	17.9%
Other safeguarding enquiries	Long term health condition - physical		15.0%	17.1%
	Long term health condition - neurological		0.0%	2.0%
	Sensory impairment		0.0%	0.5%
	Learning, developmental or intellectual disability		25.0%	19.1%
	Mental health condition		45.0%	16.9%
	No relevant condition		15.0%	44.5%

Table 9

Safeguarding enquiries concluded in the year

Only 30¹⁴ of 152 authorities distinguished between ‘concluded section 42 safeguarding enquiries’ and ‘other concluded safeguarding enquiries’. As a result this section will not distinguish between them and analyse concluded enquiries as a whole.

The number of enquiries concluded in Southend has decreased for the third year in a row. 509 enquiries were concluded in the year 2015/16. This is a 16.6% decrease on 2014/15 and 25.1% decrease on 2013/14. This would suggest enquiries are lasting longer and caseloads of staff are increasing.

¹² 10 statistical neighbours submitted health condition data for safeguarding concerns. 2 statistical neighbours submitted health condition data for other enquiries. 12 statistical neighbours submitted health condition data for Section 42 enquiries.

¹³ 96 authorities submitted health condition data for safeguarding concerns. 22 authorities submitted health condition data for other enquiries.

¹⁴ It was noted that different authorities submitted ‘other safeguarding enquiry’ data pertaining to enquiries opened in the year versus enquiries closed in the year.

Concluded Enquiries by Alleged Abuse Type

Table 10 below details the number of enquiries concluded over a 3 year period by type of alleged abuse for Southend. 150 authorities submitted data on this factor in 2015/16. Note that assessors can select multiple abuse types for a single enquiry.

- The number of enquiries into allegations of physical abuse reduced. This may have been affected by the introduction of a domestic abuse category
- Southend ranked in the bottom 10 of authorities in 2014/15 for enquiries into allegations of sexual abuse. 2015/16 observed an increase in enquiries for sexual abuse, resulting in a heightened rank and quartile for Southend
- Previous analyses have noted Southend's consistent high ranking for psychological and emotional abuse enquiries. 2015/16 observed a reduction for this category and a corresponding decrease in rank and quartile
- Number of enquiries for institutional abuse increased over a 3 year period
- Enquiries for discriminatory abuse remained minimal

Type of alleged abuse	13/14			14/15			15/16		
	Number	Rank	Quartile	Number	Rank	Quartile	Number	Rank	Quartile
Physical	165	123	4	175	94	3	144	113	4
Sexual	35	85	3	15	142	4	35	51	2
Psychological & Emotional	150	22	1	145	23	1	123	45	2
Financial & Material	155	47	2	145	53	2	135	48	2
Discriminatory	x	58	2	x	36	1	x	22	4
Institutional	x	125	4	25	54	2	35	39	2
Neglect & Omission	245	58	2	240	82	3	204	111	3
Domestic Abuse							51	8	1
Sexual Exploitation							x	11	4
Modern Slavery							x	3	4
Self-Neglect							22	38	1

x = figures suppressed due to low numbers (less than 11)

Table 10

Table 11 presents proportions of enquiries concluded by abuse type for Southend, Statistical neighbours and nationally over a 3 year period.

- Nationally, enquiries relating to physical, sexual, financial and material and discriminatory abuse have reduced over a 3 year period. This may have been partially influenced by the introduction of new abuse categories in 2015/16
- Southend displayed a reduction in proportion of enquiries into physical, psychological and emotional, financial and material, neglect and omission abuse types. This may have been influenced by the introduction of new abuse categories in 2015/16

- Nationally, enquiries for allegations of neglect and omission have increased over a 3 year period. Southend displays the opposite trend and is below the national average for 2015/16
- The increase in enquiries relating to sexual abuse in Southend has resulted in closer alignment with the national average
- Southend is better aligned with but still above the national average for psychological and emotional abuse enquiries
- The increase in enquiries for institutional abuse has resulted in Southend being placed slightly above the national average

Type of alleged abuse	Southend			SNA			National		
	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
Physical	21.7%	23.3%	19.6%	24.0%	22.7%	24.0%	26.2%	25.6%	24.2%
Sexual	4.6%	2.0%	4.7%	5.1%	5.4%	4.0%	5.1%	4.7%	4.2%
Psychological & Emotional	19.7%	19.3%	16.9%	16.4%	16.2%	13.5%	14.4%	14.8%	13.6%
Financial & Material	20.4%	19.3%	18.2%	17.1%	16.0%	15.8%	18.7%	17.5%	16.0%
Discriminatory	0.7%	0.7%	0.0%	1.9%	0.4%	0.2%	0.8%	0.4%	0.1%
Institutional	0.7%	3.3%	4.1%	4.5%	2.3%	3.1%	3.6%	3.2%	3.2%
Neglect & Omission	32.2%	32.0%	27.0%	31.0%	36.9%	34.4%	31.3%	33.7%	35.1%
Domestic Abuse			6.8%			2.6%			1.8%
Sexual Exploitation			0.0%			0.0%			0.1%
Modern Slavery			0.0%			0.0%			0.0%
Self-Neglect			2.7%			2.3%			1.7%

Table 11

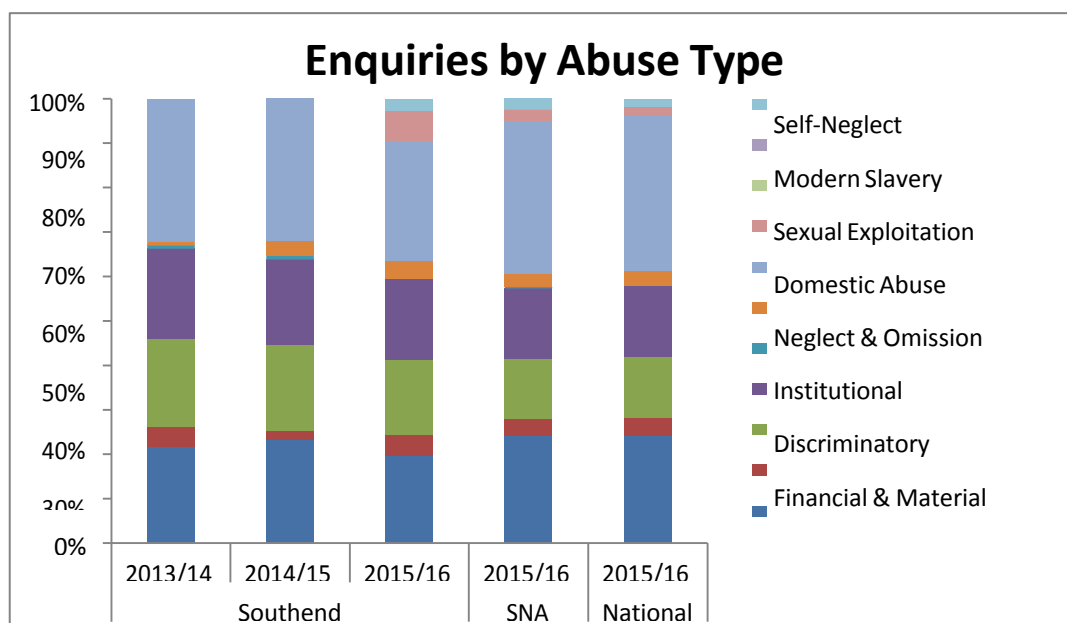


Figure 5

Concluded Enquiries by Alleged Source of Abuse

Table 12 below details the number of enquiries concluded over a 3 year period by alleged source of abuse in Southend. 150 authorities submitted data on this factor in 2015/16.

- Southend's rank and quartile for enquiries into abuse by social care support reduced in 2015/16, while the opposite trend was true for abuse by a person known to the safeguarding client
- Southend's rank and quartile across the three categories in 2015/16 suggest better alignment with national averages, with enquiries regarding social care support balancing out against other – known to individual

Risk Source	13/14			14/15			15/16		
	Number	Rank	Quartile	Number	Rank	Quartile	Number	Rank	Quartile
Social Care Support	160	122	4	294	33	1	185	70	2
Other – known to individual	435	11	1	216	117	4	260	68	2
Other – unknown to individual	60	87	3	91	62	2	64	59	2

Table 12

Table 13 presents proportions of enquiries concluded by source of alleged abuse for Southend, Statistical neighbours and nationally.

- Southend showed much closer alignment with national averages for 2015/16
- National statistics show a downward trend for enquiries concerning social care support
- Statistical neighbours evidenced a higher proportion of enquiries concerning social care support and a lower proportion of enquiries concerning other – unknown to individual when compared to Southend for 2015/16

Risk Source	Southend			SNA			National		
	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
Social Care Support	24.4%	48.9%	35.6%	39.8%	44.1%	38.4%	38.7%	37.9%	36.7%
Other – known to individual	66.4%	35.9%	51.5%	48.5%	42.5%	50.7%	47.5%	47.1%	48.5%
Other – unknown to individual	9.2%	15.1%	12.9%	11.7%	13.4%	10.9%	13.8%	15.0%	14.7%

Table 13

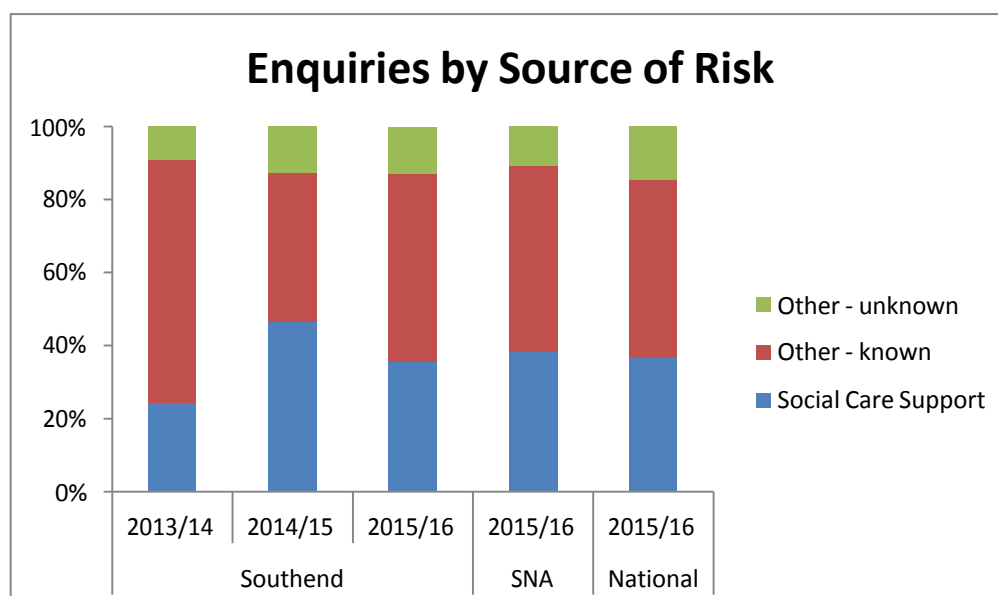


Figure 6

Concluded Enquiries by Alleged Location of Abuse

The table below details the number of enquiries concluded over a 3 year period by location of alleged abuse. 150 authorities submitted data on this factor for 2015/16.

- Southend's rank has increased for enquiries concerning abuse within a community service and hospitals; however the change in raw number is minimal
- The number of investigations for abuse within a care home reduced by 30.1%

Risk Location	13/14			14/15			15/16		
	Number	Rank	Quartile	Number	Rank	Quartile	Number	Rank	Quartile
Own Home	305	57	2	285	56	2	267	41	2
Community Service	45	19	1	15	73	2	21	34	1
Care Home	225	83	3	220	76	3	161	96	3
Hospital	20	114	4	20	114	4	22	91	3
Other	60	90	3	70	57	2	38	92	3

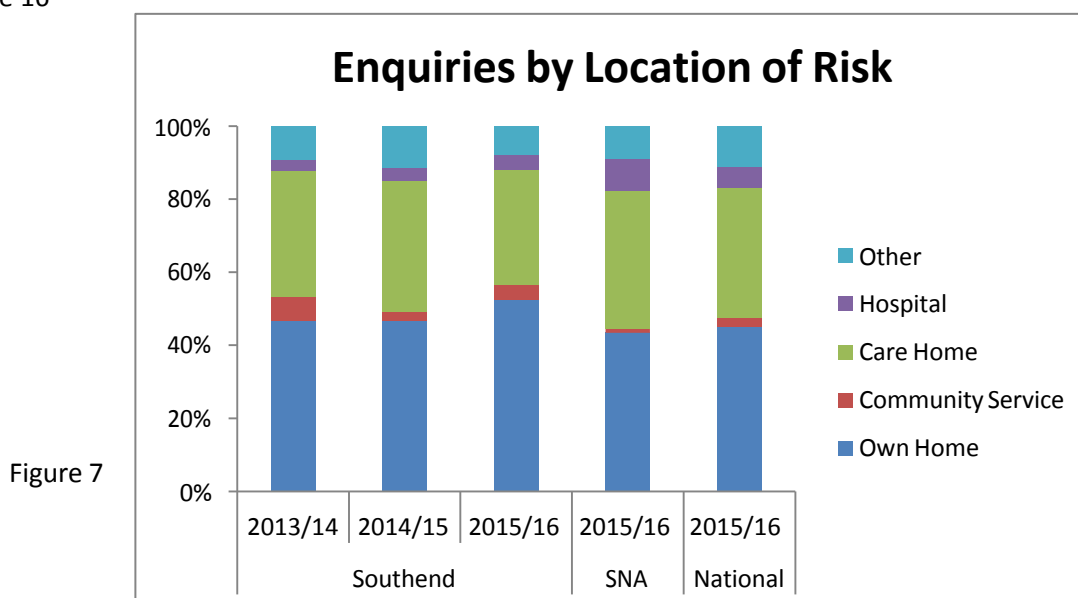
Table 15

Table 16 presents proportions of enquiries concluded by location for Southend, Statistical neighbours and nationally over a 3 year period.

- The proportion of enquiries into abuse within an individual's own home has increased in 2015/16 bringing Southend considerably above the national average. However Southend remains within the 2nd quartile for this factor
- Southend is below the national average for the proportion of enquiries alleging abuse within a care home

Risk Location	Southend			SNA			National		
	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
Own Home	46.6%	46.7%	52.5%	40.3%	40.5%	43.4%	43.0%	43.3%	45.1%
Community Service	6.9%	2.5%	4.0%	2.8%	2.8%	1.1%	3.7%	3.4%	2.4%
Care Home	34.4%	36.1%	31.7%	36.5%	38.0%	37.7%	36.2%	36.0%	35.8%
Hospital	3.1%	3.3%	4.0%	7.9%	9.6%	8.8%	6.2%	6.3%	5.8%
Other	9.2%	11.5%	7.9%	12.5%	9.1%	9.0%	10.9%	11.0%	11.0%

Table 16



Concluded Enquiries by Action Taken to Manage Risk

The table below details the number of enquiries concluded over a 3 year period by actions taken to manage the risk. 148 authorities submitted data on this factor in 2015/16.

- System specifications have created difficulty in reporting 'no action taken'. While statistics for this category have increased and improved this year, amendments to Carefirst forms mean that efficient and more accurate reporting will not take effect until the following return period
- Southend has retained a high ranking and remained in the first quartile for 'action taken, risk removed' for the third year in a row
- Southend has improved performance in terms of reducing its national ranking for 'action taken, risk remains'

Action Taken	13/14			14/15			15/16		
	Number	Rank	Quartile	Number	Rank	Quartile	Number	Rank	Quartile
No action taken	15	137	4	20	135	4	85	93	3
Action taken, risk remains	60	38	2	60	25	1	45	47	2
Action taken, risk reduced	280	39	2	255	60	2	211	90	3
Action taken, risk removed	280	11	1	270	10	1	168	22	1

Table 17

Table 18 presents proportions of enquiries concluded by actions taken to manage the risk for Southend, Statistical neighbours and nationally over a 3 year period.

- Nationally, the proportion of enquiries where no action was taken reduced over the past 3 years. Southend is better aligned with this average, but still below it. Changes in reporting of this factor aim to resolve the discrepancy
- Southend was still elevated from but better aligned with the national average for enquiries where action was taken but the risk remained
- Nationally there was an increase in the proportion of enquiries where action was taken and the risk was reduced. While Southend's proportion for this factor remained stable, the observed national change has resulted in Southend being placed above, to now below, the national average
- Southend has reported a significantly reduced proportion of enquiries where the risk was removed, however it remains considerably above the national average. National and statistical neighbour averages show a slight increasing trend for this category

Action taken	Southend			SNA ¹⁵			National		
	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
No action taken	2.4%	3.3%	16.8%	40.5%	36.9%	25.8%	35.8%	33.9%	25.9%
Action taken, risk remains	9.4%	9.9%	7.9%	5.4%	6.8%	6.3%	6.7%	7.0%	6.2%
Action taken, risk reduced	44.1%	42.1%	41.6%	34.1%	34.4%	45.2%	36.2%	37.3%	45.7%
Action taken, risk removed	44.1%	44.6%	33.7%	20.0%	21.8%	22.7%	21.3%	21.8%	22.1%

Table 18

¹⁵ 14 statistical neighbours submitted data for actions taken to manage risk.

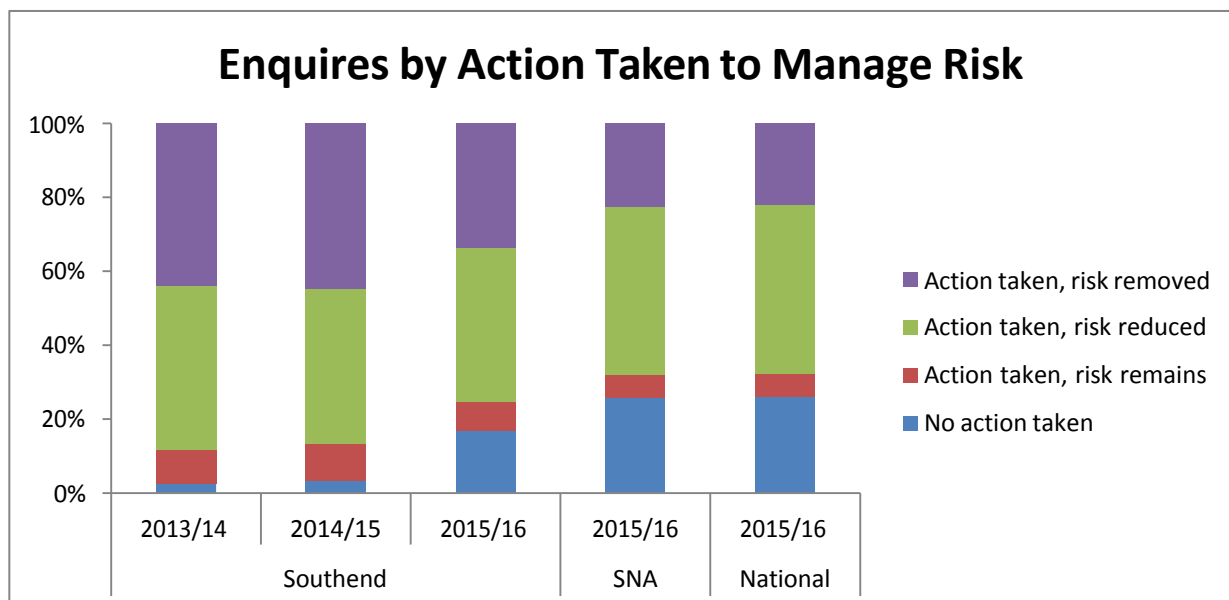


Figure 8

Concluded Enquiries by Mental Capacity of Client

The table below details the number of enquiries concluded over a 3 year period by mental capacity of the safeguarding client. 150 authorities submitted data on this factor in 2015/16.

- Previous analyses have noted the low ranking of Southend for proportion of enquiries where the individual lacked capacity. For 2015/16 rank improved relative to other authorities and fell within the 3rd quartile for this factor
- The rank for Southend relating to enquiries for individuals not lacking in capacity has heightened
- Fewer enquiries did not record or did not know the mental capacity status of a safeguarding client

Was the individual lacking in capacity?	Southend 2013/14			Southend 2014/15			Southend 2015/16		
	Number	Rank	Quartile	Number	Rank	Quartile	Number	Rank	Quartile
Yes	90	127	4	109	118	4	106	105	3
No	20	140	4	395	47	2	329	31	1
Don't know	520	3	1	0	94	4	70	54	2
Not recorded				97	35	1	4	53	4
For those lacking capacity, in how many cases was support provided?				109	1	1	106	1	1

Table 19

Table 20 presents proportions of enquiries concluded by mental capacity of the safeguarding client for Southend, Statistical neighbours and nationally over a 3 year period.

- Consistent with the observation above, the proportion of enquiries where the individual lacked capacity increased for Southend, however was still considerably below the national average
- The proportion of enquiries in Southend where the individual was not lacking in capacity remains above the national average in 2015/16
- Southend has superior data quality with the combined proportion of 'don't know' and 'not recorded' being half that of the combined national average

- Southend continues to support 100% of safeguarding clients lacking in capacity. This is significantly above the national average

Was the individual lacking in capacity?	Southend			SNA			National		
	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16	2013/14	2014/15	2015/16
Yes	14.3%	18.1%	21.4%	29.4%	29.8%	32.8%	30.7%	29.6%	30.4%
No	3.2%	65.7%	67.3%	47.8%	40.2%	48.7%	44.7%	47.1%	48.7%
Don't know	82.5%	0.0%	11.2%	22.8%	15.7%	9.5%	24.6%	12.7%	11.4%
Not recorded		16.1%	0.0%		14.3%	9.1%		10.5%	9.6%
For those lacking capacity, in how many cases was support provided? ¹⁶		100.0%	100.0%	65.8%	67.3%	55.8%	53.7%	59.5%	61.8%

Table 20

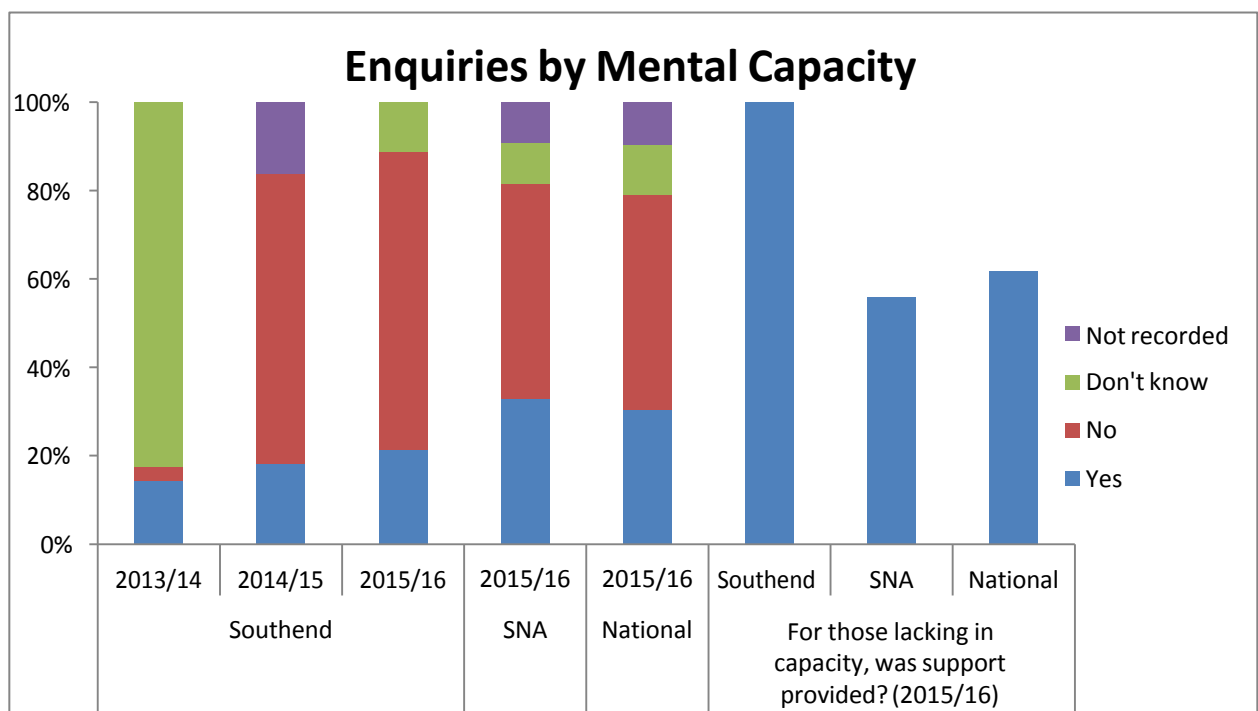


Figure 9

¹⁶ 108 authorities submitted data on this factor and are included in the national average.

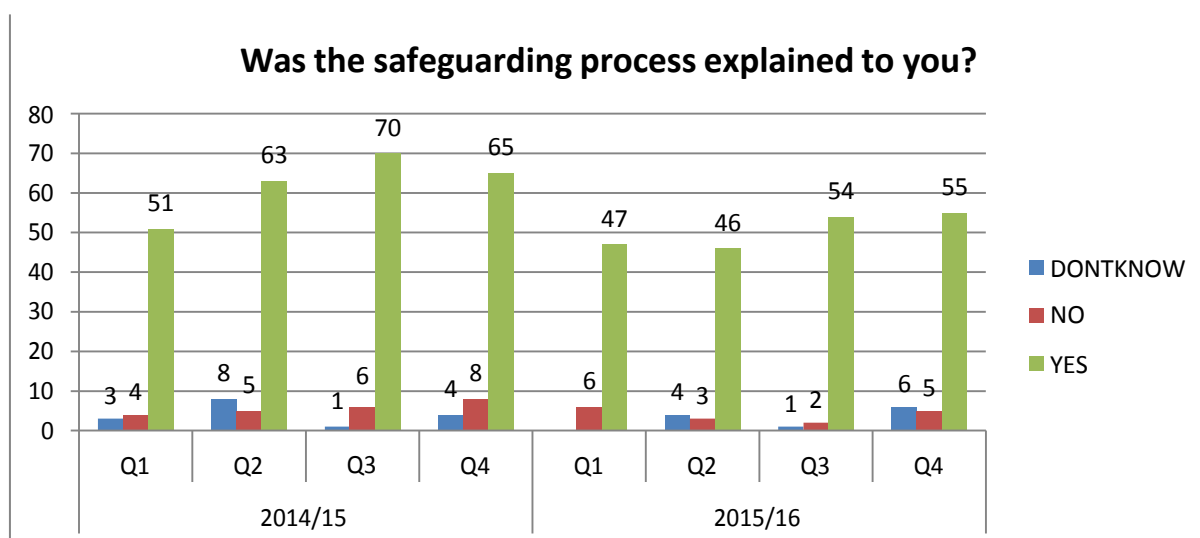
Appendix 2

Safeguarding Adults – Performance Information

This report provides an outline of outcomes to completed safeguarding questionnaires in 2014/15 and 2015/16.

Understanding of the safeguarding process

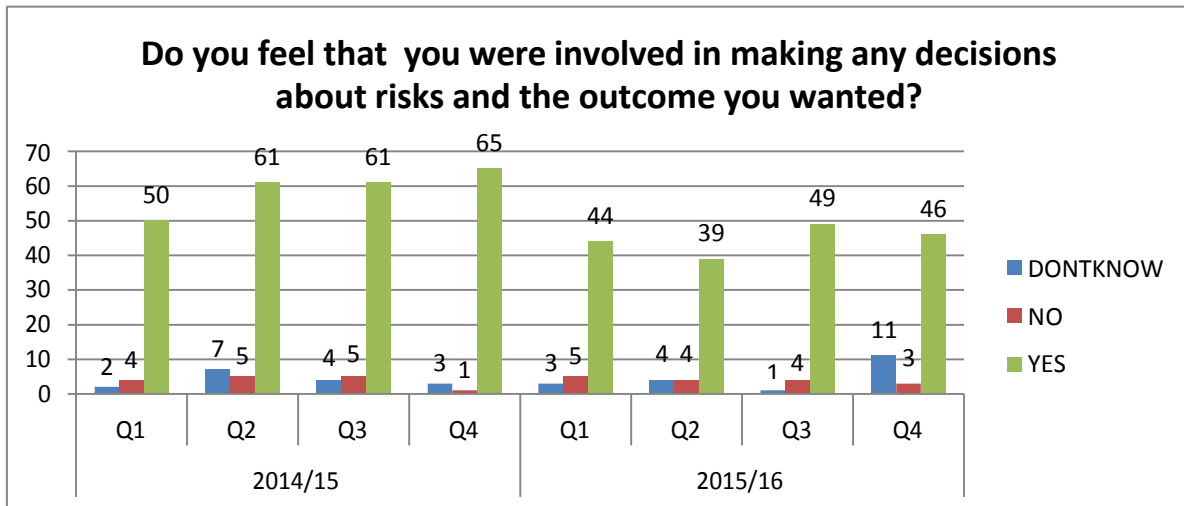
In 2015/16 88.2% of clients stated that they understood that a safeguarding investigation was taking place and that the process was explained to them. This compares to 86.4% in 2014/15.



Making Safeguarding Personal

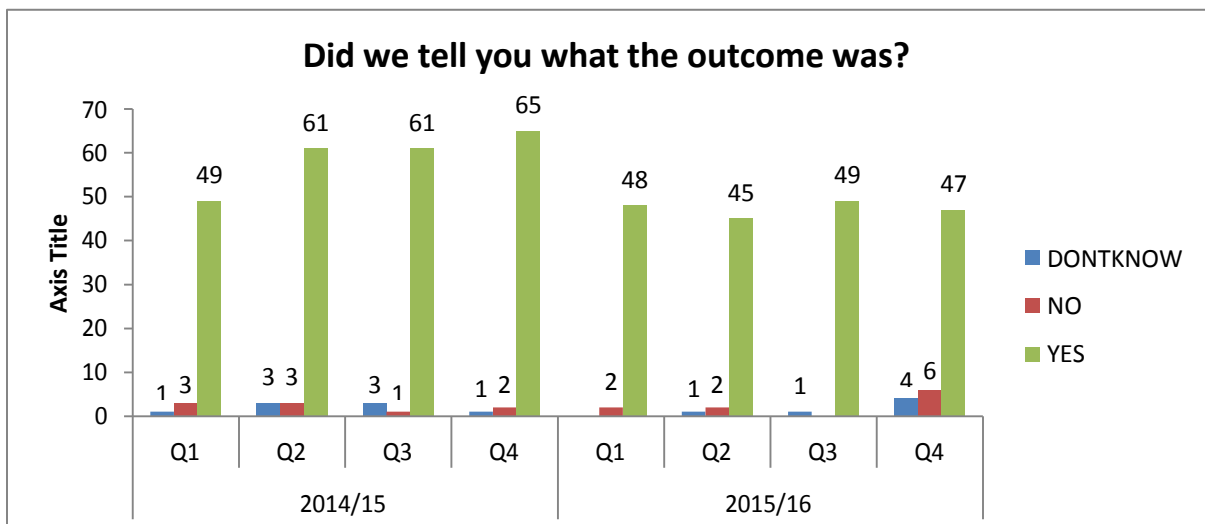
For respondents that completed the safeguarding questionnaire in 2015/16, 89.8% expressed that they were given sufficient communication and assistance throughout the enquiry. This has dropped from 93.0% in 2014/15.

In 2015/16, 83.5% of respondents stated that they felt involved in making decisions and achieving the outcomes they wanted from the investigation. This compares to 88.4% in 2014/15. 96% of respondents expressed that they were treated with dignity and respect, which is similar to the figure for the previous year.



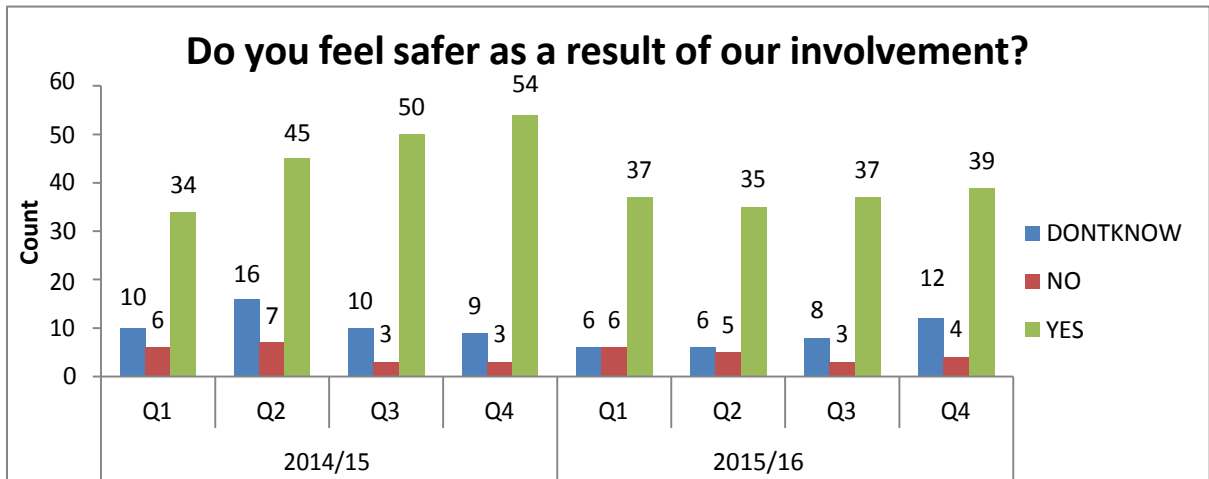
Effective Communication

For surveys completed in 2015/16, 83.2% of respondents stated that the Safeguarding Practitioner kept them informed of what was happening throughout the enquiry. This was lower than the equivalent figure in 2014/15 (87.1%). 90% of respondents were told when the enquiry was concluded, which has reduced slightly from 94.2% in 2014/15. In parallel to this, 92.2% of respondents in 2015/16 were informed of the enquiry outcome, compared to 93.3% of respondents in 2014/15.



Customer Outcomes

74.7% of respondents in 2015/16 stated they felt safer as a result of the enquiry. This compares to an average of 74.1% achieved in 2014/15.



There has been a slight reduction in the percentage of respondents who feel the enquiry achieved their desired outcomes. 83.4% of respondents felt that the outcomes they desired from the enquiry had been achieved. This compares to an average of 85.2% in 2014/15.

