



# Southend-on-Sea Safeguarding Vulnerable Adults Board

## ANNUAL REPORT 2011/12 Draft



**‘Working together is not optional, it is the only solution.’**

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Southend-on-Sea Borough Council

**Endorsed by:**

**Date:**

Southend-on-Sea Safeguarding Adults Board	
Southend-on-Sea Health and Wellbeing Board	
Southend-on-Sea Borough Council Cabinet	

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## **Forward**

I am very pleased to introduce the annual report for the Southend Vulnerable Adults Safeguarding Board for the period 2011/12.

I believe this report demonstrates the energy and growth which the Board has achieved over this period. The establishment of a number of sub- groups, some on a task and finish basis and some ongoing, has enabled the Board to make rapid progress in a range of areas, as evidenced in the report.

Areas where there has been significant progress include work done to improve the quality of services through the Commissioning process. The strength of the training programmes delivered to a wide range of staff, both specialist and more generally to the carer population, and the development of partnerships with providers and with the Local safeguarding Children Board, will also support this approach.

In addition there has been much energy put into raising awareness of safeguarding issues for vulnerable adults across the community, including strong initiatives in developing a response to hate crime across the partnership, and the use of the dedicated phone line for reporting abuse or getting advice.

In terms of safeguarding referrals, there is a strengthened approach towards seeking feedback from people who have used this service, to ensure that they feel safer and the matter for which they sought help has been resolved. Looking to the future, with the growth of more vulnerable people managing their own budgets or organising their own care, the aspiration to develop a process for managing risk and supporting those few individuals who might be more vulnerable to exploitation or risk through this process is a welcome one. However, for most of those individuals involved, having more control of their care is a welcome and straightforward step forward that strengthens their position and supports their decision making.

The Coalition Government recently announced its intention to put Vulnerable Adult Safeguarding on a statutory footing, aligned to the arrangements for Children and Young People. I believe all partners locally will welcome this, and will want to work together through the Board to determine the local arrangements which will take this forward. Partners in Southend have already committed in principle to work together to improve prevention of abuse and neglect amongst vulnerable adults, and there is evidence in this report of both individual agencies and the partnership beginning to take up this baton and to run with it. I am sure this will continue to develop as the impact of the new legislation, and the opportunities created through reorganisation of some of the partners locally, will begin to emerge through the Boards work.

Whilst the new legislative framework will require the Board to rethink both its governance processes and its work programme, I am confident that the progress which the Board has achieved during the period covered by this report shows the high degree of commitment towards taking this forward, and bodes well for the future.

Chris Doorly

Independent Chair

## 1. Background

### 1.2 Definition

The work of the Southend-on-Sea Safeguarding Vulnerable Adults Board supports adults who are defined as ‘*vulnerable*’. The Government definition of a ‘vulnerable adult’ that has been adopted for use in Southend is someone who:

*“is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of himself or herself, or is unable to protect him or herself against significant harm or exploitation (“Who Decides” 1997).”*

### 1.3 Purpose

The Safeguarding Vulnerable Adults Board of Southend-on-Sea is a multi-agency initiative to serve the local population by minimising the risk of abuse to vulnerable adults through a strategic programme of prevention, awareness raising, monitoring and redress of adult abuse incidents.

*“It is commended to all commissioners and providers of health and social care services including primary care groups, regulators of such care services and appropriate criminal justice agencies. These statutory agencies should work together in **partnership** (as advocated in the Health Act 1999) to ensure that appropriate policies, procedures and practices are in place and implemented locally. They should do so in collaboration with all agencies involved in the public, voluntary and private sectors and they should also consult service users, their carers and representative groups (No Secrets, 2000).”*

Agencies and partners who commit their membership to the **Southend-on-Sea Safeguarding Vulnerable Adults Board** agree to support vulnerable adults in living a full life, free from abuse. All adults in Southend should be empowered to make informed choices whilst positively experiencing a degree of risk, without fear or intimidation.

*The Southend Safeguarding Vulnerable Adults Board will hold a ‘**vision that the Board leads work in our community to ensure that for adults who are at risk or in vulnerable situations, the agencies who support them and the wider community together can:***

- Develop a culture that does not tolerate abuse
- Raise awareness about abuse
- Prevent abuse from happening wherever possible
- Where abuse does happen, support and safeguard the rights of people who are harmed to
  1. Stop abuse from continuing
  2. Access services they need, including advocacy and post-abuse support
  3. Have improved access to justice (ADASS April 2012).

In order to achieve these outcomes, each individual member commits at Chief Executive level to support the functions of the Southend-on-Sea Safeguarding Vulnerable Adults Board, Executive and Subgroups through the commitment of staff time and through the necessary commitment of financial resources.

## **2. Governance and Accountability**

The main focus of the Board is to:

- To involve, consult and engage with vulnerable adults and their carers to ensure that the safeguarding process is free from oppression, increases choice and control and fosters independence for the service user and in turn increases competence in support services.
- To develop and review SET (Southend, Essex and Thurrock) Safeguarding Vulnerable Adults policies, protocols and procedures across the adult services economy in Southend and ensure they are reflective and reflexive with regards to changes in government guidance, legislation and lessons learned.
- To receive reports from the Executive concerning significant practice or resource matters. To identify ways to resolve issues with partnership support.
- Ensure that data is being monitored in line with the Information Centre and the Department of Health. To learn from the data and use this information to commission services across statutory and third sector services in Southend.

- To ensure that training carried out across Southend meets the SET Training Strategy and that appropriate training needs are identified and training is resourced to meet those needs.
- Have a mechanism to carry out serious case reviews and where necessary to make recommendations regarding practice, policy, and protocols. To examine other serious case reviews nationally to implement learning and recommendations.
- To ensure that the guiding principles and business plan of the Southend-on-Sea Safeguarding Vulnerable Adults Board upholds the safeguarding principles in No Secrets and the objective within the Safeguarding Adults National Standards Framework of Standards.
- To raise awareness and increase the prevention agenda through the development of an effective media and communication strategy.
- To link the work of the Safeguarding Board to the wider crime and disorder reduction work.
- To develop effective multi-agency partnership arrangements to meet the needs of vulnerable adults who are experiencing abuse (May 2012: **Southend-on-Sea Safeguarding Board Compact**).”

## **Draft- Care and Support Bill 2012**

The draft Care and Support Bill 2012, published on 11 July 2012 is proposing ‘the largest overhaul of adult legislation in 60 years (DH 2012).’ One of the main elements of the Bill is to propose to legislate for Safeguarding Adults Boards to become statutory entities. The statutory core group of membership is proposed to be comprised of:

- The local authority
- The chief officer of the local police
- The clinical commissioning group(s)
- ‘such persons specified under regulations’
- All other partners the Board deems as necessary (DH 2012)

## **Enquires**

The draft Bill also goes on to propose legislation dictates that local authorities will be given the power to make ‘enquiries’ in cases where people are experiencing abuse/at risk of and

unable to protect themselves in order to decide whether any action should be taken, if so, what and by who (DH 2012).

## **Strategic Plan**

The draft Bill proposes that Boards publish a 'Strategic Plan' every financial year covering: the strategy to meet the objectives and what each member of the SAB is doing to meet said objectives. It is also proposed that in order to devise and publish a strategic plan, the Local Healthwatch and the community must be consulted.

## **Annual Report**

The Bill goes further to recommend that the Board publish an Annual Report each year. It is proposed that the report will be required to cover:

- What was done to achieve the objective?
- What was done to implement the strategy plan?
- What each partner member has done to implement the strategy.
- Findings of reviews (serious case reviews) concluded in the financial year.
- Update on reviews arranged that are ongoing at the end of that financial year.

It is proposed the report must publish as a public document and sent to:

- Chief Officer of the police
- Chief Executive of the local authority
- Local Healthwatch
- Chair of the Health & Wellbeing Board

## **Safeguarding Adult Reviews**

It is proposed in the draft Bill that Safeguarding Adults Boards must carry out reviews for cases that meet the criteria laid down in the Bill, which corresponds to the criteria in the SET (Southend, Essex & Thurrock) Safeguarding Adults Serious Case Review protocol.

### **Priority Development:**

**For the Safeguarding Adults Board to monitor the Health and Care Bill 2012 as it goes through parliamentary process towards legislation. To take necessary steps to ensure the Board is compliant with legislation when it receives Royal Assent.**



## 2.1 Independent Chairperson

In late 2009, the Safeguarding Vulnerable Adults Board appointed an independent chairperson. She is also the chairperson of Southend Local Safeguarding Children's Board. The dual appointment has brought a synergy to the shared purpose of creating a safer Southend and has enhanced the formal links between the Children's and Adults agendas.

## 2.2 Safeguarding Vulnerable Adults Board Structure

In 2011/12, the Safeguarding Vulnerable Adults Board directed the work of the Safeguarding Executive and associated Action Groups.

The Southend-on-Sea Safeguarding Vulnerable Adults Board is comprised of senior management leadership and it drives the strategic agenda. The Board meets quarterly and is chaired by the Independent Chair.

The minutes of the Board are fed up through the Southend-on-Sea Health and Wellbeing Board.

### Composition of the Board

Role	Organisation
Independent Chair	n/a
Elected Member	Portfolio Holder for Adult & Community Services, Southend Borough Council
Corporate Director of Adult Social Care	Southend Borough Council, Adult & Community Services
Acting Group Manager for Specialist Resource and Quality Assurance	Children and Learning, Southend Borough Council
Awaiting appointment	Clinical Commissioning Group GP representative
Detective Chief Inspector- Southend	Essex Police- Southend
Detective Inspector	Essex Police

Awaiting title	Essex Probation
Child & Adult Safeguarding Lead	East of England Ambulance Trust
Divisional Officer	Essex Fire and Rescue Service
Assistant Director of Vulnerable Adults	South East Essex PCT- Southwest cluster
Executive Director of Nursing	Southend University Hospital Foundation NHS Trust
Deputy Director Community Services	South Essex Partnership University Foundation NHS Trust
Partnership Advisor and LAA (virtual)	Southend Borough Council, Southend Together
Group Manager, Housing Services	South Essex Homes
Group Manager for Adult Social Care	Southend Borough Council
Chief Executive, DIAL	Service User Led Organisation
Chief Executive	Southend Association of Voluntary Services
Chief Executive, South East Essex Advocacy for Older People	Representing area Advocacy Organisations
Solicitor (advisory)	Southend Borough Council, Legal and Democratic Services
Safeguarding Vulnerable Adult Team Manager (advisory)	Southend Borough Council, Adult & Community Services
Regional Manager (virtual)	Care Quality Commission

## 2.3 The Executive

The Southend-on-Sea Safeguarding Vulnerable Adults Executive (formally known as the Working Committee) directs the work of and receives reports from the Action Groups and ensures that the reports are progressed to recommendations that can be fed upwards to the Board. The Executive also takes direction from the Board in relation to developments of the Business Plan. The Executive monitors the effectiveness of the Action Groups and reports progress to the Board.

Members of the Executive are middle managers representing a range of agencies and groups across Southend. The members will have the skills to lead and populate the multi-agency groups.

For part of 2011/12, the Executive was chaired by the Independent Chair. In the latter half of 2011/12 this responsibility was assumed by the Group Manager for Social Care, Southend Borough Council.

<b>Composition of the Executive Board Role</b>	<b>Organisation</b>
Assistant Divisional Officer	Essex Fire and Rescue Service
Detective Inspector	Essex Police
Senior Probation Officer	Essex Probation
Child and Adult Safeguarding Lead	East of England Ambulance Service
Associate Director	Southend University Hospital Foundation NHS Trust
Consultant Nurse for Safeguarding	South Essex Partnership University Foundation NHS Trust
Head of Adult Commissioning	Southend Borough Council
Chair, Group Manager for Adult Social Care	Southend Borough Council

Child Protection Coordinator	Southend Borough Council, Children and Learning Directorate
Safeguarding Vulnerable Adults Team Manager (advisory)	Southend Borough Council
Manager for Patient Safety	South East Essex PCT
Solicitor (advisory)	Southend Borough Council
Appointment pending	S/U Led Organisation
Partnership Manager	Southend Domestic Abuse Partnership
Director	South Essex Care and Health Association (SECHA)
Lead Officer	Essex and Southend LINK (transferring to Healthwatch post 2012)
Principal	Southend Adult Community College
CPD Manager	University of Essex – Southend Campus
Safeguarding and E&D Manager	South Essex College
Housing Options Officer	Southend-on-Sea Borough Council Housing
Strategy Manager	Drug and Alcohol Action Team, Southend Borough Council
Appointments required	Southend Minority Ethnic Forum East Asian Women's Association
Supporting People Lead Officer	Southend-on-Sea Borough Council

## 2.4 Function of the Action Groups

The Action Groups are responsible for delivering specific Business Plan/Action Plan objectives and report into the Executive and or the Board. Each Action Group is structured through adherence to a Terms of Reference.

Membership is comprised of representatives from a range of agencies across Southend and people with specialist knowledge. Service users also are partnership members in at least one of the Action Groups. Members attend meetings and contribute to plans about how the specific Business Plan objectives will be implemented and undertake tasks that have been agreed.

The minutes from the Action Group is fed through to the Board by way of the Safeguarding Executive.

## 2.5 Safeguarding Vulnerable Adults Board Action Group Structure

All of the Action Groups are currently chaired by officers of Southend Borough Council. In 2011/12, it was a key priority for partners to provide support by way of chairing action groups however this was not achieved. This work will be strengthened by a project initiative holding structured discussions with all statutory partners' chief executives led by the Independent Chair in 2012/13.

### **Priority Development:**

A priority in 2012-13 is to work co-productively with agency partners to share responsibility with Southend Borough Council for chairing action groups.

The 2011-12 Action Groups were as follows:

1. Our governance and our partnership.
2. How we promote awareness about safeguarding adults and how we communicate with our community and our partners.
3. How we will ensure the quality of what we do - this will include Audit, Quality Assurance and Serious Case Reviews.
4. Our approach to prevention and independence.
5. Our Policies, Our Procedures and how we share information from people in our community.

6. How we ensure that our workforce is competent and confident to safeguard and that our recruitment practice is safe.
7. Hate Crime and Safeguarding (shared with the Southend-on-Sea Learning Disability Partnership Board).

## **2.6 Budget**

In 2011-2012, Southend Borough Council and Essex Police were the sole financial contributors to support the work of the Board. All meetings were held at Southend Borough Council venues.

### **Priority Development:**

A priority in 2012-13 is to secure budget contributions from all key statutory partners.

## **3. Summary of Activity during the Past Year**

### **Devolvement of the Council's Safeguarding Team into core business**

On 1 April 2011, Southend Borough Council's small Safeguarding Team was devolved into the area community social work teams. The Council made this decision as it is their belief that safeguarding is everybody's business and is part of the core performance of the local authority. The Safeguarding Manager has retained her post to focus on the training and development needs of the workforce as well as the strategic needs of the Board. The safeguarding manager maintains strategic responsibility for the MCA and DOLS, however operational responsibility and management was assumed by the Localities Team Manager from 1 April 2011.

### **SET Training Strategy**

In a collaborative effort between the SET Working Group and the SET Workforce Development Group, a joint training strategy (the SET Training Strategy) was developed. This strategy sets common outcomes and standards for all safeguarding training delivered across the geographical region of Essex. This strategy came into effect in 2011/12 after receiving the approval of all three Boards. All future mandatory safeguarding training will be commissioned against this strategy.

**Priority Development:**

In 2012/13, the Safeguarding Board will work with the Local Safeguarding Children’s Board to devise a local training strategy.

**Competencies Framework for Level 8 Social Work grade**

Using the Bournemouth University Safeguarding Competencies, the Safeguarding Manager represented the Board over the course of 2011/12 to design a competency framework for social workers that is being trialled in the social work teams. A further competency framework is being designed for unqualified social workers and will be piloted upon completion.

**Domestic Abuse Stalking Harassment and Honour based Violence Risk Assessment Standard and Advanced Training**

Essex Police again provided a basic DASH training in 2011/12. A newly designed advanced DASH course was presented which received positive reviews from the multi-agency participants, who consisted of staff from partner agencies as well as staff from Children and Learning.

**ACTION GROUPS Products**

<p><b>Action Group 1</b> <b>Governance and Partnership</b></p>	<p><b>Visits to Care Homes and Supported Living Schemes Protocol</b></p> <p>This protocol was devised in partnership with South Essex Care and Health Association and Southend Borough Council and launched in 2011/12.</p>
<p><b>Action Group 2</b> <b>Promotion and Awareness</b></p>	<p><b>Communication Strategy</b></p> <p>A Safeguarding Board Communication Strategy was devised and launched in 2011-12. An Easy Read version accompanied this document. Safeguarding is built into all social care procurement and contracting decisions and compliance with SET procedures is a contractual requirement for all social care providers.</p>

	<p><b>ASK SAL Helpline</b></p> <p>In April 2011, the partnership with AEA and Voice UK ended. At the end of 2010-11, the helpline was re-launched with a re-branding campaign, accompanied by a new host and a new phone number and an updated website.</p> <p>As a result of the partnership changes, AskSal now offers support and information during 24 hours a day to adults who may not choose to contact the police or local authority when they are concerned for themselves or someone they know. Southend plays a key role as a funder to this scheme and also assisted with planning the design, implementation and associated media campaign, which included bus wraps and advertising on commercial radio.</p>
<p><b>Action Group 3</b></p> <p><b>Audit/Quality/Serious Case Review</b></p>	<p><b>Multi Agency Audits of Safeguarding</b></p> <p>In March 2011, the first multi-agency audit was carried out. Senior managers from Essex Fire and Rescue, Essex Police, the Southend Borough Council, and South East Essex PCT (virtually) took part using the Joint Improvement Partnership's Eastern Region Safeguarding Audit Tool. A report was provided to the March 2012 Safeguarding Board and a further three audits were commissioned for 2012/13.</p> <p><b>Piloting the SET JIP Audit</b></p> <p>From January 2011, Southend Borough Council commenced use of the piloted Joint Improvement Partnership's Eastern Region Safeguarding Audit Tool.</p>
<p><b>Action Group 4</b></p> <p><b>Prevention and Independence</b></p>	<p><b>Outcome Questionnaire</b></p> <p>The pilot, led by a senior practitioner and the information manager in the Council's performance team, involved the development of an Outcome Questionnaire. Questionnaires were required for all appropriate</p>



	<p>safeguarding cases that were opened and closed between 1<sup>st</sup> October 2011 and 31<sup>st</sup> March 2012, a six month period.</p> <p>During this period 154 safeguarding alerts were received by Southend Borough Council but after excluding those referrals not deemed to be safeguarding, those transferred to Essex or SEPT, and those that died before the investigation could take place, 74 referrals remained.</p> <p>In brief, the outcome of this pilot demonstrates that the Council and partners are providing a good quality of service to those vulnerable adults or their carers during the safeguarding process with 83% stating the process was explained to them, 89% feeling involved in the process, 91% saying we had met their original outcome, 92% feeling listened to during the process and 100% stating that they were informed of the outcome.</p> <p>A series of recommendations have been put forward and an action plan has been put into place to guide practice for 2012/13.</p>
	<p><b><u>Priority Development:</u></b></p> <p><b>Southend Borough Council will embed Outcome Questionnaires so that it becomes a permanent feature of practice which informs partners of client satisfaction.</b></p>
	<p><b>Self Directed Support Risk Panel</b></p> <p>A risk management panel protocol was drafted and agreed by the Board and will be rolled out in 2012/13.</p> <p><b><u>Priority Development:</u></b></p> <p><b>In 2012/13, Southend Borough Council will roll out the SDS Risk Management Panel within the Community Locality Teams.</b></p>
<p><b>Action Group 5</b></p> <p><b>Policies/Procedures</b></p>	<p><b>Please also see section entitled SET Products</b></p>

	<p><b>External Safeguarding Champions Network</b></p> <p>The Safeguarding Champions Network, which is an offshoot of the Workforce and Development Team Champions Group commenced in April 2010 and to date has had three cohorts of participants. Providers from registered services were offered membership.</p>
	<p><b>Internal Safeguarding Champions Network</b></p> <p>The Council launched its first cohort of champions. Eight champions were identified across Adult &amp; Community Services. The champions were instrumental in the development of the SET Process Training, detailed above. In 2012/13, there will be a plan to identify further champions and organise regular review sessions.</p>
<p><b>Action Group 6</b></p> <p><b>Workforce Development</b></p>	<p>There is work ongoing on behalf of the Safeguarding Adults Board and the Local Safeguarding Children’s Board to look at areas of joint synergy. The Workforce Development Group is also working cooperatively with the Council’s Workforce Development Team to commission some new training content, which is compliant with the SET Training Strategy.</p> <p><b>Priority Development:</b></p> <p>In 2012/13, Southend Safeguarding Adults Board will design a training strategy with the LCSB to target areas of training which are homogenous.</p> <p><b>Priority Development:</b></p> <p>In 2012/13, Southend Safeguarding Adults Board will introduce Level 1 (basic awareness) e-learning training, which will be available for all partners and for 3<sup>rd</sup> sector.</p> <p><b>Priority Development:</b></p> <p>In 2012/13, Southend Safeguarding Adults Board will</p>

	<p>launch a newly designed face to face refresher training for all CQC regulated services.</p> <p><u>Priority Development:</u></p> <p>In 2012/13, Southend Safeguarding Adults Board will design a train the trainer module for the delivery of the face to face Refresher training.</p> <p><u>Priority Development:</u></p> <p>In 2012/13, Southend Safeguarding Adults Board will roll out Provider Management Training for organisations who play a role in investigations.</p>
<p><b>Action Group 7</b></p> <p><b>Hate Crime and Safeguarding</b></p>	<p><b>Keeping Safe redesign</b></p> <p>Southend Borough Council consulted with partners and SHIELDS, the service user representative group regarding the scope and remit of the Keeping Safe programme, which has been facilitated for the last four years by Avro Day Opportunities. A core service design group was established, which featured representation from Southend Mencap, the SMAART Team, SHIELDS, Essex Police, Southend Adult Community College. A new 16 week module based program is to be piloted in 2012/13 and a college course open to all Southend residents commences in September 2012. Topics include: hate crime, community safety, relationships and mate crime, fire safety, internet/e-safety, bullying etc. Once the pilot is evaluated, a Train the Trainer course will be designed and launched, allowing a larger number of people to access this training.</p> <p><u>Priority Development:</u></p> <p>In 2012/13, the Safeguarding Board will direct the Hate Crime and Safeguarding Action Group to develop a Train the Trainer module for Keeping Safe.</p> <p><b>Accessible leaflets</b></p> <p>The Safeguarding Adults Board, in collaboration with the Southend Learning Disability Partnership Board launched</p>

	<p>two accessible leaflets ('Am I being forced to marry?' and 'Abuse is Wrong') in 2011/12, which are available via the Partnership Board and the Council's websites.</p> <p><b>Priority Development:</b></p> <p>To expand and ensure use of the suite of accessible information on the various topics relevant to safeguarding.</p>
	<p><b>Hate crime Initiative with Essex Police, SE Homes, Southend MENCAP, SAVS</b></p> <p>As a result of a study day held by Southend Mencap into learning disability hatecrime, a multi-agency partnership was devised. Essex Police, SE Homes, Southend MENCAP and Southend Borough Council worked collaboratively to produce a DVD about disability hatecrime, which features service users sharing their experiences. There is a plan to develop a short survey about the prevalence of hatecrime within the local community so as to inform the commissioning of services by partner agencies.</p> <p><b>Priority Development:</b></p> <p>The Hate Crime and Safeguarding Action Group will continue work with our hate crime partners (Southend MENCAP, SE Homes, Essex Police) to increase awareness and encourage self referrals under the category of 'discriminatory abuse.'</p>
	<p><b>Silent Voices</b></p> <p>Building on the work of the Hatecrime Partnership, the Silent Voices project was piloted in 2011 in preparation for rollout in 2012/13. The campaign involves partnership working with Council staff, community volunteers, people with learning disabilities, learning disability providers and local schools to tackle learning disability hate crime perpetrated by school children within Southend. It will involve a classroom based session within the school run by community volunteers and people with learning disabilities,</p>

	with an optional follow-on work placement.
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### **Local Safeguarding Children's Board (LSCB) links**

The Safeguarding Board continues to have strong links with the LSCB and the Executive through attendance of these groups by senior managers within Adult & Community Services. The LSCB is represented on the Safeguarding Adults Board and Executive. Both boards approved a plan to look at the work product of the boards to identify any areas of synergy. Workforce Development was identified as a key priority and it has been identified that the boards will develop a joint safeguarding commissioning strategy in 2012/13.

#### **Priority Development:**

**A priority in 2012-13 is to work co-productively the LSCB's Training Subgroup via the SVAB's Workforce Development Group to devise a joint training strategy between Children & Adult economy.**

### **Southend-on-Sea Borough Council STARS award**

In 2011/2012, members of the Safeguarding and Hatecrime Action Group were acknowledged by receiving honourable mention in the staff STARS Award under the category of Safer Southend.

### **Local Account**

Safeguarding activity was one of the key themes for the first annual Local Account, submitted by Southend-on-Sea Borough Council for 2011/12. The Local Account is a statutory submission to the Department of Health which informs the local authority's partners and the public about how the Council is doing in meeting and delivering on our corporate priorities.

### **Serious Case Review**

In 2009, the Safeguarding Board adopted the SET Serious Care Review Policy and Procedure. The Safeguarding Vulnerable Adults Board undertook the first serious case review during 2011 and it will be published in 2012/13.

### **3.14 Mental Capacity Act and Deprivation of Liberty - Best Interest Assessors**

There are currently two senior practitioner grade workers undertaking BIA training.

Since 2010/11, it has been a requirement listed in all advertised qualified social workers posts that applicants must be prepared to undertake the training once they have two years' post General Social Care Council/Health Care Professional Council registration.

Six staff (3 staff on senior practitioner grade, 3 staff on qualified social work role) are qualified and practicing as Best Interest Assessors. There is one social worker in the process of recertifying to practice. We have three managers with BIA qualifications who oversee the operational and the strategic responsibilities.

A re-accreditation process agreed by Southend Borough Council and South East Essex Primary Care Trust was introduced in 2010 to ensure that all practising Best Interest Assessors maintain fitness to practice in line with the Deprivation of Liberty Safeguards regulations.

#### **Priority Development:**

**A priority in 2012-13 is to work co-productively with the Eastern Region Mental Capacity & Deprivation of Liberty Local Implementation Group to develop Best Interest Assessor and Sct 12 Doctor Selection Criteria and Re-approval Procedures.**

Mental Capacity Act and Deprivation of Liberty Safeguarding Training has continued to be rolled out to both Council staff and to external provider staff during 2011/12 and is organised for 2012/13.

#### **Transfer of responsibilities for Health Supervisory Body status to Local Authorities from 1 April 2013**

From the 1 April 2013, local authorities in England will have the transferred responsibilities for all Deprivation of Liberty Assessments taking place in health establishments as well as continued responsibility for all assessments and authorisations in care and nursing home managing authorities. The Department of Health has delegated that 18% of money provided to clinical commissioning groups will be transferred to local authorities for the administration and assessment of DOLS within health managing authorities. Within this funding will be the

requirement that local authorities also provide training within health managing authorities for the Deprivation of Liberty Safeguards. The CCGs will retain responsibilities for training in MCA within health managing authority settings.

**Priority Development:**

A key development area in 2012-13 will be for Southend Borough Council to work with partners to identify and project map the transition of responsibilities for assessments, authorisations and reviews of all referrals under the Deprivation of Liberty Safeguards within the health and care/nursing home managing authority economy.

### **3.15 Boards and Groups:**

In 2011/12, the Safeguarding Board via the Safeguarding Manager continued its commitment to various groups and boards across the town and the region. The manager represented and / or led on the following groups and boards:

1. 10 week Deep Dive into Domestic Abuse hosted by Southend Together Partnership
2. Action Group- Chair- Hate Crime and Safeguarding
3. Action Group- Chair- Workforce Development
4. Action Group- Serious Case Review
5. Domestic Homicide Review
6. Eastern Region Deprivation of Liberty Local Implementation Network
7. Eastern Region Safeguarding Leads
8. Essex Best Interest Assessor Group
9. Essex Deprivation of Liberty Local Implementation Network
10. Essex Police's Anti Social Behaviour Operational Group
11. Houses of Multiple Occupancy Operational Group
12. Southend Multi Agency Risk Assessment Conference (MARAC)
13. Pan Essex Multi-faith Safeguarding Group
14. Southend-on-Sea Safeguarding Adults Board
15. Southend-on-Sea Safeguarding Adults Executive
16. Serious Case Review: Mrs A
17. Southend Borough Council's Partnership Data Protection Group
18. Southend Domestic Abuse Partnership: (virtual in 2011/12)
19. Southend University Hospital NHS Foundation Trust Safeguarding Board

### 3.19 Training

#### SET Process Training

Training specific for Southend Borough Council social care assessment and care management practitioners using the SET Guidelines was introduced in 2011. Other participants included: the Contracts Team, Finance Teams and the Access Team practitioners. This training was designed by the Internal Safeguarding Champions and was managed by the Safeguarding Manager. The training was developed in direct response to feedback from staff. The content of the course covered the use of the SET forms as well as operational direction with regards to the SET stages of investigation.

#### Mandatory MCA and DOLS refresher training for all Council assessment and care management social care staff

A refresher course was commissioned and two sessions were provided in 2011/12 with several more sessions planned in 2012/13. This training enhanced the suite of MCA and

DOLS training available to direct care staff and managers as well as Council social care staff.



#### Staff Investment Week- 20 September- 26 September 2011

Southend Borough Council held a week long training event, coordinated by the Safeguarding Vulnerable Adults Manager. The training showcased local partner and national expertise. A total of

164 members of Council staff attended the weeklong event. This training proved cost effective, at £12 a head for the whole week.

The topics covered were:

- Continuing Healthcare Funding- a reflective practice. Facilitated by SBC. Safeguarding and the Law. Externally provided by a barrister.
- Safeguarding, Personalisation and the Mental Capacity Act 2005. Externally provided by a barrister.



- Person Centred End of Life Care. Facilitated by SBC.
- Dementia Awareness. Facilitated by South Essex Partnership Trust.
- Ethics and Values in Social Care Practice. Facilitated by Research Into Practice for Adults.

From January 2012, the Council on behalf of the Safeguarding Vulnerable Adults Board coordinated the following trainings, which were attended by multi-agency partners:

<b>23 January 2012</b>	Legal duty to refer- the Independent Safeguarding Authority (ISA)
<b>27 March 2012</b>	3 <sup>rd</sup> SET Conference, Holiday Inn, Basildon

The following trainings have been undertaken or planned for 2012-13:

<b>20 April 2012</b>	Equality and Human Rights Commission- Presenting on the 'Hidden in Plain Sight' and the 'Close to Home' reports.
<b>Tues, 24 April 2012</b>	Safeguarding and the law.
<b>Tues, 15 May 2012</b>	The Law and CHC and Sct 117
<b>Tues, 29 May</b>	How to obtain an injunction training followed by presentations from Safer Places and the Southend Domestic Abuse Projects- Domestic Abuse. Hosted by Southend Borough Council and Southend Domestic Abuse Forum.

<b>29 June 2012 &amp; 27 September 2012</b>	Fire Safety Deaths, Essex Fire and Rescue Services. Hosted by Essex Fire and Rescue, the Safeguarding Board and the Southend Borough Council's Contracts Team.
<b>TBC</b>	The Intermediary Scheme, presented by Essex Police.
<b>TBC</b>	Forced marriage and honour based violence update, presented by Essex Police.

<b>9 November 2012</b>	Domestic Abuse and Older People. Facilitated by Professor Bridget Penhale, Reader at University of East Anglia.
<b>March 2013</b>	Immigration and Border Control training for social care providers.

### Training and Workforce Development-Southend-on-Sea Borough Council

The following attendance statistics were provided by the Council, who funds various elements of safeguarding training for internal Council staff as well as contracted social care provider services.

<b>COURSE</b>	<b>ATTENDANCE</b>
<b>Safeguarding Adults-staff - Raising Awareness</b>	<b>561</b>
SBC staff (Children & Learning (C&L) and Adult & Community Services (ACS)	43
Provider staff (domiciliary care, care homes, nursing homes, supported living)	455
Other statutory agency and other staff	63
<b>MARAC and DASH</b>	<b>15</b>
SBC staff (C&L and ACS)	15
Provider staff (dom care, care homes, nursing homes, supported living)	0
Other statutory agency and other staff	0
<b>MARAC and DASH Advanced</b>	<b>18</b>
SBC staff (C&L and ACS)	15
Provider staff (dom care, care homes, nursing homes, supported living)	0
Other statutory agency and other staff	3
<b>MCA and DOLS refresher</b>	<b>0</b>

SBC staff (C&L and ACS)	0
Provider staff (dom care, care homes, nursing homes, supported living)	0
Other statutory agency and other staff	
<b>DOLS- care homes</b>	<b>43</b>
SBC staff (C&L and ACS)	5
Provider staff (care homes, nursing homes)	38
Other statutory agency and other staff	0
<b>MCA and DOLs- our staff</b>	<b>66</b>
SBC staff (C&L and ACS)	13
Provider staff (dom care, care homes, nursing homes, supported living)	50
Other statutory agency and other staff	3
<b>Safeguarding Chairing</b>	<b>12</b>
SBC staff (C&L and ACS)	12
Provider staff (dom care, care homes, nursing homes, supported living)	0
Other statutory agency and other staff	0
<b>Safeguarding Minutes</b>	<b>8</b>
SBC staff (C&L and ACS)	8
Provider staff (dom care, care homes, nursing homes, supported living)	0
Other statutory agency and other staff	0
<b>Revisiting MCA</b>	<b>19</b>
SBC staff (C&L and ACS)	19
Provider staff (dom care, care homes, nursing homes, supported living)	0

Other statutory agency and other staff	0
<b>SET Procedure Training</b>	<b>83</b>
SBC staff (C&L and ACS)	82
Provider staff (dom care, care homes, nursing homes, supported living)	0
Other statutory agency and other staff	1
<b>Investigators Skills</b>	<b>31</b>
SBC staff (C&L and ACS)	30
Provider staff (dom care, care homes, nursing homes, supported living)	0
Other statutory agency and other staff	1
<b>Total Trained</b>	<b>856</b>
<b>Places lost to Non Attendance</b>	<b>146</b>

### **Safeguarding refresher for direct care staff**

Representatives from one private domiciliary care agency as well as the managers for two Council care provisions collaborated during 2011/12 to produce a draft Safeguarding Adults Refresher program. In 2012/13, this will be rolled out as a pilot in the first instance. It will then be shared with the Southend Training Partnership Board and the Safeguarding Board for approval. A Train the Trainer module will then be designed and made available to all staff and agencies within Southend.

### **3.3 Councillor Training**

In October 2011, training commenced for Councillors who hold a responsibility for sitting on the Disciplinary and Appeals Panel for Southend Borough Council. Training consisted of awareness raising regarding the signs and indicators of adult abuse through to enhancing a

deeper understanding of the SET Guidelines. In 2012/13, further training will be offered to the newly elected members.

**Priority Development:**

**The Safeguarding Manager and the Elected Member of the Board to work collaboratively to ensure a refreshed program of training is offered to key identified Elected Members.**

### **Clinical Commissioning Groups Engagement**

Work is underway via the Independent Chair and the Chair of the Executive to secure the involvement and engagement with the CCG for Southend. There will be further partnership work with the Local Safeguarding Children's Board to engage the newly appointed Lead Nurse for Safeguarding within the work of the Board and associated Action Groups.

**Priority Development:**

**A priority in 2012-13 is to work co-productively with the Southend Clinical Commission Group to ensure that the consortia are engaged with the Safeguarding Adults Board and that GPs have the appropriate level of safeguarding training.**

### **Council's Learning Disability In House Provision**

Safeguarding is a key theme within the accessible service user guides for Saxon Lodge Residential Home and for Spencer House Supported Living Scheme.

## **4. Partner Reports**

### **Southend University Hospital NHS Foundation Trust (SUHFT)**

SUHFT's Adult Safeguarding team now has an Adult Safeguarding Lead (ASL), Learning Disability Lead, Modern Matron and dedicated administrative support all reporting to an Associate Director with responsibility for Adult Safeguarding. This team reports up to the Trust Board through the Clinical Assurance Committee which meets monthly. The Trust has internal Adult Safeguarding, Learning Disability and Domestic Abuse Committees meeting

bi-monthly, all having Multi-Agency membership, with the ASL sitting on multiple external forums.

### **South Essex Partnership University NHS Foundation Trust (SEPT)**

The Trust continues to regard Safeguarding as its highest strategic priority. It is at the heart of the Trust corporate objectives and Board of Directors. The Trust takes pride in delivering safe services and ensuring staff are competent in preventing and responding to Safeguarding concerns.

A number of initiatives have been developed in the past year to increase the quality of safeguarding further, these include:

The integration with the Community Health Services in South East and West Essex, which has provided great opportunities to share a variety of expertise from all areas of nursing, social care and other disciplines for use in the safeguarding agenda

A comprehensive audit on the Trust Safeguarding arrangements was completed in 2011 and presented to ESAB. The outcomes provided substantial assurance that the Trust has effective Safeguarding arrangements in place.

A set of key performance indicators have been formulated and presented weekly to the Trust Executive Team. A monthly report on key developments and outcomes is reported to the Board of Governors

Every member of staff is required to receive safeguarding training. Compliance over the past year has remained at 100%. Additional specialist training in investigations and reflective practice has been delivered to all Managers and senior investigating staff.

The Trust Safeguarding audit programme ensures investigations are audited for quality and lessons learnt identified. The Trust Learning Lessons Group disseminates learning from Safeguarding cases, audits, and serious case reviews to increase the skills and competency of staff.

## **NHS South Essex Cluster**

NHS South Essex has continued to promote the agenda for Safeguarding Vulnerable Adults across the organisation. The Director of Nursing is the Vulnerable Adult lead at Board level.

Safeguarding Vulnerable Adults including MCA and DOLS training is mandatory for all staff with levels of training matched to roles and contact with patients.

NHS South Essex has developed a team of experienced professionals who manage concerns from the staff in the organisation and provide advice and support on a daily basis. The Safeguarding agenda, as part of the clustering process of the two PCT's; South West and South East, has remained a high priority for the Board. NHS South Essex has recruited more clinical and non-clinical staff to strengthen this role going forward.

We remain fully committed to the safeguarding of vulnerable adults and in particular to ensuring that safeguarding remains at the heart of commissioning as part of our overall aim to put patients and the quality of their care at the centre of all we do.

With the significant forthcoming change the NHS faces, NHS South Essex will be robustly supporting the transfer arrangements to our local CCG's and their Boards.

## **Essex Police**

Essex Police remains committed to supporting the work of the Safeguarding Vulnerable Adults Boards across the county. Over the past year we have strengthened the resources within our Domestic Abuse and Safeguarding Teams in recognition of the increased reporting of both domestic abuse and safeguarding concerns.

With the Boards we developed a safeguarding awareness training package which has been delivered to over one hundred officers and staff and which has been well received. This is being further developed to incorporate mental ill health considerations.

The force has also invested in eleven staff dedicated to hate crime with a particular emphasis on the identification and management of disability hate crime. These officers concentrate on supporting victims, ensuring the crimes are investigated appropriately and where applicable a multi agency approach to safeguarding and prevention is taken. Since these resources were put in place recording of disability hate crime has increased by 120%.

On behalf of the Boards we led the development of a multi-agency protocol concerning people with mental ill health or learning disabilities missing from home or care. This is being

implemented across the county and has already significantly improved the reporting mechanisms and understanding of roles and accountability when a person is missing from a mental health unit. The protocol applies to all residential and supported accommodation and will be taken into use by providers of services across the county.

## **Essex County Fire and Rescue Service**

Safeguarding Vulnerable Adults in the 3 local authority areas served by Essex Fire Authority, including Southend-on-Sea, Essex and Thurrock, remains an important and integral part to delivering our preventative, protective and response services through Essex County Fire and Rescue Service. In 2011 we have invested in a single point of contact for our workforce and our partners for all SVA matters at our Service Headquarters at Kelvedon Park. We have completed a thorough audit of all of our SVA work, including a review of our current policies and procedures, which we presented to the Essex SAB Management Committee in January 2012. We plan, in partnership with the ESAB to deliver Level 1 SVA training to the whole of our operational workforce in 2012.

We have completed a significant restructure of our organisation, developing our Community Safety work to a more robust functional management model that will enable us to work towards a universal provision of services, based on need, to the most vulnerable members of our community. We have also provided a substantial report on Accidental Dwelling Fires in Essex that will be used to inform our practice, and where necessary, provide a driver for change. For example, we have instigated a significant change in our eligibility criteria for Home Fire Safety visits that will specifically target those most at risk from death and serious injury in their homes as a result of fire.

In 2012 we will publish an 'Older Persons Strategy' that will provide a framework for the decisions and choices that we make about the provision of our services to this group.

We are constantly striving to improve our partnership working, particularly with statutory agencies, that will provide better information and intelligence to identify and provide a managed solution to fire risk in the home, and are currently working on a number of improvements to our own internal reporting mechanisms, particularly around the investigation of fire events, that will deliver information and intelligence for analysis, that will further strengthen the decisions we take.



## **East of England Ambulance Service NHS Trust**

The East of England Ambulance NHS Trust continues to be committed to engagement with all LSAB partners in the Eastern Region. Within Essex, Thurrock and Southend the Trust remains committed to supporting all boards and is a member of boards as requested.

The Trust continues to be committed to safeguarding all vulnerable members of the community; this work is undertaken in partnership with all agencies within the Essex, Thurrock and Southend area. The Trust maintains a high standard of staff training in safeguarding, all safeguarding training is mandatory within the Trust and all staff working with the Public either by phone or in person receives training in safeguarding.

The Trust has a network of senior managers who to promote the safeguarding agenda and to ensure of all staff are supported with any concerns. The Local Safeguarding Assistant General Manager for the Essex, Thurrock and Southend area remains focused, engaged and supportive to all Trust staff within this area, the Safeguarding Assistant General Manager is supported by the Trust Safeguarding Lead Manager.

### **Essex Probation**

Essex Probation retains a small but significant role in supporting the Adult Safeguarding across the Essex, Southend and Thurrock Boards.

Against a background of change for Probation Trusts, now and in the future, Essex Probation will continue to develop and refine its policies and practice instructions in accordance with the SET Guidelines. Essex Probation is working closely with Southend Adult Social Care to streamline referral procedures between the two organisations, to ensure that vulnerable adult offenders receive appropriate social care intervention.

### **5. Priorities for the Coming Year**

The priorities for 2012/13 are laid out in Appendix 2.

## Appendix 1- Action Plan 2012/13

The Safeguarding Adults' Board will ratify the following action plan on their away day on 18 October 2012. The Action Groups will be reviewed at the Away Day to reflect completed pieces of work and a plan to ensure future work is done will be agreed at the away day.

Objective	Measure	Responsible
<b>Development Stream: Board Partnership</b>		
<p>1. For the Safeguarding Adults Board to monitor the Health and Care Bill 2012 as it goes through parliamentary process towards legislation. To take necessary steps to ensure the Board is compliant with legislation when it receives Royal Assent.</p>	<p>All statutory changes successfully implemented.</p>	<p>The Safeguarding Vulnerable Adults Board</p>
<p>2. Safeguarding Board to work co-productively with the Southend Clinical Commission Group to ensure that the consortia is engaged with the Safeguarding Adults Board and that GPs have the appropriate level of safeguarding training.</p>	<p>Through engagement and membership on the Board from the Southend Clinical Commissioning Group's Executive Nurse for Safeguarding Children &amp; Adults and the Chief Operating Officer of the commissioning group.</p>	<p>The Safeguarding Adults Board and Southend Clinical Commissioning Group</p>
<p>3. For the Safeguarding Adults Board to work co-productively with agency partners to share responsibility with Southend Borough Council for</p>	<p>To be discussed at Safeguarding Board Away Day.</p>	<p>To be discussed at Safeguarding Board Away Day.</p>

<p>chairing action groups.</p>		
<p>4. The Safeguarding Board to secure budget contributions from all key statutory partners.</p>	<p>In line Safeguarding boards being placed on statutory footing as per the Care and Support Bill, all statutory partners listed:</p> <ul style="list-style-type: none"> <li>• Police</li> <li>• Social Care</li> <li>• CCG</li> </ul> <p>To provide financial contribution to the functioning of the Southend Safeguarding Adults Board. The Board will work with the Local Area Team of the National Commissioning Board (LAT NCB) and the Clinical Commissioning Group (CCG) in respect of the contribution for Health.</p>	<p>Corporate Director for Adult and Community Services, Southend Borough Council</p>
<p>5. The Safeguarding Board to work with the Council's Performance Team to develop a suite of local performance indicators.</p>	<p>To ensure there is robust performance data for the monitoring of safeguarding investigations.</p> <p>To be able to identify trends in reporting and outcomes to specify concentration of resources.</p>	<p>Southend Borough Council</p> <p>Safeguarding Adults Board</p>
<p>6. For the Safeguarding Adult Board to consider enabling Councillor engagement in supporting our Safeguarding responsibilities, the membership of the Board should be</p>	<p>To have robust representation from active Councillor membership from the relevant Scrutiny Committees.</p>	<p>Safeguarding Adults Board</p>

<p>extended to include one Councillor from each of the current 3 Scrutiny Committees.</p>		
<p>7. To ensure that the Board continues to monitor national developments in policy, procedure and lessons learned and changes course appropriately.</p>	<p>Through analysis and outcomes of Serious Case Reviews/Adult Reviews.</p>	<p>All partners in the Safeguarding Adults Board</p>
<p>8. To work co-productively with the Southend Clinical Commission Group to ensure that the consortia are engaged with the Safeguarding Adults Board and that GPs have the appropriate level of safeguarding training.</p>	<p>Through fully implementing the national guidance and active engagement of the CCG through membership on the Board.</p>	<p>All partners in the Safeguarding Adults Board</p>
<p>9. To comply with all statutory information collection requirements, such as the AVA (Abuse of Vulnerable Adults Statutory Government Return).</p>	<p>To comply with the requirements of data returns.</p>	<p>Southend Borough Council on behalf of the Southend Safeguarding Adults Board.</p>
<p><b>Unassigned task and finish group: Workforce Development</b></p>		

<p><b>10. Southend Safeguarding Adults Board will roll out Provider Management Training for organisations who play a role in investigations.</b></p>	<p>To provide additional support to providers via a bespoke training session, designed in direct response to their feedback.</p>	<p>Safeguarding Adults Manager and unassigned task and finish group.</p>
<p><b>11. Safeguarding Board will work with the Local Safeguarding Children's Board to devise a local training strategy.</b></p>	<p>To devise a strategy that meets the needs of the child and adults economy.</p>	<p>Safeguarding Adults Manager and the unassigned task and finish group.</p>
<p><b>12. The Safeguarding Manager and the Elected Member of the Board to work collaboratively to ensure a refreshed program of training is offered to key identified Elected Members.</b></p>	<p>To work with Council Legal and Democratic Services Team to offer training to:</p> <ul style="list-style-type: none"> <li>• All three Scrutiny groups</li> <li>• Cabinet</li> <li>• Portfolio Holders for Public Protection, Children's &amp; Adults</li> <li>• All disciplinary panel members</li> </ul>	<p>Safeguarding Adults Manager and Group Manager for Social Care, Southend Borough Council</p>
<p><b>13. Southend Safeguarding Adults Board will introduce Level 1 (basic awareness) e-learning training, which will be available for all partners and for 3<sup>rd</sup> sector.</b></p>	<p>To launch an e-learning package which is available to provider and 3<sup>rd</sup> sector colleagues and all agencies registered under the Health and Social Care Act 2008.</p>	<p>Safeguarding Adults Manager and the Workforce Development Manager, Southend Borough Council and the Action Group 6.</p>

<p>14. Southend Safeguarding Adults Board will launch a newly designed face to face refresher training for all CQC regulated services.</p>	<p>A train the trainer package will be commissioned and written for delivery to all external provider partners.</p>	<p>Safeguarding Adults Manager and the Workforce Development Manager, Southend Borough Council and Action Group 6.</p>
<p><b>Council priority development</b></p>		
<p>15. Southend Borough Council will embed Outcome Questionnaires so that it becomes a permanent feature of practice which informs partners of client satisfaction.</p>	<p>To report bi-annually to the Safeguarding Adults Board to inform practice and to inform the development of the strategic plan. To analyse the information bi-annually and action any development needs.</p>	<p>Service Manager for Localities, SBC.</p>
<p>16. Southend Borough Council will roll out the SDS Risk Management Panel within the Community Locality Teams.</p>	<p>To ensure there is a mechanism to sanction high risk packages of care and safeguarding decisions.</p>	<p>Service Manager for Localities, SBC.</p>
<p><b>Action Group 7: Hatecrime &amp; Safeguarding-Chair- Safeguarding Adults Manager, Southend Borough Council</b></p>		
<p>17. Develop and deliver a Train the Trainer module for Keeping Safe and implement.</p>	<p>Develop and launch a train the trainer module and delivery to agencies interested in providing the Keeping Safe module.</p>	<p>Safeguarding Adults Manager &amp; Hatecrime and Safeguarding Action Group Members</p>
<p>18. Continue work with our hate crime partners (Southend MENCAP, SE</p>	<p>To identify level of hate crime &amp; discriminatory abuse across Southend. To analyse the information and</p>	<p>Safeguarding Adults Manager &amp; Hatecrime and Safeguarding Action</p>

<p>Homes, Essex Police) to increase awareness and encourage self referrals under the category of 'discriminatory abuse.'</p>	<p>present to the Safeguarding Adults Board for action.</p>	<p>Group Members</p>
<p>19. To expand and ensure use of the suite of accessible information on the various topics relevant to safeguarding.</p>	<ul style="list-style-type: none"> <li>• 'Am I being forced to marry?'</li> <li>• 'Abuse is wrong'</li> <li>• Accessible version of the DASH (Domestic Abuse, Stalking, Harassment and honour based violence Risk Assessment)</li> </ul> <p>Create the following leaflet(s):</p> <ul style="list-style-type: none"> <li>• 'What happens in a safeguarding investigation?'</li> </ul>	<p>Safeguarding Adults Manager &amp; Hatecrime and Safeguarding Action Group Members</p>
<p>20. The Hate Crime and Safeguarding Action Group will continue work with our hate crime partners (Southend MENCAP, Southend Association of Voluntary Services, SE Homes, Essex Police) to increase awareness and encourage self referrals under the category of 'discriminatory abuse and sexual abuse.'</p>	<p>Through the analysis of information devolved from survey devised by Southend MENCAP, Southend Association of Voluntary Services, SE Homes, Essex Police and Southend Borough Council to be sent to service users and carers in December 2012.</p>	<p>Safeguarding Adults Manager &amp; Hatecrime and Safeguarding Action Group Members</p>

<b><u>Development Stream: Unassigned MCA &amp; DOLS</u></b>		
21. Southend Borough Council to work co-productively with the Eastern Region Mental Capacity and Deprivation of Liberty Local Implementation Group to develop Best Interest Assessor and Sct 12 Doctor Selection Criteria and Re-approval Procedures.	To modify the existing Southend Borough Council/South Essex PCT reaccreditation approval protocol to ensure all qualified Best Interest Assessors are uniformly recertified in line with all Eastern Region Authorities.	Safeguarding Adults Manager and unassigned task and finish group.
22. Southend Borough Council to work with partners to identify and project map the transition of statutory responsibilities for assessments, authorisations and reviews of all referrals under the Deprivation of Liberty Safeguards within the health and care/nursing home managing authority economy.	To ensure that there is a smooth transition from the PCT to the Council for all cases applicable under Deprivation of Liberty Safeguards.	Group Manager Social Care, Safeguarding Adults Manager Council.
<b><u>Unassigned Task and Finish Group</u></b>		
23. Southend Borough Council to lead partners in the development of a large scale investigation procedure, which will be shared with provider colleagues for their views. It is	To formalise good practice developed from years of experience to ensure that criteria for the investigation of large scale/whole homes investigations is followed through in an systematic and consistent approach.	Localities Review Teams Manager, SBC Group Manager, Social Care, SBC Safeguarding Adults Manager, SBC Contracts Manager, SBC



<p>proposed that this procedure will then be adopted by SET.</p>		<p>Executive Nurse, CCG (???) Associate Director for Safeguarding Adults and Children, SEPT Then SET Working Group</p>
<p>24. Safeguarding Adults Board to work with SET Adults &amp; Children's partners devise and launch an Honour Based Abuse policy and procedure for all organisations, accompanied by requisite training.</p>	<p>To ensure that the Safeguarding Adults Board has a robust policy to support victims of Honour Based Violence and Female Genital Mutilation.</p>	<p>LSCB &amp; SVAB via the Safeguarding Adults Manager</p>
<p>25. The Safeguarding Board will work collaboratively with the Local Safeguarding Children's Board and SET partners to map potential victims of sexual exploitation. Once mapped, a policy and procedure regarding how to supportively intervene with children, young people and vulnerable adults will be implemented, along with requisite training.</p>	<p>To ensure that the Safeguarding Adults Board has a robust policy to support victims of Sexual Exploitation.</p>	<p>LSCB &amp; SVAB via the Safeguarding Adults Manager</p>
<p><b>Action Group 3: Audit/Quality/Serious Case Review.</b></p> <p><b>Chair from October 2012: Head of Adult Commissioning, Southend Borough Council</b></p>		

<p><b>26. To ensure the Action Plan of the Serious Case Review learning is fulfilled once published and all outcome filtered up through the Safeguarding Adults Executive and Board.</b></p>	<p>To ensure that learning is embedded across the social care and health communities and that all actions are completed within timescales. To monitor the agency Individual Action Plans and Overarching Action Plans for the SCR quarterly and report to the Safeguarding Adults Board.</p>	<p>Unassigned Chair- Audit/Quality/Serious Case Review Action Group</p>
<p><b>27. To ensure that the Action Plan of the Domestic Homicide Review learning as it pertains to Adult services partners is fulfilled once published and all outcome filtered up through the Safeguarding Adults Executive and Board.</b></p>	<p>To ensure that learning is embedded across the social care and health communities and that all actions are completed within timescales.</p>	<p>Audit/Quality/Serious Case Review Action Group</p>
<p><b>28. To continue to carry out multi agency audits three times a year and report findings into the Safeguarding Adults Board.</b></p>		

## Appendix 2 - Statistics

### Comment

Three years worth of comparator data has been provided, where possible. In some cases, it has not been possible to provide comparator data due to the changing shape of statistical collection, which is driven by the Abuse of Vulnerable Adults (AVA) return.

2008/09 was the first year of the current AVA return, the data for 2008/09 is for a half year (Sept – Mar) only.

We have not carried out any benchmarking or comparison with other Local Authorities as the data is not consistently recorded across the country.

Number of cases referrals received over the five years in safeguarding across Southend Borough Council and the South East Essex Partnership University NHS Foundation Trust:

**2006/7:** 123

**2007/8:** 190

**2008/9:** 282

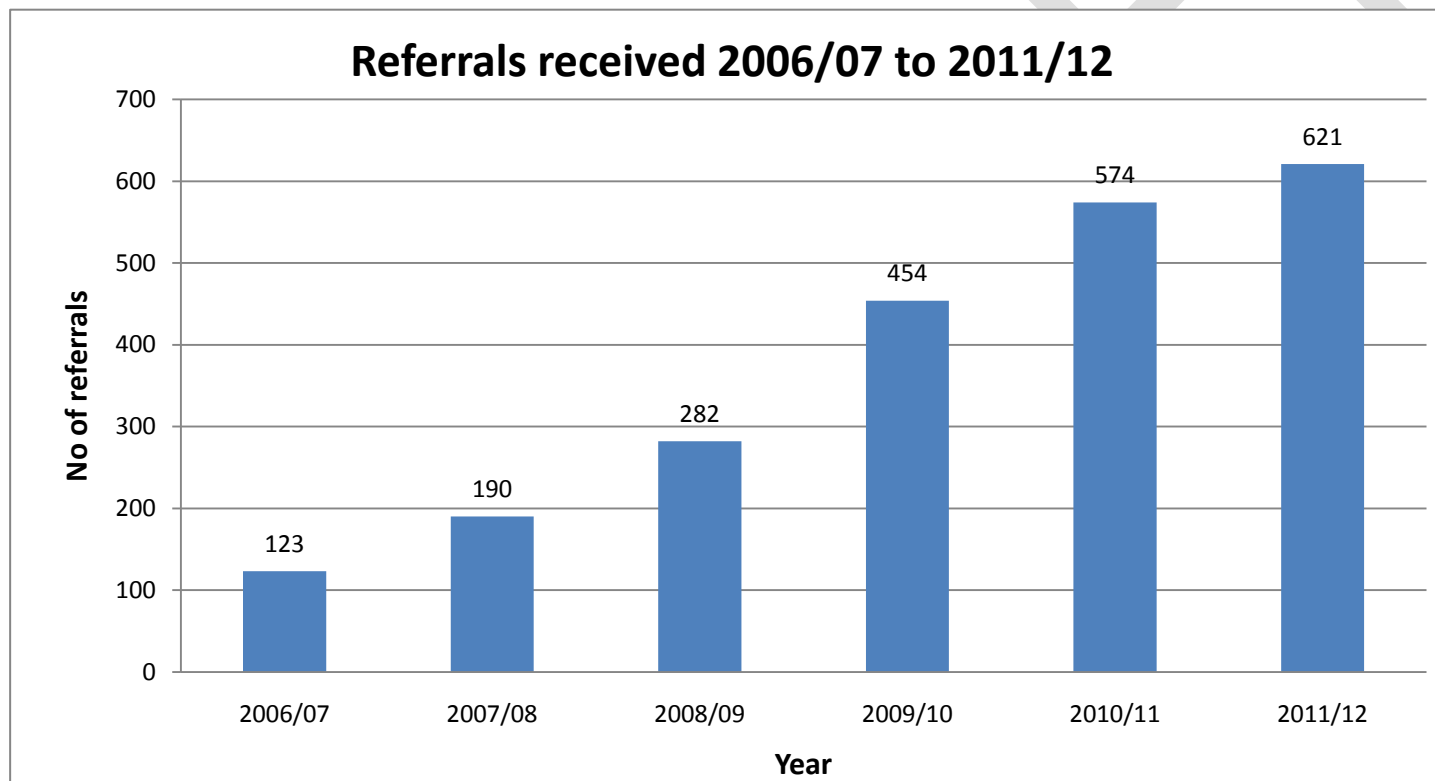
**2009/10:** 454

**2010/11:** 574

**2011/12:** 621

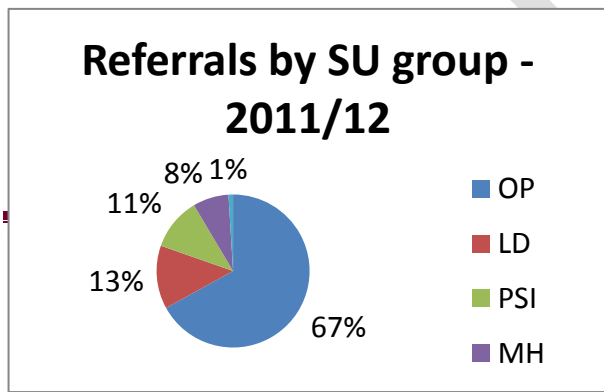
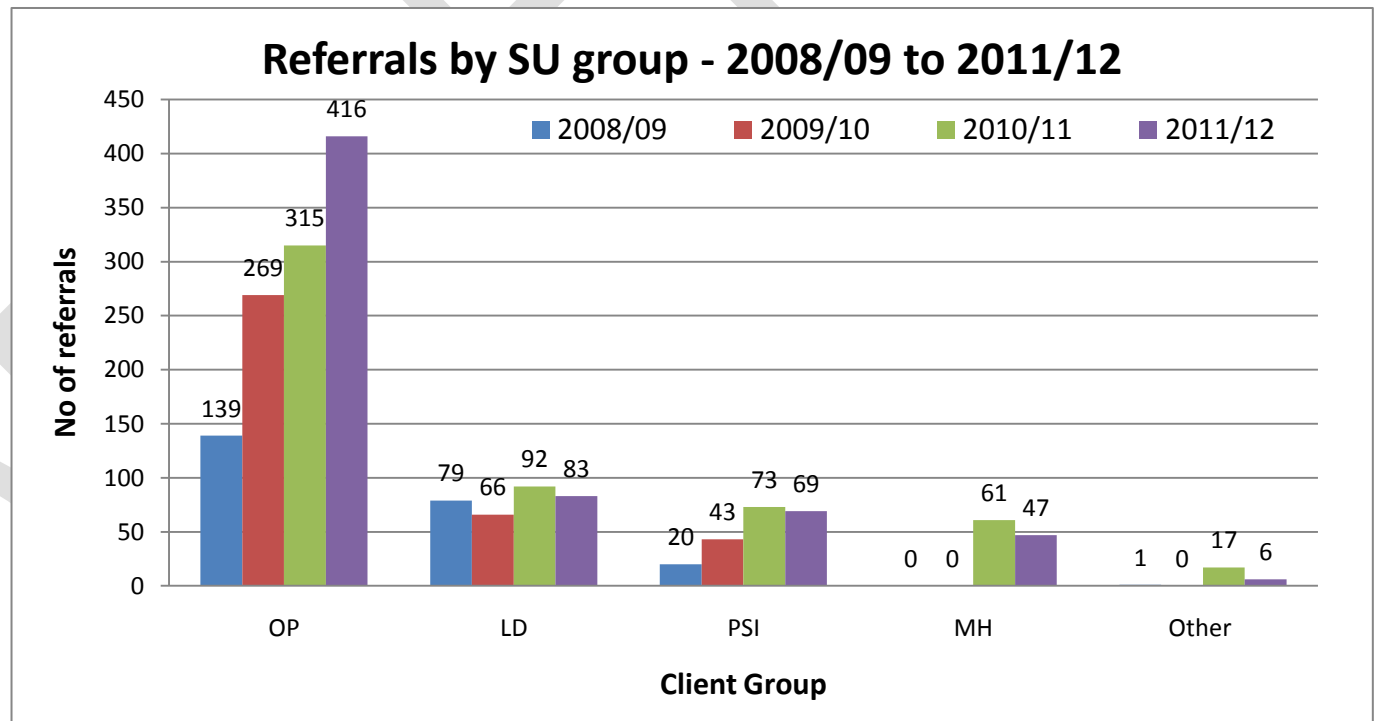
Since 2006/7, there has been a **405% increase** in cases of abuse being reported. It is important to say that Southend Borough Council does not think more people are being abused but that detection and awareness are improved.

Chart 1



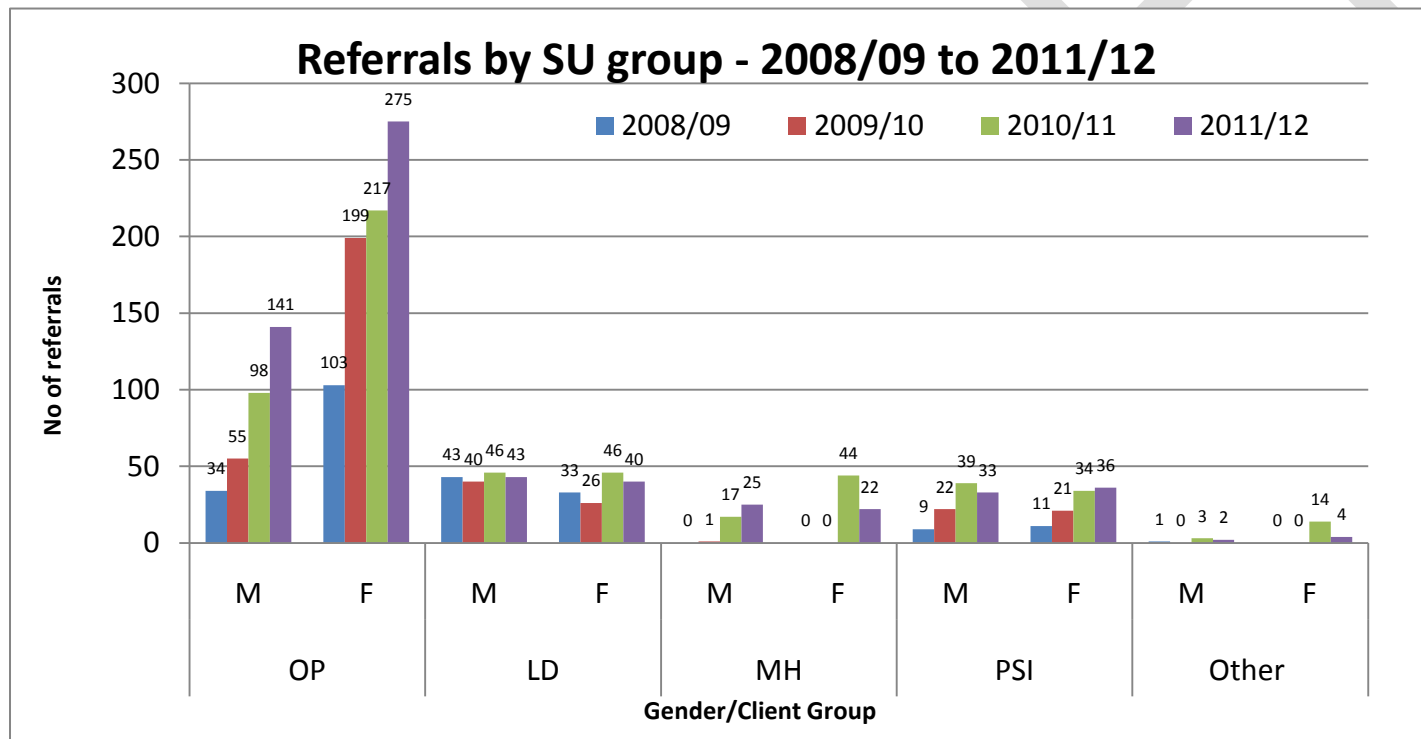
Since 2006/7 there has been a 405% increase in cases of abuse being reported. It is important to say that Southend Borough Council does not think more people are being abused but that detection and awareness are improved.

Chart 2



In 2011/12 the referrals for Older People rose to 416, and made up 67% of the 621 total. This is a growing proportion of our referrals and reflects the fact that 80% of our service users are 65+. The trend is that reporting of such cases is now much better. The numbers of referrals for the adult (18-64) groups are fairly consistent, but from a larger number of referrals, their proportion is falling.

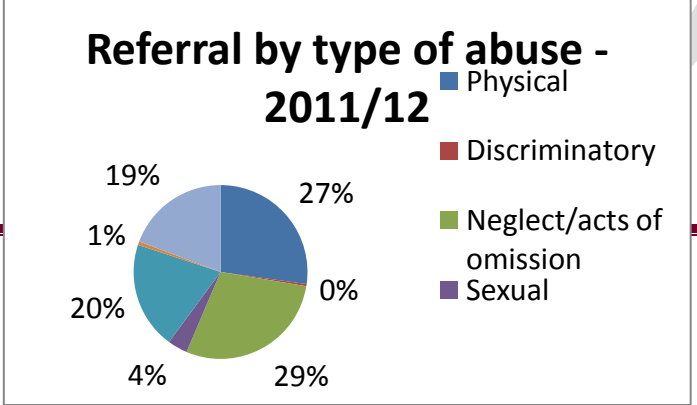
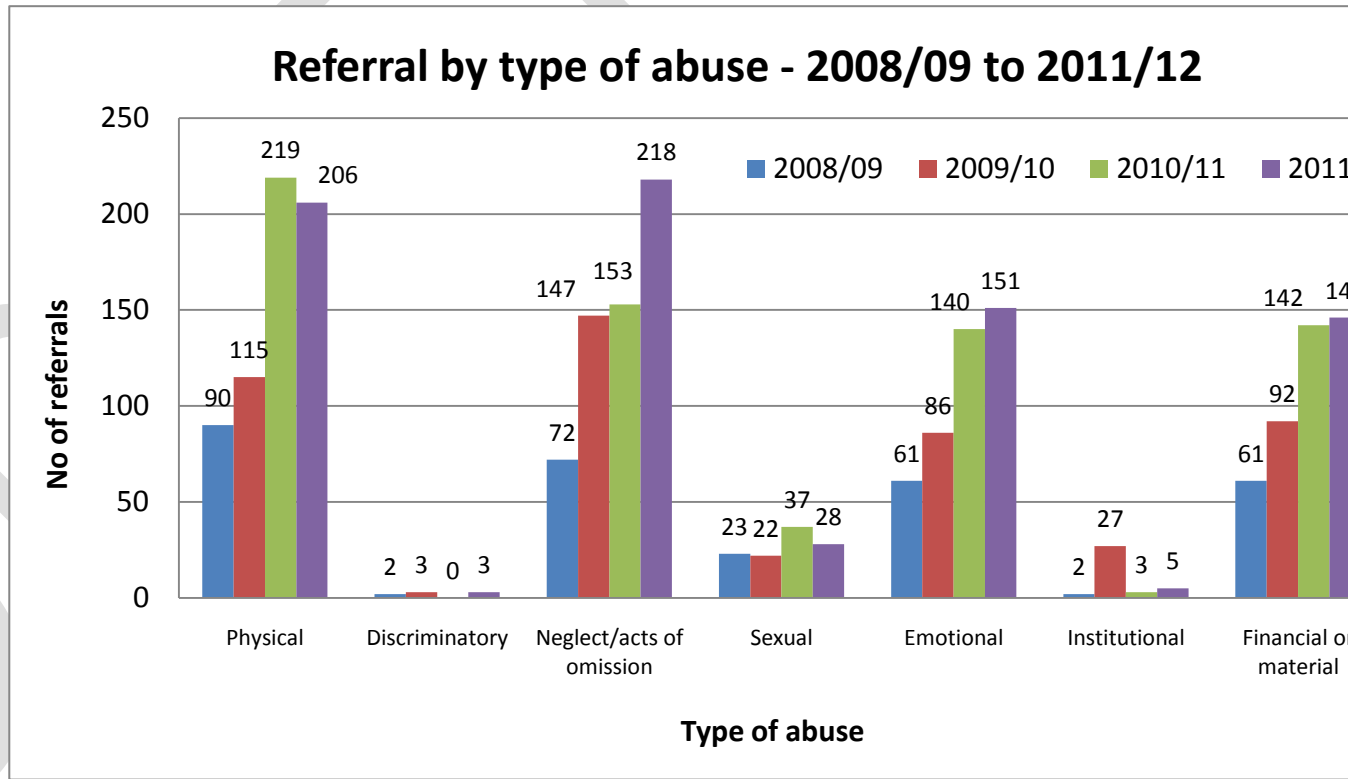
Chart 3



The picture above indicates that on average females have consistently been more likely to have been the subject of a safeguarding referral.

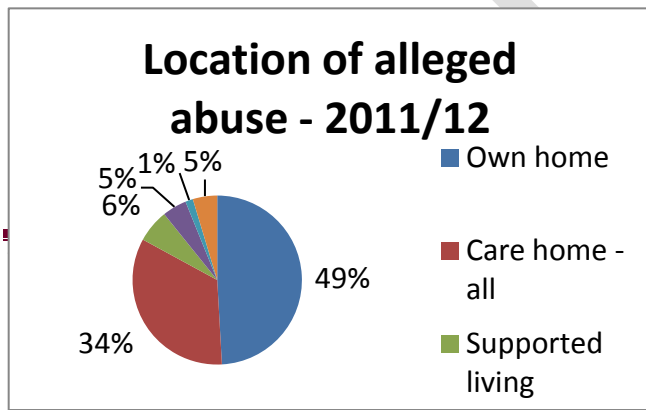
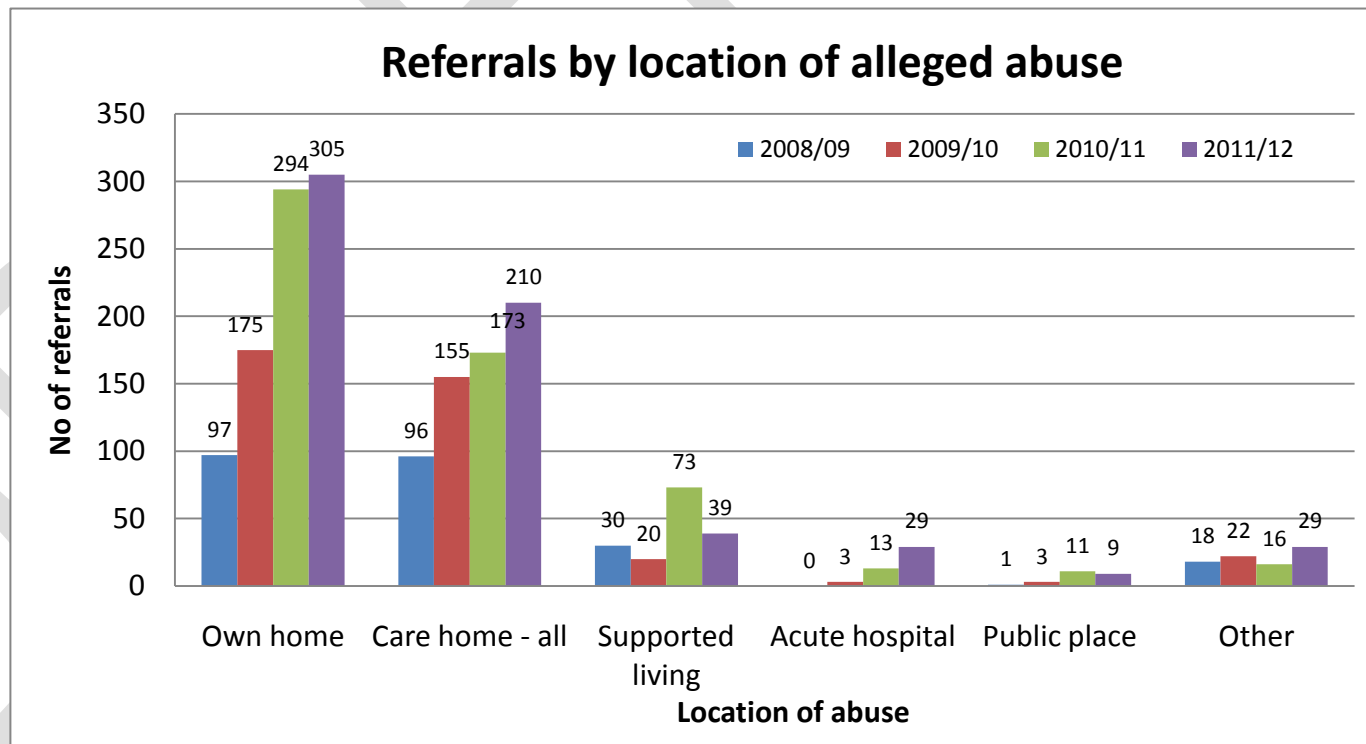
Ve **CODE:** OP= Older people, LD= People with a learning disability, MH= People with mental health needs, PSI= People with physical/sensory impairment needs.

Chart 4



It is a priority development area in Southend for 2012/13 to continue to progress the work with our hatecrime partnership to address the number of referrals categorised under 'discriminatory abuse' and to increase self referrals in this area. With regards to 'institutional abuse', many allegations come in for other forms of abuse and it is not until Stage 2- Stage 3 is institutional abuse evidence uncovered, which explains the low

Chart 5



The picture above indicates the growth in referrals highlighted earlier in Chart 1, where these are alleged to have taken place in the victim's home or care-home. There is a growth in referrals from the hospital; however, this is as a result of the work by ourselves and the hospital team on raising awareness and reporting procedures rather than increased abuse.



<b>Estimated proportion of referrals from Clients in residential /community</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Residential	39.7	41.0	29.8	33.8
Community	60.3	59.0	70.2	66.2

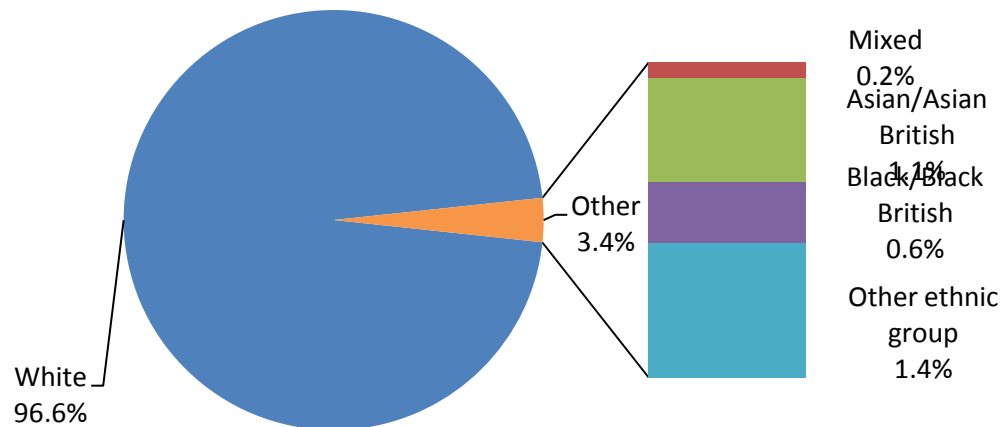
<b>PROPORTION OF SERVICE USERS BY RESIDENTIAL/COMMUNITY BASED SERVICES</b>	<b>2011/12</b>
Residential	20
Community	80

Tables above show that although our service users are split 20% in residential and 80% in the community, referrals show roughly 34% from residential and 66% from community based living. This indicates that people who are residential based have consistently been more likely to have been the subject of a reported safeguarding referral.

**Chart 6**

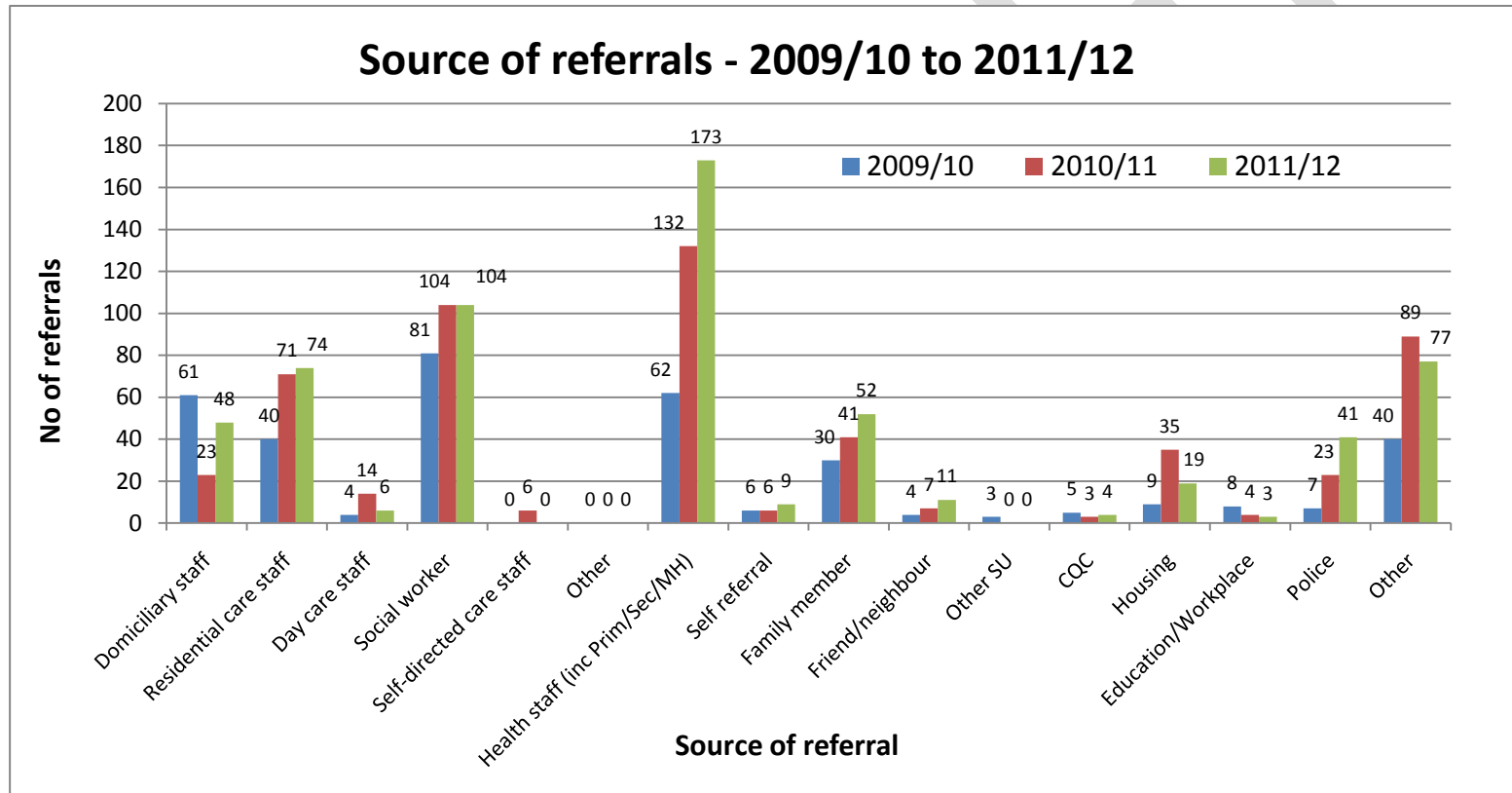
Referral by ethnicity compared to general population (%)	2011/12 referrals	2001 Census
White	96.6	96
Mixed	0.2	1
Asian/Asian British	1.1	2
Black/Black British	0.6	1
Other ethnic group	1.4	1

**Referrals by ethnic group - 2011/12**



Statistically, the ethnic origins of the victims of adult abuse in 2011/12 are a similar to the ethnic composition of the community.

Chart 7



The data above only goes back to 2009/10, prior to this the classifications were different and any comparison is meaningless.

The chart shows the bulk of referrals come from residential staff, social workers and health staff, all of whom will be in regular contact with the more vulnerable members of society.

### Source of referral - 2011/12

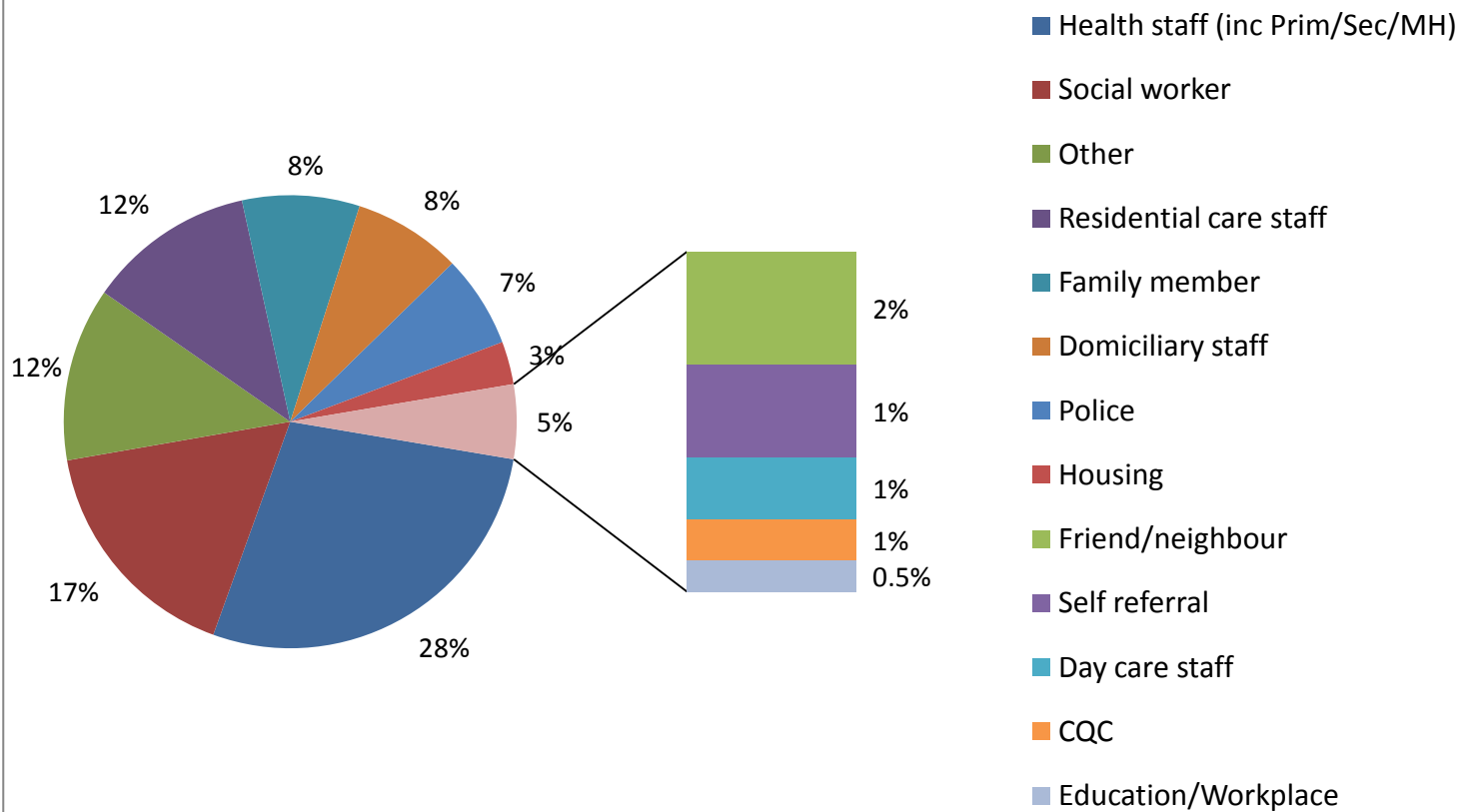
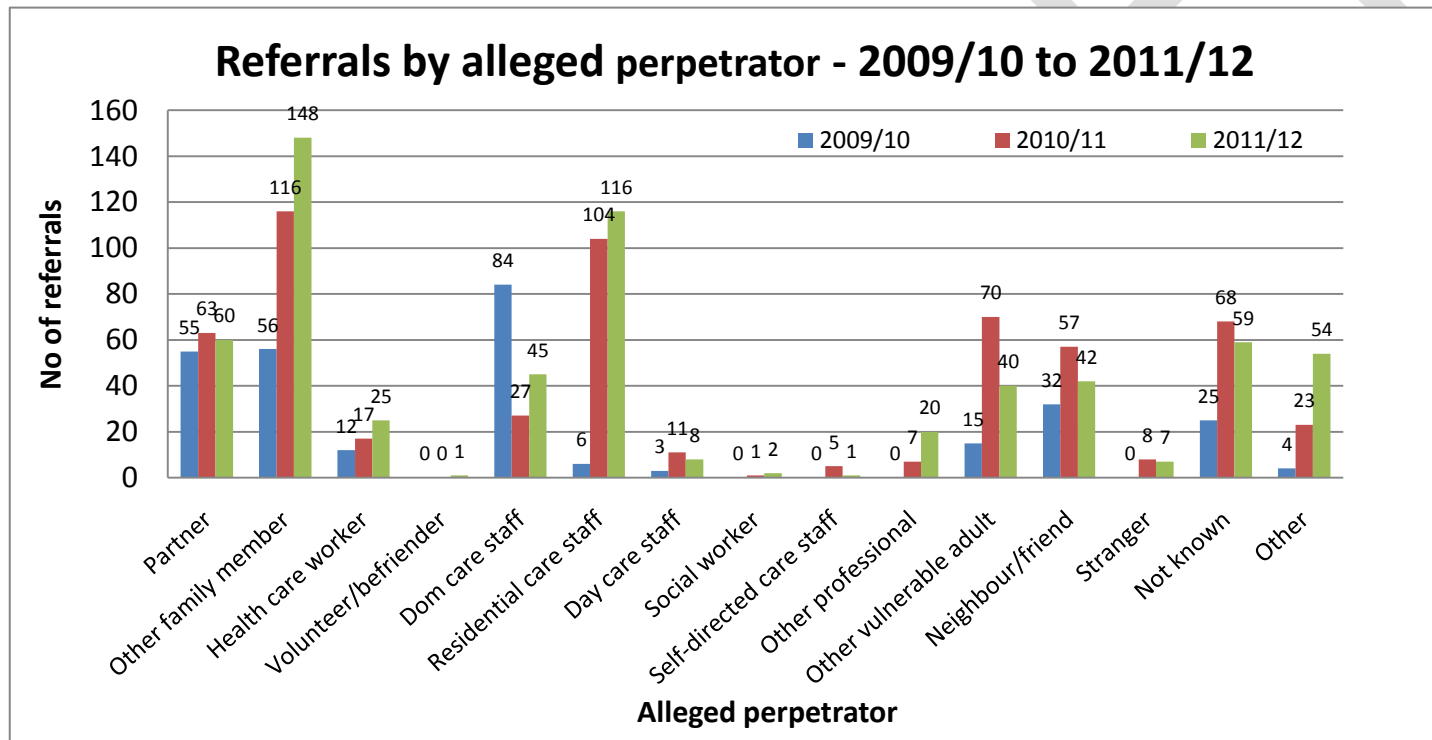


Chart 8



The data above only goes back to 2009/10, prior to this the classifications were different and any comparison is meaningless.  
 Referrals by alleged perpetrator refer to the number of referrals broken down by the relationship the perpetrator has to the vulnerable adult.

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### Referrals by alleged perp - 2011/12

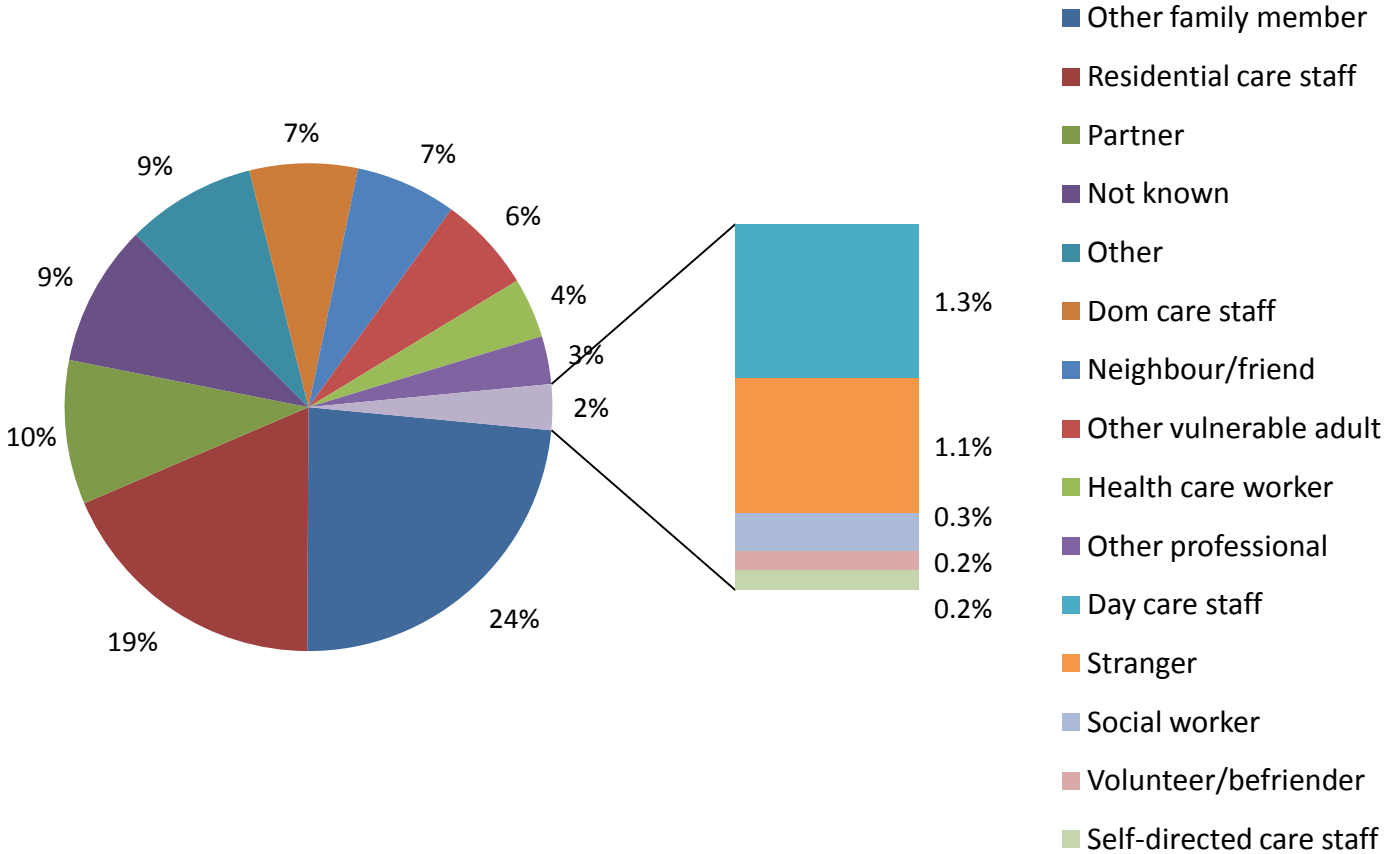
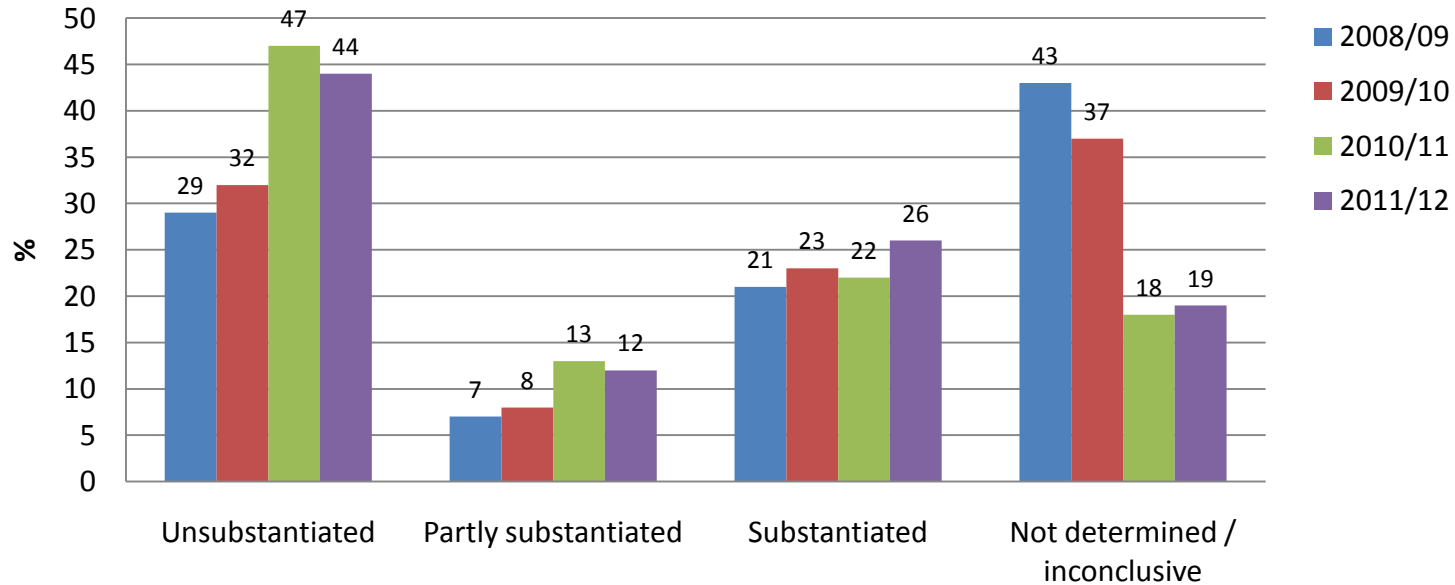


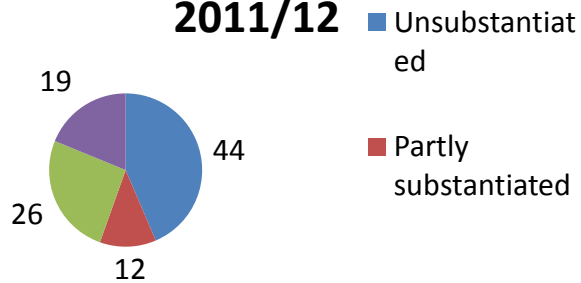
Chart 9

### Case Conclusions (%) - 2008/09 to 2011/12



#### Conclusions

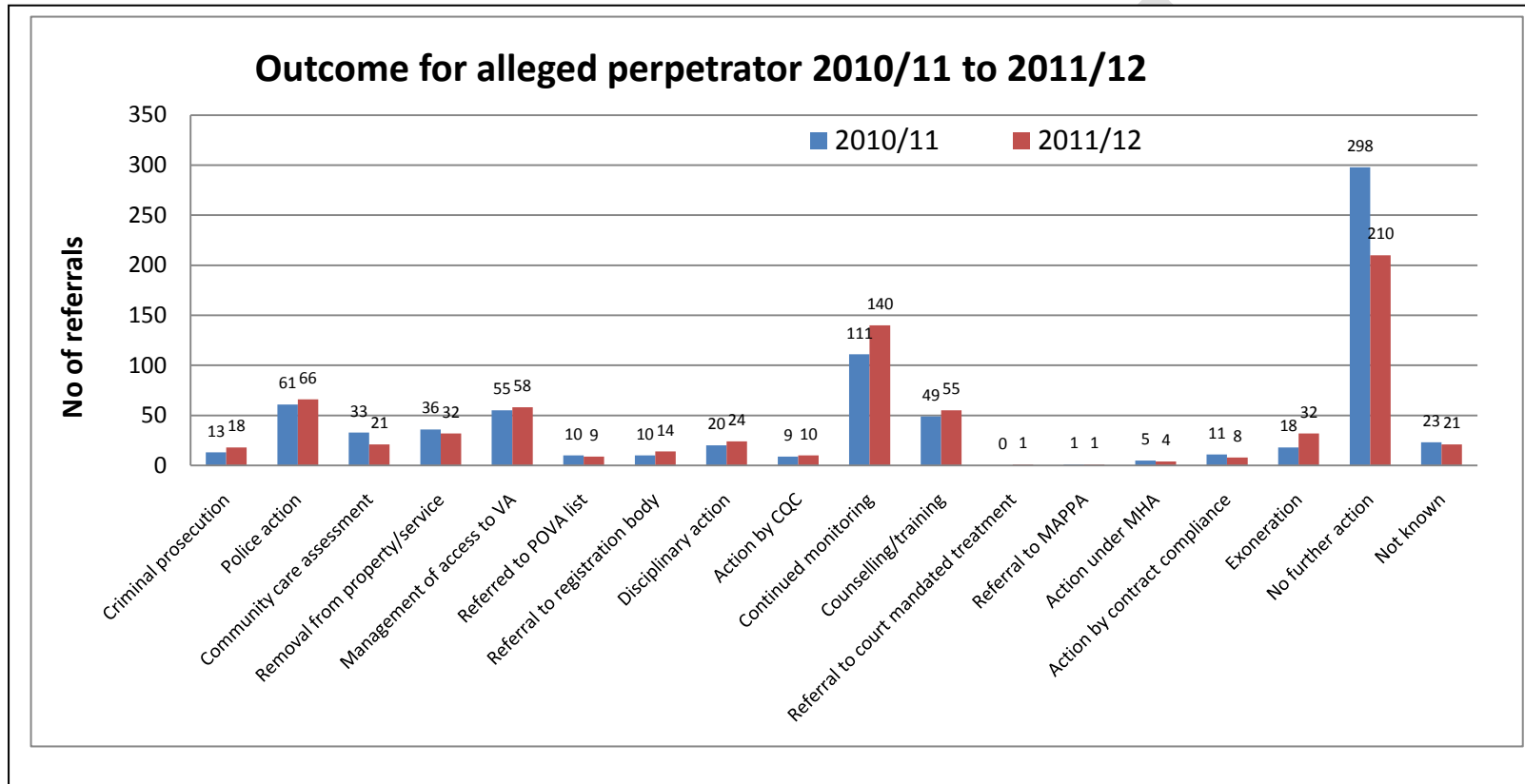
### Case conclusions (%) - 2011/12



The proportion of cases with a conclusion of “unsubstantiated” has increased over the last few years. This is a consequence of the increased referral numbers, and the numbers of referrals in situations where the issue was not abuse. We believe this is positive as, due to making the process easier and with more publicity, people are more willing & able to make a referral, and so we will be in a better position to investigate and respond.

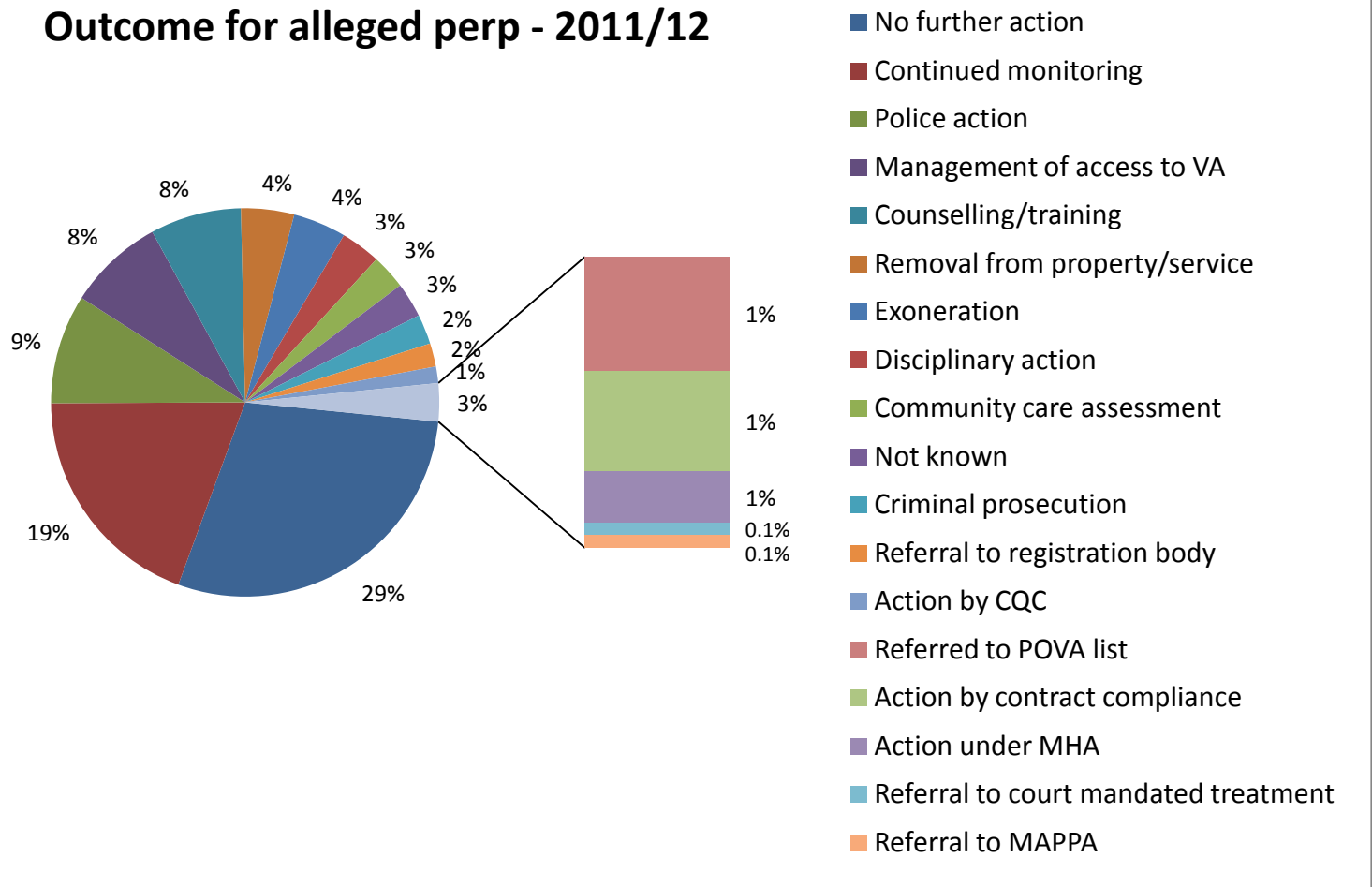


Chart 10



The proportion of outcomes for alleged perpetrators is fairly static over the last 2 years. The relatively high number of “No further action” reflects the increased number of cases concluded as “unsubstantiated”.

## Outcome for alleged perp - 2011/12



### Comparison to overall population and those receiving SBC services

The following comparisons include SBC referrals as a proportion of both overall population (source: 2010 mid-year estimates) and clients receiving a service (source: RAP P1 2010/11 including residential care clients) from SBC.

### **Older People**

According to 2010 ONS mid-year population estimates there are 30,400 people aged 65+ in Southend, of which 14.4% (4,374 during 2011/12 rolling year) receive a service, including residential care, (across all 65+ client groups) from Adult & Community Services;

Of the 14.4% receiving a service from Adult & Community Services 9.5% (416) has been referred to Safeguarding between April 2011 and Mar 2012.

### **18-64 Age Group**

According to ONS mid-year population estimates there are 99,500 people aged 18-64 in Southend, of which 1.4% (1,366) during 2011/12 rolling year) receive a service (across all 18-64 client groups) from Adult & Community Services;

Of the 1.4% receiving a service from Adult & Community Services 18.5% (205) has been referred to POVA between April 2011 and March 2012.

### **Supporting information**

- Total number of 18-64 referrals between April 11 and March 12 is 205
- Total number of 65+ referrals between April 11 and March 12 is 416
- ONS total 18-64 population = 99,500
- ONS total 65+ population = 30,400
- Council data taken from RAP P1 rolling 2011/12 year

*Thanks to the NHS Picture Library for cover images.*

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