



Southend-on-Sea Safeguarding Vulnerable Adults Board

ANNUAL REPORT 2012/13



'Working together is not optional, it is the only solution.'

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with contributions from the Performance Managers at Southend Borough Council.

Endorsed by:

Date:

Southend-on-Sea Safeguarding Adults Board	19 September 2013
Southend-on-Sea Health and Wellbeing Board	
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Forward

I am very pleased to introduce the Annual Report for Southend Vulnerable Adults Safeguarding Board (VASB). This report reflects a year of considerable change and challenge, with both major reorganisation and budgetary constraints affecting many agencies and partners, both locally and nationally. This will continue, with major change impending in respect of Probation services for example, as well as further budgetary constraints.

At national level, this year has brought into the public domain the findings of the Winterbourne View Serious Case Review and events, as well as the Francis Report into events at Mid Staffordshire NHS Trust. These have demonstrated the need for the SVAB to have a comprehensive understanding of potential risk and vulnerability across the whole partnership, and the need for all agencies to be proactive in placing safeguarding at the heart of all practice.

Against this challenging backdrop the SVAB in Southend has continued to make progress in developing its response to vulnerable adults who require safeguarding. Analysis of local data has shown that the response in Southend is good, and steps are in place to further develop our feedback systems so that the Board can more strongly evaluate outcomes of safeguarding from a personalised perspective. The Board has undertaken a range of activities which have strengthened our understanding of how well safeguarding is going locally, which has in turn informed the business plan for future years. These proposed actions have been built on both local findings (such as the recent serious case review), and national events, and include detailed audits of practice. Significant work strands this year have included delivery of a comprehensive local programme of training, the management of changes to the Deprivation of Liberty Safeguards (DOLS), implementation of actions to strengthen our response to domestic abuse, and joint work designed to respond to local concerns about Hate Crime where vulnerable people are targeted.

Nevertheless there is much progress to be made. With the impending introduction of Vulnerable Adult Safeguarding on a statutory basis anticipated in 2014-15, the SVAB must now look forward to establishing a more comprehensive programme of activity and a clearer governance framework which will draw this together. The SVAB will work during the next year towards a strengthened understanding of how well vulnerable adults are being safeguarded locally, where the risks are, and what actions are needed to address these. This will enable the Board to be informed by a comprehensive analysis, and will assist in the task of focussing leadership, resources and training in an effective way.

Chris Doorly

Independent Chair, Southend Safeguarding Vulnerable Adults Board

24.10.2013

Glossary

ACS: Adult and Community Services, Southend Borough Council

ADASS: Association of Directors of Adult Services

AVA: Abuse of Vulnerable Adults, statutory government return completed by the Council

C&L: Children and Learning Department, Southend Borough Council

DASH: Domestic Abuse, Stalking and Harassment Risk Assessment Tool

DH: Department of Health

DOLS: Deprivation of Liberty Safeguards

Dom: Domiciliary providers for personal care in the community

LGA: Local Government Association

LSCB: Local Safeguarding Children's Board

MARAC: Multi Agency Risk Assessment Conference- risk assessment panel which is victim focused for people at highest risk of being killed

MCA: Mental Capacity Act 2005

SET: Southend, Essex and Thurrock

SCR: Serious Case Review

SDS: Self-Directed Support assessment, carried out by the local authority and mental health partnership trust

SVAB: Safeguarding Vulnerable Adults Board

1. Background

The Southend Safeguarding Vulnerable Adults Board (SVAB) proposes from 2013/14 to make some significant changes to the reporting mechanisms detailing the work undertaken to safeguarding vulnerable citizens in Southend. The Board has approved that the Annual Report will be split into two reports. The Board via the SVAB Business Manager will produce a report on the work products progressed by the Board and Action Groups and will report in December of each year. Introducing this change will align the SVAB with the work program of the Southend Local Safeguarding Children's Board (LSCB) and will allow partners to assure their organisational targets align with the work of the Board.

Southend Borough Council will produce an annual report of the specialist safeguarding work for which the local authority is the lead agency under *No Secrets: guidance on protecting vulnerable adults in care*. Due to the statutory government reporting cycle into the Information Centre, it is proposed that the specialist report will be submitted in the September of each year. This report will detail the investigation function and relevant statistics, as well as the training provided by the Council regarding safeguarding, inclusive of the Mental Capacity Act and Deprivation of Liberty Safeguards.

1.2 Definition

The work of the Southend-on-Sea Safeguarding Vulnerable Adults Board supports adults who are defined as '*vulnerable*'. During the year 2011/12, the Government definition of a 'vulnerable adult' 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)."

The Care and Support Bill (2012) refers to a person who is in a vulnerable circumstance as a person:

- a) “Has needs for care and support (whether or not the authority is meeting any of those needs),
- b) Is experiencing, or is at risk of abuse or neglect, and
- c) As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it (ADASS LGA 2013).”

The Southend Safeguarding Adults Board and SET (Southend, Essex and Thurrock) Safeguarding Adults Working Group will be working over the period of the next few years to align to this definition in line with legislative changes proposed by the Bill.

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).”

The ADASS and LGA’s “vision is that agencies who support people at risk of harm are able to prevent abuse from happening, act swiftly when it does and are competent in achieving good outcomes for people. There must also be sufficient support, specialist advocacy and justice provision within each area and the

commitment from all agencies and organisations to work together (LGA and ADASS 2013).”

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 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.
- To 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.
- To 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**).”

2.1 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)

2.2 Enquires

The draft Bill also goes on to propose legislation which 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 and if so what, and by who (DH 2012).

2.3 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.

2.4 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

2.5 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 continue 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.

2.6 Safeguarding Vulnerable Adults Board Structure

In 2012/13, 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
Executive Nurse for Safeguarding Adults & Children's'	Southend Clinical Commissioning Group
Detective Chief Inspector- Southend	Essex Police- Southend
Detective Inspector	Essex Police
Offender Manager	Essex Probation
Child & Adult Safeguarding Lead	East of England Ambulance Trust
Station 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
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 Strategic Lead Manager (advisory)	Southend Borough Council, Adult & Community Services
Regional Manager (virtual)	Care Quality Commission

2.7 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.

In the early half of 2012/13, this responsibility was assumed by the Group Manager for Social Care, Southend Borough Council. For the later part, the Executive was chaired by the Independent Chair, until it ceased operation in early 2013.

Composition of the Executive Board Role	Organisation
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
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
Partnership Manager	Southend Domestic Abuse Forum Chair
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
Partnership representative	Southend Minority Ethnic Forum
Supporting People Lead Officer	Southend-on-Sea Borough Council

2.8 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 Action Groups and governance are being reviewed in 2013/14 to ensure that they continue to deliver the objectives effectively.

The minutes from the Action Groups are fed through to the Board by way of the Safeguarding Executive.

2.9 Safeguarding Vulnerable Adults Board Action Group Structure

2012/13 has proven to be a challenging year for all the partner agencies. All of the agencies have undergone some level of restructure. This process has resulted in a redirection of focus for the work of the Board, to focus on synergies and joint deliverable objectives.

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

Through the project work and the workflow from the Executive and the Action Groups, it became apparent in 2012/13 that the Board required dedicated business management. A business case was put forward to the Board to garnish contributions from the statutory partner agencies to fund a part-time Board Manager and Board Administrator. The initial focus of the business manager will be to carry out a governance review of the function and organisation of the Board and the associated Action Groups. This manager will support the Action Groups in ensuring that they deliver on the Business Plan. The Board Manager recruited is that of the Local Safeguarding Children's Board, which by nature of the post she currently holds, brings synergies across the safeguarding platform. The Board Manager and Administrator are expected to be installed in post in August 2013.

Priority Development:

A priority in 2013-14 is to work co-productively with the SVAB Board Manager and agency partners to facilitate the sharing of responsibility with Southend Borough Council for chairing action groups.

2.10 Budget

In 2012/13, 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. Essex Police and Southend Borough Council both provided free training to Board partners and associated agencies. Work was undertaken to develop a funding relationship between the Board and the shadow Clinical Commissioning Group in preparation for their statutory formation in April 2013.

The newly formed Southend Clinical Commissioning Group, Essex Police and Southend Borough Council have committed resources to the Safeguarding Board for 2013/14, which will be outlined in the Annual Report of 13/14.

3. Summary of Activity during the Past Year

3.1 SET Training Strategy

In a collaborative effort between the SET Working Group and the SET Workforce Development Group, the joint training strategy (the SET Training Strategy) continued to be delivered. 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.

3.2 E-Learning Launch

In 2012/13, key members of the devolved Workforce Development Action Group collaborated with the LSCB Training Sub Group to identify key areas of development which are a shared agenda. The SVAB commissioned Safeguarding Adults e-Learning Training provided via E-Academy, the e-learning platform used by LSCB. This scheme was launched to care providers on 2 October 2012 at the Council's Annual Training Conference. To date, the following numbers have enrolled:

Not Started	Studying	Not Yet Passed	Passed	Total
162	9	1	156	328

The action group also worked with the LSCB Training Subgroup to map some of the local domestic abuse training provision to feed into the Southend Domestic Abuse Strategy Group mapping exercise.

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

Essex Police again provided a basic DASH training and an advanced DASH course in 2012/13 via Southend Borough Council. This course was open to all Board partners at no cost and in total, 19 additional practitioners were trained across the statutory partnership.

3.4 ACTION GROUPS Products

The 2012/13 Action Groups were as follows:

1. **Audit/Quality/Serious Case Review:** How we will ensure the quality of what we do - this will include Audit, Quality Assurance and Serious Case Reviews.
2. **Policies and Procedures:** Our Policies, Our Procedures and how we share information from people in our community via the SET Working Group.
3. **Workforce Development:** How we ensure that our workforce is competent and confident to safeguard and that our recruitment practice is safe.
4. **Hate Crime and Safeguarding:** (shared with the Southend-on-Sea Learning Disability Partnership Board).

<p>Action Group 1</p> <p>Audit/Quality/Serious Case Review</p>	<p>Multi Agency Audits of Safeguarding</p> <p>During 2012/13, the Action Group hosted another round of multi-agency audits. 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 will be provided to the December 2013 Board for 2012/13 findings.</p>
	<p>Outcome Questionnaire</p> <p>The Outcome Questionnaire was imbedded into social work practice during 2012/13. A report was furnished to the Board in late 2012 regarding the current position around client satisfaction with the safeguarding investigation process. Further work is ongoing by Southend Borough Council to ensure that the Questionnaire influences practice and strategy.</p>
	<p>Self Directed Support (SDS) Risk Panel</p> <p>A risk management panel protocol was drafted and agreed by the Board and will be rolled out in 2013/14.</p>
	<p><u>Priority Development:</u></p> <p>In 2013/14, Southend Borough Council will roll out the SDS Risk Management Panel within the Community Locality Teams.</p>

<p>Action Group 2</p> <p>Policies/Procedures</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>Action Group 3</p> <p>Workforce Development</p>	<p>The SET Working Group commenced a review and re-write of the SET Safeguarding Adults Guidelines, which are to be launched for consultation in July 2013, with a target roll out date of December 2013.</p> <p><u>Priority Development:</u></p> <p>In 2013/14, Southend Safeguarding Adults Board will design a training strategy with the LCSB to target areas of training which are homogenous.</p> <p>Due to agency restructures and Board development, the Southend Safeguarding Adults Board were unable to design a train the trainer module for the delivery of the face to face Refresher training in order to concentrate energies in piloting the refresher course.</p> <p>In 2012/13, Southend Safeguarding Adults Board, via the Council, rolled out Provider Management Training for organisations that play a role in investigations, which is a new training module.</p>

Keeping Safe redesign

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 was piloted in 2012/13 and a college course open to all Southend residents commenced in September 2012 and January 2013. Topics included: hate crime, community safety, relationships and mate crime, fire safety, internet/e-safety, bullying etc.

The course facilitation and delivery has now been passed to Southend Adult Community College.

Action Group 4**Hate Crime and Safeguarding****Hate Crime Initiative with Essex Police, SE Homes, Southend MENCAP, SAVS**

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.

A short survey about the prevalence of hatecrime within the local community was designed by the partnership and launched in early 2013. The accessible survey was printed by KeyMed Olympus and distributed by Southend MENCAP, Southend SAVS and local care day services. SHEILDS (self-advocacy group) held a number of focus groups with service users to encourage the completion of the surveys. The surveys will be collated and findings shared with the Safeguarding Adults Board in 2013.

Service User Engagement Event

A ground-breaking event was held on 28 January 2013 to help people with learning disabilities identify and report hate crime.

The interactive conference hosted by Southend-on-Sea Borough Council, South Essex Homes and Essex Police, was overwhelmingly positively

received by service users.

Guest speaker, Daniel Biddle, survivor of the 7/7 bombings in London described to the audience of 50+ service users his personal experience as a person who acquired his disability through hate crime.

Daniel joined South Essex Homes in launching the film 'Equal Voices' (<http://youtu.be/sOuy2wFaHXM>) in which Southend residents shared experiences and thoughts about living in the face of prejudice and ignorance.

The Hub Drama Group presented a thought provoking dramatic interpretation of hate crime, and a slogan competition was also held. The winning one - 'Don't support it, report it!' - will become the strap line for disability hate crime work in Southend.

To try to stop hate crime, the Council, Southend Mencap, Southend Association of Voluntary Services, South Essex Homes and Essex Police worked together to develop and administer the survey.

Priority Development:

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.'

Accessible Leaflets

Communications: On behalf of Southend-on-Sea Borough Council and the Safeguarding Adults Board, Southend Borough Council has:

- Worked in partnership with Essex Police to design an accessible booklet called 'Stop Hate Crime' which is being circulated pan- Essex to help people with a learning disability understand what support is available from the police to report hate crime.
- Produced an accessible version of the DASH (Domestic Abuse, Harassment, Stalking and Honour Based Violence) assessment used by police, Adult Social Care, Health and various other partners was designed in 2012/13. It will be rolled out in 2013 to assist all agencies in working with people with cognitive or learning needs who require an accessible version of the assessment as a format to share the level of risk to which they are exposed in domestically abusive relationships.
- Produced a new leaflet, 'What is a Safeguarding Investigation' which is being published in September 2013. This leaflet will be given to people and/or their families as a guide so that they understand the

	safeguarding process and what to expect from a competent, skilled investigation.
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3.5 Abuse of Vulnerable Adults Statutory Government Return

Southend Borough Council, as the lead agency for safeguarding adults, completed the statutory return for all safeguarding adults' activity across the Borough in 2012/13. This includes SEPT investigation referrals and outcomes, as well as Council data. This return is required yearly and is submitted in June of each year to the NHS Information Centre. A detailed breakdown of statistical data can be found in the appendix.

3.6 Suite of Performance Measures

Southend Borough Council has worked with the Safeguarding Board to develop a suite of performance indicators, incorporating Deprivation of Liberty Assessments with the performance data for safeguarding investigations, which are reported to the Board quarterly.

3.7 Domestic Abuse and Older People

As a product of the Serious Case Review (SCR) published in 2012, the Board has been monitoring the actions of a number of agencies in their journey to learn from the SCR and imbed learning.

The Localities Service Manager sought the support of the Board in 2012 to carry out a targeted piece of research with older female survivors of domestic abuse. The findings of the research were shared in 2013. The manager held a series of three workshops with Council social work staff to share the themes and findings from the literature review and the local research. The manager made a series of recommendations to the Board in terms of service design and delivery. This work was then picked up by the Domestic Abuse Forum Partnership Manager who then held a Complex Needs Workshop in 2013. The workshop findings were then shared with the Safeguarding Adults Board and the

Domestic Abuse Forum and have fed into the work plan of the Forum, who is the responsible body for carrying forward the findings.

The Safeguarding Board via the Safeguarding Manager and the Domestic Abuse Strategy Group via the Domestic Abuse Partnership Manager contributed to the development of the Local Government Association and Association of Directors of Adult Services (ADASS) '**Adult safeguarding and domestic abuse: A guide to support practitioners and managers (2013)**'.

3.8 Large Scale Investigation

In light of local practice learning and the Winterbourne View and Mid Staffs learning, the Board has commissioned the development of a Large Scale Investigation Protocol. As the team structures are different across Essex and Thurrock, this piece of work will be done as a single-authority project but will require multi-agency partnership involvement. A final draft of the protocol will be brought to the Board in 2014.

3.9 Local Safeguarding Children's Board (LSCB) Links

The Safeguarding Board continues to have strong links with the LSCB and the LSCB 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 continue work commenced in 2012/13 to develop a joint safeguarding commissioning strategy in 2013/14.

Priority Development:

A continued priority in 2013/14 is to continue to work co-productively with the LSCB's Training Subgroup via the SVAB's Workforce Development Group to devise a joint training strategy between Children & Adult economy.

3.10 Mental Capacity Act and Deprivation of Liberty - Best Interest Assessors

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

Six staff (4 staff on senior practitioner grade, 5 staff on qualified social work role) are qualified and practicing as Best Interest Assessors. The Council employ three managers with BIA qualifications who oversee the operational and the strategic responsibilities. A number of other staff were undertaking training at the end of 2012/13.

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.

Southend is moving towards adopting the Eastern Regional MCA & DOLS Best Interest Assessor Selection Criteria to introduce a higher level of uniformity in the geographical region.

Priority Development:

A priority in 2013/14 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.

3.11 DOLS Data

In 2012/13, the Local Authority Supervisory Body received 25 applications from Managing Authority Care Homes under DOLS, 13 of which were authorised. The Information Centre has published the national findings which are available via

<http://www.hscic.gov.uk/pubs/mentalcapacity0910> .

3.12 MCA and DOLS Training

Mental Capacity Act and Deprivation of Liberty Safeguarding Training has continued to roll out to both Council staff and to external provider staff during 2012/13 and is organised for 2014/15.

During 2013/14, the Council commissioned new training around MCA and DOLs in line with feedback from provider and Council staff.

Course	Attendance
Assessing Mental Capacity and making Best Interests Decisions	16
SBC staff (C&L and ACS)	15
MCA/DOLS What Care Homes and Hospitals need to know to comply with the law	10
SBC staff (C&L and ACS)	1
Provider staff (dom care, care homes, nursing homes, supported living)	9
Other statutory agency & other staff	0
Mental Capacity Act – Refresher	27
SBC staff (C&L and ACS)	1
Provider staff (dom care, care homes, nursing homes, supported living)	26
Other statutory agency & other staff	0
Mental Capacity Act 2005 - An Introduction (Full day)	24
SBC staff (C&L and ACS)	0
Provider staff (dom care, care homes, nursing homes, supported living)	20
Other statutory agency & other staff	4
Mental Capacity Act 2005 - An Introduction (Half day)	42
SBC staff (C&L and ACS)	8

Provider staff (dom care, care homes, nursing homes, supported living)	34
Other statutory agency & other staff	0
Mental Capacity Act Refresher Considering its interface with Safeguarding and COP	25
SBC staff (C&L and ACS)	24
Provider staff (dom care, care homes, nursing homes, supported living)	0
Other statutory agency & other staff	1
Total Trained	144

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

A refresher course was commissioned in 2011/12 with several more sessions administered in 2012/13. This training enhanced the suite of MCA and DOLS training available to direct care staff and managers. Please see the chart above for a breakdown of attendance.

3.14 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.

3.15 Boards and Groups:

In 2012/13, the Safeguarding Board via the Safeguarding Manager continued its commitment to various groups and boards across the town and the region. The Safeguarding Manager represented and / or chaired the following groups and boards:

1. Action Group- Chair- Hate Crime and Safeguarding
2. Action Group- Chair- Workforce Development
3. Domestic Homicide Review
4. Eastern Region Deprivation of Liberty Local Implementation Network
5. Eastern Region Safeguarding Leads
6. Essex Best Interest Assessor Group
7. Essex Deprivation of Liberty Local Implementation Network
8. Essex Police's Anti Social Behaviour Operational Group
9. Southend-on-Sea Safeguarding Adults Board
10. Southend-on-Sea Safeguarding Adults Executive
11. Serious Case Review: Mrs A
12. Southend Domestic Abuse Strategy Group
13. Southend University Hospital NHS Foundation Trust Safeguarding Board
14. Forced Marriage and Honour Based Violence pan-Essex Workgroup
15. Child Sexual Exploitation Local Workgroup
16. Child Sexual Exploitation pan-Essex Strategic Workgroup
17. Multi-faith Safeguarding Group (attended by another member of staff)
18. Safeguarding Champions

3.16 SET Process Training

Training specific for Southend Borough Council social care assessment and care management practitioners using the SET Guidelines was introduced in 2011 and continued to be rolled out in 2012/13. Other participants included: the Contracts Team, Finance Teams and the Access Team practitioners. This training was designed by the Council's 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.

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

The following trainings/workshops/briefings have been undertaken in 2012-13:

20 April 2012	Equality and Human Rights Commission- Presenting on the 'Hidden in Plain Sight' and the 'Close to Home' reports.
Tues, 24 April 2012	Safeguarding and the law.
Tues, 15 May 2012	The Law and CHC and Sct 117
Tues, 29 May	'How to obtain an injunction' training by the National Centre of Domestic Abuse. Followed by presentations from Safer Places and the Southend Domestic Abuse Projects- Domestic Abuse. Hosted by Southend Borough Council and Southend Domestic Abuse Forum.
29 June 2012 & 27 September 2012	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.
9 November 2012	Domestic Abuse and Older People. Facilitated by Professor Reader at University of East Anglia.
21 March 2013	No Recourse to Public Funds Training- for Council staff
22 March 2013, 17 April , 9 May 2013	Domestic Abuse and Older People- Interventions Training for Council staff

Planned for 2013/14:

7 May 2013	F I R E Launch with Essex Fire and Rescue
4 June 2013	Disclosure and Barring Service- Your Legal Duty to Refer- a.m. and p.m. session
26 June 2013	Stop Loansharks- National Loansharking Team- a.m. and p.m. session
10 Sept 2013	Office of the Public Guardian- Safeguarding Finances- a.m. and p.m. session
24 Sept 2013	Public Health Session for Care Home and Domiciliary Services- Infection Control and Flu Prevention
26 September 2013	Private Fostering Awareness Sessions

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

The following Safeguarding Adults training 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.

Course	Attendance
Domestic Abuse, Stalking and Harassment and Honour Based Violence (DASH 2009) - Advanced	10
SBC staff (C&L and ACS)	6
Provider staff (dom care, care homes, nursing homes, supported living)	2
Other statutory agency & other staff	2
Domestic Abuse, Stalking and Harassment and Honour Based Violence (DASH 2009) - Basic	19
SBC staff (C&L and ACS)	15

Provider staff (dom care, care homes, nursing homes, supported living)	3
Other statutory agency & other staff	1
Safeguarding SET Procedure	21
SBC staff (C&L and ACS)	21
Provider staff (dom care, care homes, nursing homes, supported living)	0
Other statutory agency & other staff	0
Safeguarding Vulnerable Adults from Abuse - Raising Awareness	373
SBC staff (C&L and ACS)	30
Provider staff (dom care, care homes, nursing homes, supported living)	313
Other statutory agency & other staff	30
Safeguarding Vulnerable Adults from abuse for Southend Care Provider Managers	48
SBC staff (C&L and ACS)	0
Provider staff (dom care, care homes, nursing homes, supported living)	42
Other statutory agency & other staff	6
Safeguarding Vulnerable Adults Investigator Skills	13
SBC staff (C&L and ACS)	13
Provider staff (dom care, care homes, nursing homes, supported living)	0
Other statutory agency & other staff	0
Total Trained	484

3.18 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.

3.19 Clinical Commissioning Groups Engagement

Work commenced via the Independent Chair and the Chair of the Executive to secure the involvement and engagement with the Clinical Commissioning Group for Southend. The newly appointed Executive Nurse became a member of the Board in 2012/13. The Essex Area Team will join the Southend Safeguarding Adults Board in September 2013 and work is underway to map the links across the economy of Health with regards to safeguarding.

Priority Development:

A priority in 2013-14 is to continue to work co-productively with the Southend Clinical Commission Group to ensure that GPs have the appropriate level of safeguarding training.

Section 4- Action Plan Progress 2012/13

The action plan set for 12/13 and the status update at year end. The work priorities for 2013/14 have been set out in the Southend Safeguarding Adults Board's Business Plan for 2013-15.

Objective	Measure	Responsible	Achieved
Development Stream: Board Partnership			
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.	All statutory changes successfully implemented.	The Safeguarding Vulnerable Adults Board	In progress-continue
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	Through engagement and membership on the Board from the Southend Clinical Commissioning Group's Executive Nurse for Safeguarding Children & Adults and the Chief Operating Officer of the commissioning group.	The Safeguarding Adults Board and Southend Clinical Commissioning	Partially completed-CCG engaged. In progress-continue

<p>the appropriate level of safeguarding training.</p>		<p>Group</p>	
<p>3. For the Safeguarding Adults Board to work co-productively with agency partners to share responsibility with Southend Borough Council for chairing action groups.</p>	<p>To be discussed at Safeguarding Board Away Day.</p>	<p>To be discussed at Safeguarding Board Away Day.</p>	<p>In progress-continue</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"> • Police • Social Care • CCG <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>Complete</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>Complete and rolling</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 extended to include one Councillor from each of the current 3 Scrutiny Committees.</p>	<p>To have robust representation from active Councillor membership from the relevant Scrutiny Committees.</p>	<p>Safeguarding Adults Board</p>	<p>In progress</p> <p>Planned as part of governance review once new Board Manager in post in August 2013</p>
<p>7. To ensure that the Board continues to monitor national developments in policy, procedure and lessons learned</p>	<p>Through analysis and outcomes of Serious Case Reviews/Adult Reviews.</p>	<p>All partners in the Safeguarding Adults Board</p>	<p>Complete and rolling</p>

and changes course appropriately.			
8. To comply with all statutory information collection requirements, such as the AVA (Abuse of Vulnerable Adults Statutory Government Return).	To comply with the requirements of data returns.	Southend Borough Council on behalf of the Southend Safeguarding Adults Board.	Complete and rolling
Unassigned task and finish group: Workforce Development			
9. Southend Safeguarding Adults Board will roll out Provider Management Training for organisations who play a role in investigations.	To provide additional support to providers via a bespoke training session, designed in direct response to their feedback.	Safeguarding Adults Manager and unassigned task and finish group.	Complete and rolling
10. Safeguarding Board will work with the Local Safeguarding Children's Board to devise a local training strategy.	To devise a strategy that meets the needs of the child and adults economy.	Safeguarding Adults Manager and the unassigned task	In progress

		and finish group.	
11. 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.	To work with Council Legal and Democratic Services Team to offer training to: <ul style="list-style-type: none"> • All three Scrutiny groups • Cabinet • Portfolio Holders for Public Protection, Children's & Adults • All disciplinary panel members 	Safeguarding Adults Manager and Group Manager for Social Care, Southend Borough Council	In progress This item will be reviewed as part of the Board governance review to commence in August 2013.
12. Southend Safeguarding Adults Board will introduce Level 1 (basic awareness) e-learning training, which will be available for all partners and for 3 rd sector.	To launch an e-learning package which is available to provider and 3 rd sector colleagues and all agencies registered under the Health and Social Care Act 2008.	Safeguarding Adults Manager and the Workforce Development Manager, Southend Borough	Complete and rolling

		Council and the Action Group 6.	
<p>13. 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>Package written and piloted in Council service provision, however with the introduction of the E-Academy e-learning package, this objective is now redundant as the e-learning meets this need for external providers.</p>

Council priority development			
<p>14. 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>Complete and rolling</p>
<p>15. 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>In progress</p>
<p>Action Group 7: Hatecrime & Safeguarding- Chair- Safeguarding Adults Manager, Southend Borough Council</p>			
<p>16. 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 & Hatecrime and</p>	<p>Changed direction Due to agency</p>

		Safeguarding Action Group Members	restructure, the responsibility for the delivery of this module program has shifted from Southend Borough Council to the Southend Adult College. There will not be any Train the Trainer facilitated by the Safeguarding Adults Board due to staffing resources.
17. Continue work with our hate crime partners (Southend MENCAP, SE Homes, Essex)	To identify level of hate crime & discriminatory abuse across Southend. To analyse the information and present to the Safeguarding	Safeguarding Adults Manager & Hatecrime	In progress and continuing

<p>Police) to increase awareness and encourage self referrals under the category of 'discriminatory abuse.'</p>	<p>Adults Board for action.</p>	<p>and Safeguarding Action Group Members</p>	
<p>18. 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"> • 'Am I being forced to marry?' • 'Abuse is wrong' • Accessible version of the DASH (Domestic Abuse, Stalking, Harassment and honour based violence Risk Assessment) <p>Create the following leaflet(s):</p> <ul style="list-style-type: none"> • 'What happens in a safeguarding investigation?' 	<p>Safeguarding Adults Manager & Hatecrime and Safeguarding Action Group Members</p>	<p>Complete and rolling</p>
<p>19. 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 and Southend Borough Council to be sent to service users and carers in December 2012.</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 & Hatecrime and Safeguarding Action Group</p>	<p>In progress</p>

<p>Essex Police) to increase awareness and encourage self referrals under the category of 'discriminatory abuse and sexual abuse.'</p>		<p>Members</p>	
<p><u>Development Stream: Unassigned MCA & DOLS</u></p>			
<p>20. 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.</p>	<p>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.</p>	<p>Safeguarding Adults Manager and unassigned task and finish group.</p>	<p>In progress</p>
<p>21. Southend Borough Council to work with partners to identify and project map the transition of statutory responsibilities for assessments, authorisations</p>	<p>To ensure that there is a smooth transition from the PCT to the Council for all cases applicable under Deprivation of Liberty Safeguards.</p>	<p>Group Manager Social Care, Safeguarding Adults Manager Council.</p>	<p>Complete and finished</p>

<p>and reviews of all referrals under the Deprivation of Liberty Safeguards within the health and care/nursing home managing authority economy.</p>			
<p><u>Unassigned Task and Finish Group</u></p>			
<p>22. 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 proposed that this procedure will then be adopted by SET.</p>	<p>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.</p>	<p>Localities Review Teams Manager, SBC Group Manager, Social Care, SBC Safeguarding Adults Manager, SBC Contracts Manager, SBC Executive Nurse, CCG Associate Director for</p>	<p>In progress- draft seen by the March 2013 Board. Further work being lead by Safeguarding Adults Manager.</p>

		Safeguarding Adults and Children, SEPT Then SET Working Group	
23. Safeguarding Adults Board to work with SET Adults & Children's partners devise and launch an Honour Based Abuse policy and procedure for all organisations, accompanied by requisite training.	To ensure that the Safeguarding Adults Board has a robust policy to support victims of Honour Based Violence and Female Genital Mutilation.	LSCB & SVAB via the Safeguarding Adults Manager	In progress but will be delivered through the joint Board Manager and Safeguarding Manager
24. 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	To ensure that the Safeguarding Adults Board has a robust policy to support victims of Sexual Exploitation.	LSCB & SVAB via the Safeguarding Adults Manager	Complete and rolling Through the work of the CSE local group and the SET CSE group, the current

vulnerable adults will be implemented, along with requisite training.

Children's Policy and Procedure mentions adult services. In light of Home Office guidance about to be issued around linking up missing people and vulnerable adults, the Board will develop a policy on this topic, which will include the topic of sexual exploitation.

Action Group 3: Audit/Quality/Serious Case Review.

<p>Chair from October 2012: Head of Adult Commissioning, Southend Borough Council</p>			
<p>25. 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.</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>Complete and rolling</p>
<p>26. 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.</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>Changed direction</p> <p>DHR has not been published yet. The DHR is being monitored by the Community Safety Partnership, not</p>

			the SVAB.
27. To continue to carry out multi agency audits three times a year and report findings into the Safeguarding Adults Board.			Complete and rolling

Appendix 1- 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

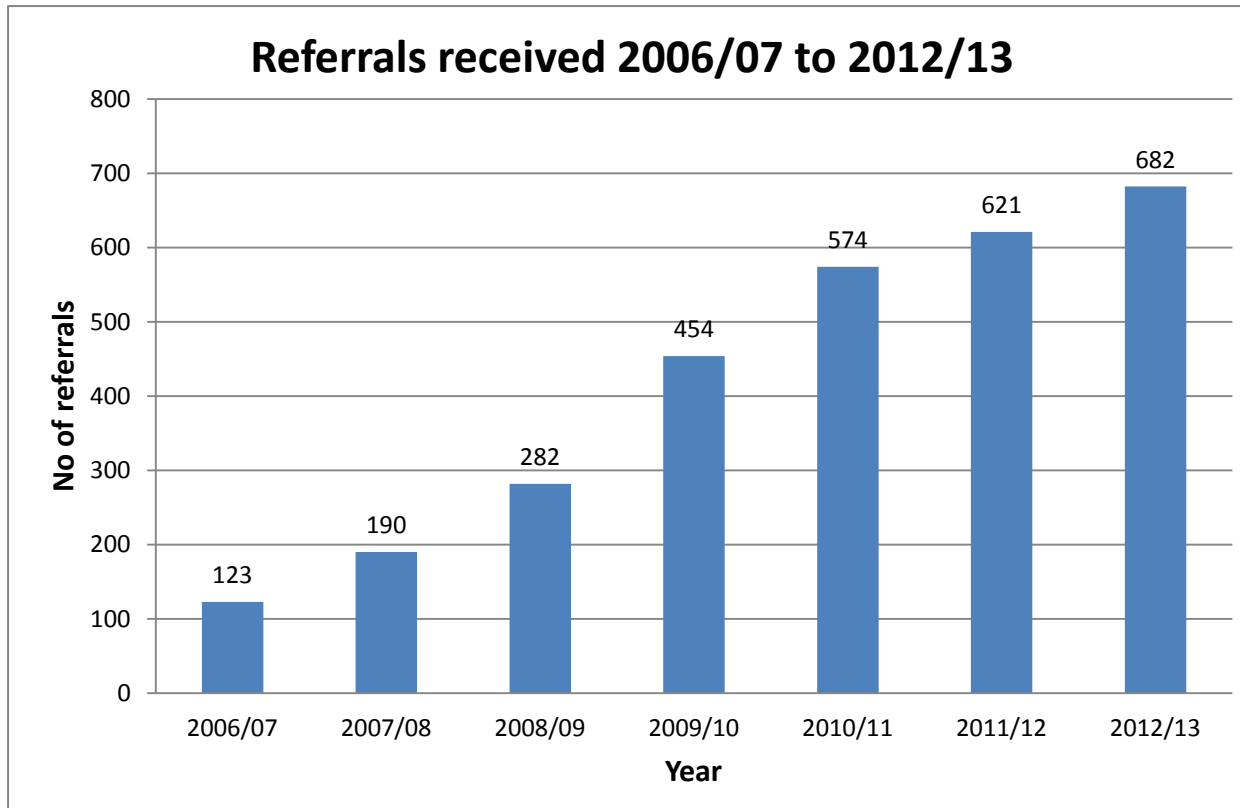
2010/11: 574

2011/12: 621

2012/13: 682

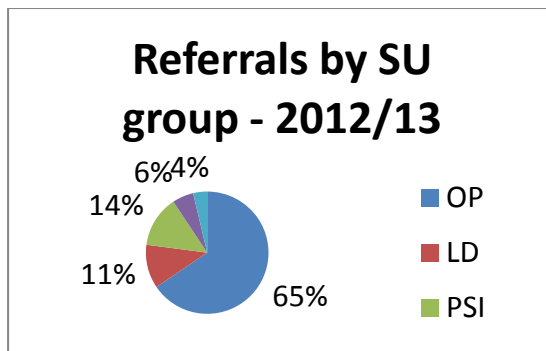
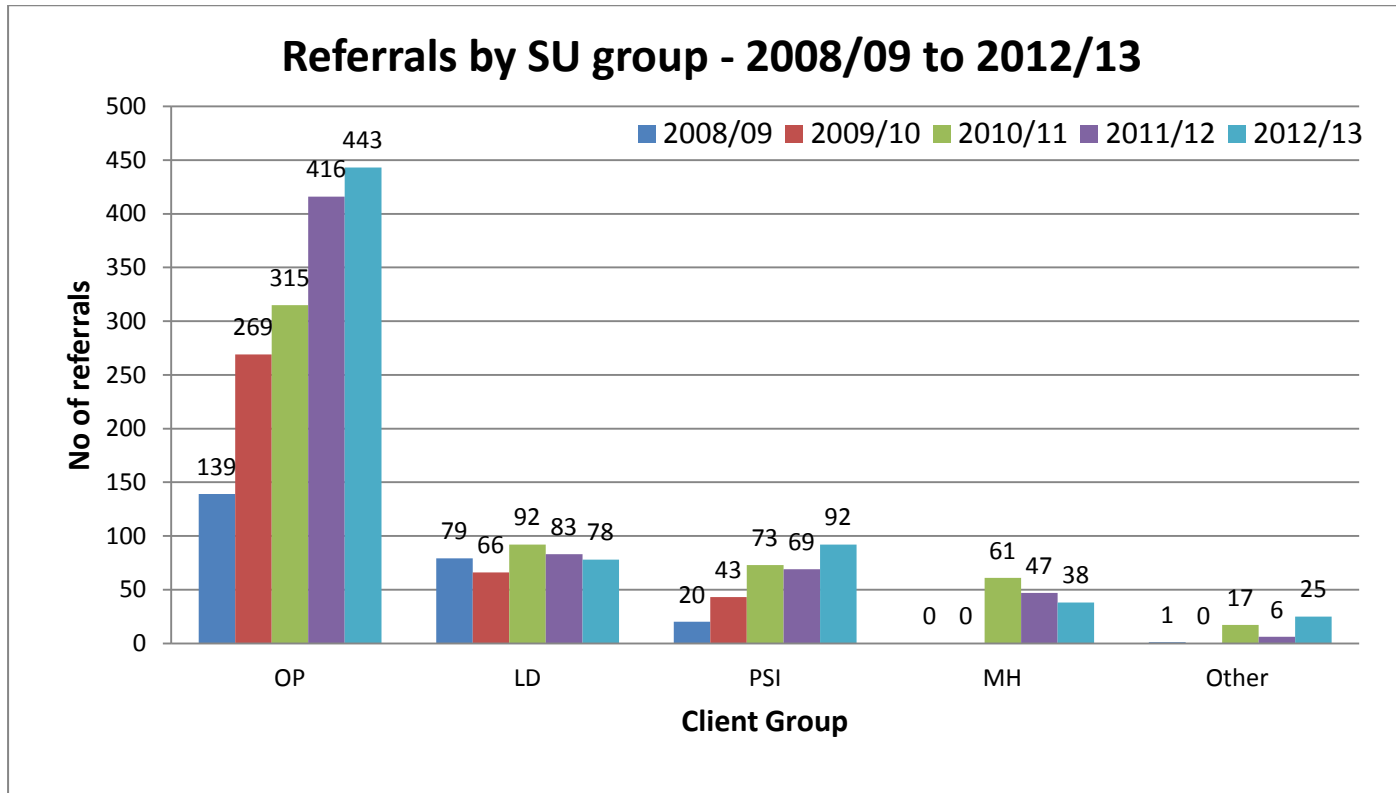
Since 2006/7, there has been a **454% increase** in cases of abuse being reported. It is important to say that Southend Borough Council does not think more people are being abused but that detection and awareness are improved.

Chart 1



Since 2006/7 there has been a 454% 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



Comment: There is a general decline in the number of referrals being made for people with mental health needs, year on year. This could be explained by the fact that Southend Borough Council assumed the responsibility for all older clients with mental health diagnoses that traditionally would have been referred into the mental health trust. Due to the evolving nature of safeguarding, the local authority and SEPT have received a significant number of safeguarding referrals for people with no apparent need for community care services. Thus, by introducing the new SET Guidelines in December 2013, which bring in an 'Alert' and 'Referral' pathway after the referral stage, this number is expected to change as some of these referrals will be classed as 'alerts' and will not warrant a safeguarding investigation as the person would not meet the definition as a 'vulnerable adult'.

Chart 3

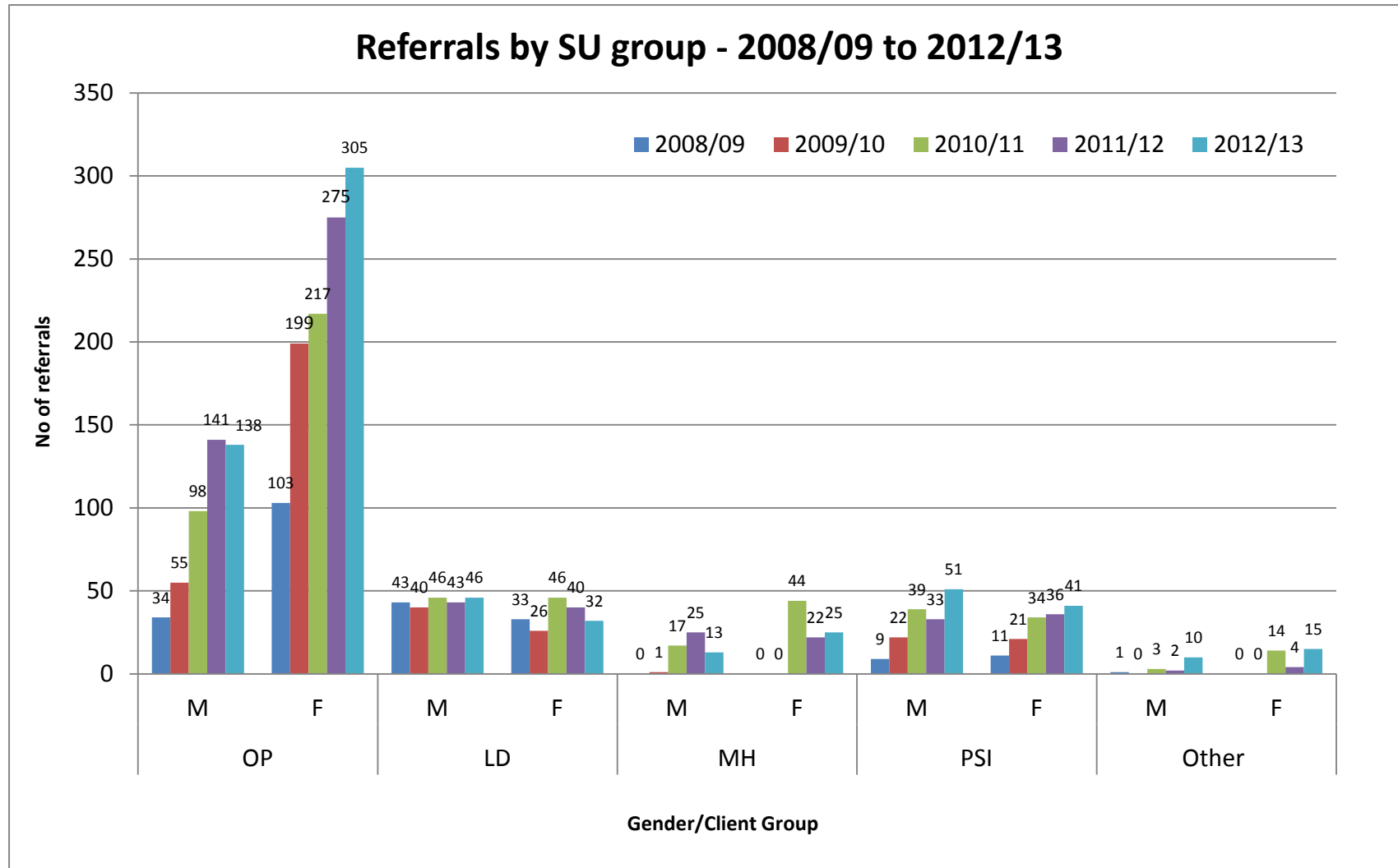
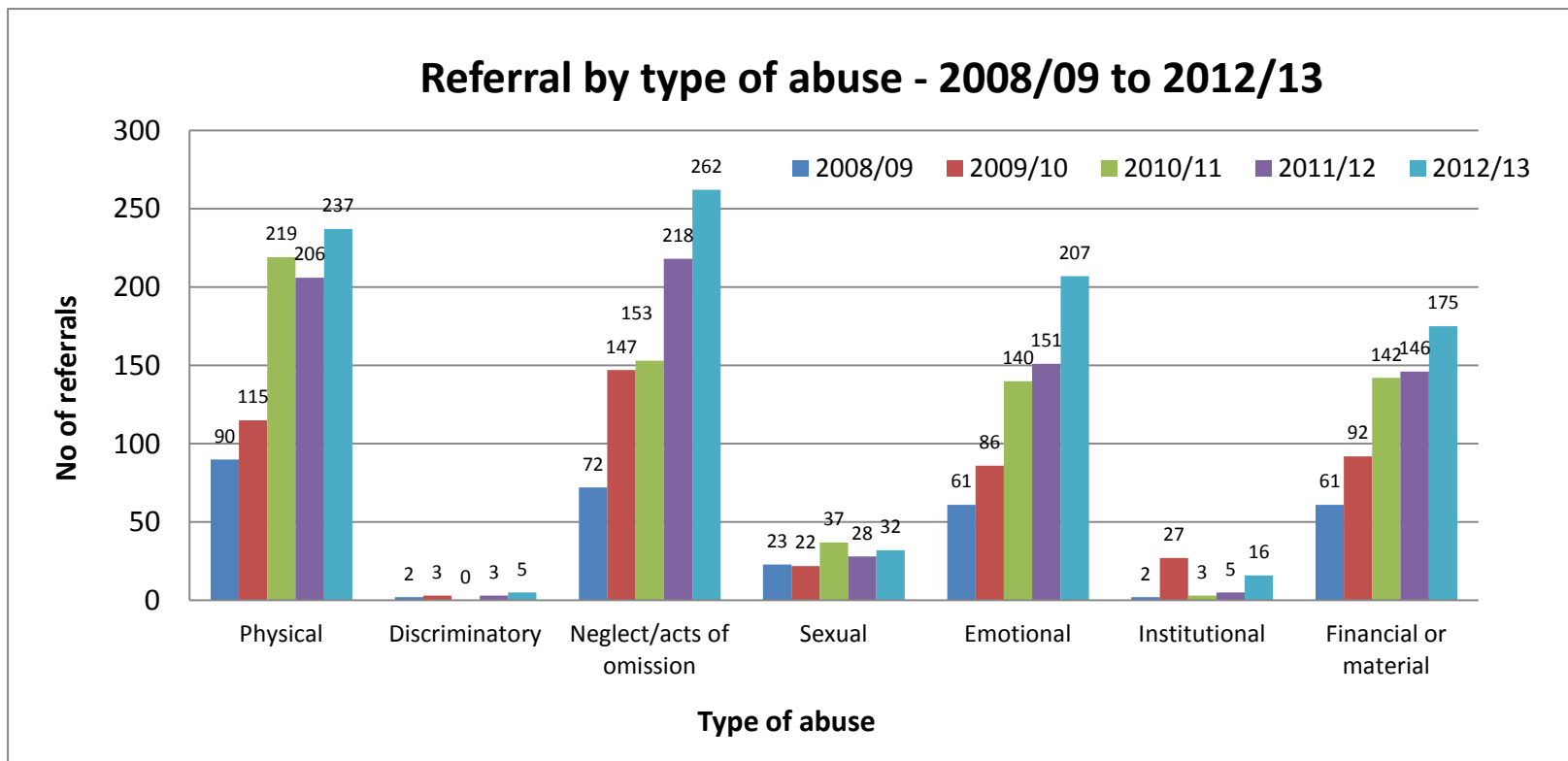
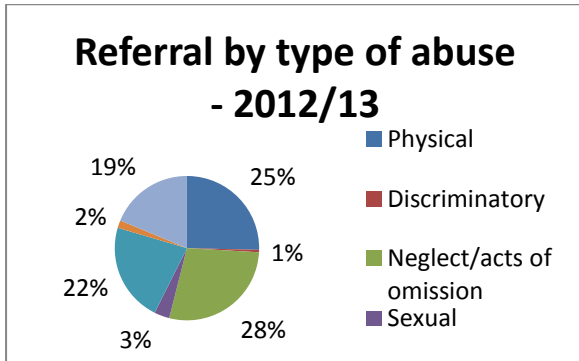


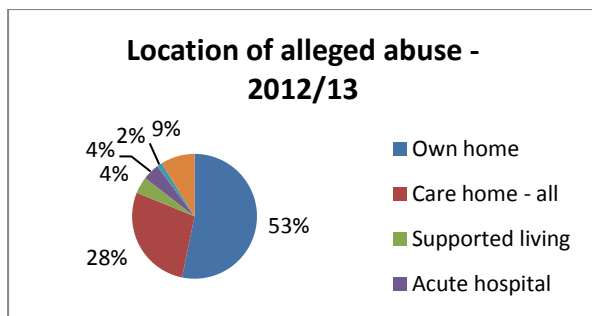
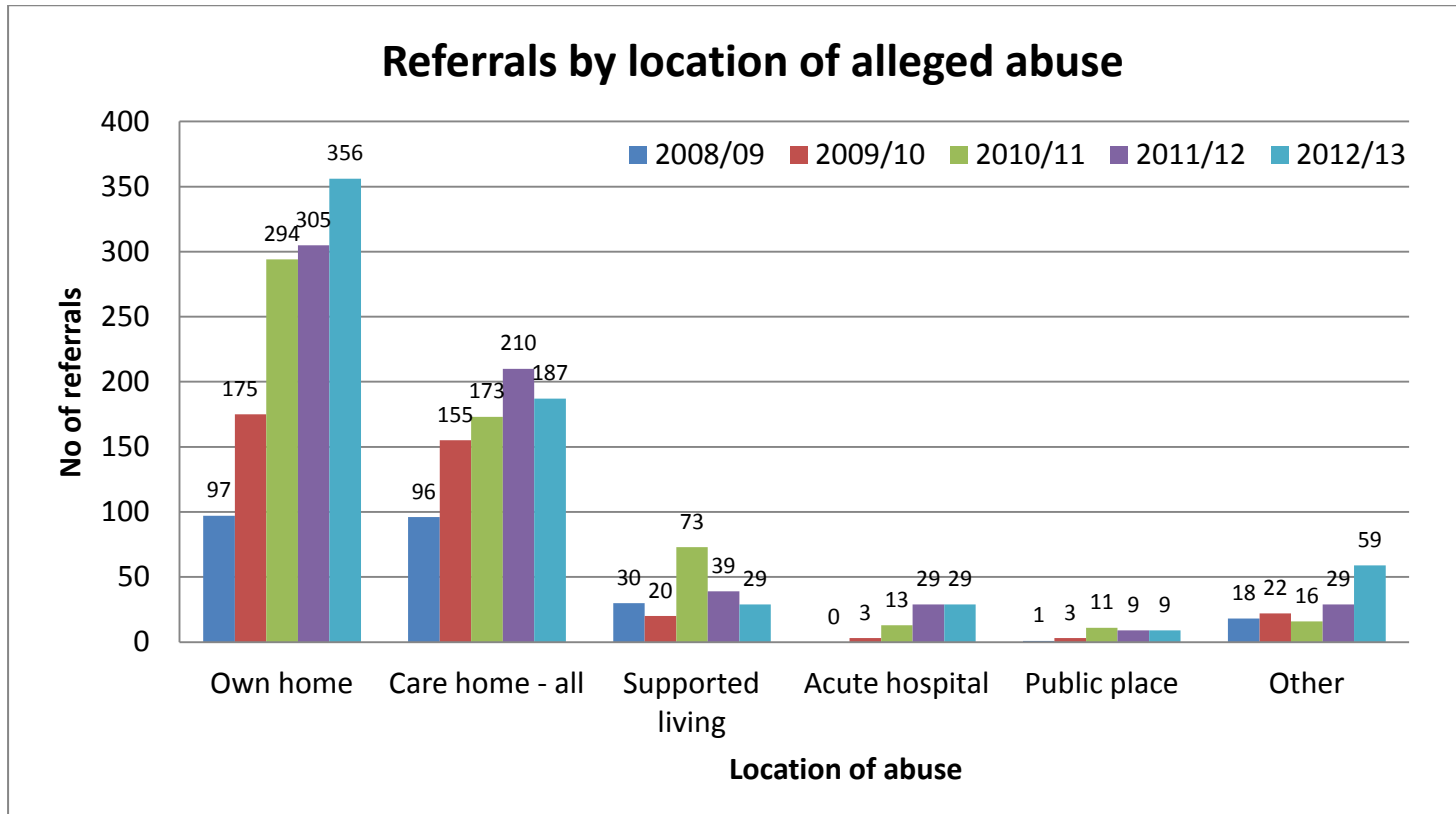
Chart 4





Comment: The low number of Institution allegation referrals are attributed to the fact that when someone raises a SET SAF1, unless they are a professional or have experience within quality of care, they are very unlikely to quantify a concern as being institutional in nature. Many neglect/act of omission investigations become institutional investigations once all of the facts are analysed.

Chart 5



Estimated proportion of referrals from Clients in residential /community	2008/09	2009/10	2010/11	2011/12	2012/13
Residential	39.7	41.0	29.8	33.8	27.9
Community	60.3	59.0	70.2	66.2	72.1

PROPORTION OF SERVICE USERS BY RESIDENTIAL/COMMUNITY BASED SERVICES 2011/12

Residential	20
Community	80

Tables above show that although service users are split 20% in residential and 80% in the community, referrals show roughly 28% from residential and 72% 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.

However it should be noted that a fair few safeguarding concerns are raised as the care home being the location of the abuse, however upon investigation, the perpetrator could have been a friend or family member or other professional, not connected the care home whatsoever.

Chart 6

Referral by ethnicity compared to general population (%)	2012/13 referrals	2011 Census
White	98.0	92
Mixed	0.3	2
Asian/Asian British	0.7	4
Black/Black British	0.3	2
Other ethnic group	0	1

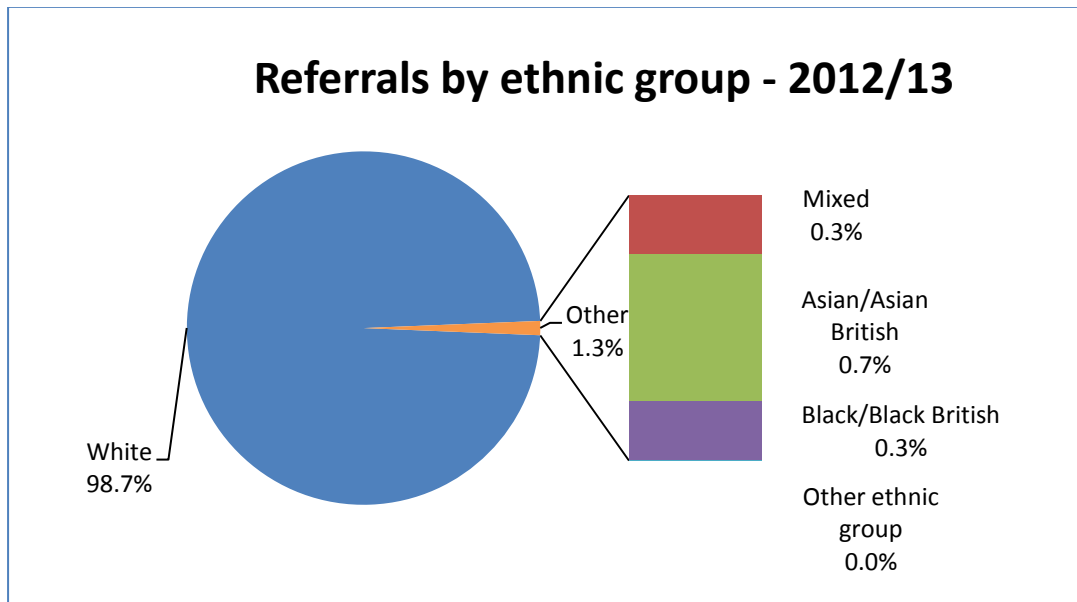


Chart 7

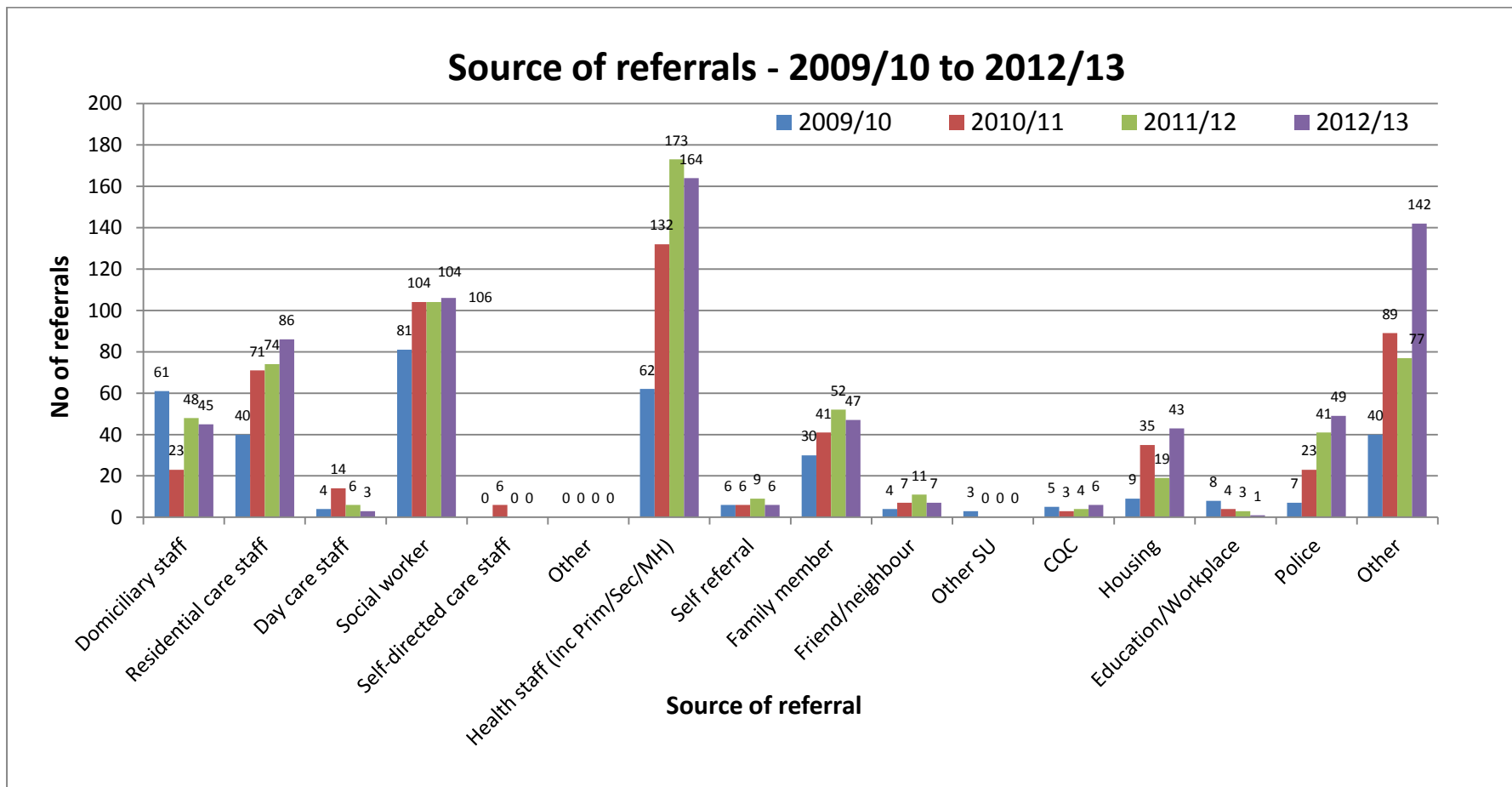
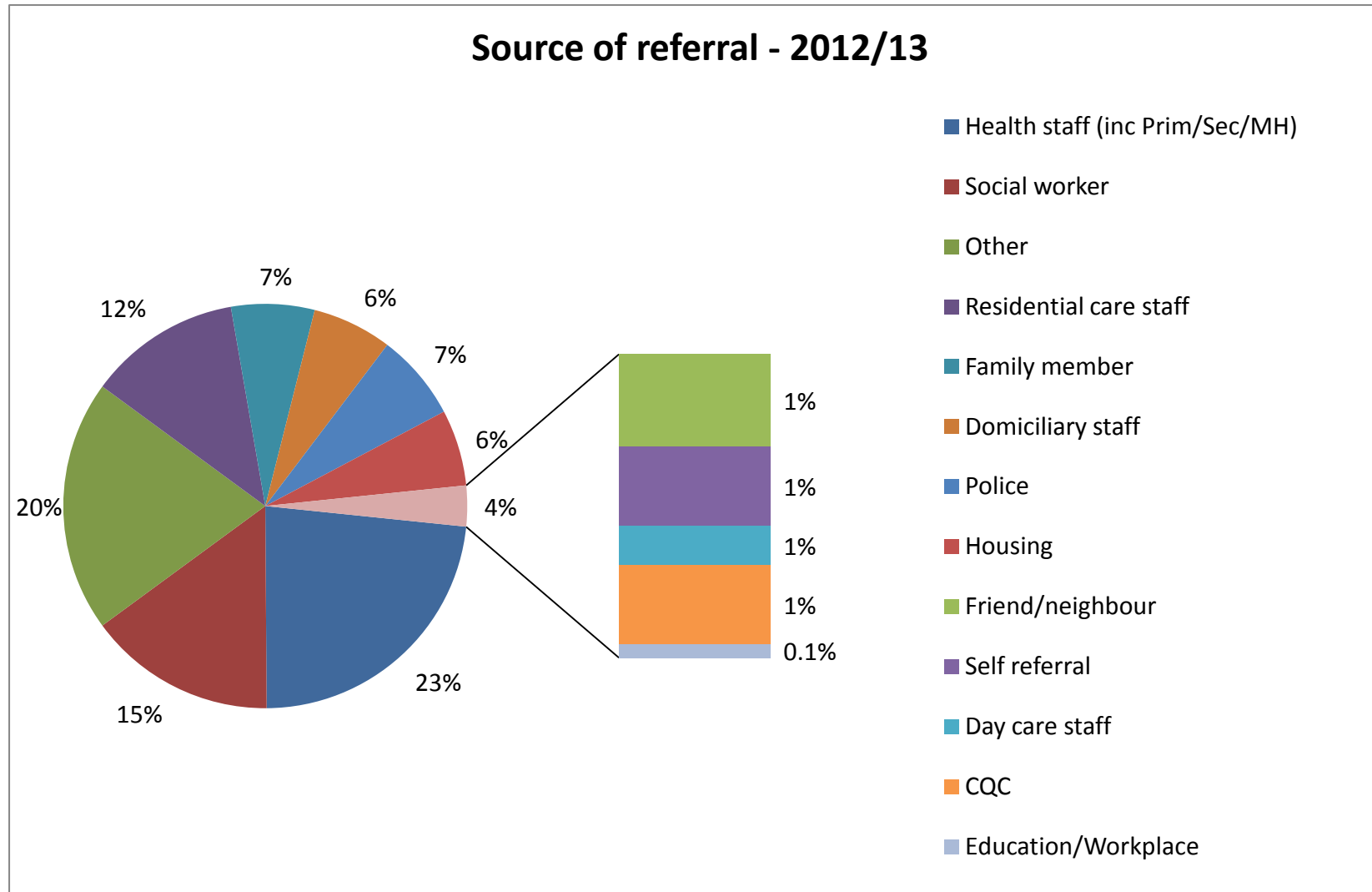


Chart 7a



Comment: There is a welcome increase in referrals from Health professionals. This fits within the national context of the significant amount of work done around dignity in care and professional accountability for patient safety. Self-referrals and referrals by other vulnerable adults are still a very low percentage which signals a need to continue to commit to service user engagement and awareness. Police and CQC continue to make referrals but not at the level expected due to the volume of interactions with service users and services.

Chart 8

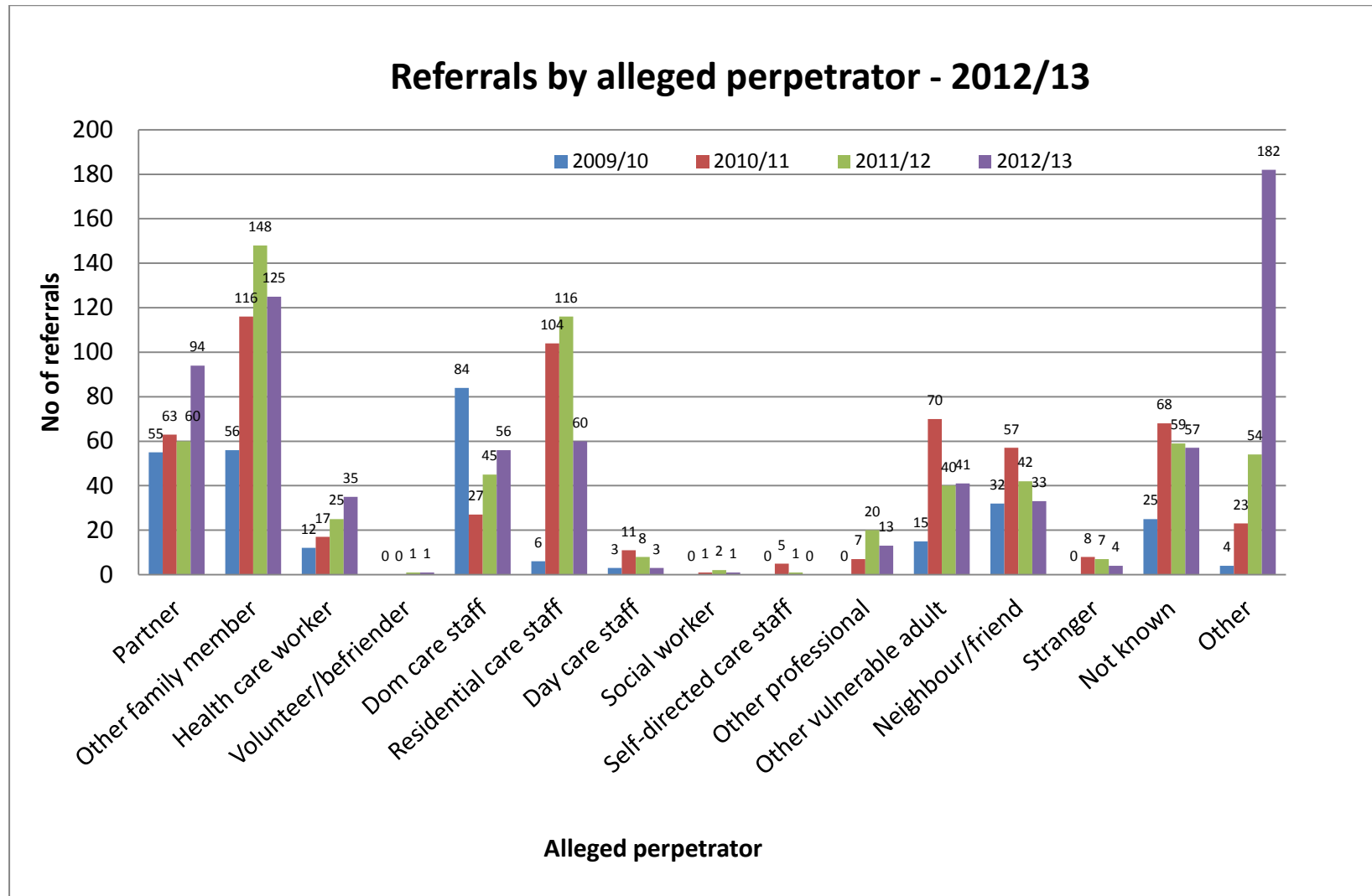
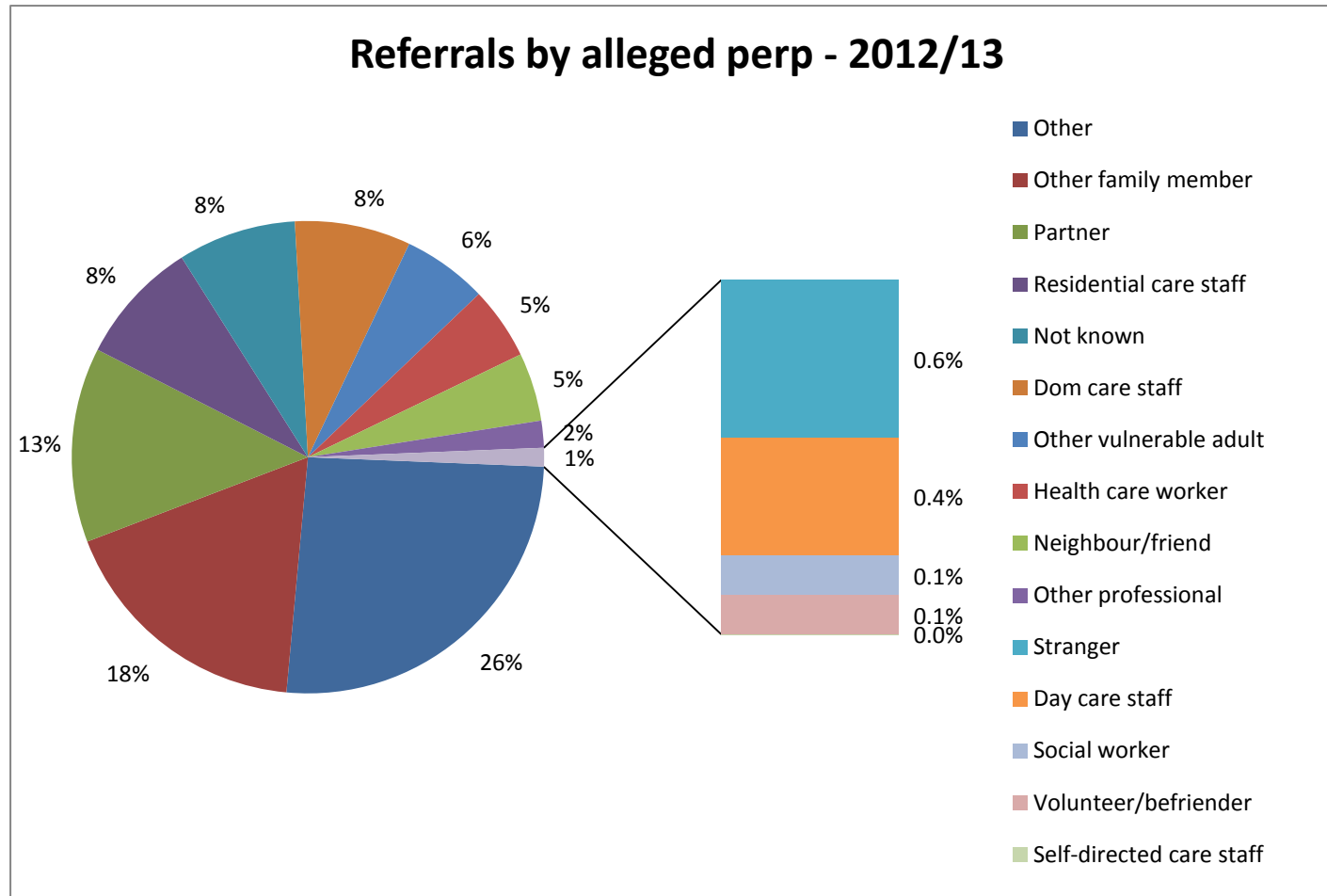


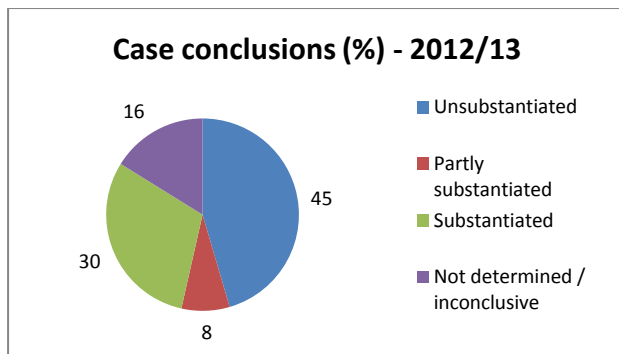
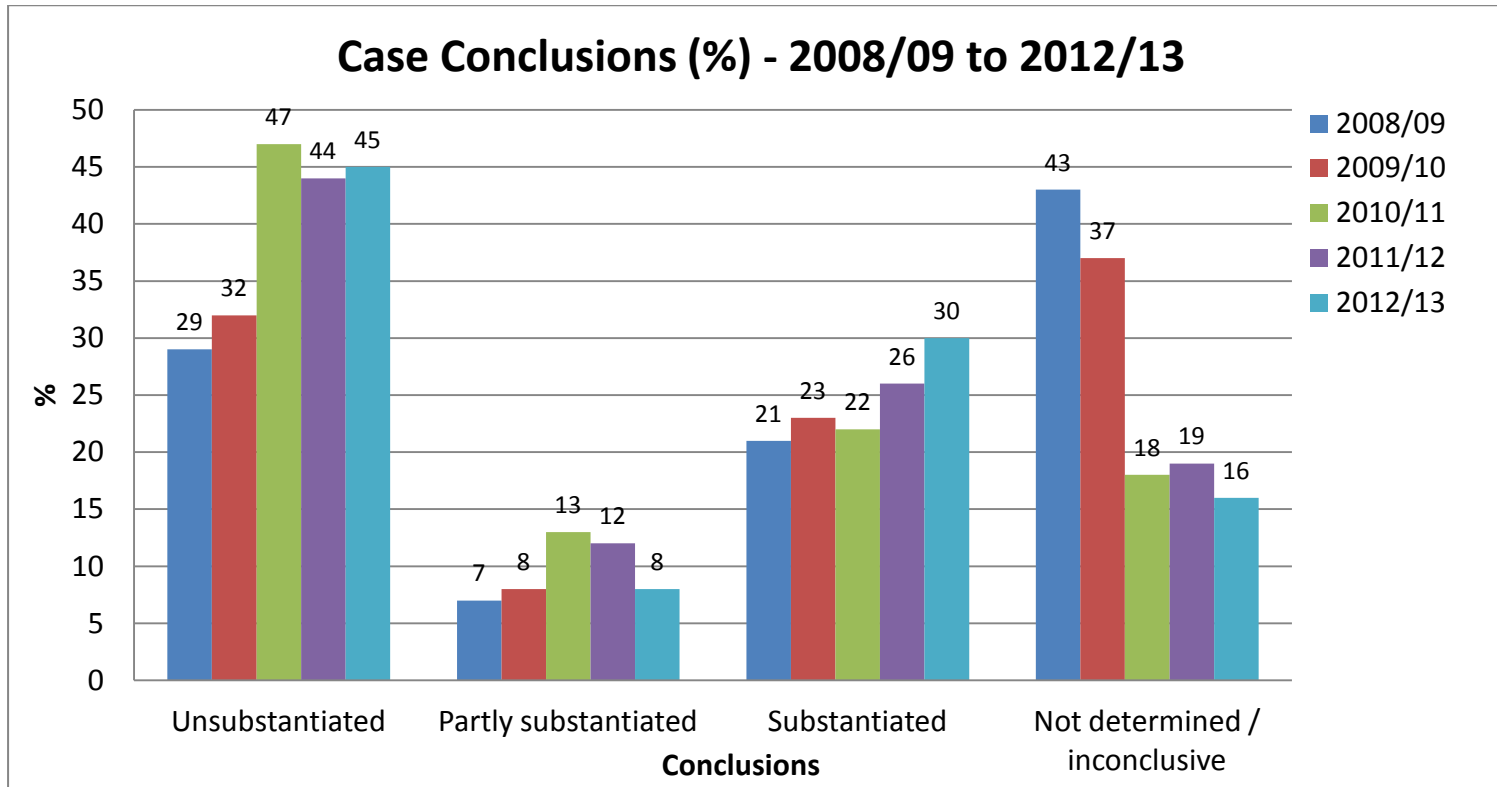
Chart 8a



Comment

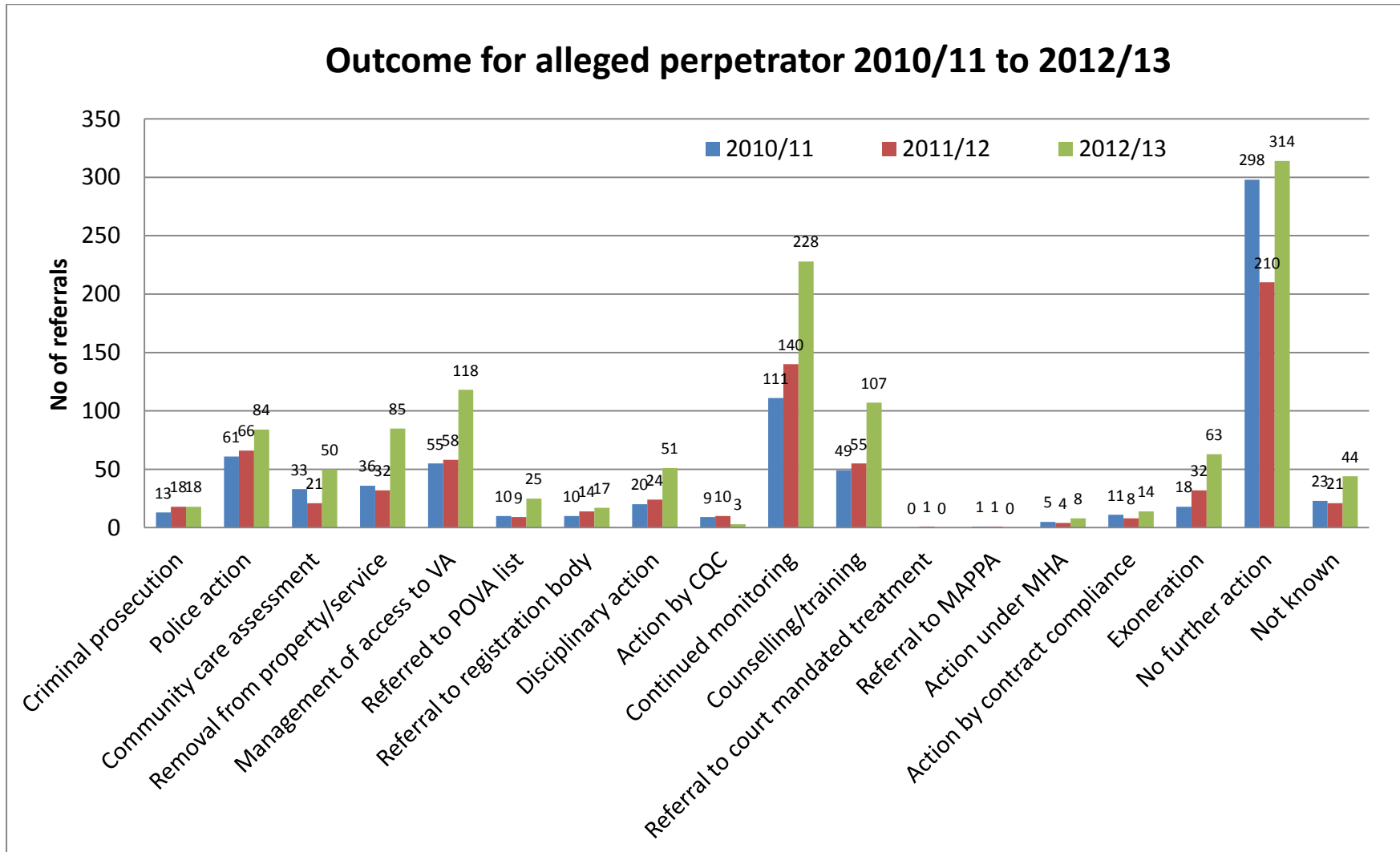
The referral rate for victims who meet the Home Office definition of Domestic Abuse accounted for 31% of all of the safeguarding referrals for 12/13. This is a significant figure, which gives weight to the priority work being done by the SVAB and the Domestic Abuse Forum to address the issues and needs of victims and perpetrators of domestic abuse. In light of the SCR published in 2012, SVAB and partners have been doing work around mapping the pathways between safeguarding and domestic abuse, which may run parallel and diverge depending on risk and intervention. There is a large proportion of alleged perpetrators classed as 'not known'. This can be for various reasons specific to the allegation, such as in cases of neglect or acts of omission where it is difficult to isolate a single perpetrator.

Chart 9



Comment: Work through the revised SET Guidelines, due to be released in December 2013, introduce threshold criteria for local authorities to apply to all SET SAF1s upon receipt. SET will be introducing a 'Referral' and 'Alert' pathway to apply to all SET SAF1s. Therefore, the number of inappropriate SET SAF1s that are not safeguarding issues will be counted as 'Alerts' instead of 'Referrals' which should bring down the numbers of 'Unsubstantiated' case conclusions and 'No Further Action' for alleged perpetrators. 'Not known' outcomes for alleged perpetrators usually apply in situations when the service user with capacity chooses not to continue with the investigation.

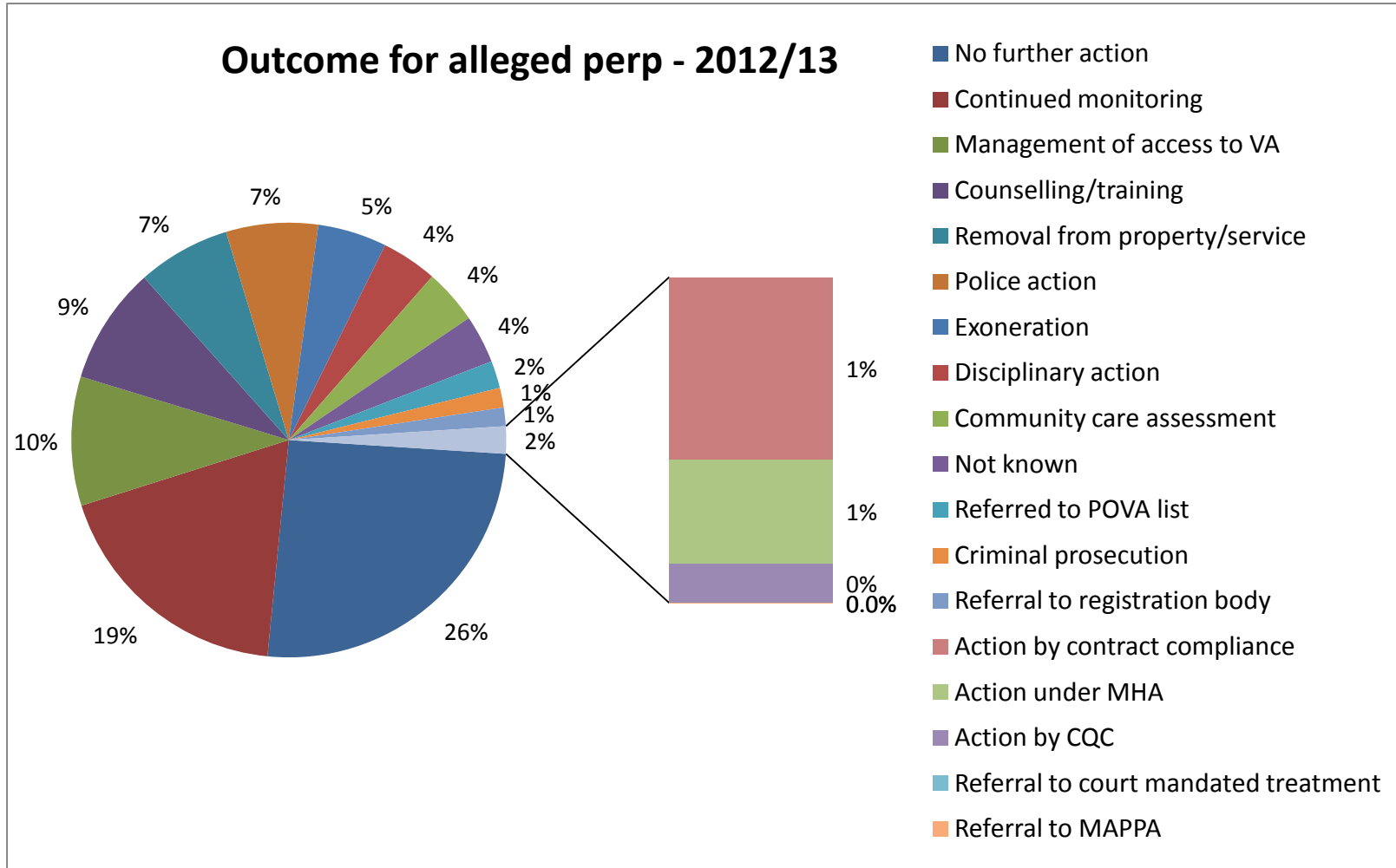
Chart 10



Comment: It should be noted that the local authority does not receive direct data from the criminal justice system. Therefore, reported convictions are usually gleaned from police or providers. With regards to the referrals to the POVA List (known from April

2013 at the Disclosure and Barring Service), the local authority/SEPT are notified of referrals at the point of safeguarding meetings. Due to the nature of the DBS, referral agents/local authorities are not routinely notified of the outcome of the DBS referral. There are low numbers of referrals to MAPPA as this is a criminal justice pathway, not a pathway open to safeguarding adults. No further action could be reached for a high percentage of cases as the referral was not a safeguarding matter to begin with. Work through the revised SET Guidelines, due to be released in December 2013, introduce threshold criteria for local authorities to apply to all SET SAF1s upon receipt. SET will be introducing a 'Referral' and 'Alert' pathway to apply to all SET SAF1s. Therefore, the number of inappropriate SET SAF1s that are not safeguarding issues will be counted as 'Alerts' instead of 'Referrals' which should bring down the numbers of 'Unsubstantiated' case conclusions and 'No Further Action' for alleged perpetrators. 'Not known' outcomes for alleged perpetrators usually apply in situations when the service user with capacity chooses not to continue with the investigation.

Chart 10



Comparison to overall population and those receiving SBC services

The following comparisons include SBC referrals as a proportion of both overall population (source: 2011 mid-year estimates) and clients receiving a service (source: RAP P1 2012/13 including residential care clients) from SBC.

Older People

According to 2011 Office of National Statistics (ONS) mid-year population estimates there are 30,800 people aged 65+ in Southend, of which 14% (4,274 during 2012/13 rolling year) receive a service, including residential care, (across all 65+ client groups) from Adult & Community Services;

Of the 14% receiving a service from Adult & Community Services 11% (470) has been referred to Safeguarding between April 2012 and Mar 2013.

18-64 Age Group

According to ONS mid-year population estimates there are 105,500 people aged 18-64 in Southend, of which 1% (1,366) during 2012/13 rolling year) receive a service (across all 18-64 client groups) from Adult & Community Services;

Of the 1% receiving a service from Adult & Community Services 17% (235) has been referred to Safeguarding between April 2012 and March 2013.

Supporting information

- Total number of 18-64 referrals between April 12 and March 13 is 235
- Total number of 65+ referrals between April 12 and March 13 is 470
- ONS total 18-64 population = 105,500
- ONS total 65+ population = 30,800
- Council data taken from RAP P1 rolling 2012/13 year

Appendix 2:

Priorities for the 2013/14

The work priorities for 2013/14 have been set out in the Southend Safeguarding Adults Board’s Business Plan for 2013-15.

Objective	What will happen?	Who will lead this?	To be completed in year:	Challenges/Risks for 2013/14
Board Management and Governance Objectives				
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.	All statutory changes successfully implemented.	The Safeguarding Vulnerable Adults Board	Ongoing from 2012	Board will need to further develop its governance and learning & improvement framework to ensure it is able to hold agencies to account for the effectiveness of safeguarding adults

2	<p>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 & Adults and the Chief Operating Officer of the commissioning group.</p>	<p>The Safeguarding Adults Board and Southend Clinical Commissioning Group</p>	<p>Transfer of responsibility for delivery to the Southend CCG Executive Nurse for Safeguarding Adults & Children. To commence from 2013.</p>	<p>The Board will need to monitor the impact of any changes to health services commissioning which may impact on the efficacy of safeguarding adults practice.</p> <p>The Board will need to monitor the quality and compliance with GP safeguarding training, in addition to training provided by the Board and its other partner agencies</p>
3	<p>For the Safeguarding Adults Board to work co-productively with agency</p>	<p>Shared responsibility of chairing SDMGs as traditionally this role has</p>	<p>Agreement by Essex Police and Southend CCG that</p>	<p>Ongoing from 2012</p>	<p>Support and training will be required by new SDMG chairs and</p>

	partners to share responsibility with Southend Borough Council for chairing Strategic Development and Management Groups.	been solely managed by Southend Borough Council since 2002.	from post April 2013, each organisation will lead and chair a group.		Board members to enable them to fulfil their role effectively.
4	The Safeguarding Board to secure budget contributions from all key statutory partners. Funding will then be utilised to employ a part time administrator and a part time Board Manager.	<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"> • Police • Social Care • CCG <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</p>	Corporate Director for Adult and Community Services, Southend Borough Council	<p>Requirements for funding commence 2012 and carry on year on year.</p> <p>Council to host the employment of the administrator and Board Manager once funding is secured.</p>	<p>Funding secured to April 2014.</p> <p>Ongoing funding will need to be secured to enable the Board to fulfil its statutory responsibilities when defined in legislation.</p>

		Board (LAT NCB) and the Clinical Commissioning Group (CCG) in respect of the contribution for Health.			
5	The Safeguarding Board to work with the Council's Performance Team to develop a suite of local performance indicators.	<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>	Commence in 2012, ongoing monitoring and analysis from 2013 year on year.	The Board will need to work with all partners to develop a core set of performance indicators in order for it to evaluate the effectiveness of safeguarding adults' services across all relevant agencies.
6	For the Safeguarding Adult Board to consider enabling Councillor engagement in supporting our Safeguarding responsibilities, the membership of the Board should be extended to	To have robust representation from active Councillor membership from the relevant Scrutiny Committees.	Safeguarding Adults Board, facilitated by the Safeguarding Adults Manager.	Commencing 2013	It is likely that when SVABs are placed on a statutory footing Councillors will become 'participant observers' as is currently the case with LSCBs. The Board will need to identify

	include one Councillor from each of the current 3 Scrutiny Committees.				means of enabling Councillor engagement, possibly building on the LSCB's initiative in establishing a Scrutiny Panel of Councillors and non executive members of partner agency boards
7	To ensure that the Board continues to monitor national developments in policy, procedure and lessons learned and changes course appropriately.	Through analysis and outcomes of Serious Case Reviews/Adult Reviews.	All partners in the Safeguarding Adults Board	Ongoing	The Board will need to identify mechanisms for identifying relevant learning, monitoring its implementation, and measuring its impact on services.
8	To comply with all statutory information collection requirements, such as the Safeguarding Adults Return.	To comply with the requirements of data returns.	Southend Borough Council on behalf of the Southend Safeguarding Adults Board.	Ongoing	The Board will need to develop a core statutory performance information suite, with reporting as part of its annual report.

SDMG Group 1: Workforce Development					
1	Safeguarding Board will work with the Local Safeguarding Children's Board to devise a local training strategy.	To devise a strategy that meets the needs of the child and adults economy.	Safeguarding Adults Manager and the unassigned task and finish group.	Commenced 2012 and ongoing.	Monitoring of the impact of training on safeguarding service performance and confidence of practitioners.
2	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.	To work with Council Legal and Democratic Services Team to offer training to: <ul style="list-style-type: none"> • All three Scrutiny groups • Cabinet • Portfolio Holders for Public Protection, Children's & Adults • All disciplinary panel members 	Safeguarding Adults Manager and Group Manager for Social Care, Southend Borough Council and the Elected Member for People's Services	Commencing 2012. To occur every two years.	Monitoring the impact of training on the confidence of elected members in discharging their safeguarding duties.
3	Southend Safeguarding Adults Board will introduce Level 1 (basic awareness) e-learning training, which will be	To launch an e-learning package which is available to provider and 3 rd sector colleagues and all agencies registered under the Health	Safeguarding Adults Manager and the Workforce Development Manager, Southend	Commencing 2012 and has been added into the Council's Workforce	Monitoring of the impact of training on safeguarding service performance and confidence of

	available for all partners and for 3rd sector.	and Social Care Act 2008.	Borough Council and the Action Group 6.	Development Catalogue as an ongoing offering.	practitioners.
SDMG Group 2:					
Hatecrime & Safeguarding- Chair- Safeguarding Adults Manager, Southend Borough Council					
1	Develop and deliver a Train the Trainer module for Keeping Safe and implement.	Develop and launch a train the trainer module and delivery to agencies interested in providing the Keeping Safe module.	Safeguarding Adults Manager & Hatecrime and Safeguarding Action Group Members	For discussion due to restructures within Adult & Community Services.	Identification of resources to develop and deliver this training. Monitoring the impact of training on safeguarding services
2	Continue work with our hate crime partners (Southend MENCAP, SE Homes, Essex Police) to increase awareness and encourage self referrals under the category of	To identify level of hate crime & discriminatory abuse across Southend. To analyse the information and present to the Safeguarding Adults Board for action.	Safeguarding Adults Manager & Hatecrime and Safeguarding Action Group Members	Transfer of responsibility for delivery to the Hatecrime & Safeguarding SDMG and Essex Police as lead agency.	Development of a strategic approach to address identified hate crime.

	'discriminatory abuse.'				
3	To expand and ensure use of the suite of accessible information on the various topics relevant to safeguarding.	<ul style="list-style-type: none"> • 'Am I being forced to marry?' • 'Abuse is wrong' • Accessible version of the DASH (Domestic Abuse, Stalking, Harassment and honour based violence Risk Assessment) <p>Create the following leaflet(s):</p> <ul style="list-style-type: none"> • 'What happens in a safeguarding investigation?' 	Safeguarding Adults Manager & Hatecrime and Safeguarding Action Group Members	For discussion due to restructures within Adult & Community Services.	Impact measurement required to inform continued targeted approach.
4	The Hate Crime and Safeguarding Action Group will continue	Through the analysis of information devolved from survey devised by Southend	Safeguarding Adults Manager & Hatecrime and	For discussion due to restructures	Identification and implementation of targeted actions based

	<p>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>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 Action Group Members</p>	<p>within Adult & Community Services.</p>	<p>on survey findings/learning.</p>
<p>SDMG Group 3: Equalities, awareness, prevention, communication and intervention</p>					
<p>1</p>	<p>To ensure the Action Plan of the Serious Case Review learning is fulfilled once published and all outcomes filtered up through the Safeguarding Adults</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</p>	<p>Unassigned Chair-Audit/Quality/Serious Case Review Action Group</p>	<p>Commenced 2011 and ongoing until all actions are completed in 2013.</p>	<p>Evidencing the impact on safeguarding services of the implementation of learning from the serious case review.</p>

	Executive and Board.	Overarching Action Plans for the SCR quarterly and report to the Safeguarding Adults Board.			
2	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 Board.	To ensure that learning is embedded across the social care and health communities and that all actions are completed within timescales.	Audit/Quality/Serious Case Review Action Group	For discussion as it has been agreed that the Safeguarding Adults Board will not have a role in monitoring the fulfilment of the Action Plan.	Review of governance arrangements between the Board and Community Safety Partnership to enable the Board to be assured of the implementation of learning relevant to safeguarding adults from Domestic Homicide Reviews.
3	To continue to carry out multi agency audits three times a year and report findings into the Safeguarding Adults	To review cases from a multi agency approach. To report the findings to the Safeguarding Adults Board three times a year. To	Lead responsibility with Southend Borough Council	Commenced in 2012- audits occur three times a year with a report prepared	Monitoring the impact of the implementation of learning from multi agency audits.

	Board.	matriculate the learning into the practice of all agencies through the sharing of the overview report at the Safeguarding Adults Board.		by the Safeguarding Adults Manager submitted to the Board.	Ongoing review of multi agency audit tools to ensure they are focussed on the Board's priorities for safeguarding adults practice.
Council priority development					
1	Southend Borough Council will embed Outcome Questionnaires so that it becomes a permanent feature of practice which informs partners of client satisfaction.	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.	Safeguarding Adults manager, SBC.	Commenced 2011 and ongoing. Bi yearly reports to the Safeguarding Adults Board.	Ensure that the views obtained from service users are used to inform and improve service delivery by all partners, and the Board.
2	Southend Borough Council will roll out the SDS Risk Management Panel within the Community Locality	To ensure there is a mechanism to sanction high risk packages of care and safeguarding decisions.	Group Manager for Social Care, SBC.	Unclear when will commence.	Interim processes for management of risk pending the implementation of the SDS Risk Management Panel to be monitored

	Teams.				by the Board.
Development Stream: Unassigned MCA & DOLS					
3	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 re-accreditation 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.	To commence from 2013.	Board to seek assurance from SBC of the development and implementation of the re-accreditation approval protocol
4	Southend Borough Council to work with partners to identify and project map the transition of statutory responsibilities for assessments,	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.	Commenced in 2012- will be bedded in by mid 2013 and will become regular Council business.	Monitoring of the effectiveness of assessments, authorisations and reviews of referrals under the Deprivation of Liberty Safeguards

	<p>authorisations and reviews of all referrals under the Deprivation of Liberty Safeguards within the health and care/nursing home managing authority economy.</p>				<p>by the Board</p>
Unassigned Task and Finish Group					
5	<p>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 proposed that this procedure will then be adopted by SET.</p>	<p>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.</p>	<p>Localities Review Teams Manager, SBC Group Manager, Social Care, SBC Safeguarding Adults Manager, SBC Contracts Manager, SBC</p>	<p>Multi agency Task and Finish Group to be established by the Board to undertake this piece of work</p>	<p>Coordination and monitoring by the Board of investigations and the identification and implementation of learning and its impact.</p>

6	<p>Safeguarding Adults Board to work with SET Adults & 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 & SVAB via the Safeguarding Adults Manager</p>	<p>Discussion required as this is a corporate priority for the Council that requires Corporate leadership and ownership.</p>	<p>Monitor and actively engage in the work being undertaken by the SET LSCBs and SVABs in development of a policy and procedure. Dissemination and implementation of policy and procedures. Monitoring impact.</p>
7	<p>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</p>	<p>To ensure that the Safeguarding Adults Board has a robust policy to support victims of Sexual Exploitation.</p>	<p>LSCB & SVAB via the Safeguarding Adults Manager</p>	<p>Commenced in 2012, ongoing.</p>	<p>Identification and signposting to support for vulnerable adults who are victims of or at risk of sexual exploitation who do not meet the threshold for intervention by SBC Safeguarding Adults Department.</p>

supportively intervene with children, young people and vulnerable adults will be implemented, along with requisite training.				
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Thanks to the NHS Picture Library for cover images.