

2013-14

Southend Safeguarding Vulnerable Adult
Board (SVAB) Annual Report on the
Effectiveness of Safeguarding Adults Services



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Endorsed by:

Date:

Southend-on-Sea Safeguarding Adults Board	
Southend-on-Sea Health and Wellbeing Board	
Southend-on-Sea Borough Council Cabinet	
Essex Police and Crime Commissioner	

FOREWORDS

Independent Chair – Chris Doorly

Vice Chair – Simon Leftley

DRAFT

SECTION 1 - SUMMARY

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. The main objective of a Safeguarding Vulnerable Adults Board is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who

- have needs for care and support, and;
- are experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect.

(Care Act 2014)

The Safeguarding Vulnerable Adults Board (SVAB) and its partners are well placed to ensure compliance from April 2015 with the requirements of the Care Act 2014. The SVAB's Learning and Improvement Framework has been developed, and its continued implementation over the coming year will allow the Board to be increasingly effective in its monitoring of the effectiveness of safeguarding services and evidencing of their impact. This interim annual report has been produced in advance of the requirements of the Care Act 2014 and illustrates the progress made by the Board and its partners to ensure vulnerable adults are safeguarded effectively in Southend. The Board will improve the analysis of information within its learning and improvement framework over the coming year to provide a robust assurance of the effectiveness of safeguarding vulnerable adults services, and identify areas for development of those services in its first full annual report in December 2015.

Achievements

- Publication of SET Safeguarding Adults Policy April 2014 – currently being reviewed to reflect Care Act 2014 requirements
- Participation in the Making Safeguarding Personal Initiative
- Review and development of the Boards governance and structures
- The Board's position review and development plan in response to the Care Act 2014
- Partnership response to safeguarding adults with Hoarding behaviours

Areas of Challenge/Development

- The impact of domestic abuse on vulnerable adults
- Enabling vulnerable adults to feed back about their experiences of safeguarding services to inform service development
- Oversight of the implementation of the Mental Capacity Act and Deprivation of Liberty Standards
- Oversight of the proposed development of a Multi Agency Safeguarding Hub (MASH)
- Embedding the Family Focus Protocol
- Oversight of the implementation of the Care Act 2014
- Development of awareness and action to prevent exploitation, human trafficking, modern slavery and female genital mutilation

SECTION 2 - CONTEXT

Southend has a population of 175,284 (ONS mid-year population estimate September 2012), with an estimated 30,800 people aged 65+. Southend has some areas of high deprivation. 50,000 residents in Southend live within the 30% most deprived areas in the country (ONS data).

14% of people over 65yrs (2012/13 rolling year) received a service, including residential care, from the Local Authority. Of these, 11% were referred to Adult Safeguarding in the same period. These are adults in need of care and support who may be at risk of abuse or neglect, due to the actions (or lack of action), of another person. In these cases it is critical that local services work together to identify people at risk, and put in place interventions to help prevent abuse or neglect and to protect people.

The Care Act 2014

The Care Act 2014 is a landmark piece of legislation that places care and support law into a single, clear, modern statute for the first time. It aims to:

- Promote people's wellbeing
- Enable people to prevent and postpone the need for care and support
- Put people in control of their lives so they can pursue opportunities to realise their potential

The Act introduces the first statutory framework for protecting adults from abuse and neglect and includes:

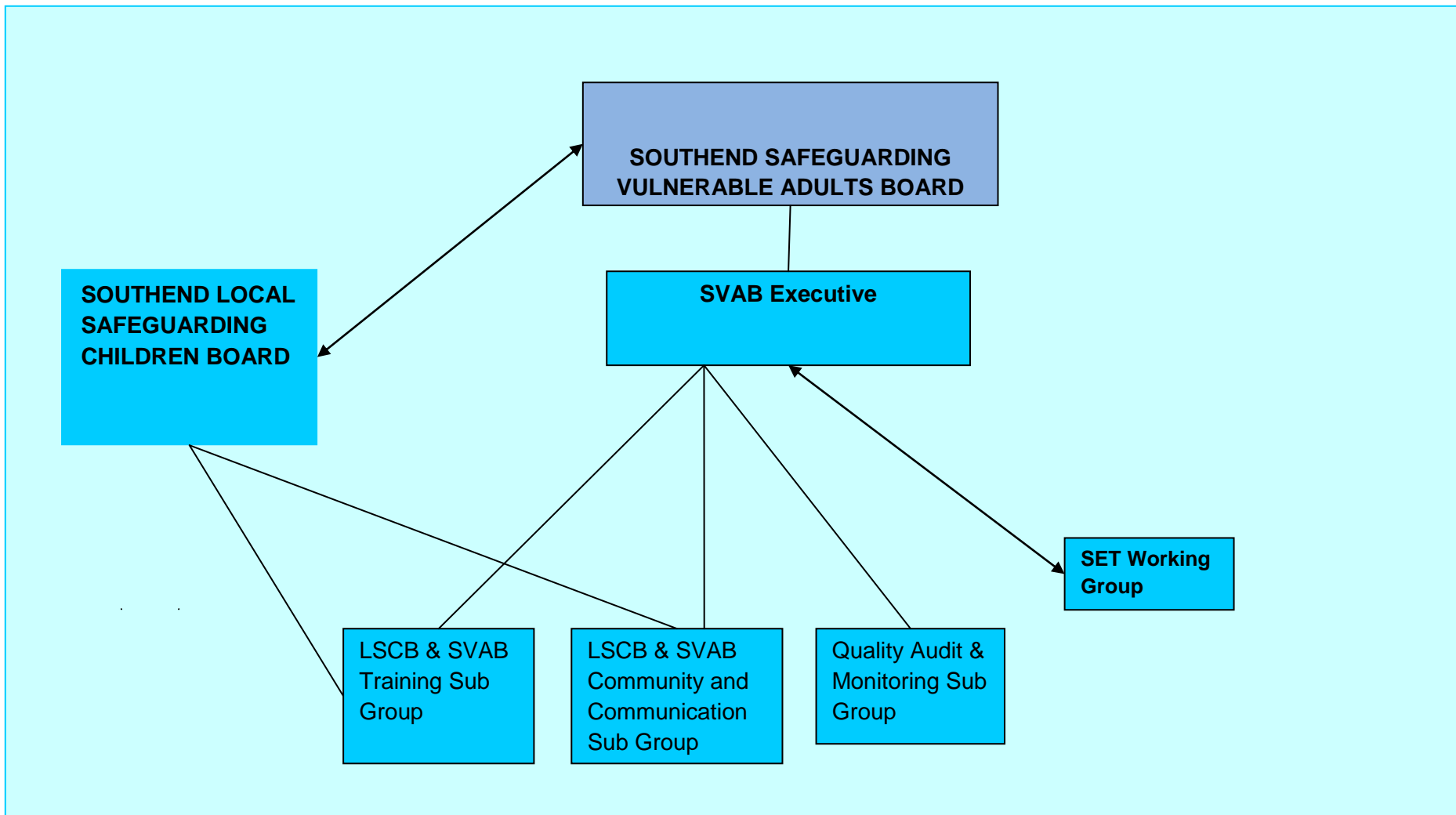
- A new duty for a local authority to carry out enquiries (or cause others to) where it suspects an adult is at risk of abuse or neglect
- A requirement for all areas to establish a Safeguarding Adults Board (SAB) to bring together Local Authority, NHS and the police to coordinate activity to protect adults from abuse and neglect
- A requirement for safeguarding adults boards to carry out serious case reviews into cases where someone who is experiencing abuse or neglect dies or is seriously injured or there is concern about how authorities acted, to ensure lessons are learned
- Safeguarding Adults Boards can require information sharing from other partners to support reviews or other functions

SECTION 3 - GOVERNANCE AND ACCOUNTABILITY

The work of the **Southend-on-Sea Safeguarding Vulnerable Adults Board (SVAB)** supports adults who are defined as 'vulnerable'.

The SVAB has ensured that partner agency policies, strategies and corporate plans reflect local and national safeguarding vulnerable adults' priorities.

The SVAB is made up of a wide range of public sector organisations both from the statutory and voluntary sectors. The purpose of the Board is to ensure that organisations from around the Borough work together in partnership to help reduce the risks of abuse and prevent adults being subject to abuse. The Board undertook a governance review in late 2013, re-establishing an Executive Group and a number of sub groups, some of which are integrated with those of the LSCB.



Members of the SVAB commit to supporting vulnerable adults to enjoy a full life, free from abuse. All adults in Southend should be able to make informed choices without fear or intimidation.

The SVAB also leads work in the community aimed at raising awareness about abuse, preventing abuse and supporting those who have been harmed by abuse.

Each partner agency commits, at Chief Executive level, to support the work of the SVAB by identifying suitable representatives to the Board and its sub groups who are able to do the work of the SVAB, and by contributing financial and other resources.

In 2013/14 a number of key partner agencies have undergone some degree of restructuring. The SVAB has ensured that new and restructured partner agencies have remained committed to supporting the safeguarding of vulnerable adults.

The Care Act 2014 has legislated for Safeguarding Vulnerable Adults Boards to become statutory bodies from April 2015. Southend SVAB is well placed for the implementation of this legislation, having had a Board in place since 2002, and a business support team since 2013. The Care Act requires SVABs to publish a 'Strategic Plan' or Business Plan every financial year, detailing its priorities and how these will be achieved. The Care Act also requires SVABs to publish an Annual Report each year providing an assessment of the effectiveness of safeguarding vulnerable adults in Southend; progress on the implementation of the SVAB's Strategic Plan; and progress on the identification and implementation of learning from serious, and other, case reviews.

An Annual Report has been produced for the Board for the period 2013/14 and a Strategic Plan for the period 2014 to 2017 has been agreed. The SVAB has agreed to move its reporting year to October to September, in line with that of the Local Safeguarding Children Board (LSCB), in order that the Annual Report can inform the business planning of strategic bodies and agency partners

for the subsequent financial year. This report is therefore an interim Annual Report in December 2014. Subsequent full Annual Reports will be published in December annually. Together with the LSCB Annual Report, an overview of the effectiveness of safeguarding of children and vulnerable adults will be produced by the SVAB and LSCB in December annually.

This annual report will be submitted to the Health and Wellbeing Board. In addition, as required by The Care Act 2014, it will be shared with the chief executive and the leader of the local authority, the Police and Crime Commissioner, and Healthwatch.

Local Safeguarding Children Board (LSCB)

The Safeguarding Vulnerable Adults Board continues to have strong links with the LSCB. Both Boards have the same independent chair and resource a shared business support team. Joint Training, Community and E Safety sub groups enhance the integration of the safeguarding adults and children activity of partners. The SVAB and LSCB are represented on each others Boards and continue work to coordinate the development of a joint safeguarding commissioning strategy in 2014/15. The SVAB and LSCB approved and are monitoring the implementation of the revised Family Focus Protocol to promote the identification and communication of safeguarding adult and children issues by adult and children's focused services.

Community Safety Partnership

The Board continues to work closely with the Community Safety Partnership (CSP) and the LSCB to monitor and coordinate the local response to cross cutting safeguarding issues including domestic abuse, sexual exploitation, sexual violence, modern slavery, Female Genital Mutilation (FGM), forced marriage and hate crime.

SECTION 4 - SUMMARY OF ACTIVITY AND OUTCOMES IN 2013/14

Progress during the period April to September 2014 against the objectives identified in the SVAB Business Plan 2014-17 is detailed below:

	Objective	Projected Outcome	Performance Indicator	Progress Update
1	Develop a shared understanding of the coordinating, monitoring and scrutinizing role of the SVAB and the safeguarding agenda with engagement across all partners, and particularly new and emerging strategic bodies	Improvement in safeguarding vulnerable adults practice by all partners.	Outcome of multi agency audits	Multi agency audit programme to be agreed by QMA Sub Group
		Improved attendance at Board and sub group meetings	Attendance Report	68% of Board members attended 75% or more of meetings during the period Oct 13 to Sept 14.
		Implementation of the Health and Care Bill 2012	SVAB Annual Report	The Board has reviewed its governance arrangements in preparation for statutory status April 2015. An Executive Group has been established and agency representatives have been identified
		Funding for SVAB business support team is secured	SVAB Budget	SVAB budget for 2014/15 agreed

		Engagement of elected members and non executive members of partnership boards, who are provided with appropriate training to fulfil their scrutiny role	SVAB Scrutiny Panel established	Panel to meet from 2015. Nominations to the Panel to be sought by December 2014
2	Develop the interface between adult and children's services and safeguarding boards	SVAB Annual Report evidences impact of integrated approach by adult and children's services and boards to identified key cross cutting issues, including domestic violence and sexual exploitation	Increased safeguarding adults referrals from children focussed services. Percentage of vulnerable adults or children who report they have been effectively supported following a domestic abuse incident.	The QMA Sub Group will be monitoring performance
3	Develop a learning and improvement framework, ensuring lessons are identified and learned from serious and other case reviews, multi agency audits and the scrutiny of	SVAB Annual Report evidences a positive impact on the effectiveness of safeguarding of vulnerable adults as a result of the SVAB's challenge of partner agencies and other strategic partners, based on the findings from its learning and improvement	Register of SVAB challenge to partnership agencies and strategic partners.	Register of challenge established with reporting due in 2014/15 annual report

	performance information.	framework	Number of recommendations from serious case reviews implemented	100% of SCR 'Mrs A' overview recommendations implemented
			Percentage of partner agencies providing performance information	75% of partner agencies providing performance information
			Multi agency audit reports	Multi agency audit programme agreed for implementation from early 2015
			Percentage of recommendations from multi agency audits implemented	Multi agency audit programme agreed for implementation from early 2015
		Monitoring of the effectiveness of assessments, authorisations and reviews of referrals under the Deprivation of Liberty Safeguards by the Board	Report to SVAB on the effectiveness of assessments, authorisations and reviews of referrals under the Deprivation of Liberty Safeguards	Reports to SVAB March and June 2014. Significant increase in DoLS referrals following Supreme Court ruling

		Monitoring of implementation of recommendations from domestic homicides relevant to safeguarding vulnerable adults	Reports to SVAB on implementation of Domestic Homicide Review recommendations by Domestic Abuse Forum	Domestic Abuse Forum chair to include in reports to SVAB
4	Review and update safeguarding vulnerable adults policies, protocols and procedures to reflect national and local recommendations of practice change/development approved by the Executive	Policies, protocols and procedures support the effective safeguarding of vulnerable adults	Survey of practitioner awareness and understanding of new SET Safeguarding Adults Procedures 2014	Procedures launched April 2014. Survey to be undertaken. Review of procedures initiated in response to Care Act 2014
		Modify the existing re-accreditation approval protocol to ensure all qualified Best Interest Assessors are uniformly recertified in line with all Eastern Region Authorities.	Percentage of recertified Best Interest Assessors	Modified re-accreditation protocol has been quality assured by the SVAB.
		Development of a large scale investigation procedure	Procedure signed off by SVAB	Draft policy is being considered by SET Procedures Group for adoption across Southend, Essex and Thurrock
		Develop and implement a policy to support victims of Honour Based Violence and Female Genital Mutilation.	Policy approved by SVAB for implementation by partners	Draft SET policy to be reviewed by SET Procedures Group
5	Deliver public and professional awareness campaigns on	The SVAB Annual Report evidences the effectiveness and impact of targeted campaigns with measurable	Increase in safeguarding referrals from	Public and professional awareness campaigns to be delivered by joint LSCB & SVAB

	safeguarding vulnerable adults	<p>outcomes</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>	<p>professionals.</p> <p>Increase in referrals from the public.</p> <p>Number of vulnerable adults identified as victims or a risk of sexual exploitation</p>	Community Sub Group
6	Ensure the SVAB and its partners facilitate the meaningful participation of vulnerable adults and the community to inform the delivery of effective safeguarding services	The SVAB Annual Report evidences the impact of participation and feedback from vulnerable adults and the community on the improvement of safeguarding services	Evidence from partner agencies reported to the SVAB that safeguarding services are improved as a result of feedback from vulnerable adults	First report on feedback from SBC Safeguarding service users presented to SVAB March 2014.
7	Continue to develop the workforce development/training strategy and training framework and implement quality assurance	<p>All training delivered by the SVAB and its partner agencies and training facilitators are quality assured and approved by the SVAB.</p> <p>Evaluations of training evidence that service delivery and practitioner</p>	Report to Board on number of courses and trainers quality assured	Joint LSCB & SVAB Training Strategy agreed by SVAB June 2014 including processes for quality assurance of courses and trainers and training levels for groups of staff

	processes for safeguarding vulnerable adults training and facilitators	confidence is improved	Number of practitioners appropriately trained	Performance on percentage of practitioners appropriately trained collected by LSCB & SVAB Training Sub Group from September 2014.
			Analysis of training evaluations	Training evaluations to be compiled and analysed from September 2014

The SVAB Business Plan is implemented by the Board, its Executive and Sub Groups. The SVAB shares some of its sub groups with the LSCB in order to further develop an integrated approach to safeguarding children and vulnerable adults. The oversight of the implementation of Learning and Improvement Framework is undertaken by a dedicated SVAB Quality, Monitoring and Audit Group.

SVAB Quality, Monitoring and Audit Sub Group

The sub group has developed the SVAB's Learning and Improvement Framework. The sub group is working together to identify what information is required from partners to assist the Board to ensure that any safeguarding performance issues are identified and managed in a consistent fashion. A multi agency audit programme is also in development. Southend, Essex and Thurrock (SET) Safeguarding Adults Standards have been drafted to enable partner agencies to provide an annual self assessment of the effectiveness of their services for vulnerable adults. The Board will consider the first self assessments against these standards early in 2015.

Safeguarding Performance Information

Safeguarding Investigations

Year	Referrals	People
2012/13	682	612
2013/14	685	576

In 2013/14, the Department of Health changed the reporting requirements regarding safeguarding activity. Previously, the number of referrals was reported, whereas since 2013, this has been replaced by reporting on the number of people for whom a safeguarding referral is made. For the financial year 2014/15, Southend, Essex and Thurrock (SET) Safeguarding Vulnerable Adults Boards have adopted guidelines that will ensure that the information captured illustrates the numbers of "alerts raised". This is when someone raises a safeguarding concern about a vulnerable adult.

685 referrals were received for 576 individuals in 2013/14 compared to 682 referrals received for 612 individuals in 2012/13.

Of the 685 referrals received in 2013/14, 66.5% relate to older people over the age of 65 (456 referrals); people with a learning disability account for 9.7% (67 referrals); people with physical or sensory impairment 10% (69 referrals); people with mental health conditions 7.4% (51 referrals) and people with other needs 6.1% (42 referrals).

Neglect accounts for the largest proportion of referrals (41.1%); with physical (29.9%), emotional (25.6%) and financial (25.5%).

The location of alleged abuse leading to referrals was predominantly people's own homes (44.5%) although this has reduced by 14.3% since 2012/13, and care homes (32.8%) an increase of 20% since 2012/13. Other locations of abuse are supported living (2.6%), acute hospital (3.7%), public place (1.8%) and other locations (11.6%).

28.7% of referrals meet the definition of domestic abuse perpetrated by intimate partners or family members

Area of Challenge/Development

28.7% of referrals meet the definition of domestic abuse perpetrated by intimate partners or family members. Domestic abuse is identified as a significant cross cutting priority for all strategic groups

20 of alleged abuse is reported to be perpetrated by care home staff and 11.1% by domiciliary care staff.

Area of Challenge/Development

The SVAB and Southend Borough Council are working together to ensure care home and domiciliary staff receive appropriate safeguarding training and that safeguarding standards are monitored

66% of referrals are opened and closed within 3 months. In 42.7% of cases the outcome of the safeguarding investigation was inconclusive as it could not be established on the balance of probability whether abuse occurred. 28.2% of cases were substantiated. In 88% of cases, risks were either completely removed or reduced.

Mental Capacity Act and Deprivation of Liberty Standards

The Mental Capacity Act Deprivation of Liberty Standards (MCA DoLS) provide a legal framework around the deprivation of liberty to protect the interests of an extremely vulnerable group of people and

- Ensure people can be given the care they need in the least restrictive regimes
- Prevent arbitrary decisions that deprive vulnerable people of their liberty
- Provide them with rights of challenge against unlawful detention
- Avoid unnecessary bureaucracy.

The MCA DOLS apply to anyone:

- Aged 18 and over
- Who has a mental disorder
- Who lacks capacity to consent to the arrangements made for their care or treatment in either a hospital or a care home (registered under the Care Standards Act 2000)
- For whom a deprivation of liberty may be necessary in their best interests to protect them from harm
- Where detention under the Mental Health Act 1983 is not appropriate at that time

When a hospital or care home identifies that a person who lacks capacity is being, or risks being, deprived of their liberty, they must apply to the local authority for an authorisation of deprivation of liberty.

Authorisation should be obtained in advance except in urgent circumstances. The supervisory body must obtain six assessments:

- Age assessment
- No refusals assessment
- Mental capacity assessment
- Mental health assessment
- Eligibility assessment
- Best interests assessment

In addition the Supreme Court ruled on 19 March 2014 in that there is a new 'acid test' for deprivation of liberty safeguards:

- Is the person subject to continuous supervision and control
- Is the person free to leave

As a consequence of the Supreme Court judgment since 1st April there has been a 723% increase in DoLS referrals compared to the previous year, reflecting a national picture. The SVAB is assured that Southend Borough Council, as of September 2014, was undertaking DoLS assessments within timescales despite the significant increase in referrals. The SVAB will be monitoring actions identified to meet increasing demand for DoLS assessments in a sustainable way

Care Home Standards in Southend

There are 103 care homes in the borough, a high number in proportion to the population, which are broken down as follows:

Older People	68
Learning Disability	24
Mental Health	9
Physical Disability	2

The CQC is the regulator of social care services. In June 2014 the outcome of their compliance visits to care homes was as follows:

Older People	%		Learning Disability	%
Compliant	72.06%		Compliant	87.50%
One Standard not Met	11.76%		One Standard not Met	4.17%
Two standards not Met	5.88%		Two standards not Met	4.17%
Three Standards not Met	2.94%		Three Standards not Met	4.17%
Four Standards not Met	4.41%		Four Standards not Met	0.00%
Five Standards not Met	1.47%		Five Standards not Met	0.00%

Mental Health	%		Physical Disability	%
Compliant	90.00%		Compliant	100.00%
One Standard not Met	0.00%		One Standard not Met	0.00%
Two standards not Met	10.00%		Two standards not Met	0.00%
Three Standards not Met	0.00%		Three Standards not Met	0.00%
Four Standards not Met	0.00%		Four Standards not Met	0.00%
Five Standards not Met	0.00%		Five Standards not Met	0.00%

All Service Types In Borough Combined Averages	%
Compliant	87.39%
One Standard not Met	3.98%
Two standards not Met	5.01%
Three Standards not Met	1.78%
Four Standards not Met	1.10%
Five Standards not Met	0.37%

Where significant shortfalls in compliance are identified, the local authority Contracts Team contacts the provider to review their action plan and arranges a series of monitoring meetings to ensure the required improvements are made.

The Contracts Team also manages the local authority's contractual relationship with care providers and monitors their performance in line with the Eastern Region Contract Monitoring Workbook (launched autumn 2013).

To date 27 care homes for older people have been reviewed using the tool with the following results:

Excellent	11
Good	14
Adequate	2

The local authority Contracts Team provides regular reports to the SVAB to support its monitoring of safeguarding standards in care homes

Area of Challenge/Development

The SVAB will need to develop its oversight of the quality of commissioning of services for vulnerable adults

Serious Case Reviews

The sub group also monitors how well partners are applying what they have learned from serious case reviews. The SVAB has commissioned one serious case reviews at the end of the period 2013/14, due to be completed in summer 2015. The SVAB has also commissioned an alternative case review due to commence in November 2014. The learning from both reviews will be disseminated to practitioners, and the implementation of any recommendations monitored by the Quality, Monitoring and Audit Sub Group.

The SVAB has signed off on the implementation of the recommendations from a serious case review following the death of 'Mrs A' completed in September 2012.

Mrs A died in October 2010 aged 81 following the admission of Mr and Mrs A to the local hospital earlier that same day. Mr A subsequently died in November 2011. It was known that that Mrs A had had considerable contact with Southend agencies, Essex Police, Southend Adult Social Care, her GP and others, in relation to alleged domestic abuse from her husband who, at the time of the incident, was aged 88. Mr A had been admitted to the local hospital where he had alleged domestic abuse by his wife and was discharged home, a few hours before the fatal incident.

The following recommendations from the serious case review have all been implemented:

- 1) The Local Authority should develop a Domestic Abuse policy.
- 2) The interface between the SVAB procedures and the Domestic Abuse procedures across the partnership should be reviewed and clarified with a particular focus of the intersection between the two sets of procedures and how this impacts Vulnerable Adults. Any gaps in procedures, and the degree of compliance with them should form part of this review, as should emphasis on ensuring that safeguarding services are personalised and take account of the individual and their context.
- 3) The SET Working Group should revisit the SET Safeguarding Vulnerable Adults guidelines in order to clarify respective individual and partnership responsibilities in domestic abuse cases where the person also has community care needs.
- 4) The Health and Wellbeing Board should evaluate the demand for services in this area of need, and should ensure that these needs are reflected in future commissioning plans and service delivery.
- 5) The learning from this case should be suitably cascaded to front line staff to enable practice improvements.

SVAB & LSCB Training Sub Group

A joint SVAB and LSCB Training Strategy has been developed This strategy ensures that all safeguarding training delivered across Southend is of a high quality and identifies target groups for specific levels of training and competencies. This strategy came into effect in 2014 and all future mandatory safeguarding training will be commissioned against it.

The Sub Group has also started to monitor the compliance of partner agencies in ensuring their relevant staff are trained to an appropriate level. 771 units of training have been delivered for the period (see appendix 3 for breakdown)

SVAB & LSCB Community Sub Group

This joint SVAB and LSCB sub group has recently been formed and is developing its work plan to include awareness raising activity within the community to reduce deaths and injuries to vulnerable adults from road traffic collisions; identify and take action where there is risk of exploitation; fire safety; and public campaigns to raise awareness and reporting of abuse by community.

Areas of Challenge/Development

The sub group is working in partnership with SHIELDS and BATIAS to establish a Keeping Safe scheme for vulnerable adults to help them feel safer when out in the community

Reporting Abuse

The Ask SAL helpline is a partnership project between the Southend, Essex and Thurrock Safeguarding Adults Boards and Essex County Council. Its main aim is to provide advice, information and a referral pathway for service users, families or members of the public. Any person with knowledge of, or suspicion that, a vulnerable adult may be at risk of abuse or is being abused must report their concerns. Ask SAL operates Monday through Friday from 9- 5 p.m. and can be contacted on 08452 66 66 63.

Area of Challenge/Development

The SVAB and its partners will work to increase awareness of AskSAL in the community

Preventable Fire Safety Deaths

Essex Fire and Rescue Services, the Southend-on-Sea SVAB and Southend Borough Council launched the new service, 'Preventable Fire Safety Deaths' in 2013 to increase awareness of fire risks among social workers, domiciliary and community support providers, care home providers and voluntary agencies. The service enables practitioners to identify 'at risk' adults, for example, people who smoke and have mobility problems. Practitioners were then encouraged to make referrals to the Fire and Rescue service for free home fire safety checks to put in practical solutions to minimise their risk of being harmed in a fire. The scheme has now been rolled out throughout Essex and is available to cover adults aged 18 and over.

Hoarding Behaviour

The SVAB the Southend Association of Voluntary Services (SAVS) are coordinating a partnership approach to identifying and supporting adults with hoarding behaviours to minimise risk to themselves and others.

SVAB & LSCB E Safety Sub Group

This joint SVAB and LSCB sub group will be focusing on raising awareness with professionals and vulnerable adults to support them to stay safe online. The group will be undertaking awareness raising campaigns regarding online fraud and 'phishing', safer use of social media, as well as telephone, postal and doorstep pressure selling.

Feedback from Vulnerable Adults and their Families/Carers

Southend Borough Council Safeguarding Adults Team undertakes a questionnaire with clients regarding their experience of the safeguarding process. Analysis from these will be reported to the Quality, Monitoring and Audit Sub Group. The SVAB is developing its processes for obtaining feedback about safeguarding services to inform service development going forward, in line with the Making Safeguarding Personal agenda

Areas of Challenge/Development

As part of the Making Safeguarding Personal initiative the SVAB and its partners will be developing its processes for obtaining feedback about safeguarding services

SECTION 5 - PARTNER AGENCY SAFEGUARING STATEMENTS

From 2015 all partner agencies will submit a self assessment against the SET Safeguarding Adults Standards to provide an assurance regarding their safeguarding adults compliance. For 2013-14 partner agencies were asked to submit a summary of their achievements in ensuring a quality safeguarding response for vulnerable adults during 2013/14. Essex Police and Essex County Fire and Rescue Service have not provided summaries. Southend Borough Council provides a comprehensive annual report on the effectiveness of its safeguarding adults services, and was therefore not required to submit a summary

Southend CCG

Commissioning & Procurement

The commissioning intentions agreed in the contract are that we expect the provider to work in partnership with statutory and other agencies to continuously develop and improve the provider's ability to safeguard adults and improve safeguarding outcomes and to follow the key principles of empowerment, prevention, proportionality, protection and accountability, paying particular regard to the following

- a) Compliance with the Southend, Essex & Thurrock Guidelines for Safeguarding Adults.
- b) Provide quarterly returns on the Safeguarding Adults Training the Provider have provided to staff.
- c) Have appropriate representation at the Safeguarding Adults Board.
- d) Allow spot reviews of their compliance of the Mental Health Capacity Act and Deprivation of Liberty Safeguards applications.
- e) Provide PREVENT returns on training and referrals made.

There is increased involvement in the procurement process through reviewing submitted policies to ensure that they meet core standards. The main providers have key performance indicators for Safeguarding Adults based on local guidance.

Quality Reporting

The CCG receives reports from the main provider organisations at the Clinical Quality Review Groups (CQRG). These include quarterly reports on Safeguarding Adults activity or by exception.

The information received at CQRG is reported back through the CCG Quality & Governance Committees and the Governing Body Meetings.

Safeguarding Adults issues are incorporated into the visits carried out by the Quality Team and Safeguarding Adults Lead to provider organisations. These are both on an announced and unannounced basis and may also be in conjunction with the Local Authority Quality Team or as part of a Safeguarding Adults investigation.

The findings, learning and actions from these visits are reported to the local authority, CQC and the CCG Chief Nurse as appropriate and learning is disseminated to relevant provider organisations.

Mental Capacity Act & Deprivation of Liberty Safeguards

With regard to the Deprivation of Liberty Safeguards work is underway to develop an action plan around the Cheshire West judgement.

Training sessions are planned for GP practices and CCG staff in November. Three sessions are due to be held around Prevent awareness and a 4 hour session on the application of the Mental Capacity Act.

South Essex Partnership Trust (SEPT)

Highlight report of key issues arising during 2013/14 addressing the priorities

Prevention / raising awareness

A series of preventative and awareness raising initiatives have been implemented this year within the Trust and audits have evidenced that staff awareness and response to Safeguarding issues has improved in the timeframe process and quality of investigations. Analysis of all SEPT safeguarding cases are analysed for any trends and reported to the Trust Safeguarding Group

Workforce development

Safeguarding policies were updated in September 2013. The Training strategy has been updated and all Trust staff have been mapped against the level of training required dependant on their role.

Quality Assurance

A weekly report to the Trust Executive Team gives assurance of Safeguarding activity and compliance to timescales. The Trust Safeguarding Group monitors the Safeguarding action plan for assurance.

Involving people in development of safeguarding services

The Trust has developed a Safeguarding Questionnaire for those subject to investigation. Feedback is reported regularly and influences the process of engaging service users, their families and advocates. Two 'Lets Talk' Service User and public events have been held this year.

Outcomes and improving people's experience

The outcomes of audits and Service User feedback demonstrates an improved service has been delivered and experienced by Service users.

Improvements made in adult safeguarding during 2013/14, addressing the priorities

Prevention / raising awareness

The numbers of referrals this year continues to rise and reflects the training programmes delivered which aim to raise awareness of safeguarding issues.

Workforce development

All relevant staff in the mental health service have received a series of specific training programmes this year including Investigations and PREVENT

Partnership working

The Trust continues to be active members of the Luton Safeguarding Board, Operational Group and other sub groups. The Safeguarding Practitioner has raised awareness of mental health services to Luton Social Care staff and has made strong links with LBC Safeguarding Team

Quality Assurance

The Trust has reported consistent improvements in the safeguarding process and outcomes of investigations

Outcomes and improving people's experience

The process for investigating cases has continued to improve. 95% of Strategy discussions and Closures comply with the Local Authority procedures.

Southend Hospital

Southend University Hospital has continued to work together with partner agencies to safeguard vulnerable adults that access our services. We deliver Safeguarding Adults training to all of our patient facing staff so that they are more able to identify and respond to all types of abuse. We consistently aim to empower all our patients to ensure that, where able, they are at the heart of and involved with decisions around their care.

The Hospital has a dedicated Safeguarding Adults team that oversee all safeguarding cases and guide and support staff when they have concerns relating to a patient's safety. This team has worked in partnership with other signed up members of the Safeguarding Board, regularly attending meetings and contributing to the development of safeguarding responses and services

The Trust hosts a quarterly Adult Safeguarding Committee that reviews cases, identifies themes, shares learning and develops action plans for practice improvement. Senior internal staff attend, as well as external agencies. The meeting provides a forum for discussion, challenge and support to agree actions. There are mechanisms in place for this group to provide assurance to the Trust Board of compliance and quality.

This past year has seen us strengthen our role in working with patients who are victims of Domestic Abuse where we host and chair a quarterly multi-agency Domestic Abuse committee. The aim of the committee is to develop the way the Trust works with patients who are victims of this type of abuse, providing key staff with the knowledge and understanding of how to safely identify

and respond to this particularly sensitive problem. Both the Adult and Children's Safeguarding teams provide support for staff and victims.

Our Learning Disabilities (LD) Nurse is part of the Safeguarding Adults team. She has responsibility for leading on a number of initiatives to continually improve the care we offer to our patients with a Learning Disability who access our services or who are admitted to our wards. The emphasis is ensuring that all needs are understood and met through developing an appropriate care plan with reasonable adjustments. A staff resource portal has been set up on our internal website for staff to be able to access information, and this is updated each month. The first of a planned series of DVDs was launched which focused on a patient journey through Outpatients. The Trust holds monthly multi-agency meetings to further develop the services we provide for patients with a Learning Disability, this includes service user attendance. One of the benefits of the LD Nurse being part of the Safeguarding team is that it enables sharing of good practice and a collaborative and multi-professional approach to meeting the needs and improving the care of vulnerable people and patients with enhanced needs.

The Trust is committed to continually work towards safeguarding the local population through partnership working, full participation and by keeping up to date with national and local initiatives.

East of England Ambulance Service

The East of England Ambulance Service NHS Trust works across the Eastern Region working with multiple partner agencies in ensuring both children and adults are safeguarding. We have a good working relationship with Southend Local Authority, Southend Safeguarding Adult Board and NHS partners. We continue to ensure all staff are trained in safeguarding and the need to support

the local community where concerns are found. We have a local senior manager within the Southend area, who supports local staff and local thinking around safeguarding and service development for the local community

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SECTION 6 - FINANCIAL REPORT 2013-14

Budget for 2013/14 was £36,000

Agency contributions were as follows:

Agency	2013-14 Contribution
Southend Borough Council	£16,000 + remuneration of chair
Southend CCG	£10,000
Essex Police	£10,000
Total	£36,000

Total Employee Costs for 2013/14 was £23,831

Includes Board Chair, 0.5fte Business Manager (July 13-March 14) and 0.25fte Administrator (Jan – March 2014)

Underspend for 2013/14 of £12,150 carried forward to 2014/15

Underspend is mostly accounted for by delay in recruitment of 0.25fte administrator

SECTION 7 - ATTENDANCE REPORT

Representative	17 th December 2013	18 th March 2014	19 th June 2014	9 th September 2014
Christine Doorly -Independent Chair	√	√	√	√
Simon Leftley - Vice Chair - Corporate Director for People	√	Apologies	√	√
Gaynor Abbott-Simpson/ Elaine Taylor - SEPT	Apologies E Taylor attended	Apologies T Adiukwu attended	√	√
Ron Alexander – DIAL Southend	√	√	Apologies C Alexander attended	√
Traci Dixon - SEH	Apologies	Apologies	-	√
Ch. Insp. Simon Anslow – Essex Police	N/A	N/A	-	Apologies
Robert Ashford – East of England Ambulance Trust	-	-	-	-
David Baxter – SBC	Apologies Sue Porter attended	Apologies Sue Porter attended	Apologies	√

Representative	17th December 2013	18th March 2014	19th June 2014	9th September 2014
DI Nick Burston/Lucy Morris/Tom Simons – Essex Police	√	√	√	√
Carol Cranfield - SBC	√	Apologies	√	Apologies
Ann Davenport - SEEAOP	√	Apologies	-	-
Linda Dowse – Southend CCG	Apologies Andrea Metcalfe attended	Apologies	√	Apologies L Smart attended
Daniel Gatehouse – Essex Fire & Rescue Service	√	√	N/A	√
Ross Gerrie - SBC	Apologies Yvonne Adams attended	√	√	√
Laurel Juniper – Essex Community Rehabilitation Company	Apologies	Apologies	√	√
Katharine Marks - SBC	√	√	√	Apologies
Cllr Lesley Salter /Cllr David Norman/	√	Apologies	√	√
Jennifer Pattinson/Lo-Anne Spink - CQC	-	-	-	-
Sarah Range - SBC	√	√	√	√

Representative	17th December 2013	18th March 2014	19th June 2014	9th September 2014
Cheryl Schwarz – Southend Hospital	√	√	-	Apologies C Hooper attended
Alison Semmence - SAVS	√	√	√	√
Eleanor Sherwen – NHS England	√	√	√	Apologies S Ward attended

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