

Public Document Pack
SOUTHEND-ON-SEA BOROUGH COUNCIL

Cabinet

Date: Tuesday, 10th January, 2017

Time: 2.00 pm

Place: Committee Room 1 - Civic Suite

Contact: Colin Gamble

Email: colingamble@southend.gov.uk

A G E N D A

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Report of the Deputy Chief Executive (Place)
- 15 Minutes of the Performance Related Pay Panel held 13th December 2016**
- 16 Standing Order 46**
- 17 Exclusion of the Public**

To agree that, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the items of business set out below on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act, and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

18 Standing Order 46 - Confidential Sheet

19 Establishing a Special Purpose Vehicle with South Essex College
Report of the Deputy Chief Executive (Place)

SOUTHEND-ON-SEA BOROUGH COUNCIL

Meeting of Cabinet

Date: Tuesday, 8th November, 2016

Place: Committee Room 1 - Civic Suite

Present: Councillor J Lamb (Chair)
Councillors A Holland (Vice-Chair), A Moring, M Flewitt, T Cox,
J Courtenay and T Byford

In Attendance: Councillors C Mulronev and M Butler
R Tinlin, J Williams, J Chesterton, J Ruffle, A Lewis, A Atherton, C
Gamble, T, Row, D Patel, F Abbott, S Houlden, J O'Loughlin and
A Keating

Start/End Time: 2.00 - 3.40 pm

434 Apologies for Absence

Apologies for absence were received from Councillor Salter.

435 Declarations of Interest

There were no declarations of interest.

436 Minutes of the Meeting held on 20th September 2016

Resolved:-

That the Minutes of the Meeting held on Tuesday, 20th September 2016 be confirmed as a correct record and signed.

437 Pre-Cabinet Scrutiny Item

The Local Account of Adult Social Care Services had previously been subject to pre-Cabinet Scrutiny (Minute 450 refers).

438 Notice of Motion - Unaccompanied Children in Calais

At the meeting of Council held on 20th October 2016, Members received a notice of motion requesting the Council to write to the Secretary of State at the Home Office urging the government to urgently send officials to the Calais camp to process legitimate asylum claims that will allow unaccompanied children access to Britain and safety. The motion was proposed by Councillor Nevin and seconded by Councillor Ware-Lane (this had been referred to Cabinet in accordance with Standing Order 8.4).

Resolved:-

1. That the actions of the Government in respect of the unaccompanied refugee Children be noted and that senior officers from this Council are working

across the region with the Home Office and the Department for Education to offer a proportionate level of support.

2. That it be noted that in recognition of the need to ensure this support is given when it is most needed, officers, in consultation with the Executive Councillor for Children and Learning/the Leader of the Council, will take action as is necessary for this Council to help the unaccompanied refugee children whilst ensuring it obtains the best financial support possible from the Government to mitigate the impact on the Council's finances.

3. That a report be prepared for submission to the next meeting of the People Scrutiny Committee on progress.

Reason for Decision

To respond to the Notice of Motion

Note:-This is an Executive function
This item is eligible for call in to People Scrutiny Committee
Executive Councillor:- Courtenay

439 Monthly Performance Report

Resolved:-

That the submitted report be noted.

Note:- This is an Executive function
Referred direct to all three Scrutiny Committees
Executive Councillor:- As appropriate to the item
***Referred direct by Cabinet to all three Scrutiny Committees**

440 In-depth Scrutiny report - 'Control of personal debt and the advantages of employment'

The Cabinet considered a report of the Chief Executive presenting the final report of the in-depth scrutiny project 'Control of personal debt and the advantages of employment'.

Resolved:-

That the report and outcomes from the review from the in depth scrutiny project, attached at Appendix 1 to the submitted report, be approved.

Reason for Decision

To raise awareness about the issue of personal debt.

Other Options

None

Note:-This is an Executive function
This item is eligible for call in to Policy and Resources Scrutiny Committee
Executive Councillor:- Moring
***Called-in to Policy & Resources Scrutiny Committee**

441 In-depth Scrutiny report - 20mph speed restrictions in residential streets

The Cabinet considered a report of the Chief Executive presenting the in-depth scrutiny project – '20mph Speed Restrictions in Residential Streets'.

On consideration of the report, it was noted that the proposals were consistent with the existing practice with regard to the introduction of 20mph speed restriction schemes in the Borough.

Resolved:-

That the report be received and noted.

Reason for Decision

To receive the scrutiny project report.

Other Options

None

Note:-This is an Executive function
This item is eligible for call in to Place Scrutiny Committee
Executive Councillor:- Cox
***Called-in to Place Scrutiny Committee**

442 Capital Redevelopment of Delaware, Priory and Viking - Reference back from People Scrutiny Committee 11th October 2016

The Cabinet considered a report of the Deputy Chief Executive (People) which had been prepared in response to the decision of People Scrutiny Committee on 11th October 2016, to refer back Minute 285 (Capital redevelopment of Priory, Delaware and Viking) for further consideration, and the decision of Council on 20th October to urge Cabinet to proceed with the original plans previously agreed by the Council.

Resolved:-

1. That the Cabinet decision of 20th September 2016 be reaffirmed, namely:
2. That it be noted that the Strategic Outline Case (SOC), set out at Appendix 1 to the submitted report, has found that the preferred option is the re-development of the Viking Learning Disability Day Centre and the New Build of a 60 bed dual registered dementia care home, on a single site (Priory).

3. That the preferred option(s) identified above should be subjected to a fully costed Outline Business Case (OBC) to be presented to Cabinet in February 2017.

4. That it be noted that the Scheme will be financed by the Council and the Local Authority Trading Company, Southend Care, will operate any new facility under a long term commercial lease from the Council.

Reason for Decision

To respond to the decision of People Scrutiny Committee (11th October 2016) and Council (20th October 2016).

Other Options

None

Note:-This is an Executive function

Not eligible for call-in as the matter has already been the subject of the call-in procedure.

Executive Councillor:- Salter

443 Capital Monitoring for 2016/17 and Revised Capital Programme 2016/17 to 2019/20

The Cabinet considered a report of the Chief Executive setting out the capital expenditure as at 30 September 2016 and recommending in-year amendments to the approved Capital Programme for 2016/17 to 2019/20.

Recommended:-

1. That the actual capital expenditure position as at 30 September 2016 of £22.014 million as shown in Section 4 and Appendix 1 of the submitted report, be noted.
2. That the financing position of the Capital programme as at 30 September 2016, as set out in Section 5 of the report, be noted.
3. That the proposed changes to the Capital Programme as set out in Appendix 6 to the report, be approved.
4. That the revised Capital Programme for 2016/17 to 2019/20 that results from these changes, as set out in Appendix 7 to the report, be approved.

Reason for Decision

To approve proposed changes to the Capital Programme since the last Cabinet meeting on 28 June 2016.

Other Options

The proposed Capital Programme is made up from a number of individual projects, any of which can be agreed or rejected independently of the other projects.

Note:-This is a Council function

This item is eligible for call in to Policy and Resources Scrutiny Committee

Executive Councillor:- Moring

444 Mid-Year Treasury Management Report - 2016/17

The Cabinet considered a report of the Chief Executive detailing the treasury management activity for both quarter two and the period from April to September 2016.

Recommended:-

1. That the Mid-Year Treasury Management Report for 2016/17, be approved.
2. That the revisions to the Treasury Management Policy for 2016/17, as set out in Section 13 and in Appendix 3 to the submitted report, be approved.
3. That it be noted that treasury management activities were carried out in accordance with the CIPFA (The Chartered Institute of Public Finance and Accountancy) Code of Practice for Treasury Management in the Public Sector during the period from April to September 2016.
4. That it be noted that the loan and investment portfolios were actively managed to minimise cost and maximise interest earned, whilst maintaining a low level of risk.
5. That it be noted that an average of £49.9m of investments were managed in-house. These earned £0.15m of interest during this six month period at an average rate of 0.62%. This is 0.34% over the average 7 day LIBID (London Interbank Bid Rate) and 0.20% over the average bank base rate.
6. That it be noted that an average of £19.7m of investments were managed by our former external fund manager. These earned £0.14m of interest during this six month period at an average rate of 1.37%. This is 1.09% over the average 7 day LIBID and 0.95% over the average bank base rate.
7. That it be noted that during September 2016 £22.7m was recalled from the Council's former external fund manager and £15m was invested equally across two short dated bond funds and £5m was invested into an enhanced cash fund.
8. That it be noted that an average of £14.5m was managed by two property fund managers. This reduced in value by £79k during this six month period from a combination of a decrease in the value of the units partially offset by income distribution, giving a combined return of -1.09%.
9. That it be noted that the level of borrowing from the Public Works Loan Board (PWLb) (excluding debt relating to services transferred from Essex County Council on 1st April 1998) remained at the same level of £227.8m (Housing

Revenue Account (HRA): £77.0m, General Fund: £150.8m) during the period from April to September 2016.

10. That it be noted that the level of financing for 'invest to save' schemes increased from £3.21m to £5.94m during the period from April to September 2016.

Reason for Decision

The CIPFA Code of Practice on Treasury Management recommends that Local Authorities should submit reports regularly. The Treasury Management Policy Statement for 2016/17 set out that reports would be submitted to Cabinet quarterly on the activities of the treasury management operation.

Other Options

There are many options available for the operation of the Treasury Management function, with varying degrees of risk associated with them. The Treasury Management Policy aims to effectively control risk to within a prudent level, whilst providing optimum performance consistent with that level of risk.

Note:-This is a Council function

This item is eligible for call in to Policy and Resources Scrutiny Committee

Executive Councillor:- Moring

445 Office of Surveillance Commissioners - Inspection Report

The Cabinet considered a report of the Chief Executive on the result of a recent inspection carried out by the Office of Surveillance Commissioners (OSC) of the arrangements made by the Council to ensure compliance with the statutory provisions which govern the use of covert surveillance, particularly the Regulation of Investigatory Powers Act 2000.

Resolved:-

1. That the report of the Assistant Surveillance Commissioner dated 8th August 2016, attached at Appendix 1 to the submitted report, be noted.

2. That it be noted that the recommendations in the report will be implemented.

3. That the amendments to the Council's "Policy and Procedures for undertaking Directed Covert Surveillance and the use of Covert Human Intelligence Sources" as recommended by the Assistant Surveillance Commissioner and highlighted in Appendix 2 to the report, be approved.

Reason for Decision

To respond to the recommendations of the OSC inspection.

Other Options

None

Note:-This is an Executive function
This item is eligible for call in to Policy and Resources Scrutiny Committee
Executive Councillor:- Moring

446 Local Code of Governance: Review

The Cabinet considered a report of the Chief Executive presenting the Council's revised Local Code of Governance.

Recommended:-

1. That the revised Local Code of Governance, set out at Appendix 1 to the submitted report, be approved.
2. That the Council's Constitution be updated with the revised Local Code of Governance.

Reason for Decision

To comply with the relevant statutory requirements.

Other Options

Not adopting a revised code that incorporates or reflects the CIPFA/Solace Good Governance Framework for local government would mean the Council's governance framework was not as robust as it could be, leaving the Council more vulnerable to poor management practice and possible legal challenge.

Note:-This is a Council function
This item is eligible for call in to Policy and Resources Scrutiny Committee
Executive Councillor:- Lamb

447 Procurement of Remote Processing for Housing Benefits

The Cabinet considered a report of the Chief Executive proposing the use of a tender process for the appointment of a third party provider to provide assistance during the transition to universal credit for a 3 year period (with an option to extend for a further year).

Resolved:-

That a tender process be used for the appointment of a provider of third party remote processing to support the Housing Benefit Team during the transition to Universal Credit.

Reason for Decision

To assist the service in ensuring a maximum subsidy claim each year in the most reliable and cost effective manner. It will allow a reduction in resource year on year, in line with Universal Credit roll out, through the life of the contract.

Other Options

1. Recruit staff on temporary contracts. It would be difficult to recruit trained staff and it takes up to a year to train a new starter.
2. Try and cover the work using overtime. This will not be sufficient and will lead to significant delays in processing which will result in subsidy qualifications and increased overpayments.
3. Recruit specialist agency staff direct. This would be more expensive than the recommended option and does not deliver the flexibility required.

Note:-This is an Executive function

This item is eligible for call in to Policy and Resources Scrutiny Committee

Executive Councillor:- Moring

***Called-in to Policy & Resources Scrutiny Committee**

448 Financial Pressures Facing the HRA

The Cabinet considered a report of the Deputy Chief Executive (People) updating Members on various financial pressures facing the Housing Revenue Account (HRA) as a result of recent changes in Government policy.

Resolved:-

That the submitted report be noted.

Reason for Decision

To inform Members of the financial pressures facing the HRA account.

Other Options

None

Note:-This is an Executive function

This item is eligible for call in to Policy and Resources Scrutiny Committee

Executive Councillor:- Flewitt

***Called-in to Policy & Resources Scrutiny Committee**

449 Success for All Children Annual Report

The Cabinet considered a report of the Deputy Chief Executive (People) presenting a draft of the Success for All Children Group's Annual Report April 2015 – March 2016.

Resolved:-

That the submitted report be noted.

Reason for Decision

To inform Members of the progress made in delivering the overarching objectives for children's services.

Other Options

None

Note:-This is an Executive function

This item is eligible for call in to People Scrutiny Committee

Executive Councillor:- Courtenay

***Called-in to People Scrutiny Committee**

450 A Local Account of Adult Social Care Services in Southend 2015-16

The Cabinet considered a report of the Deputy Chief Executive (People) presenting the draft Local Account of Adult Social Care services in 2015-16, including priorities and plans for 2016-17.

Resolved:-

That the draft Local Account be noted as the Council's self-assessment for these services.

Reason for Decision

The publication of the Local Account of adult social care services for 2015-16 ensures the continuity of information for the public about the performance of this service.

Other Options

None

Note:-This is an Executive function

This item is eligible for call in to People Scrutiny Committee

Executive Councillor:- Salter

This item had previously been the subject of Pre-Cabinet scrutiny.

***Called-in to People Scrutiny Committee**

451 Sheltered Housing Review

The Cabinet considered a report of the Deputy Chief Executive (People) on the outcome of the review of housing need of older people in the Borough which had been undertaken by Peter Fletcher Associates (PFA).

Resolved:-

1. That the contents of the submitted report and the accompanying PFA Report, be noted.

2. That a series of workshops and working groups be convened for the purpose of exploring in detail the main themes of the report, namely:

- Physical structure of the schemes – including accessibility within Schemes and the size of individual accommodation units.
- Community & Locality – location of Schemes in relation to local facilities (i.e. accessibility to local amenities and transport links) and encouraging community access to Scheme facilities as part of a wider Locality approach to services.
- Meeting Housing, Care and Support needs of older people – how Schemes enable tenants to stay in their homes as they become frailer, developing a criteria for sheltered housing based on need, and developing use of Telecare, Telehealth, and assistive technology options.

3. That the workshops and working groups be convened and facilitated by officers from the strategic housing service, South Essex Homes, and adult social care services, and be supported and attended by elected Members as key stakeholders and decision makers.

4. That the outcome of these workshops and working groups be presented as a follow up Cabinet report in the spring of 2017 with recommended options for developing a model of sheltered housing provision in order to meet the housing need of older people in Southend.

Reason for Decision

The provision of good quality housing for older people is an important issue that is crucial to the successful delivery of the Council's strategic objectives in relation to health and wellbeing, safety, prosperity, and value for money.

Other Options

None

Note:-This is an Executive function

This item is eligible for call in to People Scrutiny Committee and Policy and Resources Scrutiny Committee

Executive Councillor:- Flewitt and Salter

***Called-in to People Scrutiny Committee and Policy & Resources Scrutiny Committee**

452 Gambling Policy Review

The Cabinet considered a report of the Deputy Chief Executive (Place) setting out the draft revised statement of Gambling Licensing Policy as the basis for formal consultation.

Resolved:-

That the draft revised Policy document be endorsed for the purposes of consultation.

Reason for Decision

To comply with the Council's statutory duty under Section 349 of The Gambling Act 2005

Other Options

None.

Note:-This is an Executive function

This item is eligible for call in to Place Scrutiny Committee

Executive Councillor:- Flewitt

***Called-in to Place Scrutiny Committee**

453 PVX Policy

The Cabinet considered a report of the Deputy Chief Executive (Place) proposing amendments to the existing Permanent Vehicular Crossing (PVX) Policy in light of the outcome of the review.

Resolved:-

1. That the issues identified in Section 5 of the submitted report relating to the PVX Policy, process and procedures, be noted.
2. That the amendments to the PVX Policy set out in paragraphs 5.2(a)-(d) of the report, be approved.
3. That the matters that are not considered to amount to exceptional circumstances, set out in paragraph 5.5 of the report, be approved.
4. That the approach to refusing applications set out in paragraph 5.6 of the report, be approved.
5. That the approach to exceptional circumstances set out in paragraph 5.8 of the report, be approved (acknowledging that each application is different and each exceptional circumstances case will be considered on its own merits).
6. That the recommendations in Paragraph 5.9 of the report be approved (i.e. no changes to remaining policy or criteria).
7. That the approach to fees set out in paragraph 5.11 of the report, be approved.

Recommended:-

8. That the exceptional circumstances PVX applications be included as part of the terms of reference of both the Traffic and Parking Working Party and Cabinet Committee, so as not to preclude the democratic process, with the Cabinet Committee having full delegated powers to determine the applications and that the call-in process shall not apply to the decisions of the Committee to ensure that the applications are dealt with in a timely manner.

9. That, accordingly, the following amendments be made to the Constitution:

(a) Part 3 Schedule 2 – Terms of Reference of Traffic and Parking Working Party. Add the following to the terms of reference of the working party under paragraph 3.6.3: (c) To consider exceptional circumstances PVX applications and make appropriate recommendations to the Cabinet Committee.

(b) Part 3 Schedule 2 – Terms of Reference of Cabinet Committee. Add the following at the end of the terms of reference to the Cabinet Committee under paragraph 2 (b): The Cabinet Committee will consider the recommendations from the Traffic and Parking Working Party in respect of exceptional circumstances PVX applications and determine such applications. The decisions will not be available for call-in.

(c) Part 4(e) – Call-in. Add the following to the list of exceptions to the call-in process under paragraph 15(e): (iv) in respect of exceptional circumstances PVX applications determined by the Cabinet Committee.

Reason for Decision

The changes proposed are in response to feedback from Members and customers.

Other Options

To continue with the system that currently exists.

Note:-The decisions in 1-7 above constitute an Executive function. The decisions in 8 and 9 above constitute a Council function.

This item is eligible for call in to Place Scrutiny Committee

Executive Councillor:- Cox

***Called-in to Place Scrutiny Committee**

454 Celebrating 125 years of the Borough of Southend-on-Sea

The Cabinet considered a report of the Deputy Chief Executive (Place) proposing a programme of events in 2017 celebrating both the 125th anniversary of the Borough Charter for Southend-on-Sea and the centenary of Priory Park.

Recommended:-

1. That the proposed series of celebrations to mark the 125th anniversary of the signing of the Borough Charter and the centenary of Priory Park, be approved.

2. That the nationally significant award of Poppies: Wave exhibition to Shoeburyness which will form part of the year's celebrations, be noted.

3. That one-off financial support of the collective activity up to £580k and funded from the Business Transformation Reserve across 2016/17 and 2017/18, be approved.

Reason for Decision

To mark the anniversary and for the occasion to be used as an opportunity for community cohesion and for the residents of the Borough to be aware of their own local history and create a sense of Civic Pride.

Other Options

As set out in the submitted report.

Note:-This is a Council function

This item is eligible for call in to Place Scrutiny Committee

Executive Councillor:- Holland

***Called-in to Place Scrutiny Committee**

455 Minutes of the London Southend Airport Monitoring Working Party held 20th September 2016

Resolved:-

That the Minutes of the meeting of the London Southend Airport Monitoring Working Party held on 20th September 2016 be noted.

Note:- This is an Executive Function

Eligible for call-in to Place Scrutiny Committee

Executive Councillor:- Cox

456 Standing Order 46 Procedure

Resolved:-

That the submitted report be noted.

Note:- This is an Executive Function.

Eligible to call-in to the relevant Scrutiny Committees as appropriate to the item

Executive Councillor:- As appropriate to item

***Called-in to Place Scrutiny Committee (Pier Entrance (West) and 21 Pier Arches only)**

457 Exclusion of the Public

Resolved:-

That, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the item of business set out below, on the grounds it would involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

458 Waste Management PFI

The Cabinet considered the report of the Deputy Chief Executive (Place) on the above.

Resolved:-

That the recommendations in the submitted report be approved.

Reason for Decision

As set out in the submitted report.

Other Options

As set out in the submitted report.

Note:-This is an Executive Function

This item is eligible for call-in to Place Scrutiny Committee

Executive Councillor:- Cox

***Called-in to Place Scrutiny Committee**

Chairman: _____

Notice of Motion: York Road

Given the recent anti-social criminal acts that have occurred in the York Road area of Southend in recent times, I would like to submit the following as a Motion for the Council to consider.

Under current legislation it could be appropriate for the Council to compulsory purchase properties in York Road which have generated misuse of drugs and dangerous ASB. The section of road proposed to be considered is between Baltic Avenue and Queensway on both sides of the road. Once purchased the HMO's can be controlled and properly maintained by the Council via the ALMO. The detrimental effect the ASB in the area is having on local businesses is apparent and could have a knock on effect for the town centre and eventually the whole town.

Proposed by Cllr Mike Assenheim

Seconded by Cllr Martin Terry

Supported by the Independent Group

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Notice of Motion

MAKE FAIR TRANSITIONAL STATE PENSION ARRANGEMENTS FOR 1950'S WOMEN

“The Council calls upon the Government to make fair transitional state pension arrangements for all women born on or after 6th April 1951, who have unfairly borne the burden of the increase to the State Pension Age (SPA) with lack of appropriate notification.

Hundreds of thousands of women had significant pension changes imposed on them by the Pensions Acts of 1995 and 2011 with little/no/personal notification of the changes. Some women had only two years notice of a six-year increase to their state pension age.

Many women born in the 1950's are living in hardship. Retirement plans have been shattered with devastating consequences. Many of these women are already out of the labour market, caring for elderly relatives, providing childcare for grandchildren, or suffer discrimination in the workplace so struggle to find employment.

Women born in this decade are suffering financially. These women have worked hard, raised families and paid their tax and national insurance with the expectation that they would be financially secure when reaching 60. It is not the pension age itself that is in dispute - it is widely accepted that women and men should retire at the same time.

The issue is that the rise in the women's state pension age has been too rapid and has happened without sufficient notice being given to the women affected, leaving women with no time to make alternative arrangements.

The Council calls upon the Government to reconsider transitional arrangements for women born on or after 6th April 1951, so that women do not live in hardship due to pension changes they were not told about until it was too late to make alternative arrangements.”

Proposer: Councillor Julian Ware-Lane

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Notice of Motion - Affordable Housing and Viability Issues

In April 2013 DCLG published 'Section 106 affordable housing requirements '

This stated that:

'2. Unrealistic Section 106 agreements negotiated in differing economic conditions can be an obstacle to house building. The Government is keen to encourage development to come forward, to provide more homes to meet a growing population and to promote construction and economic growth. Stalled schemes due to economically unviable affordable housing requirements result in no development, no regeneration and no community benefit. Reviewing such agreements will result in more housing and more affordable housing than would otherwise be the case.'

Inevitably this has led to many schemes all over the country (including recently permitted schemes which haven't had time to 'stall') but which include affordable housing being amended to delete that housing. The financial equivalents which are given as an alternative do not equate to the actual built development which is lost.

According to recent figures from DCLG the number of new affordable homes built in 2015-16 fell by over 50% between 2014/15 and 2015/16. The Local Government Association estimates up to 5.4 million people will need affordable housing by 2024. The need is desperate and we consider the current position to be incompatible with an inclusive and caring society, hamstringing local authorities in providing for affordable housing and detrimental to the social wellbeing of residents.

It is therefore requested that this Council, through the Local Government Association, or alone if it has to, seeks the support of other Councils for a case to be made to Government that the ability to review provisions in agreements relating to affordable housing on the grounds of viability should be rescinded and that affordable housing becomes mandatory in developments either within the development, on suitable alternative sites at the developer's expense or through the true equivalent in financial contributions, thus allowing Councils to secure suitable affordable housing provision for their residents.

Proposer - Cllr Carole Mulroney

Seconded by Cllr Peter Wexham

27 November 2016

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Report of Chief Executive

To

Cabinet

on

10th January 2017

Report prepared by: Christine Lynch
Revenues Group Manager

Debt Management - Position to 30th November 2016

Policy and Resources Scrutiny Committee
Executive Councillor: Councillor Moring

A Part 1 Public Agenda Item

1. Purpose of Report

1.1 The purpose of this report is to apprise Cabinet of the following:

- the current position of outstanding debt to the Council, as at 30th November 2016
- debts that have been written off, or are recommended for write off, in the current financial year as at 30th November 2016
- Obtain approval for the write off of irrecoverable debts that are over £25,000.

2. Recommendation

That Cabinet:-

- 2.1 Notes the current outstanding debt position as at 30th November 2016 and the position of debts written off to 30th November 2016, as set out in Appendices A & B.
- 2.2 Approves the write off's as set out in Appendix B.

3. Background

- 3.1 It was agreed by Cabinet on 19th March 2013, following a report of debts over £25k to be written off, that the Director of Finance and Resources would submit a report on a regular basis to Cabinet on all aspects of the Council's outstanding

debt, along with the required write off position. This is the second report for the financial year 2016/17.

- 3.2 Southend-on-Sea is made up of a number of service areas responsible for the collection and administration of outstanding debt. The main areas are Accounts Receivable and Revenues which are linked to the billing and collection of the vast majority of debts that fall due to be paid to the Council for chargeable services, such as social care (see 4.5) and statutory levies such as Council tax and Non Domestic Rates (Business Rates).

However, there are other areas of debt that are included in this report, namely recovery of Housing Benefit Overpayments, Parking and Enforcement penalties and library fines. In addition, there are also debts for the Housing Revenue Account for rent arrears and service charges.

- 3.3 The process and legislative framework for the collection and write off of debt were detailed in the report to Cabinet on 17th September 2013. However, it is worth noting that the Council has a good success rate in collection of debt, and the collection targets are agreed annually as part of the Councils service planning process.
- 3.4 Debts are only considered for write off where all other courses of recovery available have been undertaken or explored and the debt is considered irrecoverable.

4. Councils Debt Types

4.1 Council Tax

£83.3 m of Council tax is due to be collected in 2016/17, and the Council has set a collection rate of 97.2%.

In 2015/16, 97.2% of the outstanding Council Tax due was collected, and collection continues for the outstanding arrears for that year and for previous years. The chart below shows the actual in year collection rate over the past 4 years, and the collection rate of each year's charge to date, including debts that have already been written off.

	Council Tax Performance	
	As at 31st March of relevant year	As at 30 th November 2016
1st April 2012 - 31st March 2013	97.9%	99.6%
1st April 2013 - 31st March 2014	97.1%	99.4%
1st April 2014 - 31st March 2015	96.8%	99%
1st April 2015 - 31st March 2016	97.2%	98.5%

4.2 Non Domestic Rates (Business Rates)

The Council is due to collect approximately £49m of Business Rates in 2016/17 and has set an in year collection target of 97.8%.

The Council achieved an overall collection of 97.8% in 2015/16, which was 0.2% above target and collection is continuing for outstanding arrears for previous financial years.

The chart below shows the actual in year collection rate over the past 4 years, and the collection rate of each year's charge to date, including debts that have been already written off.

	Non-Domestic Rates Performance	
	As at 31st March of relevant year	As at 30th November 2016
1st April 2012 - 31st March 2013	96.5%	99.6%
1st April 2013 - 31st March 2014	97.5%	99.6%
1st April 2014 - 31st March 2015	97.6%	99%
1st April 2015 - 31st March 2016	97.8%	99%

4.3 Housing Benefit Overpayment

This is any entitlement to a rent allowance or rent rebate that a person has received but is not entitled to. Most commonly this accumulates when there is a change to a person's circumstance and they fail to notify us in good time. The overpayment will be invoiced unless they are in receipt of Housing Benefit in which case their benefit entitlement is reduced to enable recovery of the overpayment. The vast majority of Housing Benefit overpayment is due to claimant error.

4.4 Libraries

Library debt is made up of overdue fines and replacing lost or non-returned books.

4.5 Department for People - Adult Services (formerly Social care)

Adult Services make charges for the following services;

- Contributions to residential accommodation
- Charges for non-residential services i.e. Home Care, Community Support, Day Services and transport to services
- Charges to other local authorities
- Charges to Health Authority

Adult Social Care Debt as at 30th November 2016 16 was £4,046,227 in comparison to £5,386,836 on 1st August 2016.

It should be noted that of the total amount outstanding;

- £1,734,553 is debt secured against property
- £661,301 is being collected by Direct Debit
- £202,677 is under 30 days old

4.6 Parking

The recovery of unpaid Penalty Charge Notices is undertaken by semi-judicial process under the current Traffic Management Act 2004.

From 1st April 2016 to 30th November 2016 a total of 21,986 Penalty Charge Notices (PCNs) have been issued identifying a projected income of £765,310. It should be noted that PCNs are issued at a higher rate and lower rate (£70.00 and £50.00 respectively) depending on the seriousness of the parking contravention. PCNs may be paid at a discounted rate of 50% of the charge if paid within 14 days of the date of issue.

This value is continuously being amended as payments are received and it should be recognised that payments made at the 50% discount amount will reduce the projected income level. Generally, 75% of paid PCN's are paid at the discounted payment.

The value of cancelled notices is £72,570 and cases written off where no keeper has been identified totals £13,744.

4.7 Miscellaneous Income

This will include a range of services that the Council will charge for including such areas as rental income on commercial properties, recharges to other bodies for services we have provided, and recovering overpaid salaries from staff that have left.

It is important to note that collection can vary month by month depending on the value of invoices raised as a reasonable period needs to be allowed for payment to be made.

4.8 Housing

Under the management of South Essex Homes there are the arrears of outstanding debt of Rent and Service Charges. The cost of any write-offs for this category of debt is specifically charged to the Housing Revenue Account and not to Council Tax Payers.

5. Write-Off Levels

5.1 Write off approval levels currently in place are shown in the tables below, which are in accordance with the Financial Procedure rules set out in the Constitution and the corporate debt recovery policy.

Debt Type: Council Tax/ Accounts Receivable/Social Care/ Housing and Council Tax Benefit

Designation	Amount
Assistant Manager/Manager	under £5,000
Director of Service	Between £5,000 and £25,000
Cabinet	£25,000 and above

Debt Type: NNDR (Non Domestic Rates)

Designation	Amount
Assistant Manager	under £5,000
Manager	Between £5,000 and £10,000
Director of Service	Between £10,000 and £25,000
Cabinet	£25,000 and above

Debt Type: Parking

Designation	Amount
Notice Processing Officer & Section Leader.	under £5,000
Section Leader	Between £5,000 and £10,000
Group Manager	Between £10,000 and £25,000
Cabinet	£25,000 and above

Debt Type: Housing Rents and Service Charges

South Essex Homes, as managing agent, submit proposed write-offs to the Council, following which the following approval levels are exercised.

Designation	Amount
Director of Service	Under £25,000
Cabinet	£25,000 and above

5.2 Write offs for Cabinet approval are shown in Appendix B.

6. Council Debt Position (as at 30/11/16)

Appendices A and B show the current debt position within each service area, and the amount that has been written off so far in the current year.

For Council tax and Non Domestic rates there is a net collectable debt at the beginning of the year. Although this can change depending on changes to liability or property being removed or introduced to the lists, it is fairly consistent.

However other service areas may see greater fluctuations as new debts are created during the financial year.

7. Other Options

This is a report notifying members of the current position of the Council's debt and related write offs, and therefore there are no other options.

8. Reasons for Recommendations

All reasonable steps to recover the debt have been taken, and therefore where write off is recommended it is the only course of action available.

If the Council wishes to pursue debts for bankruptcy proceedings, it will follow the agreed and published recovery policy that covers this.

9. Corporate Implications

9.1 Contribution to Council's Vision & Corporate Priorities

Efficient write off of bad and irrecoverable debts, where appropriate, is good financial practice and reduces the bad debt provision and financial impact in the Authority's accounts.

9.2 Financial Implications

Debts that are written off will have been provided for within the Councils bad debt provision and as such there should be no specific financial implications. However it is possible that unforeseen and unplanned additional write offs occur, which lead to the value of debts written off in any year exceeding the bad debt provision.

Where this is likely to happen, this report will act as an early warning system and will enable additional control measures to be agreed and taken to either bring the situation back under control, or to make appropriate adjustments to the bad debt provision.

Relevant service areas have to bear the cost of debts that are written off within their budget.

9.3 Legal Implications

If there are debts to be written off that exceed the level at which officers have delegated powers to deal with the matter, authorisation is required from the Cabinet.

9.4 People Implications

The people implications have been considered and there are none relevant to this report.

9.5 Property Implications

The property implications have been considered and there are none relevant to this report.

9.6 Consultation

Consultation is not required for write off of debt.

9.7 Equalities and Diversity Implications

Each write-off is considered on an individual basis, there is no equalities and diversity implication to consider.

9.8 Risk Assessment

There is a financial implication to the bad debt provision if write offs are not dealt with within the current financial year.

9.9 Value for Money

It is a matter of good financial practice and good debt management to report value of debt and write off regularly.

9.10 Community Safety Implications

There are no Community Safety Implications.

9.11 Environmental Impact

There is no environmental impact.

10. Background Papers

Full details of recovery action against each recommended write-off are held within the services computer systems.

11. Appendices

Appendix A Summary of outstanding debt

Appendix B Summary of Write offs

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Summary of Outstanding Debt**Outstanding Debt pre 1st April 2016 (arrears)**

Debt pre 1/4/16	Council Tax (a)	Business Rates (a)	Housing Benefit Overpayments (b)	Social Care	Miscellaneous Income	HRA (Care Line/Service Charges)	Parking (c)	Libraries (d)	HRA Current Tenants (e)	HRA Former Tenants (e)
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Net Collectable Debt	6,046	2,049	6160	5,029	3,028	59	10,252	n/a	-	334
Amount Paid @ 30.11.16	1,826	751	2,522	2,617	2,039	16	8,607	409	-	93
Number of Accounts	13,037	298	2,014	882	760	100	n/a	n/a	-	215
Total Outstanding	4,220	1,928	3,586	2,412	989	43	1,645	n/a	-	241

Current Year Debt (Debt raised in respect of 2016/17)

Debt post 1/4/16	Council Tax (a)	Business Rates (a)	Housing Benefit Overpayments (b)	Social Care	Miscellaneous Income	HRA (Care Line/Service Charges)	Parking (c)	Libraries (d)	HRA Current Tenants (e)	HRA Former Tenants (e)
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Net Collectable Debt at 30.11.16	83,298	48,666	3,421	7,700	20,575	1,573	894	n/a	21,980	127
Amount Paid @30.11.16	58,215	34,235	2,522	6,066	16,526	1,320	497	18	21,976	38
Number of Accounts	72,511	2,989	2,474	1,413	946	1,911	n/a	n/a	1,608	144
Total Outstanding	25,083	14,431	2,475	1,634	4,049	253	397	n/a	486	89

NOTES

- (a) Council Tax and Business Rates includes adjustments for write offs, credits and outstanding court costs.
- (b) HB Overpayment is not attributable to a financial year in the same way that Council Tax or NDR are i.e. a yearly debit is not raised. It is also not feasible to state when a payment is made which age of debt it has been paid against. For these reasons the outstanding amounts in the report reflect the actual outstanding debt at the date requested, it does not reflect the outstanding debt against current year and previous year debts.
- (c) Parking total outstanding is net of PCNs cancelled and written off.
- (d) The figure of £409k relates to total payments received since January 2005 until 30/11/2016.
- (e) HRA tenancy debts (residential rent accounts) are rolling amounts, with no breaks in years or rollovers. Any cash received is applied to the oldest rent week outstanding. The figures shown are total arrears outstanding, and therefore include arrears still outstanding from prior years.

Summary of Write Off's

Debts written off in 2016/17

Period 1 April 2016 - 30 November 2016 relating to any year

Write Offs	Council Tax	Business Rates	Housing Benefit Overpayment	Social Care	Miscellaneous Income	HRA (Care Line/Service Charges)	Parking	Libraries	HRA Tenants
	£	£	£	£	£	£	£	£	£
Under £5k	168,788	9,7021	444,381	42,306	19,397	2,220	186,240	9,134	66,973
£5k-£25k	0	179,177	90,264	42,892	14,695	0	0	0	5,486
Over £25k	0	38,493	56,735	0	0	0	0	0	0
Total	168,788	314,691	591,382	85,198	34,092	2,220	186,240	9,134	72,459

Write off greater than £25,000 for approval

Amount of Write off £	Reason for Write Off	Service Area
£47,214.85	Knight retail UK Limited. Council notified in August 2015 of the companies occupation at 59/61 High Street, Southend-on-Sea. Property was only occupied for a short period and all correspondence issued to Registered Office as 'Return to Sender'. Attempts made to contact Directors of company directly without success. Company was dissolved on 22 nd November 2016.	Non-Domestic Rates
£29,830.58	RZ Trading (UK) Limited held lease for this property 114/116 High Street, Southend-on-Sea and sub-let it. Made liable January 2016 following vacation of their tenant, premises remained unoccupied. Correspondence issued to Registered Office without success. Liability Order obtained 20 th July 2016 and account issued to Enforcement Agents 25 th July 2016. Company was dissolved on 27 th September 2016.	Non-Domestic Rates
£53,386.45	Luxido Limited held a licence to occupy 195/197 High Street, Southend-on-Sea effective from February 2016 however SBC was only notified of this change in June 2016 following extensive investigation. SBC were notified of the appointment of a liquidator in September 2016 and the company was liquidated 15 th October 2016.	Non-Domestic Rates

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Southend-on-Sea Borough Council

Agenda
Item No.

Report of Deputy Chief Executive (People)

to
Cabinet

on
10 January 2017

Report prepared by: Helen M Wilson
LSCB & SAB Business Manager

Annual Report on Safeguarding Children and Adults 2015-16

People Scrutiny Committee
Executive Councillors: Cllr Courtenay & Cllr Salter
Part 1 (Public Agenda Item)

1. Purpose of Report

To provide an annual assurance assessment for the Chief Executive and elected members in respect of their responsibilities for safeguarding children and adults in Southend. This report contributes to the requirements of statutory guidance in Working Together to Safeguard Children 2015 and the Care Act 2014.

2. Recommendations

2.1 That the report is noted and the actions detailed in 3.9 are approved.

3. Background

3.1 For the period 2015 -16 the Local Safeguarding Children Board (LSCB), Safeguarding Adults Board (SAB), Southend Borough Council Children's Services and Southend Borough Council Adult Social Care Services have coordinated their annual reporting cycles in order to provide the chief executive and elected members an overview of the activity and effectiveness of safeguarding children and adults service in Southend.

3.2 Safeguarding and promoting the welfare of children is defined as:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes. (*Working Together 2015*).

3.3 The Local Safeguarding Children Board (LSCB) is a statutory partnership responsible for co-ordinating and monitoring the effectiveness of safeguarding children arrangements in all agencies. The LSCB works alongside the Success

for All Children Group, which is responsible for leading and coordinating improvements in services for all outcomes for children, including their safety. Both the LSCB and the Success For All Children Group work with the Health and Wellbeing Board which provides strategic leadership across all services.

3.4 Effective safeguarding children systems are those where:

- the child's needs are paramount, and the needs and wishes of each child, be they a baby or infant, or an older child, should be put first, so that every child receives the support they need before a problem escalates;
- all professionals who come into contact with children and families are alert to their needs and any risks of harm that individual abusers, or potential abusers, may pose to children;
- all professionals share appropriate information in a timely way and can discuss any concerns about an individual child with colleagues and local authority children's social care;
- high quality professionals are able to use their expert judgement to put the child's needs at the heart of the safeguarding system so that the right solution can be found for each individual child;
- all professionals contribute to whatever actions are needed to safeguard and promote a child's welfare and take part in regularly reviewing the outcomes for the child against specific plans and outcomes;
- LSCBs coordinate the work to safeguard children locally and monitor and challenge the effectiveness of local arrangements;
- when things go wrong Serious Case Reviews (SCRs) are published and transparent about any mistakes which were made so that lessons can be learnt; and
- local areas innovate and changes are informed by evidence and examination of the data.

3.5 The Safeguarding Adults Board (SAB) became a statutory partnership from April 2015, responsible for co-ordinating and monitoring the effectiveness of safeguarding adults arrangements in all agencies. The SAB works in Partnership with the LSCB and Health and Wellbeing Board to provide strategic leadership across all services. Safeguarding Adults Boards should:

- identify the role, responsibility, authority and accountability with regard to the action each agency and professional group should take to ensure the protection of adults;
- establish ways of analysing and interrogating data on safeguarding notifications that increase the SAB's understanding of prevalence of abuse and neglect locally that builds up a picture over time;
- establish how it will hold partners to account and gain assurance of the effectiveness of its arrangements;
- determine its arrangements for peer review and self-audit;
- establish mechanisms for developing policies and strategies for protecting adults which should be formulated, not only in collaboration and consultation with all relevant agencies but also take account of the views of adults who have needs for care and support, their families, advocates and carer representatives;

- develop preventative strategies that aim to reduce instances of abuse and neglect in its area;
- identify types of circumstances giving grounds for concern and when they should be considered as a referral to the local authority as an enquiry;
- formulate guidance about the arrangements for managing adult safeguarding, and dealing with complaints, grievances and professional and administrative malpractice in relation to safeguarding adults;
- develop strategies to deal with the impact of issues of race, ethnicity, religion, gender and gender orientation, sexual orientation, age, disadvantage and disability on abuse and neglect;
- identify mechanisms for monitoring and reviewing the implementation and impact of policy and training;
- carry out safeguarding adult reviews;
- produce a Strategic/Business Plan and an Annual Report;
- evidence how SAB members have challenged one another and held other boards to account;
- promote multi-agency training and consider any specialist training that may be required;
- consider any scope to jointly commission some training with other partnerships, such as the Community Safety Partnership.

3.6 This report provides an annual assurance statement of the LSCB, SAB, and Council's effectiveness in the discharge of their safeguarding responsibilities. The report contains four elements:

- The annual report from the independent chair of the LSCB covering the effectiveness of safeguarding of children, and identifying key priorities locally to improve that effectiveness. (Appendix 1).
- A report from the Head of Children's Services covering the quality and effectiveness of the Council's children's social care delivery (Appendix 2).
- The annual report from the independent chair of the SAB covering the effectiveness of safeguarding adults and identifying key priorities locally to improve that effectiveness. (Appendix 3).
- A report from the Head of Adult Services covering the quality and effectiveness of the Council's adult social care delivery (Appendix 4).

3.7 Working Together 2015 states that the LSCB Chair must publish an annual report on the effectiveness of child safeguarding and promoting the welfare of children in the local area. The annual report should be published in relation to the preceding financial year and should fit with local agencies' planning, commissioning and budget cycles. The report should be submitted to the Chief Executive, Leader of the Council, the local police and crime commissioner and the Chair of the Health and Wellbeing Board.

The report should provide a rigorous and transparent assessment of the performance and effectiveness of local services. It should identify areas of weakness, the causes of those weaknesses and the action being taken to address them as well as other proposals for action.

The Care Act Guidance 2014 states that the SAB must publish an annual report that must clearly identify what both the SAB and its members have done to carry out and deliver the objectives and other content of its strategic/business plan.

3.8 Ofsted inspected Children's Services over a 4 week period from 26th April to 19th May 2016. The subsequent report set out the key judgements on Southend Children's Services as: "Overall, Children's Services in Southend-on-Sea require improvement to be good". Individual judgements were:

- Children who need help and protection - Requires improvement (nationally 56% rated as requires improvement)
- Children looked after & achieving permanence - Requires improvement (nationally 56% rated as requires improvement)
- Adoption performance – Good (nationally 47% rated as good)
- Experiences and progress of care leavers – Good (nationally 33% rated as good)
- Leadership, management and governance - Requires improvement (nationally 48% rated as requires improvement)
- The Local Safeguarding Children's Board (LSCB) was also reviewed during the inspection and deemed to require improvement.

Improvement Plans have been prepared by Children's Services and the LSCB to address the issues identified by the Inspection and Review and to meet the Council's and LSCB's aspiration of being a good/outstanding.

The LSCB's Improvement Plan was developed and agreed by the Board in September 2016 and its implementation will be monitored by the LSCB

The Children's Services Improvement Plan consists of an overarching plan detailing key actions and the priorities for completion of the actions, supported by a detailed plan containing the actions which will need to be completed to achieve the outcomes of the plan. The Improvement Plan is overseen by an Improvement Board consisting of senior Members, Officers, an experienced senior manager independent of the Council, the chair of the LSCB and key partners to ensure robust delivery. A Scrutiny Panel reporting to the People Scrutiny Committee will also provide challenge and oversee the progress of the plan. The Improvement Plan has required additional funding from Southend Borough Council.

Immediate actions taken by Children's Services to address issues identified in the inspection are as follows:

- The findings of the inspection were shared with practitioners and managers at Director led briefings on the day of the publication of the report. This enabled teams to begin to discuss what immediate steps they would take to improve the experience of children, young people and families;
- Consultation events with managers and practitioners across children's services took place during August. The consultation has informed the improvement plan and means that we all know what we need to focus on to make improvements for children, young people and families.
- Social Workers and managers have been clearly advised of expectations relating to how long it should take to conduct a section 47 enquiry. This means children do not have to wait for a multi-agency child protection plan to be put

in place to meet their need for protection once it has been decided this is what is needed;

- External audits have been commissioned of contacts which are deemed No Further Action (NFA). The learning from the audits is supporting improvements in the consistency of decision making for children, young people and families who are in need of help and protection;
- Additional temporary management capacity has been put in place to support consistency of decision making at the point the public and partners make contact with children's social care. This means children and families receive a consistent, timely, response from children's services when they are in need of help and protection.
- In addition to the immediate focus on constituency of decision making and timescales for Section 47 enquiries we have focused on the statutory home visits being undertaken on time. This will mean children, young people and families will find it easier to build and maintain trusting relationships with their social workers and the plans in place to meet their need for help or protection will progress.
- The step-down process from children's social care to Early Help and Family Support has been clarified. The access point into children's social care is now co-located with that of early help services. This means there is no wrong 'front door' for anyone who thinks a child, young person or family needs additional help, support or protection to access. It supports consistent decision making and intervention from the right team at the right time.
- An additional Practice Lead has been employed, who will help social workers and managers to improve their practice across all the areas identified in the inspection. This will improve the experience for children, young people and families;
- We have increased the capacity within the participation and engagement service which will mean we can support children and young people to design how services are delivered.
- We have decided that the work of children's services will be underpinned by a shared set of principles and ways of working. This Southend Way for Children and Families will mean that families will work with confident practitioners who will support them to identify and achieve their goals.
- 6 additional Social Workers have been appointed to deal with additional demand.

3.9 As Deputy Chief Executive, I have responsibility for improving outcomes for all children, young people and adults with additional care and support needs in Southend, and to ensure that all appropriate local authority services engage effectively with the LSCB and SAB. The lead members and I have met with the Chief Executive and the Council Leader with this report in order that they can satisfy themselves that I am fulfilling my responsibilities. The actions from that meeting are detailed below:

3.9.1 In respect of Safeguarding Children:

- a) The challenge following the Ofsted Inspection outcome and the increase of demand was noted
- b) Further action is taken to ensure that the Children's Improvement plan actions are delivered at pace

- c) Action is taken to ensure that the recommendations for SBC Public Health from the CQC's Safeguarding and Looked After Children inspection of the health economy are delivered at pace
- d) The current resources and capacity to deliver the above are reviewed and addressed.
- e) Further work is undertaken on bringing forward the strategic analysis on the extent of Child Sexual Exploitation (CSE) in Southend
- f) Ensure the planned development of a revised Performance Framework is progressed to ensure that we are delivering good outcomes for children
- g) The areas for development in the LSCB Annual Report (appendix 1) are noted

3.9.2 In respect of Safeguarding Adults:

- a) That the continuing good performance in achieving positive safeguarding outcomes for adults at risk is noted
- b) To keep under review the increasingly pressurized health and social care system and particularly in respect of
 - A growing cohort of vulnerable young adults transitioning from child to adult services.
 - An increase in rough sleepers and their vulnerabilities.
 - The continual increase of older people requiring support
 - Leading to potential risk of increasing safeguarding issues
- c) The areas for development in the SAB Annual Report (appendix 3) are noted

4. Other Options

None

5. Reasons for Recommendations

To keep the Council informed of the position in respect of safeguarding children and adults in Southend.

6. Corporate Implications

6.1 Contribution to Council's Vision & Corporate Priorities

The work of partners and the Council in safeguarding children and adults directly contributes to the Council's priority to look after and safeguard our children and vulnerable adults.

6.2 Financial Implications

Spending on Safeguarding Children Services
Spending on Safeguarding Adults Services

6.3 Legal Implications

This report supports the Council, The Leader, the Chief Executive Director and Lead Member to discharge their statutory duties under the Children Act 2004 and Care Act 2014.

6.4 People Implications

None

6.5 Property Implications
None

6.6 Consultation

The LSCB and SAB are inclusive organisations which involve statutory and voluntary agencies. The LSCB community lay member and the youth lay members represent the interests of the community on the Board and its sub groups, in line with statutory guidance. Consultation with children and families, which influences the way in which services are delivered, is a key strategic priority for the LSCB.

The new SAB lay members, service user organisation member, and Healthwatch member represent the interests of the community on the SAB in line with statutory guidance.

6.7 Equalities and Diversity Implications

The Council, the LSCB and the SAB have the responsibility to ensure that all children and adults with additional care and support needs have their safety and welfare needs addressed. The Southend, Essex and Thurrock Procedures for both Child Protection and Safeguarding Adults addresses the “recognition of additional vulnerability” and covers the considerations which must be taken into account when meeting the needs of particular groups. All the LSCB and SAB sub groups address equality matters, with a standing item on all agendas.

6.8 Risk Assessment

Risk logs are maintained for the LSCB and SAB and within the Department for People. There is a standing item on the LSCB and SAB Executive agendas identifying risks to the efficacy of safeguarding services identified by partners, and agreeing mitigating actions to address these.

6.9 Value for Money

Fulfilling our responsibility to safeguard children and adults and promote their welfare is a statutory requirement. The Council works in partnership with other organisations and local authorities to ensure we fulfil those responsibilities in the most cost effective way. LSCB and SAB members ensure that all functions are undertaken on value for money principles. Since July 2013 the business management resource of the LSCB has been shared with the SAB, with some additional administration resource and a Performance and Quality Assurance Officer shared between both Boards. There continue to be savings to the LSCB in staffing costs, which the Board has reinvested into its safeguarding children priorities.

6.10 Community Safety Implications

LSCB & SAB arrangements support the safety for our most vulnerable members of society across the localities and partnerships. The LSCB and SAB oversee work on road safety, e safety, violence against women and girls, modern slavery, sexual

exploitation, bullying and hate crime as it relates to children and adults, and monitors the effectiveness of the implementation of the domestic abuse strategy

7. Background Papers

Many are core documents and are the same as identified in previous reports

- The Children Act 2004 Every Child Matters: Change for Children
- Children Act 1989
- Working Together to Safeguard Children (2015)
- Special educational needs and disability code of practice (2015)
- Keeping Children Safe in Education (2016)
- Mental Capacity Act (2005)
- The Care Act (2014)
- Care Act Guidance (2014)

8. Appendices

Appendix 1- Southend LSCB Annual Report on the Effectiveness of Safeguarding Children in Southend 2015/16

Appendix 2- SBC Annual Report on the Effectiveness of Safeguarding Children 2015/16

Appendix 3- Southend SAB Annual Report on the Effectiveness of Safeguarding Adults in Southend 2015/16

Appendix 4- SBC Annual Report on the Effectiveness of Safeguarding Adults 2015/16

2015-16

Annual Report on the Effectiveness of
Safeguarding Children in Southend



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Key

Text – areas for development

Text – areas of notable progress

SECTION 1 - INTRODUCTION

1.1 Introduction from the LSCB Chair

This is my final annual report as I am stepping down from the role of Southend LSCB chair after 11 years.

The Annual Report shows how the span of work of the Board has continued to both grow, and become more complex, over this period. Areas such as Child Sexual Exploitation, Female Genital Mutilation and Domestic Abuse, which cut across a number of governance structures and partner agencies, as well as functions within those agencies, have increasingly come to be part of safeguarding and to have, rightfully, a strong profile.

The report shows that the LSCB continues to have an impact on practice through its Learning and Development framework, and through the individual and collective contributions of the partners. The partnership in Southend remains strong and cohesive, and the Board is well attended and supported in its subgroups and campaigns by those partners and others.

The three external safeguarding inspections which have taken place this year (Essex Police follow up inspection, Local Authority Safeguarding Inspection and Health System Safeguarding Inspection) have shown there is no room for complacency, and there continue to be challenges in getting things right. However, we have also seen the individual and collective will to get things right in the improvements which have been, and continue to be, made in response to these findings.

Looking to the future, there has been work undertaken looking at how the governance of the LSCB can be strengthened within the local arrangement of other boards (SAB, CSP and HWB), and the strengthening of the Public Protection approach which we have been taking in Southend, which allows more complex and cross cutting areas such as CSE and Domestic Abuse to be tightly yet flexibly responded to. Therefore in terms of a response to the Alan Wood Review of LSCB's, I believe this local work has laid a good basis on which to build, ensuring maximum value is extracted from local arrangements, whilst continuing to build on the contribution and skill of all partners.

It has been a pleasure and a privilege to work with such committed and capable partners in Southend during my time here, all of whom I would like to thank for their personal, organizational, and financial support to the Board.

I wish the incoming Chair every success in taking this very important work forward.

Chris Doorly

November 2016

1.2 Role of the Board

The LSCB is a statutory body created under the Children Act 2004. Section 14 of the Children Act 2004 sets out the objectives of LSCBs, which are:

- (a) to coordinate what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area; and
- (b) to ensure the effectiveness of what is done by each such person or body for those purposes.

Regulation 5 of the Local Safeguarding Children Boards Regulations 2006 sets out that the functions of the LSCB, in relation to the above objectives are as follows:

1(a) developing policies and procedures for safeguarding and promoting the welfare of children in the area of the authority, including policies and procedures in relation to:

- (i) the action to be taken where there are concerns about a child's safety or welfare, including thresholds for intervention;
- (ii) training of persons who work with children or in services affecting the safety and welfare of children;
- (iii) recruitment and supervision of persons who work with children;
- (iv) investigation of allegations concerning persons who work with children;

(v) safety and welfare of children who are privately fostered;

(vi) cooperation with neighbouring children's services authorities and their Board partners;

(b) communicating to persons and bodies in the area of the authority the need to safeguard and promote the welfare of children, raising their awareness of how this can best be done and encouraging them to do so;

(c) monitoring and evaluating the effectiveness of what is done by the authority and their Board partners individually and collectively to safeguard and promote the welfare of children and advising them on ways to improve;

(d) participating in the planning of services for children in the area of the authority; and

(e) undertaking reviews of serious cases and advising the authority and their Board partners on lessons to be learned.

An LSCB may also engage in any other activity that facilitates, or is conducive to, the achievement of its objectives.

In order to fulfil its statutory functions an LSCB should:

- assess the effectiveness of the help being provided to children and families, including early help;
- assess whether LSCB partners are fulfilling their statutory obligations
- quality assure practice, including through joint audits of case files involving practitioners and identifying lessons to be learned; and
- monitor and evaluate the effectiveness of training, including multi-agency training, to safeguard and promote the welfare of children.

To evidence its fulfilment of its statutory responsibilities the LSCB produces an annual report covering its reporting year of October to September. The LSCB has agreed this reporting cycle in order that the findings of the annual report and the identified priorities for the coming year can be considered and built into the development of the strategies and delivery plans of other partnership boards and commissioners, including the Chief Executive and

Leader of Southend Borough Council; the Health and Wellbeing Board; the Children's Partnership Board (Success For All Children Group in Southend); and the Essex Police and Crime Commissioner.

1.3 Governance and Accountability

Although the LSCB is an independent statutory body the Chief Executive and the Leader of Southend Borough Council hold the Chair to account for the effective working of the LSCB. The Chair of the LSCB meets with the Chief Executive and Leader of Southend Borough Council to present the LSCB Annual Report on the effectiveness of safeguarding children, following its approval by the LSCB's Board, in November annually.

1.4 Strategic Links to Other Boards and Partnerships

The Chair of the LSCB is a member of the Health and Wellbeing Board (HWB) and presents the LSCB's annual report on the effectiveness of safeguarding children in Southend to the Board in January each year. The HWB ensures that the Police and Crime Commissioner is present at this meeting.

The LSCB chair as a member of the HWB ensures that the HWB is effectively considering children's safeguarding in the decisions it makes. The HWB uses the LSCB as a 'critical friend' in safeguarding children considerations and decisions, including the development of the Health and Wellbeing Strategy; the Joint Strategic Needs Assessment; key Commissioning Strategies; and service re-design.

The LSCB has a direct relationship with the Success for all Children Group (SACG) and the Corporate Parenting Group (CPG). The SACG and CPG report to the HWB and have responsibility for shaping and delivering children and young people's and looked after children's health and wellbeing agenda. The LSCB holds the SACG and CPG to account for ensuring the safeguarding of children and looked after children are considered in the

decisions they make and their strategic priorities. The LSCB considers the annual reports from the SACG and CPG and their safeguarding children and looked after children priorities.

The LSCB also has a direct relationship with the Community Safety Partnership (CSP). The LSCB seeks assurance that the CSP is appropriately considering children's safeguarding in the decisions it makes. The LSCB specifically seeks assurance regarding the development and implementation of the Domestic Abuse Strategy and the implementation of lessons learned from domestic homicide reviews.

For a number of years an LSCB Scrutiny Panel, consisting of elected members of Southend Borough Council, has scrutinized and contributed to the work of the LSCB. The Panel has been recognized by Ofsted as a model of good practice. The Panel has now been extended to scrutinize the work of the Safeguarding Adults Board (SAB) from September 2016.

The Chief Executive of Southend Borough Council ensures strategic oversight and coordination of safeguarding and community safety priorities through quarterly meetings attended by the chairs and business managers of the LSCB, SAB, HWB, CSP and Success for all Children Group, and commissioners from statutory agencies, including the local authority's children and adult services, Essex Police, and Southend Clinical Commissioning Group (CCG).

Following the publication of the Alan Wood Review of LSCBs, and the Government response, a review of the governance of the strategic Boards in Southend has been initiated by the Chief Executive of the Local Authority, Essex Police and Southend CCG, as key statutory partners.

1.5 Inspections

In the period October 2015 to September 2016 inspections of the effectiveness of safeguarding and looked after children services were undertaken by Ofsted (local authority and LSCB); Care Quality Commission (Southend CCG); and Her Majesty's Inspectorate of

Constabulary (Essex Police). The outcomes of these inspections are covered in detail in section 7 of this report.

SECTION 2 – EXECUTIVE SUMMARY

2.1 Overview

It has been a productive and busy year with external inspections taking place in Essex Police (including a follow up inspection); the local authority Ofsted Safeguarding inspection including the LSCB itself; and finally the CQC inspection of the Health System in terms of its safeguarding practice.

The LSCB has continued to monitor action plans arising from these inspections, and the Chair of the LSCB sits on the Children’s Services Improvement Board set up by the Local Authority to monitor progress, a body which was not mandatory as the overall judgement was that services “require improvement”, but which Southend Borough Council instituted to ensure rapid and effective progress was made.

At a strategic level governance has continued to develop, with the LSCB Chair now being a member of the Health and Wellbeing Board, with a view to strengthening the link between safeguarding and commissioning, and enabling better co-ordination of the work of these two groups. The Chief Executive of the Council has continued to chair a group which has representatives of the three statutory partners (Health, Police and Local Authority) as well as the chairs of the Community Safety Partnership, Safeguarding Adults Board, and Health and Wellbeing Board, enabling better co ordination of all areas of work which are cross cutting (such as Child Sexual Exploitation and Domestic Abuse).

This work has laid a good foundation for the Southend response to the Alan Wood review of LSCB’s, which offers some greater freedoms to develop a local approach in terms of how the safeguarding partnership can work effectively. In addition, a review of governance of CSE in Southend, post the OFSTED inspection, has led to some proposals for improving the collective co–ordination across the work of different sub groups and to make a clearer separation of the operational and strategic management of this work. In addition, the Schools Forum has been more strongly linked in to the work of the LSCB through a clearer governance link with the Executive, recognizing the important contribution that schools make in this arena.

During this year, the Southend Multi Agency Risk Assessment Team (MARAT) has been established, taking over from the previous MARAC system, which was Essex-wide and which had significant delays in terms of hearing High Risk domestic abuse cases. This has enabled much more effective and timely delivery of plans to keep victims and their families safe, and also to share intelligence and act through the newly established Southend multi agency Hub, which positions police and local social workers together to work in this area. There are developing services for perpetrators of domestic abuse who do not meet the threshold (a conviction) for other services, but who wish to address their abusive behaviour. It is anticipated that this new service will reduce the incidence of domestic abuse in Southend, which is currently relatively high.

The Local Authority has undertaken during the year a refresh of its Early Help Services, aiming to make them more accessible to partners, and better co-ordinated in terms of resources, and the Local Authority has also introduced the framework “Signs of Safety” into its reviewing function, with the objective of making plans more focused on outcomes for children and young people in terms of wellbeing and feeling safe.

There has also been the development of a service for victims of sexual abuse which has been funded for three years. This was a service gap identified in last years Annual Report which has now been addressed. The CAMHS service has been re-commissioned in Southend to allow for direct access, therefore not requiring a GP referral, and this should strengthen the ability of partners to work collaboratively with young people who have complex needs, through better co-ordination of timely services.

The Local Authority continues to show good performance in its functions as Corporate Parent, with all Looked After Children who are in residential care settings being in ones which were graded good or outstanding at the last report. There have been good developments in terms of adoption, fostering and guardianship, and the stability of placements has continued to improve. The Local Authority Designated Officer (LADO) annual report shows that concerns about workforce continue to be reported and investigated across the partnership, and the LADO role working well in terms of advice and support.

The LSCB has identified increases in self harm and concern about the mental health of young people as areas of concern. This continues to be investigated by the LSCB to understand what the causes are and what can be done to address this trend.

Single agency reports contained within this annual report show the ongoing strong contribution of partner agencies to the LSCB; the good level of work by partners in terms of the safeguarding agenda, and highlight steps being taken to increase the voice of the child in their work (a previous year long theme of the LSCB); and the degree of single agency auditing to ensure safeguarding practice is of a good standard and agencies are continuously seeking improvements in their service responses. The reports also show the Prevent agenda being developed and that there are good local arrangements for this approach.

The LSCB has continued to receive reports from the Child Death Overview Panel (CDOP) and there have been 12 Southend referrals to the panel this year, with 10 cases reviewed. In these 10 cases there were no very strong modifying factors, with maternal and household smoking being the strongest area to address, which will be considered by the LSCB next year as a task. There continue to be no reported cases of death from co sleeping in Southend, following the introduction of procedures to ensure all prospective parents understand and have explained to them the risks involved in this. Road traffic deaths also have continued to fall in response to work in this area.

The LSCB has undertaken one serious case review during this year. It has not yet been completed or published as it was “paused” pending court proceedings. However all the emerging learning in the review has been progressed whilst the case has been paused, and most has now been implemented. There was one learning review undertaken which concerned mainly a school issue. The school’s Individual Management Report was not considered to be sufficiently challenging of their practice, and the review team have made some further recommendations to strengthen their safeguarding practice.

In conclusion this has been a challenging and busy year, with three very substantial inspections making a good contribution to the future direction of the work of the LSCB, along with areas generated internally by individual agencies, or through the collective learning and improvement framework. The strength of the partnership remains high despite the pressures on budgets and the impact of the austerity regime on families.

During the coming year, some priorities will be to develop the post Alan Wood proposals and to continue to follow up the actions of the inspection findings. We have agreed to change the CSE governance and to strengthen individual partners, contributions to this work. The LSCB has agreed to improve its performance management framework and ensure its learning and improvement framework delivers to maximum effect.

There will need to be a response to the issue of increasing self harm and mental health issues for young people, and there continue to be opportunities, with the sharing of the chair role between adults and children's boards, to look at the role of adults in the lives of children and young people and to look at how these adults and children's services can work more seamlessly and effectively to promote good outcomes for children.

2.2 Progress Against LSCB's 2015-16 Business Plan Priorities

	Priority	Progress
A	Developing a culture of communication between all stakeholders to safeguard children	LSCB multi-agency audits evidence that health practitioners are not always contacted as part of assessments following safeguarding referrals to stage 4 and 3 services.
B	Reduce the number of children and young people who have experienced bullying including face to face, text or internet	21 schools have participated in the Equality and Diversity Programme which works with children and staff to decrease all types of bullying
C	Ensure that the Domestic Abuse Strategy is effectively implemented to reduce the impact of Domestic Abuse on children and young peoples' life chances	New Multi Agency Risk Assessment Team (MARAT) launched June 2016 has seen significant improvement in the timeliness and effectiveness of the multi agency response to high risk cases of domestic violence
D	Support families at the earliest opportunity to prevent their needs escalating	A refresh of the early help service by Southend Borough Council and co-location of initial contact teams ensures children and families are supported by the services which can best meet their needs.
E	Reduce the number of children killed, seriously and slightly injured in road traffic collisions	Data not available currently
F	Identify and provide early support to children at risk of sexual exploitation, to prevent harm and reduce the impact on their life chances	In August 2016 the LSCB had identified 74 children at risk of sexual exploitation. 13 were assessed as being at high risk; 36 as medium risk; and 22 as standard risk. A Multi Agency Child Exploitation (MACE) Panel ensures children at risk of exploitation are supported appropriately

G	Ensure that looked after children are safeguarded effectively	96% of looked after children are in placements rated 'outstanding' or 'good' by Ofsted (remaining 4% in provision not yet inspected by Ofsted)
H	Identify and provide support to vulnerable adolescents to ensure they are safeguarded effectively	<p>Hospital admissions for self-harm in children and young people aged 10-24 years have decreased in Southend in recent years (compared to an increase in England), however hospital admissions for mental health conditions are significantly worse than the England average</p> <p>Child and Adolescent Mental Health Services (CAMHS) re-commissioned with a new Emotional Wellbeing and Mental Health Service (EWMHS) operational from November 2015. Access to the service has been improved, and no longer requires a GP referral.</p> <p>Publication of 'Talk to me' a 5 year plan to prevent suicide and self harm</p> <p>'Open up, Reach out' transformation plan for the emotional wellbeing and mental health of children and young people in Southend agreed</p>

2.3 Key Successes

- A coherent early help offer is effective in supporting families to make the changes needed to ensure that their children's needs are met (Ofsted 2016)
- Work to secure children's lives through adoption and services for care leavers are areas of significant strength (Ofsted 2016)
- The social care workforce is stable. Supervision arrangements for social workers have been revised to separate supervision on case work from discussions about workers' professional development. This has been positive for social workers, who report feeling well supported by managers. (Ofsted 2016)
- Strengthened oversight and direction at strategic level in response to child sexual exploitation, children who go missing and other vulnerabilities, such as female genital mutilation and the risk of radicalisation (Ofsted 2016)
- Child protection conferences are well chaired, and facilitate information sharing through good attendance and engagement from partner agencies. Conference reports from partners use the 'strengthening families' model. This contributes to making the conferences an effective forum for identifying risks, strengths and grey areas. (Ofsted 2016)
- Development of the MARAT and resulting improvement in the effectiveness and timeliness of the multi-agency response to assessment and reduction of risk for children affected by domestic abuse
- Identification of and support for children and young people who are at risk of exploitation and those who go missing from home or care
- Since 2010 no completed Child Death Review has found that the death of a baby was as a result of co-sleeping

- Emotional Wellbeing and Mental Health Service (EWMHS) single point of contact enables professionals and parent/carers to make a referral or seek advice and signposting. The service has also developed the 'Big White Wall' providing online access to advice and support
- Police and Crime Commissioner has provided 3 year funding for SOS Rape Crisis to deliver specialist services to male and female victims of sexual abuse across all ages
- All educational establishments and other statutory partners have a trained Prevent lead
- All Southend secondary schools have participated in the 'Prince Charming' project, an interactive play providing an opportunity for young people to explore domestic abuse within teenage relationships.
- A&E admissions for zero to four years were considerably lower than the England average. Hospital admissions caused by injuries in both children and young people are in line with or better than the England average

SECTION 3 – CONTEXT

3.1 Demographics

Approximately 38,216 children and young people under the age of 18 years live in Southend-on-Sea. This is 21.5% of the total population in the area.

Approximately 18.8% of the local authority's children are living in poverty (August 2013).

The proportion of children entitled to free school meals:

- in primary schools is 15.4% (the national average is 15.6%)
- in secondary schools is 9.8% (the national average is 13.9%).

Children and young people from minority ethnic groups account for 22.9% of all children attending Southend schools, compared with 22% in the country as a whole.

The largest minority ethnic groups of children and young people in Southend's schools are mixed and Asian.

The proportion of children and young people with English as an additional language:

- in primary schools is 13.3% (the national average is 19.4%)
- in secondary schools is 12.7% (the national average is 15%).

A&E admissions for zero to four years were considerably lower than the England average.

Hospital admissions caused by injuries in both children and young people are in line with or better than the England average.

Hospital admissions of children for mental health conditions are significantly worse than the England average.

In May 2016:

- 999 children had been identified through assessment as being formally in need of a specialist children's service (a reduction from 1,024 at 31 March 2015).

- 183 children and young people were the subject of a child protection plan (184 at 31 March 2015).
- 263 children were being looked after by the local authority (a rate of 68.8 per 10,000 children). This is an increase from 230 (60 per 10,000 children) at 31 March 2015.

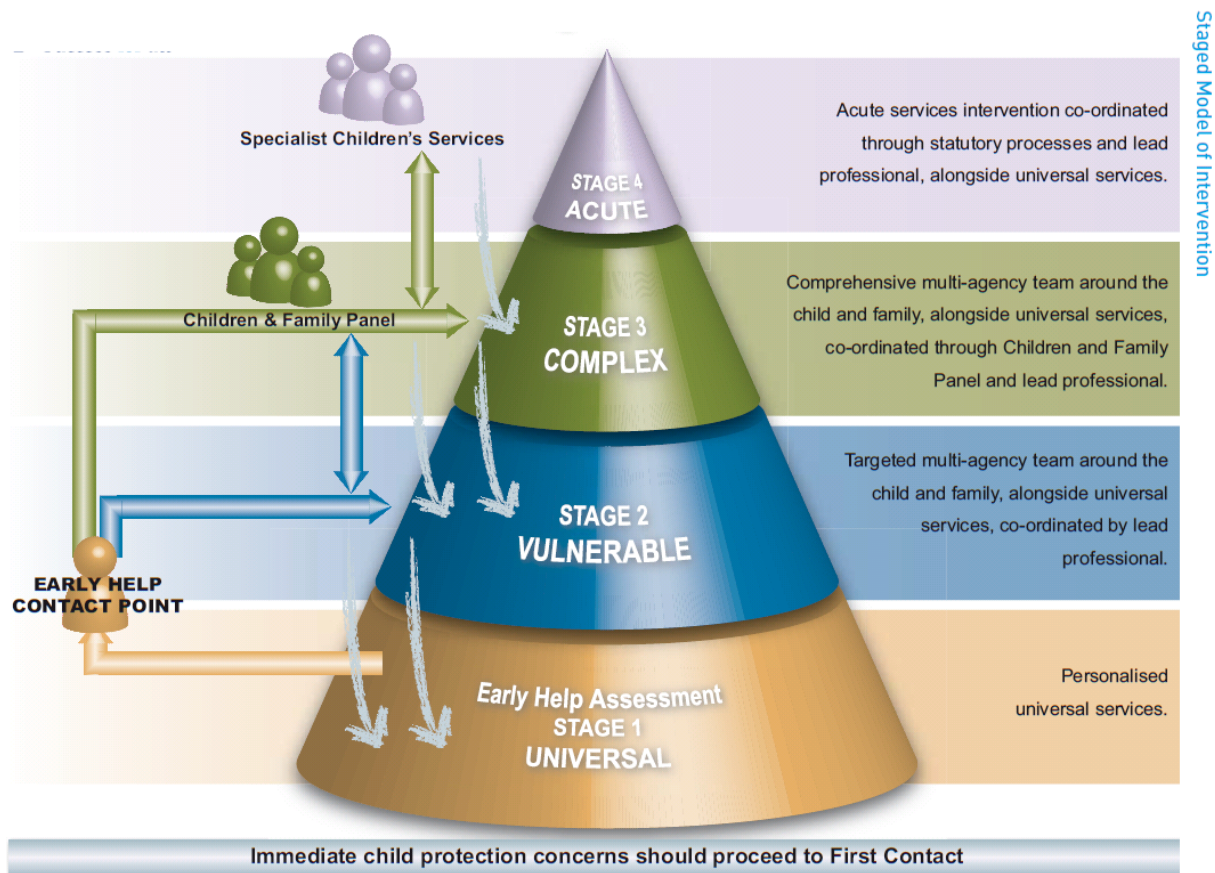
From June 2015 to May 2016:

- There were 24 adoptions
- 19 children became subject to special guardianship orders
- 114 children ceased to be looked after, of whom 10.5% subsequently returned to be looked after
- 26 children and young people ceased to be looked after and moved on to independent living

3.2 Integrated Approach to Safeguarding Children

Southend's integrated staged approach to intervention ensures a partnership approach to identifying and meeting children's needs as soon as possible (see diagram below).

Southend has developed and implemented an Early Help and Family Support Assessment and uses a well embedded 'Team Around the Child/Family' approach to improve outcomes for children and young people and provide them and their families with early support to prevent escalation of risk to children.



3.3 The LSCB's Learning and Improvement Framework

All LSCBs are required to establish and maintain a Learning and Improvement Framework which “enables organizations to be clear about their responsibilities, to learn from experience, and improve services as a result” (Working Together to Safeguard Children 2015). The focus in Working Together is on the use of reviews and audits to inform the

learning and improvement framework. Southend LSCB has identified additional areas for obtaining learning to improve practice, to develop an integrated framework which builds on its culture of learning and improvement. The following elements form the basis of the LSCB's Learning and Improvement Framework:

Element	Activity	Lead for Activity	Expected Outcome/Impact
Serious Case Reviews and other Case Reviews	Practitioner Learning Events	Case Review Panel	Learning from SCRs and improvement actions are informed by the views of practitioners.
	Identification of learning and activity for implementation	Case Review Panel	
	Implementation of learning - <i>links to Learning & Development Strategy (appendix 1) and Communications Strategy (appendix 2)</i>	Learning and Development Sub Group Community Sub Group (Communications)	Learning from SCRs is implemented effectively and changes in services and professionals' practice is evidenced
	Measuring impact of implementation of learning - <i>links to single and multi-agency audit activity and performance information</i>	Monitoring Sub Group	

Child Death Reviews	Identification of learning and activity for implementation	Learning and Development Sub Group	Actions taken in response to findings from CDRs reduce the number of child deaths with modifiable factors
	Implementation of learning - <i>links to Learning & Development Strategy (appendix 1) and Communications Strategy (appendix 2)</i>	Community Sub Group (Communications)	
Single & Multi Agency Audits and Audits of Board Effectiveness	Reporting of single agency audits	Monitoring Sub Group	LSCB partner agencies evidence effectiveness of safeguarding practice and identify areas for improvement
	Programme of LSCB multi agency audits	Monitoring Sub Group	LSCB evidences the effectiveness of safeguarding services throughout the safeguarding journey of the child
Section 11 Audits	Reporting of qualitative and quantitative data by LSCB partner agencies	LSCB Executive	Partner agency self assessments of safeguarding efficacy is robust

<p>Qualitative Information from Children, Young People and their Families (including compliments and complaints)</p>	<p>Analysis of information obtained to quality assure the effectiveness of safeguarding across the tiers of intervention</p>	<p>Monitoring Sub Group</p>	<p>The development and improvement of safeguarding services is informed by the views and experience of children, young people and families</p>
<p>Qualitative Information from Practitioners</p>	<p>Analysis of information to identify risks to safeguarding practice and learning</p>	<p>LSCB Executive</p>	<p>Risks to the effectiveness of safeguarding children services are identified early and addressed in a timely way.</p> <p>Practitioners report in follow up evaluations that they are aware of key development areas and good practice, with a positive impact on their safeguarding children practice and increase in confidence</p>
<p>Single Agency Performance Information</p>	<p>Analysis of quantitative data from partner organizations</p>	<p>Monitoring Sub Group</p>	<p>Evidence of improvement in identified key areas of safeguarding practice.</p>

<p>Annual Reports from Strategic Partners (e.g. Corporate Parenting and LADO) and LSCB member agencies</p>	<p>Needs analysis and monitoring of safeguarding effectiveness</p>	<p>LSCB Board</p>	<p>The LSCB evidences the effectiveness of safeguarding practice throughout the journey of the child</p>
<p>Strategic & Themed Work (e.g. self harm)</p>	<p>Mapping of issues and development of overarching strategies</p>	<p>LSCB Executive</p>	<p>The LSCB and its strategic partners identify any risk and/or need and implement improvements to address these</p>

SECTION 4 – THE JOURNEY OF THE CHILD

The LSCB undertakes a multi-agency audit of the Journey of the Child annually. The audit found that decisions were based on clear assessments of the child/young person's needs and circumstances, and those of their family, with a clear analysis of risk and needs at all levels of intervention, and assessments that identified specific risks such as missing children, sexual exploitation, domestic abuse, parental mental health or parental substance misuse.

4.1 Prevention and Early Help– Stage 1

Prevention and Early Help is undertaken at stage 1 of the integrated staged approach to intervention. There is a strong and developing prevention and early help offer in Southend which reduces the escalation of risk to children and young people. Support to children and families, at stage 1, is provided by personalised universal services.

The Early Help Family Support Practitioner Toolkit reflects the 'Early Help' offer and includes guidance on the application of thresholds for services at each stage of intervention in Southend. Early Help and family Support has a single point of access

Southend Information Point (SHIP) encourages service users and practitioners to access the earliest help independently through a universal website. Service users can access information, advice and guidance on childcare, activities, clubs and community events, voluntary and targeted services, health needs, education, and finances, and a comprehensive Local Offer for Special Educational Needs and Disability.

The LSCB and its partners also support a number of services and initiatives providing prevention and early help within schools and other settings

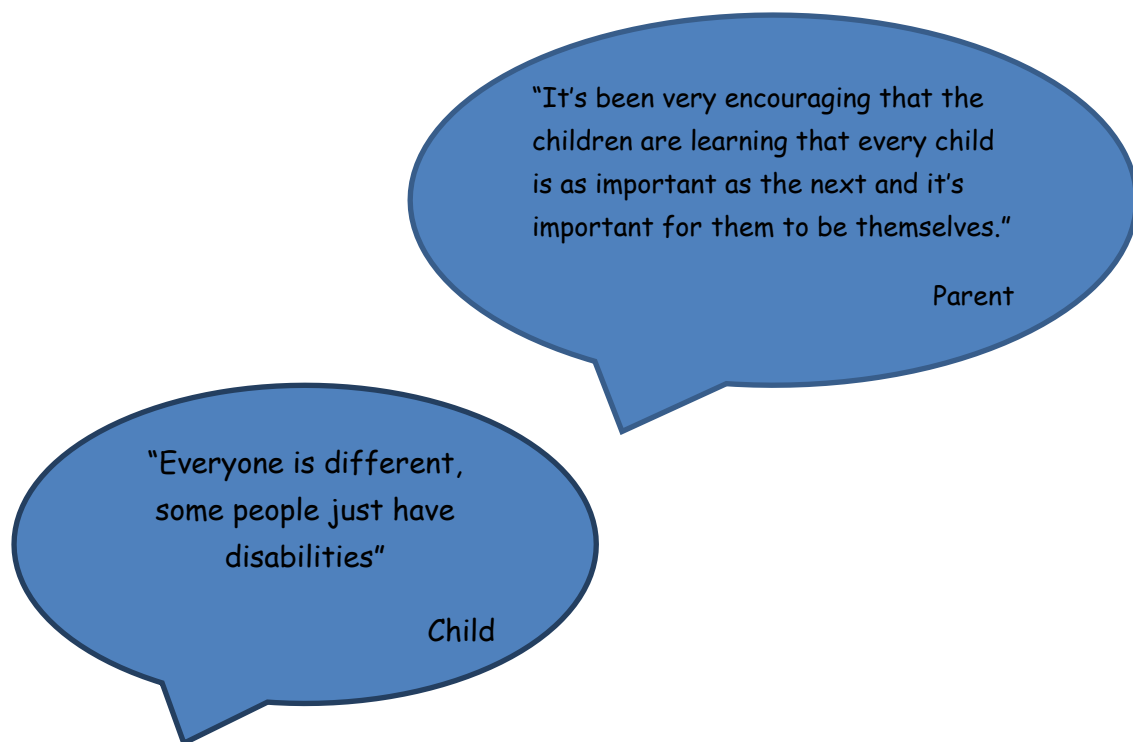
Activities and Impact

Since 2012 the LSCB has contributed, with Public Health, to the delivery of an Equality and Diversity Programme for schools. To date 21 schools have participated in the programme which works with children and staff to decrease all types of bullying, (physical, verbal, emotional or cyber) of children and young people for being gay or people thinking they are; for not acting in a gender stereotypical way; for having a disability, or not being able to do

something; because of race or religion; because of the way they look or a health condition; because they look after family members at home; because they are in the care of the local authority.

The programme is supported by CEOP, Stonewall, Bullybeat, Hope Not Hate, Ability Action, Sport Arts 4 All, South Essex College, Show Racism the Red Card and Southend Borough Council. These agencies share their expertise with the schools enabling staff to up skill, and children to have the benefit of their particular knowledge and passion.

Schools are required to develop their PSHE and R.E programmes to include the input that they have received to sustain the improvements in future years.



All Southend secondary schools have participated in the 'Prince Charming' project, an interactive play providing an opportunity for young people to explore domestic abuse within teenage relationships. The Soroptomists supported the project by providing additional information for young people about domestic abuse.

Feedback from young people about the project has been positive and evidences improved understanding and perception of healthy relationships

Prince Charming is an interactive drama performance where children and young people in the audience can intervene and stop the performance to discuss the events and choices the characters are making in their relationships.

Public Health has provided sex and relationship education (SRE) programmes for all primary and secondary schools in Southend with implementation support. **This has ensured a consistent content and approach to SRE across Southend schools.**

All secondary schools, statutory agencies, GPs, children's homes, fostering agencies, as well as some private and community organisations and primary schools, have trained Child Sexual Exploitation (CSE) Champions. CSE Champions raise awareness of indicators of CSE within their organisations to support the early identification and support of children and young people at risk of CSE. Children and young people identified as being at risk of CSE are supported within the integrated staged approach to prevent escalation of risk. A CSE Champions Forum provides on-going support and professional development for Champions. **162 CSE Champions and key practitioners have been identified and successfully completed training. 713 practitioners have undertaken online training**

In late July 2016 the LSCB, Safeguarding Adults Board, the Southend Soroptomists, and the Boarder Agency worked in partnership to raise awareness of trafficking using a 'Stop The Traffik' 'gift box', situated in the High Street. **Over three days the team distributed 680 leaflets and recorded 991 conversations with members of the public, raising awareness of trafficking.**

Essex County Fire and Rescue Service (ECFRS) undertake Home Fire Safety Checks and educational visits to schools.

The LSCB, Safeguarding Adults Board, Southend Borough Council, and SHIELDS (a community organisation) have worked in partnership to launch the Keep Safe Scheme in Southend. The scheme enables young people over the age of 16 with a disability, and adults with additional care and support needs to feel safer when independently accessing the town centre. Those signing up to the scheme are provided with key fobs and/or wallet cards containing emergency contact details for a carer or trusted person. Businesses in the town centre participating in the scheme display a Keep Safe sticker which lets young people and adults who are part of the scheme know that members of staff will support them to call their carer or trusted person if they feel unsafe.

Southend LSCB, Health Visitors and other partners have been promoting the Safer Sleeping for Babies message since 2010. On their first visit to new parents Health Visitors use an LSCB Safe Asleep leaflet to explain the risks of co-sleeping, and the importance and safety of the baby's sleeping environment. **Since 2010 no completed Child Death Review has found that the death of a baby was as a result of co-sleeping.**

Child Death Reviews from the wider Essex area had identified risks associated with Water Safety around private pools. A water safety awareness campaign was undertaken by Southend LSCB in summer 2015 and 2016. There were no deaths of children in private pools in 2015-16.

Child and Adolescent Mental Health Services (CAMHS) have been re-commissioned during the period, with a new provider (NELFT) offering a restructured Emotional Wellbeing and Mental Health Service (EWMHS) from November 2015. **A single point of contact enables professionals and parent/carers to contact the service to make a referral or seek advice and signposting. The service has also developed the 'Big White Wall' providing online access to advice and support, and an App is in development.**

SBC Public Health has provided training for schools regarding mental health and self harm. EWMHS will also be providing training for school staff

A Suicide and Self Harm Prevention Toolkit had been developed for schools and other agencies

4.2 Early Help and Children in Need – Stages 2 & 3

Early Help takes place at stages 2 and 3 of the integrated staged approach, where children and their families require additional, coordinated support to that provided by universal services alone. A new Early Help and Family Support Assessment enables practitioners to assess the needs of children and their families and identify areas for support.

During the year a refresh of Early Help has been undertaken

Phase 1 of the refresh has delivered a restructured Early Help Family Support Service within Southend Borough Council providing:

- an integrated single point of contact for Early Help which is co-located with Children's Services First Contact Team (stage 4 point of contact); and
- refreshed, integrated processes and governance

Phase 2 of the refresh will:

- Embed and further refine the **single point of contact** and integrated processes for Early Help established in Phase 1.
- Further extend Early Help **integration with NHS England, Public Health and Children's Centres**
- Further develop the integrated **children's workforce** for Early Help
- Strengthen integrated systems for sharing Early Help **data and information**

At Stage 2, a 'Team Around the Child', coordinated by a lead professional and working with universal services, provides targeted support to vulnerable children and their families. At Stage 3 support to children and their families with complex needs is coordinated by Child and Family Panels with a comprehensive 'Team Around the Child' and a lead professional.

The implementation of the Counter-Terrorism and Security Act 2015 placed a duty on local authorities and other public bodies to have “due regard to the need to prevent people from being drawn into terrorism”, as part of the Prevent Duty. To support partner agencies the LSCB, in partnership with the Safeguarding Adults Board and Community Safety Partnership, with Essex Police, have provided accredited training. All educational establishments and other statutory partners have a trained Prevent lead to cascade training to other practitioners. A Channel Panel, to coordinate support for those identified as being vulnerable to radicalisation, has also been established and has identified support for a small number of individuals.

Where a parent has made a private arrangement for someone who is not a close relative to care for their child this is described as private fostering. There is a statutory requirement for the local authority to be informed of these arrangements so that they can ensure the child is safeguarded and supported appropriately. There were 4 private fostering arrangements known to the local authority in September 2016. There were 2 private fostering arrangements in the period which were found to be unsuitable, and the private foster carer prohibited from entering into private fostering arrangements following assessment by Southend Borough Council Children’s Services.

Emotional Wellbeing and Mental Health Service (EWMHS)

A single point of contact has been established in Southend, linked to the Early Help and Family Support Service, which receives all mental health referrals from professionals, parents and carers, for screening, triage, signposting and allocation to EWMHS locality teams or telephone advice and support. All referrals to EWMHS are prioritised according to the presenting clinical need with urgent assessments undertaken within two weeks and all treatment starting within 18 weeks of the date of referral.

A multi-agency audit of young people who were found to self-harm identified that in all cases referrals were made to EWMHS but auditors were unable to identify the nature of the interventions resulting from those referrals or the duration of the service(s) provided.

The EWMHS caseload at the end of September 2016 was 618, 27 of whom were looked after children

From June 2016 the Crisis Service provides 24 hour EWMHS to children and young people in crisis.

During the period April to August 86 children and young people accessed EWMHS through the Accident and Emergency Department at Southend Hospital, indicating that further work is required with the community to raise awareness of the alternative and more appropriate access points via the single point of contact and Crisis Service

Hospital admissions for self-harm in children and young people aged 10-24 years have increased in recent years, across Essex and England, however they have decreased in Southend

The LSCB has undertaken further investigation of data and other information to identify the causes of self-harm among young people; target activity; and monitor the impact of preventative programmes delivered through the new EWMHS on reducing self-harm among young people.

Children With Disabilities

Children with disabilities are included where possible in all multi-agency audits undertaken by the LSCB. An in-depth audit of the journey of the child found that plans meet the child/young person's individual needs with specific and appropriate objectives. At all stages of intervention, the child is effectively protected from harm and their welfare safeguarded., When additional information is received relevant strategy discussions take place with multi-agency input, and decisions made to escalate or de-escalate cases are linked to the review of the child's plan.

4.3 Child Protection and Acute Services – Stage 4

Child Protection

Child protection concerns requiring a statutory response are dealt with at stage 4 of the staged model of intervention by Southend Borough Council Children’s Services in partnership with Essex Police and other agencies. 98.2% of referrals in May 2016 went on to a Single Social Work Assessment indicating a good understanding of threshold for referral by partner agencies.

A multi-agency audit by the LSCB of initial contacts to Children’s Social Care found that in the main, Health practitioners had no knowledge that referrals had been made to First Contact and that assessments were being carried out. They were also unaware of cases being referred on to Early Help. As a result valuable input from Health was missing and there are gaps in Health records regarding the safeguarding history of the child.

The LSCB will be monitoring the implementation and impact of the development of a process to facilitate information sharing between Health and Social Care below Section 17 or 47 thresholds on the basis that there may still be support needs and vulnerability, and health professionals are in a position to contribute to initial social care assessments. Being aware of safeguarding information in cases falling below the aforementioned thresholds would place health practitioners in a better position to make informed assessments of their own and inform decision makers in the wider safeguarding system.

Section 47 Enquiries

An audit of Section 47 enquires by the LSCB found that there is a strong focus on the needs of the child across the child protection system and partner agencies, although practitioners need to be vigilant that this is always the case, especially where children are young and the parent’s view dominates discussions. Police officers in particular were found to need to ensure that they speak to children alone when appropriate and that they ask the child for their views and wishes. Additionally auditors found:

- Clear and appropriate identification of the reasons for undertaking an assessment and the risks to the child or young person.
- Police records showed clear evidence that the investigating officer was aware of the Victim Under 10 Protocol and Enhanced Victim Code
- Assessments clearly identify risks to the child
- That the child's views and wishes are apparent in Early Help, Social Work and SEPT assessments and records.
- That on the whole assessments are individualised
- Evidence of impact assessments for social exclusion, discrimination, and inequalities in Early Help, Social Work, School Nursing and Health Visitor records
- A particularly good example where it was clear that Police intelligence and SBC Children's Services history was available at the point of assessment and initial strategy discussion in order to best inform the decision for joint S47 investigation.
- Assessments are not deemed to be unduly repetitive, analysis demonstrates the use of theoretical frameworks in most cases, and action plans are based on analysis of the assessment.
- Recommended actions were generally deemed to be appropriate mechanisms of change and empowerment.
- In the majority of cases involving Essex Police there was evidence of information sharing in a timely manner and the sharing of all relevant information.
- Evidence of appropriate management oversight and approval of the assessment.

The number of children with a child protection plan continues to increase, with 210 in September 2016 compared to 186 in June 2015 and 161 in June 2014. This reflects the national picture.

The Ofsted inspection in May 2016 found that some children are referred and assessed too many times, or their cases are stepped down to early help services prematurely, before intervention has been fully effective. Children are seen and their immediate safety is assured. However, enquiries are not always completed quickly enough and this delays multi-agency planning, for some children. Inspectors also found that social workers are not

spending enough time with children or always visiting them within the statutory timescales.

In May 2015 just over 35% of children had their last statutory visit more than 4 weeks ago.

Insufficient direct work with children and their families reduces the effectiveness of the service in improving children's lives.

The social care workforce is stable. Few social workers leave the authority and most moves are internal, resulting from promotion or transfers between teams. Supervision arrangements for social workers have been revised to separate supervision on case work from discussions about workers' professional development. This has been positive for social workers, who report feeling well supported by managers

Sexual Abuse

A multi-agency audit of sexual abuse cases was undertaken by the LSCB. The findings of the audit were as follows:

- Where it was appropriate for the child to be involved in the assessment process this was attempted.
- Decisions were based on clear assessments of the child/young person and family's needs and circumstances.
- Assessments at all levels of intervention contained a clear analysis of risk and needs which contributed to/enabled a coordinated approach to support and/or interventions for the child
- The family and child were involved in the assessment process and decisions were shared with them.

Child Protection and Child In Need plans meet the child/young person's needs with specific and appropriate objectives and ongoing reviews of plans respond to the child's changing needs.

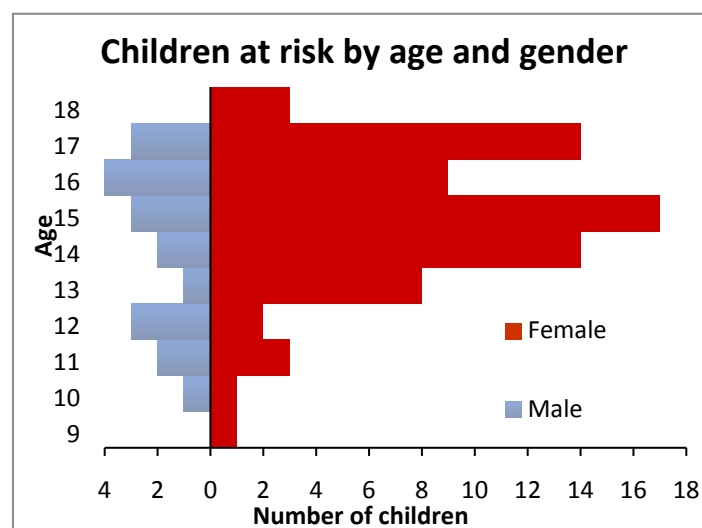
- Parents and children (where appropriate) were involved in the review process.
- Decisions about escalation or de-escalation are specifically linked to the review of the child's plan.
- In the majority of cases there is evidence the child feels she/he has been helped as a result of the multi-agency intervention and that their situation has improved.

- Managers review and monitor decisions at all stages of intervention.
- There was evidence of reflective practise and challenge of practice and remedial management action at all stages of intervention
- Support was offered at the earliest opportunity. Examples given include support from the SARC, SOS Rape Crisis, Early Help, and the Young Person’s Drug and Alcohol Team (Streets Ahead).
- The child’s voice had been heard by a clear demonstration that the child/young person’s views/wishes have influenced planning and intervention
- Evidence that the child’s voice had been heard and their views/wishes had influenced planning and intervention

Child Sexual Exploitation (CSE)

In the six months between 01/01/2016 - 30/06/2016, 89 children in Southend-on-Sea were considered to be at risk of Child Sexual Exploitation (CSE). 36 of the 89 children came to the attention of the local authority in these 6 months as presenting new CSE risks. 7 of the 89 children had previous CSE risks resurface in the period. The remaining 46 children had a CSE risk identified prior to the 6 month period and were on-going cases. 27 of the 89 children had their CSE risk cease during the period

Children at risk of CSE were most commonly 15 years old and female. While male children continue to represent a minority (21%), although they account for a larger proportion of the CSE cohort than found previously



20 children were involved with multiple adults (groups of linked adults or multiple lone adults), while 15 were involved with a specific single adult. 13 were identified to be associating with known gangs. 12 were predominantly incidents between peers and 9 children were at risk by being generally available to perpetrators online. 20 did not identify involvement with any adults.

The College of Policing recognises 5 types of sexual exploitation:

1. *Inappropriate Relationships:*

These usually involve one offender who has inappropriate power or control over a young person (physical, emotional or financial). One indicator may be a significant age gap. The young person may believe they are in a loving relationship

2. *Boyfriend Model*

Here the offender befriends and grooms a young person into a 'relationship' and then coerces or forces them to have sex with friends or associates. The boyfriend may be significantly older than the victim, but not always.

3. *Peer-on-peer exploitation*

This refers to situations where young people are forced or coerced into sexual activity by peers or associates. Sometimes this can be associated with gang activity but not always.

4. *Gang-associated CSE*

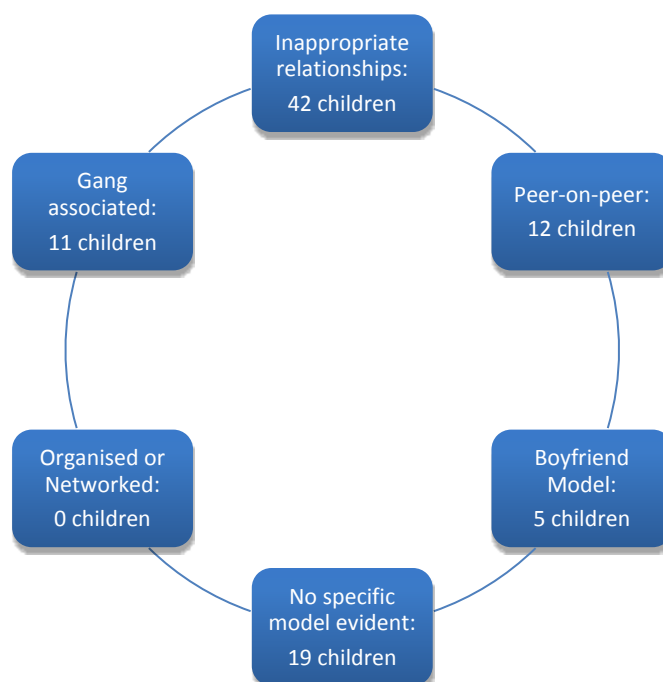
Types of exploitation may include using sex as a weapon between rival gangs, as a form of punishment to fellow gang members and/or a means of gaining status within the hierarchy of the gang.

5. *Organised/networked sexual exploitation or trafficking*

Young people (often connected) are passed through networks, possibly over geographical distances, between towns and cities where they may be forced/coerced into sexual activity with multiple men. Some of this activity is

described as serious organised crime and can involve the organised 'buying and selling' of young people by offenders.

Children at risk of CSE in Southend were mostly involved in inappropriate relationships



There were no cases identified as organised/networked CSE. While there was evidence of children having contact with multiple adults of concern, be it either groups of adults who know each other or multiple lone individuals, potential abuse did not evidence any sort of structure. Some gang associated cases had implications of networks however the gang aspect of the case was predominant.

62% of children at risk of CSE¹ demonstrated persistent absence² from school. Almost half of those who were persistently absent attended a local school for children with behavioural, emotional, and social difficulties. These children are likely to have had multiple fixed term or permanent exclusions and thus struggle to engage with education

47 (52.8%) children at risk of CSE had at least one missing episode in the 12 month period 01/07/2015-30/06/2016. The local authority triages all children who go missing from home or care to ensure those requiring a visit and assessment on their return have one.

¹ 50 children had available attendance information.

² This analysis defines persistent absence as having an attendance rate of less than 90%

66.7% of children at risk of CSE had a previous domestic violence report on record. For only one fifth of children, there was just one domestic incident. This means that just over half of those at risk of CSE had multiple domestic abuse incidents, evidencing that children at risk often come from violent and dysfunctional backgrounds, with control and power within relationships already normalised in the home

Domestic violence reports are being used as a risk factor for CSE, alongside persistent absence from school, and missing episodes to identify young people who may be vulnerable and in need of support from services.

A Multi-Agency Child Exploitation Panel has been established to ensure a coordinated partnership response to children identified as being at risk of CSE.

The Police and Crime Commissioner has provided funding to Southend on Sea Rape Crisis (SOSRC) to provide specialist support services to female and male children and adult survivors of sexual abuse.

The identification of, and support to, children at risk of CSE is improving

The Community Safety Partnership has led on the establishment of a Channel Panel as part of the multi-agency response to the risk of radicalization of children and adults who are vulnerable. A small number of individuals have been identified and appropriately supported through the Panel

The LSCB and its partners have agreed a strategic plan to identify and support those at risk of Female Genital Mutilation (FGM).

The local authority is participating in a pilot with Barnardos to increase awareness and reporting of FGM, including provision of training to health, social care and other professionals.

“The local authority and its partners have strengthened oversight and direction at strategic level in response to child sexual exploitation, children who go missing and other vulnerabilities, such as female genital mutilation and the risk of radicalisation”

Ofsted July 2016

Looked After Children

Looked After Children are made up of several distinct groups, although they have overlapping as well as specific needs. They include:

- Babies and younger children particularly 0-4yrs (44.4%)
- 16-18yr olds (15.7% a rise from 10.3%)
- Disabled children
- Young People who are parents
- Young people preparing to leave care
- Care leavers from 18-25yrs

There are a total of 87 Care leavers 18-25 supported by the Southend Care Management 16+Team.

Nine looked after children have severe and complex disabilities.

Quality of Placements

Looked after Children do best when they are placed in appropriate provision. It is important the provision is of a high standard. The local authority aims to place looked after children with providers who are rated Good or Outstanding by Ofsted. Checks of the Ofsted Inspection reports are done at least quarterly by the Placement and Commissioning Officer. In August 2016:

- 8 children (16%) are placed with providers rated as Outstanding
- 38 children (80%) are placed with providers rated as Good
- 0 children (0%) are placed with provider rated as Requires Improvement
- 0 children (0%) are placed with providers rated as Inadequate
- 2 children (4%) are in new placements not yet inspected or registered in Wales

Most fostering placements are stable, long term placements where there are no concerns regarding the quality of the placement and service provided by the agency. An 'Acute and Complex Placement Panel' monitors all placements to ensure that the quality of the placement and care remains consistent.

In accordance with the Arrangements for Placement of Children (General) Regulations 1991 and The Care Planning, Placement and Case Review (England) Regulations 2010 a six monthly request is sent to other Local Authorities asking them to inform Southend Borough Council of any looked after children and young people placed in the Southend area. Any notifications of new placements, change of placements, or termination of placements in the Southend area that are received are recorded by Southend Borough Council to ensure that should any concerns be reported, they are fully aware of the child or young person's looked after status and other agency involvement. The information is also forwarded to appropriate Health and Education contacts.

Outcomes for children looked after

The *Children & Young Person's Plan 2015-16* identified a number of targets and actions. There have been significant achievements in relation to the plan that include:

- Improvements in the general stability of placements
- An increase in the numbers of children with permanent placements through Special Guardianship Orders or Adoption
- A improvement in timescales for children between entering care and being placed with an adoptive family
- An increase in the number of young people with a permanency plan in place by the second review
- More children with up to date health assessments and dental checks
- The virtual school in partnership with the YMCA ran a bespoke programme of re-engagement in education for a group of girls identified as persistently absent from school.
- An increase in the proportion of carers who are in suitable accommodation
- An increase in the proportion of care leavers in education, training employment and at University.

Local Standards and Targets

In terms of local standards and targets, Southend is doing well in the following areas:

- Placing children with relatives and friends
- The proportion of looked after children placed locally with Southend foster carers (56.6%)
- Long term stability (64%).
- Timescales for children being placed for adoption

Being healthy

- 92.1% of children looked after had completed Health assessments
- 94.7% of children had attended in the dentist in the previous 12 months

Staying Safe

- 93.3% of the looked after population have good school attendance. Only 6.7% missed more than 10% attendance in the last academic year.

Enjoy and achieve

- There has been consistent improvement in the educational achievement of looked after children at Key Stage 2
- 100% of looked after children cohort achieved level 4 in reading and 70% in writing and Maths at Key Stage 2.
- Increased performance in pupils achieving at least 5 A*-C grade GCSEs at the end of Key Stage 4

Positive Contribution

- The proportion of care leavers aged 19 & 20 living in suitable accommodation has increased.
- The proportion of care leavers in 'staying put' placements has increased
- The proportion of care leavers aged 20 in employment, education or training continues to increase

"Care leavers are enthusiastic in their praise of the support provided to them. They feel that their workers know them well, and that they make successful transitions to adult life. Social workers and personal advisors have succeeded in remaining in touch with virtually all care leavers, ensuring that they can get help if they need it."

Ofsted 2016

Pregnancy Support to Looked After Children and Care Leavers

The LSCB undertook a multi-agency audit of Looked After Children (LAC) and young people Leaving Care (LC) who were pregnant or at risk of becoming pregnant. The audit found that preventative advice and support was given prior to the first pregnancy in all cases, and was clearly targeted to the specific needs of the LAC/LC young mother.

Tailored pregnancy advice and support was given in all cases by the Teenage Pregnancy Midwife (TPM)

In all cases, auditors found evidence that the LAC/LC teenage mother had been assessed to identify her vulnerabilities; and that maternity services had referred the young mother on to the Family Nurse Partnership and the Health Visiting Service

Evidence of engagement with the biological fathers was variable

Auditors found evidence that each young mother was provided with advice and support to prevent subsequent pregnancies either once she was pregnant with the first child, or following the delivery of the first child.

**SECTION 5 – MANAGEMENT OF ALLEGATIONS AGAINST ADULTS WORKING WITH
CHILDREN**

The Southend, Essex and Thurrock (SET) Safeguarding and Child Protection Procedures (2015) detail the process that is required to be followed when there is an allegation that a

person who works with children, in any connection with her/his employment, voluntary activity or in any personal capacity has:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child, or children, in a way that indicates they may pose a risk of harm to children (amended by *Working Together*, 2013)

The Local Authority has a Designated Officer (LADO) to be involved in the management and oversight of allegations against people who work with children. The LADO:

- provides advice and guidance to employers and voluntary organisations;
- liaises with the Police and other agencies; and
- monitors the progress of cases to ensure that they are dealt with as quickly as possible, consistent with a thorough and fair process.

In the period April 2015 to March 2016 there were a total of 28 allegations in respect of adults working with children in a variety of capacities in the area of Southend Borough Council. 46 meetings were held during this period in respect of these allegations, as well as those made prior to this year. An allegation is determined by whether it meets the criteria for LADO involvement. The number of allegations for 1st April 2015 to 31st March 2016 is consistent with the figures for the previous year (29). Numbers of allegations tend to fluctuate on a monthly basis.

The LADO also gave advice in relation to allegations against staff that did not meet the threshold for LADO involvement. During the period 1st April 2015 to 31st March 2016 advice of this nature was given in 166 cases, which is a further increase on the number of cases (152) the previous year (2014-2015), which was an increase of approximately 50% on the previous year (2013-2014).

This increase is consistent with that reported by LADOs nationally and is thought to be related to the heightened awareness of abuse by adults working with children, as well as the profile of the LADO being raised.

The LADO has noted a significant increase in historic allegations, reported to the Police, which are brought to the attention of the LADO. The increase in the number of Police investigations in respect child abusive on-line images is also relevant.

Sources of Referrals

The majority of referrals come from the Police, Social Care and Education. However, the referrals relate to a range of employment sectors including education, early years, fostering and the private and voluntary sector.

Resolution of Cases

In total 26 cases were resolved during the period. In relation to these cases;

- 35% of cases (9 cases) were resolved within 1 month,
- 58 % of cases (the 9 above, plus an additional 6 cases) were resolved within 3 months,
- a further 6 cases were resolved within six months,
- 15% of the cases (4) took up to 12 months and 1 took over 12 months to resolve.

These cases were where there was a criminal investigation and consideration of prosecution. It is important to note that, safeguarding issues were addressed in all of these cases and the adults were not working with children during this period.

Of the 26 resolved cases 65% (17 cases) were substantiated and 23% (6 cases) were unsubstantiated. A further 3 cases were unfounded; there was evidence to disprove the allegation and/or suggest that the person making the allegation misinterpreted the incident. These percentages are slightly different to the figures for previous years, with an increase in those substantiated; in the period 2014/15, 50% were substantiated. This may be due to a number of referrals, following an incident in a single agency, which resulted in the allegations being substantiated.

A range of actions were taken in relation to substantiated cases (some cases would have more than one action) from support and training through to dismissal and referral to the Disclosure and Barring Service. The LADO identified that the vast majority of employers

understood their roles and responsibilities in managing allegations and any particular areas of difficulty were addressed.

At the conclusion of the process the circumstances of the case are reviewed to determine whether there are any improvements to be made to the individual or organisation's practice or procedures to help prevent similar events in the future.

Impact of the Managing Allegations Process

An evaluation questionnaire is sent to participants following the concluding meeting of an allegations management process. In the period 1st April 2015 to 31st March 2016, 26 questionnaires were returned; an increase of 100% on the previous year.

100% of respondents identified the process as positive

"having professional independent support and advice was very useful"

"The case has a resolution and lessons have been learnt"

All respondents graded satisfaction regarding the outcome of the process as 4 or 5 (5 being outstanding and 1 being poor).

"Fair and informed decisions were made"

"The outcomes were explored, dissected, and agreed, with action to follow clearly disseminated"

The recent Ofsted inspection highlighted, in relation to the Management of Allegations process that, "effective management systems are in place to track enquiries and referrals, information gathering, decision making and actions. Decisions and actions are appropriate".

"Effective management systems are in place to track enquiries and referrals, information gathering, decision making and actions. Decisions and actions are appropriate."

SECTION 6 – LSCB CHALLENGE TO PARTNER AGENCIES AND STRATEGIC BODIES

Details of Challenge	Action Required <i>(inc. any interim arrangements)</i>	Agency Responsible	Progress
Delays in the consideration of high risk domestic abuse cases at MARAC	SET Domestic Abuse Strategic Group to address the effectiveness of the functioning of MARAC as part of its review of the Domestic Abuse Strategy	Southend Community Safety Partnership	Southend specific solution is now in place with establishment of a Multi Agency Risk Assessment Team (MARAT) which went live early April 2016. No backlog of cases September 2016
Provision of performance information regarding the impact of domestic abuse on children	LSCB Business Manager to send request to Essex Police to provide performance information	Essex Police	Introduction of Athena has impacted on performance information provision but reporting now taking place
A number of procedural issues have been identified regarding the implementation of the CSE	Essex Police to address the recommended actions detailed in the CSE Review Report	Essex Police	Essex Police have ensured effective implementation of the CSE Strategy. Analysis of CSE intelligence has now

Strategy by Essex Police			been completed
Concerns regarding the future sustainability around the provision of support to victims and specialist support services. The concerns related to the ad-hoc nature of the funding, e.g. comes from a variety of sources and was not secured funding	Funding and sustainability of specialist support services and victim needs be raised with relevant agencies and partnership groups including Health and Wellbeing Board and Community Safety Partnership	LSCB Chair	Police and Crime Commissioner has provided 3 year funding for SOS Rape Crisis to deliver specialist services to male and female victims of sexual abuse across all ages
NHS England advised that they would not be able to regularly attend meetings of the LSCB and SAB due to organisational change and reduced resources. Board AGREED that the proposed arrangement was not acceptable	Response to NHS England setting out the Board's concerns about NHS England attendance at the LSCB	LSCB Chair	NHS England has agreed to attend the Executive of both the LSCB and SAB. Attendance has been variable

<p>HMIC Inspections of Police Effectiveness (Vulnerability); and Safeguarding completed and published early 2016.</p> <p>Vulnerability inspection assessed Essex Police as 'inadequate' and the Safeguarding inspection also identified areas for improvement</p>	<p>Improvement Plan to be shared with the LSCB and SAB and monitored by the Boards Executive Groups</p>	<p>Essex Police</p>	<p>Improvement Plan monitored by the LSCB.</p> <p>Re-inspections by HMIC have identified progress made by Essex Police</p>
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**SECTION 7 – PARTNER AGENCY ANNUAL STATEMENTS AND OUTCOMES OF
INSPECTIONS/PEER REVIEWS**

7.1 Southend Borough Council

Southend Borough Council Children’s Services produce an annual safeguarding children report which is presented to the Leader of the Council and Chief Executive in December annually prior to its consideration by the full council in January/February. This document is attached to this LSCB Annual Report at appendix 1.

Ofsted Inspection of Safeguarding and Looked After Children

In April 2016 Ofsted undertook an inspection of safeguarding and looked after children. The subsequent report can be found [here](#). The inspection assessed that Children’s Services in Southend-on-Sea require improvement to be good. The local authority has developed an action to address the following recommendations from the inspection:

1. Improve the quality of management oversight and decision making at all levels to ensure that children experience good-quality assessment and care planning to meet their needs in a timely way.
2. Ensure that the results of quality assurance work and independent reviews are analysed, reported and monitored in a way that makes explicit to staff and managers the impact of practice on children and the improvement that is required to deliver good-quality services.
3. Ensure that visits to children are undertaken in line with their plans, and take appropriate action when this is not the case.
4. Ensure that thresholds are applied consistently, so that decisions relating to contacts and referrals to children’s social care are appropriate, and that these are well informed by appropriate checks with other agencies.
5. Ensure that children become looked after without unnecessary delay, when this is what they need, and improve the monitoring of this process.

6. Ensure that children receive ongoing help and support as children in need until this is no longer required.
7. Ensure that child protection investigations are consistently completed within timescales that are in line with statutory guidance, so that children receive the services that they need as soon as they can.
8. Strengthen step-down arrangements between statutory and early help services to ensure that decisions to step down are appropriate and that children receive an effective continuum of support.
9. Strengthen the quality and oversight of assessments and plans for children in need of help and protection, including children affected by domestic violence.
10. Ensure that arrangements for children placed at home with parents under a care order are suitable, and that appropriate action is being taken to secure permanence for these children.
11. Ensure that information presented to elected members provides enough detail of performance, quality assurance or other independent reviews to give them a full picture of the quality of the frontline practice that children experience.
12. Develop and improve the consultation with, and participation of, children and young people, in respect of informing service development and monitoring service quality.

7.2 Essex Police

Her Majesty's Inspectorate of Constabulary (HMIC) examined child protection in Essex Police in September and October 2015. The subsequent report was published in March 2016 and can be found [here](#).

The inspection found that the chief constable, his chief officer team, and the Police and Crime Commissioner (PCC) all have a strong commitment to child protection and there was clear

evidence of work progressing at a strategic level to improve the force's ability to manage identified risks concerning the safeguarding of children. However, overall, HMIC found that the ambitions and aspirations of chief officers were not being realised in child protection practice on the frontline. HMIC found that the force was not adequately protecting all children who are at risk due to widespread serious and systemic failings. Many of the issues reported had been identified and raised with Essex Police by the LSCB prior to the inspection, and the subsequent recommendations and action plan implementation have been monitored by the Board.

Recommendations

Immediate:

- Control room staff assess risks to children, paying particular attention to drawing all relevant information together at an early stage as part of that assessment, and ensure frontline staff are alerted to relevant information
- Incidents are not downgraded or the response delayed without proper justification and without appropriate checks having been made on the welfare of any children involved;
- Any concerns about an incident involving children at risk are escalated if police have been delayed in attending;
- Relevant intelligence to assess risk is routinely updated on police systems in a timely manner and is readily available to frontline officers when attending incidents
- Undertake a review, together with children's social care services and other relevant agencies, to ensure that the police are fulfilling their responsibilities as set out in Working Together to Safeguard Children.
- Act to improve child abuse and child sexual exploitation investigations
- Takes immediate steps to ensure that all relevant information is properly recorded and readily accessible in all cases where there are concerns about the welfare of children
- Reduce the delays in visiting registered sex offenders and to improve the management and response to other offenders who are subject to restrictions under a sexual offence prevention order

- Undertake a review with partners to ensure attendance at MAPPA is at a suitable level to support the creation of effective action plans to protect vulnerable children from those who pose the most risk of harm.

Within 3 months:

- Ensure that officers always check on the welfare of children and record their observations of a child's behaviour and demeanour in domestic abuse incident records, so that a better assessment of a child's needs can be made.
- Takes step to improve practice in cases of children who go missing from home
- Review how it manages the detention of children. Essex Police should request the assistance of children's social care services and other relevant agencies in this review

Within six months:

- Take steps with partners to ensure timely forensic medical examinations are conducted in sexual abuse cases involving children;
- Undertake a review of the initial risk assessment process in domestic abuse cases to understand whether processes are consistently applied by staff and to ensure cumulative risk to children living with domestic abuse is identified and addressed; and
- Take steps with partner agencies to evaluate its current MARAC arrangements, including preliminary meetings to filter cases, to ensure that vulnerable people including victims and children are protected at an early stage.
- Continues its discussions at a senior level with the CPS to address delays in advice and charging decisions.
- Immediately act to improve child abuse and child sexual exploitation investigations

HMIC revisited Essex Police in September 2016 to assess how it is managing the implementation of all of the recommendations. Initial feedback was positive regarding the progress made and the full report is due for publication in early 2017.

Essex Police Assurance Statement

Agency Context

Essex Police key priorities are to reduce and prevent crime, bring offenders to justice and to promote satisfaction and confidence within the community. The Crime and Public Protection command take a strategic lead for the 14 strands of public protection and currently provide the operational response for child abuse investigation, adult abuse investigation CSE, managing dangerous and sexual offenders and online investigation. The command also leads on safeguarding of vulnerable adults, domestic abuse, missing people and hate crime.

The command restructured in September 2016 and created four new departments. An Operations Centre where all referrals across all 14 strands are received and assessed. This provides the public and partners with a single point of contact for all areas of public protection. It also provides the response to disclosures schemes for both domestic abuse and children.

A strategic centre which provides the force with a centre of excellence whereby all local and national improvements are driven and monitored. They are responsible for policy and procedure as well as development of staff and performance.

The child abuse and adult abuse investigation teams are now co-located within main police stations and domestic abuse investigation teams and CID to provide a link in these areas of business and

A proactive team which develops intelligence to tackle those posing the most risk in the community. This team also deals with online offending.

Safeguarding Children Activity

Essex Police is committed to delivering improved outcomes for vulnerable people across all areas of public protection which includes children. Two robust inspections carried out in 2015 by Her Majesty's Inspectors of Constabulary highlighted areas for improvement which included the response to missing children, victims of child sexual exploitation,

victims of child abuse and children involved in domestic abuse situations. A programme of improvement was undertaken which delivered, amongst many improvements, the introduction of a single referral form, a significant investment in ten new Missing Person Liaison Officers, training officers around Section 47 enquiries and a commitment to conducting multi-agency auditing of Section 47 cases. A force wide awareness campaign of vulnerability significantly improved all front line officer's knowledge of child protection issues and thresholds of risk. This was complimented by the commitment by Chief Officers to provide a three day Public Protection Awareness Course which has been running since August 2015 and which is being rolled out to all officers and staff. All staff have received a personal issue handbook to support them when dealing with any vulnerability issue. This work was reflected in the HMIC follow up to the Vulnerability Inspection, where they noted a broad and impressive range of actions had been undertaken by the Force. They specifically noted a substantial change in approach to protecting vulnerable people. They also recognised the further investment in the number of staff working to protect children. The HMIC returned to force in September 2016 for a follow up to the National Child Protection Inspection and noted a real improvement in the quality of section 47 investigations.

Further improvements are being governed by the Public Protection Programme Board which is chaired by the Deputy Chief Constable and has representation from all three Local Authorities.

Recent problem profiles show Southend to have a high proportion of the County's cases relating to Child Sexual Exploitation and the link to gangs appears to be a factor. These are being addressed by all partners via the CSE and missing sub group and the Community Safety Partnership with a clear CSE strategy and action plan in place to reduce this threat. The recent launch of the Southend MARAT builds on the success of processes set up in the borough where cases of most risk are addressed in a multi-agency environment to deliver quicker and safer interventions. Essex Police has invested resources into the MARAT and remain a key partner in its continued development.

The introduction of the missing person liaison officers and Child and Young Person officers occurred over the last 12 months and they have been embedded into the community safety hub alongside the community policing team. These officers provide expertise and

continuity to cases where children are experiencing frequent missing episodes or offending and look for long term solutions with other agencies to make them safe and divert them from criminality.

Outcomes and Impact of Safeguarding Children Activity

There has been a steady increase of work within the Child Abuse Investigation Teams and this has been reflected in the 21.6% increase in reported offences between quarter 2 (July to Sept) 2015/16 to 2016/17. This is even greater within the South whereby there has been a 56% increase in the same period. The restructure and the introduction of new Investigative Support Officers addresses some of this demand but this is a national trend and one which must be monitored. This has understandably had an impact on recorded outcomes and the solved rate for these offences has fallen in the same quarter. Work is on-going to understand this decline and a new standard operating procedure has been implemented to focus on better decision making, prioritising investigative activity and aligning the investigative resources with demand.

Key Successes

The introduction of the missing person Liaison officers, Child and Young Person Officers and the community safety hub in Southend have been significant developments over the last 12 months. The Launch of the MARAT with partners has also been a highlight. There have been some key investigations and prosecutions over the last 12 months with regards to protecting children. Of note are two large investigations across the county relating to CSE and organised groups of offenders. Operation Dryad and Operation Cobham are both examples whereby the intelligence shared by agencies has been acted upon and developed to a stage whereby proactive investigations have been commissioned. Essex Police Serious and Organised Crime Unit have led these investigations with both leading to charges linked to CSE.

Key Areas for Development

Improvements are continually sought in the use and response to police protection, the quality of investigations whereby children are affected by domestic abuse and also

developing the management of dangerous offenders. Advances in technology have significantly increased our ability to detect crime and safeguard vulnerable people with the introduction of lie detector testing, the full implementation of a range of technologies to safeguard people whilst using the internet and the introduction of mobile technology to support front line officers and make best use of their time.

The restructure of the Crime and Public Protection Command will be closely monitored and a post implementation review completed to ensure quality of service is enhanced and efficiencies are realised.

7.3 Southend Clinical Commissioning Group (CCG)

Care Quality Commission (CQC) Review

In September 2016, the CQC published its report of safeguarding children and services for looked after children following the review of health services in Southend-on-Sea in July 2016. The report can be found [here](#).

There are no specific judgements on performance, but the report provides a narrative account of the quality of health services for looked after children and the effectiveness of safeguarding arrangements within health for all children.

The report makes the following recommendations and health services have developed an action plan to address these which the LSCB will monitor:

Southend University Hospital NHS Foundations Trust should:

- Implement a robust and age appropriate safeguarding assessment tool for use with all children and young people aged under 18 who attend ED. This should include the social history and background of the child and their family and comply with NICE guidance (When to suspect child mal treatment, 2009). Ensure staff understand the importance of capturing this information and monitor compliance with adherence to any new or adapted documentation.
- Assure themselves that midwives are making and recording ongoing enquiries about domestic abuse with all pregnant women to ensure vulnerable women are

identified, offered support and where appropriate, safeguarding processes are instigated.

- Ensure that women are seen alone at least once during pregnancy to promote routine enquiry into sensitive issues including domestic abuse, and incorporate this into the antenatal appointment care plan.
- Fully and explicitly document within ED records how the identification of any pre-existing safeguarding information has been considered and informed a consultation with a child or young person under the age of 18 years.
- Implement a 'think family' approach in ED. Establish and clearly record whether an adult is a parent/carer when they attend ED following risk taking behaviours. Assessments should consider the potential or actual impact of an adult's behaviour on their parenting capacity and on any children in a household. A pathway to notify relevant professionals should be developed and compliance with this monitored.
- Develop a robust quality assurance process to improve the standard of maternity services referrals to children's social care. Ensure information contained within referrals is complete, relevant, clearly analyses and articulates risk, relates to the local threshold document and is outcome focused.
- Evaluate records to ensure that maternity staff comply with professional record keeping requirements as detailed in the Nursing and Midwifery Council, The Code: Professional standards of practice and behaviour for nurses and midwives (2015).
- Put measures in place to significantly improve level three safeguarding children training compliance figures in ED and closely monitor to ensure the CCG key performance indicator target of 95% is achieved and maintained.
- Review the safeguarding supervision provision in ED to ensure staff have regular access to an appropriate level of professional scrutiny and challenge but also support in fulfilling their safeguarding responsibilities.
- Ensure that the safeguarding children training provision for maternity department staff meets the level, competencies and hours of learning as indicated in the intercollegiate guidance issued by the Royal College of Paediatrics and Child Health.

- Provide an appropriate environment for children and young people who are awaiting triage that accommodates their needs and those of their accompanying parents, carers and siblings.

Southend University Hospital NHS Foundations Trust and South Essex Partnership

University NHS Foundation Trust should:

- Improve liaison and communication between the maternity and health visiting services to ensure an equitable provision of antenatal advice and guidance is offered to all women from both services. Develop a joint working pathway so that midwives and health visitors actively work together to support vulnerable woman and safeguard unborn or new born babies.

Southend CCG, Southend University Hospital NHS Foundations Trust , South Essex

Partnership University NHS Foundation Trust and Southend Borough council should:

- Strengthen and formalise arrangements for liaison between GPs, maternity and the community health teams, including health visiting and school nursing, to ensure that multi-disciplinary exchange of information takes place for vulnerable families, children and young people.

South Essex Partnership University NHS Foundation Trust should:

- Standardise the utilisation of alerts on the adult mental health electronic patient record system to ensure the information entered is clear, relevant and contains sufficient information to aid staff in considering risks to children within a household.
- Develop liaison and communication pathways between adult mental health services and STARS to improve partnership working when clients who have parent or carer responsibilities are accessing both services.
- Establish a 'think family' approach in adult mental health services. All assessments should consider caring responsibilities and the potential or actual impact of an adult's mental health difficulties on their parenting capacity. This includes fully recording children's details and undertaking home assessments when appropriate.

- Establish effective operational governance and quality assurance to support adult mental health practitioners in delivering best safeguarding practice and to facilitate practitioners' continuous professional development.
- Expedite the transition to a single electronic patient record system within the sexual health service.
- Improve the record keeping standards, including the use of alerts, in sexual health services to ensure client records are accurate, complete and comply with NMC guidelines.
- Establish a 'think family' approach in the sexual health service. Assessments should consider the potential or actual impact of an adult's behaviour on their parenting capacity and on any children in a household. Children's details should be fully recorded along with the decisions made and actions taken to ensure they are safe.
- Work with their commissioner to increase the visibility and contribution of the sexual health services into the wider safeguarding and child protection arena, particularly in relation to young people's risk of CSE.
- Ensure that the safeguarding children training provision for clinical sexual health staff meets the level, competencies and hours of learning as indicated in the intercollegiate guidance issued by the Royal College of Paediatrics and Child Health.
- Review the safeguarding supervision provision in the sexual health service to ensure staff have regular access to an appropriate level of professional scrutiny and challenge but also support in fulfilling their safeguarding responsibilities.
- Until the transfer from paper to electronic patient records in the perinatal mental health team is complete and whilst two recording systems are in place, ensure there are robust processes to ensure practitioners do not miss vital information which may only be held within one system.

Southend CCG, Southend University Hospital NHS Foundations Trust, South Essex Partnership University NHS Foundation Trust and North East London Foundation Trust should:

- Closely monitor compliance with the local agreement regarding 16 to 18 year olds who attend ED with harmful behaviours. Ensure the agreed pathway is adhered to and that young people are accommodated in age appropriate surroundings.

North East London Foundation Trust should:

- Develop a robust quality assurance process to improve the standard of referrals from EWMHS to children’s social care. Ensure information contained within referrals is complete, relevant, clearly analyses and articulates risk, relates to the local threshold document and is outcome focused
- Ensure practitioners in EWMHS receive sufficient training and safeguarding supervision to enable them to identify and confidently act upon risk indicators of significant harm to the children and young people they are working with. Strengthen the management caseload oversight of EWMHS workers when they are working with children or young people for whom there are safeguarding concerns.
- Monitor the planned implementation of the new safeguarding supervision model in EWMHS to ensure that the target timescales are met so staff have regular access to an appropriate level of professional scrutiny and challenge but also support in fulfilling their safeguarding responsibilities.

Southend CCG and NHS England should:

- Review how GPs can provide patient information in a more structured and analytical way to better aid the receiver of the information in their decision making process.
- Ensure that GPs are competent in identifying safeguarding concerns and are able to respond to risk indicators by being clear and confident in the process of referring children or young people to children’s social care.

Southend CCG and South Essex Partnership University NHS Foundation Trust should:

- Improve the quality of initial health assessments to ensure they are undertaken within timescales, are child focussed and accurately reflect the child’s health and individual needs.

- Ensure that GPs are routinely requested to contribute information to inform initial health assessments for looked after children.
- Make every effort to incorporate a looked after child's family's health history in their initial health assessment and include the impact of this history on the child or young person's own health and development.
- Review the quality assurance process for initial health assessments to ensure it is robust and accurately reflects the quality of the assessments undertaken and effectively drives improvement.

Southend Borough Council should:

- Identify a strategy to address the vacancies within the school nursing service to ensure that the provision of services to children and young people is as agreed in the commissioning contract.
- Ensure information contained within reports from the school nursing service to child protection meetings are improved to clearly analyse and articulate risk which will aid multi-agency understanding and better inform the safeguarding decision making process.
- Develop a clear process and pathway for assessing and acting upon relevant information received into the school nursing service. Ensure that decisions and actions are accurately reflected within children and young people's records.

Southend CCG and Southend Borough Council should:

- Facilitate appropriate information sharing agreements between primary care and school nursing services to benefit vulnerable school age children in Southend-on-Sea.

Southend Borough Council and South Essex Partnership University NHS Foundation Trust should:

- Strengthen the liaison and relationship between the health visiting and school nursing services to improve information sharing and promote joint working.

Southend CCG Assurance Statement

Southend Clinical Commission Group (CCG) continues to have a commitment to the safeguarding children agenda and to work with local NHS providers to ensure safeguarding children arrangements are in place in line with the requirements of Section 11 of the Children Act 2004. The CCG is integrated and works in collaboration with all partner agencies.

Executive Leads and Designated/Named professionals for safeguarding and looked after children across the county of Essex work in collaboration as a Safeguarding Children Clinical Network. In 2016 this has been redesigned to include safeguarding adults agenda within the network and has been renamed the Safeguarding Clinical Network to reflect this. CCG Designated/Named professionals are also active participants in regional and national safeguarding networks.

The Care Quality Commission (CQC) undertook a review of health services for children looked after and safeguarding in Southend-on-Sea. The review was conducted under Section 48 of the Health and Social Care Act 2008 which permits the CQC to review the provision of healthcare and the exercise of functions of NHS England and Clinical Commissioning Groups. The review explored the effectiveness of health services for looked after children and the effectiveness of safeguarding arrangements within health for all children. The focus was on the experiences of looked after children, and children and their families who receive safeguarding services. The CQC reported seeing many good examples of health services supporting early help and working with families to help safeguard children and young people. The report also made a number of recommendations which included a broad theme that relates to communication and record keeping.

The CCG has worked with Primary Care services in Southend to respond effectively to the needs of looked after children and to children and families where there are safeguarding

concerns. This has included providing support and oversight for serious case and other reviews and delivering an education programme that covered topics such as female genital mutilation, domestic abuse, physical injuries in non-mobile children and Prevent training.

Areas for development 2016-2017 include:

- 1) Work with health providers and commissioners in Southend to implement and embed into practice the recommendations of the CQC review of health services for children looked after and safeguarding
- 2) Support the implementation of the Child Protection Information Sharing Project locally.
- 3) Work with the seven Essex Clinical Commissioning Groups to improve health services response to domestic abuse.
- 4) Work with primary care to improve their awareness of and response to safeguarding children.

7.4 NHS England

Agency Context

NHS England's core business is one of system leadership and assurance. NHS England has dual safeguarding responsibilities with regards to our directly commissioned health services (GPs, dentists, opticians, prison health care, secure mental health treatment, and sexual assault referral centres) and safeguarding assurance across the wider health economy. Our core functions are articulated in the revised Accountability and Assurance Framework (2015).

<https://www.england.nhs.uk/wp-content/uploads/2015/07/safeguarding-accountability-assurance-framework.pdf>

We continue to attend, and actively input into, the Health and Executive Forum, which is the local forum for healthcare commissioners and providers within Essex, Thurrock and Southend. We are kept apprised of risks in the system, which are escalated internally and highlighted on our risk register.

We continue to promote the need to have the voice of children, young people and families within commissioning cycles as standard. We try and ensure that work encapsulated by our patient experience programme does not lose its priority when there are so many other pressing areas of work within our programme of activities. A piece of work is nearing completion examining the patient and public involvement being undertaken by our direct commissioning teams within NHS England and this will help evidence how we meet this requirement.

Safeguarding Children Activity

We ensure staff are compliant with the competencies contained within the Intercollege Guidance (2014). We also support colleagues in the CCGs and, where appropriate, the provider services to attain those competencies.

Those in the nursing and quality team who have a direct responsibility for safeguarding actively seek and receive additional training to enable them to fulfil their. We continue to support the delivery of the national priority areas such as Female Genital Mutilation, Looked After Children and Child Section Exploitation, through education and training and the sponsoring of specific works streams.

We have a seat on the National Safeguarding Steering Group (NSSG) which enables us to keep abreast of priorities and actions nationally and feed into the local system as appropriate; it also enables us to have a process in which to escalate our concerns on a national level.

We work closely with Care Quality Commission and are clear of our responsibilities where there are safeguarding concerns raised within our directly commissioned services.

Serious incidents are closely monitored on a weekly basis by the NHSE Nursing Directorate and we ensure that those with potential safeguarding implications are raised through the safeguarding process.

Outcomes and Impact of Safeguarding Children Activity

The impact of our work can be challenging to quantify. What we do know is that our input has ensured the workforce is offered, and receives, education and training in the national safeguarding priorities namely.

We worked with NSPCC to develop a bespoke 6 day supervision programme which can be accessed by those working in both adult and children's services (please see inserted document below for more information). The importance of supervision is clearly documented. We are currently working to procure additional training.

The quarterly Children's Forum supports the system's safeguarding activity, as provides peer supervision for both the designated leads and the named GPs.

Key Successes

The key successes for NHS England Midlands and East (East) are the relationships we have with our colleagues from both CCGs and provider services. The Eastern Region Children and Young People's Safeguarding Advisory Forum (for health colleagues) continues to be extremely well attended and provides a valuable, unique and safe opportunity for colleagues to network, share best practice, discuss areas for concern and to keep up to date with developments locally, regionally and nationally. There is also the opportunity for CPD and supervision for the designated leads and named GPs. We delivered an accredited Level 4 & 5 accredited training to 150 delegates from the Eastern region.

Key Areas for Development

There are some challenges with the NHS Standard Contract but we will continue to use all other means we have to ensure that providers of care commissioned by NHS England are complying with Section 11 audits and safeguarding legislative requirements.

The need for education and training of the workforce does not diminish and we will continue to ensure that appropriate workforce training is commissioned and delivered in

line with the national priorities and the diverse needs of the workforce.

Ensuring that the voice of children and young people continues to be heard in the commissioning process.

7.5 South Essex Partnership Trust (SEPT)

Agency Context

SEPT is a provider of acute and community adult mental health services, acute in patient adolescent mental health services and community health services. The SEPT safeguarding children team additionally provide specialist safeguarding services to Southend Borough Council School Nursing services.

Safeguarding Children Activity

SEPT have a robust strategic framework for safeguarding children in Southend which establishes the vision for the Safeguarding service and builds on existing achievements to ensure children are safeguarded. The Strategic Priorities reflect the Sec 11 Audit requirements which were presented to the LSCB in September 2016. The Trust Safeguarding group contains the minutes of Southend LSCB Board as a standard agenda item. The Trust continues to have strong representation with the Board and sub groups.

The Trust has a mandatory attendance requirement in place for compliance for safeguarding training based on a competency framework and has seen the addition of key topics for female genital mutilation, child sexual exploitation and refreshing of the PREVENT and domestic abuse training packages.

Core Practice Courses

South East Essex Mental Health

	Total Target	Trained	
		No	%
Safeguarding Level 1	1834	1735	95%
Safeguarding Level 2	1113	1036	93%
Safeguarding Children Level 3	184	155	84%
Safeguarding Children Levels 4/5/6	1	1	100%

Core Practice Courses	South East Essex Community Health		
	Total Target	Trained	
		No	%
Safeguarding Level 1	782	727	93%
Safeguarding Level 2	619	567	92%
Safeguarding Children Level 3	168	135	80%
Safeguarding Children Levels 4/5/6	6	6	100%

The Trust has a Lessons Learned Group where safeguarding cases are routinely featured. The aim is to raise awareness of specific cases e.g. serious case reviews and to explore how the learning can be integrated into practice across all Trust services. The community service practitioners have incorporated the voice of the child and whether children feel safe into provision and this is being used to inform service.

The organisation contributed to the Ofsted Inspection in Southend and has recently been inspected by the Care Quality Commission for effectiveness of safeguarding services. A narrative judgement was presented and the key findings were for implementation of think family approach with adult mental health and contraception and sexual health

services and greater liaison between midwifery, primary care and health visiting services. An action plan has been developed with the Clinical Commission Group and is now being implemented. Key members of the SEPT safeguarding teams are working in partnership with Southend with the subsequent learning following the Ofsted inspection.

The SEPT safeguarding team are members of the Southend multi agency Child sexual exploitation sub group delivering on the Southend strategy that has been developed.

Outcomes and Impact of Safeguarding Children Activity

Training programmes in place for Foster Carers who sometimes struggle to understand how best to support the health and emotional needs of LAC has resulted in very positive comments from recipients as included below. These sessions provide excellent support and advice to Foster Parents.

“The Course gave me a lot of confidence to initiate more improvements in the care of my young people.”

“It has made me feel more confident to carry on the way I have been working and also helped me to follow up things that I felt needed attention.”

Similarly the LAC team have received feedback regarding the provision of SEPT staff to children placed in the area from other authorities as indicated below.

‘In Harrow we strive to ensure that we offer high a quality service to our children in care. The Review Health Assessment carried out by SEPT Looked After Children’s team was of an excellent standard. Thank you for your exceptional work’

It is not easy to obtain feedback from children and young people subject to safeguarding however the example below gives testament from a young person receiving services from the Family Nurse Partnership.

The case is regarding a young person who fed back that she feels safe and loved within her family. This person was subject to a Safeguarding plan when her mother was pregnant with

her. Intensive support and guidance from the family nurse helped facilitate change and strengthen family relationships, in turn providing a safe and nurturing environment for the baby. When this baby became older she fed back to the nurse how helpful she had been.

Making safeguarding children referrals and informing parents can be difficult to manage and staff often seek advice and support from the safeguarding team.

An example from adult mental health services was with regard to a mother of two small children expressing delusional beliefs. Mental health staff contacted the health visitor and social worker enabling a seamless and joined up approach demonstrating the 'Think Family' model.

Key Successes

- The Safeguarding service has been praised by external independent advisors on the quality of the safeguarding service it provides.
- A comprehensive audit of children and adult safeguarding process received substantial assurance from all Local Safeguarding Boards
- The voice of the service user from Looked After Children and Foster Carers has been very positive.

Key Areas for Development

Implementation of think family approach with adult mental health and Contraception and Sexual Health Services are not fully embedded into practice and is therefore subject to recommendations within the CQC action plan that has been developed. Actions include the strengthening of record keeping systems to clearly identify the assessments of parenting capacity that have been considered for adult clients receiving a service from SEPT staff. This is to also include the outcomes of supervision regarding clients care.

A task and finish group has been established between all parties to improve the communication and liaison between midwifery, primary care and health visiting services as indicated within the CQC inspection.

7.6 North East London Foundation Trust (NELFT)

Agency Context

- NELFT provides an extensive range of mental health and community health services for people living in the London boroughs of Waltham Forest, Redbridge, Barking & Dagenham and Havering, and community health services for people living in the Basildon & Brentwood and Thurrock areas of Essex. It also provides an Emotional Wellbeing Mental Health Service for the 0 – 18 year olds across Southend, Essex and Thurrock.
- NELFT has Named Doctors and Named Nurses who provide advice, guidance and support to staff across the Trust on safeguarding children issues. Roles and responsibilities for these positions are clearly outlined in the job descriptions.
- NELFT is registered as a provider with the Care Quality Commission (CQC). As part of the CQC requirements an NHS provider compliance assessment in relation to Outcome 7 (Regulation 11) has been completed and evidence collated.
- The Chief Nurse & Executive Director of Integrated Care Essex is the executive lead and board member for safeguarding. The Chief Nurse has Board level responsibility for safeguarding adults and children, LAC and Prevent.
- The Safeguarding Team acts on the Chief Nurses behalf to ensure that the Board is assured that all necessary measures are taken to safeguard adults and children at risk. The Director of Nursing, Patient Safety is the Strategic Lead for Safeguarding and together with the Associate Director of Safeguarding and LAC supports the management oversight of safeguarding issues in relation to vulnerable adults and children.
- Safeguarding children supervision for the EWMHS service has been added to the risk register as the service is not currently compliant with the Safeguarding Children Supervision Policy in respect of frontline practitioners accessing one to one supervision. Measures are in place to mitigate against this risk; all staff have access to the safeguarding advice service, group supervision is available to all staff and safeguarding children and adults issues are routinely considered during managerial supervision.

- An action plan that supports the NELFT Safeguarding Supervision model is in progress
- Nominated EWMHS clinicians' are undertaking safeguarding children supervision skills training
- Strengthening of Safeguarding Children Supervision – Linked to SIs/Learning/Reviews NELFT wide. This includes the provision of a NELFT Safeguarding Children Supervision induction and competency sign off for all new supervisors.
- In the interim, teams will continue to receive group safeguarding children supervision. Pathway Leads, Team managers and Psychiatrists all receive one to one supervision.
- As more supervisors are being trained, one to one safeguarding supervision will be progressed to the wider teams, in line with the NELFT safeguarding children supervision policy.

Safeguarding Children Activity

- All staff must complete mandatory safeguarding training appropriate to their role. This is monitored by the training and development department and reviewed at the DPQSG meetings
- Listening to and responding to the voice of child is integral to practice and embedded in training and audit processes. NELFT has a service user engagement programme in place which includes seeking the views of children, young people and their families in relation to their experience of our services. Their views are considered and used to inform improvements in service delivery.
- Prevent, and MCA DoLS have reached overall compliance figures of 85% following successful launch of the MCA and DoLS E learning packages and delivery of bespoke sessions of MCA DoLS and Prevent to MHS inpatient and EWMHS services.
- Safeguarding Adults and Children's training packages have been updated and strengthened to incorporate learning from SARS/DHRS/SCRs and other Learning reviews as well as legislative and policy updates

- The Safeguarding Children Standard Operating Procedure was published in June 2016. This is a comprehensive safeguarding resource with a live link index to a wide variety of safeguarding areas which have further links to additional information and referral forms. The document supports the implementation of the Safeguarding Children Policy 2016, Domestic & Sexual Abuse Policy 2015, Responding to Domestic Abuse and Harmful Practices and Child Sexual Exploitation Practice Guidance and Procedures 2015 and other key safeguarding policies and guidance.

Southend CQC SLAC inspection July 2016 – key findings:

The CQC highlighted the changes Southend EWMHS has undergone, including 4 identified pathways and the provision of laptops for clinicians, enabling young people to be seen in more convenient locations. EWMHS also supports schools with the training of school facilitators around better management of young people with identified emotional wellbeing difficulties. Young people can now self-refer and further web-based support services allow for better access and enhanced opportunities for early help.

The recommendations for NELFT included the development of a quality assurance process to improve the standard of referrals from EWMHS to children's social care, ensuring practitioners receive sufficient training and safeguarding supervision, strengthening management caseload oversight and monitoring the implementation of the new safeguarding supervision model. The recommendations are being progressed and monitored at DPQSG.

Safeguarding thematic audit Spring 2016 (awaiting full report)

This audit looked at the following themes:

- How practitioners identify safeguarding risk incorporating the voice of the child (including the use of risk assessment tools)
- The quality of intervention to manage safeguarding risk
- The quality of 'Think Family' interventions approach
- The quality of record keeping

- The quality of multi-agency safeguarding arrangements to protect children and their families who are at risk of abuse and neglect

Standards and practice under scrutiny in this audit must reflect the benchmark outlined in the following policy and procedural documents:

- Safeguarding Policy
- Safeguarding Children Supervision Policy
- Domestic Violence/Harmful Practice Policies and Procedures
- Standards of Record Keeping
- Missed Appointments/Non-attendance for adults and children health appointment

Quality of Multi-Agency Referral Form audit to begin autumn 2016

- All EWMHS staff have been advised by safeguarding to complete Level 3 CSE, FGM and DV
- Safeguarding link workers and safeguarding supervisors (to be) are requested to complete the above training within 6 months.
- Named Nurse, Safeguarding Children for EWMHS will be reviewing the Datix raised by EWMHS over the past 6 months to identify themes to flag any training requirements (this will commence January 2017)

Outcomes and Impact of Safeguarding Children Activity

- Southend EWMHS clinicians access the NELFT Safeguarding Advice Service and safeguarding children supervision.
- During Quarter 2, the safeguarding advice service was accessed 10 times by phone and 3 Datix safeguarding children incident reports were responded to.
- The primary reason for calling the advice service was for advice and direction regarding the safeguarding concern
- Five out of the 10 calls resulted in a referral to children's social care and the completion of a Datix
- The remaining calls were to share information, update the safeguarding team

regarding referrals made or required no further action

Key Successes

- PREVENT training delivered across EWMHS
- CSE & FGM & DV training was delivered across EWMHS localities (June – October 2016)
- Training on how to record safeguarding onto SystemOne and use of the ‘blue dot’ template delivered across EWMHS, with 2 further sessions as refresher and for those unable to attend the initial training

Key Areas for Development

- As identified above, for all case holding staff within EWMHS to receive one to one safeguarding children supervision as per the NELFT Policy. This is noted on the Southend EWMHS CQC Action Plan and is being monitored within the EWMHS DPQSG and Safeguarding Team meetings
- Assure the quality of referrals to children’s social care – via audit to flag any training issues. This is included in the Southend EWMHS CQC Action plan and monitored as above
- Monitoring of appropriate level of safeguarding training for all EWMHS staff, undertaken at EWMHS DPQSG
- Quality of record keeping monitored across EWMHS by utilising the CQC SLAC Inspection template to dip sample cases within each team and responding to areas of concern.

7.7 Southend University Hospital NHS Foundation Trust

Agency Context

Southend University Hospital NHS Foundation Trust is a Teaching Hospital; linked to the London University. The hospital serves a population of 338,800. We currently employ 4,567 staff.

The Safeguarding Children Team:

- Provide advice, support and guidance to members of staff regarding safeguarding children matters.
- Ensure relevant policies and procedures are in place to support all staff.
- Provide safeguarding supervision to staff - supporting areas of challenging work and ensuring the focus of work remains on the safety and wellbeing of the child.
- Provide training and education for all staff to support them with their safeguarding work.
- Undertake a programme of audit to provide assurance.
- Work closely with key stakeholders and other agencies to safeguard children.

The team consists of:

- Named Nurse for Safeguarding Children
- 2 Safeguarding Specialist Nurses
- Specialist Safeguarding Midwife
- Personal Assistant to the Team
- Named Doctor Safeguarding
- Designated Doctor for Safeguarding

Safeguarding Children Activity

Safeguarding training is incorporated within the Hospital's mandatory training programme. We monitor compliance via the Trust's iLearn system. Training is regularly updated to incorporate new procedures and learning from serious case reviews (SCR's). We provide additional opportunities on specific topics for example, making good referrals, FGM, Early Help and Child Sexual Exploitation (CSE).

We use face to face and e-learning to deliver training as per the Intercollegiate Document 2014 Safeguarding Children and Young People: Roles and competences for health care staff.

The team are working to develop supervision and ensure robust supervision processes are in place in SUHFT - uptake continues to be monitored to ensure that this continues to increase.

The team have managed to absorb this within current capacity, although this has been a challenge. The team will continue to develop the service further within the constraints of team capacity ensuring the quality of supervision is maintained.

A number of audits have been undertaken by the team against recommendations from national and local reviews.

The following audits were carried out;

- Fractures for Children under 18 Months Audit
- GP Safeguarding Information Sharing Audit
- Midwife to Health Visitor Handover Audit (repeated to ensure compliance)

In the last year there has been one SCR commissioned by Southend LSCB which is currently on hold pending the legal case being heard.

The hospital has been part of one single agency review (Baby K) and has contributed to action plans accordingly.

Data has been submitted to the LSCB regarding child death via the Learning and Improvement framework as lessons learnt and recommendations for the Safeguarding Board – themes emerging are parental smoking and co-sleeping.

The Trust Safeguarding Committee will consider how we can support any service development needed to address the themes identified.

Outcomes and Impact of Safeguarding Children Activity

The Safeguarding Children Team remain committed to responding to innovation in practice

and feedback from those who have been involved in safeguarding to maintain and

develop safeguarding services within the Southend University Foundation NHS Trust, which aims protect the vulnerable and drive positive change. The evidence of this is noted in our Section 11 audit and in the regular audits of key work streams.

Key Successes

- The Trust has revised the governance arrangements for safeguarding. The existing committee meeting will become a monthly operational meeting which will inform a quarterly joint adult and child safeguarding committee – chaired by the Chief Nurse. This committee will liaise directly with the Trust Board.

- Our on-going training programme 2016-2017 continues to focus on the National agenda for, Sexual Exploitation of Children, Female Genital Mutilation, Domestic Violence and increasing the awareness of staff to the SET toolkit now being used throughout Essex/The FGM reporting requirement.

A multi-agency study day for FGM was facilitated by the team on 18.10.2016. The day had a wide range of speakers:

John Dunworth – Social Care

Sonita Pobi – Head of Training, National FGM Centre

PC's Nicola Pain and Caroline Cudby – Police Protection Unit

Shabina Begum – Solicitor from Dawson Cornwell (London)

Miss Tripathi – Lead for FGM and Consultant Gynaecologist

The feedback from those that attended the day was extremely positive and further seminars are planned for next year.

The Trust Staffnet page has been updated regularly with key documentation and reference guides to assist staff when making referrals to Social Care. The local threshold document has been added to Staffnet to assist practitioners when making assessments/referrals.

In July 2016 the hospital was the part of a review carried out by the CQC which explored the effectiveness of health services for looked after children and the effectiveness of safeguarding arrangements within health for all children.

The focus was on the experiences of looked after children and children and their families who receive safeguarding services. As a result of this an action plan has been agreed and the team continue to work collaboratively with the CCG to ensure the delivery of the actions agreed.

Key Areas for Development

- Improve representation at Child Protection Case Conferences and reporting of data in respect of reports sent to parents and Conference Chairs.
- Improve the compliance with statutory/mandatory safeguarding training for all levels – the team are developing a comprehensive training plan across the Trust particularly where compliance is identified as an issue. This will include raising awareness and monitoring its effectiveness on frontline practice
- Improve participation in multi-agency training.
- To strengthen supervision arrangements across the Trust.
- Voice of the Child - to ensure that the child's voice can be heard in any safeguarding activity we undertake and that our sight is always on the child's journey through our services.
- Quality of referrals – to improve the quality of referrals sent to Social Care whilst embedding the Early Help strategy and recognise our own role in supporting families where need exists.
- The safeguarding team are actively targeting key areas to improve the quality of referrals sent to Social Care whilst embedding the Early Help strategy and encouraging staff to recognise their own role in supporting families where need exists. There is a planned audit focusing on referrals from health (SEPT and SUHFT) which will be carried out with the support of Social Care (November 2016).
- Child Sexual Exploitation (CSE) - We have responded by creating CSE champions, updating our safeguarding training, providing assessment tools

and supporting frontline staff. This should enable us to better recognise young people who may become more vulnerable to CSE.

- In light of the recently published Goddard Review and the issues raised in the case of Dr Bradbury we are reviewing and updating our chaperoning and child protection policies to further ensure that our children are kept safe.

In addition to the Trust strategic objectives, our safeguarding objectives for the next year will also reflect those set by the Local Safeguarding Children's Board.

7.8 East of England Ambulance Service Trust

Agency Context

East of England Ambulance Service Trust provide 24 hour, 365 days a year Accident & Emergency Services to those in need of emergency medical treatment and Transport. We cover 6 counties, Bedfordshire, Hertfordshire, Essex, Norfolk, Suffolk and Cambridgeshire. We cover a total of 11 children's Boards throughout the region.

The Safeguarding team in EEAST consists of:

Dr Tom Davis (Named Dr for Safeguarding)

Sandy Brown (Director of Clinical Quality & Nursing)

Simon Chase (Safeguarding Lead)

Anna Price (Named Professional for Safeguarding)

Denise Kendall (Safeguarding facilitator)

Rebecca Bavington (Assistant Safeguarding facilitator)

Simon Chase & Anna Price have completed their NSPCC supervision skills training and complete supervision for 27 identified personnel within the Trust.

We have funding for 2 band 7 posts which are currently going through the recruitment process.

Safeguarding Children Activity

The Trust has a Safeguarding Annual Report that reviews actions and outcomes from the previous year and maps requirements for the forthcoming year. The Trust promotes actions in safeguarding as part of a Trust Outcome Plan and this is promoted in all relevant work streams within the organisation. The Learning and Development Policy includes a training Needs Analysis (TNA).

The Board of the East of England Ambulance Service NHS Trust is focused in ensuring that the statutory requirements are met and that people using Trust services are protected from harm and abuse

East of England Ambulance Service NHS Trust meets all statutory requirements in relation to Disclosure and Barring Service and has systems in place for safer recruitment

East of England Ambulance Service NHS Trust has a Safeguarding Children & Young People policy in place.

The Trust works in partnership with all statutory and non-statutory agencies around the Eastern Region.

Trust Safeguarding Lead works with the National Ambulance Forum for improving safeguarding standards nationally.

Outcomes and Impact of Safeguarding Children Activity

EEAST have seen a month on month increase of all safeguarding referrals, with the top 2 categories of abuse for children being:

1. Neglect
2. Domestic abuse (including being present/witness to abuse)

This is due to the increase in training and awareness, including our Community First Responders (volunteers) and Private Ambulance Providers.

Key Successes

- We continue to work alongside Boards when there are SCRs and DHRs
- We continue to engage where possible with our Boards
- Training figures are increasing

- Referral figures are increasing
- Receiving more feedback from Local Authorities for crews.

Key Areas for Development

- Maintain the external engagement with our Boards
- Maintain the training programme to ensure all staff are trained in Safeguarding
- Continue to promote the safeguarding agenda within EEAST

7.9 Essex Community Rehabilitation Company

Agency Context

Essex Community Rehabilitation Company (ECRC) is contracted by the Ministry of Justice to deliver statutory probation services for adult services users who have committed offences, and are allocated to the CRC by the National Probation Service. These services include the supervision of those assessed as low or medium risk of harm (but they could be high risk of reoffending); the delivery of the community payback scheme, a range of accredited programmes, a range of interventions to address criminogenic need, and resettlement and 'through the gate' services. We have some key operational partners who are contracted by the CRC to deliver parts of our service – these are Nacro, Ormiston Families and Open Road.

During the last year, ECRC has continued to restructure following the Transforming Rehabilitation reforms. These include the establishment of a central administration and case management Hub in Chelmsford, with local management centres and neighbourhood centres in Southend, Basildon, Thurrock, Chelmsford, Harlow and Colchester. In Southend, we are delighted that our south of the county management centre is based in Civic 2.

The biggest challenge for the CRC in the last year has been the transition to the new estates and our new operating model. The pace of change has meant we have not always

communicated these changes well with partners, which has the potential to impact safeguarding checks and joint working on cases. Local managers have worked to mitigate this by engaging and working with partners in local teams.

Safeguarding Children Activity

ECRC is an adult service and our staff rarely have direct access to children. Our role is to assess, manage and address risky behaviour in adults which impacts the safeguarding of children. We actively engage in multi-agency information sharing and working to safeguard children through attendance at Child Protection and Child in Need arrangements. In addition, our operational partner Ormiston Families is working with the families of our service users to build healthy and positive family relationships. They are contracted to report any safeguarding concerns immediately.

Safeguarding training is core training for all operational staff to Level 1 or 2 depending on their role.

Essex CRC undertakes monthly quality audits on a selection of cases. This is a holistic audit covering all aspects of our service delivery. Questions are asked about risk assessment, risk management, working with other agencies on the case. Assessing safeguarding practice is a key component of these audits. An area of learning has been the need to consistently make safeguarding checks, at this is now undertaken at the point of allocation to the CRC by the Hub teams.

Essex CRC is subject to independent audit from HMIP (there have been no HMIP inspections in Essex CRC this year) and the National Offender Management System, Operational Assurance (OA) Audits. This year we have had 2 OA audits – one on the 'Through the Gate' service and the other on 'Enforcement'.

Outcomes and Impact of Safeguarding Children Activity

ECRC does not have data to evidence the impact of our activity on safeguarding children.

Key Successes

ECRC engages with multi-agency arrangements to safeguard children. Where we are involved with an adult in the family, we are able to support the safeguarding process and help those adults to engage or to hold them to account. Where lack of compliance or risk circumstances arise we can take enforcement action as part of this process.

Key Areas for Development

Consistency of undertaking safeguarding checks in every relevant case. The process has been put in place for the Hub team to undertake. Progress against this action will be audited in the monthly quality inspections.

7.10 National Probation Service

Agency Context

The National Probation Service is responsible for assessing the risk posed by adult offenders prior to sentencing and then supervising them in the community either an order or licence. Probation Officers/Probation Service Officers will be in contact with, or supervising, a number who have been identified as presenting a risk or potential risk to children. They will also supervise a significant number of offenders who are parents and/or carers.

The organisation adequately proportions resources to meet its responsibilities with regard to safeguarding. Our commitment to this is set out in the National Partnership Framework for Local Safeguarding Boards, which, in addition to promoting national consistency in the way the NPS relates to the LSCBs, clarifies the roles and responsibilities of divisions in relation to LSCB and the expectations that the LSCB can have of the NPS.

The National Probation Service has started to implement a number of changes under the E3 programme. The main aim being to harmonise roles, policies, etc. the evidence to-date

suggests that this should not impact on the effectiveness of safeguarding practice.

Safeguarding Children Activity

As an active member of the multi-agency public protection arrangements, the National Probation Service works with other agencies to safeguard and protect children to ensure that they experience better outcomes. We have systems in place to identify and flag those offenders who are in contact with a child, considered to be at risk of harm.

We also attend MARAC meetings, where we actively contribute to safeguard and protect children through the timely sharing of information.

Where a probation officer identifies there is a risk of harm to children, they are expected to complete a section 47 referral in respect of the child. If it is considered that the concerns meet the Child in Need criteria, staff are expected to complete a section 17 referral. A supervision objective will be included in an offender's supervision plan if an offender has contact with a child regardless of whether the individual is assessed as presenting a risk, as it would be expected that focus should be on the impact of their behaviour on that child. The sentence plan requires the practitioner to state what they are trying to achieve, who will be involved and the timescale. The timescale for review is a minimum of six months. As an end of order or licence review is required in all cases, we are able to identify risks and put in place effective risk management measures in collaboration with our partners to reduce and manage these risks.

If an offender that the National Probation Service supervises is placed under a plan, the probation officer/probation service officer is expected to attend case conferences and core group meetings.

We respond in a timely manner to request for information from social care relating to adoption and children where consideration is being given to the registration.

We also have a seconded probation officer within the Youth Offending Service.

The systems in place to ensure positive outcomes for children and young people via our work with adult offenders can be found in the Children and Families policy which is applied in consultation with the SET procedures.

There is regular and appropriate level attendance and effective contributions to the Safeguarding Boards, their subgroups/committees and consultations. This includes attendance at LSCB case audits.

There is effective supervision and support for staff that are engaged in safeguarding children work.

There is effective supervision and support for staff that are engaged in safeguarding children work. As part of this review a Senior Probation Officer is required to review any child protection minutes.

Safeguarding training and development opportunities are provided to all staff at a level appropriate to their role. The National Probation Service has developed both E learning and classroom packages. The e-learning includes: adult safeguarding (88%), domestic abuse (88%), child safeguarding (88%), foreign nationals and hate crime (88%). Those that are yet to complete the training are currently on sick leave and maternity leave. The percentage of classroom training completed is as follows: 65% adult safeguarding training and 80% of appropriate staff have completed the child safeguarding and domestic abuse training.

Outcomes and Impact of Safeguarding Children Activity

The National Probation Service's main responsibility is to supervise adult offenders. By probation officers working to improve the lifestyle of offenders and enabling them to change behaviour, probation officers will safeguard and promote the welfare of children for whom the offenders have a responsibility. The work undertaken will include the following factors: domestic abuse, alcohol misuse, accommodation issues, mental health,

drug misuse, thinking and behaviour, education, training and welfare.

However service development is informed, where appropriate, by the views of children and families. An example of this is through the domestic abuse programmes and supporting woman victims and indirectly children in the family. As part of the MAPPA arrangement the NPS works with other agencies to seek better outcomes for children.

As previously noted an offender's supervision plan should be reviewed at a minimum of six monthly, therefore an objective regarding children should be reviewed as part of this review. Also, positive outcomes for children can be evidenced through the work we undertake with adults who may have children or have contact with children to address accommodation, employment, drug, mental health, thinking and behaviour, violence, sex offenders etc. By addressing these needs, which we do in collaboration with partners, we are able to reduce the risk of serious harm and re-offending thus improving the life chances of children with who they may have contact.

We also have positive outcomes in terms of MAPPA in respect of the multi-agency management of violent and sexual offenders who pose risks to children.

Also positive outcomes due to our involvement in MARAC meetings, sharing information and actively working with partners to safeguard children.

Key Successes

Since the National Probation Service came into existence on 1 June 2014, it has made a number of changes to promote consistency. For example, implemented national safeguarding children guidance, national safeguarding adult policy and guidance; MARAC guidance; developed safeguarding children, adults and domestic abuse e-learning and class-based training. Published partnership frameworks for safeguarding children, adults and MARAC.

We have success in regard to work that we undertake with offenders to reduce their

reoffending, drug use, monitor and control via MAPPA, which helps to protect and safeguard children (MAPPA, recall etc.) but work we do around accommodation and drugs etc. also helps to ensure positive outcomes for children. In addition report writers also conduct work looking to divert offenders away from custody, which means offenders who receive a community order are less likely to lose their accommodation, employment, relationships with families and children. The evidence of this progress is reviewed in the OASys assessment.

Key Areas for Development

- 100% of staff need to complete the training noted above. The National Probation Service is committed to ensuring that this is achieved for all of the e-learning and face to face training.
- We need to ensure that agency staff undertake safeguarding training.
- National Probation Service needs to agree a national safeguarding performance dataset.
- Given the drive to complete pre-sentence report at the first hearing, we have agreements in place with our police and social care colleagues about how we acquire safeguarding children and domestic abuse information to inform our assessment.
- We continue to ensure that we meet/exceed the safeguarding section 11 minimum requirements.

7.11 South Essex College

Agency Context:

South Essex College is the largest provider of Further Education in the South Essex area. The College's strategic plan clearly outlines how the establishment is moving towards being the first choice provider in the area. The students are at the heart of everything that the College does and this places safeguarding procedures as integral to the student experience.

The College is committed to continually developing its safeguarding procedures in line with legislation, Ofsted guidance and the views of students. The College sits across three local authorities, Southend, Essex and Thurrock, and attends the Local Safeguarding Boards as well as providing regular reports.

Safeguarding Children Activity

The College currently has a broad approach to child protection and safeguarding and this includes the following:

- Senior staff with designated child protection training, experience and skills
- A dedicated team of Safeguarding Advisers
- Online safeguarding training for new and existing staff
- General safeguarding training
- Designated Child Protection Officers on main campuses
- Annually reviewed Policies and procedures
- Staff DBS, employment and identity checks
- Multi agency working

Student Services recently received its Matrix Accreditation. The Safeguarding Provision on offer at South Essex College was considered outstanding and given 'Matrix Excellence'.

The College underwent an Ofsted Inspection and within the report, Safeguarding was referenced as a strength, and good systems in place to make sure students are Safeguarded appropriately.

Key themes/ actions for 2016-2017 include:

- Child Sexual Exploitation
- Gang Prevention (Healthy Relationships)
- Prevent
- E-Safety
- Bullying inc. Cyberbullying

Actions to improve Safeguarding across the College:

E-learning exercises and classroom based lessons on Personal Development Behaviour and Welfare focusing on the above key themes.

Community Teams visiting the College to support with key areas to offer a preventative approach to issues that may develop to become safeguarding concerns. We have held talks on Substance Misuse utilising 'YPDAT teams'; Safer Places and Local Authority providing 'Prince Charming' play on healthy relationships and support in place within the Community; Mind speaking with students regarding Mental Wellbeing.

We also plan on further talks from gang prevention charities such as St Giles Trust to speak with students regarding Gang Prevention.

Outcomes and Impact of Safeguarding Children Activity

In this period we had 14 safeguarding queries regarding students at the Southend Campus regarding 14 students.

9 were Child Protection concerns (4 upheld; 5 rejected)

3 EHA's completed

3 CSE concern

2 incident of Sexting from one learner with unidentified perpetrator (referred to Police)

3 cases referred to Police of Missing Persons

*Percentage of Staff who have completed Safeguarding training:

Training (PREVENT) 77%

Training (Safeguarding Part 2) 82%

Training (Keeping Children Safe in Education Part 1) 88%

Training (Child Protection Online) 75%

*With new staff this number fluctuates regularly depending on size of new cohort.

Staff Safeguarding Issues (Human Resources data):

- Number of staff matters relating to Safeguarding on the casework log from 1 September 2015 to the end of July 2016: 18 cases recorded
- Numbers of any staff that were suspended: 9 staff were suspended
- Numbers of any staff who resigned or left the college and how many of these were reported to Independent Safeguarding Authority: 1 resigned and was reported.
- Number of any open cases with Southend LADO: No open cases. All resolved. None outstanding.
- Dismals due to a Safeguarding issue: 3 have been dismissed.

Methods undertaken to ensure students are safeguarded:

- The Head of HR ensures that **100%** of staff working at the College have had a DBS (Disclosure and Baring Service), Enhanced Disclosure completed which is considered satisfactory to the management of the College prior to them commencing their employment.
- Direct contact with Social Care/ Virtual School Teams in place. Impact; we know who our LAC cohort consist of prior to first week in enrolment and have a centralised contact for any concerns regarding retention, success, achievement.
- Information from Local Authorities for LACs in place and shared with Funding during Induction week before classes commence.
- Social Workers, Virtual School, YOT Officers – good working relationship with Southend YOT/ Post 16 teams. Concerns flagged up immediately and Serious Breach Meetings include relevant professionals. Impact: retention rates to increase; bespoke support arranged.
- Staff through training aware of referral process for any Safeguarding concerns.
- Specialist trained team of Safeguarding Advisers to meet needs of this service.
- Further links have been made with housing agencies (Family Mosaic) to ensure prompt and robust response to street homeless students.

- Student feedback, when obtained, shows they feel valued and listened too and safe within the college.

Key Successes

- Inter-agency working; Social Care, Virtual Schools, Community Teams (Drugs and Alcohol); Health (inc. Mental Health Teams); Housing; Police (YOT); Young Carers.
- Close links with the Post 16 team in Southend and excellent working relationship with the Virtual School.
- Developing good links with data teams in the Local Authority to develop systems in place that quickly identify students who fall into vulnerable groups such as LACs/ YOTs etc. prior to first few weeks of school year. Systems and support/ professional contact details are in place to ensure young person is not NEET without LA being unaware of this/ we are aware of support needs and referrals to Departments and data team in College have accurate records for young people attending SEC. This will benefit students to ensure boundaries in place are noted, removed and retention rates increase.
- Training – ongoing, delivered during Induction. Constantly reviewing and altering training provision to meet needs of staff and cover national agenda for Safeguarding.
- High quality Safeguarding Team with excellent knowledge basis for key Safeguarding concerns; ongoing external training proactively researched and attended. This has developed the team’s expertise in relation to key safeguarding issues.
- Expertise in relation to Safeguarding queries and processes for risk management (CP/ VA, Prevent, Housing, serious mental health disclosures (suicidal/ self-harm); risk assessments; CSE)
- Events last academic year very successful; Anxiety Day prior to start of new academic year; Drug and Alcohol Workshops; Gang Talks; supporting Enrichment with Prince Charming tour. Further development for these areas is being arranged (SOS Rape Crisis).
- Flexibility to meet needs of individual students; internal support extensive via

counselling and signposting to SENCO, teaching teams as appropriate with appropriate individual strategies in place to ensure barriers to retention, success and support are removed.

- Communication; both internal and external (Student Managers and HODs and Virtual Schools, Social Workers, etc.) informing of 'at risk learners' and arranging quick timely interventions to remove 'at risk' factors.

Key Areas for Development

Key themes/ actions for 2016-2017 include:

- Child Sexual Exploitation
- Gang Prevention (Healthy Relationships)
- Prevent
- E-Safety
- Bullying inc. Cyberbullying

Ready, Safe Respectful will be strengthened through targeted events throughout the year and will demonstrate this ethos throughout all events. We have YPDAT and Sexual Health Teams arranged to come into during first term to deliver workshops. Second term will focus on Mental Wellbeing.

Prevent Agenda and British Values to be embedded and recognised within all safeguarding practices throughout college. Guest Speaker policy to continue to be used and training disseminated to all staff to develop awareness of PREVENT.

Safeguarding to disseminate all information to Student Manager's focusing on 'at risk' learners with strategies in place and discussed.

Collection of feedback and outcomes for students known to the Safeguarding Team to influence future provision

Continue building strong links with appropriate agencies.

7.12 South Essex Homes

Agency Context

South Essex Homes is the Arms Length Management Organisation set up by Southend on Sea Borough Council. Their aims are to manage and maintain the council's 6,200 properties and associated housing land. Our operational risk register identifies safeguarding as an operational risk "Failure of the organisation that controls are not robust, resulting in unidentified child/adult abuse", and is mitigated by:-

- Extensive risk assessment carried out.
- Referrals made to relevant support agencies.
- Any potential risks referred to safeguarding teams.
- Regular property inspections and room checks carried out.
- Policies and procedures updated regularly and compliance checked.
- Extensive staff training.
- Safeguarding procedures in place.
- Regular support meetings
- Robust staff appraisal and 1:1 system in operation.
- Reviewed and updated the Safeguarding Policy
- Improved reporting mechanisms to the Board and Audit Committee
- Reporting to Local Safeguarding Children's Board (LCSB)
- Audit of revised risk assessments
- Auditing of safeguarding training for staff.
- Analysis of safeguarding referrals and training to reflect common themes.
- Dedicated budget for sanctuary scheme for victims of Hate Crime and Domestic Abuse.

Safeguarding Adults/Children Activity

In order that South Essex Homes continues to provide an effective safeguarding response for adults with additional care and support needs, they have provided a senior manager as the designated safeguarding lead and appropriate representation at the Safeguarding Adults Board, Safeguarding Adults Executive Board, the Housing sub-group and at the MARAC.

The safeguarding adult policy and procedure complies with the Southend, Essex and Thurrock Guidelines for Safeguarding adults. The safeguarding policy and procedure is updated every three years (last updated May 2015). The Safeguarding Children policy and procedure complies with the Southend, Essex and Thurrock Safeguarding and Child Protection Procedures 2015 and the Children Act 1989.

All front line staff are trained regularly in safeguarding adult and child awareness, mental health awareness, mental capacity awareness, domestic abuse awareness and Dementia and Alzheimer's awareness. A safeguarding presentation is included in the Staff Induction day. Safeguarding awareness sessions include contractors operating on behalf of South Essex Homes/Southend on Sea Borough Council. Awareness sessions on safeguarding are delivered to residents living in Council owned sheltered schemes. Articles on domestic abuse and safeguarding are regularly featured in residents' newsletters and staff newsletters.

A safeguarding page on the South Essex Homes website is updated regularly as well as the safeguarding page dedicated to staff on the intranet. Guidance sheets on reporting concerns are provided to all contractors operating on behalf of South Essex Homes/Southend on Sea Borough Council. Business size cards are issued to all staff with identifying potential concerns and the relevant numbers to contact.

An update on safeguarding is provided at each Board meeting. Safeguarding is a regular agenda item at the Operational Management Team meetings and safeguarding action plans are monitored at the Operational Management Team meetings. Referrals are monitored and reflect the training programmes and awareness sessions delivered.

There are dedicated officers to identify and respond to victims of domestic abuse and a dedicated Sanctuary Scheme budget is set aside annually, to cover the cost of additional

safety and security measures for victims of domestic abuse and hate crime. There are dedicated officers to identify and respond to vulnerable victims or perpetrators of anti-social behaviour.

The Council's internal audit team recently inspected our Safeguarding involvement and the recommendations included ensuring that our contractors have safeguarding policies in place. This has now been addressed. The action plans for all audit inspections are monitored by the Operational Management Team on a fortnightly basis.

Our Community Development Team support vulnerable tenants who are at risk of losing their tenancy. In our Temporary Accommodation Team we have a dedicated officer to support hostel residents with complex needs.

South Essex Homes work very closely with the officers of the Council's Youth Offending Team in relation to Street Engagement for identified youth issues and Troubled Families for families at risk of homelessness and financial constraints. Our Temporary Accommodation Officers liaise with Family Mosaic to assist in supporting families residing in the Council's temporary accommodation. The income management Team provide a homeless prevention service, this includes an income and expenditure assessment, identifying any social and welfare needs, referrals to our Community Development Team for support in accessing Essential Living Fund (ELF) and Discretionary Housing Payments (DHP) and referrals to the Citizens Advice Bureau (CAB) who can provide benefit and money advice. The CAB also attend the HUB one day per week.

Outcomes and Impact of Safeguarding Adults/Children Activity

The number of evictions for council tenants has reduced this year from 45 to 6 (as at the end of September 2016) primarily due to the support of the Community Development Team.

A partnership with Southend College providing a free counselling service is available at The Hub. Trainee counsellors in their third year of their Counselling course with support from an NHS trained counsellor take referrals from the organisations operating from the HUB,

who feel that their clients would benefit from counselling. Thus providing a pivotal service in improving a vulnerable person's life.

Key successes

Since June 2015 the Digital Housing Hub (DHH) has seen over 3000 clients in that time for this programme. Alongside the digital support advice there is health advice and welfare advice. It means that the HUB can offer a complete bespoke service to assist a vulnerable person and to ensure that they receive the maximum amount of help needed to live an independent life.

Healthwatch Southend joined the HUB in September. Since joining they have seen 50 residents giving advice on a wide range of health matters.

The free counselling service headed up by a drug and alcohol specialist has attracted over 75 referrals with 90% of these people having at least 6 sessions.

The introduction of the counselling service provides advice and support to participants requiring help with Life Style, and Mental Health Problems. The twelve by weekly interactive group has provided another avenue that the HUB offers. The results of the sessions so far are:

Group Sessions completed Spring – Summer Programme 2016	24	Group Time Duration	2 Hours	<u>Open Group</u>
				Yes
Male participants Attended	134	Participants Food supplied	Yes	Outcome measures
				Under review

Female participants Attended	31	Participants Transport Provided	Yes	STAR
Total participants Attended	165	Participants Materials supplied	Yes	Locus of control

Key areas for development

Continue with the excellent work provided at the HUB.

Expand the current service offered by Careline to support vulnerable clients to continue to live independently.

7.13 School Governing Body Safeguarding Monitoring Returns Findings

The annual assessment of schools' safeguarding arrangements confirms that, in the main, schools understand their responsibilities and have suitable arrangements in place to meet them. This is particularly evident through senior management commitment to the importance of, and accountability for, safeguarding and the promotion of children's welfare; the existence of clear policies and procedures that align with local and national guidance and cover the issues of bullying and e-safety; and in the area of staff recruitment and training.

Areas for improvement include the timely monitoring of the single central record of staff by governing bodies and ensuring that, where appropriate, parents are provided with a copy of written reports in advance of child protection conferences. The number of referrals for Early Help varies between schools, as do referrals to Children's Social Care over the same period.

SECTION 8 – IMPLEMENTING LEARNING FROM REVIEWS

8.1 Serious Case Reviews

The LSCB commissioned a serious case review, under its statutory responsibilities in Working Together to Safeguard Children 2015, in January 2016. The review has been 'paused' by the LSCB due to ongoing legal procedures, and is expected to resume early in January 2017. Emerging learning from the case requiring immediate action is being addressed by the relevant agencies pending the completion of the review.

The recommendations from a serious case review completed in the period 2014-15, but which was not published to safeguard the welfare of surviving family members, have all been implemented.

8.2 Child Death Reviews

In total 12 notifications of child deaths were received during the year April 2015 to March 2016. This equates to a figure of 29 per 100,000 population aged 0-19 years for the period for Southend (compared to 22 for Essex, and 23 for Thurrock). From 2013 there has been a

slight increase in notifications of child deaths (per 100,000) in Southend compared to a plateauing of notifications for Essex and Thurrock in the same period.

The infant (aged 0 - 364 days) mortality rate per 1000 live births for Southend is 3.6 (compared to 3.9 for England)

10 Child Death Reviews were completed for children resident in the Southend area. In 7 of these cases no modifiable factors were identified and the deaths were deemed to be not preventable.

In 3 cases modifiable factors were identified:-

- Modifiable factors in the deaths classified as perinatal/neonatal events included maternal smoking and factors related to service provision and possible earlier surgical intervention. No specific recommendations were made following these reviews as the panel were satisfied that the issues had been identified by a Root Cause Analysis Report. The local hospital Head of Midwifery attended the Child Death Review Panel to reassure the panel members that all recommendations from Root Cause Analysis had been implemented.
- Parental smoking during pregnancy, and in the household, was noted as modifiable factors for a child death in the chromosomal, genetic & congenital anomalies category.

The LSCB is undertaking a review of current activity by partners to reduce parental smoking during pregnancy in order to identify and promote the implementation of programmes and awareness campaigns which are effective in altering parent behaviour.

8.3 Other Reviews

An alternative review of the case of a professional working with children, who used their position to take photographs of children using changing rooms, was also completed in the period. The LSCB's Case Review Panel received analyses of involvement from all of the agencies concerned, however, it has not found the analysis by one agency (a private education establishment) to be sufficiently reflective of the safeguarding practices at the

time and how the learning has been identified and implemented (although the Panel is aware that the establishment has undertaken actions to improve its safeguarding practice). The Panel will, based on the learning identified by all agencies, identify actions for implementation to improve safeguarding children practice.

SECTION 9 – FINANCIAL REPORT APRIL 2015 TO MARCH 2016

Funding and staffing of the Southend LSCB is relatively low level, compared to other Boards regionally and nationally. The LSCB shares a business manager, performance and quality assurance project manager (from April 2016) and administrative assistant with the Safeguarding Adults Board (0.5fte for each role and Board). There is also a considerable ‘in kind’ contribution of partners to both the Board and sub groups, which is critical to the effective functioning of the LSCB.

The LSCB uses the funding formula below to ensure it has adequate resources to undertake its business effectively

Agency	Proposed %age	Proposed Contributions for 2016/17
Southend Borough Council	49.5%	£43065
Essex Police and Crime Commissioner	16.5%	£14355
CCG	26.0%	£22620
National Probation Service	7.2%	£6264
CAFCASS (+ reserves)	0.7%	£609
	0.1%	£87
Total	100%	£87000

Additional income of £21449 was received from the Schools Grant (£10,000) and income from training. **Total income for 2015-16 was £108,449**

For the financial year 2015-16 the LSCB's expenditure was as follows:

Description	Expenditure (£)
Total Salaries	46,749
Total Consultancy and Professional Services Costs (included LSCB Chair and Serious Case Reviewer costs)	22465
Total Supplies And Services	32992
Total Contribution To Equality & Diversity in Schools Programme	5,000
Total	107,206

For the financial year 2015/16 the LSCB carried forward £79,334.96 in reserves.

SECTION 10 – BOARD MEMBERSHIP AND ATTENDANCE

Representative	19th November 2015	22nd February 2016	7th July 2016	29th September 2016
Christine Doorly -Independent Chair	√	√	√	√
Simon Leftley - Vice Chair - Corporate Director for People	√	√	√	Apologies
Essex Police / CAI Team	Tracy Harman attended	Luke Collison attended	Luke Collison & Tracey Harman attended	Paul Wells, Tracey Hawkings, Kevin Baldwin and Tracey Harman attended
Laurence Doe – Department for People, Chair LSCB Executive	√	√	√	√
Jane Belcher – South Essex College	√		√	√
Chris Perkins - independent schools rep				
Melanie Hall – head teacher, special schools heads rep	Apologies – June Mitchell attended	√	Apologies	√
Jim Johnson – head teacher, primary heads rep – Angela Hutchinson July 2016 onwards	√		√	√

Representative	19th November 2015	22nd February 2016	7th July 2016	29th September 2016
Mark Schofield – secondary heads rep	√	√	√	√
Brin Martin – Department for People - July 2016 onwards			√	
John O’Loughlin – Department for People	√	√	Apologies – Ruth Baker attended	√
Melanie Craig – NHS Southend CCG	√	√	Apologies	√
Linda Dowse, Southend CCG – Matt Ranguie from July 2016 onwards	√		√	√
Dr A Shrivastava – Designated Doctor	Apologies		√	
Gina Quantrill – Southend Hospital – Sue Kent September 2016 onwards	√	√	√ Sue Kent also attended	Apologies
Elaine Sherwen – NHS England LAT			√	
Margaret Gray – Public Health	√	Apologies	Apologies – Erin Brennan-Douglas attended	√

Representative	19th November 2015	22nd February 2016	7th July 2016	29th September 2016
Barbara Solomons – community lay member	√	Apologies	√	√
Ellese Degenhart – lay member	√	√	√	Apologies
Stefanie Peck – lay member	√	√	√	Apologies
Theresa Smith – SEPT	√	√	√	Apologies - Stephanie Farr attended
NELFT		Jackie Dennis attended		Brid Johnson – apologies Sharon Hall - apologies
Lisa Fautley – East of England Ambulance Service	√	√	Apologies	
Donna Finch - Essex Fire & Rescue	Apologies		√	
Mona Illisei – CAF/CASS	√	√	√	
Alex Osler – Essex Community Rehabilitation Company	√	√	√	Apologies – Katie Castle attended
Sheila Kennerson – National Probation Service , South & South Eastern Division	√	Apologies	Apologies – Sam Brinkley attended	√
Alison Clare – A Better Start Southend			Apologies	

Representative	19th November 2015	22nd February 2016	7th July 2016	29th September 2016
Alison Semmence – voluntary sector	√		√	√
Dorothy Simon – legal advisor	Apologies	Apologies	√	Apologies
Councillor Anne Jones, Lead Member (until May 2016) – Cllr James Courtenay from May 2016 onwards	√	√	√	√

SECTION 11 – ANALYSIS

- Engagement by partner agencies in the work of the LSCB is good
- The Police are progressing recommendations from their recent inspections, and are awaiting an updated inspection report. There remain actions to be completed, including any further findings, but progress has been good.
- The 2016 Health safeguarding inspection showed a number of areas of concern and the LSCB will need to ensure that the actions are completed and have the required impact.
- The Local Authority has an Improvement Board and needs to ensure that continued progress is achieved addressing the findings of the 2016 Ofsted inspection, as well as the Local Authority actions arising from the Health Safeguarding inspection, which are addressed to Public Health.
- Some areas of LSCB governance, including that of the Schools Forum and Care Providers Forum, need to be strengthened
- The Board is effective in challenging partner agencies where there is an identified need to improve services to safeguard children
- Although there are some improvements in mental health services for children and young people these are not yet fully implemented and embedded.
- Children, young people and their parents are continuing to access mental health crisis support via hospital accident and emergency services rather than the EWMHS Crisis Team 24hr service
- There has been a significant improvement in the timeliness and effectiveness of the multi agency response to high risk cases of domestic violence
- There is a coherent early help offer which is effective in supporting families to make the changes needed to ensure that their children's needs are met, however the new 'step up' and 'step down' arrangements between early help and stage 4 services need to be embedded before the LSCB is able to assess whether they have improved this process and that children and families always receive the support they need

- There has been a significant improvement in the analysis of information on a multi-agency basis to identify children and young people at risk of CSE, although sharing of information to identify and disrupt perpetrators requires development
- Although there has been some increase in provision of specialist services for survivors of sexual abuse, there remains a lack of mainstream funding of specialist domestic abuse support services and services for perpetrators of sexual and domestic abuse who are not within the criminal justice system

SECTION 12 – CONCLUSIONS AND AREAS FOR DEVELOPMENT

The following are areas of development in the coming year:

- Work is required to ensure children and young people who self-harm or have other mental health issues access services in a timely way and through the most appropriate routes. This will include more analysis of the issues and the development of a multi-agency action plan
- The analysis of intelligence from all partners, including the public, to identify, disrupt and prosecute those who exploit children and young people
- Mainstreaming of funding and development of timely specialist support services for victims of domestic abuse, sexual abuse, and exploitation is required by commissioning agencies
- Mainstreaming of funding and development of timely specialist support services for perpetrators of domestic abuse, sexual abuse, and exploitation is required by commissioning agencies
- To continue to exercise oversight of, and analyse, the child protection process and application of thresholds by children's social care, and review the conferencing system to ensure partners maximise its effectiveness and impact on families
- To ensure that the early help model is fully integrated with child protection processes, making one unified and comprehensive system to ensure all children and safeguarded and professionals know how and where to get the right help. Early Help services will be tested by the LSCB in 2017-18 to ensure hard to reach groups have the right access to those services.
- To ensure that the Voice of the Child is increasingly embedded in the way that services are delivered, and that achieving specific outcomes for children are increasingly driving the work of professionals.
- To continue to address and improve the governance of the Safeguarding Partnership (currently the LSCB) in light of the Wood Review of LSCBs, to ensure that cross cutting areas of work are approached holistically across the partnership, and that potential gaps and overlaps are identified and addressed effectively.

- To respond to the Violence and Against Women and girls agenda, including FGM, providing a comprehensive programme of work

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Annual report on the effectiveness of safeguarding children by Southend Council's Children's Social Care Services

Prepared by John O'Loughlin, Director of Children's Services and Ruth Baker, Group Manager Fieldwork

1. Purpose of Report

- 1.1 To provide the Chief Executive and the Leader of the Council with information in order to give assurance about the functioning and effectiveness of the safeguarding of children and young people by children's social care
- 1.2 To support members to discharge their safeguarding duties in relation to children and young people
- 1.3 This report should be read alongside the annual report of the Local Safeguarding Children Board

2. Recommendation

- 2.1 That the report is noted and the priority areas for improvement for 2017/18, as detailed in the Children's Service Improvement Plan, Appendix 1, are noted.

3. Background

- 3.1 Children's social care service is the lead service area responsible for discharging the council's duties to assess need and to protect children assessed to be at risk of suffering, or suffering, significant harm. This duty is discharged in partnership with all Departments within the Council and partner agencies such as health, education, police, probation services and the third sector.
- 3.2 Our statutory duties are contained within the Children Act 1989, subsequent legislation and statutory guidance such as the Children Act 2004 and Working Together 2015.
- 3.3 Case holding Health and Care Professional Council (HCPC) registered children's social workers, across 7 teams, are the lead professionals for children in need, children in need of protection, children in care and care leavers from 12 weeks gestation to 18 years of age or 25 years of age for care leavers attending University or who are disabled.
- 3.4 In April 2016 Ofsted, the regulatory body for children's social care, undertook an inspection of services for children in need of help and protection, looked after children and care leavers.
- 3.5 The outcome of the inspection was that children's services in Southend require improvement to be good. The services for children looked after and children in need of help and protection and management, leadership and governance all require improvement to be good. The performance of adoption services and the experiences of care leavers were both judged to be good by Ofsted. The outcome of the

inspection, and the accompanying draft improvement plan, were reported to Cabinet in September 2016.

3.6 Significant amounts of planning and activity has been undertaken in response to the outcome of the inspection. This report will outline key safeguarding activity but will not replicate the detailed information contained within the Cabinet report and the Children's Services Improvement Plan.

3.7 The activity and performance in relation to Looked after Children was reported to Cabinet in September 2016 in the Corporate Parenting Annual Report. The report included information relating to safeguarding such as the quality of placements for Looked after Children and children missing from care.

4. Performance

4.1 Performance continues to be good in many areas. There are some areas of particular focus which form part of the Children's Services Improvement Plan.

4.2 During Quarter 2 and 3 of 2016/17 focus was given to performance in relation to the recording of statutory visits and timeliness of Section 47 (child protection) enquiries. The focus on these two areas of safeguarding activity led to improved performance.

4.3 Some areas of performance dropped following the Ofsted inspection. This relates primarily to changes in demand. Section 6 of this report details these areas of challenge and the actions taken in response.

4.4 The suite of performance information has been revised to ensure that members and senior officers have the information they need to challenge services and to support improved performance. The performance information will be further developed to incorporate a balanced scorecard approach; it will include performance data, quality assurance activity, workforce data and feedback from service users.

4.5 Performance information will be reported to the Children's Improvement Board and Children's Scrutiny Committee. The Improvement Board is chaired by the Chief Executive and members include the Deputy Chief Executive, People, Director of Children's Services, Lead Member for Children and Learning, Shadow Portfolio Holder and an independent consultant. Although there is no statutory requirement to have an Improvement Board or Children's Scrutiny Committee they have been created them to support improvement within Children's Services.

4.6 The lead member for Children and Learning will continue to meet regularly with the Director of Children's Services to review performance data.

4.7 Within Children's Services performance information is used within a variety of forums: Children's Services Management Team, Fieldwork Services Management Team and at team level diagnostics. Key safeguarding indicators are also monitored by the Corporate Management Team. In addition safeguarding performance is regularly reported to our strategic partnership groups: the Local Safeguarding Children's Board, the Corporate Parenting Group and Success for All Children Group.

5. Quality Assurance

- 5.1 The Quality Assurance Framework (QAF) was revised in the autumn of 2016 as part of the Improvement Plan. The revised quality assurance framework will support improved practice within Children’s Services. The framework incorporates audits of the files of foster carers, adoptive parents, supervised contact and assessments undertaken at the Marigold Family Resource Centre.
- 5.2 Audit activity enables us to identify areas of challenge and take action to make improvements. Improvements have been seen in relation to child in need cases, timely recording and reviewing officer activity. Planning and management oversight is stronger. Continued areas of challenge include the recording of supervision, recording the sharing of reports with parents and consistently recording statutory home visits.
- 5.3 The revised QAF starts from a number of key principles and assumptions:
- Southend Children’s Services are committed to delivering the very best outcomes for the children it works with;
 - Ultimately, the delivery of good outcomes will always take precedence over a focus on process or outputs but all are important in the delivery of children’s social care services;
 - Outcomes for vulnerable children can always be improved upon and no service ever performs perfectly - social care services require a constantly questioning and interrogative approach to ensure their continuing safety and effectiveness;
 - Ensuring an ever-improving quality of all we do is the responsibility of all staff but the prime responsibility will always rest with those who deliver front line services to children and their families;
 - Safe and effective services depend on the existence of a healthy tension in the system between those charged with the delivery of services and those who have a scrutinising and oversight role. Managing the tension is part of the role of senior managers who need to ensure a balance is maintained between support and challenge and is always driven by the best outcomes for children.
- 5.4 The LSCB undertake multi-agency quality assurance activity and this is reported to the LSCB Executive and monitored by the LSCB Monitoring Sub-group. This activity is detailed in the LSCB annual report.

6. Summary of areas of challenge

- 6.1 Activity within the service has increased during 2016 as detailed below;

	31/03/2015	31/03/2016	30/09/2016	% change
Number of children subject to child protection plans	184	188	209	+13%
Number of Looked After Children	229	258	280	+22%
Number of children subject to Interim Care Orders	20	41	58	+190%

- 6.2 The increase in activity can be seen nationally. Some of the reasons for the increase in Southend are reported below. The impact of the increase in numbers of children is

an increase in caseload for social workers and for independent reviewing officers. This results in challenges in making improvements in practice and in performance.

- 6.3 Additional temporary resource has been agreed to support the Improvement Plan. The resource includes additional social workers, management capacity and reviewing officer capacity. This will address some of the impact of the increase in activity.
- 6.4 When the numbers of children within the service increase it increases the length of time that children remain open to the service. This is due to the fact there is less capacity to drive forward plans for families. This in turn can lead to numbers increasing further. As detailed in point 6.3 the additional temporary resources identified will enable plans for families to be progressed and will reduce delay.
- 6.5 Some of the increase in numbers of looked after children relates to changes in children's status when they are cared for by family members. Some arrangements which had been considered as private family arrangements are now considered as meaning that a child has become looked after. Work is being undertaken to review our practice in relation to these arrangements to ensure children are able to reside in family arrangements with limited local authority involvement when this appropriate and safe. This work will result in changes in practice during 2017/18 and should reduce the numbers of children looked after.
- 6.6 A second area which has led to an increase in activity is a rise in the number of older children, children aged 14 and over, who become looked after. Often these children need to be brought into the care of the local authority due to abuse and neglect. There is however a group of older young people who may be able to remain living with their family if a package of intensive support is available. In November 2016 the newly created 'Edge of Care' team began delivering this type of intensive support and it is anticipated that their work will reduce the number of older young people who need to become looked after.
- 6.7 A placement panel, chaired by the Director of Children's Services, considers all requests from Fieldwork Services for older children to become Looked After. This will facilitate additional support being identified for families to prevent children needing to become looked after.
- 6.8 The significant increase in the number of children subject to interim care orders is a measure which gives an indication of the increase in applications made to the Family Court when children are experiencing significant harm in the care of their parents. The increase is replicated across Essex and Thurrock. Much of the increase is due to a change in case law relating to children accommodated under Section 20 of the Children Act. The case law broadly states that Section 20 should only be used as a short term measure. The use of Section 20 is being reviewed to ensure we are complying with the recent case law. This should result in a reduction in the number of care proceedings being issued. It should be noted that we have not received criticism from the Court for issuing care proceedings unnecessarily.
- 6.9 The increase in children subject to child protection plans is due in the main to children needing to be subject to child protection plans. Alongside this increased need within the community is a change in practice for children who are in the pre-proceedings

phase of public family law. The threshold for entering the pre-proceedings phase of family law aligns with the threshold for child protection plans and we have therefore seen an increase in the number of plans.

- 6.10 The Improvement Plan includes a number of actions which will address the increase in activity while improving the experience of children and families. One key element of the plan is the model of practice which is under development. This model will reduce activity within the service over the medium to longer term as it will build resilience within communities, reduce the need for statutory intervention by using models such as family group conferencing and family based meetings and will focus on relationship based and restorative practice.

7. Voice of the child

- 7.1 Children's social care actively work to ensure children and young people are able to influence service delivery both in relation to their individual cases and overarching themes. We are able to capture this work through a number of methods.
- 7.2 Audit activity shows the views of children and young people is an area of strength in case work conducted by social workers.
- 7.3 We have seconded an experienced children's social worker to a participant lead role for a 6 month period. This has increased the reach of our participation work to include children in need and children in need of protection to a more meaningful level than previously possible.
- 7.4 A Young Experts Group (YEGS) was developed during the autumn of 2016. The YEGS have taken on the role of Principle Social Worker on Children's Commissioner Take over Day, have taken part in consultation on the model of practice for children's services, are supporting improvements in practice relating to the long term linking of children to foster carers and have taken part in regional events for young people.
- 7.5 The strong areas coming through the feedback is that children and young people continue to feel that their social worker takes them seriously, they can get hold of them and that they see them alone. Children and young people have continued to report they would like to see their social worker being better at keeping to agreed appointments and being on time. They have also said they would like to do fun activities, such as basketball, with their social workers rather than talking to them at home.
- 7.6 Feedback from young people about their Independent Reviewing Officers is reported in the annual report of the Principal Reviewing Officer.
- 7.7 Work continues to support more young people to attend, where appropriate, their Child in Need meetings and Child Protection Conferences. We are contributing to work being undertaken across the Eastern Region in relation to this as engaging young people in Child Protection Conferences is a regionally acknowledged area of challenge. Some young people have chaired their Looked after Child statutory reviews during the year.

8. Workforce

- 8.1 As reported in 2013, 2014 and 2015; the recruitment of experienced social workers is a challenge being experienced on a national basis.
- 8.2 The number of agency social worker employed within the service has increased slightly from 2015. We have 16 vacancies within the substantive establishment covered by agency social workers compared to 13 in 2015. This includes agency social workers who are temporarily covering some of the additional staffing resource agreed as part of the improvement plan. This is higher than we would wish however it compares well both regionally and nationally. Our position is significantly better than the other unitary authorities within the Eastern Region.
- 8.3 It continues to be the case that it is the front line social work teams, First Contact and Care Management, that are the most difficult to recruit to. This is due to the nature and demands of the work.
- 8.4 A Recruitment Strategy was developed during 2015/16 and covers a 3 year period. The strategy comprises of 3 elements; a social work academy for newly qualified social workers, exploration of engagement in fast track programmes for students such as the Frontline or Step Up national programmes and requiring experienced social workers not working in front line parts of Children's Services to spend time practicing in front line teams.
- 8.5 Funding was agreed for the social work academy and 5 newly qualified social workers have been recruited. They will take up posts within front line teams in August 2017 replacing agency social workers.
- 8.6 Exploration of engaging in fast track programmes is on course with a view to recruiting students to take up places in September 2017.
- 8.7 The strategy to require all experienced social workers to spend time practising in front line teams has not been finalised. It will be taken forward during 2017.
- 8.8 We commission training based on identified need. Need is identified from learning from case reviews and areas identified regionally and nationally. Training commissioned for 2017 has been commissioned to support the Improvement Plan. Training in relation to child sexual exploitation continues to be delivered as is core safeguarding training.
- 8.9 The Ofsted inspection team reported that social workers felt well supported by their managers and were able to access a wide variety of training and development opportunities.
- 8.10 The increase in demand on the service, detailed in Section 6, has increased the workload of social workers. The actions detailed in Section 6 in relation to the increased demand are expected to result in reduction in the workload of social workers. This will reduce the amount of time social workers spend working above their core hours.
- 8.11 Supervision of social workers, including the opportunity to access reflective supervision, remains a priority for Children's Services. Ofsted reported favourably on

supervision within the service. The quality of supervision will continue to be measured as part of the QAF.

9. Domestic Abuse

- 9.1 Domestic Abuse continues to be a priority for the Council and the LSCB.
- 9.2 The Multi-agency Risk Assessment Team (MARAT) has been operation since June 2016. The team shares information and safety plans for victims of high risk domestic abuse incidents within 3 days of the incident being referred. The team comprises of representatives from adult and children's social work, early help and family support, Essex Police, health services, Safer Places and the Community Rehabilitation Company.
- 9.3 MARAT was developed in response to the concerns about the delays in multi-agency risk assessment conferences (MARAC) being held. The partnership aim was for a MARAC to be held within 14 working days of the high risk domestic abuse incident being referred to the team. The practice before the MARAT was operation was that it could take up to 12 weeks for the MARAC to be held and a multi-agency safety plan put in place for victims.
- 9.4 The Deputy Chief Executive, People, chairs the MARAT project board which has overseen the development and delivery of the MARAT.
- 9.5 A Review of the first 3 months of the operation of the MARAT was completed during October 2016. The review identified that the MARAT is working in practice to achieve the outcomes set by the partnership.
- 9.6 During September 2016 80% of high risk incidents were discussed within 14 working days, 6% within 15 working days, 3% within 17 working days and 11% within 18 working days.
- 9.7 A common theme of feedback during the review was that there is strength in the multi-agency working and collaborative approach between the partner agencies.
- 9.8 Families with children who have experienced domestic abuse assessed by Police as medium risk but do not meet the threshold for statutory social work intervention are offered the opportunity to engage with Early Help and Family Support Services. This innovative approach will reduce the impact of domestic abuse in Southend.
- 9.9 A further review will be undertaken during 2017 jointly between Southend, Essex and Thurrock.

10. Child Sexual Exploitation and Missing Children

- 10.1 Increased focus has been given to service delivery for missing children and children at risk of, or being, sexually exploited over the last 2 years and it remains a priority for the Department and the LSCB.

- 10.2 The CSE strategy and action plan has been revised and the associated actions are monitored by the LSCB. The revision of the action plan forms part of the Improvement Plan.
- 10.3 Ofsted reported favourably on the work undertaken at a strategic level in relation to CSE and missing children.
- 10.4 The Group Manager for Quality Assurance and the Service Manager for CSE continues to attend the Southend, Essex and Thurrock Strategic Group for CSE which develops the overall plan for CSE across the area and monitors its implementation. The Group Manager also chairs the LSCB CSE and Missing Group which implements the strategic plan in Southend.
- 10.5 There have been no significant operations relating to CSE in the past year.
- 10.6 The peer review conducted by the Home Office in October examining gang activity in Southend has resulted in an action plan overseen by the Community Safety Partnership. Police activity in relation to gang activity in South Essex sits under the auspices of Operation Raptor.

11. Radicalisation and Extremism

- 11.1 The implementation of the Counter-Terrorism and Security Act 2015 on 1 July placed a duty on local authorities and other public bodies to have “due regard to the need to prevent people from being drawn into terrorism”, as part of the Prevent Duty.
- 11.2 Southend’s Channel panel continues to meet to review cases, of both adults and children, where there has been an assessment that a person is at risk of being drawn into terrorism.
- 11.3 If safeguarding concerns are identified the usual statutory processes are undertaken by children’s social care.
- 11.4 There was one case involving a child during the year where action was taken to prevent a person being drawn into terrorism.

12. Overall summary

- 12.1 The Children’s Services Improvement Plan will be the vehicle to improve services for children in need of help and protection. All actions within the plan have milestones which have clear timescales for delivery. This will support the Improvement Board and Children’s Scrutiny Panel to ensure progress is made swiftly against actions.
- 12.2 The Improvement Plan prioritises actions by completion date. This can be seen in the plan as Appendix 1.
- 12.3 The Improvement Board and Children’s Scrutiny Panel will each meet 6 times a year. There will therefore be oversight and scrutiny each month and this will result in any delay in meeting targets and actions being challenged in a timely manner.

Appendix 2

- 12.4 The revised suite of performance information will further support Members and Senior Officers to drive progress against the plan.
- 12.5 The improvements will supported by a number of other strategies within the service including the Child Sexual Exploitation Strategy, Recruitment Strategy and Sufficiency Strategy (recruitment of carers for looked after children).

Appendix 1: Children's Service Improvement Plan

Appendix 2: Children's Service Detailed Improvement Plan

Appendix 3: Recruitment Strategy.

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2015-16

Annual Report on the Effectiveness of Safeguarding Adults in Southend



Southend SAB

October 2015 to September 20 16

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Key

Text – areas for development

Text – areas of notable progress

SECTION 1 – INTRODUCTION

1.1 Introduction from the SAB Chair

This is my last annual report before stepping down from the role of chair of the Southend Safeguarding Adults Board. The report shows that the statutory services for safeguarding in Southend are working well, and that they are Care Act compliant.

During this year there has been the development of a range of effective safeguarding initiatives in Southend. For example, work has commenced on reducing the incidence of pressure areas for immobile people; the Shields Project is designed to keep people with learning disabilities safe when accessing community facilities; co-ordinated work has been undertaken to reduce hoarding; and there is the development of street triage to respond more effectively to people with mental health issues. People at risk from scams and rogue traders have been identified and supported to prevent them becoming victims of these types of crime.

At national level, it is disappointing that the so called “lower level” pathway for safeguarding, anticipated to become part of the Care Act implementation, does not seem to have taken hold. The research undertaken this year, through chairs visits, showed that, in the Southend services visited, there was a very good awareness of safeguarding issues and risks. In some services there is not always the capacity or authority to undertake any co-ordination or proactive work around risks due to service pressures and a focus on commissioned activity within very tight contracts e.g. domiciliary care services. This restricts safeguarding in these services to making a referral when the statutory threshold is reached. For example, the report flags up the gap around young people who have not been “looked after” but who have higher levels of need, meaning that on transition to adult services it is more difficult to coordinate services to meet their needs. There is, however, commitment and enthusiasm in Southend for addressing these gaps, and I believe this will be progressed through the priorities identified in the report. Certainly individual partner reports show the development of good initiatives and activity which is very promising for the future, and the SAB itself is well supported with capacity having been increased, attendance and funding is good, and the work of the executive and of sub groups has been effective and energetic.

I would like to thank members of the SAB for their support and input during my time as chair, and in particular thanks to those who have chaired and supported the executive and sub groups, and to the excellent board support team itself.

It has been a pleasure and privilege to work with the Southend partnership and I wish you very well for the future, having laid a good foundation for the challenges ahead.

Chris Doorly

Independent Chair

1.2 Role of the Board

The Safeguarding Adults Board (SAB) is a statutory body created under the Care Act 2014. The main objective of an SAB is to assure itself that local safeguarding arrangements are effective and that partner agencies 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.

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 deal with 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.

SABs have three core duties. They must:

- Develop and publish a Strategic Plan setting out how they will meet their objectives and how their member and partner agencies will contribute. The Southend SAB Strategic Plan can be found on our website at www.safeguardingsouthend.co.uk/adults

- Publish an Annual Report detailing how effective their work has been. The Southend SAB publishes its Annual Report each year in December (reporting year Oct – Sept) in order to inform the strategic planning of other statutory boards and commissioners. The Annual Report can be found on our website at www.safeguardingsouthend.co.uk/adults
- Commission Safeguarding Adults Reviews for any cases which meet the criteria for these. The Southend SAB has published one Safeguarding Adults Review in the period for the ‘Anne’ Case, which can be found on the website at www.safeguardingsouthend.co.uk/adults

1.3 Governance and Accountability

Although the SAB is an independent statutory body the Chief Executive and the Lead of Southend Borough Council hold the independent Chair to account for the effective working of the SAB. The Chair of the SAB meets with the Chief Executive and Leader of Southend Borough Council to present the SAB Annual Report on the effectiveness of safeguarding adults in Southend following its approval by the SAB’s Board in November annually.

1.4 Strategic Links to Other Boards and Partnerships

The Chair of the SAB is a member of the Health and Wellbeing Board (HWB) and presents to it the SAB’s annual report on the effectiveness of safeguarding adults in Southend. The HWB will ensure that the Police and Crime Commissioner is present at this meeting in order that they and the other members and commissioners on the board can consider and address the strategic implications of the findings of the annual report.

The Chair of the SAB, as a member of the HWB seeks to gain assurance that the HWB is effectively considering safeguarding adults in the decisions it makes. The HWB in turn uses the SAB as a ‘critical friend’ in safeguarding adults considerations and decisions, including the development of the Health and Wellbeing Strategy; the Joint Strategic Needs Assessment; key Commissioning Strategies; and service re-design.

The SAB also has a direct relationship with the Community Safety Partnership (CSP). The SAB seeks assurance that the CSP is appropriately considering adult's safeguarding in the decisions it makes. The SAB specifically seeks assurance regarding the development and implementation of the Domestic Abuse Strategy and the implementation of lessons learned from domestic homicide reviews.

For a number of years an LSCB Scrutiny Panel, consisting of elected members of Southend Borough Council, has scrutinized and contributed to the work of the LSCB. The Panel has now been extended to scrutinize the work of the Safeguarding Adults Board from September 2016.

The Chief Executive of Southend Borough Council ensures strategic oversight and coordination of safeguarding and community safety priorities through quarterly meetings attended by the chairs and business managers of the SAB, LSCB, HWB, CSP, and commissioners from statutory agencies, including the local authority's children and adult services, Essex Police, and Southend Clinical Commissioning Group (CCG).

Following the publication of the Alan Wood Review of LSCBs, and the Government response, a review of the governance of the strategic Boards, including the SAB, in Southend has been initiated by the Chief Executive of the Local Authority, Essex Police and Southend CCG, as key statutory partners.

SECTION 2 – EXECUTIVE SUMMARY

2.1 Overview

The Southend Safeguarding Adults Board (SAB) has a substantial agenda of activity ranging across the statutory requirements of the Care Act, through to initiatives designed improve the response to adults who may have safeguarding concerns below the statutory threshold, and also to a range of preventive work.

In terms of the Care Act, Southend is fully compliant with its requirements and the SAB itself has been strengthened, both in terms of its support capacity and the addition of two lay members. The elected member scrutiny arrangements in Southend Borough Council have been extended to cover the SAB and the governance arrangements have fully linked the SAB to the Health and Wellbeing Board (HWB), with the chair now sitting on that board too. Further proposals to develop the governance in response to the Wood review of LSCBs are in hand, and opportunities will be taken in Southend to make the overall co-ordination and governance arrangements more effective, building on the public protection approach already being taken with the Chief Executives leadership.

Formal safeguarding investigations in Southend are carried out to a high standard and outcomes (in terms of the vulnerable person's safety and satisfaction) are above national and comparator averages. The process has embedded the principles of "Making Safeguarding Personal" and continues to develop these within the means by which safeguarding work is carried out. Dedicated Safeguarding Adult Managers (DASM's) have been appointed by appropriate partner agencies, and whilst the anticipated "lower level" pathway of safeguarding has not taken off nationally, it is clear in Southend that DASM's are contributing to raising the profile of safeguarding in partner agencies, and that there are a range of initiatives developing which aim to improve the safety and well being of vulnerable people. Some of these are described later in this summary.

In terms of the Mental Capacity Act and the application of Deprivation of Liberty Standards (safeguards to support anyone deprived of their liberty in a circumstance where they are not deemed to have mental capacity to consent) the ruling of the Supreme Court in 2014 has caused pressure on the service in Southend as elsewhere. Despite this there has been a

management of the demand created and the key issue highlighted in this report is the requirement for further good quality advocacy capacity into this process, which has been flagged up as an area for further attention.

The annual report shows a wide range of activity across Southend designed to keep potentially vulnerable adults safe. The Prevent and Channel arrangements are working well. In terms of Domestic Abuse the newly established MARAT (Multi Agency Risk Assessment Team for high risk domestic abuse victims) is working well and has eliminated the backlog of cases, which was a feature of the previous arrangements. Although there are still some agencies who need to be joined into this process, it is a good local initiative which will assist in consolidating the work of partners around ensuring people at risk from domestic abuse are made safer. For the perpetrators of domestic abuse there are interventions designed to change their behaviour once convicted, and more recently a pilot being developed for those whose domestic abuse behaviour is part of a lower level range of poor coping skills. There remains a gap in service planning and provision, in terms of people who perpetrate domestic abuse who do not meet either of these two criteria, and this has been flagged up to commissioners as an ongoing need for service provision. A dedicated service for victims of sexual assault has been developed in Southend, identified as a gap in last years annual safeguarding reports.

A new initiative on hoarding has been developed which recognizes the scale and risks of hoarding behaviour, such as potential fire and environmental risks to the hoarder and to nearby households. A hoarding panel has overseen this work, and a dedicated worker was appointed to undertake the direct work. This post has not been secured with ongoing funding and this report flags up the need to establish a budget to support this work, enabling a worker to be placed within Southend Association of Voluntary Services (SAVS) to continue to develop this important service.

A Shields "Keep Safe" project has been established in the community, enabling people with learning disabilities to seek advice support or shelter from a wide range of outlets in the town if they feel concerned. For older or immobile people a service to reduce the incidence of pressure areas has been instigated and the SAB will receive reports about the effectiveness of this service in due course.

For people at risk of being targeted by scams (criminals who use lists of vulnerable people to target their fraud activity) there has been a project undertaken to advise those at risk of the risks and concerns this raises, and to ensure they are warned about the specific types of activity like to be used.

Activity designed to raise awareness of modern slavery in the town has been undertaken. There has been an Female Genital Mutilation (FGM) initiative put in place to better identify women who may have undergone this abuse, or who may be at risk, as well as the statutory reporting arrangements which were introduced by the Government. The arrangements of Prevent and Channel have been established and are seen as working well.

Essex Police, following their HMIC inspection, have undertaken a complete re-organisation of the Crime and Public Protection Command. This has included ensuring all front line officers are much more aware of vulnerabilities amongst the population served. The police have also introduced a street triage service which positions a police patrol officer with a mental health professional in the “out of hours” times of day. This allows people with mental health issues to be assessed and triaged and therefore helped, avoiding the unnecessary use of police cells or other places of safety under S136 of the Mental Health Act. Southend has a shortage of Health Based Places of Safety and this matter has been escalated to commissioners because from 1st April 2017 it will be illegal to use police cells as a place of safety under S136 in all but the most extreme circumstances. Currently there is over reliance on this practice and this is a strong concern of the SAB.

Essex Fire and Rescue Service maintain a strong commitment to safeguarding and continued to offer home safety targeted advice and support. In addition their “Firebreak” service has ensured people with Downs Syndrome have been assisted in terms of understanding fire safety, again improving safety for this group.

South Essex Homes have introduced a service to reduce evictions which has had a significant impact, and also provides support for tenants with mental health difficulties. The single agency reports in general show that partners are increasingly developing initiatives which are targeted at safeguarding matters as they arise in their services, which is to be welcomed.

Some further gaps in service have been identified by the SAB. Firstly services for young people in transition to adult services. Here there is a gap for young people who were not under a statutory requirement (e.g. because they have not been formally “looked after”) to receive case management approaches, but who were still vulnerable and needing more than one service, and there was no co-ordination function available. This group has been flagged up for more attention. Transition to adult services was also a feature in the only Serious Adult Review (SAR) this year (“Anne”), and there is some further work flagged up by this review to undertake on transition.

Another gap identified was the quality of co-ordination of services post discharge from acute hospital care, and achieving greater consistency around some of the principles involved. For example, how the matter of prescribed medication is dealt with during and after an admission. There seem to be inconsistent practice which leads to confusion amongst professionals about these important medication arrangements, this being one example of the need to tighten the care management in these situations.

In conclusion, the report shows evidence of initiative and energy going into making Southend a safer place for people who might be vulnerable. The quality of partnership and commitment is good and despite budgetary pressures and financial constraints the profile of safeguarding is increasing, and resources are being targeted on this area of work. Gaps in services or shortcomings in practice which were identified last year have been closed, the SAB has a good audit and performance management framework and is able to identify and implement improvements, and further challenges have been highlighted for attention and action this coming year.

2.2 Progress Against SAB's 2015-16 Strategic Plan Priorities

Priority	Obj	Objective	Projected Outcome	Performance Indicators	Progress September 2016
A	1	To ensure that the guiding principles and business plan of the Southend Safeguarding Adults Board upholds the safeguarding principles in the Care Act 2014.	Improvement in safeguarding adults practice by all partners.	Outcome of multi-agency audits.	Outcomes included in Annual Report
			Safeguarding adults practice is person centred and outcome focused.	Making Safeguarding Personal implementation progress reports.	Progressing appropriately. There is a high rate of satisfaction from adults who have participated in their safeguarding
			Continued implementation of the safeguarding elements of the Care Act 2014.	SAB Annual Report.	Annual Report found that the Board is fully compliant with the Care Act
			Funding for SAB business support team is secured.	SAB Budget.	Funding secured for 2016-17.
			Engagement of lay members who are provided with appropriate training to fulfil their scrutiny role.	Lay members are appointed.	Lay members identified and will take up positions November 2016 SAB Scrutiny Panel merged with the LSCB Scrutiny Panel from September 2016 to scrutinize the work of the SAB.

Priority	Obj	Objective	Projected Outcome	Performance Indicators	Progress September 2016
A	2	Develop and review SET (Southend, Essex and Thurrock) Safeguarding Adults policies, protocols and procedures across the adult services economy in Southend on an ongoing basis. Ensure they are reflective and reflexive with regards to changes in government guidance, legislation and lessons learned from Safeguarding Adults Reviews.	Policies, protocols and procedures support the effective safeguarding of adults.	Survey of practitioner awareness and understanding of new SET Safeguarding Adults Procedures 2015.	Revisions to the SET Safeguarding Adults Procedures completed Survey of practitioner awareness and understanding of the procedures to be completed
			Development of a large scale investigation procedure.	Procedures signed off by SAB.	Procedure in development with Essex and Thurrock SABs
A	3	Ensure the effective implementation of the Mental Capacity Act (MCA) and Deprivation of Liberty Standards (DoLS) by all partners.	The MCA and DoLS are applied appropriately to adults with additional care and support needs to enable them to make decisions where appropriate regarding their personal life choices.	Outcome of audits of the effectiveness of MCA and DoLS assessments, authorisations and reviews.	Outcome of the audits evidenced effective implementation of MCA and DoLS on the whole. Some learning identified regarding identification of appropriate advocates for adults whose mental capacity requires assessment
			Training for practitioners on the application of MCA and DoLS which is developed, quality assured by the SAB and implemented.	Number of practitioners completing MCA and DoLS training.	Training has been developed and quality assured. Training is underway. Data in development
A	4	Identify and monitor significant safeguarding adults practice or	Risks to effective safeguarding adults practice are identified	Risk and Challenge register evidences impact of the	Record of identified risks in SAB Executive minutes with progress

Priority	Obj	Objective	Projected Outcome	Performance Indicators	Progress September 2016
	.	resource issues, and identify ways to resolve these with partnership support.	and mitigated by the Board. Implementation of the Mental Health Concordat.	Board's activity on mitigating identified risks. Reports on implementation progress of the Mental Health Concordat.	to mitigate these
A & D, E & H	5	Coordinate the work of the Safeguarding Adults Board with that of the Local Safeguarding Children Board; Health and Wellbeing Board; and Community Safety Partnership	The Domestic Abuse Strategy is implemented effectively and within timescales to reduce the impact on victims. Reduction in domestic abuse incidents involving adults with additional care and support needs. Increased reporting of exploitation or radicalization of adults with additional care and support needs.	SAB Annual Report evidences impact of integrated approach to identified key cross cutting issues, including domestic violence, exploitation, radicalization, transition from child to adult services, and implementation of the Family Focus Protocol. Number of domestic abuse incidents involving adults with additional care and support needs. Performance information evidences an improvement in the timeliness of information sharing in the MARAC process Number of referrals regarding the exploitation or	Revised SET Domestic Abuse Strategy Southend MARAT 'live' from June 2016. Backlog of MARAC cases cleared. PREVENT training undertaken by safeguarding leads in all statutory partner agencies. CHANNEL Panel now in place and supporting those identified as being at risk of radicalization. Transition from child to adult services addressed in Safeguarding Adults Review 'Anne' learning No referrals regarding the exploitation or radicalization of adults with additional care and support needs received to date
			Young people and their families transitioning to adult services are supported appropriately through the process.		

Priority	Obj	Objective	Projected Outcome	Performance Indicators	Progress September 2016
	.			<p>radicalization of adults with additional care and support needs.</p> <p>Young people and their families transitioning to adult services report that they were supported appropriately through the process.</p>	<p>Young people transitioning to adult services are supported appropriately on the whole. Following consultation with community groups it was identified however that there are a small group of young people who require extra support and assessment but do not meet the criteria for statutory adult services. There are some community based services but they do not seem to be fully integrated and accessible</p>
A, B & C	6	Review the processes and procedures for carrying out safeguarding adult's reviews (SARs) or other reviews. To examine other safeguarding adults reviews nationally to identify and implement any relevant learning and recommendations.	<p>The Board has a range of methodologies identified for undertaking reviews and monitoring the implementation of learning.</p> <p>The Board receives an annual summary of learning from national reviews.</p>	Board's Learning and Improvement Framework evidences the impact of implementation of learning from reviews.	<p>Process in place and used successfully to complete the 'Anne' SAR</p> <p>Summary of learning from national reviews to be undertaken early 2017</p>

Priority	Obj	Objective	Projected Outcome	Performance Indicators	Progress September 2016
A, B & C	7	To continue to implement effective multi-agency partnership arrangements to meet the needs of adults who are experiencing abuse, including information sharing processes.	<p>The SET Safeguarding Adults Procedures provide clear guidance on the arrangements for meeting the needs of adults who are experiencing abuse.</p> <p>All agencies have robust arrangements to meet the needs of adults experiencing abuse.</p> <p>Information sharing processes are resourced and implemented appropriately by partner agencies to safeguard adults.</p>	<p>Learning and Improvement Framework evidences that arrangements are being implemented effectively and have a positive impact on adults experiencing abuse.</p> <p>All partners have an identified designated safeguarding adults lead.</p> <p>Board retains record of all designated safeguarding adults leads.</p> <p>SAB audits of the quality of information sharing to safeguard adult's evidences that information is shared appropriately and in a timely way.</p>	<p>Information from audits and other elements of the learning and improvement framework evidences that arrangements are being implemented effectively and have a positive impact on adults experiencing abuse.</p> <p>All partner agencies have identified a DASM</p> <p>SAB Business manager has record of identified DASMs for all agencies</p> <p>Audit found information sharing is on the whole 'good'</p>
C, D, E & H	8	To raise awareness and promote the prevention agenda	Public and professionals are more awareness of, and report, safeguarding adults issues, including Abuse and Neglect; Exploitation; FGM, so called	Number of safeguarding referrals from professionals, and the public including those regarding FGM, so called HBA, Forced Marriage,	Data cannot be extracted currently regarding factors included in safeguarding referrals

Priority	Obj	Objective	Projected Outcome	Performance Indicators	Progress September 2016
	.		Honour Based Abuse (HBA), Forced Marriage; Human Trafficking; Radicalization; Fraud and Online Safety; Road Safety; Hoarding; Pressure Ulcers.	Human Trafficking and Radicalization Number of reported doorstep and online fraud. Number of people over 65yrs killed, seriously or slightly injured in road traffic collisions. Number of SET SAFs as a result of pressure ulcers.	Data not currently available Data not available. Awareness raising campaign regarding pressure ulcers developed and launched
B, C & G	9	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.	All training delivered by the SAB and its partner agencies and training facilitators are quality assured and approved by the SAB. All partner agencies have as a minimum 90% of their staff trained in safeguarding adults to an appropriate level as defined in the Training Strategy. Evaluations of training evidence	Report to Board on number of courses and trainers quality assured. Percentage of practitioners appropriately trained Analysis of training evaluations.	SBC, Southend Hospital, Police and SEPT courses approved SEPT – 100%; Essex CRC – Core training for all staff Essex Police - new safeguarding training programme for all staff to complete within next 2 years Southend Adult & Community College – 83%; South Essex Homes – 99.5%; GPs – 100%.

Priority	Obj	Objective	Projected Outcome	Performance Indicators	Progress September 2016
	.		that service delivery and practitioner confidence is improved.		Southend Hospital 80% Data from SBC outstanding.
F	10	Involve, consult, and engage with adults with additional care and support needs 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.	Methods of facilitating participation and feedback from service users and the community is fair, transparent, and understood and results in the improvement of safeguarding services.	All partner agencies report on the outcome of service user engagement to the SAB and evidence how this has informed the delivery of effective safeguarding services in the SAB Annual Report.	All agencies represented at Quality, Monitoring and Audit Group have agreed to develop their collection and reporting of service user data
A, B,C, F & G	11	Continue to develop and implement the Learning and Improvement Framework to inform improvements and commissioning of services across statutory and third sector services for adults	SAB Annual Report evidences a positive impact on the effectiveness of safeguarding of adults as a result of the SAB's challenge of partner agencies and other strategic partners, based on the findings from its learning and improvement framework. Assessments, authorisations and reviews of referrals under the Deprivation of Liberty Safeguards are effective.	Register of SAB challenge to partnership agencies and strategic partners. Percentage of recommendations from safeguarding adult's reviews implemented. Percentage of partner agencies providing performance information.	Register established SCR 'Anne' overview and IMR report recommendations to be monitored SBC, Essex Police, NHS England, Southend Hospital, South Essex Homes and SEPT currently reporting to SAB Executive

Priority	Obj	Objective	Projected Outcome	Performance Indicators	Progress September 2016
	.		<p>Recommendations from domestic homicides relevant to safeguarding adults are implemented effectively.</p>	<p>Learning from multi agency audit reports.</p> <p>Percentage of recommendations from multi agency audits implemented.</p> <p>Report to SAB on the effectiveness of assessments, authorisations and reviews of referrals under the Deprivation of Liberty Safeguards.</p> <p>Reports to SAB on implementation of Domestic Homicide Review recommendations by Domestic Abuse Forum.</p>	<p>2015 audit programme actions being implemented</p> <p>All progressing to timescales</p> <p>Audit completed with outcomes reported in Annual Report</p> <p>Included in reports to SAB</p>

2.3 Key Successes

- Development and implementation of the Southend Multi Agency Risk Assessment Team (MARAT) has ensured the timely sharing of information in high risk domestic abuse cases to reduce risk to victims (case discussion meeting held within 3 days of receipt of referral). Backlog of cases to be considered at the Multi Agency Risk Assessment Conference (MARAC) has been cleared and all cases are now considered within 18 working days
- Implementation of the Keep Safe Scheme in Southend by the SAB, LSCB, Southend Borough Council and SHIELDS (a community organisation).
- The SAB, LSCB, the Southend Soroptomists, and the Border Agency worked in partnership to raise awareness of trafficking using a 'Stop The Traffik' 'gift box', situated in the High Street. Over three days the team distributed 680 leaflets and recorded 991 conversations with members of the public, raising awareness of trafficking.
- Awareness raising campaign regarding pressure ulcers developed and launched
- PREVENT training undertaken by safeguarding leads in all statutory partner agencies. CHANNEL Panel now in place and supporting those identified as being at risk of radicalization.
- The Turning Tides Team from SAVS has been visiting people over the age of 65 who have been identified as being particularly vulnerable to scams. The Turning Times Team works with the victim to shut down the scam, and then provides ongoing support to ensure people don't become victims again.
- In 74% of Southend safeguarding cases the action taken to safeguard the individual either removed or reduced the risk compared to 67% in England as a whole and 62% in the comparator group.
- The SAB worked with the Boards in Essex and Thurrock to review the Safeguarding Adults Guidance in 2016, to ensure it is compliant with the Care Act 2014; Mental Capacity Act 2005; and the Supreme Court Judgement regarding DoLS.

- The SAB has implemented a protocol to identify and support people, with hoarding behaviours.
- The SAB has established a multi agency Panel to coordinate the response and support to adults whose hoarding is at the highest risk levels. In September 2016 the Panel had identified 27 high risk hoarders.
- 100% of domestic abuse victims are offered an Independent Domestic Violence Adviser service
- Perpetrators of domestic abuse who are charged and enter the criminal justice system are offered support to address their behaviour.
- A pilot has also been developed to identify and provide support to individuals who are prosecuted for offences not directly concerned with domestic abuse, but whose behaviour may be an indication of potential perpetration of domestic abuse.
- Southend Borough Council is working in partnership with Barnardos, hosting a specialist worker who is working alongside council services to support local action to improve awareness and reporting of Female Genital Mutilation (FGM).
- Specialist support services for male and female victims of sexual assault of all ages is provided in the Southend area

2.4 Key Areas for Development and Challenge 2016-17

- There are some community based services for a small group of young people who require extra support and assessment but do not meet the criteria for statutory adult services, but they do not seem to be fully integrated and accessible
- Care providers identify Hospital discharge as a high risk area, with, at times, poor co-ordination, and variation in medication approaches
- No funding currently available for continuation of a community based specialist hoarding support service (See Change – SAVS) from December 2016
- The SAB has identified that there remains a 'gap' in provision of support services for domestic abuse perpetrators who although they have a history of domestic abuse are not in the criminal justice system, and is challenging local commissioners of services to develop and implement a scheme for this cohort which has a good evidence base
- There is currently insufficient capacity of Health Based Places of Safety (HBPOS) in Southend and Essex as a whole. The use of section 136 across Essex has increased by 19.8% for 2015-2016 compared to 2014-2015.
- With an increasing population of older people the reduction in beds in registered care homes is a concern for future capacity
- There is continual demand on domiciliary care, and recruitment and retention of staff is a particular challenge in this area.

SECTION 3 - CONTEXT

3.1 Demographics

The Office for National Statistics (ONS) estimates the total population for Southend on Sea as at mid-2014 is 177,900.

29.9% of Lower Super Output Areas (LSOA) in Southend are classified as falling within the 30% most deprived areas in the country. Using ONS population figures this equates to just over 56,000 residents. Southend also has 8.4% of LSOA's (just over 16,200 residents) that fall within the 10% most deprived in the country. (Source: Communities and Local Government - 2010 Indices Multiple Deprivation).

The number of older people (65+) in Southend living alone is estimated to have increased from 11,757 in 2011 to 12,627 in 2015, an increase of 7.4%, compared to 9.7% for England. The number of older people (65+) in Southend living in a care home is expected to have increased from 1,586 in 2011 to 1,701 in 2015, an increase of 7.3%, compared to 10.7% for England. The number of people (65+) helped to live independently in Southend is estimated to have increased from 2,668 in 2011 to 2,921 in 2015, an increase of 9.5%, compared to 11% for England.

The number of older people aged 65+ predicted to have a learning disability in Southend is estimated to have increased from 630 in 2011 to 693 in 2015, an increase of 10%, compared to 11.3% for England.

3.2 The Care Act and Other Legislation and Guidance

The Care Act 2014 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

Central to the Care Act is the idea of 'wellbeing'. This starts from the assumption that an individual is best placed to judge their own wellbeing. Wellbeing relates to the following areas:

- Personal dignity and respect
- Physical and mental health and emotional wellbeing
- Protection from abuse and neglect
- Individual control over everyday life
- Participation in work, education and training
- Social and economic wellbeing
- Positive family and personal relationships
- Suitability of living accommodation

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 safeguarding adults reviews into cases where someone who is experiencing abuse or neglect dies or is seriously injured or there is concern about how agencies worked together, to ensure lessons are learned
- Safeguarding Adults Boards can require information sharing from other partners to support reviews or other functions

The SAB is fully compliant with the Care Act

The Mental Capacity Act (2005) provides the legal framework for acting and making decisions on behalf of individuals who lack the mental capacity to make specific decisions for their selves. Everyone working with or caring for an adult who may lack capacity must comply with the Mental Capacity Act (2005) and the Code of Practice (2007).

The Mental Capacity Act applies to individuals aged 16 and over and sets out five principles:

1. A person (aged 16 and over) must be assumed to have capacity unless it is established that he/she lacks capacity S1(2)
2. A person is not to be treated as unable to make a decision unless all practicable steps to help him/her to do so have been taken without success S1(3)
3. A person is not to be treated as unable to make a decision merely because he/she makes an unwise decision S.1(3)
4. An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his/her best interests S.1(5)
5. Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action S.1(6).

This means:

Every person(aged 16 and over) capable of making decisions, has an absolute right to accept or refuse care, treatment or other intervention regardless of the wisdom or consequences of the decision. The decision does not have to be justified to anyone.

Where there are doubts about an individual's capacity to consent to an action that concerns them, a formal assessment of their capacity to make this specific decision must be carried out in line with the five statutory principles, and the Guidance of the MCA 2005 Code of Practice and the following sections of the Mental Capacity Act (2005).

The SAB has been working with partner agencies to ensure that practitioners comply with the Mental Capacity Act, its Code of Practice and other relevant national guidance, and leading judgements when making decisions about a person's capacity or deprivation of liberty.

The Deprivation of Liberty Safeguards (DoLS) are an amendment to the Mental Capacity Act 2005.

The Mental Capacity Act allows restraint and restrictions to be used – but only if they are in a person's best interests. Extra safeguards are needed if the restrictions and restraint used will deprive a person of their liberty. These are called the Deprivation of Liberty Safeguards. The Deprivation of Liberty Safeguards can only be used if the person will be deprived of their liberty in a care home or hospital. In other settings the Court of Protection can authorise a deprivation of liberty. Care homes or hospitals must ask a local authority if they can deprive a person of their liberty.

A Supreme Court judgement in March 2014 made reference to the 'acid test' to see whether a person is being deprived of their liberty, which consisted of two questions:

- Is the person subject to continuous supervision and control? *And*
- Is the person free to leave? – with the focus being not on whether a person seems to be wanting to leave, but on how those who support them would react if they did want to leave.

If someone is subject to that level of supervision, and is not free to leave, then it is likely that they are being deprived of their liberty. But even with the 'acid test' it can be difficult to be clear when the use of restrictions and restraint in someone's support crosses the line to depriving a person of their liberty. Each case must be considered on its own merits.

All clinicians and practitioners working with or who have contact with adults need to undertake training on the Deprivation of Liberty Safeguards within their mandatory training on Safeguarding Adults.

3.3 The SAB's Learning and Improvement Framework

The SAB's Learning and Improvement Framework enables partner agencies to be clear about their responsibilities, to learn from experience, and improve services as a result. This is an integrated framework which builds on the SAB's culture of learning and improvement. The following elements form the basis of the SAB's Learning and Improvement Framework:

Element	Activity	Expected Outcome/Impact
Safeguarding Adults Reviews (SARs)	Identification and implementation of learning	<p>Learning from SARs and improvement actions are informed by the views of families and practitioners.</p> <p>A measurable impact on the level of confidence and satisfaction expressed by families and practitioners on the current arrangements and processes in terms of improving adults' welfare and safety</p>
Other Case Reviews	Identification and implementation of learning	<p>Learning from reviews and improvement actions are informed by the views of families and practitioners.</p> <p>A measurable impact on the level of confidence and satisfaction expressed by families and practitioners on the current arrangements and processes in terms of improving adults' welfare and safety</p>
Learning from complaints and	Identification and implementation	Learning from complaints is informed by the views of adults and

other enquiries	of learning	<p>their families</p> <p>A measurable impact on the level of confidence and satisfaction expressed by families and practitioners on the current arrangements and processes in terms of improving adults' welfare and safety</p>
Single & Multi Agency Audits and Audits of Board Effectiveness	Reporting of single agency audits	SAB partner agencies evidence effectiveness of safeguarding practice and identify areas for improvement
	Programme of SAB audits	SAB evidences the effectiveness of safeguarding services for adults
Qualitative Information from Adults with care and support needs and their Families	Analysis of information obtained to quality assure the effectiveness of safeguarding of adults	The development and improvement of safeguarding services is informed by the views and experience of adults and their families
Qualitative Information from Practitioners	Analysis of information to identify risks to safeguarding practice and learning	<p>Risks to the effectiveness of safeguarding adult's services are identified early and addressed in a timely way.</p> <p>Practitioners report in follow up evaluations that they are aware of key development areas and good practice, with a positive impact on their safeguarding vulnerable adults practice and increase in</p>

		confidence
Single Agency Performance Information	Analysis of quantitative data from partner organizations	Evidence of improvement in identified key areas of safeguarding practice.
Partner Agency Safeguarding Standards Self Assessments	Reporting of qualitative and quantitative data by SAB partner agencies	Partner agency self assessments of safeguarding efficacy are robust
Annual Reports from Strategic Partners and SAB Members	Needs analysis and monitoring of safeguarding effectiveness	The SAB evidences the effectiveness of safeguarding practice
Strategic & Themed Work	Mapping of issues and development of overarching strategies	The SAB and its strategic partners identify any risk and/or need and implement improvements to address these

SECTION 4 – MAKING SAFEGUARDING PERSONAL

4.1 Prevention and Early Help

The SAB coordinates and monitors prevention and early help activity and its outcomes. The Board and its partners are committed to preventing abuse or neglect and providing early help through universal services where risk is identified early.

The SAB works in partnership with the Boards in Essex and Thurrock to provide the AskSAL helpline for reporting abuse and neglect of any adult with care and support needs. AskSAL received 954 calls across from across wider Essex in the period April 2015 to April 2016. 55 calls during this period were abandoned

Approximately 30% of personal victims of theft are over the age of 65 (*Southend Strategic Intelligence Assessment 2016*). **The Turning Tides Team from SAVS has been visiting people over the age of 65 who have been identified as being particularly vulnerable to scams. The Turning Times Team works with the victim to shut down the scam, and then provides ongoing support to ensure people don't become victims again.**

The SAB has worked with Essex Police to provide information about different types of scams and frauds for domiciliary and care workers so that they are more able to identify when vulnerable clients may have been victims of scams or fraud and to help them raise awareness with their clients.

Essex County Fire and Rescue Services increases 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, including fitting smoke alarms free of charge. The scheme has been rolled out throughout Essex and is available to cover adults aged 18 and over. Awareness raising has also been undertaken with GP safeguarding leads to cascade within their surgeries, and with other health professionals, regarding the risks of

using petroleum based ointments with non mobile patients, especially when there is an added risk of fire from smoking.

With SHIELDS (a community organisation), SBC Children's Services and the Safeguarding Children's Board the SAB has implemented the Keep Safe Scheme. Keep Safe supports people aged 16+ who have a learning disability and access the community independently. The scheme is facilitated by SHIELDS Parliament, a self-advocacy group supported by BATIAS. Local businesses have been identified and signed up to the scheme; agreeing to provide use of a telephone in a public area for a person who may be experiencing an emergency or who is in distress. Participants in the scheme look for the logo in the shop window. Using the emergency number card or fob provided, the person themselves or a member of staff will call their carer or parent, or the police if needed. The scheme supports people to reduce the feelings of fear or agitation in accessing the community alone.

The SAB has developed and is distributing a leaflet raising awareness with informal carers (family and friends), domiciliary providers and care homes of pressure sores in people with restricted mobility.

Care providers identify Hospital discharge as a high risk area, with, at times, poor co-ordination, and variation in medication approaches. The Safeguarding Adults Review completed by the SAB also identified hospital discharge and medication arrangements as areas of learning

4.2 Early Intervention

The Turning Tides Team from SAVS has been visiting people over the age of 65 who have been identified as being particularly vulnerable to scams. The Turning Times Team works with the victim to shut down the scam, and then provides ongoing support to ensure people don't become victims again.

During a consultation with agencies in Southend some community organisations providing care and support to adults who do not meet the threshold for statutory adult services, stated they did not have the capacity to undertake, in most instances, the lower level pathway of safeguarding activity, integrated into their usual business.

4.3 Adult Protection

For the financial year 2015-16 there were 391 new Section 42 enquiries initiated per 100,000 adults in Southend, which is considerably higher than the average for England of 239 (SAC 2016).

The proportion of each type of risk for concluded section 42 enquiries in Southend is broadly consistent with that in England as a whole and comparator local authorities as indicated below:

Local Authority	Physical Abuse	Psychological Abuse	Financial or Material Abuse	Neglect and Acts of Omission	Other Risk Types
England	26%	15%	16%	34%	9%
Southend-on-Sea	21%	18%	20%	30%	11%
Comparator Group	25%	14%	16%	34%	11%

Note: Other Risk Types are; Sexual, Discriminatory, Organisational

(SAC 2016)

A person's own home is the location of the risk of abuse in over half of Section 42 enquiries for Southend, higher than that in England as a whole and the comparator group

Local Authority	Community				
	Own Home	Service	Care Home	Hospital	Other
England	43%	3%	36%	6%	11%
Southend-on-Sea	52%	4%	32%	4%	7%
Comparator Group	41%	3%	38%	7%	10%

(SAC 2016)

The source of the risk of abuse in just over half of cases is someone known to the person being abused, which is consistent with England as a whole and the comparator group. A slightly higher proportion of social care support workers are identified as the source of risk in Southend (36%) compared to England (34%) and the Comparator Group (33%).

Local Authority (Code)	Social care support	Other - Known to individual	Other - Unknown to individual
England	34%	51%	15%
Southend-on-Sea	36%	51%	13%
Comparator Group	33%	48%	19%

(SAC 2016)

The actions and results taken in response to Section 42 enquiries were as follows:

Local Authority (Code)	No Action Taken	Action taken and risk remains	Action taken and risk reduced	Action taken and risk removed
England	25%	8%	47%	20%
Southend-on-Sea	17%	9%	41%	33%
Comparator Group	30%	8%	41%	21%

(SAC 2016)

In 74% of Southend cases the action taken to safeguard the individual either removed or reduced the risk compared to 67% in England as a whole and 62% in the comparator group.

The SAB worked with the Boards in Essex and Thurrock to review the Safeguarding Adults Guidance in 2016, to ensure it is compliant with the Care Act 2014; Mental Capacity Act 2005; and the Supreme Court Judgement regarding DoLS.

The NHS estimates that around 2-5% of the UK adult population experiences symptoms of compulsive hoarding. In Southend alone this would mean approximately 4,000-5,000 people hoard to some degree.

The SAB has implemented a protocol to identify and support people, with hoarding behaviours.

The SAB has also established a multi agency Panel to coordinate the response and support to adults whose hoarding is at the highest risk levels. In September 2016 the Panel had identified 27 high risk hoarders.

The 'See Change' Hoarding Service run by Turning Tides is a pilot service funded by SAVS providing one to one support for people identified as having hoarding behaviours or tendencies. It is the only such service available in the Southend area. The service works in an integrative way to reduce or maintain hoarding levels and behaviours, whilst taking into consideration safety and safeguarding. The pilot is now receiving a level of referrals beyond its capacity. SAVS will be unable to fund the service from December 2016, and is urgently seeking alternative funding from statutory agencies and commissioners.

The SAB audit programme evidences that the safeguarding of adults is largely effective in Southend, with professionals dealing sensitively with cases in a learning culture, and with high levels of satisfaction from those who have been supported through the process.

Domestic Abuse reports to Essex Police continue to rise. The SAB has been scrutinizing progress on the implementation of the Domestic Abuse Strategy. As previously mentioned a Multi Agency Risk Assessment Team (MARAT) has been established and ensures that all high risk cases of domestic abuse receive a timely, multi-agency response to reduce risk to the victim.

The Southend refuge tender has been reviewed and scoped to meet the needs of local people.

100% of domestic abuse victims are offered an Independent Domestic Violence Adviser service

Perpetrators of domestic abuse who are charged and enter the criminal justice system are offered support to address their behaviour.

A pilot has also been developed to identify and provide support to individuals who are prosecuted for offences not directly concerned with domestic abuse, but whose behaviour may be an indication of potential perpetration of domestic abuse. The pilot will require evaluation of impact.

The SAB has identified that there remains a 'gap' in provision of support services for domestic abuse perpetrators who although they have a history of domestic abuse are not in the criminal justice system, and is challenging local commissioners of services to develop and implement a scheme for this cohort which has a good evidence base

Southend Borough Council is working in partnership with Barnardos, hosting a specialist worker who is working alongside council services to support local action to address Female Genital Mutilation

(FGM). Barnardos has also provided a number of FGM training sessions free of charge for practitioners, including GPs, hospital staff and social workers.

Mental Health

The SAB has been closely monitoring the implementation of the Mental Health Concordat and also the preparations by partner agencies for changes in legislation from April 2017 regarding the provision of places of safety for people in mental health crisis. A survey of service use experience was conducted by Southend CCG with 68 people who had experienced a mental health crisis and 27 carers. 69% of people who had experienced a mental health crisis felt they got the help they needed generally compared to carers of whom 51% felt they didn't or only partly got the help they needed.

For people who had experienced a mental health crisis their experience of asking for help at the point of crisis were mixed, with some feeling they had a good experience and others not. Barriers included being stuck in A&E because of a lack of bed, being able to admit they were in a crisis initially; a lack of access to services; lack of warmth/empathy from staff; and no access to a telephone to make initial contact. Carers' experiences were similar and they also cited poor customer service, waiting times, and access to services as negative experiences.

Places of Safety

The Policing and Crime Bill 2016 was placed before Parliament in February of this year. Sections 59-61 represent the amendments to the Mental Health Act 1983 that were announced by the Minister for Preventing Abuse Exploitation and Crime, Karen Bradley, in February. The estimated timescales are Royal Assent and effect from April 2017. Main points/changes identified are:

- No children or young person (under 18) can be taken to police stations as a Place of Safety (POS) under any circumstances.
- Adults can be taken to custody as a POS, only in circumstances to be specified in regulations, yet to be determined, by the Secretary of State. *It is anticipated the criteria will be exceptionally violent individuals, those who cannot be safety managed elsewhere.*

- Maximum assessment time of 72 hours in a POS reduced to 24 hours – which can be extended to 36 hours if authorised by the doctor leading the assessment, or a Superintendent if a custody suite has been used as the POS.
- A requirement, *where practicable*, to consult a doctor, mental health Professional or AMHP prior to removing a person to a POS. No such requirement presently exists.

Challenges and potential risks presented by the legislative changes:

There is currently insufficient capacity of Health Based Places of Safety (HBPOS) in Southend and Essex as a whole. The use of section 136 across Essex has increased by 19.8% for 2015-2016 compared to 2014-2015.

Essex as a whole had the 6th highest use of police cells as a POS nationally in 2015-16. Custody has been as a POS for 115 people from April to September 2016, more than the total number of detentions for the whole of 2015-2016. This is directly counter to the national decrease of the use of custody as a POS in line with national guidance, where for 2015-2016 compared to 2014-2015 it decreased by 73.3%. It should be noted only with 3 of the 115 people detained was custody used correctly as a POS because the person was too violent to be held at a HBPOS, the other 112 occasions were due to lack of capacity in the HBPOS. If current trends continue it is likely that Essex as a whole will have significantly more people detained in police custody as a place of safety by March 2017 than any other area in the country

Partner agencies in Southend are seeking a solution to the inappropriate use of police custody as a place of safety. The Department of Health invited 10 counties to make applications for capital funding and Essex has submitted a bid which has been provisionally approved for approximately £820,000. SEPT and the corresponding CCG's have proposed they will increase capacity of their 2 suites with any funds provided. The CCG is also looking to extend the use of the current street triage car across the South of Essex and including Southend. The street triage car enables police officers and community mental health nurses to respond to persons in mental health crisis, and has been successful in ensuring they are directed to the most appropriate treatment and support pathway

4.4 Mental Capacity Act (MCA and Deprivation of Liberty Standards (DoLS)

The Southend, Essex and Thurrock (SET) Mental Capacity Act and Deprivation of Liberty Standards (DoLS) Policy were launched during the year. Southend Borough Council's Department of People is responsible for statutory assessments under the Deprivation of Liberty Safeguards. In order to ensure that people are not deprived of their liberty without due cause, the Council receives Urgent Authorisations and Standard Authorisations from care homes and hospitals, and is required to carry out up to 4 assessments for each referral. Specialist qualified assessors, called Best Interest Assessors, carry out assessments. An additional two assessments are commissioned by the Council from a qualified Section 12 trained doctor, usually a psychiatrist. All six assessments are mandated in the Deprivation of Liberty Safeguards, as enforced by the Mental Capacity Act 2005. DoLS assessments should usually be carried out within seven calendar days when an Urgent Authorisation is granted. The Council must carry out assessments within twenty one calendar days in cases where a Standard Authorisation alone is applied for. The Council can exercise no discretion as to which type of assessment is carried out.

In March 2014, a landmark Supreme Court judgement [**P v Cheshire West and Chester Council and another and P and Q v Surrey County Council**] radically affected all local authorities in England, including Southend, with a significant spike in DoLS referrals. During the financial year 2014/15, the Council received 401 applications from care homes and hospitals for DoLS assessments. This represented a 568% increase in referrals from 2013/14. **During 2015-16, the Council received 619 DoLS applications which was a further 54.8% increase on 2014-15.** The Council has provided additional funding to train additional Best Interest Assessors and section 12 independent psychiatrist assessments, however there remain **significant resource implications for the Council in undertaking DoLS assessments within prescribed timescales**

SECTION 5 – INSPECTORATE REPORTS

5.1 HMIC Inspection and Re-Inspection of Essex Police

The following is extracted from the report on the re-inspection of Essex Police by Her Majesty's Inspectorate of Constabulary (HMIC):

Essex Police has made significant progress against the two causes of concern and three areas for improvement identified in HMIC's PEEL: Police effectiveness 2015 (vulnerability) – An inspection of Essex Police report. HMIC observed a change of mind set and approach to vulnerability across the force, putting children and vulnerable people at the centre of everything the force does.

The approach taken by the chief officer team and senior managers has been effective in achieving this change. Force communications to the workforce, public and partners have been clear and consistent. We received positive feedback from partners and staff regarding the quality of these messages throughout this revisit.

The force has improved its response to domestic abuse and now has effective and reliable processes in place to respond to and safeguard victims. The confusion we previously found about who was responsible for victims has mostly been resolved. Force policy and procedures apportion responsibility explicitly clearly at all times, and importantly most officers we spoke to had understood this. We found safety plans to be properly recorded in all the case files reviewed and the quality of handovers had improved, helped by the introduction of the PP60 form.

The force continues to develop its detective capacity, but will take time to achieve the desired level. In the meantime, the force has put support in place for officers who find they are either working in a specialist department or allocated the investigation of offences without the preferred qualification, experience or expertise. It is of the utmost importance that the force continues to support and develop those officers and staff involved in the investigation of child protection matters to ensure that all its investigations and interventions are of the highest quality.

The force now has processes in place to properly manage outstanding domestic abuse perpetrators. The force is aware of the numbers of these individuals and the risk each poses. Frontline staff and officers understand the need to make early arrests. The force should continue to monitor levels of outstanding perpetrators and seek to reduce their numbers.

The workloads within the police online investigation team (POLIT) have improved but are still high. The force's decision to allocate lower-risk cases to officers outside the unit is pragmatic and it has built in appropriate support. Thus while investigating officers outside the POLIT may not have the desirable expertise or experience, they do have guidance and ongoing support from specialist officers who do.

The force has greatly improved its safeguarding arrangements, with strong partnership working and support.

The full re-inspection report can be found [here](#)

5.2 CQC Inspection of Southend Hospital

The following is taken from the Care Quality Commission (CQC) inspection report which can be found [here](#)

The inspection was undertaken in January 2016.

During the first day of the inspection the junior doctor's strike was in progress. The trust was offered the option to cancel the inspection but declined. We noted that the trust had a clear plan for patient care during this period of industrial action.

During our inspection the trust was on a high state of escalation due to the increased number of patients coming in to the hospital. This had existed for some time before our inspection.

We rated the services offered by Southend University Hospital NHS Foundation Trust as 'requires improvement'.

Key findings were as follows:

- The increase in the number of beds at the trust had put additional strain on the services, but in particular a strain on the staff.
- Patient to staff nurse ratios are too high particularly in medicine and musculoskeletal surgery.
- High numbers of elective surgery cancellations were seen in addition to clinic cancellations all relating to the alert status, capacity and congestion within the hospital.
- Good patient outcomes were evidenced in particular the stroke service.
- Staff went the extra mile for patients and demonstrated caring and compassionate attitudes.
- The trust scored above the England average for Patient-led assessments of the Care Environment (PLACE) consistently for all categories assessed. (2013-2015)
- Cleaning undertaken by nurses and technicians for November and December 2015 of high risk equipment was 95% and 97% compliance rates. There were no MRSA cases reported and lower than the England average rates of C.Diff.
- Mortality and morbidity meetings took place but they did not follow a consistent format, and actions to support learning lacked timescales.

We saw several areas of outstanding practice including:

- We rated well led for the emergency department as outstanding. The local leadership and team worked well to deliver the service. Their governance practices ensured risks were identified and managed. They engaged staff to ensure they remained motivated.
- Stroke service patient outcomes receiving the highest rating by Sentinel Stroke National Audit Programme. CT head scanning were delivering a 20 minute door to treatment time which was a significant achievement.
- The trust had implemented an Early Rehabilitation and Nursing team (ERAN). The ERAN Team supported the early discharge of primary hip surgery and knee surgery patients.
- The 'Calls for Concern' service, allowing patients and relatives direct access to the CCORT (critical care outreach team) following discharge home.
- The learning tool in place within Radiology allowing learning from discrepancy in a no blame environment.
- The Mystery Shopper scheme that actively encouraged people to regularly give their feedback on clinical care and services.

- Safe at Southend was a new initiative to allow staff to share day to day clinical and operational issues with executive Directors for rapid action.

However, there were also areas of poor practice where the trust needs to make improvements.

Importantly, the trust must:

- Ensure staffing ratios comply with NICE guidelines, to ensure both patients and staff are not at increased risk.
- Ensure duty of candour regulations are fully implemented, the trust was not able to demonstrate that they had met all parts of the requirements.
- Ensure that clinical review is part of the process for cancelling elective surgical patients.

5.3 Summary of CQC Care Home Inspection Findings

There are now 97 care homes in Southend. In the 18 months to September 2016 four homes closed down with a loss of 101 registered beds for older people. The homes and beds currently available are broken down as follows:

Older People	63	1694
Learning Disability	21	181
Mental Health	11	146
Physical Disability	2	41
Total	97	2062

With an increasing population of older people the reduction in beds in registered care homes is a concern for future capacity

From 2014, the CQC has given an overall rating care providers, which in the case of care homes has to be displayed at the entrance to the home. The 5 key questions for the inspection are:

- Is the service safe?
- Is the service effective?
- Is the service caring?
- Is the service responsive to people's needs?
- Is the service well-led?

Care Homes

In September 2016 the outcome of CQC visits to care homes within Southend based on their published reports was as follows:

Older People	%		LD	%
Outstanding	0.00%		Outstanding	0.00%
Good	69.84%		Good	100.00%
Requires Improvement	15.87%		Requires Improvement	0.00%
Inadequate	4.76%		Inadequate	0.00%
Not Yet Inspected	9.52%		Not Yet Inspected	0.00%
	100.00%			100.00%
MH	%		PSI	%
Outstanding	0.00%		Outstanding	0.00%
Good	90.91%		Good	50.00%
Requires Improvement	0.00%		Requires Improvement	50.00%
Inadequate	0.00%		Inadequate	0.00%
Not Yet Inspected	9.09%		Not Yet Inspected	0.00%
	100.00%			100.00%

Combined Averages

All Service Types Combined Averages	%
Outstanding	0.00%
Good	77.69%
Requires Improvement	16.47%
Inadequate	1.19%
Not Yet Inspected	4.65%
	100.00%

Domiciliary Care

The last tendering exercise undertaken by Southend Borough Council was in 2012 when contracts were let to 9 providers to support the various geographical areas in the borough. This has reduced to 6 since 3 gave notice on their contract. The retendering of domiciliary care will commence in October 2016, with the geographical localities aligning with those within the Transforming Care programme.

In addition to the preferred providers, there are an additional 11 “spot” providers who are offered work when the need arises. **There is continual demand on domiciliary care and recruitment and retention of staff is a particular challenge in this area.**

The performance of domiciliary care providers is as follows:

Outstanding	0%
Good	47.1%
Requires Improvement	5.9%
Inadequate	5.9%
Not Yet Inspected	41.1%
	100%

Where significant shortfalls in compliance are identified by the CQC, the Southend Borough Council Contracts Team makes contact with the provider to ensure that there is an action plan in place with appropriate timescales and regular update meetings are held with the provider to ensure the required improvements are made.

SECTION 6 - SAB CHALLENGE TO PARTNER AGENCIES AND STRATEGIC BODIES

Risk Identified	Agency	Mitigating Action	Progress	Impact
DoLS/MCA implementation will take some time to adjust to; need to establish best working practices once changes are in place.	Southend Borough Council	Action plan being implemented. Additional staff being trained and increased personal resource	Continuing significant increase in referrals since April 2015. Currently no backlog but is impacting on other work of Adult Services. SBC Practice Manager and Administrator are now in place to support this work.	The Board is assured that assessments are completed in a timely way to ensure adults are safeguarded appropriately
Specialist Support Services for adult male victims of sexual assault	SOSRC	Number of adult male victims known to SBC to be collated to evidence need.	The Police and Crime Commissioner has commissioned specialist sexual assault services for male and female victims of all ages from SOSRC from April 2016	Specialist support services for male and female victims of sexual assault of all ages is provided in the Southend area
High risk missing people from Southend Hospital	Essex Police & Southend Hospital	Significant Police resource (1fte) being taken up with high risk persons going missing from Southend Hospital, which is impacting on response to emergency calls	Essex Police and Southend Hospital are identifying actions to reduce the number of high risk missing persons from the Hospital	Mental Health unit now established within A&E. Impact being monitored

<p>Training of Staff in GP Surgeries</p>	<p>NHS England & Southend CCG</p>	<p>In recent inspections two of three GP surgeries that received “require improvement” ratings, and one practice which received an “inadequate” rating, were observed to have incomplete or insufficient safeguarding training.</p>	<p>Issue to be raised with the SAB Board for identification of actions to monitor and improve GP safeguarding training compliance</p>	<p>All GPs have received training. Some other clinical staff at GP surgeries still require training. SAB to monitor compliance</p>
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SECTION 7 – PARTNER AGENCY ANNUAL STATEMENTS

Partner agencies have also provided the following statements regarding the effectiveness of their services in safeguarding adults:

7.1 Southend Borough Council

Southend Borough Council produces an annual report on the effectiveness of their services for safeguarding adults for Cabinet in January 2016, which will be appended to this report at that time (see appendix 1)

7.2 Essex Police

Agency Context

Essex Police are dedicated to crime prevention and enforcement and work towards the Police and Crime Plan 2016-2020.

There are 7 priorities documented within this:

1. More local, visible and accessible policing.
2. Crack down on anti-social behaviour.
3. Be tough on domestic abuse.
4. Reverse the trend in serious violence.
5. Tackle gangs and organised crime.
6. Protect children and vulnerable people from harm.
7. Improve safety on our roads.

Additionally, Essex Police has a Plan on a Page which prioritises Immigration and Slavery, Domestic Abuse and other areas which may impact on vulnerable adults such as Repeat High Harm anti-social behaviour and violence with injury.

Crime and Public Protection Command manage the 13 areas of Public Protection as

nominated by the College of Policing including Adults at Risk of Harm and Abuse, HBA, FM, and DA. Essex Police add Hate Crime to these strands as well.

Essex Police has recently undergone significant change with the launch of the new Crime and Public Protection Command structure on 19th September 2016. This created new investigation teams across the three Local Policing Areas, an Operational Centre bringing together various risk assessment and triage teams (including safeguarding of vulnerable adults), and an improved and expanded Proactive Department.

It also introduced the Strategic Centre providing additional strategic capacity and capability for the command, overseeing policy and procedure and a team dedicated to the development of the strands of Public Protection.

The force has invested heavily in training front line officers and staff in vulnerability by way of the Public Protection Awareness course and a communication campaign. This has increased the identification and awareness of all areas of vulnerability including mental health.

Mental Health represents significant challenges with changes to the Mental Capacity Act. This means the time for police detention is reduced from 72 to 24 hrs and all but exceptional cases must be taken to a Health Based Place of Safety rather than a custody suite post arrest which presents both the police and health with a significant requirement to change prior to the changes in April 2017. The 24/7 Project is leading on this.

The new Care Act 2015 is now embedded and the police awareness of new legislation is complete.

Safeguarding Adults Activity

Essex Police are presently rolling out 3 day face to face training in Public Protection Awareness with around 1000 staff already completing it. There has also been a recent campaign to raise knowledge and awareness of vulnerability. This has included 'Inform' Briefings, post campaign and new resources to all staff including the Officers Guide to Vulnerability (a pocket book sized booklet). The Essex Police Internal website includes

reference and library material.

The SETSAF 1 form has been communicated to all staff as the single platform form to make referrals for vulnerable adults.

Essex Police were inspected by the HMIC for vulnerability with key recommendations placed on a force tracker and actively monitored and monitored by the Command Team and audit teams.

High Risk victims of Domestic Abuse are offered safety plans. Outstanding High Risk perpetrators are proactively sought and prioritised. Perpetrator programmes such as NOVA and Drive have been active in the last year, with NOVA coming to a planned end recently after a 1 year Pilot.

Changes to the Mental Health Act are catered for under the 24/7 Project, the Thurrock based commissioned project and the police are a key stakeholder for this. There is currently a business case to improve police resources to support this.

Essex Police are a statutory member of Domestic Homicide Reviews and Safeguarding Adult Reviews run by Community Safety Partnerships across the county seeking to identify preventable practice to reduce abuse, neglect and death.

Essex Police are continuing to support the Southend Safeguarding Adult Board and other partners working towards protecting vulnerable adults. We recently supported a local hoarding panel set up in the LSAB.

Essex Police support victims of domestic abuse through Domestic Violence Protection Notices (DVPO) where a suspect has been subject of No Further Action in police custody providing opportunity to later gain a Domestic Violence Protection Order (DVPO) at court.

Essex Police actively provide information to members of the public under 'Clare's Law' – The Domestic Violence Disclosure Scheme (DVDS Right to Ask and Right to Know).

Essex Police have written and published a Domestic Abuse Action Plan and progress is ongoing against this.

Outcomes and Impact of Safeguarding Adults Activity

For the period October 2015 to September 2016, 17 DVPNs were completed, which resulted in 11 DVPOs being granted by the court (for Westcliff, Leigh and Southend).

For the period October 2015 to September 2016, Essex Police have made 86 SETSAF referrals for the Westcliff, Leigh and Southend area. On-going increasing numbers reflect the investment made in training and awareness.

DVDS – for the areas of Westcliff, Leigh and Southend (for the period of October 2015 to September 2016), Essex Police have received 14 applications under the Right to Ask part of the scheme (with 29 % disclosures made) and 167 applications under Right to Know (with 19% disclosures made).

Key Successes

Essex Police operates a **Street Triage Scheme** which involves:

- Two cars patrolling the County
- Between 18:00 – 02:00, 7 days a week
- They are marked police vehicles driven by a police officer who is in company with a Mental Health Professional supplied by the Mental Health Trusts.
- It responds to incidents attended by officers where there is a mental health link either by attending the scene directly or via telephone advice (if it is already committed at another incident or the incident is a considerable distance away).

It has been operating in this model since April 2015 and the key results for last year (April 2015 – March 2016) were:

- It attended 1132 incidents where it provided appropriate support and help to

people experiencing a mental health crisis.

- It appropriately prevented 195 people being detained under section 136 MHA.
- This led to a total reduction compared to the previous year of 18.7% (184 detentions) under section 136 MHA.

Key Areas for Development

Essex Police continue to support the abstraction levels to ensure all front line staff are provided with the Public Protection Course. This supports their knowledge and practice for protecting vulnerable adults.

The Investigation Advisory Team, an internal 'critical friend', move and change to ensure internal practices and investigation is of a high standard and improvement plans for the force are progressing.

The new Strategic Centre continues to monitor Authorised Professional Practice from the College of Policing to ensure best practice and national guidance is implemented. This is reflected in the ongoing review of police and procedure.

Essex Police will be inspected by the HMIC for stalking and harassment in the latter part of 2016. Any recommendations that result from this will be taken forward and actioned in line with national best practice.

The new Operational Centre will triage incidents in a more stringent and risk based process for all areas of public protection from the moment of first reporting, identifying those at risk sooner and ensuring the best response. Two Essex adult social care members of staff have been recruited to the Operational Centre and they will work with the triage team. This will ensure staff from both organisations engage face to face and allow the sharing of information to take place immediately.

Mental Health triage is seeking to develop under the 24/7 Project to expand its hours of operation to 24hrs instead of 1800 to 0200 as it currently stands with dedicated and seconded staff.

7.3 National Probation Service

Since 1st June 2014 the delivery of Probation Services has been carried out by the National Probation Service (NPS) and Community Rehabilitation Company (CRC). NPS are responsible for supervising high and very high risk of serious harm offenders on licence and community orders, and/ or those subject to Multi-Agency Public Protection Arrangement (MAPPA), preparing pre-sentence reports for courts, preparing parole reports, supervising offenders in approved premises, and delivering sex offender treatment programmes, support to victims of serious violent and sexual offences through the Victim Liaison Unit.

The National Probation Service (NPS) is committed to reducing re-offending, preventing victims and protecting the public. The NPS engages in partnership working to safeguard adults with the aim of preventing abuse and harm to adults and preventing victims. The NPS acts to safeguard adults by engaging in several forms of partnership working including:

- o **Operational:** Making a referral to the local authority where NPS staff have concerns that an adult is experiencing or is at risk of experiencing abuse or neglect, including financial abuse, and is unable to protect oneself from that abuse or neglect
- o **Strategic:** Attending and engaging in local Safeguarding Adults Boards (SABs) and relevant sub-groups of the SAB. Through attendance, take advantage of training opportunities and share lessons learnt from Safeguarding Adult Reviews and other serious case reviews

The NPS protects the public by working with offenders to reduce reoffending and harm. It works jointly with other public and voluntary services to identify, assess and manage the risk in the community of offenders who have the potential to do harm. The NPS also has a remit to be involved with victims of serious sexual and other violent crimes.

The NPS shares information and works with SABs from other agencies including local authorities and health services, and contributes to local MAPPA procedures to help reduce

the reoffending behaviour of sexual and violent offenders, so as to protect the public and previous victims from serious harm.

Although the focus of the NPS is on those who cause harm, it is also in a position to identify offenders who are themselves at risk from abuse and to take steps to reduce this risk in line with the principles of this policy and procedure.

The NPS works in partnership with other agencies through the Multi Agency Public Protection Arrangements (MAPPA). The purpose of the MAPPA framework is to reduce the risks posed by sexual and violent offenders in order to protect the public. The responsible authorities in respect of MAPPA are the police, prison and the National Probation Service that have a duty to ensure that a local MAPPA is established and the risk assessment and management of all identified MAPPA offenders is addressed through multi-agency working.

Although not a statutory requirement, representation from the National Probation Service and the Community Rehabilitation Company on the Safeguarding Adults Board should be considered.

7.4 Community Rehabilitation Company

Agency Context

Essex Community Rehabilitation Company (ECRC) is contracted by the Ministry of Justice to deliver statutory probation services for adult services users who have committed offences, and are allocated to the CRC by the National Probation Service. These services include the supervision of those assessed as low or medium risk of harm (but they could be high risk of reoffending); the delivery of the community payback scheme, a range of accredited programmes, a range of interventions to address criminogenic need, and resettlement and 'through the gate' services. We have some key operational partners who are contracted by the CRC to deliver parts of our service – these are Nacro, Ormiston Families and Open Road. Where risk of serious harm in a case is deemed to have changed to high, the risk escalation process is followed whereby the NPS are asked to review a

case with a view to transfer to them.

During the last year, ECRC has continued to restructure following the Transforming Rehabilitation reforms. These include the establishment of a central administration and case management Hub in Chelmsford, with local management centres and neighbourhood centres in Southend, Basildon, Thurrock, Chelmsford, Harlow and Colchester. In Southend, we are delighted that our south of the county management centre is based in Civic 2.

The biggest challenge for the CRC in the last year has been the transition to the new estates and our new operating model. The pace of change has meant we have not always communicated these changes well with partners, which has the potential to impact safeguarding checks and joint working on cases. Local managers have worked to mitigate this by engaging and working with partners in local teams.

Safeguarding Adults Activity

Essex CRC supervises adults who have committed offences. We are not a care and support service, but many of our service users have complex needs, so as well as having the potential to cause harm to others, they can be in need of care and support. As part of our assessment process, we seek to identify these, but refer to the appropriate services – including safeguarding services where applicable. We have a supported referral principle whereby mentors assist our service users to access other services. In addition, our Partner Link Workers, who work with current and former partners of men participating in the Domestic Abuse Perpetrator programme, work to safeguard those partners and children. Safeguarding training is core training for all operational staff.

Essex CRC undertakes monthly quality audits on a selection of cases. This is a holistic audit covering all aspects of our service delivery. Questions are asked about risk assessment, risk management, working with other agencies on the case. Assessing safeguarding practice is a key component of these audits. An area of learning has been the need to consistently make safeguarding checks, at this is now undertaken at the point of allocation to the CRC by the Hub teams.

Essex CRC is subject to independent audit from HMIP (there have been no HMIP inspections in Essex CRC this year) and the National Offender Management System,

Operational Assurance (OA) Audits. This year we have had 2 OA audits – one on the ‘Through the Gate’ service and the other on ‘Enforcement’.

Outcomes and Impact of Safeguarding Adults Activity

ECRC has positive case examples of the following work:

- Ormiston Families - keeping adults in need of care and support safe through family work to reduce risk.
- Partner Link Workers – engagement with partners of domestic abuse perpetrators
- Reduction of risk and need in adults, linked to attitudes and behaviour, substance abuse, housing, ETE, emotional well-being.

Key Successes

Essex CRC uses a comprehensive assessment process that identifies areas of risk and need. Where we are supervising an adult with additional care and support needs, we are able to support any multi-agency arrangements to help keep that individual safe. The use of mentors through our operational partners has enabled greater contact with our service users outside of the formal environment of probation premises, which enables a greater understanding of the needs of an individual and the circumstances they are managing.

Key Areas for Development

Improve the knowledge of local processes for safeguarding adults in Southend, by developing links between local team managers.

7.5 NHS England

Agency Context

NHS England’s core business is one of system leadership and assurance. NHS England has dual safeguarding responsibilities with regards to our directly commissioned health services (GPs, dentists, opticians, prison health care, secure mental health treatment, and sexual

assault referral centres) and safeguarding assurance across the wider health economy. Our core functions are articulated in the revised Accountability and Assurance Framework (2015).

<https://www.england.nhs.uk/wp-content/uploads/2015/07/safeguarding-accountability-assurance-framework.pdf>

We continue to attend, and actively input into, the Health and Executive Forum, which is the local forum for healthcare commissioners and providers within Essex, Thurrock and Southend. We are kept apprised of risks in the system, which are escalated internally and highlighted on our risk register.

Safeguarding Adults Activity

Level 1 safeguarding training is mandatory for all staff working in NHS England. Those in the nursing and quality team who have a direct responsibility for adult safeguarding actively seek and receive additional training to enable them to fulfil their roles. We have a seat on the National Safeguarding Steering Group and also on the national MCA/DoLS subgroup, enabling us to keep abreast of priorities and actions nationally.

We work closely with CQC and are clear of our responsibilities where there are safeguarding concerns raised within our directly commissioned services.

Serious incidents across all healthcare providers in our locality are monitored by the NHSE Nursing Directorate on a weekly basis and we ensure that those with potential safeguarding implications are raised through the safeguarding process.

We ensure that safeguarding, including MCA, is part of the procurement process and we are actively invited to contribute to procurements.

Outcomes and Impact of Safeguarding Adults Activity

The impact can be challenging to quantify. What we do know is that our input has ensured a significant cohort of the healthcare workforce have been offered, and received, education and training in the national safeguarding priorities namely Mental Capacity Act, Deprivation

of Liberty Safeguards, Female Genital Mutilation and PREVENT training.

We also worked with the NSPCC to develop a bespoke 6 day adult supervision programme that was applicable to both the adult and the children's safeguarding workforce.

The bi-monthly adult forum supports the system's safeguarding activity, as does the Clinical Commissioning Group (CCG) safeguarding supervision/peer support, which is facilitated by NHS England.

Key Successes

The key successes for NHS England Midlands and East (East) are the relationships that we have with our colleagues from both CCGs and provider services. The East Region Safeguarding Adult Forum (for health colleagues) continues to be extremely well attended and provides a valuable, unique and safe opportunity for colleagues to network, share best practice, discuss areas for concern and to keep up to date with developments locally, regionally and nationally.

Key Areas for Development

There are some challenges with the NHS Standard Contract. We will continue to use all other means we have to ensure that providers of care commissioned by NHS England are complying with Section 11 and safeguarding legislative requirements.

The need for education and training of the workforce does not diminish. We will continue to ensure that appropriate workforce training is commissioned and delivered, in line with the national priorities and the diverse needs of the workforce.

7.6 Southend Clinical Commissioning Group (CCG)

Agency Context

NHS Southend Clinical Commissioning Group (CCG) is committed to working with partner agencies to ensure the safety, health and well-being of the local people in Southend. Protecting the people at risk of abuse is a key part of the CCG's approach to commissioning and, together with a focus on quality and patient experience, is integral to our working arrangements. Our approach to adult safeguarding is underpinned by quality and contracting systems that aim to reduce the risk of harm.

Included in the CCG Operational Plan is the aim to continue to work closely with Southend, Essex and Thurrock (SET) agencies to ensure the person is central to the safeguarding discussions.

This fits with the Five Year Forward View's second aim of improving the patient's experience, the key principles coming out of the Better Care Fund and Pioneer Project's objectives to focus on integrated, person centred and co-ordinated care.

Changes within the CCG are strengthening the focus on quality and safety with the appointment of a new chief nurse, Matt Rangué, moving the Continuing Healthcare Team in house and expanding the Quality Team. Southend CCG has also taken on greater responsibility for the commissioning of primary medical services (general practice) through joint arrangements with NHS England.

Safeguarding Adults Activity

There is representation at the Safeguarding Adults Board by a member of the CCG executive and at the Board subgroups and Executive by the CCG Adult Safeguarding Lead, Andrea Metcalfe. Training funded jointly by the CCG and local authority has been held for GPs and practice staff, community staff, care providers and social care staff around the Mental Capacity Act and Adult Safeguarding is a mandatory course for all CCG staff.

The Adult Safeguarding Lead assists local authority enquiries where a health related perspective is required and provides expert advice on safeguarding issues to providers when required.

The CCG has been actively involved in ensuring the quality of Adult Safeguarding within its commissioned services. Adult Safeguarding is a standing item on the Clinical Quality Review Group agenda for Southend Hospital and the CCG Adult Safeguarding Lead attends the Hospital safeguarding governance meeting. There have also been quality visits to the hospital to assist the service to implement the Mental Capacity Act effectively and monitor the understanding by staff of adult safeguarding.

There have been several multiagency workstreams initiated by the CCG Adult Safeguarding Lead as a result of learning from adult safeguarding cases. This has brought together different agencies to review services and implement changes to help prevent abuse.

These areas of work include work around assistance with consent for dental visits for those people living in care facilities, the security of key safes, the legality of covert medication, improving DNA CPR documentation, unwise decision making, consent for flu vaccinations and work around people who go missing from hospital.

In the coming year it is expected that the CCG will establish closer links with GP services and help them to better understand the adult safeguarding agenda and be more able to identify where interventions are required.

7.7 South Essex Partnership Trust (SEPT)

Agency Context

There are no current risks affecting SEPT responding to safeguarding adult issues in the Southend area.

Safeguarding Adults Activity

7.7.1. Outcomes and Impact of Safeguarding Adults Activity

7.7.1.1 Enquiries

The Trust continues to conduct safeguarding enquiries regarding mental health services on behalf of Southend Council. Enquiries have increased since the previous year, this is due to numerous issues including; increased staff awareness, additional services that SEPT provide etc.

The Trust randomly completes service user "interviews" where a member of the safeguarding team meets with the person subject to the enquiry once it has been completed. Examples of Southend case feedback includes;

'My care coordinator listened to what I said and provided good advice. I understood why my care coordinator raised the issues with safeguarding team and the police and was happy with this.'

(Southend Community Mental Health Team)

"Staff support me; I know I can go to staff when something is wrong"

(Learning disability Service :Southend inpatient)

Whilst all the service users 'interviewed' felt safer they gave valuable information on how the safeguarding service could be improved further including;

- Using less jargon,
- Giving a more detailed explanation of what a safeguarding investigation is
- Include service user's family members earlier in the process.

These suggestions have been incorporated into training and supervision sessions with staff.

SEPT community health services continue to raise safeguarding alerts for the Southend Safeguarding team to process. District nurses have been involved in providing reports and analysis to inform enquiries.

7.7.1.2 Safeguarding meeting

The minutes of all Southend Board meetings are standard agenda items at the

Safeguarding group. The Group is chaired by the Trust Executive Director for Clinical Governance and Executive Nurse. An action log contains all directives from national, local and Trust services including recommendations from CQC inspections, audits and serious case reviews etc. This is monitored monthly for compliance.

7.7.1.3 Learning Lessons

The Trust has a Learning Oversight Committee where cases are presented and learning cascaded throughout the Trust. The agenda of this group consistently contains a safeguarding case.

7.7.2. Prevention and raising awareness

A series of preventative and awareness raising initiatives continue to be implemented within SEPT. This includes training programmes and the introduction of reflective practice forums where clinical staff meet with the Trust Safeguarding Lead to discuss open safeguarding cases, potential cases and to explore emerging themes.

7.7.3. Workforce Development

The Trust compliance with safeguarding adult face to face level 3 training has been above 90% for the reporting period.

The Trust Training strategy has been updated and includes Face to Face Prevent training programme which is also incorporated into Level 1-3 safeguarding programmes.

MCA DoLS training has been introduced this is both E-Learning and Face to Face dependant on staff role.

7.7.4. Partnership working

The Trust continues to be active members of the Southend Safeguarding Board and Operational Group and Serious Case Review group (where required). The Trust has worked in partnership with Southend Safeguarding adult team to develop a joint protocol on responding to safeguarding enquiries.

7.7. 5. Quality assurance

7.7.5.1 Care Act 2014

The Safeguarding team have worked with Southend to implement the changes since the introduction of the Care Act 2014 and Sec 47 enquiries. The Trust is in regular contact with Local Authority teams to discuss the progress of cases and to provide evidence to support enquiries.

7.7.5.2 CQC Inspection

The Trust received excellent feedback from the Trust wide CQC inspection in 2015 with regard safeguarding service. Attached are inspector's comments regarding specific services within the Trust including services within Southend.



Inspection comments
Safeguarding.docx

Key Areas for Development

- Continue to develop the reflective practice sessions particular within Community Health services
- Arrange a combined safeguarding child and adult conference in 2017
- Continue to focus on service user involvement and incorporate feedback into safeguarding training and processes.

7.8 Southend Hospital

Agency Context

Southend University Hospital NHS Foundation Trust (SUHFT) provides a wide range of acute health services from its main Prittlewell Chase Site and at outlying satellite clinics across the local area to the local community. It provides specialist services to a wider population in South East Essex, including:

Cancer

Stroke

Aneurysm

Breast Screening

Ophthalmology

The hospital was officially opened in 1932 and was authorised as a Foundation Trust in 2006. It serves a population of 338,800 for general acute services and is the largest employer in the Southend area with a workforce of over 4,400 staff.

Southend University Hospital NHS Foundation Trust has been part of the Mid and South Essex Success Regime planning which will provide additional opportunities and challenges as the acute trusts within the regime work together with partners to develop system wide solutions to significant challenges within healthcare.

During this reporting period Southend University Hospital NHS Foundation Trust has invested in its Adult Safeguarding Services by recruiting and appointing an Adult Safeguarding Manager to lead on the safeguarding agenda within the organisation.

During this reporting period Southend University Hospital NHS Foundation Trust has worked on improving the safeguarding governance reporting structure up to Trust Board level.

Although still separate safeguarding teams adults and children's services have developed systems to work more closely together, including the introduction of a Children and Adults Safeguarding Committee that is chaired by the Trust Chief Nurse / Executive Lead for Safeguarding.

The introduction of the Care Act 2014 (came into effect in 2015) has required a review of the adult safeguarding systems / processes and Trust engagement and partnership working with the Safeguarding Boards and the Safeguarding Sub Groups. The Trust has been well represented on all groups.

This year the team need to engage and have a voice for the safeguarding agenda within the Success Regime discussions and plans.

Safeguarding Adults Activity

The Trust has a 'Policy for the Safeguarding of Adults at Risk of Abuse' which has been developed in line with the Southend, Essex and Thurrock (SET) Safeguarding Adults Guidelines 2015 to ensure that Trust safeguarding arrangements comply with SET guidelines and the statutory duties within the Care Act 2014. It is the responsibility of staff to ensure the safety and protection of adults at risk of abuse, to treat the abuse or potential abuse of adults seriously and to act on any suspicion or evidence of abuse.

The Trust has an Adult Safeguarding Team to support staff in meeting this responsibility and has a reporting, alert and referral system in place. The Adult Safeguarding Team can also be called to provide verbal advice and will review patients and individuals of concern.

All patient facing clinical staff and volunteers are required to complete either Adult Safeguarding E-learning Level 1 Training or Level 1 and 2 E-Learning Training, according to role of the staff member. Staff are also provided with adult safeguarding information and guidance when joining the Trust (On-Boarding) with face to face training for Health Care Assistants.

Training compliance is recorded using the Trust I-Learn system which can provide percentage figures of compliance to safeguarding training. Training compliance is monitored by the Children & Adult Safeguarding Committee and support offered to services to achieve compliance if required.

Currently compliance of staff that require training in the safeguarding of adults at risk is 80%.

Directorates are provided with monthly or quarterly safeguarding training compliance reports.

Southend University Hospital NHS Foundation Trust was inspected by the Care Quality Commission during January 2016, receiving an overall rating of “requires improvement”.

Some comments within the report relevant to safeguarding were:

- Staff were able to describe situations in which they would raise a safeguarding concern and how they would escalate a concern.
- Staff were aware of how to contact the Adult Safeguarding Lead.
- Staff complimented the adult safeguarding advice they received.
- Safeguarding policies and procedures were available to staff including out of hours contacts.

- The Trust training compliance target of 85% had not been met.
- The Trust could not provide evidence or a percentage of level 2 Adult Safeguarding Training (this has now been addressed).
- The Safeguarding Adults Policy does not specify levels of training required by different groups of staff

The Trust has audited Mental Capacity Assessments during this reporting period to inform some focussed work on the Mental Capacity Act agenda during the next year. This will include a review of the mental capacity assessment systems in line with recent ‘Southend, Essex and Thurrock (SET) Guidance for Mental Capacity Assessment’.

The Trust has undertaken a piece of work to look at vulnerable adults that leave the hospital before they have been deemed medically fit. During the next year the Trust will review its policies and advice to staff for missing persons.

A Training strategy is required, including clear mapping to a level of training for all front line

clinical staff. A Training strategy will also provide training guidance for other safeguarding related subjects such as Prevent, female genital mutilation, domestic violence and modern slavery.

The Safeguarding of Adults at Risk Policy will be reviewed and updated during 2017 providing an opportunity to review advice and guidance for developing themes such as female genital mutilation and modern slavery. The revised governance reporting structure will also provide the ideal framework to monitor and provide assurance that the Trust is responding to emerging themes.

Outcomes and Impact of Safeguarding Adults Activity

During the reporting period October 1st 2015 to September 31st 2016, 110 SET SAFs (safeguarding referrals) were raised by SUHFT staff. 42 SET SAFs (safeguarding referrals) were raised against Southend University Hospital NHS Foundation Trust requested a safeguarding enquiry / investigation.

13 enquiries raised against the Trust did not proceed onto full investigations and were closed at enquiry stage.

3 enquiries raised against the Trust were substantiated.

1 enquiry raised against the Trust was partially substantiated.

5 enquiries raised against the Trust were not substantiated.

15 enquiries raised against the Trust are still pending outcomes and 5 are still under investigation.

Key Successes

The key achievements of Southend University Hospital NHS Foundation Trust have been:

- The development of referral and reporting systems for individuals at risk of domestic violence.
- The Prevent agenda now comes under the remit of the Adult Safeguarding Team which has enabled the safeguarding of vulnerable individuals at risk of

radicalisation to be reported and supported as part of the adult safeguarding procedures.

- The Trust has successfully recruited an Adult Safeguarding Manager.
- The governance reporting structure has been improved with the introduction of an integrated Children and Adults Safeguarding Committee.
- The children and adult safeguarding teams are looking for opportunities to work together to develop a more integrated approach to safeguarding across the Trust.
- The Adult Safeguarding Team has reviewed, updated and ratified the Trust policies for:

“The Management of Challenging Behaviour and the use of Therapeutic Restraining Measures”

and

“Policy for the Mental Capacity Act”

- Deprivation of Liberty Authorisations within the Trust are now monitored and administrated by the Adult Safeguarding Team with increased scrutiny, monitoring and assurance of the authorisations raised.
- The Trust has a Clinical Nurse Specialist for Learning Disabilities who continues to advocate for and promote the needs of our service users that have a learning disability, including the consideration of reasonable adjustments to promote and enable access to our services.
- Southend University Hospital NHS Foundation Trust has continued to improve on its accessible information for adults with a learning disability. There are now 16 easy read information leaflets; a DVD about capacity and consent available to view on the hospital website and a short animation about preparing to come into hospital and an easy read newsletter.

Key Areas for Development

Southend University Hospital NHS Foundation Trust will be focusing on these key areas during 2016 – 2017:

- To improve adult safeguarding training compliance.
- To review the Adult Safeguarding Procedures.
- To respond and comply to the recommendations (relevant to safeguarding) from the Care Quality Commission (CQC) inspection.
- Review and strengthen the Adult Safeguarding Training Strategy.
- To review and improve on the assessments of mental capacity.
- To strengthen support to staff and safeguard vulnerable adults who are at risk of absconding from hospital.
- Continue to improve on the communication of the safeguarding agenda across the Trust.
- To engage and have a voice for the safeguarding agenda within the Success Regime discussions and plans.
- To complete the Local Authority Adult Safeguarding Audit tool before January 2017 to inform safeguarding actions for 2017.

7.9 East of England Ambulance Service

Agency Context

East of England Ambulance Service Trust provide 24 hour, 365 days a year Accident & Emergency Services to those in need of emergency medical treatment and Transport. We cover 6 counties, Bedfordshire, Hertfordshire, Essex, Norfolk, Suffolk and Cambridgeshire. We cover a total of 11 Adult Boards throughout the region.

The Safeguarding team in EEAST consists of:

Dr Tom Davis (Named Dr for Safeguarding)

Sandy Brown (Director of Clinical Quality & Nursing)

Simon Chase (Safeguarding Lead)

Anna Price (Named Professional for Safeguarding)

Denise Kendall (Safeguarding facilitator)

Rebecca Bavington (Assistant Safeguarding facilitator)

Simon Chase & Anna Price have completed their NSPCC supervision skills training and complete supervision for 27 identified personnel within the Trust.

We have funding for 2 band 7 posts which are currently going through the recruitment process.

Safeguarding Adults Activity

The Trust has a Safeguarding Annual Report that reviews actions and outcomes from the previous year and maps requirements for the forthcoming year. The Trust promotes actions in safeguarding as part of a Trust Outcome Plan and this is promoted in all relevant work streams within the organisation. The Learning and Development Policy includes a training Needs Analysis (TNA).

The Board of the East of England Ambulance Service NHS Trust is focused in ensuring that the statutory requirements under the Care Quality Commission and Care Act 2014 are met and that people using Trust services are protected from harm and abuse

East of England Ambulance Service NHS Trust meets all statutory requirements in relation to Disclosure and Barring Service and has systems in place for safer recruitment

East of England Ambulance Service NHS Trust has a Safeguarding Adults policy in place.

The Trust works in partnership with all statutory and non-statutory agencies around the Eastern Region.

Trust Safeguarding Lead works with the National Ambulance Forum for improving safeguarding standards nationally.

Outcomes and Impact of Safeguarding Adults Activity

Identify the outcomes of your agency's safeguarding adults activity, and the impact on adults and their families/carers. Please include any relevant performance and quality

assurance information to illustrate outcome and impact

EEAST have seen a month on month increase of all safeguarding referrals. Adult Social Care referrals are showing the biggest increase with the top 3 categories of abuse being:

1. Self -Neglect
2. Neglect
3. Domestic abuse

This is due to the increase in training and awareness, including our Community First Responders (volunteers) and Private Ambulance Providers.

Key Successes

- We continue to work alongside Boards when there are SAR and DHR
- We continue to engage where possible with our Boards
- Training figures are increasing
- Referral figures are increasing
- Receiving more feedback from Local Authorities for crews

Key Areas for Development

- Maintain the external engagement with our Boards
- Maintain the training programme to ensure all staff are trained in Safeguarding
- Continue to promote the safeguarding agenda within EEAST

7.10 Southend Association of Voluntary Services (SAVS)

Agency context

Southend Association of Voluntary Services (SAVS) is a Council for Voluntary Service (CVS), a local infrastructure organisation for voluntary and community sector (VCS) organisations, and carries out five core functions which are; Services and Support, Liaison, Representation, Development Work and Strategic Partnerships. SAVS also have a sixth strand of volunteering and hosts the Turning Tides projects.

Activity

SAVS is a membership organisation and supports members to ensure they have the right safeguarding policies and processes in place. Training is provided in partnership with the LSCB and SAB in all aspects of safeguarding, for example, Female Genital Mutilation, Child Sexual Exploitation and gang culture. Regular meetings and communications are organised to share information on current issues to ensure Voluntary Sector organisations are up to date with the latest trends and can do what is necessary to protect their service users.

The Turning Tides project runs services for vulnerable adults; the Safe as Houses project works to support older people who have been identified as vulnerable to postal scams and to prevent new people succumbing to this. The See Change service supports people with hoarding behaviours by providing long term support to help them identify the underlying reasons for their behaviour and tackle these to ultimately reduce their hoarding and ensure they have a safer living environment.

The Folk like us project identifies older people who are lonely and isolated and provides support to help them improve their lives by overcoming barriers and becoming socially involved again.

SAVS CEO is a member of the Safeguarding Adults Board, Local Safeguarding Children Board and is the Chair of the Safeguarding Adults Executive.

Impact of Safeguarding Adults Activity/Successes

The Safe as Houses service has provided support visits to 500 households over the year and identified people actively being scammed and many who had suffered in the past. The service is run by a team of volunteers who won the Essex Police Cup this year in recognition of their contribution to keeping the community safe.



The See Change service has provided over 300 hours of support to a number of people who were hoarding and helped them make changes to improve their lives. “The counselling helped me gain insight into my behaviours and learn to control them,” says one client.

The Folk like us project has supported over 150 over 65s in the 18 months since it began, helping them achieve their goals. For example, John was lonely and isolated. He was leading an unhealthy lifestyle and lived alone in a large house with steep stairs which had caused him to fall several times. With our support he changed his eating/cooking habits by learning to cook, learned IT skills and was able to bid for new housing, moved to new, safer, sheltered accommodation where he had opportunities to meet people and participate in social activities.

“I’ve achieved more than I could possibly hope for- it has helped me achieve a better standard of life and help in every way possible in the community.”

7.11 Essex County Fire and Rescue Service (ECFRS)

Agency Context

Essex County Fire & Rescue Service recognises safeguarding as a high priority for their

organisation. In order to achieve this we ensure we have robust arrangements in place to provide strong leadership, vision and direction for safeguarding. We make sure we have clear accessible policies and procedures in line with relevant legislation, statutory guidance and best practice.

Essex County Fire & Rescue Service works in close collaboration with Local Authorities to ensure the provision of co-ordinated integrated services which meets the needs of our communities.

Safeguarding Adults Activity

The service ensures that there is a clear statement of responsibilities for staff and that safeguarding adults strategies and associated policies are in place, including safe recruitment of staff, a whistle-blowing policy and supervision policies which ensure staff exercise vigilance to mitigate against the risk for those people using our services.

ECFRS works collaboratively and ensures input and feedback on matters relating to safeguarding through its collaborative architecture such as the Chief Fire Officers Association and other national Fire & Rescue Services.

ECFRS recognises safeguarding as a high priority for their organisation and takes accountability seriously. In order to achieve this we ensure we have robust arrangements in place to provide strong leadership, vision and direction for safeguarding. We have a clear line of accountability for safeguarding within ECFRS. The Community Development & Safeguarding Manager being the professional advisor to the Assistant Chief Officer for Prevention, Protection and Response.

Outcomes and Impact of Safeguarding Adults Activity

The Service has recently recruited additional staff to effectively deal with the significant increase in referrals that have been generated through greater awareness training.

Key Successes

In 2015 ECFRS Community Development Team received a World Award for its work with the Down Syndrome Association. The Award recognised ECFRS Firebreak scheme's

outstanding achievements which have strengthened and enriched the lives of people with Down syndrome ensuring they have the skills and education in place for safe independent living.

The Firebreak Scheme has seen significant expansion over the past few years and now works with a large number of vulnerable adults within our communities receiving high praise from partner agencies and identified as best practice nationally. Recently ECFRS Community Development & Safeguarding Team was announced winners of the Essex Business Excellence Awards (Community) for its Firebreak programme with charities.

Key Areas for Development

In 2016 ECFRS commissioned an independent review of its safeguarding arrangements. The review stated that safeguarding arrangements within ECFRS were well managed and the recommendations for additional resources to ensure resilience were addressed.

7.12 South Essex Homes

Agency Context

South Essex Homes is the Arms Length Management Organisation set up by Southend on Sea Borough Council. Their aims are to manage and maintain the council's 6,200 properties and associated housing land. Our operational risk register identifies safeguarding as an operational risk "Failure of the organisation that controls are not robust, resulting in unidentified child/adult abuse" and it is mitigated by:-

- Extensive risk assessment carried out.
- Referrals made to relevant support agencies.
- Any potential risks referred to safeguarding teams.
- Regular property inspections and room checks carried out.
- Policies and procedures updated regularly and compliance checked.
- Extensive staff training.

- Safeguarding procedures in place.
- Regular support meetings
- Robust staff appraisal and 1:1 system in operation.
- Reviewed and updated the Safeguarding Policy
- Improved reporting mechanisms to the Board and Audit Committee
- Reporting to Local Safeguarding Children's Board (LCSB)
- Audit of revised risk assessments
- Auditing of safeguarding training for staff.
- Analysis of safeguarding referrals and training to reflect common themes.
- Dedicated budget for sanctuary scheme for victims of Hate Crime and Domestic Abuse.

Safeguarding Adults Activity

In order that South Essex Homes continues to provide an effective safeguarding response for adults with additional care and support needs, they have provided a senior manager as the designated safeguarding lead and appropriate representation at the Safeguarding Adults Board, Safeguarding Adults Executive Board, the Housing sub-group and at the MARAC.

The safeguarding adult policy and procedure complies with the Southend, Essex and Thurrock Guidelines for Safeguarding adults. The safeguarding policy and procedure is updated every three years (last updated May 2015).

All front line staff are trained regularly in safeguarding adult awareness, mental health awareness, mental capacity awareness, domestic abuse awareness and Dementia and Alzheimers awareness. A safeguarding presentation is included in the Staff Induction day. Safeguarding awareness sessions include contractors operating on behalf of South Essex Homes/Southend on Sea Borough Council. Awareness sessions on safeguarding are delivered to residents living in Council owned sheltered schemes. Articles on domestic abuse and safeguarding are regularly featured in residents' newsletters and staff newsletters.

A safeguarding page on the South Essex Homes website is updated regularly as well as the safeguarding page dedicated to staff on the intranet. Guidance sheets on reporting concerns are provided to all contractors operating on behalf of South Essex Homes/Southend on Sea Borough Council. Business size cards are issued to all staff with identifying potential concerns and the relevant numbers to contact.

An update on safeguarding is provided at each Board meeting. Safeguarding is a regular agenda item at the Operational Management Team meetings and safeguarding action plans are monitored at the Operational Management Team meetings. Referrals are monitored and reflect the training programmes and awareness sessions delivered.

There are dedicated officers to identify and respond to victims of domestic abuse and a dedicated Sanctuary Scheme budget is set aside annually, to cover the cost of additional safety and security measures for victims of domestic abuse and hate crime. There are dedicated officers to identify and respond to vulnerable victims or perpetrators of anti-social behaviour.

The Council's internal audit team recently inspected our Safeguarding involvement and the recommendations included ensuring that our contractors have safeguarding policies in place. This has now been addressed. The action plans for all audit inspections are monitored by the Operational Management Team on a fortnightly basis.

Our Community Development Team support vulnerable tenants who are at risk of losing their tenancy. In our Temporary Accommodation Team we have a dedicated officer to support hostel residents with complex needs.

Outcomes and Impact of Safeguarding Adults Activity

The number of evictions for council tenants has reduced this year from 45 to 6 (as at the end of September 2016) primarily due to the support of the Community Development Team.

A partnership with Southend College providing a free counselling service is available at The Hub. Trainee counsellors in their third year of their Counselling course with support from an NHS trained counsellor take referrals from the organisations operating from the HUB,

who feel that their clients would benefit from counselling. This provides a pivotal service in improving a vulnerable person's life.

Key successes

Since June 2015 the Digital Housing Hub (DHH) has seen over 3000 clients. Alongside the digital support advice there is health advice and welfare advice. It means that the HUB can offer a complete bespoke service to assist a vulnerable person and to ensure that they receive the maximum amount of help needed to live an independent life.

Healthwatch Southend joined the HUB in September. Since joining they have seen 50 residents, giving advice on a wide range of health matters.

The free counselling service headed up by a drug and alcohol specialist has attracted over 75 referrals with 90% of these people having at least 6 sessions.

The introduction of the counselling service provides advice and support to participants requiring help with Life Style, and Mental Health Problems. The twelve by weekly interactive group has provided another avenue that the HUB offers. The results of the sessions so far are:

Group Sessions completed	24	Group Time Duration	2 Hours	<u>Open Group</u>
Spring – Summer Programme 2016				Yes
Male participants Attended	134	Participants Food supplied	Yes	Outcome measures
				Under review
Female participants Attended	31	Participants Transport Provided	Yes	STAR

Total participants Attended	165	Participants Materials supplied	Yes	Locus of control

Key areas for development

Continue with the excellent work provided at the HUB.

Expand the current service offered by Careline to support vulnerable clients to continue to live independently.

SECTION 8 – IMPLEMENTING LEARNING FROM REVIEWS

The SAB has published one Safeguarding Adults Review (SAR) during the period, which was given the identifier ‘Anne’. The SAR was commissioned by the SAB Chair following the death of “Anne”, a young adult, in a Continuing Health Care placement in Essex, in spring 2014.

Learning from the SAR was as follows:

- **Finding 1** - Case management arrangements for young people who need solely Continuing Health Care post-18 are currently set up in such a way that professionals who hold the case management responsibility are pulled towards families who are the most vocal, with the consequence that the needs of some young people are less visible.
- **Finding 2** - The transitions protocol is comprehensive but the pathways and descriptions of multi-agency planning that it contains are largely based on young adults being reviewed or supported by the local authority’s Adult Social Care service, which results in a lack of clear expectations about the transition arrangements for those who are becoming the responsibility of Continuing Health Care only.

- **Finding 3** - There is clear planning and information-sharing within health agencies about the management of complex epilepsy - but GPs' role as a conduit between specialists and family members or social care providers, is variable as they struggle to manage the volume of correspondence about patients. This means that adjustments to complicated medication plans can be entirely dependent on family carers while updates from specialist doctors are sent and then logged at GP surgeries.
- **Finding 4** - Because there is a lack of placement choice for young adults with particular combinations of disability and complex health conditions, some adults in transition are placed in provision that is primarily for children, with a risk that the needs of neither group are met.
- **Finding 5** - The Mental Capacity Act takes as its starting point that, unless it can be shown otherwise, 16 and 17 year olds, as well as over - 18s have the capacity to make their own decisions. This legal framework requires professionals, parents and carers to think about decision-making and rights in such a different way to the approach taken with children under 16 that it can be a challenge for all concerned.

The following recommendations were identified and have been progressed by the SAB:

- **Recommendation 1** - The SAB should ask the Clinical Commissioning Group to report back on the implementation of proposed changes to case management for those adults in Southend who are eligible for Continuing Health Care, and consider raising with the Health and Wellbeing Board any emerging case management gaps for young adults in transition into the service.
- **Recommendation 2** - The SAB should receive an update on, and have the chance to comment on, the draft transition protocol between adults' and children's services, and ask for assurances about the way this is being embedded in the local operating framework so lines of responsibility and co-ordination are clear between health and social care.

- **Recommendation 3** - The SAB should seek updates on work in Southend to enable the sharing of NHS patient information between primary, secondary, specialist care and other health settings - and ask some questions about how this will help not just GPs, but any health professionals with a coordination role for the care of particular service users with complex needs.
- **Recommendation 4** - The SAB should hear back from commissioning colleagues about the impact of the Care Act on placement choice and development for young adults with complex needs.
- **Recommendation 5** - The SAB and the Safeguarding Children Board could sponsor a joint piece of work to understand the different professional cultures around mental capacity and decision-making in services for children and for young adults, with a view to reducing some of the differences in practice that can have a direct and inconsistent impact on young adults with complex needs who are in transition between services.

The full report for this Safeguarding Adults Review can be found on the SAB website at www.safeguardingsouthend.co.uk/adults

SECTION 9 – CONCLUSIONS AND AREAS FOR DEVELOPMENT

The SAB continues to develop and have is having more impact on the coordination of safeguarding adults' services in Southend. In order to continue to have an impact on improving services across the partnership the following areas for development have been identified for 2016-19:

- Ensure the provision of services for young people who require extra support and assessment but do not meet the criteria for statutory adult services are integrated and accessible. The SAB proposes there should be a one year funded project to look at the scale of this group and their needs, and how to work with them with, possibly using a worker in the third sector. The project to report back at the end of the year on issues and recommendations for this role in the future.
- Improving the experiences of adults discharged from hospital ensuring good co-ordination between relevant partner agencies. The SAB to propose a project to look at drilling down into the issues underpinning hospital discharge concerns and

develop “whole system” recommendations to be rolled out across the partnership to improve the safety, coherence, and consistency of this process for patients.

- The provision of funding by commissioning agencies for a specialist hoarding support service
- The provision of support services for domestic abuse perpetrators who are not in the criminal justice system, which has a good evidence base, by commissioning agencies
- Increase capacity of Health Based Places of Safety (HBPOS) in Southend and Essex as a whole, and a reduction in the use of section 136. As a matter of urgency Southend CCG to look into the reasons for the delays in refurbishing the existing section 136 health suites, and ensure adequate levels of local provision. *(Referred to the CCG for action November 2016).*
- Commissioning agencies to ensure there is sufficient capacity in registered care homes and domiciliary care providers to meet the demands of an increasing elderly population
- Ensuring DoLS assessments continue to be undertaken in a timely way to ensure the rights of adults with additional care and support needs are safeguarded effectively

SECTION 10 – FINANCIAL REPORT APRIL 2015 TO March 2016

The SAB uses the funding formula below to ensure it has adequate resources to undertake its business effectively for the financial year 2015-16

Agency	Percentage Contribution	Contribution
Southend Borough Council	48%	£36662
Southend CCG	26%	£19858
Essex Police	26%	£19858
Total Contribution		£76378

The SAB shared a business manager and administrative assistant with the Safeguarding Children Board (0.5fte for each role and Board). There is also a considerable ‘in kind’ contribution of partners to both the Board and sub groups, a major resource which is difficult to quantify, but is critical to the effective functioning of the SAB.

For the year 2015-16 the SAB’s expenditure was as follows:

Description	Expenditure (£)
Total Employees	42713
Total Supplies And Services (includes chair remuneration and meeting/training costs)	20486
Total	63199

For the financial year 2016/17 the SAB will carry forward £26950 in reserves.

SECTION 11 – BOARD MEMBERSHIP AND ATTENDANCE

Representative	24th November 2015	1st March 2016	21st June 2016	27th September 2016
Christine Doorly - Independent Chair	√	√	√	√
Simon Leftley - Vice Chair - Corporate Director for People	√	√	-	Apologies
Claire Alexander – DIAL Southend	√	√	√	√
Lisa Fautley/Simon Chase - East of England Ambulance Trust	Apologies	√	√	Apologies

Representative	24th November 2015	1st March 2016	21st June 2016	27th September 2016
David Baxter – SBC	Apologies S Porter attended	Apologies R Layzell attended	Apologies	√
John Cooke/Leanne Crabb Healthwatch Southend	√	√	√	√
Carol Cranfield - SBC	√	√		
Ann Davenport/Jane Dresner - SEEAOP	-	√	√	-
Traci Dixon - SEH	√	Apologies	√	Apologies
Essex Police	M Wheeler attended	Apologies	M Wheeler attended	M Wheeler attended
Sharon Houlden - SBC	√	√	√	√
Linda Kettley/Dave Bill – Essex Fire & Rescue Service	√	√	Apologies	Apologies
Shirley Kennerson - NPS				√
Alex Osler/Martin Lucas - Essex CRC	Apologies	√	√	√
Cllr James Moyies	√	√		
Jennifer Pattinson/Lo- Anne Lewis - CQC	Apologies	-	√	√
Sarah Range - SBC	√	√	√	√
Matt Rague/Melanie Craig – NHS Southend CCG			√	√
Cllr Lesley Salter			√	Apologies
Alison Semmence - SAVS	√	√	Apologies	√

Representative	24th November 2015	1st March 2016	21st June 2016	27th September 2016
Eleanor Sherwen/Joan Skeggs – NHS England	-	-	-	-
Elaine Taylor - SEPT	√	Apologies	Apologies	G Arthur attended
Denise Townsend – Southend Hospital	√	√	√ also attended by P Hodgson	Apologies

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

Prepared by: Sharon Houlden: Director of Adult Services and Housing

Sarah Range: Safeguarding Adults Service Manager

Report Contents:

This report is written in three segments.

Annual Report: Pages 1-22

Appendix 1: Safeguarding Adults Return Data: Pages 1-19

Appendix 2: Performance: Pages 1-3

Purpose of the report

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

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

Recommendation

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

Summary Achievements

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

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

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

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

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

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

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

SECTION 1: Background

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

Statutory Responsibilities

Safeguarding Enquiries

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

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

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

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

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

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

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

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

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

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

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

SECTION 2: Partnerships and Key Areas of Work

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

Quality Assurance

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

Keep Safe

Children's Services and the Safeguarding Adults Board and the Safeguarding Children's Boards continued to fund the Keep Safe Scheme for 2015/2016 with launch in April 2016. Keeping Safe is a scheme to support people aged 16+ who have a learning disability and access the community independently. The scheme is facilitated by SHIELDS Parliament, a self-advocacy group supported by BATIAS, an independent advocacy service. Local businesses have been identified and signed up to the scheme by agreeing to provide use of a telephone in a public area for a person who may be experiencing an emergency or who are in distress. Participants in the scheme would look for the yellow and black telephone sticker in the shop window. Using the emergency number card or fob provided, the person themselves would call their carer or parent. If required, the shop would assist or call the police if needed.

The scheme will support people to reduce the feelings of fear or agitation in accessing the community alone. The Keep Safe scheme is being championed by Southend SAVS and Essex Police and we are working in partnership to launch this initiative.

PREVENT

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

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

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

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

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

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

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

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

Key Partnerships

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

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

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

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

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

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

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

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

Mental Health

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

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

Public Health and Improved Health Outcomes

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

Collaboration with Southend Clinical Commissioning Group (CCG)

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

Domestic Abuse

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

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

From July 2016, Adult Social Care makes referrals into and attends the Southend Multi Agency Risk Assessment Team (MARAT). Council practitioners and operational

SAB partners receive standard and advanced training from Essex Police to ensure that workers appropriately risk assess victims using the Domestic Abuse, Stalking and Harassment (DASH) risk assessment tool. Since July, Adult Services has deployed a qualified social worker into the joint team to add skill, leadership and knowledge of the adult framework.

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

Adult Social Care is working to continuously review the provision of domestic abuse training to ensure that practitioners have the required skills to support people experiencing harm. As a result, in 2015/16, a number of new domestic abuse focused trainings were commissioned around various topics such as; intergenerational abuse, forced marriage, female genital mutilation and so called 'honour' based abuse.

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

Safeguarding Adults Review

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

SET Working Group

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

Eastern Region Leads groups-ADASS

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

Anti-Social Behaviour (ASB) Operational Board

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

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

Complex Needs Group

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

Monitoring

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

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

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

Workforce Development

The Safeguarding Adults Service Manager works closely with the Council's Workforce Commissioning Team to ensure that the training and continuous professional development commissioned for providers and practitioners is appropriate and informed by national and local learning.

During 2015/2016, the SAB/LSCB Workforce Development Subgroup continued the rolling programme of quality assuring and approving all Safeguarding and Mental Capacity Act (MCA) and Deprivation of Liberty Standards (DoLS) training programmes. This was of particular importance to the lead up of the implementation of the Care Act in April 2015 so that assurances could be given that all Council commissioned safeguarding training operates within the new legislative framework. Southend Borough Council continues to work proactively with the Workforce Development and Learning Subgroup to embed the LSCB/SAB Training Strategy.

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

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

Local Area Designate Officer Role (LADO)

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

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

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

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

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

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

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

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

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

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

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

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

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

SECTION 5: Overall Summary

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

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

Endorsed by:

Date:

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

Appendix 1

Safeguarding Adults Collection 2015/16

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

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

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

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

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

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

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

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

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

1. Torbay
2. Bournemouth
3. Blackpool

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

Key findings

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

national average

Safeguarding concerns raised during the year

Counts of Total Safeguarding Activity

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

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

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

Table 1

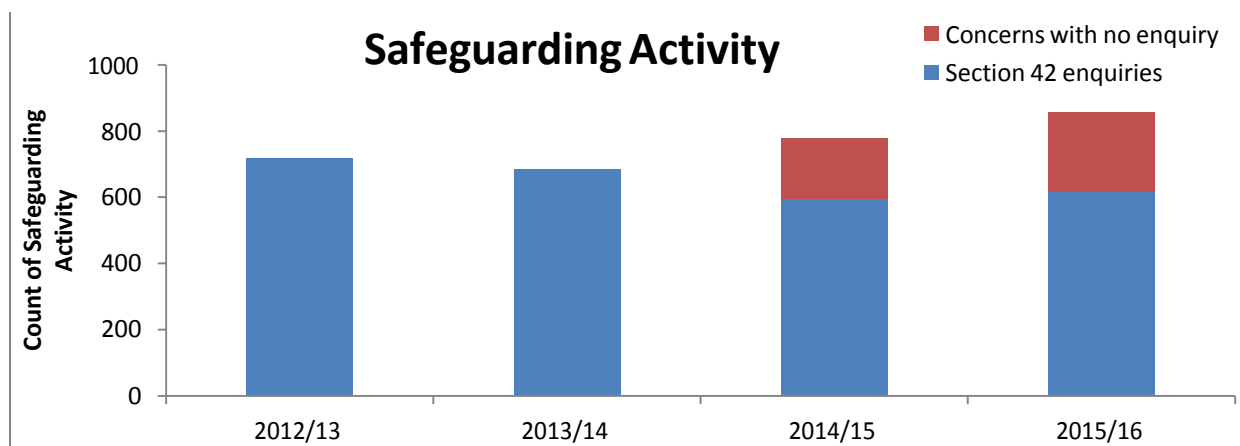


Figure 1

The table below shows type of safeguarding activity as a percentage of concerns received for Southend, statistical neighbours and nationally for 2015/16. ¹

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

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

Table 2

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

Individuals by Age

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

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

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

Table 3. Referrals in Southend over a 3 year period

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

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

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

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

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

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

Table 4.

Individuals by Ethnicity

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

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

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

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

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

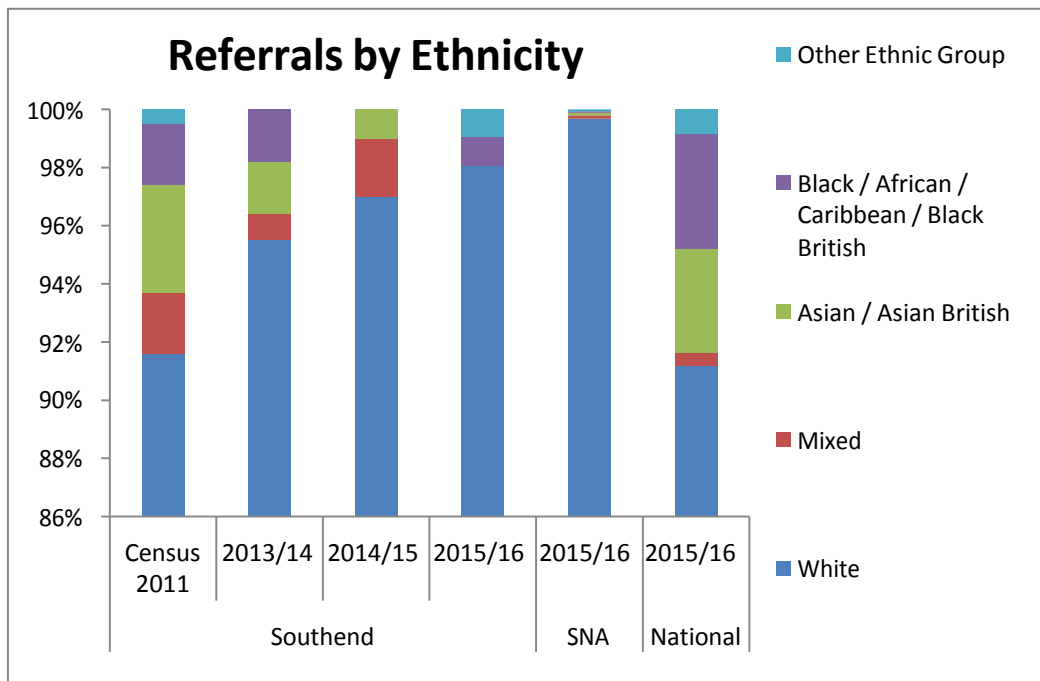
⁶ Counts of individuals with a refused or unknown ethnicity were excluded throughout this analysis.

Table 5

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

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

Table 6



Individuals by Primary Support Reason

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

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

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

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

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

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

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

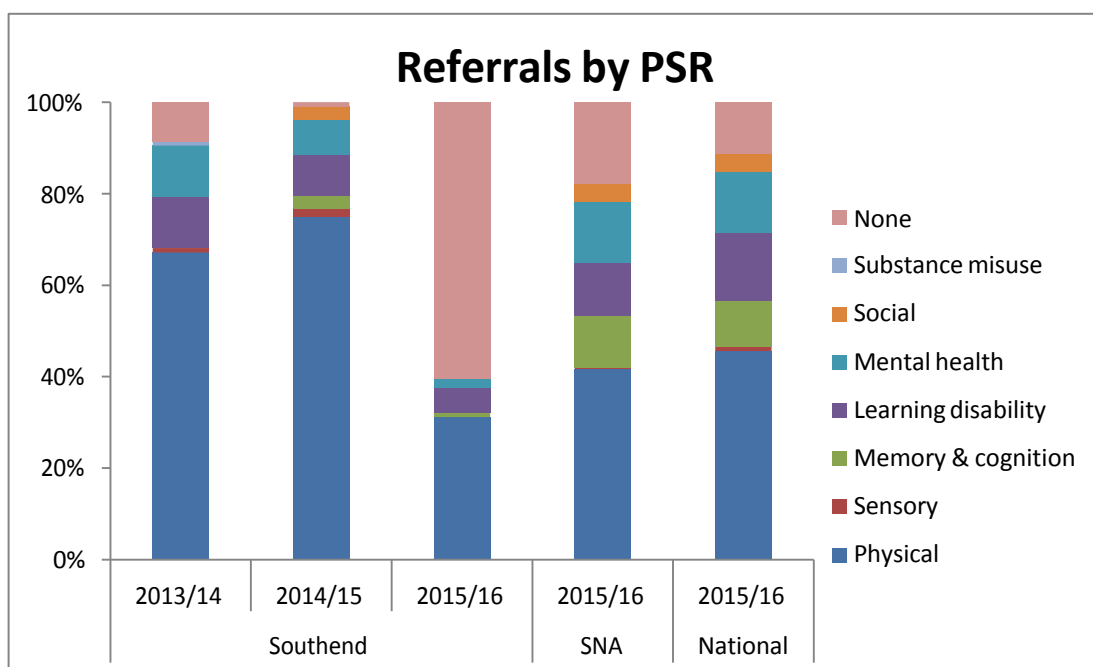


Figure 4

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

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

Individuals by Reported Health Conditions

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

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

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

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

Table 8

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

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

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

Table 9

Safeguarding enquiries concluded in the year

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

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

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

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

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

Concluded Enquiries by Alleged Abuse Type

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

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

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

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

Table 10

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

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

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

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

Table 11

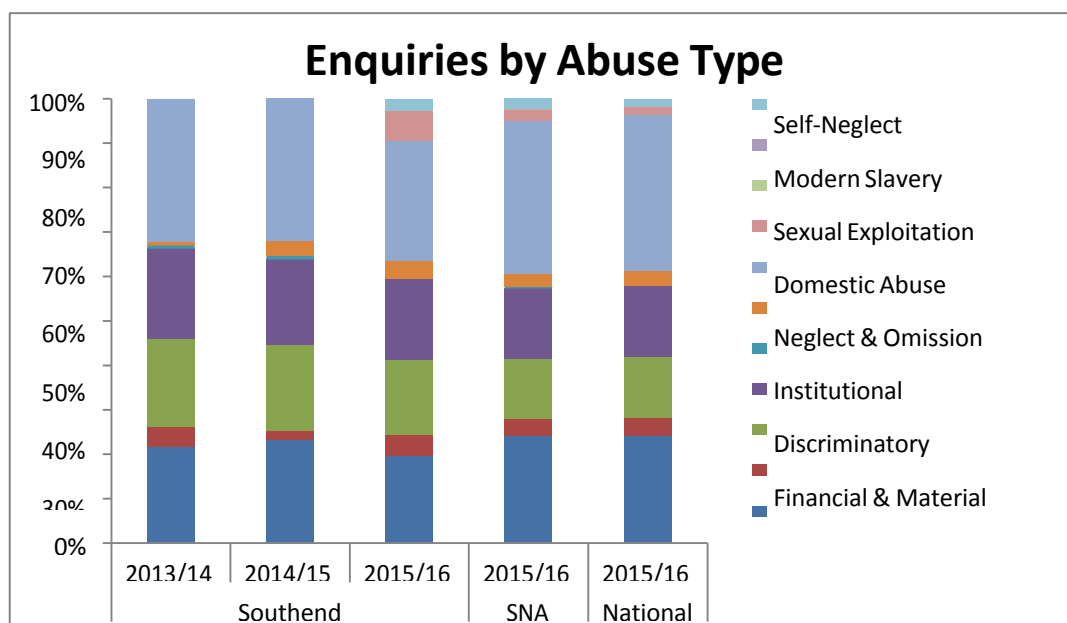


Figure 5

Concluded Enquiries by Alleged Source of Abuse

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

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

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

Table 12

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

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

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

Table 13

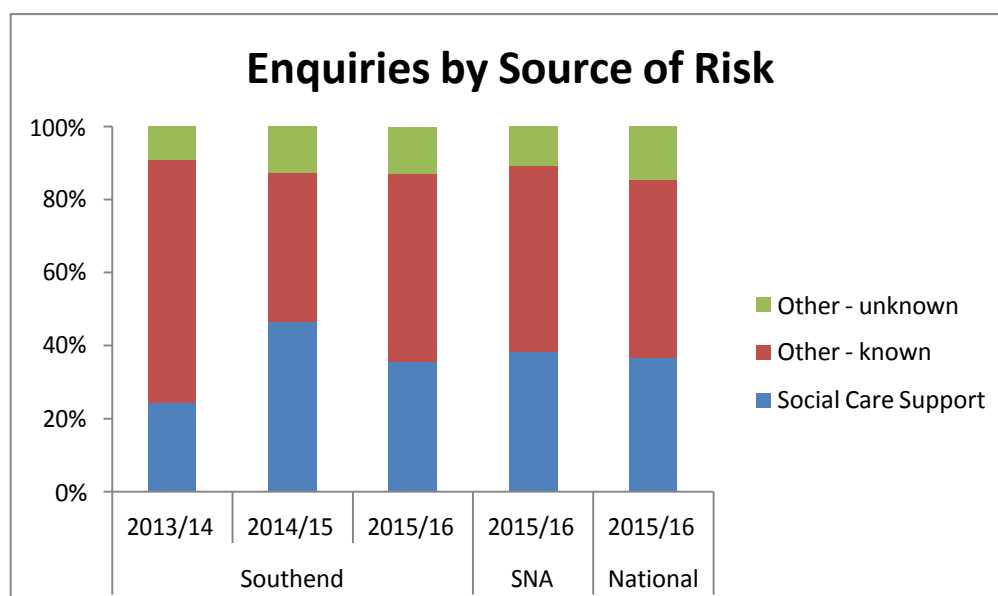


Figure 6

Concluded Enquiries by Alleged Location of Abuse

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

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

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

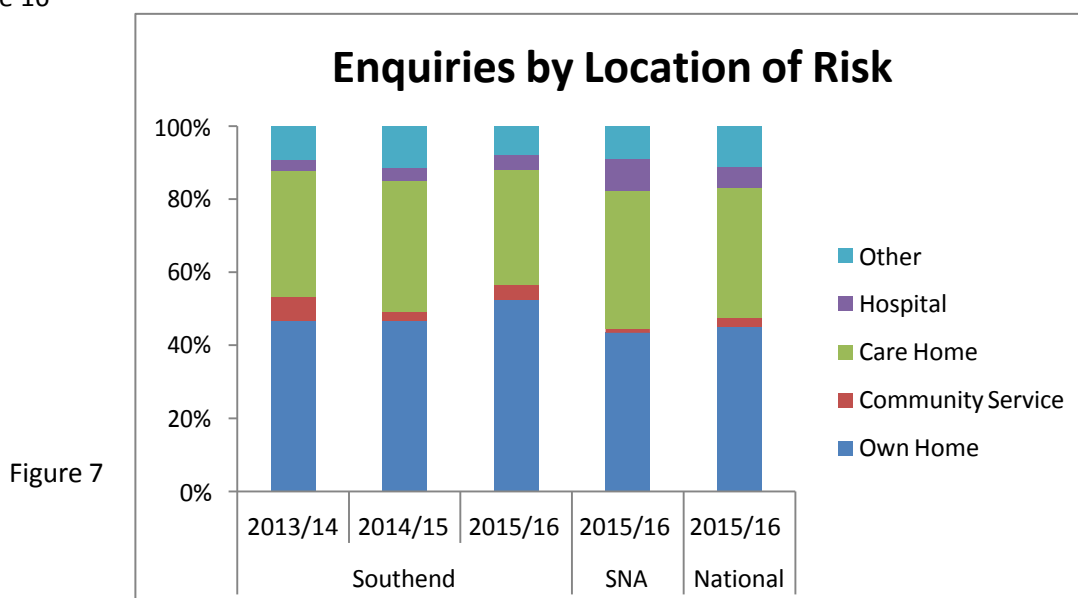
Table 15

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

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

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

Table 16



Concluded Enquiries by Action Taken to Manage Risk

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

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

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

Table 17

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

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

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

Table 18

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

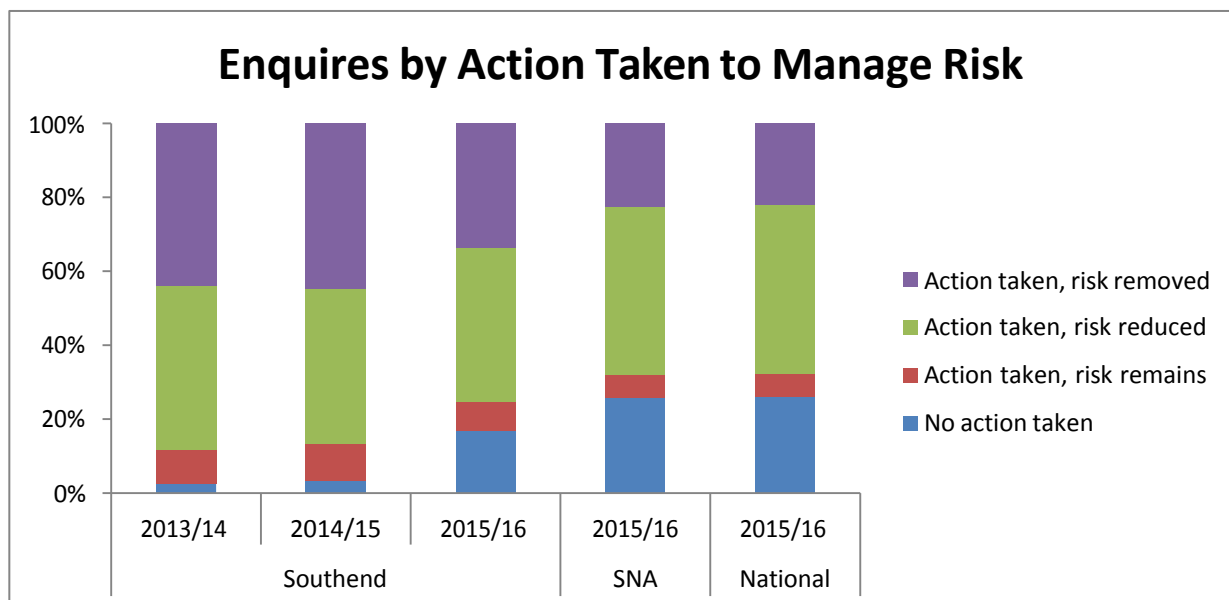


Figure 8

Concluded Enquiries by Mental Capacity of Client

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

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

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

Table 19

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

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

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

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

Table 20

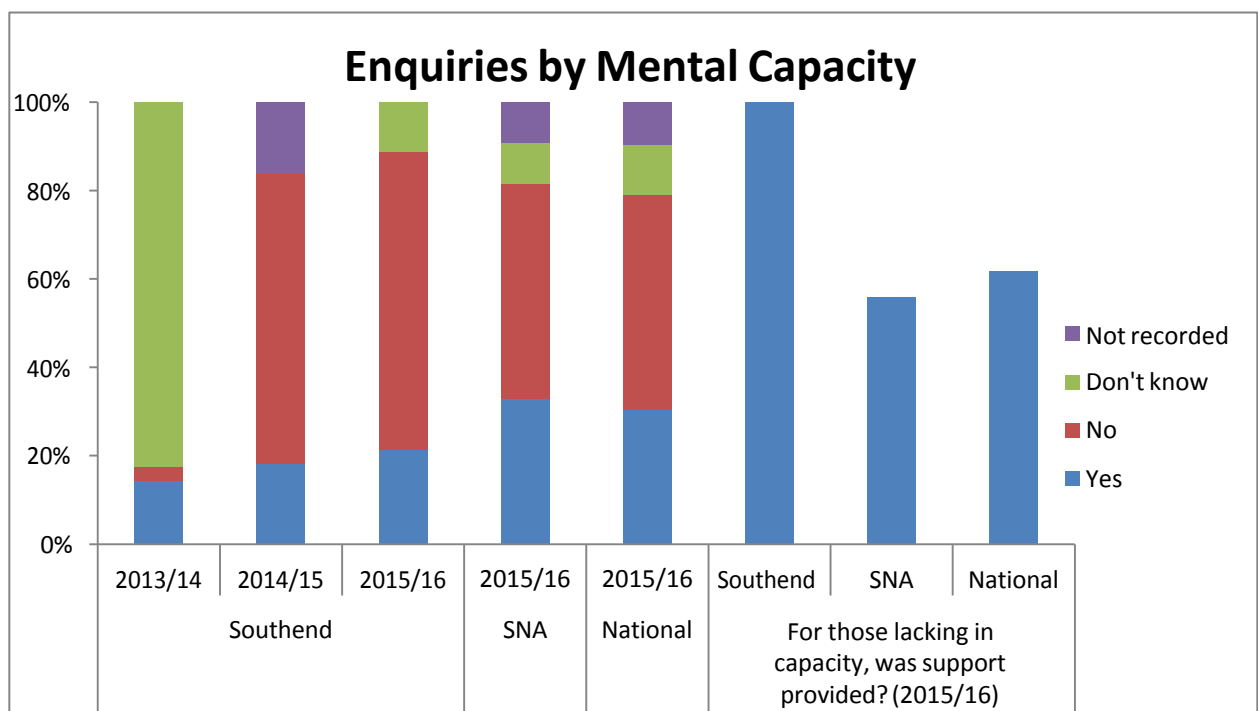


Figure 9

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

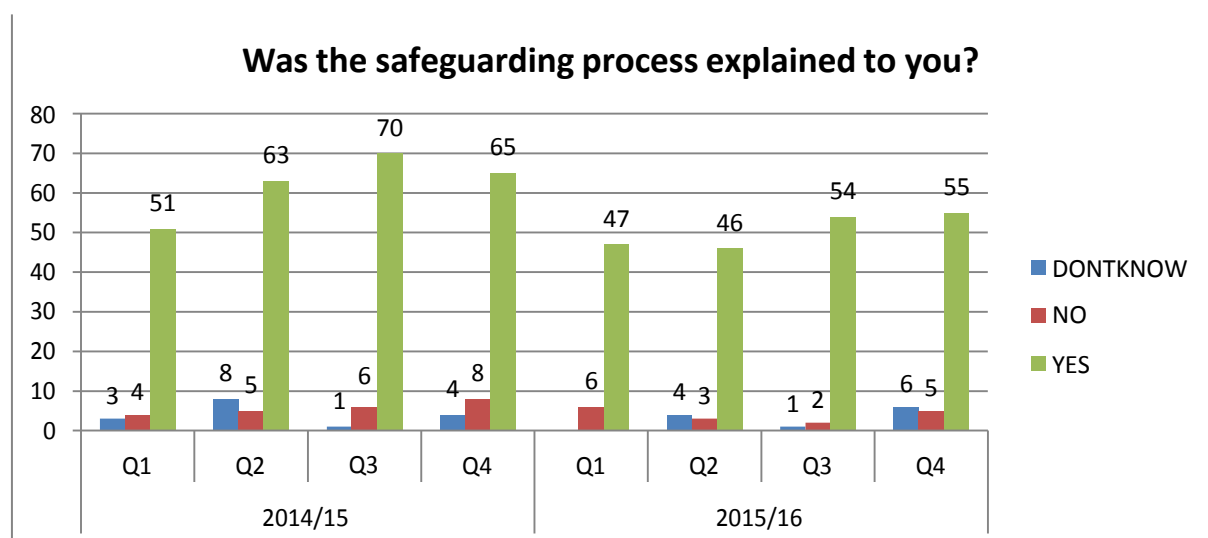
Appendix 2

Safeguarding Adults – Performance Information

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

Understanding of the safeguarding process

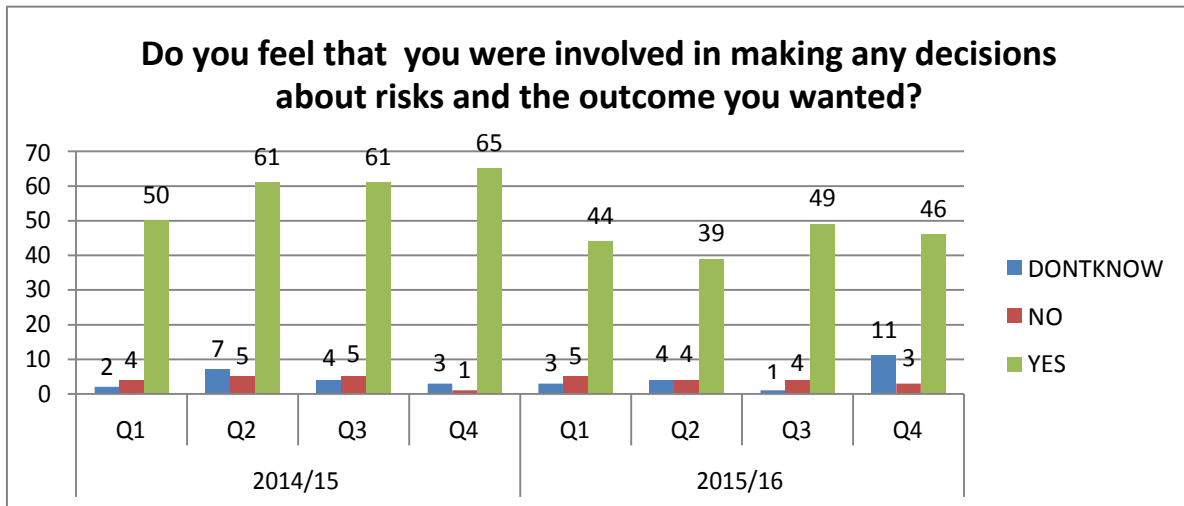
In 2015/16 88.2% of clients stated that they understood that a safeguarding investigation was taking place and that the process was explained to them. This compares to 86.4% in 2014/15.



Making Safeguarding Personal

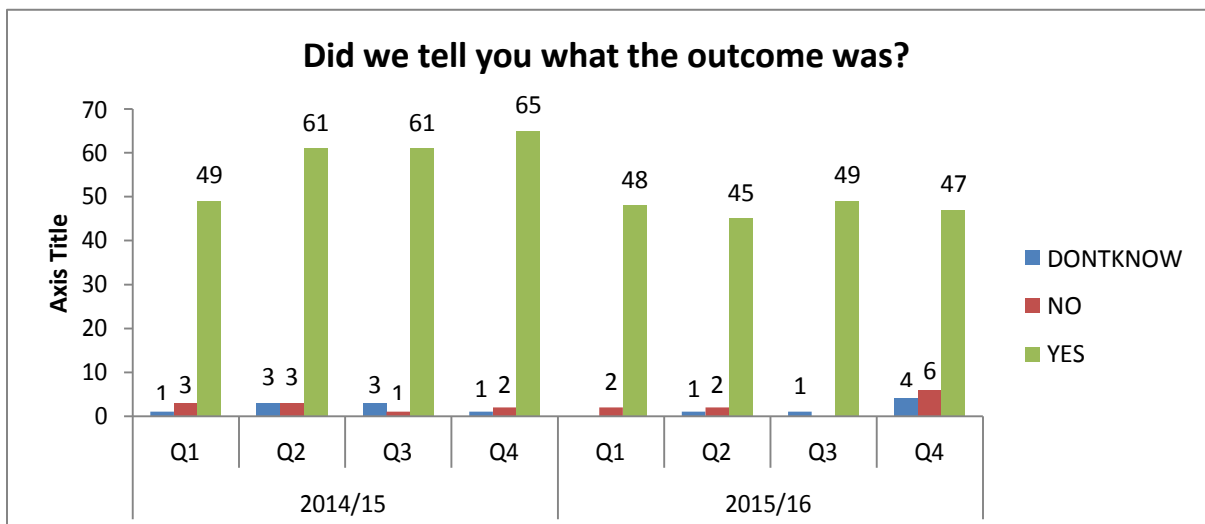
For respondents that completed the safeguarding questionnaire in 2015/16, 89.8% expressed that they were given sufficient communication and assistance throughout the enquiry. This has dropped from 93.0% in 2014/15.

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



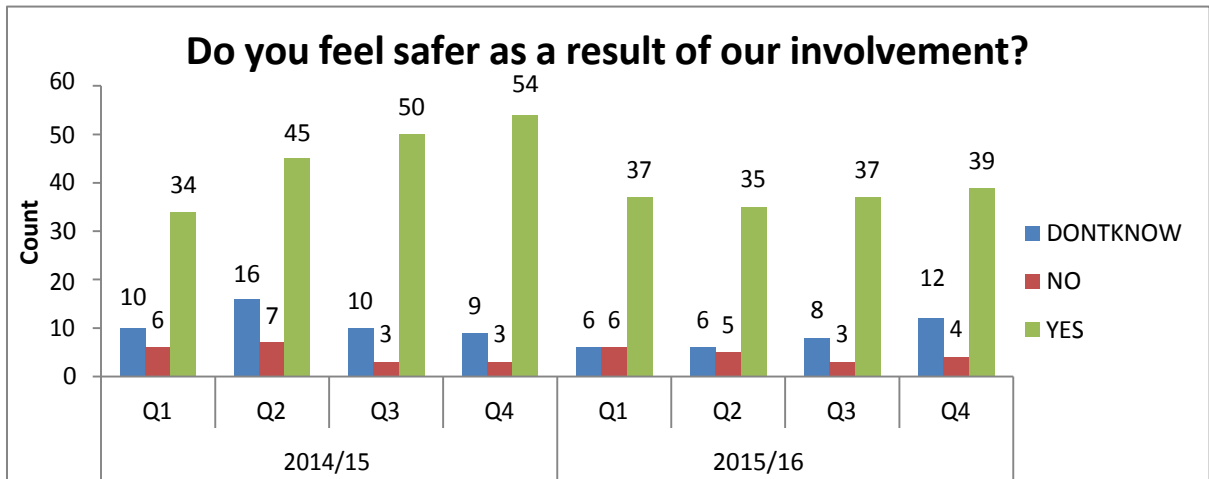
Effective Communication

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

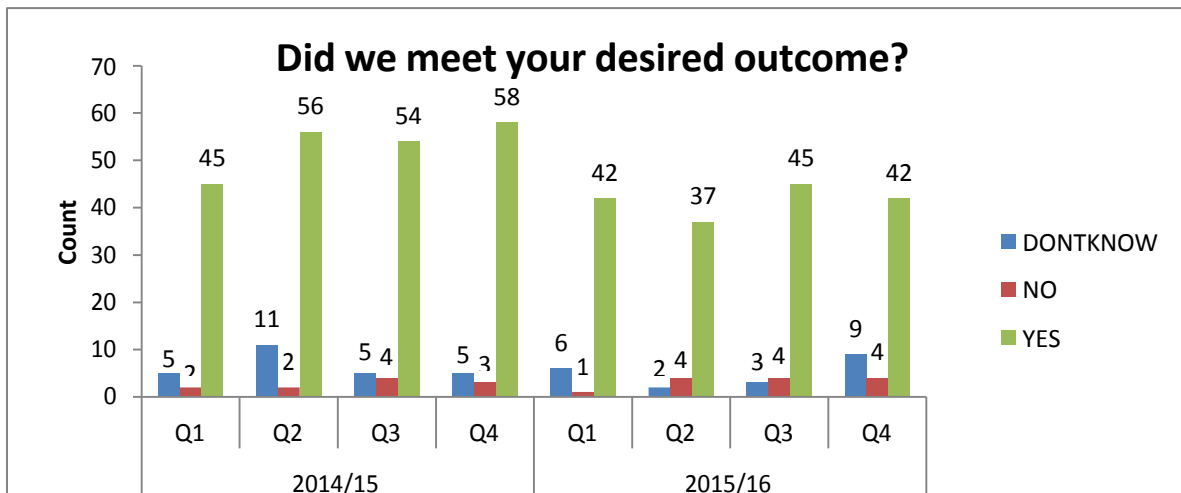


Customer Outcomes

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



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



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Southend-on-Sea Borough Council

**Agenda
Item No.**

Report of the Deputy Chief Executive for People

**to
Cabinet
on**

10th January 2017

Report prepared by: Diane Keens, Group Manager,
Placements Resources and John O'Loughlin, Director of
Children's Services

**Adoption Service Annual Report and updated
Statement of Purpose**

People Scrutiny Committee

Executive Councillor: Councillor James Courtenay

A Part 1 Public Agenda Item

1. Purpose of Report

- 1.1 To report on the activities of the Adoption Service, January – December 2016 and to review the updated Statement of Purpose in line with Standard 18.3 of the Adoption National Minimum Standards.

2. Recommendation

- 2.1 That the Annual Report, as at Appendix 1, is noted.
- 2.2 That the updated Statement of Purpose, as at Appendix 2, is approved.

3. Background

- 3.1 The provision, standards and operations of the adoption service is governed by:
- The Local Authority Adoption Services (England) Regulations 2003 (updated 2005);
 - The Adoption Agencies regulations 2005 (updated 2013 & 2014);
 - The Adoption Agencies and Independent Review of Determinations (amendment) regulations 2011;
 - The Adoption Agencies (Panel and Consequential amendments) Regulations 2012;
 - The Adoption Minimum Standards 2011.

- 3.2 National Minimum Standard 25.6 states that the Executive side of the Local Authority should:
- a) receive written reports on the management and outcomes of the agency twice a year;
 - b) monitor the management and outcomes of the service in order to satisfy themselves that the agency is effective and is achieving good outcomes for children and/or service users;
 - c) satisfy themselves that the agency is complying with the conditions of registration.
- 3.3 National Minimum Standard 18.3 required that that the Executive side of the Local Authority formally approves the Statement of Purpose and reviews it at least annually.
- 3.4 In May 2016, the adoption service was inspected and was deemed overall to be good. This was part of a wider social care framework inspection.
- 3.5 In May 2012 the Government introduced an Adoption scorecard to more transparently monitor adoption standards across the country. Southend's performance against the scorecard continues to improve.
- 3.5 Southend continues to be better than the national average in all areas in particular in:

- Average time between entering care and moving in with an adoptive family
- Average time between Placement Order and matching

Both of these areas are better than the national average, and timescales for both continue to fall. Southend has an on-going commitment to finding adoptive families for our children and the small numbers included in the figure, does mean that it is hard to judge levels from one year to the next.

Of those children placed since April 2016, who will begin to be reported as part of future scorecards the average time between Placement Order and Matching with adopters has reduced from 117 days to 110 and between entering care and being placed for adoption, from 329 to 324. This should therefore begin to show in the 2017 scorecard, although with several sibling groups for whom we have now successfully identified adoption placements we may still not reach an overall average as low as we would like.

- 3.7 The grant funding which was available for the past few years to support adoption ceased in March 2016. During 2015 however there were two new grant funding streams introduced nationally for Post Adoption Support and one year funding for some specific categories of inter-agency fee. The adoption support fund will continue into 2017 but with reduced capacity, but the interagency support at this time will cease apart from one very specific category where there is over 18 month delay in placing a child which will continue until the end of March 2017.

4. Other Options

- 4.1 There are no other options presented as it is a statutory requirement to present a report to the Executive twice yearly and to update the Statement of Purpose annually.

5. Reasons for Recommendations

- 5.1 The Annual Report provides one of the two reports required each year. The second report takes the form of an interim adoption report. This report came in September 2016.
- 5.1 The Adoption Statement of Purpose has been updated and requires cabinet approval.

6. Corporate Implications

- 6.1 Contribution to Council's Vision & Corporate Priorities

The Annual Report sets out the framework for the work of the Adoption Service. It provides evidence of the annual activity which directly supports the delivery of the Corporate Priority to 'Improve Outcomes for Vulnerable Children'.

- 6.2 Financial Implications

If the service does not work efficiently in recruitment and family finding, there could be a financial impact in the purchasing of adoptive families through the National Adoption register at a cost of £27,000 per placement.

Southend continue to be financially successful in reaching its income generation target set of £170,000 per annum. Difficulties in securing health services for adoption in a timely manner and the cessation of the inter agency support fund will have a financial impact in 2017/18. The amount of this impact is hard to assess at this stage.

In addition, the national changes to Regional Adoption Agencies could have a further impact on income generation dependent on the model ultimately agreed by Adopt East.

The national drop in the number of adopters coming forward and the courts preference to place through other permanency options such as Special Guardianship could eventually impact on the services ability to sell adopters through national forums.

In addition the number of children being referred over the past 12 months has doubled, meaning that it may be necessary to place more children through the national adoption register, particularly where they cannot be placed in a local family. Both of the above two points will impact on income versus expenditure in future years.

6.3 Legal Implications

It is a statutory requirement to present a report to the Executive twice yearly and to update the Statement of Purpose annually.

Further legal issues may arise in the coming year dependent on the outcome of the Adopt East negotiations and the agreed delivery model.

6.4 People Implications

With the changes in 2016/17 through the creation of Regional Adoption Agencies, it is unclear at this stage as to how adoption services will be delivered in future years and the Governance of this. This will become clearer over the next year.

The success of Southend through the national adoption register has meant a large increase in the demand for post adoption work given the increase in numbers of children being placed for adoption in Southend. The adoption service is a small service and additional capacity is now required to enable post adoption services to be developed as required. Any additional capacity should ultimately be self-funding through the adoption support fund grants, although funding from this is being reduced and there is no long term commitment from the government to maintain this funding stream..

6.5 Property Implications

None at this time however should Adopt East at any stage decide on an actual hub rather than a virtual one, this may have implications for property in the future.

6.6 Consultation

Consultation with adoptive and birth families and with adopted children about the work and delivery of the service takes place on a regular basis. The adopters' voice is also fully a part of negotiations regarding Adopt East and they sit as Board members.

6.7 Equalities and Diversity Implications

The adoption service works within the new Adopt East boundaries which covers a diverse geographical area and enables a wider choice of families for Looked after Children in Southend being placed for adoption. Sufficiency planning has identified the need to target families for children from Eastern European countries as well as those willing to adopt children with additional needs and those who are older at the point of placement.

6.8 Risk Assessment

No significant risks identified. A full risk assessment will need to be undertaken once the Adopt East delivery model and governance structure is decided upon to ensure that the changes do not have a negative impact on Southend children or their families.

6.9 Value for Money

The Southend adoption service will achieve an estimated income generation of over £250,000 in 2016/17, however it is unclear at this time as to the possibility of achieving this in future years, given the changes proposed in adoption service delivery.

6.10 Community Safety Implications

None

6.11 Environmental Impact

None

7. **Background Papers**

CMT briefing paper (attached) October 2016

8. **Appendices**

Appendix 1: Adoption Service Annual report 2016

Appendix 2: Updated Statement of Purpose December 2016

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Southend Adoption Service

ANNUAL REPORT 2016

Welcome from Southend Adoption Service

Introduction

I am pleased to present the Southend Adoption Service Annual Report for 2016. We have had another busy year. The service has continued to place a number of children with new families and has also been very successful in selling more of our adopters to raise income which can then be used to better support Southend children, moving to adoption. Our commitment to quality and the best outcomes for children remains our priority focus. The birth parent drop-in group supporting parents who have lost children to adoption has gone from strength to strength and has become valued by those who attend. We have continued to run our own post adoption training and overall post adoption support

Highlights

The Christmas party and summer post adoption events have been a great success and were enjoyed by all who attended. A second therapeutic residential weekend allowed us to re-engage with families of older children who are struggling with adolescence and adoption and was a fantastic success.

Looking forward

For 2017 we are committed to building on the success of 2016. We will continue to offer a quality service which is value for money with the ultimate aim of improving outcomes for Southend Looked after Children.

We aim to:

- develop further post adoption support work
- develop further family intervention work
- develop further income generating schemes

The on-going work on Regional Adoption Agencies will greatly impact the way forward in the coming year.

Our Ethos

We strive to provide opportunities for children and young people to have secure futures and to find safe, high quality adoptive placements where this is required for children who cannot return to their birth families.

We work closely with our partner agencies and birth families to ensure that we achieve the best outcomes for all young people.

I am pleased to say that throughout 2016, placement stability in adoptive placements has again been maintained with no disruptions this year whilst timescales have continued to tumble allowing children to be in their new families at an earlier stage.

Southend Adoption Service

Purpose of this report

The provision, standard and operations of the Adoption service are governed by:

- The Local Authority Adoption Services (England) Regulations 2003 (Updated 2005 & 2013 & 2014)
- The Adoption Agencies and Independent Review of Determinations (amendment) regulations 2011 and the
- Adoption minimum Standards 2011
- Care Planning, placement & case review 2014
- Education and Adoption Act 2016

National Minimum Standard 25.6 states that the Executive side of the Local Authority

- a) receive written reports on the management and outcomes of the agency
- b) monitor the management and outcomes of the service in order to satisfy themselves that the agency is effective and is achieving good outcomes for children and/or service users

The aim of this report is to provide the information required to enable the Executive side of the Council to fulfil its duties in this respect.

Overview

The past year has seen further developments in the adoption service, leading to increased income generation.

Jo Hines, Service Manager, has continued to encourage and support innovation and training, leading to staff being equipped to support adoptive families in Southend in a more proactive way.

With increased numbers of children being placed in Southend for adoption, the service has been asked to respond to more support requests than ever before. The challenge has been grasped by the team as they understand the need to support from the outset to prevent later difficulties. This has placed the service under significant time pressure.

Southend have continued to work closely with the Department for Education, looking at recruitment of adopters and Special Guardianship processes.

The past year has shown significant development of Regional Adoption Agencies and Southend have joined Essex, Luton, Hertfordshire, Suffolk and Adoption Plus to begin forming Adopt East Regional Adoption Agency. This will develop further over the coming year.

It continues to be a time of continual change for adoption services, whilst demand for services, particularly post adoption, sees a dramatic increase. We have seen a rise in the number of children being referred with adoption as a primary or parallel plan and more complicated court outcomes for children leading to significant additional support for adopters being required.

Statistics for past twelve months

(from 1.10.15 - 30.9.16)

- Numbers of adopters approved : 18 *(33 in 2015)*
- Numbers of children referred for adoption: 67 *(37 in 2015)*

- Number of children matched with new families: 36 (19 in 2015)
- Number of Adoption orders made: 25 (24 in 2015)

Stars 2016 Valuing Diversity winner Jo Hines

I am nominating Jo Hines for her professionalism, dedication and excellence shown in supporting my partner and I and our adopted children through all 4 of our adoption assessments over the past 10 years. Jo has undertaken has undertaken all of our assessments and has seen us placed with 3 beautiful children (now 4). We are a same sex couple and Jo has always treated us and our family with the utmost care, respect and professionalism. Jo is reliable and honest and very trustworthy. She is a real champion of disadvantaged and adopted/cia children.

Our 3 children and my partner and I have been trained superbly by her over the years in forming positive attachments with our children and in using therapy to help them to heal in our care.

What she does for me has been through the adoption

The Government in 2012 introduced an Adoption Scorecard to track timescales for children awaiting adoption. This scorecard tracks over a three year average. In scorecard published in March 2016 the average time between a child entering care and moving in with adopters was 505 (599 previous scorecard) days. The National Average for the same period was 593 days and for our statistical neighbours was 562 days. By the 1st October 2016, the three year average had dropped to 329 days.

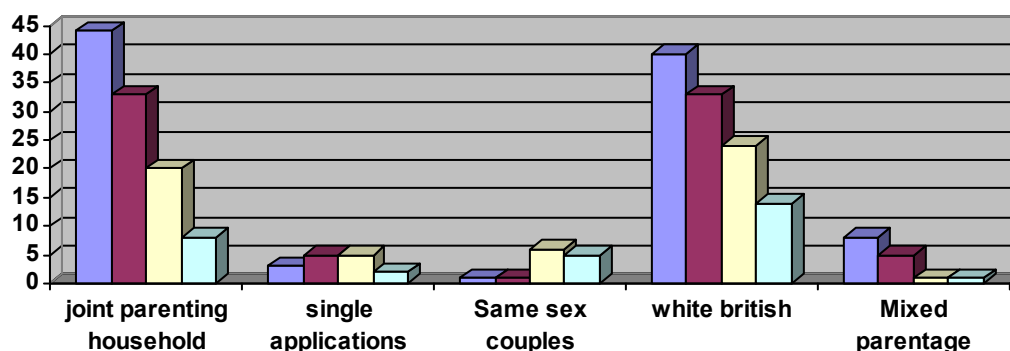
Of those children placed since April 2016 however, who will begin to be reported as part of future scorecards the average time between entering care and being placed for adoption has reduced from 329 to 324 days. This should therefore begin to show in the 2017 scorecard. This is a fantastic achievement by all involved and means that Southend children are being placed into their new families much quicker, preventing undue delay.

Recruitment; training and assessment

In the past twelve months we have received over 53 (103 in 2015) requests for adoption information. Up until 30th September 2016, 25 (35 in 2015) families attended information events. 15 (25 in 2015) Families have attended workshops in the past twelve months.

Over the past year there has been a national dip in the number of adoptive families coming forward, Southend have begun to see this trend hitting locally for the first time. In October 2016, Southend had 7 families in stage one and 3 in stage 2.

Of the households who have proceeded to workshops the following breakdown is found:



2013 - ■
 2014 - ■
 2015 - ■
 2016 - ■

Of the households approved by Southend, there are currently 11 (31 in 2015) households available on the Southend register.

Adoption Panel

In 2016 we ran 11 Adoption panels. The following statistics are available from the work of these panels:

(From 1.10.15- 30.9.16)

- PAR's (Prospective adopters report) presented (general approval): 18 *(33 in 2015)*.
- PAR's presented (for a specific child): 0 *(0 in 2015)*
- PAR's presented (Overseas adoption): 0 *(0 in 2015)*
- Children presented to ADM for Preferred option: 35 *(29 in 2015)*
- Children for matching with adopters: 36 *(19 in 2015)*
- Number of disruptions: 0 *(0 in 2015)*

Just wanted to voice my appreciation of the support your team offers. As a family we do need help and I believe that my two have been able to learn and grow with the teams support.

Thank you for your liaison with Prince Avenue, my hope is that this can really begin to benefit the children from a place of understanding.

Unluckily for you, we cannot afford to holiday every half term, so we will be there!

Linda Butcher

Adopter

25th October 2016

ES

past year. This

approval group,

for all approved adopters who have not yet been linked with a child. This allows us to offer ongoing training and to share profiles.

The Southend post adoption group continues to go from strength to strength and is very much adopter led with training and speakers as requested.

The post adoption group continues to allow us the opportunity to identify stresses within certain placements at an earlier stage and to pick up and undertake direct work with the family before breaking point has been reached.

Where preschool children are placed for adoption in Southend we encourage families to attend SPARKLES. SPARKLES is a group in which adopters are shown and encouraged to play with their own child using therapy techniques, a therapeutic approach that promotes the development of attachment relationships..

SPARKLES has added benefits as adopters who meet each other have often gone on to develop supportive relationships and networks.

The need for families to be supported post placement continues to be on the increase as families seek to re- parent children impacted by the trauma experienced in their early childhoods.

In addition to our on-going sparkles group and adopter training programme during this time period over 30 families have requested additional post adoption support many of whom continue to engage and access this now. In reality this means over 60 children are receiving on-going support. This has doubled over the past year with more children being brought into Southend and families seeing the impact of the support offered.

We have sought to optimise access to the government Adoption Support Fund Scheme having over 30 applications approved and accessing over £113,000. Of this funding additional services are purchased but a significant proportion funds the skilled work the Adoption Team itself is able to provide.

In addition to this 14 families are part of our preventative therapeutic programme which was launched at our residential in October and will continue to May 2017

Following on from the success of last year's Therapeutic Residential Project the Southend Adoption Team held another one on 14-16th October 2016. Our proposal was accepted and supported by the Adoption Support Fund. Recognising that most adoptive families will require additional support at different times throughout their child's own journey in this project the Adoption Team is seeking to be proactive and preventative before major crisis occur aiming to minimise the risk of any disruption which we recognise would be devastating to all.

This year's therapeutic residential project was ambitious as it grew in size with over 50 adults and children attending, but we also wanted to capture those families with younger children.

The weekend offered a range of therapeutic activities including 'The Just Right State' course, therapeutic drama workshops, creative play as well as a range of physical activities from adventure courses to fire building. For the families as a whole we had mindfulness workshops and a family disco which was engaging and fun. The wide ranges of activities available were aimed to develop confidence, self-esteem and capacity to connect and engage with others. Something we know is often a challenge for adopted children. For the parents we launched a NVR (non-violent resistance) support group, supported by Partnership projects.

The weekend was just the start of the project and the therapeutic activities will continue through to May 2017.

The weekend received a lot of positive feedback from both the parents and the children

Children commented:

- I loved the weekend because it was super fun and I made new friends
- I used to be scared of heights until I did the high ropes, I got to do things I have not done before
- I liked making a den and everyone was really friendly
- I loved it all, it's way better than normal weekends
- I want to come back again!

Parents Commented:

- It was reassuring to hear that other families experience the same issues and emotions
- the NVR course was very intuitive, I can't wait to learn more
- time with other adoptive families was just awesome
- I did not know what to expect but felt comfortable to share our journey, the highs and lows and picked up a lot of hints and tips – thank you
- I've exchanged tel numbers and feel my network will grow as a result
- I felt I could relax in this group

- A well planned weekend with the right amount of activities – thank you for the time and effort put in to ensure the weekend was fun and a success

The letterbox contact system continues to develop and we are currently supporting approximately 250 contact plans, in several cases this includes direct contact.

As young people are themselves approaching maturity we recognise that the need for them to consider how their own history integrates with their experience of adoption is more prominent. We seek to support adopted young adults who have been adopted. Before a young person reaches the age of 18, we review the information exchange and contact the adoptive parents. Following on from this we send a letter and leaflet directly to the young person, to offer them support. The numbers of young people reaching 18 is beginning to rapidly grow due to the increase in adoptive placements made over the past few years. We recognise that just because a young person is reaching the age of 18 they may not be at a point in their lives where they wish to trace their birth family or request access to their adoption files. We believe however that it is important that they know what services are available to them as young adults. In 2016 we have directly supported four individuals to access their adoption files and have facilitated contact between two adopted young adults and birth family members.

At Southend Adoption Service we recognise that when a child joins an adoptive family it is not only the immediate family that are impacted, but also their extended families and networks. We regularly hold information sharing evenings for this group, to raise their awareness of the challenges adoption can bring and to explore practical support they may in turn be able to offer. The groups are well attended and have already proven a great success in supporting placements where difficulties arise and allows us to tap into the extended support with training to give them the understanding to help. Where families have large support networks or where a child being placed brings additional complexities individual events for families are arranged.

We recognise it can be a challenging and difficult time for existing children within a family who are approved to adopt to wait for a child to be placed in their family. In July 2016 we ran a group for 6 children aged between 6-8 years. The group gave the children an opportunity to share their feelings, ask any questions, make new friends and generally have fun together. We also introduced Theraplay activities, which the children will be able to play with their new sibling, and help them to understand the importance of these simple games. The feedback from the children was very positive and is a group which the children have asked continue for both themselves and for new children in the same position. The children wanted this group to be called the “super Sibling Group”. This will continue to develop over the next 12 months.

Southend continues to be successful in recruiting adopters and often selling these through the national register. This is financially beneficial to Southend Council with over £250,000 being brought in in the past 12 months. It does

however have an impact on the level of post adoption support required. In the next year we hope to recruit a further member of staff to the team to support this work. This post should eventually be self-funding through the grants from the adoption support fund.

Birth Parent Support Group

We have through 2016 continued to run the group which directly supports birth families who have been affected by adoption. The Birth parent group meets on a monthly basis in a local community centre. We have found that the quantity and quality of letters received has continued to improve and has allowed some children to receive contact with birth families that they otherwise would have missed. The group seeks to offer birth parents a nurturing experience, eg they are offered warm drinks and toast and in turn they present as less defensive and more open to receiving support.

The group continues to grow slowly. We have come to recognise that this is viewed more as a drop in. We advertise the group in local community areas to ensure that as many families as possible can be supported. We have been able to support several young mums through a second pregnancy and have been able to continue to support several very vulnerable parents, post adoption. Over the past year we have successfully engaged with some birth parents who previously had no on-going contact with the Department, allowing their adopted children to receive information about their birth families and therefore to begin to really make sense of their backgrounds.

Denise Burgess, our letterbox co-ordinator continues to take a lead role in this group and is regularly contacted by some of the more isolated birth parents for advice and support.

Dear Aimee

We just wanted to say a MASSIVE thank you for all that you have done. You are so positive and organised. Thanks for always believing in us and keeping us going even when the chips were down.

We are head over heels in love with Mason. Thank you for finding him for us.

You are the best

Gary, Paul & Mason

April 2016

Schedule 2 & Birth Relative Initiated Contact

Possibly influenced by all the media interest and TV programmes like 'Who do You Think You Are' this is an area of work that continues to grow. BRIC (Birth Relative Initiated Contact) is where birth families express an interest in making contact with an adopted adult, whilst Schedule 2 is where an adopted adult requests their adoption records and often seek support in tracing their birth family.

In 2016 we at any one time continued to have approximately 35 cases open supporting individuals who are trying to trace information about their own adoption and 10 birth relatives seeking to trace an adopted adult. We have had the privilege of facilitating several reunions and continue to offer support to individuals for as long as they require as they seek to establish new relationships and make sense of their past.

Other work

During 2016, Southend have developed further joint projects with education regarding the "Just Right State". Training was undertaken with schools in 2015 so that a number of teachers across the Borough are now trained to run the programme. In addition NVR training has been run with a number of agencies in 2016 to support further the work that is undertaken across the Borough.

Several programmes were initiated in local schools where children both adopted, in foster care and some placed with their birth families joined together in the programme. Schools saw a real benefit in this for the children concerned. In 2016 we ran similar programmes through Marigold with the fostering service for foster carers and their foster children.

In 2016 we have developed further Mindfulness Meditation Training in which students learn about the importance of being in the present moment (the now), bringing about feelings of acceptance and not judging analysing experiences so much in our day to day life, and not always feeling the need to have answers, and instead just being in the moment. It is learning to feel connected with everything and balancing your emotions and body systems.

They learn breathing techniques that help quieten and still your mind, and then learn how to actually listen to your own body sensations by performing a body scan technique.

They learn daily exercises to practise each week to start to reap the benefits of a calmer, more still mind, a happier more contented mind, balanced feelings and emotions and have more quality time in their lives, more meaningful life and to be more in tune with their actual body sensations and tensions, and therefore learn techniques to relax muscles and release tension in both mind and body.

This course recognises that in order to manage the continuous challenge of being parents the parents themselves need to be valued and develop strategies and this is something we have made an opportunity for.

This course was run at the recent residential weekend for parents and the feedback from this was again very positive.

The Adoption future

In June 2015 the Government released a document entitled Regional Adoption Agencies (RAA). This paper introduced the idea of large Regional Adoption Agencies, running adoption services for a number of local authorities.

Over the past year there has been significant work undertaken to look at managing such a service. The Government has passed legislation to allow them to direct local authorities to join an RAA in the next few years where they are hesitant to do so.

Over the past year the work has been alongside, Essex, Hertfordshire, Suffolk, Luton and Adoption Plus voluntary adoption agency with a view to potentially creating an RAA called Adopt East. This has proven a complex process and one which although making significant process, still has a number of crucial decisions to be made about operating models and delivery models. Once this work is complete, any formal proposal would need to be presented to Cabinet for each of the local authorities for sign off.

The Government have set timescales for the RAA's to go live in March 2018, however at this stage no formal decisions have been made. This work will continue in the coming year with a view to formal proposals being presented in late spring/early summer 2017.

The work of the Adoption service continues to grow. This is a small team who achieve fantastic results and who undertake a huge amount of work to support families. It is evident from statistics nationally that court delays and decisions are impacting on the number of families coming forward to adopt, whilst the number of children being referred to the service has doubled in the past 12 months. Expectations from the courts are that timescales of care

proceedings reduce whilst more complex family assessments are undertaken. This will need to be monitored closely over the coming year as this has a major impact on the whole of children's services and their ability to continue to reduce timescales for children and the most positive outcomes for their future.

Dear Ann

We would like to thank you so very much for all your kind support, advice and understanding. This has been a very long journey for us and a testing time, but it has been worth it. We now have the little girl we always wanted and our family is

Our social worker is always just a call or a text away. She even planned to visit us on her wedding day! She has text me at gone 10 at night and at weekends! We now have children placed with us and this is partly due to the advocacy work she does for us. When she has been on holiday other members of the team have attended meetings with us. We have never felt alone! We have worked with other local authorities on our journey and none are a patch on the Southend team. We do

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Southend Adoption Service

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December 2016

Telephone: 01702 212938

Website: www.southend.gov.uk



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Introduction

The following Statement of Purpose is intended to set out clearly the aims and objectives of the Southend Adoption Agency as required by Schedule I of the Local Authority Adoption Services (England) Regulations 2003 (amended 2005, 2013 and 2014) and the Adoption Agencies regulations 2005, amended by the Adoption Agencies and Independent Review of Determinations (Amendment) Regulations 2011 and the Adoption Agencies (Panel and Consequential amendments) Regulations 2012 and the Adoption National Minimum Standards 2011. As required under these Regulations, the Statement of Purpose will be presented to the Council's Cabinet for endorsement and will be reviewed and updated annually.

The Statement of Purpose will take into account the following:

- ❖ The Southend Adoption Agency Policy Document
- ❖ The Adoption Act 1976 as amended by Adoption & Children Act 2002
- ❖ The Local Authority Adoption Agencies (England) Regulations 2003 (amended 2005 & 2013 & 2014)
- ❖ The Care Standards Act 2000
- ❖ The National Minimum Standards for Local Authority Adoption Services in England and Wales 2011
- ❖ The Adoption and Children Act 2002
- ❖ The Adoption Agencies Regulations 2005 – amended 2011
- ❖ Children and Adoption Act 2006
- ❖ Any relevant Local Authority Circulars and Good Practice Guidance
- ❖ Adoption Scorecard
- ❖ Outcome of Adoption Inspection 2012
- ❖ Outcome of Safeguarding inspection 2012



The Aims and Objectives of the Local Authority in Relation to the Adoption Service

Southend Sea Borough Council Adoption Service aims to provide a comprehensive range of adoption services to children requiring adoption, birth families, adopters and those who have already been adopted. In meeting its aims and objectives, the Adoption Service will work within the relevant policies of both Southend Borough Council and the Adoption Service.

The objective of Children's Services is for every child to remain with their birth family and every reasonable effort will be made by the Authority to enable and support the birth parents, or the wider birth family, to provide a permanent home for the child where the child's needs can be met within a safe environment. However, if this is not possible then the child is entitled to grow up as part of a loving, adoptive family that can meet their needs during childhood and beyond. At all times the child's best interests come first with their welfare and safety being paramount.

The Adoption Service aims to recruit sufficient adopters to ensure that children can be placed with a family that not only meet the child's day to day needs but also the ethnic, cultural, religious, physical and emotional needs of the child. However, no child should wait indefinitely for an ideal placement.

The Adoption Service recognises the importance of a child retaining some form of contact with their birth parent(s) or birth family. Any decision about the possibility, type and frequency of contact will be based on the needs of the child and what is in the child's best interests. Where a child is of an age to understand, the child's views and wishes in relation to adoption will be considered when making plans for the child.

The Adoption Service aims to provide anyone enquiring about adoption with full information on the adoption process so that they can make an informed judgement about whether or not to proceed with their application. This will include those wishing to adopt from within the United Kingdom and from overseas, foster carers wishing to adopt a child already in their care and step-parents and relatives wishing to adopt a child from within their family.

Prospective adopters will be welcomed without prejudice and will be provided with clear eligibility criteria. They will also be given information on children waiting and what is required to meet the children's needs. The adoption provision aims to provide a service to birth parents and birth families that takes into account the lifelong implications of adoption and treats each individual fairly and with respect.

Birth parent(s) and birth families will be given information on local and national support groups, and where an adult adoptee requires information from their birth records, the adoption service aims to provide a supportive and informative service at all times.

The Adoption Service aims to provide information, help and support for all those who have been affected by adoption whether prior to, or after, the making of an Adoption Order. The Adoption Service also aims to protect all the information held and will provide security and confidentiality for all records, including those to be held for 100 years from the making of the Adoption Order.

The Adoption Service will maintain management information systems in order to monitor and evaluate the service provided and ensure all work is undertaken with the requirements of the National Minimum Standards, current legislation and Regulations, current policy statements and accepted good practice in mind.

Where can I see this Guide

Written copies are available at the Adoption Team. If you would like a written copy please contact the Adoption Team Manager at the address above or by contacting johines@southend.gov.uk

The guide is available on the Southend Borough Council website

The statement will be translated into other languages or made available in a format that is right for someone with physical, sensory and learning impairments and communication difficulties, upon request.

The Service Values

Southend's Success for All Children's Group has the following shared vision

'We aim to make sure that all children and young people who live in Southend are able to take advantage of the opportunities which are here now and to enhance these opportunities for the future. It is to

- Help them raise their aspiration and achievement
- Ensure they have the opportunities they need for inclusion
- Facilitate their participation in decision making that affects their lives
- Strive for excellence in the services we provide

The Adoption Service's values include:

- Being child centred; their best interests being paramount
- Focusing on outcomes for children
- Being outward looking, flexible, adapting to new ideas and ways of working and being responsive to individual need
- A commitment to learning
- Listening to children and their families
- Ensure that the services promotes equal opportunities and does not discriminate against anyone on the basis of their age, gender, sexual orientation, disability, ethnic origin, religion or culture
- Developing and enrich partnerships with other local, regional and national agencies to improve standards and offer a complete service, taking every opportunity to share best practice as openly as possible
- Improving standards of practice and service continuously to respond to changes in law and challenge poor practice
- A commitment to Children Services Practice Priorities

How will this happen?

These Aims and Objectives will be achieved by:

- Providing placement choices that reflect:
Equality
Diversity

Individual and personal needs
Social and cultural background preferences

- Delivering local Consortium placements wherever possible and appropriate to allow ongoing appropriate levels of post-adoption support
- Active leadership that delivers clarity of purpose to the adoption service
- Clarity about the purpose of individual placements
- Matching placement availability to requirements
- Providing access to support services (e.g. health, therapy) for children, and adopters.
- Facilitating the maintenance of valued relationships, where appropriate, especially with siblings and anyone identified by the child and birth family where possible.
- Avoiding drift and working with time scales that meet the child's best interests
- Designing and managing effective processes and ways of working
- Joint working and partnership
- Ensuring that staff are trained and motivated to deliver a child centred service
- Learning in order to deliver continuous improvement through:
 - The assessment and review of the service
 - Responding positively to complaints and feedback
 - Learning from any placement disruptions
- Involving children in policy and decision making
- Ensuring that children's wishes and feelings will be actively sought and fully taken into account at all stages
- Taking corporate responsibility within Children's Services for the effective management, quality and support of placements
- Being vigorous in challenging poor practice and addressing problems effectively
- Providing appropriate and pro active guidance and support to birth parents
- Undertaking ongoing quality assurance and consultation to ensure that the service focuses on outcomes for children

The Policies

There are detailed adoption policies and procedures to guide the way in which the principles are practiced. These cover children, adopters, birth families, adoption support, and non-agency adoption and inter country adoption.

New staff and panel members are given a copy of the adoption policies and informed of any changes.

A written copy can be obtained as above in 'Where can I see this guide?'

There is also a complete range of more general Southend Borough Council's policies which all staff first access as part of their induction.

The Structure of the Service

The Service is committed to monitoring the quality of its services and the outcomes of placements and collects data that measures the service's performance. The Group Managers for 'Placements and Resources' and for 'Specialist Resources and Quality Assurance' are responsible for the quality standards of the services and the Adoption Panel also plays a key role in this.

Staff with relevant qualifications, usually a CQSW, DipSW or Degree in Social Work, are appointed by interview in accordance with equal opportunities, good practice and human resources recruitment policy. Copies of staff qualification, references and checks are kept on Personnel files for inspection and oversight by the appropriate inspectors and managers. Regular supervision, training and annual employee development appraisals are conducted.

The core Adoption Team currently consists of 1 Team Manager/service manager, 1 Senior Practitioner, and 4 Social Workers. Administrative support is provided by 2 Adoption Administrators. All social workers within the team are suitably qualified with experience in varying degrees of children and family social work and fostering or adoption itself.

The Adoption Team is part of the Department for People. The Director of Children's Services is John O'Loughlin, who is also the Agency Decision Maker and the Deputy Chief Executive (People) is Simon Leftley who also acts as Deputy Agency Decision Maker. The Adoption Service is part of children's services which is managed by the Group Manager Placements & Resources (see below and attached structure chart)

- John O'Loughlin is Director of Children's Services and ADM. He holds a Dip SW; Dip HE and Msc (distinction) in Public Sector Management. John has worked in the public service for over 30 years across Health, Education and Social Care.
- Diane Keens Group Manager Placements & Resources since April 2011 and is Registered Manager of the Adoption Service. Diane was manager of an Adoption Team from 2002, joining Southend in September 2007 as Adoption Team Manager and has worked within Children and Families Service for over 30 years in Essex and Thurrock. Diane gained a Certificate Qualification in Social Work in 1985 at Chelmer College, Essex; a Bsc Hons Degree in Social Work (1st) in 2000 at Anglia Polytechnic University, Full PQ award and a Post Graduate Diploma in Social Work (Management) in 2006 at Anglia Ruskin University
- Jo Hines, Service Manager and Adoption Team Manager from May 2011 has extensive adoption experience having worked previously in the Adoption Service in Essex since 1997 and as Senior Practitioner in the Southend Adoption Team since 2007. Jo has a particular interest in Theraplay in which she holds level 1 & 2 training, which brings an added dimension to the Team. She has level 2 Dyadic Development psychology; levels 1&2 Sensory Attachment Intervention and foundation & level 1 Just Right State.
- Faye Khraud (since July 2012). Faye gained a BA in Social Work at the University of Essex in 2010 and worked in the Care Management Teams in Southend prior to joining the adoption team. She has level 1 Dyadic Development psychology; levels 1&2 Sensory Attachment Intervention and foundation & level 1 Just Right State and level 1 & 2 Theraplay.
- Diane Bowden, social Worker holds a BA(Hons)Social Work obtained in 2013; level 1 Dyadic Development psychology; levels 1&2 Sensory Attachment Intervention and foundation & level 1 Just Right State and commenced working for the adoption service in July 2013.
- Aimee Fossett, Senior Social Worker, was a student social worker in the team in 2009 and joined the team on a permanent basis in 2010 having gained her Degree in Social Work at Southend University. She has level 1 Dyadic Development psychology; levels 1&2 Sensory Attachment Intervention, level 1 & 2 Theraplay and foundation & level 1 Just Right State.
- Ruth Cadywould is a qualified social worker and senior practitioner and joined the team in November 2010. Ruth is a qualified nurse and qualified social worker and has considerable experience working in residential settings with adolescents and younger children. She has level 1 Dyadic Development psychology; levels 1 Sensory Attachment Intervention, level 1 Theraplay and foundation & level 1 Just Right State. She will be leaving the team in early 2017 but will continue to offer sessional work as required.
- Anne Caine - holds an NNEB Nursery Nurse Examination Board (Distinction) Child Development. Higher National Diploma in Child Care and Education and a Social Work Degree 2:1. In September 2007 after qualifying as a social worker she worked in First Contact

Team as a front line social worker. In August 2013 she moved to the Southend Adoption Team. Anne holds level 1 Sensory Attachment Intervention and foundation & Level 1 Just Right State.

- Anna Harris - completed her BSc in Applied Psychology and Sociology at Surrey in 2007, and an MSW at Kingston University in 2012. She has undertaken training in Motivational Interviewing, Pervasive Neglect, Using the Assessment Framework, Theraplay level 1, Working with sex offenders in child protection work, and Suicide and Self harm.

The System(s) in place to Monitor and Evaluate the Provision of Services to ensure that Services provided are Effective and the Quality of those Services is of an Appropriate Standard.

Statistical records are kept of the adoption service's activities, these are analysed to evaluate and monitor the service and to ensure children's plans are moving forward within timescales that meet their needs, and that adopters are being assessed and approved within the timescales of the National Adoption Minimum Standards. Monitoring is also undertaken to provide information on the needs of the children requiring adoption, the numbers of adopters required, and to ensure sufficient staff are available to provide an effective and efficient service.

The Government introduced an Adoption Scorecard in 2012 which set priorities for all Adoption Services. Southend uses this as an additional tool to monitor and evaluate the provision of services within the Agency.

Following approval, adopters are reviewed every year and are referred back to the adoption panel if they have not been linked within two years of approval.

Statistical records are also kept of all post adoption activity.



The following systems are in place to monitor and evaluate the service given:

- ❖ Preparation courses, the value of the training, information and preparation given.
- ❖ Case work supervision and performance management of staff.
- ❖ Quality assurance of papers going to the Adoption Panel.
- ❖ Adoptive applicants attending panel are asked to provide feedback on their experiences.
- ❖ Feedback on cases presented by members of the Adoption Panel.
- ❖ Review of how members of the Adoption Panel fulfil their functions.

- ❖ Following the making of an Adoption Order, adopters are asked to complete an evaluation form so that the service they have received can be monitored, and where necessary, improved.
- ❖ Various consultation exercises undertaken into specific areas of the service
- ❖ Southend participation survey
- ❖ File audits as part of the corporate audit process

Systems for providing feedback and evaluation from the following groups are in place. These include:

- ❖ Initial information given to enquirers and the time taken to respond to Adopters' experience of introductions, placement and the information given on the child.
- ❖ Adoption Panel attendance feedback
- ❖ Birth parent(s) and birth families and the service they have received.
- ❖ Where they are of an age to understand and communicate, the views of children placed for adoption.
- ❖ Inter-country adopters and the service they have received.
- ❖ Non-agency adopters, e.g. step-parents and relatives, and the service they have received.
- ❖ Schedule 2 users (birth record counselling and adult adoptees) and the service they received.

The Services Provided

The Service is part of the developing Adopt East Regional Adoption Agency. The Team covers all areas of adoption including recruitment, assessment and training of prospective adopters, preparation of children for placement, counselling of adopted adults, step-parent adoptions, birth parent counselling, post adoption services and inter country adoptions.

Who receives Adoption Services?

- ✓ Children requiring adoption
- ✓ Birth relatives
- ✓ Prospective adopters
- ✓ Approved adopters
- ✓ Children and their adoptive families who need adoption support
- ✓ Adopted adults and members of their birth families



What services are provided?

The Adoption Service provides adoptive families for Southend and local partners as well as the National Register. The Agency offers placements with adopters who have been approved and who are provided with comprehensive support and training.

The Adoption Service offers a therapeutic service for young people through the local EWMHS, and where needed with adjoining EWMHS services, where adopters live outside the boundaries. The Marigold Assessment + also undertakes life story work with children.

Specialist education support is available through the Looked after Children's Advisory Teacher and Virtual Head Teacher, until the making of an adoption order and beyond if the family reside in Southend.

Specialist Health support is available through the agency's Looked after Children Nurse and Consultant Paediatrician service.

Adopters are supported through the process of adoption by the allocation of an adoption Social Worker, usually the worker who has completed their assessment with them. They visit regularly (at least six monthly pre placement and more frequently as needed post placement) and have telephone contact in the intervening period. They are responsible for advising on the linking & matching of placements, practical support and advice to adopters, acting as a key liaison person with the child's social worker and completing reports for the Court.

A post approval group meets on a quarterly basis for approved adopters awaiting placement to offer ongoing training and to share profiles of children needing adoption.

A Southend post adoption support group meets on a quarterly basis, which looks at issues such as managing difficult behaviour, the effects of separation and loss, first aid and life story work as well as offering a Christmas Party and other social events throughout the year.

Family events also take place at least twice a year enabling adopters and their children to meet and integrate with other such families within their immediate and wider networks, further seeking to normalise adoption for all and strengthening the links developed between them further.

A Theraplay parent and toddler group for adopters with pre-school placements to support the development of secure attachment. (Sparkles) and thus improve outcomes for children placed for adoption.

Non Violent Resistance and Just Right State groups run throughout the year as does a new group supporting other children in a family approved for adoption.

A Birth Parent support group runs on a monthly basis to support birth parents with issues regarding adoption and to support the ongoing development of letterbox contact. This aims to help maintain contact between adopted children and their birth parents in a meaningful way.

Any family living in the Southend area whose lives are affected by adoption are able to apply to the Southend Adoption Service and request an assessment of need. This will be undertaken by a qualified adoption social worker to identify support required and available to the family or person concerned. A Support Plan will then be drawn up and agreed by the Adoption Support Services Advisor.

Southend also has close links with Adoption Plus, to help advise on the most complex cases.

Recruitment of Adopters

Any person expressing an interest in adoption is invited to one of the local open events.

Adoption information is also available on the Southend Borough Council website. The team also have an active Facebook page which gives information and activity news.

Key Aims of the Recruitment Strategy;

- Recruit a variety of adopters to meet the ever-changing needs of children in Southend requiring placements.
- Attract adopters from black and ethnic minority communities, those interested in taking older children, those with disabilities and larger sibling groups.
- Increase stability of adoptive placements through appropriate support packages
- To provide a choice of placements to match the needs of children and young people thereby decreasing the possibility of disruption
- Make adoptive families available to the National Register in a timely manner.

Prospective applicants are encouraged to attend one of the monthly information sharing events run by Southend. Following this, applicants are encouraged to explore their interest in adoption further and to inform us if they wish to proceed with Southend.

As soon as we are in a position to pick up the application, a Registration of Interest Form is sent. Once received, they will be notified within 5 working days as to whether Southend will proceed with their application and statutory checks are then started. The applicants then enter stage 1 of the process which is completed within 2 months. Southend allocate an agency advisor to support the family through stage 1. At the end of stage 1 there will be a formal interview after which applicants will be invited to formally apply and a written agreement completed.

At this point applicants begin stage 2 of the process. A decision re the suitability to adopt must be made by the Agency within 4 months of the acceptance of the formal application – 6 months in exceptional circumstances.

If the preceding processes follow each other without a gap, it will be the aim to complete the whole process within eight months from start to finish.



Placements for Children

Placements for children are considered on the basis of seeking carers from within the child's family first (Connected Persons). If this is not possible, placements from within the Borough's own resources (adopters) or those available within the agencies involved in the developing RAA will be sought, unless this is not in a child's best interests. If this is then still not available, an external resource will be located by the Adoption Team. This is achieved in a variety of ways including through linking with the National Adoption Register, Adoption Link, advertising in specialised publications, featuring children via exchange events and through continually developing links with other adoption agencies throughout the country.

The Adoption service receives requests for placements for adoption from the child's social worker. The request is provided in writing and outlines the reasons for placement, care needs, ethnicity, religion and language and intended timescales, legal status, forum in which the decision for adoption or foster to adopt was made and any other key information that enables a suitable match to be found.

An Adoption notification meeting then takes place to clarify what information is required for the Agency Decision Maker and by when and who will take responsibility for this.

Prior to the "preferred option decision", a worker is allocated from the Adoption Team to link up with the social worker and begin family finding and hopefully direct work with the birth family. This support they can continue for as long as it is required and certainly until the making of the adoption order.

Once a child has been referred for adoption, a child's permanence report and adoption placement report are prepared. During this work it is ensured that:

- Children are carefully listened to where they are old enough.
- Children's views about their situation, in particular, who they live with in the future and who they continue to have contact with are recorded and actively taken into account at each stage.
- Children should receive support services that meet their assessed needs
- Children should receive proper preparation for placement and support after placement.

(For more information see Adoption Agency Policy Statement)

Birth families views about placements are sought and taken into account.

Every effort is made to find a placement, which meets the child's emotional and developmental needs. This takes into account their ethnicity, religion, language, culture, gender and disability. However, no child should have to wait indefinitely for the ideal placement. Placements that cannot meet all these needs, but are sympathetic to them, can be considered.

The child is provided with a full and realistic family history and helped to maintain their heritage. A letter for later life is prepared and includes information about the child's birth and early life, and provides up-to-date information about themselves and their situation. The child's social worker writes this letter to be read by young adopted people when they reach their teenage years.

Social workers, foster carers and others staff work to prepare children for adoptive placement. Work is undertaken with children in regard to their wishes and feelings about adoption and the kind of family they would ideally like to live with.

When a family has been matched, children are given appropriate information about their new family in a format they can understand. This often includes welcome books including photos and DVD's, prepared by the prospective adopters.

Adoptive Applicants

Adoptive applicants from all sections of the community: married people; couples living together, single people, same sex partnerships and members of the diverse ethnic, cultural and religious groups, are sought in order to meet the diverse needs of children in this area.

People who are interested in becoming adoptive parents will be welcomed without prejudice, responded to promptly and given clear information about recruitment, assessment and approval. They will be treated fairly throughout the adoption process.

(For procedures, criteria and more detailed information see; Adoption Agency Policy and Information for Adopters leaflet)

Adopters will need to show that they can:

- ✓ Learn from their experiences
- ✓ Cope with stress
- ✓ Meet the ethnic, cultural, health and educational needs of the child needing adoption
- ✓ Offer consistency of care
- ✓ Work with children's social workers and other agencies to secure necessary services for the child
- ✓ Build and sustain close, intimate and reciprocal relationships
- ✓ Understand other people's points of view and their feelings
- ✓ Be in touch with sad and angry feelings
- ✓ Resolve past wrongs or losses
- ✓ Build secure attachments and share difficulties

At all stages of referral people are informed about a wide range of people who can adopt. These include:

- ✓ Families from all types of backgrounds
- ✓ Couples with or without children
- ✓ Couples who are married or not; heterosexual or gay
- ✓ Single people
- ✓ People from all ethnicities
- ✓ People with disabilities
- ✓ People who are not 'perfect'
- ✓ People who have had problems in the past
- ✓ People who rent their houses
- ✓ Some overweight and older people and smokers (subject to medical advice)
- ✓ People whose infertility treatment has ended.

Further explanation is available for each bullet points. For instance, when discussing weight, smoking and age this is qualified by explaining that adopters need to have the likelihood of maintaining the health and vigour needed to meet the many and varied demands of children throughout their childhood and into adulthood.

Adopters are clearly told that if they smoke they are unable to adopt a child under the age of 5 years. They are also told that they are not deemed to be a non-smoker until they have given up for a period of twelve months.

Further information is given about the qualities needed to adopt, which are:

- ✓ The ability to see the child as he or she is, not how you would like them to be
- ✓ Acceptance, commitment, flexibility, stickability, sensitivity and openness.
- ✓ The ability to cope with a bit of a mess and disruption
- ✓ Ability to ask for and accept help
- ✓ A sense of humour.

The information for the assessment is brought together in a format known as the PAR (Prospective Adopters Report). An adoption social worker visits applicants in their own home. They are seen together and separately if there is more than one applicant. Applicants are invited to make their own written as well as verbal contributions to their assessment. Work with the adopters own children is also undertaken if appropriate. Other members of the household are also interviewed. Significant relatives and referees are seen at this stage, also ex-partners. The assessing social worker will analyse the information and make a recommendation about the suitability of the applicants to be adopters.

Applicants see the completed Prospective Adopters Report (PAR) and are asked to sign to say that they agree its contents. Prospective adopters are invited to attend the adoption panel where their application is considered.



Post Approval

The Agency will review approved adopters every twelve months whilst on the register and continue to provide advice, support and counselling. After two years the assessment will be updated and represented to panel.

Every effort will be made to match the applicants with a suitable child or children. Applicants should be clear however that our priority is to find appropriate families for children. Approved adopters will be informed of the National Adoption Register, and Adoption Link arrangements.

Prospective adopters receive preparation for a child being placed when they attend the preparation course and during their assessment.

When a link with a particular child or children has been agreed at the linking meeting, the adoption social worker and child's social worker will tell the prospective adopter about the child and give some written information too. If the prospective adopters wish to proceed, they will receive further detailed

information including the child's permanence report. The child's foster carer and the two social workers will also visit them.

All prospective adoptive parents have the opportunity to meet with the medical advisor prior to the matching adoption panel, but particularly where children have special needs.

Where the child's case has been considered by court, leave of the court will be sought to disclose specialist written reports about the child that may help adopters.

The agency is committed to developing a comprehensive range of services aimed to support adoptees, both as children and adults, prospective adopters and adopters in the periods before placement, after placement and post adoption. An Adoption Placement Report is prepared prior to the full adoption panel to make clear what support will be offered to the child and their new family. This will include services such as financial support, payment of legal expenses where agreed; referral to specialist local services; letterbox contact, ongoing training and a telephone helpline.

Following approval of the match at the full adoption panel, a placement planning meeting will be called. The Adoption Team Manager or senior practitioner will chair this. The meeting includes the adopters, their social worker, the child's social worker, foster carer and the foster carers supervising social worker.

The purpose of the meeting is to ensure that the adopters have all the relevant information available about the child. We provide the prospective adopters with a copy of the child's permanence report, matching report and adoption support plan. An introductions programme is devised in consultation with the adopters.

After the child is placed with the adopters, the child's social worker and the adopter's social worker continues to support the placement. Where more in-depth work is needed, the child and prospective adopters can be referred to services both in house and by other agencies as part of the adoption support plan.

Reviews are chaired by an independent reviewing officer until an adoption order is made. The review first considers the child's progress and then the adoption support plan and whether changes need to be made to it. Adopters are informed that they can make contact with the agency at any time in the future if they wish the adoption support plan to be reviewed.

Financial Support and other Support Arrangements

For placements arranged through Southend Adoption Agency, the Agency is able to pay introductory expenses and will meet costs of legal expenses where the adoption is contested or particularly complex. Applicant's court fees for an adoption application are paid.

At the point of matching, all children must have an adoption support plan, which highlights any financial implications. Adopters are provided with a leaflet setting out what benefits they may be entitled to. When all possible benefits have been claimed and if there is still a financial need, the Agency assesses whether it should assist. The adoption support plan must be agreed by the Adoption Services Support Adviser (the Group Manager Placements & Resources) and with the adoptive family before being presented to the Adoption Panel.

Subsequently, the child and adopters circumstances will need to be reassessed before any help is offered. Where there is a specific need for financial help related to the placement for adoption and

subject to means testing (which is required by government regulations). Southend will consider assisting adopters before and after the child is adopted. This support is available to any adopter living in the Southend area, whether the child has been placed by Southend or not.

Unless the circumstances are exceptional, most financial help given will be in the form of a one off rather than regular payments. One exception is where existing foster carers are adopting, where Southend Borough Council will agree to regular payments for a period of up to two years.

Making, maintaining and reviewing Contact Plans

Southend Adoption Agency recognises the importance of children and young people having suitable contact with their birth families and other significant people. Such contact is entirely governed by the best interests of the children. Contact can vary from the annual exchange of written information to face-to-face contact with members of the birth family at intervals appropriate for the child. The Agency Decision Maker will review contact plans at the Preferred Option Stage and later as part of the matching process.

The agency operates a letterbox contact scheme for the exchange of information between adoptive families and birth families. Birth families are also supported in arrangements for letterbox and direct face-to-face contact with the child by adoption support social workers.

There are usually mutual benefits from holding at least one meeting between the child's birth parent and the adoptive parents around the time of introductions. Other significant birth relatives may also be involved.

After placement, contact arrangements continue to be revisited at each review, but not after an adoption order is made. If there are any issues that arise later, these are addressed through the adoption support social workers.

A birth parent drop-in is run on a monthly basis to offer birth parents support and advice in all matters relating to adoption, but in particular to support with contact arrangements.

The Adoption Agency recognises that the contact requirements in each individual case, vary and need to remain flexible in order to meet a child's ever changing needs, therefore when approached Southend Adoption Service seek to review any request, ultimately the child's new parents will make decisions according to what they feel is in their child's best interests.

What happens if placements break down?

Very few placements for children do disrupt. However, where there is a disruption the Agency convenes a disruption meeting in order to try to understand the factors, which led to the breakdown of the placement. This helps in planning future placements. These meetings are chaired by an Independent Chairperson. A summary of the conclusions of this meeting are considered by the management team, within the Consortium and with the Adoption Panel to inform future practice.

Birth Families

Birth parents and birth families are entitled to services that recognise the lifelong implications of adoption.

Birth parents will be informed and consulted at the earliest stage when the agency has decided parallel plans, which include adoption. They will have the opportunity to give their account of events and to see and comment on what is written about them in reports for the Adoption Panel and in information passed to adopters.

Birth Parents will be offered a worker from the Adoption Team to advise and support them throughout the adoption process. If requested, this service can be provided by another local authority or purchased independently.

The Agency will provide a service for birth parents that wish to relinquish their child for adoption, usually babies. When the agency is approached before the child's anticipated birth, as much preliminary work as possible will be undertaken with the birth parents before the child is born, to ensure that the decision to place for adoption is based on the fullest possible consideration of all the alternatives available.

All birth parents will be encouraged to provide information and contribute to their child's life storybook and letter for later life. The life storybook provides a simple and age appropriate explanation of what has happened to the child up until they join their adopted family. It includes pictures of important people and places in the child's life so far, mementoes and other information relevant to the child. The child's social worker usually does this work with help and advice from the adoption worker. (For more information see Adoption Agency Policy Statement)

A Birth Parent drop-in runs on a monthly basis to support Birth Parents with any issue relating to adoption and especially to support in the provision of letterbox contact.

Step-Parent Adoption

The Service also provides advice, information and counselling for those who are seeking to secure the adoption of their partner's children. The same service will be provided for adoption by relatives.

Enquirers are sent written information about non-agency adoption within 2 working days. If having read the information provided, families wish to proceed, they are asked to apply in writing. Applicants are asked to complete the forms for statutory checks in line with agency adopters.

The adoption team will provide a detailed report for the court having considered all alternatives to adoption with the applicants. The Agency has a duty to only recommend adoption where it is in the best interests of the child for an order to be made.

In order to assess whether adoption is in the best interests of the child, it is necessary to seek the child's own views and the views of the birth parent who is not making the application. Similarly the views of wider family members will be taken into consideration where appropriate. (For more information see Adoption Agency policy Statement)

Services for Adopted Adults

The Service offers counselling and acts as an intermediary with the birth family where adoptees over the age of 18 years contact the Adoption Service seeking information or seeking contact with their birth family. This includes those seeking access to their adoption records, referred to the team by the General Register Office.

This service is available both to those adults adopted through this Agency and those living in this area whose adoptions were arranged through other Adoption agencies.
(For more information see Adoption Agency policy Statement)

Where adoptees are under the age of 18 and are seeking further information and possible contact with the birth family, the agency will offer counselling and act as an intermediary, taking into account the views of the adoptive family.

Support is offered to all young adult adoptees as they reach 18 regarding on-going information exchange and where appropriate the tracing of birth records and/or their birth parents.

Birth Relative Initiated Contact

Requests from adult birth family members for help seeking information or making contact with adult adoptees, placed by the Agency, will be facilitated by the team, who will act as an intermediary, approaching the adult adoptee, where their whereabouts can be found.

Recognising the potential impact that this work may have upon the adopted person, their separated sibling and other involved people; the work will be guided by the following general principles:

- The welfare, safety, needs, current circumstances and wishes of the adopted adult and others involved will inform any work undertaken.
- The role of the Service will be to assist the individual to understand and accept the situation they are in and the choices open to them, not to advocate on their behalf.

(For more information see Adoption Agency Policy Statement)

Applications for approval as an Inter-country Adopter

The Service believes that with inter-country adoptions, as with all other adoptions, the child's needs are paramount. The service will provide initial written information and counselling to applicants seeking to adopt a child from another country and offer advice on how further specific information regarding the legal and good practice arrangements for adoption in a particular country might be obtained. The team will apply the same standards as for domestic adoptions. (For further information see Adoption Agency Policy Statement)

Equal Opportunities

The Adoption Team is committed to working in an anti-discriminatory way, incorporating the Authorities Equal Opportunities Policy in all its work. Ensuring services to children meet their individual needs such as racial and cultural identity, religious and linguistic needs, disability, gender and sexuality.

The service endeavours to make a positive commitment to address these needs and promote respect and celebrate difference.

Child Protection

The Service complies with the SET procedures and Southend's Safeguarding Board policy in all areas of child protection and provides adequate training to its staff and adopters to ensure that children are safeguarded and protected at all times.



Adoption Panel

Southend Adoption Panel is compliant with The Adoption Agency Regulations 2005 (amend 2011 & 2013) and relevant guidance. Terms of reference for this panel and panel membership are available within the Southend Adoption Agency Policies.

The panel consists of people with a wide range of experience and diverse backgrounds and operates at sufficient frequency to avoid delay in considering children for adoption, approval of adopters and matching.

The Adoption panel is set up in accordance with government regulations. The panel is there to make recommendations to the agency on two main issues -

- ✓ Whether to approve people as suitable adopters
- ✓ Whether a match for a child with a particular adopter is right for them

They also comment on –

- ✓Adoption Support Plans
- ✓Contact arrangements
- ✓Issues of concern, which they feel the Agency needs to put right.
- ✓Quality assurance matters

The Agency Decision Maker will then consider the panel's recommendations before making a decision. Whether a child should be placed for adoption is now the decision of the Decision Maker and is no longer presented to the full adoption panel apart from where a child is relinquished..

Panel Arrangements

Southend has one Adoption Panel which usually meets monthly. The panel has been reconstituted under the Adoption Agencies Regulations 2005 – amended 2011 & 2013. There is now a central list of panel members who perform the functions of the adoption panel.

The panel ensures an independent chairperson. Southend appointed Panel Chair (Barbara Foster) in June 2014, and we have two independent Vice-Chairs who will stand in as required.

The main decision maker is John O'Loughlin, Head of Children's Services in the Department for People. He has overall responsibility for services for looked after children and is Decision Maker in cases presented for Preferred Option. There is a deputy Decision Maker, Simon Leftley, Director for People.

Involving people in Agency Decisions

Applicants to be approved as adopters are always invited to attend the panel where their approval is being considered and subsequently when they are matched with a child.

The panel always gives reasons for their recommendations. These reasons are recorded in the panel minutes. When applicants attend panel they are informed of the recommendation immediately in most cases, otherwise within 24 hours. Decisions are made within 7 days of the Decision Maker receiving the relevant minutes.

Individual decisions are made about when and how to tell children about agency decisions that adoption is right for them. The child's age, maturity and understanding and what they are likely to understand is taken into account.

If the decision maker is minded not to approve an adoptive applicant or not to continue with their assessment, he will write to them setting out the reasons and giving them the chance within 40 days to ask for the decision to be reviewed by the Independent Review Mechanism.

Placements with other Adoption Agencies

When children's needs cannot be met locally, they will be placed with adopters approved by other adoption agencies. Similarly, adopters approved by Southend who do not match the needs of the local children are assisted to have a child placed with them from elsewhere.

A Summary of the Complaints Procedure Established in Accordance with Section 26(3) of the Children Act 1989(A) and the Complaints Procedure Directions 1990 (B)

Complaints about adoption fall into two categories as follows:

1. Where the complaint is related to the service received, this is dealt with in accordance with Section 26 of the Children Act 1989, and the procedures on complaints for the Southend Borough Council's Department for People.

A service user or somebody acting on their behalf can make a complaint by contacting:

Customer Services Manager
Department for People
PO Box 6, Civic Centre
Victoria Avenue
Southend – on – Sea
Essex SS2 6ER

2. Where the complaint relates to the fact that the Agency Decision Maker decides not to approve the applicant, then the applicant will have the opportunity to have their case reviewed by the adoption service, or be referred to the Independent Review Mechanism.

The Independent Reviewing Mechanism is organised by the British Association of Adoption and Fostering. The Independent Review Mechanism (IRM) is a review process, conducted by a panel, which prospective adopters can use when they have been informed that the Adoption Agency does not consider them suitable and does not propose to approve them as adoptive parents (or has withdrawn the approval).

More information on the IRM can be obtained from:

Contract Manager,
Independent Review Mechanism (IRM)
Unit 4,
Pavilion Business Park,
Royds Hall Road,
Wortley,
LEEDS
LS12 6AJ

Telephone: 0845 450 3956

Fax: 0845 450 3957

Email: irm@baaf.org.uk



Contact Addresses and Telephone Numbers

The Southend – on – Sea Borough Council Adoption Agency is registered with:

OFSTED

Piccadilly Gate
Store Street
Manchester
M1 2WD

08456 404045

enquiries@ofsted.gov.uk

Southend Adoption and Fostering, Floor 7, Civic Offices, Victoria Avenue, Southend on Sea, Essex

Diane Keens (Group Manager) 01702 534406

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The System for Reviewing the Statement of Purpose

The Statement of Purpose will be reviewed annually and presented to Southend Borough Council's Cabinet for approval.

For a copy of this document in any other format / language, or to order more copies, please call 01702 212938

Southend-on-Sea Borough Council

Agenda
Item No.

Report of Deputy Chief Executive,
Department for People

to

Cabinet

on

10th January 2016

Report prepared by: Diane Keens, Group Manager,
Placements Resources and John O'Loughlin, Director of
Children's Services

Fostering Service Annual Report and updated Statement of Purpose

People Scrutiny Committee

Executive Councillor: Councillor James Courtenay

A Part 1 Public Agenda Item

1. Purpose of Report

To report on the last year's activities in the Fostering Service and agree the updated Statement of Purpose in line with Standard 16 of the Fostering National Minimum Standards.

2. Recommendation

2.1 That the Annual Report (Appendix 1) and Statement of Purpose (Appendix 2) be agreed.

3. Background

3.1 The provision, standard and operations of the Fostering service is governed by:

- The Local Authority Fostering Services (England) Regulations 2011 (updated 2013)
- Fostering minimum Standards 2011 and the
- Children Act 1989 Guidance & Regulations Volume 4, 2011

3.2 National Minimum Standard 25.7 states that the Executive side of the Local Authority

- a) receive written reports on the management and financial state of the fostering service every 3 months

- b) monitor the management and outcomes of the service in order to satisfy themselves that the service is effective and is achieving good outcomes for children and/or service users
 - c) satisfy themselves that the provider is complying with the conditions of registration.
- 3.3 The Statement of Purpose has been included as Appendix 2 in this report to provide a context for the content of the Annual Report, and includes the details of all support for foster carers. It has been updated to reflect changes in 2016.
- 3.4 A consultation was sent out to all carers in early November 2016 to ascertain improvements in the service and support that they receive. The outcome of this consultation will continue to inform service developments for 2017.
- 3.5 The children's service inspection which took place in May 2016, did not give an individual judgement for the fostering service but were positive in respects of the work of the service. They reported that "there is a good choice of places for children and young people in care, so social workers can make sure that children have a carer who is the right one for them to live with."
- 3.6 Standard 25.7 of the Fostering Minimum Standards stipulates that quarterly reports are presented to the portfolio holder. The service has been compliant with this requirement and the annual report covers the accumulation of this information
- 3.7 The Looked after Children & Care Leavers accommodation sufficiency strategy has recently been updated to ensure that sufficient resources are identified to meet the needs of our Looked after Children with respect to placements and move on accommodation for the next five years.
- 3.8 The sufficiency strategy has begun to address the issue of an expected increase in the number of UASC due to membership agreed of the National Transfer Scheme.

4. Other Options

None

5. Reasons for Recommendations

The Fostering Statement of Purpose outlines the Fostering Service core services and the annual report outlines the activities undertaken by Southend Fostering Service during 2016 and the outcomes and impact of the service.

6. Corporate Implications

6.1 Contribution to Council's Vision & Corporate Priorities

The Annual report sets out the framework for the work of the fostering Service. It directly supports the delivery of the Corporate Priority to 'Improve Outcomes for Vulnerable children'.

6.2 Financial Implications

If the service does not work efficiently in the recruitment and matching of children and young people this would have the impact of the Local Authority needing to purchase more external placements at a higher cost to the Local Authority. During 2016 over there has been a rise in the number and percentage of young people placed in house, however due to the increase in care numbers the service is currently stretched with respect to placements.

6.3 Legal Implications

None, however the Local Authority does have statutory requirement to provide reports to the executive.

6.4 People Implications

None

6.5 Property Implications

The fostering service moved to the Civic Centre on 10th November 2012. The service has now been co-located with the other child care teams for over 4 years and no longer has the additional costs of maintaining a sub office. This has continued to prove very positive and is fully embedded within children's services.

6.6 Consultation

Consultation with foster and birth families and with children and young people fostered about the work and delivery of the service takes place on a regular basis.

Specific consultations took place during 2016 including the annual consultation for Children's services. A further consultation was undertaken in early November 2016 to look at foster carers feelings and further consultation has been sent out to carers in early November 2016 which will be reported on in the next annual report.

Quarterly meetings take place directly between the Head of Children's Services and the chair of the Southend Foster Families Community.

6.7 Equalities and Diversity Implications

The recruitment of a diverse range of families enables us to better meet the needs of children Looked After in Southend. Local placements ensure that where appropriate, children and young people maintain links with their families, schools and communities. The outcome of the 2011 census indicated a changing demography in Southend and our Sufficiency Strategy takes into account the need to recruit more carers who can meet the needs of children and young people from Eastern European communities. This strategy has recently been updated. In addition we also have to prioritise carers who can support those children with challenging behaviour and those with complex additional needs.

An additional pressure for 2016/17 will be an expected increase in UASC placed in the Borough through the UASC National transfer scheme. Southend will need to ensure that capacity enables us to provide local and appropriate placements to meet the needs of this group of young people both pre and post 18 years.

6.8 Risk Assessment

The Annual reports explains the function and activity of the fostering service and does not pose a risk to the council

6.9 Value for Money

The provision of an internal supply of foster carers and families ensures value for money. High cost external placements are negated.

6.10 Community Safety Implications

None

6.11 Environmental Impact

None

7. Background Papers

8. Appendices

Appendix 1: Fostering Service Annual report 2016

Appendix 2 Statement of Purpose December 2016



Southend Fostering Service

ANNUAL REPORT 2

Welcome from Southend Fostering Service

Introduction

I am pleased to present to you Southend Fostering service Annual Report for 2016. This has been a mixed year for Southend Fostering Service, with an increase in the number of carers gradually being recruited. We have had challenges with staffing for most of the year

The Southend Foster Families Community (previously council) and the Fostering Team have worked hard again this year to arrange a number of social events for carers and Looked after Children in their care. The team recognised the hard work and commitment of our carers with the annual long service awards for foster carers in September 2016. For 2017 we remain committed to building on the successes of the past few years. We look forward to developing the service with the new edge of care team offering addition 7 day a week support where placements are at risk or where older young people are on the

Our ethos

The core of what we do continues to be to strive to provide opportunities for children and young people to thrive in foster care, whether for a few days or for a few years and to find safe, high quality adoptive placements where this is required for children who cannot return to their birth families.

I am pleased to say that throughout 2016, placement stability in foster care has generally continued to improve and the fostering team have worked hard at putting in support to placements to help this be maintained.

Carers have shown a real commitment to supporting Southend children and ensuring they have the best possible opportunities and many carers who are now approaching Southend are doing so because of the positive things that they have heard from our carers.

Southend Fostering Service

Purpose of this report

The provision, standard and operations of the Fostering Service are governed by:

- The Local Authority Fostering Services (England) Regulations 2011(updated 2013)
- Out of Authority – Placement of LAC Guidance (2014)
- Fostering minimum Standards 2011 and the
- Children Act 1989 Guidance & Regulations Volume 4, 2011

The Executive side of the council has a responsibility to monitor the management and outcomes of the service in order to satisfy themselves that the service is effective and is achieving good outcomes for children and/or service users and that they are satisfied that the service is complying with the conditions of registration.

The aim of this report is to provide the information required to enable the Executive side of the Council to fulfil its duties in this respect and builds on the quarterly reports shared with the portfolio holder.

Overview

2016 has been a mixed year with some good success whilst managing some challenges with staffing and an increase in demand through family connected persons placements. The number of assessments for this type of family placement increased in 2016 from 7 the previous year to over 37 in 2016.

Diane Keens continues as Group Manager for Placements & Resources and to be the registered manager for the service. Emmet Perry continues as Team Manager, supporting staff to fully implement the many changes.

Recruitment plans have been put into place, which have shown an increase in interest. We have been particularly successful in gaining interest from already established carers from other agencies who through word of mouth have asked to join Southend.

There are now 8 fostering households on the Southend Fostering Project, able to offer 24 placements to some of our most challenging young people. Due to staying put legislation there has been some blockage with these placements as young people turn 18 years but wish rightly so to remain within their placements.

The Project has enabled us to continue to compete with private agencies and to recruit some very experienced carers.

The aim of the Southend Fostering Project is to ensure we develop a team of highly skilled, experienced and dedicated foster carers who will ultimately reduce the high cost of agency placements and ensure the best possible care for our most vulnerable and difficult to place children in the area in which they live.

The Fostering Project has enabled us to place a number of young people who otherwise would likely have been placed within the private sector due to their complex needs. This has enabled us to keep the young people close to their families and support networks and to offer a high level of support.

We have been able to develop further our numbers of fee paid carers, who are shown to be the most flexible provision for us to offer high quality placements for a wide variety of young people.

Statistics for past twelve months

There has been an increase in the number of children Looked after, over the past 18 months. The needs of many of these young people have been assessed as complex, which has led to a slight increase in the number of residential placements requested. The number of young people placed with relatives under connected person's placements has also increased which has had a further impact on the fostering service capacity.

(October 2015-Sept 2016)

- Number of fostering Households approved - **8** *(14 in 2015)*
- Number of fostering households as at 31st September 2016 - **102** *(94 in 2015)*
- New Family & Friends carers - **9** (plus 37 children under connected persons against 10 the previous year)
- Number of information packs sent - **149**
- How many children were placed with in house foster carers at 31st September 2016 *(rather than placed in a PVI placement)*- **199** *(151 in 2015)* Including 37 in connected persons placements) (73% against 60% on 2015)
- How many young people over 18 remained in foster care *(using our staying put policy where a young person can remain in their foster placement until the age of 21)* – **36** *(28 in 2015)*

Recruitment; training and assessment

It is the aim of Southend Fostering Service to have sufficient suitable placements to enable all Southend children who require foster care to be placed with its own carers, local to their families and friends. The service has this year through its advertising strategies, continued to receive an increased number of people enquiring about fostering. We have continued to develop alternative methods of recruitment

to revitalise our programme such as through the use of social media sites and now have an active Facebook page. We continue to use proven methods such as bus back advertising and radio as well as attending a number of local events and activities. We have this year again combined several fostering and adoption events which have proven very successful and we are looking at continuing this in the coming year.

During 2016 we ran 4 Skills to Foster training programmes involving 17 households.

From this, 12 households who continued to full assessment: 9 Foster carers and Friends and Family carers were approved to 31st September 2016 (37 assessments were completed but many moved to SGO prior to approval at panel), 5 Households are currently being assessed.

The number of beds available has increased further to 186 plus 37 connected persons. We currently have 122 (108 in 2015) Fostering Households (including connected persons).

The team have completed 30 kinship assessments in the past year which have subsequently gone to SGO placements (8 in the previous 12 months).

Fostering Panel

Between October 2015 and September 2016 we have run 11 (*13 in 2015*) panels. The following statistics are available from their work:

- Form F's presented (general approval): 8 (*14 in 2015*)
- Form F's presented (for a specific child): 9 (*plus 20 currently under connected persons*)
- Children presented to long term linking panel: 10 (*7 in 2015*)
- Household Reviews presented to panel: 13
(*Annual reviews are only presented to panel after the first year*)
- Carers approval terminated (due to concerns) 1 (*1 in 2015*)
- Carers' approval terminated (retirement and resignation.) 5 (*9 in 2015*)

Activities since January 2016

The fostering service has continued to offer a range of activities including ones which are fund raising; celebratory and as an opportunity for foster families to meet. Since

January 2016, Southend Fostering Service has coordinated and supported the following activities in conjunction with the Southend Foster Families Community:

02/01/2016 – 100 children and foster carers attended the Pantomime with subsidised tickets

16/02/2016 – 13 children attended Roller City

06/04/2016 – 20 children attended Kids Kingdom

21/05/2016 – 67 children and foster carers attended the Foster Care Fortnight Party

29/05/2016 – 35 children and carers attended the Beach Hut Picnic

10/08/2016 – 20 children attended Kids Kingdom

25/08/2016 – 16 children attended the Teddy Bears Picnic

26/10/2016 – 47 children and carers attended the Sons and Daughters party

Monthly coffee mornings / support group well attended throughout the year

Beach hut fully booked and used regularly – Profit £326.00

Cash 4 Clothes - Profit - £400.00

Raffles - Profit - £90

Donations from foster carers - Profit - £200

During the last year, the Beach Hut was fully booked during all school holidays, weekends and used regularly during the week. It was available throughout this summer for all and has been used more recently for some contacts between Looked after Children and their birth families.

SFFC had a full Events Plan booked for this year which included Foster Care Fortnight and all activities were for both birth children and looked after children. They have continued to fund raise on a regular basis and use The Support Group / Coffee Morning for recruitment, training, raising funds and awareness.

In September 2016 the Carers Long Service awards took place attended by; The worshipful the Mayor, the Portfolio Holder Cllr Courtenay; members of the Corporate Parenting Group; Director for People, Simon Leftley and the Head of Service, John O'Loughlin. This was an event to highlight the excellent work and commitment shown by Southend Carers held at Porters and was thoroughly enjoyed by all carers.

The Virtual Head Teacher

Southend Virtual School

The Virtual School acts as a local authority champion to ensure Children in Care and Young Care Leavers of Southend Borough Council receive the best possible education. The Virtual School acts as the central site where all our Children Looked After are monitored and supported through a multi-agency approach. The Virtual School is the first point of contact for all aspects of support and challenge relating to young people's educational outcomes. The Virtual School also has responsibility for Electively Home Educated young people and Young Carers.

The Virtual School's approach is to work with looked after children as if they were in a single school, liaising with the schools they attend, tracking the progress they make, monitoring their attendance and supporting their carers to help them achieve the best possible outcomes.

In Southend-on-Sea, the Virtual School is enormously proud of the achievements of our children. We know they often succeed despite the challenges they experience. The educational attainment of our students continues to improve against expected national outcomes. The recent Virtual School achievement awards evening celebrated the achievements, attendance and progress made by our students, which was made possible by the support of all those involved with each and every child.

In 2014 Virtual Schools and the Heads of Virtual Schools become a statutory feature of the work carried out by local authorities in order to address the needs of looked after children. Ministers therefore want Headteachers to have a greater role in working with schools to ensure that duty is fulfilled. Effective use of Pupil Premium linked to the educational outcomes in individual young people's Personal Education Plan (PEP) will help to further the academic successes of our students.

In addition to monitoring education of all Looked After Children and in particular the PEPs so that targeted support could be given to meet the needs of individual students, the Virtual School has provided a range of other services to support the education of Southend LAC:

- Magazine subscriptions
- Mentoring and other group work offered to LAC via YMCA
- Activity sessions, and days out offered by SETSA this year these have included a trip to the zoo and theatre workshop, and performance.
- 'Just Right State' 6 week group for carers and children
- Residential Sailing trip for year 10 11 and 12 (14 places)
- Support and training for Designated Teachers via network meetings, a training day and an emotion coaching course as well as online training package and additional support as requested eg training in individual schools.

- Advice and support to foster carers and other professionals via attendance at team meetings and forums.
- Introduction of progress visits to schools where LAC are based
- Virtual School Awards Evening for LAC

Cirdan Sailing Trust

Southend Virtual School and Young Carers Residential Trip 22nd October – 28th October 2016.

14 young people from The Virtual School and Southend Young Carers attended an off shore sailing residential trip during half term. The adventure involved our young people becoming part of the sailing crew and taking an active part in all aspects of operating the ship and life on board. The young people successfully sailed from Portsmouth to Ipswich over the course of 7 days at sea which involved a challenging night sail where all young people were responsible for navigating through difficult rough seas.

The young people's attitude was outstanding throughout the trip, working effectively as a team, building resilience and overcoming personal challenges. The trip was a huge success and the Virtual School are committed to running the trip again next summer.

Challenges for the coming year

Over the coming year we will work with our fostering colleagues to support young people to maintain both stable placements and to fully engage and succeed with education placements.

We will work hard at further challenging schools to ensure that they make best use of the resources available in order to support our children effectively and to use our new E-PEP system to monitor closely the impact of academic plans.

Our main challenge remains those in years 10 & 11 where any disruption in their placements and or schools impact greatly on their ability to achieve in their academic success.

We will find new and creative ways of engaging our young people and consulting with our looked after children's expert group to gain their views and ideas.

We are working hard to raise the aspirations of our young people and the families who care for them. We will be working in partnership with a University to give our young people a taster of University life and to show them what an academic future could hold for them.

CAMHS support to Foster Carers

Emotional Health and Wellbeing of Looked after Children

Our senior MH worker continues to develop her remit to address the emotional health and wellbeing of the Borough's looked after children.

There are currently 44 open referrals to the Emotional Health and Wellbeing Service.

Work undertaken in the previous 12 months includes:

- Initial visits to complete an assessment of the child's difficulties and the family's need for intervention.
- Return visits and on-going support to families on a short term basis.
- Direct work with children.
- Direct work with Kinship Carer.
- Direct work with foster parent(s) to help sustain the placement and encourage reflective parenting.
- Family group work with four families (including Special Guardians); including mediation session following an incident.
- Attendance at professional meetings including LAC Reviews and Disruption meetings.
- Providing guidance and support through emails and the online Fostering Community to all Foster Parents.
- Co-ordination of the LAC Forums - consultation service with EWMHS.
- Crisis Intervention Work.
- Sibling Bond Assessment.
- Planning and development work on Therapeutic Plans and a Fostering Handbook – a reference guide for foster parents.
- Attendance at Group Clinical Supervision.
- A six week Just Right State Group had five children and their foster parent/carers complete the programme.
- A six week Non-Violent Resistance Parenting Group.
- Co-ordinate and co-facilitate the LAC Parent's Support Forum on a four times per year basis.
- Delivered training on Attachment and Trauma to group of Foster Parents and Special Guardians – offer monthly follow-up support to this cohort.
- Since September 2016, I have taken on two children for psychodynamic psychotherapy under the supervision of the Tavistock & Portman Clinic as part of my training.

My recommendation for the further development of this service is that we continue to work towards a trauma-informed foster parent group that have enhanced skills in understanding the impact of attachment difficulties and the ability offer a 're-parenting experience' to meet the emotional health and welfare needs of Looked After Children. To help them assist the children in developing their emotional regulation capacities, ability to form and maintain healthier relationships and engage socially with peers and other adults and participate meaningfully in a healthy, active life. I propose that we achieve this by regular training events and consistent, high quality support interventions as well as the continual recruitment of more foster carers. In the next year I plan to: -

1. Promote the service amongst the social work teams. I will do this by attending the Case Management Team's team meetings.
2. Increase the number of return visits to families to make more accurate observations and offer brief focused interventions.
3. Increase the number of families accessing Family Group Work.
4. Offer direct work to suitable children and/or their foster carers on short to mid-term basis.
5. Run annual Just Right State Group.
6. Run bi-annual Non Violent Resistance Parenting Group and offer ongoing support to families adopting this approach.
7. Focus on the training and on-going professional development of the foster parents.
8. Implement the therapeutic plans for those children identified as in need of therapeutic input, review and update these plans as appropriate.
9. Introduce the 'Theraplay' re-parenting approach and neural & sensory integration techniques to the foster parents.
10. Continue to work on a reference handbook for the foster parents to help them manage common difficulties. In the interim, to provide guidance and advice through 'How to...' sheets on various issues.
11. Attend Clinical Group Supervision and coffee mornings to offer advice and guidance.
12. Promote and co-ordinate the LAC Forum, held at the site of the Child & Adolescent Mental Health Service [EWMHS].
13. Explore an opportunity to set up a LAC Support Group for older children.
14. Explore alternative interventions which may support children's emotional health and wellbeing needs.
15. Offer consultation and advice to the social work teams, supervising social workers and foster parents via the telephone.
16. Offer a monitoring and support service to social workers making referrals to the EWMHS to ensure that LAC are not disadvantaged by their circumstances – i.e. missing appointments due to change of placement. To offer advice on the wording of referrals to ensure that LAC have an optimum access to MH services.

Karen Eves

Senior Mental Health Social Worker

Consultation with Carers

We have continued throughout 2016 to consult with carers on all aspects of the service.

We undertook an update for the consultation undertaken with carers in late 2015 looking specifically at issues raised by carers in autumn 2013 and 2014. This showed:

- An increase of 11.5% of carers who always feel treated as an equal, partner or professional by the fostering service
- When asked the same of the child care teams, there was a slight decrease of 8.9%
- There was a 22.8% decrease in those carers who feel listened to properly which caused us great concern and is an area on which we have tried hard to improve in the past year.
- Those who reported that they were invited to relevant meetings remained at 100%.
- 75.4% of carers who responded said that communication with the fostering is always or usually good, a decrease of 21.6% again an area that the team have worked hard on in the past year.
- When asked the same of the child care teams, there was an increase of 17.2% from 2015 which was very positive.

And

- The number of carers who felt that we match children well was variable. Carers understood that due to the increase in placements required, this could not always be as positive as everybody would like, however as a service we need to monitor this closely so that carers feel well treated by the fostering service.

Our challenges for 2016 in response to this were:

- To improve matching
- To make sure that all paperwork is available when children are placed
- Listening to carers views
- Improve communication with carers

A further survey was sent out in early November 2016 and the full outcome of this survey will be reported in the 2017 annual report.

Southend Foster Families Community

The Foster Families Community (SFFC), previously the foster families' council, has continued to meet on a regular basis throughout 2016 and have supported a number of activities for Looked after Children and their foster families, as listed above. They have been able to use these meetings to consult with carers about their views on the development of the service and continue to do so.

'The Southend foster families' community exists to promote the needs of foster carer's and to help where they can in that task. They undertake fund raising to provide days out and experiences for fostered children and the birth children of foster carer's.

Staying Put

During 2016 the numbers of young people in staying put arrangements has increased from 28 to 36. This enables Looked after Children to remain with their foster carers not only post 16, but up to 21. This is encouraging our young people to remain in education as they have the stability and support of the family with whom they have often lived for many years.

As stated above, we currently have 36 young people who have remained in their foster placement post 18. Whilst positive for the young people concerned it does mean that adolescent placements are lost from fostering for a few years, so the team need to work hard to bridge this gap within their recruitment of new carers.

For our care leavers who are unable or unwilling to stay with their carers, we have worked hard in 2016 to continue to increase high quality supported accommodation locally and will be looking over the next year at fully implementing a supported lodgings service.

Private Fostering

All private fostering assessments are conducted in line with the *Framework for the Assessment of Children in Need and their Families*. In addition to the assessment, a DBS Enhanced Disclosure is obtained for all relevant adults in the households and local authority checks and medical information (where deemed necessary) are obtained. An initial notification is made to the Private Fostering Panel at which point a recommendation is made to continue to full assessment or in some cases a

decision made at this early stage to prohibit the proposed private foster carer. Completed assessments are presented to the Private Fostering Panel for final consideration and the recommendation to confirm and support the arrangement is ratified by the chair of the Private Fostering Panel.

In 2016 we continued to build links with Southend Airport regarding processes when children/young people are accompanied by people that are not close family to detect child trafficking and develop protocols. Southend Airport is now represented at the LSCB Community Sub Group. To date we have received two referrals which were both appropriate. Although one child was identified who was going to be living out of borough, we were able to refer the case to Essex via our First Contact Team to ensure that the regulations and safeguarding procedures were followed.

Over the past year the demographics of privately fostered children has changed, leading to a number of the young people becoming looked after. In addition we have prohibited several households due to the concerns raised. We are aware that both young people and private foster carers can be reluctant to share when the arrangement is not working and consequently, privately fostered young people now have access to the same forums as Looked after Children and those on Child Protection Plans. In time a Child in Need Forum is proposed via the Planning and Engagement Team and this will be particularly beneficial for privately fostered youngsters given that all privately fostered children and young people are supported under a Child in Need Plan for the duration of their arrangement. For younger children the Young People's Participation Officer is planning a smaller group with activities which will enable them to engage in a fun environment.

At the OFSTED inspection in May 2016, Private Fostering was commended for the work undertaken and the safeguarding undertaken for placements.

Special Guardianship Orders:

The SGO Support Group continues to go from strength to strength. We have responded to Special Guardian's requests to increase the frequency of the group to six weekly. In the past year we have been able to undertake training and more recently have started to consult to look at improving services in the future.

It has become clear that due to tight timescales set by the courts, many family members feel pressurised into making a decision without fully understanding the long term impact. In the coming year we are looking at setting up a formal training for all family members applying for SGO's which will be run monthly due to timescales to help them to have the space to really consider the long term impact for them and their families. In addition, from the support group we have identified a few carers who are willing to talk through with prospective special guardians the real impact of the decisions that they are being asked to make.

Sadly, this year 6 children across two separate families have been placed on a Child Protection Plan. Equally, a very concerning trend over the past year has been the disruption of a number of special guardianship order placements, leading to young people coming back into local authority care or being returned directly to their parents without any level of risk assessment having been completed. This has been fed back to the local judiciary and where placements are found to be at risk, the new Edge of Care team will be asked to offer additional support once fully staffed.

Conclusion

The past year has been a busy time in the Fostering Service. Staffing has been a challenge due to a number of staff leaving on maternity leave and the huge increase in connected persons placements, however it is hoped that by January 2017 posts will again be filled.

We still have a few challenges for 2017:

- To continue to increase recruitment of foster carers to meet the needs of Southend children
- To develop further provision of high quality local supported accommodation
- To ensure recordings in a timely manner to ensure safeguarding
- To develop further out of hours support for foster carers through the edge of care team
- To further develop a cost effective, professional and forward thinking fostering service
- To embed further new procedures for long term linking to ensure quality assurance
- To ensure appropriate accommodation for UASC following Southend agreeing to regionally join the UASC National Transfer Scheme.

Final thoughts

Together with my colleagues and staff across the whole of Children's services, I would like to reiterate my thanks to all foster carers, their children and wider families for their work here in Southend.

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Southend Borough Council Statement of Purpose

Southend Fostering Service

Civic Centre
Victoria Avenue
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Essex

December 2016

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Introduction

Southend Fostering Service

The Fostering Service is managed within the Department for People and is led by John O'Loughlin, Director of Children's Services.

Status and Constitution:

The Southend Fostering Service is part of Southend Borough Council and is a 'Local Authority Fostering Service' as recognised within the Fostering Service Regulations 2011(amend 2013).

Southend Fostering Service is based at:

Civic Centre
Victoria Avenue
Southend on Sea
Essex
SS2 6ER
Tel No: 01702 212180

The Service's Values

Southend's Success for All Children's Group has the following shared vision

'We aim to make sure that all children and young people who live in Southend are able to take advantage of the opportunities which are here now and to enhance these opportunities for the future. It is to

- Help them raise their aspiration and achievement
- Ensure they have the opportunities they need for inclusion
- Facilitate their participation in decision making that affects their lives
- Strive for excellence in the services we provide

The success of this will be measured against the OFSTED guidance for inspection of:

- Gaining Children & Young People's views
- Value for money
- Helping children to be healthy
- Protecting children from harm or neglect and helping them to stay safe
- Success for children
- Achieving economic wellbeing
- Helping children to make a positive contribution
- Promoting equality and tackling discrimination
- Helping children to achieve well and enjoy what they do

The Department for People believes that children and young people who cannot be cared for within their own family, whether that be for a short or longer period of time, are often best served by being cared for within another family. The Department for People has sought to develop a Fostering Service that can meet the physiological, psychological, emotional, ethnic, cultural and religious needs of children who are looked after by Southend Borough Council. The agency's primary aim is to provide safe, high quality family care for children and young people.



Aims & Objectives

The overall aim of Children's Services is to provide safe, secure and effective services that enable all children to fulfil their potential, maximise their health and live successful adult lives. The aims of Children's Services are:

- To give all looked after children the same opportunities and benefits as other children to live in a safe, secure and stable environment.
- To enable children in care to reach their potential.
- To create a safe environment for looked after children.
- To ensure that looked after children are not disadvantaged or excluded by giving them a sense of belonging in their homes, schools and community.
- To develop and meet the emotional needs of looked after children.
- To provide looked after children with the ability to build and maintain stable relationships.
- To provide looked after children with life opportunities that will assist them to grow into autonomous healthy adults who will be responsible citizens and parents themselves.

In particular the Fostering Service's objectives are:

- To provide the best possible placements for children and young people to enable them to reach their full potential.

- To recruit, assess and support foster carers so they can provide a wide range of placements, which meet the diverse needs of looked after children and young people
- To ensure that the Children's Pledge and Foster Carer Charter are embedded into all work undertaken by the service.
- To ensure that sufficient resources are available through clear sufficiency planning, to meet the needs of our Looked after Children.

How will this happen?

These outcomes will be achieved by:

- Providing placement choices that reflect equality, diversity, individual and personal needs
- Delivering local placements wherever possible to allow ongoing appropriate levels of support
- Active leadership that delivers clarity of purpose to the fostering service
- Clarity about the purpose of individual placements
- Providing access to support services (e.g. health) for children and foster carers.
- Facilitating the maintenance of contact and valued relationships
- Support Friends and Family Carers in the same way as any other Foster Carer
- Avoiding drift and working with time scales that meet the child's best interests
- Designing and managing effective processes and ways of working
- Joint working and partnership
- Ensure that there is a 'Staying Put' procedure in place so that when a young person reaches the age of 18 and they cease being looked after, they have the opportunity to remain with their current foster carer under a supported lodgings agreement.



By working in partnership with foster carers within Southend-on-Sea to improve the quality of foster care.

- The Agency and Fostering Families have established Southend Foster Families Community in partnership, which plays a key role in the strategic and operational development of the service.
- Provide a grant to the Southend Foster Families Community.
- Adopt and carry out our work as set out in the Foster Carer Charter and Pledge to Looked After Children

To recruit, train, support and supervise foster carers the service organises:

- Advertising, publicity campaigns and recruitment initiatives
- Initial visits to applicants
- Safeguard checks on applicants
- Fostering preparation courses
- Assessments of foster carers and Family and Friends carers
- Presentation of foster carers and Family and Friends foster carers to the Fostering Panel
- Post approval training e.g. De-escalation and Behaviour Management and Valuing Diversity Support to carers during the assessment process and post approval
- Monitoring and improvement of standards of care
- Annual Fostering Household Reviews
- Provision of adequate allowances to enable foster carers to purchase equipment and furniture required for the purpose of fostering
- Support to carers at children's reviews and in the preparation of reports
- Supervision of carers to develop and maintain good standards of practice

To ensure the highest quality of care for Looked after Children:

- Standards of care are monitored through regular supervision, including unannounced visits. Any concerns about standards of care are addressed by the supervising social worker.
- Annual household reviews are undertaken and take into account the views of service users.
- Unannounced visits at least annually and more frequent where concerns or difficulties arise.
- Where concerns are noted or investigations are commenced following allegations against foster carers, the Fostering Service will ensure that these are investigated and that the foster carers are supported through the process.
- Following any formal Section 47 inquiries, the Fostering Panel will consider the Fostering Service's appraisal of the foster carers continued capacity to care for children.
- Support and advice for carers is available 24 hours a day.

To provide an in-house placement service for Looked after Children:

- A duty worker is available during office hours to take referrals from the Fieldwork Service and match children with appropriate in-house foster placements.

- Details of carers willing to take emergency placements are provided to the emergency duty team when the office is closed.

To promote a positive image of fostering for foster carers, the children of foster carers and children and young people placed with foster carers:

- Build a positive sense of identify for carers and foster families
- Long Service Awards for foster carers.
- Positive media coverage
- Fund raising and promotional events
- Awards for looked after children
- Annual celebration event for sons and daughters of foster carers

To create an environment of continuous improvement and innovation in everything we do:

- Consult with carers and their representatives about the service and how to improve it.
- Consult with children and young people who are looked after
- Consult with foster carer's children
- Consult with service users and their representatives about the service and how to improve it.
- Consult with staff and their representative about the service and how to improve it.
- Consult with partner agencies about the service and how to improve it.
- Undertake reviews of the service.
- Ensure that staff are trained and motivated to deliver a child centred service
- Learn in order to deliver continuous improvement through:
 - The assessment and review of the service
 - Responding positively to complaints and feedback
 - Learning from any placement disruptions
 - Involving children in policy and decision making
 - Ensuring that children's wishes and feelings will be actively sought and fully taken into account at all stages
 - Taking corporate responsibility within Children's services for the effective management, quality and support of placements
 - Being vigorous in challenging poor practice and addressing problems effectively.

Management, Staffing & Services

Management Structure

The Fostering Service is part of the Department for People, Children's Services. The Director of Children's Services is John O'Loughlin who is also the Decision Maker. The Fostering Service is part of Placements & Resources which is managed by the Group Manager Placements & Resources Diane Keens who is also the Registered Manager.

Quality assurance issues are managed by this Group Manager and the Group Manager Specialist Resources and Quality Assurance. It is also managed through the Fostering Panel.

Staffing

- **1 Team Manager** - Emmet Perry (full-time)
- **4 Senior Practitioners**
 - Martelize Kinnear (Part-time)
 - Angela Gray (4 days)
 - Phil Bugg (Full-time)
 - Sue Snoxell (Full time senior fostering worker for SGO and Private Fostering))
- **2 Placements Commissioning Officers**
 - Howard Cecil (full-time)
 - Magdalena Wach-Sowa (full time)
- **7 Supervising Social Workers**
 - Rebecca Sparrow (full-time)
 - Jenni Lawton (full-time)
 - Caroline Dolby (full-time)
 - Toni Bisaccia (full-time)
 - Suz Sawtell (full-time)
 - Lynn Hails (full-time)
 - Vacancy (Part-time)
- **1.5 Fostering Administrators**
 - Sally Andrews (part-time)
 - Loraine Little (full-time)
- **Marketing and Recruitment Officer**
 - Dawn Webb (part time)
- **1 Senior MH worker** – Karen Eves (Full Time)

The Team Manager and all supervising workers are qualified social workers, holding the Diploma/Degree in Social Work or an equivalent qualification.

Services provided:

Southend Fostering Service exists in order to provide foster care for children and young people looked after by Southend Borough Council. The Fostering Service aims to recruit sufficient carers in numbers and range of skills to enable children and young people to be placed local to their families and other support networks. The agency offers placements with carers who meet National Standards and receive comprehensive support and training. There is the opportunity for career progression for foster carers through fee paid schemes. There is an arrangement in place for independent support in the case of allegations, by way of a partnership scheme between Southend and Thurrock fostering services.

Placement Options

Long term (permanent):

Duration: Until adulthood
Purpose: Permanent, substitute care

Task centred:

Duration: 1 to 2 years including preparation for independence
Purpose: Provide substitute care where a lengthy piece of work is required, or for teenagers.

Short term:

Duration: Up to 1 year
Purpose: Provide substitute care while plans are formulated or a specific piece of work is carried out, e.g. assessment of parents.

Parent and child:

Duration: Up to 1 year (occasionally longer)
Purpose: Support parent, protect baby, and assess parenting skills.

Respite:

Duration: 1- 28 days; may be one off, or a planned series of placements, not exceeding 110 nights per year.

Remand and bail support:

Duration: Up to a year (very occasionally longer)
Purpose: Provide a placement when a young person is remanded to Local Authority accommodation by the Court.

Emergency:

Duration: Up to 28 days (may then evolve into short term or other type of placement)
Purpose: Emergency substitute care at very short notice.

Supported Lodgings

Duration: Ongoing until young person is able to move to independent living.
Purpose: To provide a supportive home environment to aid transition to independent living.

Short Breaks

Duration: No longer than 17 days in any one period and for no more than 75 days per annum
Purpose: To provide short term care and support for CWD and children in need

Staying Put

Duration : 18-21 years
Purpose: To provide ongoing support post 18 for care leavers within their foster placement



Services Provided

Southend Fostering Service offers a therapeutic service for children and young people through the Marigold Assessment +, the Southend Emotional wellbeing Mental Health service (EWMHS) services, and where needed, with adjoining EWMHS services e.g. where carers live outside the boundaries of Southend on Sea.

We have a senior mental health worker, working directly with the fostering service, to support the emotional health and wellbeing of Looked after Children in Southend.

Specialist education support is available through the Virtual Head Teacher and Advisory Teacher for Looked after Children, who are based within the Civic Centre. Children with special educational needs are provided with services through the special educational needs service. Specialist health support is available through the agency's Lead Nurse for Looked after Children.

The Virtual School Headteacher's role is to co-ordinate services for looked after children and their families, so that all school-age children in the care of Southend Borough Council are receiving the best possible education. The Virtual School approach is to work with looked after children as if they were in a single school, liaising with the schools they attend, tracking the progress they make and supporting them and their carers to help them achieve the best possible outcomes.

In late 2016 a new Edge of Care Team was developed which it is hoped over the coming year will add additional support to carers to prevent placement breakdown.

Children Placed

The majority of children are placed with in-house foster carers. The remaining children in foster placements are largely placed with independent fostering agencies (IFAs) that have an agreement with Southend Borough Council and provide local placements. Southend will usually only place with independent providers deemed 'good' or 'outstanding' by OFSTED.

The foster carer recruitment strategy, aimed at attracting local families to become foster carers, is increasing the number of available in-house placements.

Carer Households

The Fostering Service currently has 102 approved carer households across all the categories. Whilst several new Foster Carers have been approved, others have resigned, retired or been deregistered over the past year, however we continue to successfully recruit locally. The recruitment campaign is in place to recruit additional carers to reflect the needs of Southend's looked after population. Foster Carers need to reflect the ethnic and religious backgrounds of the children looked after by Southend Borough Council. We are particularly seeking carers from black and minority ethnicities, carers who can offer a home to large sibling groups, carers for children with a disability and carers willing to take adolescents. Fostering Allowances are set in detail in the Fostering Allowances booklet and policy. The rates for 2016/17 are currently pegged between 94% & 98% of the Fostering Network base rate figures. These figures are reviewed annually.

The Southend Fostering Team continues to carry out foster care and Family and Friends assessments and to assess and formally support and supervise all Connected Person's placements.

Procedures for the Recruitment, Approval, Training, Support and Review of Foster Carers

Southend Fostering Service has undertaken to ensure that its practices comply with the National Minimum Standards (2011). Furthermore the policies in relation to the recruitment, assessment, approval, training, management, support and supervision of foster carers reflect the expectations set out in the preceding Code of Practice.

Southend Fostering Service undertakes all its work within the principle, set out in the 1989 Children Act, that the welfare of children is paramount. This principle is applied to the agency's decision making, planning and daily work.

All social work tasks, including the assessment, support and supervision of foster carers, are carried out by qualified and experienced social workers.

All enquiries to the agency by people expressing an interest in becoming a foster carer are responded to promptly. We aim to have formally acknowledged the enquiry within two working days by sending an acknowledgement letter and information leaflets. This will be further supported by a phone call and a home visit within 7 working days of their confirmation that they wish to proceed.

Applicants are then invited to attend the Skills to Foster course. These are run at least every 3 months. Subject to satisfactory safeguard checks and the agreement of the Team Manager, applicants are also invited to make a formal application and are immediately allocated for assessment.

The target date for presentation to the Fostering Panel is within 6 months from the date of the initial enquiry. Applicants are invited to read the assessment report and to attend the Fostering Panel considering their application. The Fostering Panel's recommendations are then considered by the Head of Children's Services who is the decision maker. Each foster carer is allocated a named supervising social worker, who visits them on a regular basis. The agency also provides a 24 hour on call system through their Out of Hours service, staffed by specialist, experienced foster carers. Foster carers are offered respite as required by the Care Plan and Placement Agreement for each child.

Foster Carer Allowances

Fostering Allowances are set in detail in the Fostering Allowances booklet and policy. The rates for 2016/17 are currently pegged at between 94% & 98% of the Fostering Network base rate figures. These figures are reviewed annually.

Ongoing Learning and Development

A rolling programme of training is provided for foster carers, including courses on:

- Fostering Challenge
- Apprentiships
- Valuing Diversity

- Managing difficult behaviour
- De-escalation
- The effects of separation and loss
- First aid
- Substance misuse
- Life story work
- Court work
- Theraplay
- Child Protection
- Health of Looked after Children
- Fostering changes

Southend Fostering Service has full membership of CoramBAAF and Fostering Network and all carers have membership to Fostering Network (funded by the Fostering Service) where they can gain additional support and advice.

Fostering Panel

- The Fostering Panel is independently chaired.
- The Panel is compliant with the Fostering Regulations 2011 (updated 2013).
- The Panel meets on a monthly basis
- The Panel considers recommendations for the approval of foster carers and matches between foster carers and specific children where a long term placement is planned. It also oversees Household Reviews and the de-registration of foster carers and helps with quality assurance.

Quality Assurance and Strategic Planning

The Fostering Service keeps statistical records and undertakes analysis in order to inform judgement on the quality of the services offered and to provide information on which to strategically plan future placement requirements.

The Borough has a Commissioning Strategy, drafted in line with Department of Health guidance on 'Planning & Providing Good Quality Placement for Children in Care'. Information is kept and monitored on:

- The number of referrals of children/young people by age, ethnicity, religion, culture, gender and disability,
- The number of enquiries to approval, number of carers by age, ethnicity, religion, culture, gender and disability

- The number of Annual Foster Home Reviews conducted to timescale
- Disruption rates

There is a clear audit programme for all foster care files.

Private Fostering

The Fostering Service is responsible for:

- Information on Private Fostering within the local community together with the Local Safeguarding Board.
 - The completion of a Private Fostering Assessment to ensure that the placement can meet the child's needs.
- The maintenance of a register of people privately fostering and children placed with them
- The monitoring of standards within private foster homes.
- Awareness raising within the local community

Complaints

Complaints leaflets are provided to foster carers. Complaints leaflets are provided to children and young people by their own social worker and the fostering service provides further copies when requested or when circumstances indicate that this is relevant. Adults and children are encouraged to discuss any concerns about the service with their social worker and/or the team manager.

Making a Complaint

Southend Borough Council, Department for People has a Complaints Manager. Complaints, or indeed general comments or compliments, about the service can be lodged. Any complaint will be acknowledged and the Complaints Manager will organise an investigation of the complaint according to the three stages of complaints (Stage 1, Stage 2 and Stage 3).

The Complaints Manager can be contacted at
Department for People
Civic Centre
Victoria Avenue
Southend-on-Sea
Essex SS2 6ER

Telephone 01702 215085 or by email childrenscomplaints@southend.gov.uk

Comments and Complaints can also be made to Ofsted:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD
03001231231

Maggie Atkinson Children's Commissioner for

Additional Copies

Copies of this Statement are routinely given to people using the services provided by Southend Fostering Services.

A Children's Guide to our services is also available.

For a copy of this document in any other format/language, or to order more copies, please contact:

Southend Fostering Service
Civic Offices
Victoria Road
Southend on Sea
Essex SS2 6ER
Tel No: 01702 212180

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Southend-on-Sea Borough Council

Agenda
Item No.

Report of Deputy Chief Executive (Place)

to
Cabinet

on

10th January 2017

Report prepared by: Emma Cooney, Director of Regeneration
and Business Development

**Future of Southend General Market
Place Scrutiny Committee
Executive Councillor: Councillor Ann Holland
Part 1 Public Agenda Item**

1. Purpose of Report

- 1.1. To provide Cabinet with an update on the activity of the Thursday General Market in the High Street following three years of trading.
- 1.2. To seek Cabinet's approval for the next steps for the market to ensure its continued growth and sustainability.

2. Recommendation

- 2.1. **That Cabinet considers the options set out in this report and approves the recommended approach of outsourcing the market to an experienced operator external to the Council.**

3. Background

- 3.1. During the initial work for the Market Task and Finish group, background research from consumers and businesses indicated that a weekly High Street market would be positively received. Members agreed to progress the introduction of a general market in the town centre which was implemented by officers and has been operating since October 2013.
- 3.2. Over the last three years Southend General Market has grown to 20 stall holders, totalling 45 pitches. The market is made up of the following traders:
 - Homeware
 - Ladies Clothing x3
 - Plus Size Clothing
 - Menswear
 - Plants/Garden Ornaments
 - Giftware
 - Pet Food and Accessories

- Food
- Greengrocer
- Breads, Pastries and Patisseries
- Cheese and Pies
- Jewellery and watches
- Fishmonger
- Haberdashery
- Bed Linen and Throws
- Footwear and Accessories
- Cosmetics

3.3. Officers in the Economy and Tourism team have continued to work to maintain the market's current size and vitality. Gaining new stalls offsets those lost in a volatile environment and the market now enjoys a consistent number of stalls each week. The Market Task and Finish group has expressed a clear ambition to see the market offer develop further and expand.

3.4. Since the introduction of the market it has been managed through the Council's Town Centre Management function. This has been additional to the existing workload but has been able to draw on some additional temporary resource in the team such as an apprentice and has involved close working with key traders. However, to further expand and enhance the market the resources available to support it must be reviewed if the growth is not to be to the detriment of other town centre management activities.

4. Options

4.1. There are three options for consideration

4.2. **Option 1** – This is the preferred option with the management of the market outsourced to an experienced market operator via a procurement process. From early soft-market testing there are already two interested parties, one current trader on the Thursday market and the other from Essex Farmers Markets who operate the Saturday Farmers and Craft Market as well as seven other markets in the region.

Outsourcing the market would mean that the day to day management, organisation and running of the market would be undertaken by an external party with a proven track record of market management. The Town Centre Manager would be the point of contact for them but it would significantly reduce the time currently invested by the Town Centre Manager, Rating and Income (in managing payments) and Parking Management (in managing access and permits). It would also continue to generate an income for the Council while retaining the presence of the market.

4.3. **Option 2** – Recruit a part time in-house market manager to be responsible for the day to day operation of the market and promotion. As a dedicated resource they would be tasked with not only maintaining and growing the existing market but exploring options for additional markets and related activities. Based within the Town Centre Management function this would reduce some of the draw on officer time while maintaining the delivery of the market. Financially it would be

likely to result in a broadly cost neutral exercise as employee costs would offset any current surplus generated.

- 4.4. **Option 3** – Do nothing. This could either see the market stay as it is or increase the market with a reduction in other town centre management activity. As the Task and Finish Group has already expressed a clear ambition to see the market further expand, and a range of interventions and support are required to work with town centres in the face of a changing environment, this is not considered to be a viable option.

5. Reasons for Recommendations

- 5.1. The preferred option is option 1 which is to outsource the market. As a result the general market would benefit from industry expertise and contacts as well as the ability to grow and enhance the offer. It would also have the benefit of releasing up officer time to focus on other activity.
- 5.2. To provide a long term approach and secure return on investment from an operator a three year contract with an option for a further two years is recommended. This would include a financial model which would ensure that the Council continues to receive a revenue from the market(s).

6. Corporate Implications

- 6.1. Contribution to Council's Vision & Corporate Priorities

Prosperous – The General Market was introduced, and has subsequently been continued, to add further vitality and variety to Southend's High Street. This serves to attract footfall into the town centre supporting existing businesses as well as the individual market traders. It has also offered an opportunity for local charities to raise awareness of their activities in supporting the communities of Southend through the charity stall which changes charity each week.

Excellent – The enhancement of the general market and potential addition of other specialist markets drawing on expertise, capacity and networks beyond those already in place would deliver a continually improving offer.

- 6.2. Financial Implications

The market based upon the current number of traders generates a net surplus to the Council of circa £32k per annum. However, as trader numbers fluctuate the net income will also vary.

Should the recommended approach be adopted, the new market operator will be liable for the business rates, marketing and promotions, and all resources necessary to administer and manage the market.

The Council could either enter into a fixed fee or profit sharing option with the appointed contractor with set milestones for improvement. However, the financial arrangement would need to maintain the Council's net income position at the relevant time otherwise there will be a cost to the Council of outsourcing

the management of the market. Any shortfall in the procurement would need to be funded from within the existing budget of the Place Department.

The aim is to provide a vibrant sustainable offer to the public whilst achieving a viable market for both the Council and the market operator.

6.3. Legal Implications

The market currently has planning consent for 45 stalls. Expansion of the market and/or the introduction of specialist markets in other locations, would require further planning consent.

Regulatory requirements regarding the sale of goods must also be met. Draft regulations have been developed and assessed by the Council's legal team but may need to be further amended to reflect the changing times of the market.

Outsourcing the management of the market would be undertaken through a compliant procurement process with appropriate contracts in place for the duration of the term.

6.4. People Implications

Outsourcing the market would reduce the additional duties within the Council's Town Centre Management area and therefore enable officers to focus on other key areas of delivery, such as supporting secondary trading areas i.e. Thorpe Bay, Leigh-on-Sea etc.

The current billing system for the general market is creating an additional burden on the workload of the Revenues Team as well as the Traffic Management Section, whereas a fixed contract with a market operator or profit share arrangement would only require one point of contact rather than dealing with each individual trader so would further reduce the draw on Council staff time.

6.5. Property Implications

The High Street is owned and maintained by the Council. Any other sites would could accommodate further specialist markets would have to be considered on a case by case basis.

6.6. Consultation

Shoppers and businesses were consulted regarding the introduction of the market and generally found to be supportive.

Initial soft market testing to gauge whether there would be any interest in the outsourcing of the market has identified two potential opportunities.

6.7. Equalities and Diversity Implications

None

6.8. Risk Assessment

A full assessment of interested parties would be undertaken during the procurement process which would minimise financial and reputational risk to the Council.

The risks of not introducing dedicated resource to supporting the market are that the existing market may begin to dwindle, opportunities to enhance the market are limited and the additional activities to further integrate this in the town centre offer cannot take place without a detrimental effect on other town centre activities.

6.9. Value for Money

A financial model would be put in place with any outsourced operator to ensure that the Council continues to receive a revenue return from the market proportional to the market opportunity.

6.10. Community Safety Implications

None

6.11. Environmental Impact

None

7. **Background Papers**

None

8. **Appendices**

None

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Southend-on-Sea Borough Council

Agenda
Item No.

Report of Deputy Chief Executive
(Place)

to

Cabinet

on

10 January 2017

Report prepared by: Rosemary Pennington,
Cultural Development Manager

Development and Expansion of Jazz Centre (UK) in the Beecroft Art Gallery

Relevant Scrutiny Committee(s)
Executive Councillor: Councillor Holland
Part 1 (Public Agenda Item) / Part 2

1. Purpose of Report

To inform Members of the proposal for Jazz Centre (UK) to develop and expand its programme to take over areas of the lower ground floor of the Beecroft Centre, Victoria Avenue.

2. Recommendations

- 2.1 That Members support in principle the Jazz Centre (UK) proposal to extend its presence beyond the current single room on the Lower Ground Floor of the Beecroft Centre.
- 2.2 That Members authorise the Deputy Chief Executive Place to approve the terms of a lease in consultation with the Portfolio Holder for Culture, Tourism and the Economy based on the terms negotiated and recommended by Asset Management.
- 2.3 That Members note the future aspirations of Jazz Centre UK to further develop a Jazz Club for Southend into a regular performance space subject to future self-funding and planning considerations.

3. Background

- 3.1 The National Jazz Archive (NJA) was established in Loughton Library in 1988 as a charitable organisation to ensure that the cultural heritage of jazz is safeguarded for future generations of enthusiasts, professionals and researchers. In 2015 Southend Borough Council was approached to create a second centre in Southend to foster and develop jazz in the borough. A 10 year SLA was signed in July 2015 with the NJA with the aims to increase cultural activities within the borough and to promote jazz related events and activities across the borough from this new centre. Local jazz musician Digby Fairweather

has been the key driver involved in this project and has used his influence in the national jazz arena to support this initiative. The NJA would use the space provided (initially one room) as a facility to preserve and display parts of its collection with a vision to engage with local communities, academic partners to develop educational projects around oral and social history, and to provide academic research opportunities and work experience where appropriate. Since that time the centre has plans to develop beyond the remit of NJA, and a separate body Jazz Centre (UK) has been created in order to expand the activities offered.

- 3.2 The Council has already provided a room in the basement of the Beecroft gallery exclusively for Jazz Centre (UK). This room has been designated as “The Archive Room”. No charge is made to Jazz Centre (UK) for utilising this space.
- 3.3 Jazz Centre (UK) has recruited a team of volunteers to staff “The Archive Room” as a resource open to the public one day a week at present.
- 3.4 There was a highly successful opening in February 2016, with several hundreds of visitors during the one day event. Subsequent events have also been successful. As a result the interest in the centre has grown, and an increasing number of volunteers work at the archive. Celebrities and international musicians including Sir Michael Parkinson, Van Morrison, Jamie Cullum and Jools Holland are lending some support to the activity.

Proposals

- 3.5 Jazz Centre (UK) is now a constituted body based in Southend, and has negotiated an agreement with the National Jazz Archive to enable the existing archive collection to remain in the centre and to enable performances, exhibitions and events to take place at the centre; these activities go beyond the charitable objectives of the National Jazz Archive.
- 3.6 Jazz Centre (UK) has ambitious plans to develop a National Jazz Centre reflecting the town’s interest in jazz. In order to progress this it has recruited a group of volunteers to develop a jazz centre with an outreach programme funded through the group. They are also appointing a fund-raiser to support their financial objectives. The Council has been clear that there is no direct funding available to support the project.
- 3.7 The Jazz Centre’s initial plan is to expand into the lower floor currently used by the Beecroft Gallery. There are longer term aspirations to develop a larger separate facility that would need further approval, funding and planning considerations.
- 3.8 Through the proposed plans the Jazz Centre (UK) will increase community use of the lecture theatre in the building, for talks, films and performances.
- 3.9 Space currently allocated in the Gallery for artistic displays will be relocated to under-utilised areas of the Gallery, with design and costs of changes covered by Jazz Centre (UK).

3.10 The longer term aspirations for development would deliver regular performances, exhibitions, talks, meetings with objectives to:

- Encourage visitors to the centre from outside the borough.
- Attract new interest in jazz and cultural activities across the borough
- Engage with university and South Essex College to develop a programme of events for students.
- Engage with schools across the borough to raise the profile of jazz for young people.
- Promote travelling and in-house exhibitions of jazz, art and artefacts.
- House a full museum facility including instruments and jazz memorabilia; amongst them the Humphrey Lyttelton Archives and the 'Louis Armstrong Special' trumpet designed and played by Armstrong.
- Utilise the Lecture theatre area with a range of live performances.

3.11 A new SLA between Southend Borough Council and the Jazz Centre (UK) will be rewritten, and will include either a lease charge, or a contribution towards the running of the building to reflect the increased use will be negotiated.

3.12 It has been suggested that a Council Member be invited to join the Jazz Centre UK Trust to interlink mutual objectives and increase connectivity on this important cultural opportunity.

4. Other Options

To continue with the current arrangement and lose the opportunity of improving the cultural offer in Southend.

5. Reasons for Recommendations

5.1 To decide, in principle, to support the Jazz Centre UK's aspirations so it can progress fundraising and business planning.

5.2 To provide a new cultural facility and asset to the town for the express purpose of developing jazz in the borough, without any capital investment required by the local authority.

5.3 To encourage cultural tourism to the town, with the associated social and economic benefits this could bring to the borough.

5.4 To enable increased community use of an existing civic building.

5.5 The former Central Library has proved to be a successful site for the Beecroft Gallery, and additional investment in these facilities is important to improve the cultural offer in central Southend.

6. Corporate Implications

6.1 Contribution to Council's Vision & Corporate Priorities

- 6.1.1 Healthy Southend - Support Southend to be active and alive with sport and culture.
- 6.1.2 Prosperous Southend - Ensure continued regeneration of the town through a culture led agenda.
- 6.1.3 Excellent Southend – Enable communities to be self-sufficient and foster pride in their town.

6.2 Financial Implications

- 6.2.1 There are no capital funding implications for the council.
- 6.2.2 Subject to the lease being agreed, the Jazz Centre would contribute either rent and or running costs to assist building costs.
- 6.2.3 There will be no costs to the Council relating to relocating space in the Gallery.
- 6.2.4 Any leasing arrangements will be prepared and agreed by the Council to ensure there is no financial liability on the Council.
- 6.2.5 Future investment in the Beecroft building may be required to improve the facilities and secure the necessary environment to safeguard the collection.

6.3 Legal Implications

- 6.3.1 The agreed area of the Beecroft Gallery will be leased to NJA/Jazz Centre on terms to be agreed.
- 6.3.2 The council must demonstrate it has secured the best consideration reasonably possible and good value for money. The Asset Management Team will be involved in the negotiation of the lease terms, and the transaction will need to be certified for best consideration before the lease can be entered into.

6.4 People Implications

- 6.4.1 Cultural Services Officers' time will be used to assist the JAZZ CENTRE (UK) in the initial planning of this project.
- 6.4.2 Cultural Services Officers' time will be used to monitor and oversee the service level agreement.

6.5 Property Implications

- 6.5.1 The Asset Management Team in consultation with Cultural Services will work to agree detailed lease terms to ensure that the Council's position is suitably protected and that there is not any detrimental effect on the Beecroft Gallery; and ensure that best consideration and value for money are addressed relating to the proposals.

6.6 Consultation

6.6.1 JAZZ CENTRE (UK) has consulted with officers and with audiences and participants to its programme of events.

6.7 Equalities and Diversity Implications

6.7.1 This will be addressed through the design process to ensure this meets the required access requirements.

6.7.2 The programme promoted by NJA/Jazz Centre will be wide ranging and will look to incorporate specific events to celebrate the diversity of the town.

6.7.3 It is anticipated that NJA/Jazz Centre will have its own Equalities Assessment in place.

6.8 Risk Assessment

RISK	Likelihood (L) & Impact (H)	Mitigation
Funding Application not successful	M/H	Officers continue regular communication to assess situation in advance.
Insufficient numbers of volunteers to support and deliver the events	L/H	Officers to continue regular communication to assess situation and assist where necessary.
Unable to agree heads of terms for the Lease	L/H	Officers to work with NJA/Jazz Centre to agree terms.
JAZZ CENTRE (UK) unable to sustain the proposed activities.	L/H	Officers continue regular communication to assess the situation in advance.

6.9 Value for Money

6.9.1 The Council will not need to contribute financially to the development or delivery of the project or on-going revenue costs.

6.10 Community Safety Implications

6.10.1 Jazz Centre will produce risk assessments for all events and projects.

6.11 Environmental Impact

No environmental impact.

7 Background Papers

No background papers.

8 Appendices

No appendices.

Southend-on-Sea Borough Council

Report of Deputy Chief Executive (Place)

To
Cabinet
On
10th January 2016

Agenda
Item No.

14

Report prepared by: Emma Cooney, Director of
Regeneration and Business Development

Re-ballot of Southend Business Improvement District Ltd

Relevant Scrutiny Committee(s)
Executive Councillor: Councillor Ann Holland
Part 1

1. Purpose of Report

- 1.1 To update Cabinet on the success of the Southend Business Improvement District (BID) since its launch in April 2013.
- 1.2 To seek agreement from Cabinet to provide the support required, subject to approval of the BID Proposal, for a renewal ballot of Southend town centre and central seafront businesses in regards to another five year term of the Southend BID. To inform the ballot process, the BID must produce a BID Proposal. The Business Improvement Districts (England) Regulations 2004 require that a BID Proposal is submitted to the local authority to ensure that it meets the requirements of the regulations and a ballot can therefore proceed.

2. Recommendations

- 2.1 That the progress and impact of the BID in Southend's town centre and central seafront area is noted.
- 2.2 That Cabinet agrees that the Deputy Chief Executive (Place), in consultation with the Executive Councillor for Culture, Tourism and the Economy, be given delegated authority to:-
 - 2.2.1 Consider on behalf of the Council as billing authority, whether the proposal conflicts with any formally adopted policy of the Council, and, if it does, give notice of this in accordance with the BID regulations;

- 2.2.2 Determine whether the Council should support the BID proposal and if so, to vote yes on its behalf in the BID ballot. If a 'no' vote is proposed, this will be referred to Cabinet for further consideration;
- 2.2.3 Formally manage the ballot process in accordance with BID regulations.
- 2.2.4 That subject to a 'yes' vote at ballot by the relevant BID business community, the Council as relevant local billing authority will manage the billing and collection of the additional levy, and its transfer to the BID company. In the event of a 'no' vote, that the costs of the ballot be recovered from the BID Company as per the BID regulations.
- 2.2.5 Review and update the Operating Agreement, as required, that details the billing, collection and enforcement provisions as well as the arrangements for transmitting the BID receipts to the BID in consultation with the Director of Finance and Resources.
- 2.2.6 Enter into a revised service level agreement with the BID company regarding the operation of the BID and delivery of Council requirements and baselines.

3. **Background**

- 3.1 On 4th September 2012 Cabinet considered and agreed a report regarding the establishment of the BID in Southend town centre and central seafront area (Report DETE12053, Minute 227).
- 3.2 The BID ballot took place in November 2012 with the majority of businesses in the defined area voting in favour of the BID (turnout in the ballot was 49% with 92% of businesses by number voting in favour and 84% in favour by size.) The BID company was then formally established and commenced operation April 2013.
- 3.3 The BID is governed by a board of directors and a wider committee. Its aim is to work with local businesses and the Council to enhance and add value to the area covered by the BID in line with the priorities of the business community which are set out in a business plan for the term of the BID.
- 3.4 Since its launch the Southend BID has:
- Embedded a team of Street Rangers – a uniformed team on hand to welcome visitors. Extremely valued by local businesses and have assisted Police and businesses to tackling crime and antisocial behaviour.

Street Ranger Figures April 2013 to date

Visitor Enquiries	14321
Rough Sleeper Engagement/Relocation	4328
Retail Crime Assists	4030
Buskers Relocated	379
Unauthorised Collectors / Events	450
First aid Incidents	374
Anti-Social Behaviour Intervention	4072

- Child Safety Scheme has reunited in excess of 250 children with their parents. Police have confirmed this scheme has reduced the number of reported missing child incidents in the BID area and has allowed them to allocate available police resources to other reported incidents.
- Evening Economy - £11k additional night time policing funded by the BID since 2013.
- Annual events programme including, Outdoor Cinema, Italian Festival, Purple Festival, Southend Seafront Fireworks Programme, Christmas Lights Switch On, Christmas 4D Light Show. Also one of very few BIDs in the UK to secure Arts Council funding for events - Southend Charabanc/Disco Turtle event. Since 2013 BID events have attracted in excess of 100,000 visitors to the town centre and seafront as well as visitor spend and improved public image.
- Delivery of rebranded Visit Southend website to promote the town in partnership with the Council. The website updates visitors on upcoming events, promotions and attractions as well as including listings for businesses. Since the rebrand web traffic to Visit Southend from London IP addresses has increased over 300%.
- Successful Visit Southend multimedia advertising campaigns raised the profile of the town as well as promoting it as an attractive place to visit. There is now a combined following across the website and social media channels of over 50,000 people which is continuing to grow.
- Improvements to public space by improving the appearance of empty premises such as the vacant BHS unit in the High Street and the large HMV unit in Queens Road.
- Enhancement of the existing hanging basket scheme by introduction of a third container to all High Street columns as well as extending the scheme to include side streets. Bespoke wicker planters for the seafront.

- Christmas Lighting upgrade incorporating twinkling lights and festive lighting for side streets as well as taller bespoke 40ft Christmas tree.
- Reduction of vacancy rate in BID zone to 9.2% (from 10.5% during 1st quarter this year) with the creation of approx. 34 new jobs.
- Over £70,000 acquired through sponsorship and Friends of the BID scheme in addition to levy collected – invested back into the BID zone.

- 3.5 BIDs are established for a five year term at which point a renewal ballot must take place in order for the BID to continue. To inform the ballot process, the BID must produce a BID Proposal. The Business Improvement Districts (England) Regulations 2004 require that a BID Proposal is submitted to the local authority to ensure that it meets the requirements of the regulations and a ballot can therefore proceed.
- 3.6 The Council therefore has a multi-layered relationship with the BID. It must review the proposal and, if it is agreed, then manage the ballot process and undertake the billing and collection of the BID levy should the vote be in favour of the BID. As a landowner within the BID area the Council is a BID member and levy payer. The Council also has a seat on the BID committee – occupied by the Executive Councillor for Culture, Tourism and the Economy – and a service level agreement with the BID articulating how the Council, as a key strategic partner, and BID will work together over the five year term.
- 3.7 The local authority has a statutory responsibility to support the development of BIDs and facilitate their establishment and successive re-ballots. This includes conducting the ballot and collecting and enforcing the levy. The authority must also confirm that the proposed BID does not conflict with area plans and schemes. If the local authority is of the opinion that the Business Improvement District arrangements are likely to conflict to a significant extent with an existing policy, place a financial burden on rate payers or the burden from the levy is unjust, it can decide to veto the proposals. The local authority can only veto proposals within 14 days from the date of the ballot.
- 3.8 The Council must consider the respective roles that it may play in the process of developing the BID renewal process in line with BID legislation as a billing authority, as a land owner/ occupier in the BID area and as a ballot holder. The local authority ballot holder remains legally responsible for the ballot process as set out within government regulations.
- 3.9 The Council must also work with the BID Company to ensure that the ballot process follows a thorough research and consultation phase that focuses on the needs and requirements of the potential contributors within the area of the BID.

- 3.10 It is a requirement of the BID Regulations that the BID proposals include a statement of the existing baseline services provided by the Council and any other public authority in the proposed BID area. This statement will form part of the BID proposals which demonstrate to businesses voting for the BID that the proposed BID services are additional to the baseline services provided by the public authorities.
- 3.11 The Council is required to manage the collection and enforcement of the BID levy charges known as an Operating Agreement.
- 3.12 Part 4 of the Local Government Act 2003 (“the Act”) introduced BIDS. The creation, regulation and operation of BIDs is governed by the provisions of the Act and Regulations made under the Act, the Business Improvement Districts (England) Regulations 2004 (“the Regulations”) which have been amended by the Business Improvement Districts (England) Amendment Regulations 2013. The government has also issued the following guidance:
- *Guidance on the Business Improvement Districts (England) Regulations 2004*
 - *Business Improvement Districts: technical guidance for local authorities (“the Technical Guidance”)*
 - *Business Improvement Districts: guidance and best practice (“the Guidance”)*

4. Other Options

- 4.1 There are certain functions within the BID ballot process which can only be undertaken by the local authority. Therefore if the Council is to support a second term of the BID, subject to approval of the Proposal, it must be willing to undertake these activities.

5. Reasons for Recommendations

- 5.1 The Southend BID company has leveraged funding from businesses in the BID area which wouldn’t otherwise have been available to invest in the town. Paragraph 3.4 provides an overview of the impact the BID has made in the town centre and central seafront area funded through the levy and additional contributions. These interventions and value adding activities have been to the benefit of the town and could not have been delivered under the previous Town Centre Partnership/Management arrangement.
- 5.2 A second term is subject to a positive outcome from the business ballot and therefore the decision to progress is one that is led by the business community to meet their needs and is recognised as good practice by Government.
- 5.3 The detail of the Proposal, Operating Agreement and SLA will be negotiated over the coming months prior to ballot. Delegated authority

is sought in order that these discussions can be undertaken in a timely manner which allows the process to progress.

6. Corporate Implications

6.1 Contribution to Council's Vision & Corporate Priorities

Prosperous – The initiative is business led and sees a greater participation of a wider group of stakeholders from around the town. Additional funding would be invested over the further five years of the BID to enhance the town centre. The town centre would continue to be a more attractive proposition for residents, visitors and investors.

Safe – One of the key objectives for the businesses is to continue with the on-going safety of the town centre and seafront environment. Initiatives with additional security measures will continue to be a priority.

Excellent – The rationale for a BID is to put local stakeholders and their financial contribution to in a position of taking ownership of the defined area. The Council is demonstrating support for a business led initiative.

6.2 Financial Implications

6.2.1 The billing, collection and enforcement of BID levies will be undertaken using an additional module of the current Revenues & Benefits system - Northgate. This software was purchased by the Council and the BID is repaying the cost at £5,000 per year for the five year term. At the end of the initial BID term the initial purchase of the software will have been recovered. However there will still be on-going software licence costs and a need to develop the system that will need to be financed by the BID. during the 2018-2023 BID term to ensure there is a nil cost to the Council. The costs will be identified for recovery from the BID prior to the commencement of a new BID term from 2018. The utilisation of a similar software arrangement ensures that the procedures used to successfully collect Business Rates are extended to cover the proposed BID scheme. This also assists in minimising costs.

6.2.2 The ongoing costs incurred by the Revenues & Benefits Service for the billing, collection and enforcement arrangements for the BID will also need to be fully reimbursed by the BID. The likely cost of this annual support is £35 per hereditament as per BID legislation.

6.2.3 The administration process for operating the BID scheme will be set out in an Operating Agreement that details the billing, collection and enforcement provisions as well as the arrangements for transmitting the BID receipts to the BID. It is essential to keep the arrangements to a realistic level so that the cost of delivering them is efficient. In the event that the BID demands a level of monitoring that is not proportionate to the scale of the BID scheme then the Council's right to charge for such additional monitoring is reserved.

6.2.4 The Council will continue to maintain a separate BID revenue account in accordance with Section 47 Local Government Act 2003. This account is similar to the Council's Collection Fund in terms of ring-fencing the receipts for specific purposes, namely the BID, so that they can use monies to carry out their stated objectives.

6.2.5 The BID levy is based on the rateable value (RV) of a hereditament. As the Valuation Office will be undertaking a revaluation of RVs in 2017 the amount to be leveraged by the BID will be subject to change from the first five year term when c£370,000p.a plus a balancing sum, as necessary, has been paid to the BID. The change to business rates following the 2017 revaluation may result in appeals by a number of businesses within the BID area which may then see retrospective claims against the levy paid. This will need to be addressed through the balancing sum each year with the BID to ensure that there is no negative impact on the Council.

6.2.6 It should be noted that under the first term of the BID the Council's funding in support of the BID has reduced each year. Funding under the second term of the BID will be agreed through a revised SLA.

6.3 Legal Implications

6.3.1 The legislation supporting BID schemes was introduced by the Local Government Act 2003 and the billing, collection and enforcement arrangements are governed by legislation and the BID levy rules as set out in the Business Improvement Districts (England) Regulations 2004.

6.3.2 The BID requires a ballot and the rules also require notice must be given to the Secretary of State of the intention to ballot businesses. Failure to do this at the correct time or comply with the ballot and levy procedure rules could invalidate the BID.

6.3.3 Prior to a ballot of businesses taking place, the Council will need to formally accept and support the BID proposal.

6.3.4 If there is a successful ballot and a BID in place the levy collection would need to be enforced through usual business rates collection channels. In the event that the BID ballot is unsuccessful, then the scheme will fail.

6.3.5 If there is a successful ballot the Council will need to enter into with the BID Company Baseline Agreements, a Service Level Agreement and an Operating Agreement which will define:

1. The method of operating the BID scheme
2. The billing, collection and enforcement regime
3. Any complementary services that are contracted by the Council to the BID Company

6.3.6 There are statutory provisions under which the Council may, as the billing authority, in prescribed circumstances, veto the proposals. This is

generally where the BID's proposed work programme is already being carried out or if the scheme is considered to be unworkable.

6.4 People Implications

The current arrangements are proposed to continue with the BID Manager remaining as an employee of the Council. The BID Manager will deliver the BID business plan objectives on behalf of Southend BID Ltd.

6.5 Property Implications

Council owned properties within the BID area whose rateable value exceed the minimum threshold will be subject to the levy.

6.6 Consultation

In order for the BID to be granted a second term, a majority of businesses votes needs to be achieved. Consultation is essential with the businesses and organisations in the BID area and will be delivered as part of the preparation process. Throughout the current BID term, all businesses have been consulted via an annual survey as well as substantive one to one meetings with Street Rangers which feed into the proposed business plan. The Southend BID has been engaging and consulting with businesses within the BID area throughout the term of the original BID and feedback from hereditaments continues to be favourable.

6.7 Equalities and Diversity Implications

The BID is a separate entity to the Council and provides services that are over and above those undertaken by the Council. The BID's aims and objectives are likely to help the Council in advancing equality of opportunity and fairness and that will maximise opportunity for all Southend residents to benefit from economic growth in BID area.

6.8 Risk Assessment

6.8.1 The risks and mitigations identified prior to commencement of the first term of the BID will be reviewed and updated on receipt of the BID proposal. Having participated in and supported four years of BID operation there are now more 'knowns' and a track record of delivery on which to base analysis.

6.8.2 The BID process is seen by the government as an innovative process of enabling business communities to contribute significantly to the future economic development of their local area and regenerate high streets. The risk of an area not embracing this potential is that investment needed to retain businesses, increased footfall and attract inward investment in a local district centre may not be forthcoming, compared with neighbouring areas where this opportunity is being exploited.

6.9 Value for Money

Via the BID levy additional funding is made available for investment in the town centre and central seafront. The BID provides value for money in the short and medium term as the project will continue to see more ownership by a wider group of stakeholders. The additional c£2.5M investment over the first five year term resulting from the BID would not be otherwise realised. In addition to the levy, many BIDs attract voluntary contributions from interested partners and businesses as well as grants and profile via national schemes such as BITC's Healthy High Street initiative. Since the BID started trading in April 2013 it has successfully delivered a range of services and activities which have met both the businesses and the public's expectations – see section 3.4

6.10 Community Safety Implications

Safety has been one of the priorities of the BID's first term with the introduction of Street Rangers and child wrist bands among other interventions. It is anticipated that a key focus of the new BID proposal will include additional local safety and security initiatives to add to the Council's on-going commitment. In this way, a BID will play a part in orchestrating business led solutions to criminal and anti-social behaviour.

6.11 Environmental Impact

The Council will ensure that all environmental considerations are given appropriate assessment at all levels of the delivery of projects which deliver more employment opportunities for the borough's residents.

7 Background Papers

None

8 Appendices

None

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SOUTHEND-ON-SEA BOROUGH COUNCIL

Meeting of the Performance Related Pay Panel

Date: Tuesday, 13th December 2016

**Place: Executive Boardroom,
Civic Suite, Civic Centre, Southend-on-Sea**

Present: Cllr Lamb (Chair), Cllr Holland, Cllr Moring, Cllr Woodley

In attendance: Mr R Tinlin and Ms J Ruffle (advisors to the Panel)

Start/End Time: 17.30 /

1 Apologies and substitutions

None

2 Declarations of interest

Declarations of interest were noted from Mr Tinlin & Ms Ruffle.

3. Exclusion of the Public

Resolved:-

That, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the item of business set out below, on the grounds that it would involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

4 Performance Related Pay for Senior Managers

The Panel considered the report of the Chief Executive

Resolved:

To recommend to Cabinet that they agree the following:

1. That the Senior Manager pay ranges move to a 'spot' salary as detailed in Appendix 1 to the submitted report.

2. That the principles of the Council's PRP scheme be maintained and that the scheme be amended in line with recommendation 1. The revised scheme will continue to ensure that the performance of senior managers against agreed objectives will be monitored and assessed through an annual appraisal cycle.

3. That these changes are incorporated in the Council's Pay Policy Statement for 2017/18 and are therefore effective from 1st April 2017.

5

Date of next meeting

To be agreed.

CABINET

Tuesday, 10th January 2017

COUNCIL PROCEDURE RULE 46

The following action taken in accordance with Council Procedure Rule 46 is reported. In consultation with the appropriate Executive Councillor(s):-

1. The Chief Executive authorised:

- 1.1 Airport Business Park: Planning and Highway Agreements
Pursuant to Cabinet Minutes 640 (January 2014) and 372 (November 2014), Henry Boot Developments Ltd acting as the Council's development partner for the Airport Business Park submitted a planning application to Rochford District Council (RDC) for the business park.

RDC resolved to grant planning permission subject to the completion of a planning agreement pursuant to section 106 of the Town and Country Planning Act 1990.

Terms have been agreed for the s.106 agreement and are almost agreed for the s.278 Agreement which is required for the roundabout works on Cherry Orchard Way and this SO.46 records the decision to complete the s.106, proceed to complete the s.278 as soon as it is agreed and to progress with the Phase 1 Infrastructure works consisting of the construction of the roundabout, the first section of the spine road and all associated services and utilities infrastructure.

The SO.46 sets out the contributions required to be made to RDC and Essex County Council and how they are to be funded.

- 1.2 Disposal of 2a Bournemouth Park Road and 4 Cranley Avenue
The disposal of 2a Bournemouth Park Road, Southend and 4 Cranley Avenue, Westcliff at auction. Both properties are not part of the HRA and their disposal is considered necessary in light of the potential implications of the Housing and Planning Bill and payments that the Council could be called upon to make based on the value of vacant housing.

2. The Deputy Chief Executive (People) authorised:

2.1 Secondary School Place Planning

Further to the current discussions to secure additional capacity at several secondary schools within the Borough, the continued dialogue with a broader range of schools to meet the predicted level of secondary schools places required for 2020, as supported by the School Places Working Party.

3. The Deputy Chief Executive (Place) authorised:

3.1 Minor Modifications to the Southend Central Area Action Plan (SCAAP) Proposed Submission Version November 2016

In accordance with Minute 329 of the meeting of the Place Scrutiny Committee held on 10th October 2016 and Minute 404 of Council held on 20th October 2016, a number of minor amendments proposed by the Strategic Planning Team to provide further clarity and to provide additional emphasis in particular places. These amendments will be made prior to the public consultation commencing on 3rd November 2016.

3.2 Essex County Council and Southend Borough Council Joint Working Agreement (JWA)

Details relating to the above-mentioned issue as detailed on the confidential sheet.

3.3 Southend Central Area Transport Scheme (S-CATS) Junction Improvements – A127 Victoria Avenue Junctions at Great Eastern Avenue and East Street/West Street

Further to Minute 724 of the meeting of the Cabinet held on 15th March 2016, the inclusion of the following two junction improvements under the above-mentioned scheme before the deadline of 31st March 2017:

- Great Eastern Avenue
To allow a right turn movement from Great Eastern Avenue on to Victoria Avenue
- East Street
Remodelling of junction to allow greater right turn movement from Victoria Avenue eastbound into East Street.

3.4 Lansdowne Avenue

The advertisement to amend the traffic flow in Lansdowne Road to one-way southbound, in accordance with the recommendation to the Traffic & Parking Working Party and Cabinet Committee and not as erroneously recorded in Resolution 12 of Minute 251 of the meeting held on 19th September 2016.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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