



## **Assurance Prevention Statement: Safeguarding Adults**

**2016/17**

### **Southend-on-Sea Borough Council's Adult Services**

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Purpose of the report:

- To support Elected Members to discharge their safeguarding duties in relation to adults at risk.
- 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 preventative functioning and effectiveness of safeguarding adults' enquiries by the Council's People Department: Adult Services & Housing.

This report should be read in conjunction with the 2016/17 Annual Report for the Southend-on-Sea Safeguarding Adults Board.

It is the aim of Southend Borough Council to support all of our residents to have opportunities to thrive- to achieve their hopes and aspirations and experience a life free from abuse and risk of harm. The Department of Adult Services and Housing, in partnership with the other directorate areas within the Council, work collaboratively with residents and our partners to this end. The principle of wellbeing and coproduction is the golden thread that runs through our work. We aim to prevent, reduce and delay the impact of harm, working to keep the adult and their family at the centre.

### **Case Studies: Partnership Initiatives**

Over the period of 2016 to date, Southend Borough Council has collaborated with its partners on a number of projects and initiatives to improve preventative and supportive practice.

**Social Work:** Competent social work practice is the bedrock on which to create an empowered community. Signalling a belief that corporately social work is integral to our business and the wellbeing of our community, the Council appointed the current

Safeguarding Adults' Manager as the Principal Social Worker for Adults. The Principal Social Worker role is intrinsic in ensuring the delivery of robust, competent and inspirational social work practice. The role also advises at a strategic and operational level, managers and leaders of the Council in complex or controversial cases and on developing case or other law relating to social work practice.

The Council, led by our social worker workforce, has been working with our partners on transforming and integrating our assessment and care provision. We have launched a number of routine locality-based multi-disciplinary meetings, which are attended by a host of Council, NHS and Trust professionals and third sector partners with the aim to support individuals to make informed decisions about their care without having to tell their story repeatedly.

Student social workers are vital to the Council's vibrant workforce. The Council works proactively with the University of Essex (Southend), Anglia Ruskin University and the Open University to recruit students to undertake placements in Southend. We also offer opportunities for our more experienced staff to consolidate their learning and practice experience by undertaking specialist qualifications such as the Approved Mental Health Practitioner (AMHP), the Best Interest Assessor (BIA) and the Practice Educator course.

The Council hosted two spectacular events for student social workers and Council practitioners to celebrate social work. These events (the World Social Work Day in March 2017 and the Practitioners' Event in October 2017) were made possible with the support and strength of our partnerships. They were supported by the University of Essex- Southend, the Southend and District Soroptimists, Essex University Partnership Trust and Southend CCG. During the Practitioner Event, the Council also welcomed Lyn Romeo, Chief Social Worker for Adults.

**Oral Health:** Southend Borough Council, in partnership with Southend Clinical Commissioning Group (Southend CCG) facilitated some interactive workshops for care home and domiciliary staff across the borough to support and promote effective oral health. The sessions, led by the NHS Community Dentistry Service, were well received and gave care staff the opportunity to explore the importance of achieving good oral health and its impact on nutrition, pain management, physical health and dignity.

**Post Falls Guidance:** The Council also collaborated with the CCG and care providers to produce '*Post Falls Guidance*', which supports providers and families with advice and tips to support someone who has experienced a fall. This guidance is useful to work through to ensure that the person receives appropriate first aid and medical treatment to try to reduce the risk of undetected injury.

**Covert Medication:** Led by Southend CCG, the Council contributed heavily towards the development of the *Covert Medication Flowchart*, which has been issued to all primary care providers, specialist nurse providers, care home and domiciliary providers as well as social work and nursing staff. This guidance, read in conjunction with the Southend, Essex and Thurrock (SET) Mental Capacity Act procedures, supports the person administering medication to do so safely whilst safeguarding the person's human rights.

**Herbert Protocol:** Southend-on-Sea Borough Council continues to support Essex Police to implement a national scheme locally, which aims to help reduce the time taken to gather vital information when a person with dementia goes missing.

The [Herbert Protocol](#), named after war veteran George Herbert who lived with dementia, encourages carers, friends and relatives of people with dementia to fill in a [form](#) which could help authorities find their loved one quicker in the event of them going missing.

Southend-on-Sea Borough Council continues to work with Essex Partnership Trust, Essex Police, Essex County Council, Thurrock Council, and the Alzheimer's Society and our various providers to encourage and support the completion of the form which can then be passed to the police in the event someone with dementia cannot be found. The form records all the vital details in one place including medication required, mobile numbers, places previously located or attended, a photo, details of daily routine etc. In the event someone goes missing a completed form saves vital time allowing officers the ability to get on with searching rather than gathering basic information.

### **Modern Slavery and Forced Marriage:**

In December 2016, Southend Borough Council, in partnership with Southend Safeguarding Adults Board, Southend LSCB, Essex Police and the University of Essex-Southend, held a symposium for professions. This conference was 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 continues on a rolling basis commissioned by Southend Borough Council, open to all partners, on modern slavery and trafficking responses and responsibilities. This training is facilitated by Stop the Traffik with input from Essex and Kent Police Constabulary.

### **Keep Safe**

Children's Services and the Safeguarding Adults Board and the Safeguarding Children's Boards continued to fund the Keep Safe Scheme for 2016/17. Keeping Safe is a scheme to support people aged 16+ who have a learning disability and access the community independently. The scheme operates in Southend and due to its' success, has rolled out to Leigh-on-Sea as well. The scheme is facilitated by SHIELDS Parliament, a self-advocacy group. Local businesses are 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 is 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 supports 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.

## **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 is an embedded member of 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. This move signals our commitment to safeguarding children and adults and working collaboratively with our partners to this end.

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.

## **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 2016/2017, 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.

The Council, in partnership with the NHS, Essex Fire and Rescue Services and Essex Police, recently delivered a conference for providers of care to adults. The conference covered a range of topics from flu prevention and vaccination, hospital admission and discharge pathway, the Herbert Protocol, to advice about fire, safety and safe application and use of emollient creams.

The Council continues to commission a range of training and continuous professional development opportunities for the workforce, many of which are free. The Southend Training Network covers a range of topics, inclusive of safeguarding: <http://www.southendtrainingnetwork.uk/Communication>

## **Areas for Development**

Southend Borough Council is currently working with our Southend, Essex and Thurrock (SET) Safeguarding Adults Working Group colleagues on revising or development a number of procedures and guidance. Some of these include updating the SET MCA and DOLs policy, procedure and assessment forms, launching the SET Local Area Designate Officer process, and doing more joint work around explore the understanding of the public and workforce regarding exploitation.

The Council continues to move strongly forward with partners, working collaboratively with our community to shape future service design where autonomy, self-determination and choice are the key drivers. To assist our practitioners to continue enhance their competency, no matter what stage they are in their career progression, Southend Borough Council is reviewing our supervision and audit processes. With the knowledge and support of industry leaders such as Community Care Informs and Skills for Care in this work, the Council is looking positively towards the future.