

2014-15

Annual Report on the Effectiveness of Safeguarding Adults in Southend



Southend SAB

October 2014 to September 20 15

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Key

Evidence of impact of SAB activity in highlighted in **GREEN**

Areas of Challenge or for development are highlighted in **YELLOW**

SECTION 1 – INTRODUCTION

Introduction from the SAB Chair

As Chair of the Safeguarding Adults Board (SAB) I am pleased to introduce this year's Annual Report, outlining how the SAB has developed its remit to meet the requirements of the Care Act. I believe good progress has been made this year, following a very helpful workshop facilitated by Colm Lehane of Clara Learning, which enabled all partners to grasp the impact of these significant changes on their respective organisations, and to put in place the foundations of the new approaches which are required. The SAB in Southend is, I believe, well placed to take forward the work of making safeguarding everyone's business, and in ensuring that a wide range of services are co-ordinated to reduce risk and improve the safety and well-being of those adults who are vulnerable to abuse or neglect. There is evidence from the partners that they have embedded these new requirements within their governance arrangements and are working to bring about improvements. Whilst this remains a work in progress, I do believe that Southend has made a good start and there is ample evidence in the report of the progress made and I look forward to working through the SAB to further this initiative, ensuring at all times that the principles of Making Safeguarding Personal permeate throughout all the activity, ensuring that the wishes of vulnerable adults are at the heart of the decision making process.

Chris Doorly - Independent Chair

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 and partners act to help and protect adults in its area who:

- have needs for care and support, and;
- are experiencing, or at risk of, abuse or neglect; and

- as a result of those care and support needs are unable to protect them 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 stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

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
- publish an Annual Report detailing how effective their work has been
- commission Safeguarding Adults Reviews for any cases which meet the criteria for these

Governance and Accountability

Although the SAB is an independent statutory body the Chief Executive and the Lead of Southend Borough Council hold the 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.

Strategic Links to Other Boards and Partnerships

The Chair of the SAB is invited to attend the Health and Wellbeing Board (HWB) annually to present 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.

The SAB seeks to gain assurance that the HWB is effectively considering adult's safeguarding in the decisions it makes. The HWB in turn uses the LSAB 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.

SECTION 2 – EXECUTIVE SUMMARY

Overview

The Board has made good progress over the year to implement the Care Act 2014 requirements and continue developing its structure and processes.

The continued development and implementation of its Learning and Improvement Framework has enabled the Board to build on its monitoring of the effectiveness of safeguarding adult services, and evidencing the impact of its activity. Further work is required over the next year to continue this progress, building a robust performance management framework which will inform the areas of challenge for the Board and evidence its impact on improving the safeguarding and wellbeing of adults with additional care and support needs in Southend.

The partnership response to domestic abuse remains a significant challenge, and in particular the functioning of the Multi Agency Risk Assessment Conference (MARAC) process. Despite a review of MARACs across wider Essex and the introduction of a revised process, which included the triage of some cases, there continues to be a backlog of cases waiting to be heard at the multi-agency conference. Southend partners are taking action to mitigate the risks to domestic abuse victims and ensure they are effectively safeguarded, however a local resolution will need to be sought to ensure the MARAC process is effective in safeguarding adults with additional care and support needs.

The SAB is assured that on the whole adults involved in the safeguarding process, where they have capacity to do so, are consulted appropriately about the actions taken and report feeling safer at the end of the process.

The SAB Learning and Improvement Framework identifies that practitioner awareness and understanding of the Mental Capacity Act (MCA) and Deprivation of Liberty Standards (DoLS) requires further development

Progress Against the SAB's 2014-15 Strategic Plan Priorities

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
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	Audit programme completed and evidences that safeguarding practice is on the whole effective and sensitive to the needs of adults requiring protection
			Implementation of the safeguarding elements of the Care Act 2014 A gap analysis of requirements for implementation of the Care Act 2014 identifies actions to ensure compliance	SAB Annual Report Gap analysis action plan monitoring by the SAB	The Board is fully compliant with the Care Act
			Improved attendance at Board and sub group meetings	Attendance Report	Attendance at the Board and its sub groups is good overall however that of the Quality, Monitoring and Audit Group is inconsistent

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
					and impacts on the effectiveness of the implementation of the Board's Learning & Improvement Framework. Non-attendance at the SAB by NHS England has been resolved
			Funding for SAB business support team is secured	SAB Budget	Funding secured for 2015-16. Proposal re enhanced resourcing of business support team under consideration
			Engagement of elected members and non-executive members of partnership boards, who are provided with appropriate training to fulfil their scrutiny role	SAB Scrutiny Panel established	SAB Scrutiny Panel to be in place by March 2016

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
A	2	Develop and review SET (Southend, Essex and Thurrock) Safeguarding Adults policies, protocols and procedures across the adult services economy in Southend and ensure they are reflective and reflexive with regards to changes in government guidance, legislation and lessons learned.	Policies, protocols and procedures support the effective safeguarding of adults	Survey of practitioner awareness and understanding of new SET Safeguarding Adults Procedures 2015	To be completed
			Modify the existing re-accreditation approval protocol to ensure all qualified Best Interest Assessors are uniformly recertified in line with all Eastern Region Authorities.	Percentage of recertified Best Interest Assessors	100% of practicing Best Interest Assessors are certified
			Development of a large scale investigation procedure	Procedures signed off by SAB	Procedure developed and in process of ratification by the wider Essex Boards
			Develop and implement policy and procedures to support victims of so called 'Honour Based Abuse', Forced Marriage, Female Genital Mutilation (FGM), Human	Policies and procedures approved by SAB for implementation by partners	Work being led by the Office for the PCC. PREVENT strategy and Channel Panel in place Awareness raising activity re HBA, Forced Marriage, FGM and Human

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
			Trafficking and Radicalization.		Trafficking being undertaken
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 with adults able to make decisions where appropriate regarding their personal life choices.	Report to SAB on an audit of the effectiveness of MCA and DoLS assessments, authorisations and reviews	Audit identified that appropriate advocacy by next of kin or IMCA not always identified by practitioners. Action plan in place to implement learning across partner agencies
			Training for practitioners on the application of MCA and DoLS which promoted professional curiosity is developed and implemented	Percentage of appropriate practitioners completing MCA and DoLS training	Data in development
A	4	Identify and monitor significant practice or resource matters and identify ways to resolve issues with partnership support.	Risks to effective safeguarding adults practice are identified and mitigated by the Board	Risk register evidences impact of partnership's impact on mitigating identified risks	Record of identified risks in SAB Executive minutes with progress to mitigate these
A & B	5	Coordinate the work of the Safeguarding Adults Board with	Practitioners from adult focused services have an	SAB Annual Report evidences impact of	During 2014/15 Children's Social Care received 23 referrals for 38

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
		that of the Local Safeguarding Children Board and the wider crime and disorder reduction agenda.	increased awareness of safeguarding children issues, and practitioners from child focused services have an increased awareness of safeguarding adult issues	integrated approach by adult and children's services and boards and other strategic partnerships to identified key cross cutting issues, including domestic violence, exploitation, transition from child to adult services, and implementation of the Family Focus Protocol	<p>children from an Adults based service compared to 43 referrals for 72 children in 2013/14</p> <p>Reduction in referrals from Community Mental Health (8 compared to 13); Probation (3 compared to 17); Adult Social Care (1 compared to 3); Substance Misuse Services (5 compared to 10)</p> <p>Increase in referrals from Prison Service (4 compared to 2)</p>
			The Domestic Abuse Strategy is implemented effectively and within timescales to reduce the impact on victims	Domestic Abuse Strategy progress reports from the Community Safety Partnership	<p>Revised SET Domestic Abuse Strategy implementation being monitored by the Board.</p> <p>Functioning of MARAC process has been challenged and a revised process implemented which has improved delays, however timeliness of the</p>

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
					process remains a concern and a Southend specific solution will be finalised by end of March 2016
			Increased safeguarding adults referrals from child focused services and safeguarding children referrals from adult focused services	Number of safeguarding adults referrals from child focused services and safeguarding children referrals from adult focused services	Data in development
			Reduction in domestic abuse incidents involving adults from vulnerable groups or children	Number of children reported present in domestic abuse incidents Number of adults from vulnerable groups who are victims of domestic abuse	672 Oct-Dec 2014 Data to be provided – issues with Essex Police Athena system preventing data reporting currently
			Increased reporting of sexual or other exploitation of children or adults	Number of children or adults identified as at high risk of sexual exploitation	45 children identified as at high risk of sexual exploitation as of September 2015. CSE and Missing Group ensures all children at

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
					high risk are being supported appropriately Reporting for adults in development
			Young people and their families transitioning to adult services are supported appropriately through the process	Percentage of young people and their families transitioning to adult services report that they were supported appropriately through the process	Data to be developed. Transition Protocol reviewed
			Increase in safeguarding referrals regarding domestic abuse from agencies other than the police, and the public.	Number of DASH completed and referred by other organisations	Significant increase in high risk DASH referrals from Essex Police. Number of DASH referrals overall is approximately the same
A & C	6	Have a mechanism to carry out safeguarding adults reviews or other reviews, and where necessary to make recommendations regarding practice, policy, and protocols. To examine other serious case reviews nationally to implement learning and recommendations.	The Board has a range of methodologies identified for undertaking reviews and monitoring the implementation of learning. The Board receives an annual summary of learning from national reviews	Board's Learning and Improvement Framework evidences the impact of implementation of learning from reviews	Process in place and currently being implemented. Positive feedback regarding introduction of practitioner learning event as part of the process

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
A	7	To develop 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 vulnerable adults</p>	Learning and Improvement Framework evidences that arrangements are being implemented effectively and have a positive impact on adults experiencing abuse	Information from audits and other elements of the learning and improvement framework indicate that the impact of safeguarding arrangements on adults who experienced abuse is largely positive
				All partners have an identified designated adults safeguarding manager (DASM)	All partner agencies have identified a DASM
				Board retains record of all DASMs	SAB Business manager has record of identified DASMs for all agencies
				SAB audit of the quality of information sharing to safeguard vulnerable adults evidences that information is shared appropriately and in a timely way	Audit evidences that quality of information sharing to safeguard adults is on the whole good

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
B	8	To raise awareness and promote the prevention agenda	Public and professionals are more aware of and report safeguarding adults issues, including Abuse and Neglect; Exploitation; FGM, Honour Based Abuse (HBA), Forced Marriage and Human Trafficking; Radicalization; Fraud and Online Safety; Road Safety; Hoarding; pressure ulcers Identification and signposting is in place to support adults, including via an enhanced Board web presence	Number of safeguarding referrals from professionals, and the public including those regarding FGM, HBA, Forced Marriage, Human Trafficking and Radicalization.	192 safeguarding referrals Oct-Dec 2014
				Number of reported fraud cases	107 reported fraud cases in 2014. Data for 2015 not yet available
				Number of people over 65yrs killed, seriously or slightly injured in road traffic collisions	Data not currently available
				Number of SET SAFs as a result of pressure ulcers	Data in development
C	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 SVAB. All partner agencies have	Report to Board on number of courses and trainers quality assured	SBC and SEPT courses approved
				Percentage of practitioners appropriately trained	SEPT – 100%; Essex CRC – 10.6% (actions in pace to improve performance);

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
			<p>as a minimum 70% of their staff trained in safeguarding adults to an appropriate level as defined in the Training Strategy.</p> <p>Evaluations of training evidence that service delivery and practitioner confidence is improved</p>		<p>Southend Adult & Community College – 83%; South Essex Homes – 99.5%; GPs – 100%. Data from SBC, Southend Hospital, and Essex Police outstanding.</p>
				Analysis of training evaluations	Evaluation now being undertaken with analysis from September 2015
C	10	Involve, consult and engage with vulnerable adults and their carers to ensure that the safeguarding process is free from oppression, increases choice and control and fosters independence for the service user, and in turn increases competence in support services.	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 reported on service user engagement. SBC data evidences that 96% of people requiring safeguarding support were aware of the process and had it explained to them
C	11	Develop and implement a Learning and Improvement Framework to inform	SAB Annual Report evidences a positive impact on the effectiveness	Register of SAB challenge to partnership agencies and	Register established and evidences impact of the Board's challenge to

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
		improvements and commissioning of services across statutory and third sector services for vulnerable adults	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	strategic partners.	partner agencies
				Percentage of recommendations from serious case reviews implemented	100% of recommendations from completed SCR implemented. SCR 'Anne' overview report completed Nov 2015
			Assessments, authorisations and reviews of referrals under the Deprivation of Liberty Safeguards are effective	Percentage of partner agencies providing performance information	80% of partner agencies are providing performance information
			Recommendations from domestic homicides relevant to safeguarding adults are implemented effectively	Learning from multi agency audit reports	Audit programme evidences that on the whole the safeguarding process is implemented effectively
				Percentage of recommendations from multi agency audits implemented	Action plan in place and being monitored
				Report to SAB on the effectiveness of assessments,	Audit identified learning regarding identification of next of kin or

Priority	Ob	Objective	Projected Outcome	Performance Indicators	Progress Reported Sept 2015
				authorisations and reviews of referrals under the Deprivation of Liberty Safeguards	suitable advocate by practitioners. Action plan in place and implementation monitored by the SAB
				Reports to SAB on implementation of Domestic Homicide Review recommendations by Domestic Abuse Forum	A number of Domestic Homicide Reviews are due for publication following quality assurance by the Home Office

Key Successes

- The SAB is fully compliant with the requirements of the Care Act 2014
- 'Buddy' scheme for residential care homes to provide support and information on a wide range of tissue viability issues
- The Turning Tides Team from SAVS has been visiting 800 people over the age of 65 who have been identified as being particularly vulnerable to scams.
- There were no preventable fire deaths in Southend in 2014-15.
- With SBC Children's Services and the Safeguarding Children's Board the SAB has funded preparations for the launch of Keep Safe in early 2016.
- Safeguarding of adults is largely effective in Southend, with high levels of satisfaction from those who have been the supported through the process.
- The SAB worked with the Boards in Essex and Thurrock to successfully develop and implement new Safeguarding Adults Guidance in 2015, which is compliant with the Care Act 2014.

- In 87% of all concluded safeguarding cases, the risk to the individual had been removed or reduced

Key Areas for Development and Challenge 2015-16

- Ensuring arrangements to implement the Domestic Abuse Strategy are robust and that information sharing and assessment of risk is undertaken in a timely way, particularly as part of the MARAC process
- Improve practitioner awareness and understanding of the Mental Capacity Act (MCA) and Deprivation of Liberty Standards (DOLS)
- Development of the SAB's Learning and Improvement Framework

SECTION 3 – CONTEXT

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 increase 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 increase 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 increase 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 increase from 630 in 2011 to 693 in 2015, an increase of 10%, compared to 11.3% for England.

The Care Act

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 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</p>

Element	Activity	Expected Outcome/Impact
		families and practitioners on the current arrangements and processes in terms of improving adults' welfare and safety
Learning from complaints and other enquiries	Identification and implementation of learning	Learning from complaints is informed by the views of adults and their families 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
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

Element	Activity	Expected Outcome/Impact
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	Risks to the effectiveness of safeguarding adult's services are identified early and addressed in a timely way. 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 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

Element	Activity	Expected Outcome/Impact
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

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 has monitored work of partner agencies to prevent pressure ulcers in adults who are frail or disabled, including a 'buddy' scheme for residential care homes to provide support and information on a wide range of tissue viability issues. The scheme enables staff to feel empowered in the care they give. Initial feedback from the homes involved in the scheme has been very positive.

Southend Association of Voluntary Services (SAVS) and SBC Public Health worked together to undertake 'Warm and Well' checks on older people and those with additional care and support needs during the winter months.

The SAB has been working with Crimestoppers and the Police and Crime Commissioner to pilot an 'Elder Abuse Helpline' in Southend and across wider Essex, raising awareness with the public of the signs of abuse and neglect and providing a confidential reporting line. Crimestoppers, SAVS, and the Post Office in Southend are also working together to tackle post, phone and online scams. The Turning Tides Team from SAVS has been visiting 800 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 also 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.

The SAB also 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.

The SAB has identified the reduction of numbers of people over the age of 65 who are killed or seriously injured in road traffic collisions as a priority objective. Working with SBC Public Health and other partner agencies the Board is taking a strategic approach to reducing the number of collisions involving cars, including raising awareness of the effects of some prescription drugs with GPs and pharmacists so that they can provide appropriate advice to drivers. Public Health is also promoting travel alternatives to car use.

Essex County Fire and Rescue Services, the SAB, and Southend Borough Council launched the new service, 'Preventable Fire Safety Deaths' in 2013 to increase awareness of fire risks among social workers, domiciliary and community support providers, care home providers and voluntary agencies. The service enables practitioners to identify 'at risk' adults, for example, people who smoke and have mobility problems. Practitioners were then encouraged to make referrals to the Fire and Rescue service for free home fire safety checks to put in practical solutions to minimise their risk of being harmed in a fire, 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. **There were no preventable fire deaths in Southend in 2014-15.**

With SBC Children's Services and the Safeguarding Children's Board the SAB has funded preparations for the launch of Keep Safe in early 2016. 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 are identified and sign 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 logo 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 aims to support people to reduce the feelings of fear or agitation in accessing the community alone.

Adult Protection

The SAB worked with the Boards in Essex and Thurrock to successfully develop and implement new Safeguarding Adults Guidance in 2015, which is compliant with the Care Act 2014.

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 the supported through the process.

For the period April 2014 – March 2015 there was a decrease in the number of safeguarding referrals for the first time since 2008. The decrease in referrals may be attributed to the Alerts versus Referrals pathway introduced in April 2014. Allegations that do not meet the criteria for a safeguarding investigation are recorded as 'Alerts' and those do meet the threshold are recorded as 'Referrals'. The SAB will scrutinize performance in this area to ensure adults who need to be safeguarded are being appropriately identified and referred.

Older people continue to represent the highest percentage of safeguarding referrals (they are also the highest demographic service user group in receipt of services). The highest number of referrals was for people living in their own home, however, this has decreased by 19% compared to the previous year. Neglect continues to be the highest reported category of abuse.

Residential care staff (28.5%) domiciliary care staff (11.4%) and other professionals (16.8%) make up 56.7% of alleged perpetrators.

26.7% of all safeguarding referrals meet the definition of domestic abuse, reflecting the significant impact this issue has on the Southend community.

The CQC is the regulator of social care services. In September 2015 the outcome of their visits to care homes based on their published reports was as follows:

Older People (In Borough)	%		LD (In Borough)	%
Excellent	0.00%		Excellent	0.00%
Good	24.62%		Good	13.64%
Requires Improvement	10.77%		Requires Improvement	4.55%
Inadequate	0.00%		Inadequate	4.55%
Not Yet Inspected	64.62%		Not Yet Inspected	77.27%
	100.00%			100.00%
MH (In Borough)	%		PSI (In Borough)	%
Excellent	0.00%		Excellent	0.00%
Good	18.18%		Good	0.00%
Requires Improvement	9.09%		Requires Improvement	0.00%
Inadequate	0.00%		Inadequate	0.00%
Not Yet Inspected	72.73%		Not Yet Inspected	100.00%
	100.00%			100.00%

Where significant shortfalls in compliance are identified, contact is then made by Southend Borough Council with the provider to ensure that there is an action plan in place and provide support to the provider to ensure the required improvements are made.

Where care homes close, either as part of planned reductions in services or as a consequence of continued shortfalls in compliance, the local authority and CQC work together to support the transition of residents to alternative provision. This reduces the mortality rate usually associated with unsupported transitions

In 87% of all concluded safeguarding cases, the risk to the individual had been removed or reduced (consistent with performance for the previous year). Some people with capacity to make informed decisions choose to remain in contact with the alleged perpetrator and so performance of 100% is not possible.

70% of all Adult Services assessment practitioner staff are aware of and working in line with the Family Focus Protocol

The SAB has agreed an Essex wide protocol to support people, with hoarding behaviours, which is due to launch in late 2015. SBC Public Health is scoping the commissioning of a specialist service to support people who hoard.

Southend Borough Council seeks the views of people who have received support in relation to safeguarding adults' investigations via an Outcome Questionnaire. 96% of people who had received support regarding a safeguarding investigation said that they were aware of the investigation and had had the process explained to them. 95% said they felt involved in the decisions made about their wellbeing and safety, and 77% felt safer as a result of the intervention

Mental Capacity Act and Deprivation of Liberty Standards

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

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

The MCA DOLS apply to anyone:

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

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

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

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

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

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

There has been more than a 568% increase in the number of DoLS referrals for the past year financial year, however, SCB Adult Services have continued to complete all assessments within timescales.

The SAB has been supporting partner agencies to improve the application of the Mental Capacity Act by professionals, including provision of training and quality assurance of training provided by partner agencies.

An audit completed by the SAB evidenced that professionals are not always appropriately identifying Next Of Kin or suitable Independent Mental Capacity Assessors (IMCAs) where a person does not have capacity to make decisions about their care or treatment. A multi-agency action plan has been developed to take forward and implement the learning

SECTION 5 – CHALLENGE TO PARTNER AGENCIES

	Challenge	Action	Progress	RAG
1	To reduce delays in the MARAC process	Review current process and identify process change to expedite partnership information sharing and risk assessment of high risk domestic abuse cases	Following challenge from the Board regarding process backlogs MARAC was reviewed and triage process put in place. There has been an improvement in the timeliness of the MARAC process however backlogs in cases to Southend MARAC continue to be an issue. Further review and action required by partners to identify a Southend solution by March 2016.	Red
2	Clarify support pathways for users of the SARC	Pathways for accessing counselling and other specialist support services to be identified	Pathways have been mapped by Southend CCG and assurance given regarding its resourcing	Green
3	Provide specialist support services	Public Health and SBC Adult Services to scope and	Office of the Police and Crime Commissioner	Green

	Challenge	Action	Progress	RAG
	for adult male victims of sexual abuse	commission suitable provision	has included adult males in specialist support service commissioning across wider Essex	
4	NHS England have stated they will not be attending safeguarding boards, which is contrary to statutory guidance	SAB Chair and Director of Adult Services to make representations at national bodies regarding NHS England policy	Agreement reached with NHS England regarding attendance at Southend SAB Executive. The SAB continues to pursue attendance of NHS England at the Board	Green
5	Provision of performance information regarding the impact of domestic abuse	SAB Business Manager to send request to Essex Police to provide performance information	Introduction of Athena has impacted on performance information provision. No timescale currently given for provision of Southend specific information	Red

SECTION 6 - PARTNER AGENCY ANNUAL STATEMENTS

All partner agencies completed a safeguarding adults standards self-assessment during the period, identifying areas of compliance and also areas for development. These will be updated in 2015-16 to identify progress in the areas identified for development. Partner agencies have also provided the following statements regarding the effectiveness of their services in safeguarding adults:

Southend Borough Council

Southend Borough Council Adult Services produces an annual report on the effectiveness of their statutory activity to safeguard adults for Cabinet in January 2016, which will be appended to this report at that time.

Corporately SBC is committed across all departments to the safeguarding of adults. Children's Services have undertaken work to ensure support to young carers is Care Act 2014 compliant. Social workers are also receiving training regarding the application of the Mental Capacity Act and Deprivation of Liberty Standards. Adult and Children's Services have also worked in partnership to review and implement the Family Focus Protocol and Transition Protocol. Children's Services have also worked together with Adults Services to support information sharing in relation to Domestic Abuse to safeguard children and adults with additional care and support needs

Public Health has supported the safeguarding priorities and activity of the SAB in relation to areas such as reduction of deaths and serious injury as a result of road traffic collisions; undertaking 'warm and well' visits for adults identified as particularly vulnerable; and work to identify specialist support services for adult male victims of sexual abuse

The Department for Place has ensured that the safeguarding adults priorities of the SAB are reflected in the public protection priorities. Public Protection, Children's Services and Adult's Services have also worked together to establish support the implementation of the PREVENT strategy locally and the establishment of a Channel Panel to support children and adults at risk of radicalization. Regulatory Services have supported the development and

implementation of the SAB's strategic approach to supporting adults with hoarding behaviours.

Essex Police

Domestic abuse

Over the past year Essex Police has continued to work with our partners to share information and improve the all-round support we give to domestic abuse victims. Special operations have been set up to monitor offenders and target those considered to be a danger while improved support has been put in place to make it easier for survivors to leave abusive relationships and start afresh. We are speaking to victims and survivors of domestic abuse to help shape the way we deal with this abhorrent crime and make sure that their needs are at the heart of what we do.

In early 2014 we conducted a Domestic Abuse Crime Unit pilot in the South of Essex. The DACU introduced improvements in the investigation of domestic abuse incidents and consisted of experienced officers dedicated to protecting the most vulnerable in our community. The pilot occurred simultaneously with the introduction of body worn video equipment for officers responding to domestic abuse incidents. These cameras proved immediately beneficial in the prosecution of offenders and in supporting victims through the court process. In September the DACU pilot was extended force wide and was renamed Operation JUNO.

National developments in the past year have led to the introduction of new tools for police forces in tackling domestic abuse. These include Domestic Violence Protection Orders and the Domestic Violence Disclosure Scheme.

Domestic Violence Protection Notices (DVPN) and Orders (DVPO) were introduced on 1st June 2014. These are civil orders introduced by the Crime and Security Act 2010, which have been introduced to help provide immediate safeguarding to victims of domestic abuse, and can be used when a perpetrator has been violent or threatened violence against a

victim during an incident. Orders can last for 28 days and provide victims with space to consider what to do next. Perpetrators who breach orders are liable for arrest.

The Domestic Violence Disclosure Scheme is also known as “Clare’s Law” and was introduced on 7th March 2014. The aim of this scheme is to give members of the public a formal mechanism to make enquires about an individual who they are in a relationship with or who is in a relationship with someone they know, and there is a concern that the individual may be abusive towards their partner. In addition if police checks show that a domestic abuse perpetrator has a record of abusive offences, or there is other information to indicate a risk of harm towards an individual, the police will consider sharing this information with the person. The scheme aims to enable potential victims to make an informed choice on whether to continue the relationship, and provides help and support to assist the potential victim when making that informed choice

Mental ill health

Essex Police together with NEP and SEPT piloted a Street Triage project across Essex from 01/12/2014 – 31/03/2015. During this period, triage cars operated on Friday, Saturday and Sunday nights (supported by a telephone advice line outside of operating hours). From the 1/4/2015 – the street triage scheme will operate 7 days per week between 1800 and 0200 (2 cars).

Different models of Street Triage have been implemented across the UK, with some police forces having a street triage car available 7 days a week, and others using a mix of street triage and telephone helplines. In Essex we adopted a mixed model – this has provided the opportunity to compare different models of intervention, however initial results strongly indicate that the helpline was not utilised by Police Officers and has limited impact on diverting individuals to appropriate mental health resources.

During the Street Triage pilot project, the street triage cars saw 269 individuals, appropriately assessing and diverting 110 individuals to appropriate mental health services, with 20 individuals (7.4%) accepting an offer of informal admission. As a result of direct feedback from those police officers involved in the Street Triage pilot, 46 individuals

assessed by the Street Triage car would have been detained by Police Officer using their powers under s136 MHA (1983) (but for the availability of the Street Triage service) and a further 17 would have required intervention using s135 Mental Health Act.

Street Triage has already produced a number of significant benefits – these include:

- Significantly improved relationships between police and mental health professionals
- A small decrease in waiting times for Mental Health assessments
- An emerging shift in police culture from being risk adverse to positive risk management
- Improved police confidence in talking about mental illness from those officers directly involved in the project who have provided very positive feedback on their experience.
- Greater understanding within both Police and Mental Health professionals of each agencies respective powers and authority Experiential learning due to multi-agency teamwork, leading to greater understanding of the roles of other professionals within the Mental health Service and a greater understanding of mental illness and pathways to support such clients.
- Significant multi agency financial savings. During the pilot project, Street Triage directly prevented 63 individuals from requiring detention under s136/s135 resulting in efficiency savings of £18,900 during the pilot project (Police & Mental Health Professionals) – or potential annual efficiency savings of £56,700.

Evaluation of the Street Triage Pilot suggests that further savings will be achieved if Street Triage is operational seven nights a week between 18:00 and 02:00. From 01/04/2015 Street Triage has been operational seven nights per week (excluding bank holidays), operating with two cars working pan Essex.

Safeguarding of Vulnerable Adults

In the past year Essex Police have reviewed and increased the resources within the Safeguarding of Vulnerable Adults (SOVA) team which now includes a Detective Sergeant and Detective Inspector. This team is responsible for triage of all safeguarding referrals received by Essex Police to determine the necessary investigative and safeguarding actions required in order to protect individuals from harm. The SOVA team have close working

relationships with Social Care professionals which they utilise to ensure that information is shared and plans are implemented to protect vulnerable people within our communities.

Essex Police continue to work closely with partners across Essex and will continue to do so to safeguard those who are vulnerable and at risk of harm or neglect. We have been working with the Office of Police and Crime Commissioner, our colleagues from Southend, Thurrock and Essex Safeguarding Adults Boards and Crime stoppers in the development of an Elder Abuse Helpline. The helpline, launched in February 2015 as a pilot campaign, is managed by Crime stoppers who then refer concerns regarding elder abuse to the local authority and Essex Police.

Community Rehabilitation Company

In June 2014, Essex Community Rehabilitation Company (CRC) was established following the Government's Transforming Rehabilitation programme. CRCs are providers of probation services, comprising the offender management of low and medium risk of serious harm offenders, and the provision of interventions to both offenders allocated to the CRC and those retained by the National Probation Service. Essex CRC remained in public ownership until February 2015, when the contract was awarded to Sodexo. The CRC is currently moving to a new organisational structure, estates profile and operating model, which will not be fully complete until Spring 2016. Stakeholder events to update partners about these changes were held in September 2014 and September 2015.

Essex CRC's commitment to safeguarding and public protection remains and is evidenced for October 2014 - September 2015 in the following ways:

- Participation in the safeguarding children and adults boards.
- Completion of Section 11 audits.
- Referrals to local authorities where children or adults are considered at risk or abuse and neglect, or in need of care and support.

- Participation in case conferences, core groups and reviews, where we have a relevant case.
- Deployment to all staff of the 2015 children and adult SET procedures, and the 2015 revised working together
- Provision of child protection training - level 1 for all staff; level 1&2 for all practitioners.

In addition, the following extract from Essex CRC's Safeguarding Policy Statement highlights the principles of our safeguarding work:

“Essex CRC will safeguard children and adults at risk of abuse or neglect by being vigilant, through contact with adults, where children may be at risk or have unmet need, and will make the appropriate referral for early help, children in need services or child protection services. We will contribute to multi-agency work to address this need or risk; engage with a ‘whole family’ approach; deliver sentence plans and interventions to address harmful behaviours; work with others to ensure that victims of abuse are protected and supported so that risk factors can be identified and safety plans put in place; and we will identify adult social care needs and make appropriate referrals for mainstream provision as well as referring for specialist services where applicable.”

NHS England

NHS England has dual safeguarding responsibilities with regards to both our directly commissioned health services (such as GPs, dentists, opticians, prison health care, secure mental health treatment, and sexual assault referral centres) and across the wider health economy.

NHS England's safeguarding roles and responsibilities are formally set out in the “Accountability and Assurance Framework” (June 2015) which supports the existing close

working relationships with the adult safeguarding leads in the Clinical Commissioning Groups (CCGs) in our area.

A major success of the NHS England local office is the hosting and facilitating of the Adult Safeguarding Forums, which bring together safeguarding leads from health providers and commissioners across East Anglia and Essex. As part of the group, formal continuous professional development occurs, and the forum also shares learning from Serious Case Reviews, Domestic Homicide Reviews and Serious Incidents (extending beyond the Essex locality). Finally, the forum provides a means of supervision and support for commissioning leads.

In terms of training and development, during 2014/15 NHS England commissioned an extensive programme of Mental Capacity Act (MCA) and Deprivation of Liberty (DoLs) training for primary care. The training was open to all primary care across Essex and was facilitated by experts in the field. The sessions were attended by 230 delegates, with representatives from Primary Care in Southend, including GPs, Practice Managers, and dental staff. Additionally, a bespoke 6 day Supervision training package was commissioned for adult safeguarding leads working in commissioning and provider organisations, 15 staff across Essex attended and the feedback was extremely positive and further training is being commissioned.

We are involved in the Transforming Care agenda to ensure people with learning disabilities and Autistic Spectrum Disorders are appropriately placed as close to home as possible. We have been ensuring the right care is being delivered in the right places by working with our partners to complete Care and Treatment Reviews (CTRs) as required.

In terms of challenges we face, it can sometimes be difficult to apply local initiatives and recommendations when we are part of a national organisation. However, we continue to work with national, regional and local colleagues to address this challenge. A further challenge is within the complexity of commissioning for certain areas of health provision such as Sexual Assault Referral Centres. Raising concerns through multi-agency platforms such as the LSCB and Quality Surveillance Meetings is a way we work to ensure that ownership is taken over quality concerns.

Southend CCG

Southend Clinical Commissioning Group (CCG) actively supports and embraces partnership working for the Adult Safeguarding agenda across the locality. It is committed to following the SET (Southend Essex & Thurrock) Safeguarding Adults Guidelines and provides support to staff within the CCG, commissioned services and Primary Care. The CCG has Linda Dowse, Chief Nurse as the Executive lead, Dr Barusya as GP lead for safeguarding and Andrea Metcalfe as the Designated Adult Safeguarding Manager (DASM) for the CCG.

The CCG is committed to ensuring that the services it commissions have in place all the requirements to ensure that the services are of a high quality, are safe, that they have a good understanding of the safeguarding agenda and are operating within the law with regard to the Mental Capacity Act 2005 and the Care Act 2014. An action plan is in place with regard to the Accountability and Assurance Framework which is monitored through the Quality, Finance and Performance Committee at the CCG.

In line with mandatory CCG training requirements, all staff are required to undertake safeguarding adults training and Prevent training. An update is planned for Governing Body and Clinical Lead members in December.

The CCG hosts Time to Learn sessions which are attended by General Practitioners (GP), Practice managers and Nurses from member practices across the locality. Training has been provided in Time to learn sessions on Safeguarding Adults, MCA and Prevent on several occasions this year. The Quality Team members have also been provided with WRAP (Workshop to Raise Awareness of Prevent) training.

The CCG is fully committed to meet their statutory obligations to work in collaboration with other external agencies to support and embed learning from Domestic Homicide and Safeguarding Adults reviews. There is active involvement in the work of the Safeguarding Adults Board and it's subgroups by the CCG representatives.

The CCG is taking forward the changes brought about by the Supreme Court Ruling with regard to the P v Cheshire West and Chester Council ruling. An application has been made to the Court of Protection for authorisation of a deprivation of liberty where the person is residing outside the hospital or care home environment and is funded by the CCG.

South Essex Partnership Trust (SEPT)

Highlight report of key issues arising during 2014/15 addressing the priorities

1. Prevention / raising awareness

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

2. Safeguarding activity

The number of alerts raised has increased since the previous year however the number of subsequent enquiries has remained stable. All cases requiring an investigations were responded to with the set timeframes

Alerts raised Oct 14- Sept 15	209
Alerts leading to Enquiry	177

3. Workforce development

The Trust compliance for safeguarding remains consistently good as demonstrated below.

Core Practice Courses

Red 0 - 94% **Green 95%+**

South Essex MH		
Total Target	Trained	
	No	%

Safeguarding Level 1	1876	2052	100%
Safeguarding Level 2	1089	1162	100%
Safeguarding Children Level 3	228	201	88%
Safeguarding Adults Level 3	203	215	100%
Safeguarding Children Levels 4/5/6	2	2	100%

4. Quality Assurance

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

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

Improvements made in adult safeguarding during 2014/15, addressing the priorities

Prevention / raising awareness

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

Partnership working

The Trust continues to be active members of the Southend Safeguarding Board and sub groups.

Quality Assurance

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

Southend Hospital

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

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

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

This past year has seen us strengthen our role in working with patients who are victims of Domestic Abuse where we host and chair a quarterly multi-agency Domestic Abuse committee. The aim of the committee is to develop the way the Trust works with patients who are victims of this type of abuse, providing key staff with the knowledge and understanding of how to safely identify and respond to this particularly sensitive problem. Both the Adult and Children's Safeguarding teams provide support for staff and victims.

Our Learning Disabilities (LD) Nurse is part of the Safeguarding Adults team. She has responsibility for leading on a number of initiatives to continually improve the care we offer to our patients with a Learning Disability who access our services or who are admitted to our wards. The emphasis is ensuring that all needs are understood and met through developing an appropriate care plan with reasonable adjustments. A staff resource portal has been set up on our internal website for staff to be able to access information, and this is

updated each month. The first of a planned series of DVDs was launched which focused on a patient journey through Outpatients. The Trust holds monthly multi-agency meetings to further develop the services we provide for patients with a Learning Disability, this includes service user attendance. One of the benefits of the LD Nurse being part of the Safeguarding team is that it enables sharing of good practice and a collaborative and multi-professional approach to meeting the needs and improving the care of vulnerable people and patients with enhanced needs.

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

East of England Ambulance Service

How the East of England Ambulance Service Trust has ensured an effective safeguarding response for adults with additional care and support needs during the period October 2014 to September 2015:

To have in place policies, procedures and guidelines for safeguarding across the organisation.

To communicate information relating to safeguarding to all relevant parties within the Trust.

To ensure that training in safeguarding is accurate and appropriate to the relevant staff groups.

To work with other clinicians to improve referrals and to strengthen safeguarding in the Trust.

To provide appropriate safeguarding advice, taking into account national guidance, to key Trust committees.

To carry out and quality assure safeguarding audits within the Trust.

To ensure all statutory requirements are met and partnership working remains effective both regionally and nationally.

Monitoring of the safeguarding referral line has remained consistent over the last year; this work ensures the quality of data leaving the Trust and the pathway choices regarding a GP referral and/or Local Authority concern. These referrals are evaluated by the safeguarding team no more than 3 days after the referral is made. This is to ensure patient concerns are received and managed by the correct agency.

East of England Ambulance Service Trust Safeguarding team has completed a re structure. On 01st September 2015 the new Named Professional for Safeguarding was appointed and on 01st October 2015 the new Head of Safeguarding was appointed.

South Essex Homes

In order that South Essex Homes continues to provide an effective safeguarding response for adults with additional care and support needs during October 2014 to September 2015 they have provided a senior manager as the designated safeguarding lead and appropriate representation at the Safeguarding Adults 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 Alzheimer 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.

Essex County Fire and Rescue Service (ECFRS)

Essex County Fire and Rescue Service (ECFRS) is committed to ensuring all policies treat their employees and members of the public equally, regardless of their age, race, religion or belief, gender, disability or sexual orientation. The Service is also committed to adhering to the contents of the Care Act and to ensuring an individual's wellbeing is always in mind when making decisions about them or planning services.

ECFRS completed the Essex, Southend & Thurrock Safeguarding Adults Boards 2014-15 Audit to check the strength of their arrangements to safeguard and promote the welfare of vulnerable adults.

ECFRS evidenced that it fully met or partly met 34 of the 36 areas of concern with only two requiring attention.

Essex County Fire & Rescue Service remains committed to maintaining its high standards in all aspects of Safeguarding.

SECTION 7 – IMPLEMENTING LEARNING FROM REVIEWS

Safeguarding Adults Reviews (SARs)

The SAB commissioned one SAR in 2014, identified as SAR 'Anne', which is due to be completed and approved by the Board in November 2015. Learning identified during the SAR process is already being implemented by partner agencies to improve safeguarding adults services

Other Reviews

The SAB conducted an alternative review of a case during the period involving a patient, with alcohol dependency, discharged to a residential care home, who sustained fatal injuries when he climbed out of an upstairs window in order to obtain alcohol.

Learning from the review included:

- Ensuring substance dependency issues were included in any information provided to residential care homes on discharge from hospital
- That residential care homes have arrangements in place for residents with mental capacity to obtain alcohol if they wish
- For substance dependency training to be made available for residential care home staff
- Ensuring all opening windows in residential homes above ground floor level are fitted with secure opening restrictors

Learning from the review is being implemented and monitored by the SAB

SECTION 8 – FINANCIAL REPORT APRIL 2014 to MARCH 2015

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

Agency	Percentage Contribution	Contribution for 2014-15
Southend Borough Council	48%	20407.68
Southend CCG	26%	11054.16
Essex Police	26%	11054.16
Total Contribution		42516.00

The SAB shares 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 2014-15 the SAB’s expenditure was as follows:

Description	Expenditure (£)
Total Employees	36200
Total Supplies And Services (includes chair remuneration and meeting/training costs)	18450
Total	54650

For the financial year 2015/16 the SAB carried forward £14000 in reserves.

SECTION 9 – BOARD MEMBERSHIP AND ATTENDANCE

Representative	25 th November 2014	24 th March 2015	30 th June 2015	29 th September 2015
Independent Chair	√	√	√	√
Vice Chair - Corporate Director for People, SBC	Apologies	√	-	-
Lead Member, Southend Borough Council	Apologies	√	√	Apologies
DIAL Southend	√	√	√	√
East of England Ambulance Trust	-	Apologies	Apologies	-
Essex Community Rehabilitation Company	Apologies Substitute attended	√	√	√
SBC Business Regulation	√	√	√	Apologies
Quality, Monitoring & Audit Group Chair – SBC Adult Services	√	Apologies	√	√
South East Essex Advocacy for Older People	√	√	Apologies	√
South Essex Homes	√	√	Apologies	√
Southend CCG	√	√	√	√

Representative	25th November 2014	24th March 2015	30th June 2015	29th September 2015
Essex Fire & Rescue Service	-	-	Apologies	√
Healthwatch Southend	√	-	Apologies	√
SBC Head of Adult Services	√	-	√	√
Essex Police	Substitute attended	Substitute attended	√	√
CQC	Apologies	-	√	Apologies
Safeguarding Adults Manager - SBC	√	√	√	√
SAVS	√	√	√	√
NHS England	Apologies Substitute attended	-	-	-
Elaine Taylor - SEPT	Apologies Substitute attended	√	Apologies Substitute attended	√
Southend Hospital	√	√	√	√
SBC Public Health (chair of Domestic Abuse Group)			√	√

SECTION 10 – KEY PRIORITIES FOR 2016-17

The SAB has identified the following key priorities for 2016-17 for the Board, its partner agencies, and other strategic boards to improve the safeguarding of adults in Southend:

- **Assure itself that local safeguarding arrangements are in place, as defined by the Care Act 2014 and other legislation, and that they are effective, person-centred and outcome-focused**
- **Prevent abuse and neglect where possible and ensure timely and proportionate responses when abuse or neglect have occurred**
- **Assure itself that arrangements to implement the Domestic Abuse Strategy are robust and that information sharing and assessment of risk is undertaken in a timely way**
- **Assure itself that safeguarding adults services are informed and improved by the views of adults with additional care and support needs and their family or carers**
- **Assure itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in Southend**
- **Improve practitioner awareness and understanding of the Mental Capacity Act (MCA) and Deprivation of Liberty Standards (DoLS)**
- **Respond to the Violence Against Women and Girls agenda, so called Honour Based Abuse and Modern Slavery, providing a comprehensive programme of work**
- **Assure itself that adults who are vulnerable to exploitation or radicalization are identified and supported appropriately**