



# Annual Report on the Effectiveness of Safeguarding Adults in Southend

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## CONTENTS

<b>SECTION 1 - INTRODUCTION</b>	<b>1</b>
FOREWORD – BY INDEPENDENT CHAIR, LIZ CHIDGEY	1
INTRODUCTION	2
ROLE OF THE SOUTHEND SAFEGUARDING ADULTS BOARD	2
VISION	2
STATUTORY DUTIES AND GOVERNANCE	2
<i>Safeguarding Principles</i>	3
<i>Strategic Plan 2016 - 2019</i>	3
<i>Governance</i>	4
<i>SAB - Board and Sub-Group Structure</i>	4
<i>Strategic Links to other Boards and Partnerships</i>	5
<i>Funding</i>	5
<b>SECTION 2 – PRIORITIES 2016-19</b>	<b>6</b>
<b>SECTION 3 - ACHIEVEMENTS IN 2017/18 - HIGHLIGHTS</b>	<b>8</b>
3.1 SAFEGUARDING ADULTS BOARD	8
3.2 BOARD PARTNERS' ACHIEVEMENTS IN IMPROVING ADULT SAFEGUARDING 2016-17	11
<b>SECTION 4 - LEARNING FROM SAFEGUARDING ADULTS REVIEWS IN 2017/19</b>	<b>11</b>
<b>SECTION 5 - HOW DO WE KNOW WE ARE MAKING A DIFFERENCE?</b>	<b>12</b>
5.1 SAFEGUARDING REFERRALS	12
5.2 WHAT THE STATISTICS ARE TELLING US	12
5.2.1 Abuse Location	13
5.2.2 Age	13
5.2.3 Ethnicity	13
5.2.4 Primary Support Reason	14
5.2.5 Abuse Type	15
5.3 SAFEGUARDING OUTCOMES	15
5.4 PARTNERS' EFFECTIVENESS HIGHLIGHTS	15
5.4.1 Essex Partnership University Trust (EPUT)	16
5.4.2 Clinical Commissioning Group (CCG)	23
5.4.3 National Probation Service (NPS)	25
5.4.4 Southend Borough Council (Drug and Alcohol Commissioning Team) (DACT)	27
5.4.5 Community Rehabilitation Company (CRC)	28
5.4.6 Southend Association of Voluntary Services (SAVS)	30
5.4.7 Essex County Fire & Rescue Service (ECFRS)	31
5.4.8 Essex Police	34
5.4.9 Southend University Hospital Foundation Trust (SUHFT)	36
5.4.10 Southend Borough Council (Adult Services and Housing) (SBC)	39
5.5 SAFEGUARDING ADULTS BOARD – SELF-ASSESSMENT	44
<b>SECTION 6 – CONCLUSIONS AND WHAT THE BOARD WILL BE WORKING ON IN 2019-2020</b>	<b>45</b>
<b>SECTION 7 - APPENDICES</b>	<b>47</b>
APPENDIX 1 – MEETING TRACKER	47
APPENDIX 2 – SAFEGUARDING ADULTS BOARD ACTUALS & PROJECTIONS 2018/19	48
APPENDIX 3 - DASHBOARD	49
APPENDIX 4 – SOUTHEND ADULTS SAFEGUARDING BOARD SELF-ASSESSMENT	56
SELF-ASSESSMENT OUTCOMES (SCORE) – SET AGAINST SPECIFIC DUTIES	57
<i>Examples of Commentary by Partners</i>	59
APPENDIX 5 – GLOSSARY	65

## Section 1 - Introduction

### Foreword – by Independent Chair, Liz Chidgey

*I'm pleased to introduce the 18/19 LSCB and SAB annual reports. Safeguarding Children and Young People (CYP) and Vulnerable adults remains a key priority for all the agencies across Southend with a gradual focus on moving from a process driven approach to identifying, with the people of Southend, the safeguarding outcomes we all want to achieve.*

*The 2050 visioning led by Southend Borough Council in 2018, involved a comprehensive engagement exercise with a wide diverse group of the population. What the people of Southend said they wanted under the heading 'Safe and Well' was for everyone to feel safe at all times of the day. In terms of active participation 'Active and Involved' they said that, when people speak they wanted to be heard and taken seriously, they also want to be involved in developments from the beginning so that together everyone who wants to be can be involved to make the future happen. People also saw the need to be connected and SMART with technology and digital developments ensuring connectivity and inclusion.*

*These desired outcomes provide a basis for future partnership working regarding Safeguarding. The requirement to put in place new arrangements for a multi-agency safeguarding approach in 19/20 gives an opportunity to review and revise both the Children's (LSCB) and Adult's (SAB) Safeguarding Boards, building on the developments we have put in place 2018/9.*

*For this year we have agreed a shared outcome on Violence and Vulnerability across Boards, Community Safety Partnership and Health and Well-being Boards. The Chairs of all the Boards meet on a quarterly basis to monitor progress and discuss next steps.*

*The safeguarding partners approach to design and production of new arrangements must have the participation and voice of Children and Young People and vulnerable Adults at the core as well as the key organisations. This will facilitate authentic partnership arrangements that have aligned road maps and outcomes instead of strategic plans and business plans that sit in splendid isolation.*

*The challenge for 19/20 is to make these changes happen.*

*2018/19 has seen the partnerships for both LSCB and SAB remain strong and engaged. It has also been a year of change for the resources available to progress the work of both Boards. For the first time since my appointment in 2017, we now have two experienced Boards managers in post. Since their commencement in September 2018 they have positively impacted on the capability and capacity of both Boards to deliver against the agreed strategy and plans.*

*I remain excited by the challenges ahead of both Boards as I do believe, with the right focus, we have an opportunity to contribute to ensuring better outcomes on Safeguarding for the population of Southend*

## Introduction

This annual report is for the period 30th September 2017 to 31<sup>st</sup> March 2019 and is produced as part of the Board's statutory duty under The Care Act 2014 and Chapter 14 of the Care & Support Guidance. The report covers more than a calendar year in order that the timing of the report better fits the reporting mechanisms of partners. It is one of the three core statutory duties of the Chair of the Board to publish an annual report in relation to the preceding financial year, on the effectiveness of safeguarding in the local area.

This Annual Report gives details of progress on our priorities and Strategic Plan 2016-2019; and provides an overview of Southend Adults Safeguarding Board (SAB) activities and achievements during 2017–2019 summarising the effectiveness of safeguarding activity in Southend including the work of individual agencies.

The report will be submitted to the Local Authority Chief Executive, Leader of the Council, Essex Police, the Chair of Southend Health and Wellbeing Board and Southend Healthwatch.

More information about the statutory role and function of the Safeguarding Adults Board can be found at <https://www.safeguardingsouthend.co.uk/adults/>.

## Role of the Southend Safeguarding Adults Board

The Southend Safeguarding Adults Board is a statutory body that works to make sure that all agencies are working together to help keep adults in Southend safe from harm and to protect the rights of citizens to be safeguarded under the Care Act 2014, Mental Capacity Act 2005 and the Human Rights Act 1998.

## Vision

***“Adults in Southend are safe from harm and free from abuse”***

The Safeguarding Adults Board aims to ensure the safety and protection of adults with care and support needs within the borough; that is, adults who have care or support needs and who are subsequently less able than others to defend themselves against the threat of abuse, exploitation, or neglect.

## Statutory Duties and Governance

The Board has three core duties defined by the Care Act 2014:

1. Developing and publishing an annual strategic plan setting out how we will meet our objectives;
2. Publishing an annual report which sets out what we have achieved; and
3. Commissioning safeguarding adults reviews where serious abuse or death has occurred and learning can take place.

## Safeguarding Principles

The work of the Southend SAB is underpinned by the safeguarding principles which were set out by the government in the statutory guidance accompanying the Care Act 2014. The following six principles apply to all sectors and settings including care and support services. The principles inform the ways in which we work with adults.

- **Empowerment:** The presumption of person-led decisions and informed consent, supporting the rights of the individual to lead an independent life based on self-determination.
- **Prevention:** It is better to take action before harm occurs, including access to information on how to prevent or stop abuse, neglect and concerns about care quality or dignity.
- **Proportionality:** Proportionate and least intrusive response appropriate to the risk presented.
- **Protection:** Support and representation for those in greatest need, including identifying and protecting people who are unable to take their own decisions, or to protect themselves or their assets.
- **Partnership:** Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability:** Accountability and transparency in delivering safeguarding, with agencies recognising that it may be necessary to share confidential information, but that any disclosure should be compliant with relevant legislation.

## Strategic Plan 2016 - 2019

The Strategic Plan 2016-2019 is being reviewed at the time of writing this report and the reader is advised to refer to the updated plan which will be available on the SAB website on completion.

The new Strategic Plan will cover years 2019-2022. Partner's response to a self-assessment (*managed through the Audit, Quality and Assurance sub-group and led by the Safeguarding Adults Board Manager*), a Partner self-assessment of the Safeguarding Adults Board and their input into this report will assist in the draft of a wider consultation document that will lead to the production of the new Strategic Plan.

## Governance

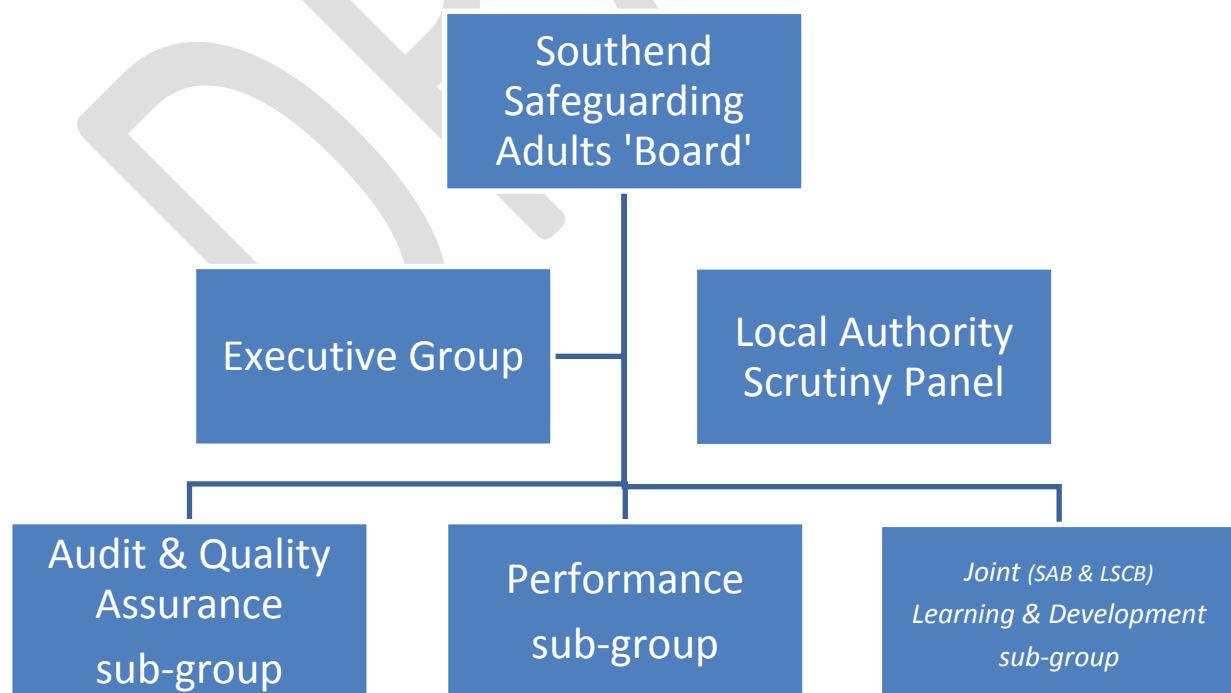
Southend Safeguarding Adults Board is chaired by its' Independent Chair, Elizabeth Chidgey, and meets four times a year bringing partners together from: Southend Council, Essex Police, Essex Fire and Rescue Services, East of England Ambulance Trust, Southend Clinical Commissioning Group, Health Trusts, Probation Services, the Voluntary Sector and Lay Members, representing health, care and support providers and the people who use those services across Southend.

The Chair is accountable to the Chief Executive of the local authority and is responsible for chairing the SAB and overseeing its work programme. However, she is accountable only to the Board for the decisions she takes in that role. The role of Vice-Chair is undertaken by the Deputy Chief Executive (People) – Southend Borough Council.

The Board is attended by representatives from the partner agencies with a high level of engagement. Information about Board attendance can be found in Section 6 and Appendix 1.

The SAB was restructured in 2018 after extensive Partner consultation and now has an Executive and three subgroups chaired by senior members from across the partner agencies. We report on the business of each of the sub-groups operating during 2017-19 in this report and the structure below reflects the shape of the Board.

### SAB - Board and Sub-Group Structure



## **Strategic Links to other Boards and Partnerships**

The Chair of the SAB is a member of the Health and Well-Being Board and presents the SAB Annual Report to the Board; The Chair meets regularly with the Chief Executive, the Corporate Director - People, the Lead Member for adult safeguarding, the Leader of the Council, and is also the Chair of the Safeguarding Children Board. The Chair also meets regularly with the Council's Scrutiny Committee. Links are maintained through representation on key strategic partnerships:

- Community Safety Partnership
- The Health & Wellbeing Board
- The Local Safeguarding Children Board
- Essex Safeguarding Adults Board
- Thurrock Safeguarding Adults Board

The Southend Essex and Thurrock (SET) group work in partnership to provide a common approach to safeguarding across the county. The SET Safeguarding Adults Guidelines set out the system and process all organisations should use to raise safeguarding concerns. This includes a framework for confidentiality and information sharing across agencies.

The SAB Independent Chair and Manager are also members of Regional and National groups that represent Safeguarding Boards across the region and country.

## **Funding**

The work of the Board is financed by contributions from partner agencies, of which currently over 45% comes from the council. In addition to financial contributions, partner agencies contribute significant amounts of staff time to support the delivery of the board's work programme, and to support training delivery.

A review of governance for Safeguarding in Southend led to a supplement to the budget mid-year. This covered the costs of:

- An extensive review of the governance (including the production of terms of reference for all Boards, Executives and Sub-Groups.)
- Support for the management of the safeguarding during the period of review
- Support to manage the change in structure and delivery models post review

Next year's proposed budget 2019/20 (presented at February Board Meetings) includes costs for the new structure. The new budget also (for the first time) recognises the significant 'on-costs' (+34%) of employment.

Full budget information is contained within Section 6, Appendix 2.



## Section 2 – Priorities 2016-19

In the 2016-2017 Annual Report the Board identified the following key areas for development:

- Conclude and implement the Strategic review of the SAB and its sub-group priorities and activities and ensure that engagement with the service user is improved and their voices captured to inform future Board activity
  - This has been completed. As a result of the learning from working with the new structure over the last year there is an intention to further develop the governance of the SAB when the structure is reviewed in 2019.
- Board Members – put in place induction training and ongoing development programme, recruit lay-members to replace recent resignations:
  - The recruitment of lay members has proven difficult. To identify individuals who have the holistic experience to develop an understanding of the SAB has not been successful. The search will continue and when an appropriate candidate is identified they will be introduced to the Board. In the mean-time an alternative source of user feedback and user experience input was required.
    - Preston, David – Hub Project Co-Ordinator (SECH) has attended on Executive group (20 December 2018), and has been invited to become a regular Member.
  - The new SAB Manager has been tasked with developing a network of opportunities to expose the work of the SAB and to collect views of the management of Safeguarding in their sector – and return the findings to the Board.
- Implement a new performance and risk framework to support the Board in delivering its statutory responsibilities – including understanding the impact of local resource commitment to safeguarding and funding plans:
  - A Performance Dashboard has been introduced and will be reviewed in March 2019. Partners have already identified that the Dashboard does not provide all the information that they would like and in the format that they would find most useful. The Dashboard Charts are included in Section 6, Appendix 3.
  - The new Risk Register forms a regular agenda item on all boards and sub-groups. The register is reviewed at every meeting.
  - The Performance Group have agreed that their future work plans will be led by the results, trends and information provided by the Dashboard. The Group will sign off the dashboard before it progresses to the SAB Executive and Board.
- Understanding and assessing the impact on safeguarding of system changes and commissioning plans e.g. Sustainable Transformation Partnerships (STP), the Transforming Care Programme and actively supporting the change programme system wide including workforce delivery issues:
  - The STP and Joint Targeted Area Inspection (JTAI) reports are both a standing agenda item at Board level and the independent Chair and Business Manager have regular meetings with appropriate leads to ensure that the improvement



processes continue to offer assurance in regards to the organisations management of Safeguarding.

- Develop a revised audit programme to be overseen by the SAB:
  - The new Audit and Quality Assurance Groups has a work plan that is agreed by the independent Chair and that reports to the Executive.
  - Unlike the Partners of the Local Safeguarding Children's Board, Partners do not have to complete a self-assessment under the Children's Act 2004, Section 11. The SAB Manager has produced a self-assessment tool that is currently being discussed by the Audit, Quality and Review Sub-Group, and will be shared with Partners early in 2019. The outcomes of this Partner Self Audit will be reviewed and offered 'partner' challenge; after which, alongside the Dashboard, a work plan will be developed and submitted to the Board for approval.
- Conduct a review and agree the Board's safeguarding training offer:
  - A review of the SAB training offer was completed. It was found that the SAB did not have the funds or resources to deliver significant training to Partners. It was agreed that the Board should recommend the use of existing training providers.
  - The SAB website includes information about existing training providers that support the Safeguarding network locally, regionally and nationally.
  - The Southend Essex and Thurrock (SET) Adults Safeguarding Group have reviewed and released a new version of the SET Learning and Development Guidelines in November 2018.
    - This guideline makes clear the required competencies and appropriate training for 'levels' of safeguarding responsibility in the workplace.
- Increase targeted audit activity and analysis – including suicide prevention and the Mental Health Strategy, Modern Slavery, Learning Disability Mortality Review (LeDeR):
  - This work is covered in detail in Section 3.
- Improve Board communication and review the website and engage fully with social media:
  - The SAB website has been reviewed and updated. A group of Team Leaders from Southend Local Authority and the SAB Manager have reviewed all text, downloads and links to ensure the accuracy and currency of its content. The SAB Website is now updated regularly and is kept up-to-date with all appropriate changes.
  - The use of social media is yet to be resolved. The inclusion of Twitter on the website is currently under-used.
- Further work on understanding local responses to Modern Slavery and Human Trafficking and identifying any improvements needed:
  - A conference was held in collaboration with the Violence and Vulnerability group. The Business Manager has also attended conferences and events and sits on local groups that manage the reporting and management of modern slavery issues.

- The SAB Manager attends the local 'Southend Against Modern Slavery' Group
- Making Safeguarding Personal (MSP) – Review how both the practice and culture underpinning Making Safeguarding Personal are embedded across the whole Safeguarding system – including both audit and a review of partners commissioning plans, and the promotion of partnerships, the development of preventative approaches and sharing best practice and learning:
  - Making Safeguarding Personal Guidance led to an action plan that has been subsumed into the Performance, Audit Quality & Review and Executive action plans. The inclusion of MSP in the training of partners has been reviewed and the agenda is subject to review in all of the SAB work.
- Work collaboratively with both Thurrock and Essex Councils on any initiatives arising from our new relationship with the Essex Police & Crime Commissioner:
  - Southend is an active member of the Southend, Essex and Thurrock (SET) working groups.
  - The chair has met with the new Police, Fire and Crime Commissioner and has ensured that the work of the SAB fits and supports his agenda.
  - The Business Manager has responded to the PFCC consultation on their next Business Plan.
- Supporting partners to identify alternative funding sources to enhance services and their capacity to safeguard effectively:
  - The SAB website includes opportunity for training that is free of charge
  - The SET teams assist not only in the production of guidance and policy that makes managing Safeguarding issues easier when individuals cross borders, but saves resources as the responsibility for production and review is shared.

## Section 3 - Achievements in 2017/18 - Highlights

This year the SAB undertook significant work to ensure that it fulfilled its statutory responsibilities and welcomed a new Structure and Business Manager in September 2018.

### 3.1 Safeguarding Adults Board

- The governance of the SAB (and Local Children's Safeguarding Board) was reviewed and the outcome was a change in the meeting structure, their terms of reference, work plans and membership.
  - This has led to an increase in engagement and attendance. We have found that the separation in Performance and Audit Quality and Assurance in Adults Boards is difficult for some partners and the groups may choose to merge or run 'back-to-back' meetings in the future; this is currently under discussion at the Groups meetings. (*This may be further impacted by the changes made as a result of the requirements of the Working Together Document 2018; which are currently subject to a consultation process*)

- Strategic Plans with key priorities have been delivered, alongside key objectives.
- Action Plans for the Board and Executive Meetings now form part of the minutes and there are work plans for the Performance and Audit, Quality and Review Sub-Groups.
- The Risk Register has been reviewed; the format changed and is now a standing item on agendas.
- The training provision was reviewed and it was found that the costs in time and resources have led to other significant work not being delivered. It was also found that the Boards were accrediting training without an appropriate mechanism for doing so. It was noted that a number of national lead organisations provide safeguarding training at an equitable cost, free training, bespoke training for themes and roles. A significant factor in the change in training offer was that there was only a 50% take up of courses offered. It was agreed that training from Essex and Thurrock would be accessible to people and professionals from Southend. (*An example of this is the revision of the shared Safeguarding Guidelines; where training provided by Southend, Essex and Thurrock individually is open to any partner staff groups*)
- A Train the Trainer update Course has been delivered.
- A shared learning event (alongside the Violence and Vulnerability group and Community Safety Partnership) on Modern Day Slavery was led by the SAB. Attendance and feedback for the event has been excellent.
- A Performance Dashboard has been developed and delivered. The presentation of headline statistics, with commentary, generates the majority of the work for the Performance Subgroup and is forwarded to the Board. The dashboard is due for review in March 2019 and it is likely that the first iteration will change significantly as Partners have become aware of the benefit of the presentation and the opportunity to concentrate on areas of risk, and what information would be useful.
- The SAB website content has been reviewed. It was found that that there was content that was no longer relevant, missing or inaccurate. All errors and omissions have been rectified and a regular review of content planned. The Independent Chair has received very positive feedback regarding the new content and presentation of guidance.
- The new Business Manager plays a significant role in the Southend Essex and Thurrock group and the sharing of resources provides a significant support to the Southend Safeguarding teams.
- The Business Manager has produced new guidance for Partners
  - Safeguarding Adult Support Guidance
  - Self-Assessment Tool for Partners
  - Self-Assessment Tool for the SAB
  - Easy Read Guidance for Website use
  - Communication plan, Presentation and Changes documentation for new Adults

## Safeguarding Guidance

- The Business Manager has also been part of the group of regional safeguarding board managers that are setting up a regional network of SAB managers and changing the Regional Adults Safeguarding lead group.
- Induction Packs have been developed for Board Members to ensure that they have all the information, network and connections to add value to the SAB as soon as possible.
- Assurance
  - The Independent Chair has explored issues and provision of services for Homeless people in the area with the voluntary sector
  - Sustainability and Transformation Plans (Health) have presented to the Board and the impact of the work is kept under review.
  - Do Not Attempt Cardiopulmonary Resuscitation (DNAR) plans and activity audited
  - Learning Disabilities Mortality Review (LeDeR) plans have been submitted to the Board and are actively monitored audited
  - The CRC HMIP audit and action plan has been reviewed and followed up – action plan delivery and outcomes to be reported to SAB
  - Partners training regarding Making Safeguarding Personal has been audited
- An incident (WT) has been reviewed and the preparatory work for a SAR has been completed. The inclusion of a specialist investigation into the clinical decisions and internal investigations may negate the need for a complete SAR, this decision is yet to be made.
- Making Safeguarding Personal guidance has been reviewed and actions included in appropriate SAB groups.
- The Southend SAB continues to work with SET and has been involved in the update of a number of shared policies, including the overarching Safeguarding Adults Guidelines.
- The Business Manager has produced a new policy for SBC to share with professionals and providers that offers support when making a decision regarding safeguard referrals.
- Partners have been asked to complete a Self-Assessment for the first time in a number of years. The outcomes of the work will direct future strategy and work plans.
- Partners of the SAB have completed a self-assessment of the Board; considering its strategy, structure, delivery, efficiency and effectiveness. Outcomes will assist in the governance, development and work plans of the SAB and its sub-groups.

## 3.2 Board Partners' Achievements in improving Adult Safeguarding

## 2016-17

The SAB has been involved in partnership activity throughout the 2017/19 period and the following organisations regularly report into the SAB and most (listed below) have provided a summary of their activity over the period for this report. They include:

- Southend Borough Council (Adult Services and Housing) (SBC)
- Southend Borough Council (Drug and Alcohol Commissioning Team) (DACT)
- Essex Partnership University Trust (EPUT)
- Clinical Commissioning Group (CCG)
- National Probation Service (NPS)
- Community Rehabilitation Company (CRC)
- Southend Association of Voluntary Services (SAVS)
- Essex County Fire & Rescue Service (ECFRS)
- Essex Police
- Southend University Hospital Foundation Trust (SUHFT)

Southend Essex and Thurrock (SET) Safeguarding Adults Guidelines are used by all partner agencies and a SET audit which is carried out biennially was not conducted during this reporting period. All partners have an identified designated safeguarding adults lead.

Partners have assured SAB that they have policies in place for the safeguarding of adults which are consistent and comply with the above guidelines to ensure that safeguarding arrangements comply with the statutory duties within the Care Act 2014.

## SECTION 4 - LEARNING FROM SAFEGUARDING ADULTS REVIEWS IN 2017/19

It is a requirement of the Care Act 2014 that the details of any Safeguarding Adults Reviews (SARs) conducted during the year must appear in the SAB Annual Report. It is the responsibility of the SAB Chair to decide whether or not a death or serious incident should be the subject of an SAR, which would involve commissioning an independent review and publishing a full report written by an author recruited for the purpose.

There were no Safeguarding Adults Reviews conducted during 2017/19, and there were no requests for SARs received.

During 2017/19 briefing papers concerning serious safeguarding incidents where individuals had been in receipt of services from statutory bodies and other organisations were considered by the Board.

## SECTION 5 - HOW DO WE KNOW WE ARE MAKING A DIFFERENCE?

This section will provide a summary analysis of the outcomes of safeguarding activity over the year.

Southend is an exceptionally diverse and fast-changing borough. We have a population of 179,800 according to 2016 Office for National Statistics estimates, and around 30% of the population lives in areas classified as falling within the 30% most deprived areas in the country.

The number of older people (65+) in Southend living alone is estimated to have increased year on year since 2011, coupled with an increase of older people living in care homes.

Southend Joint Strategic Needs Assessment (JSNA) describes the health, care and wellbeing needs of the local population, this helps the Clinical Commissioning Group and Southend Council commission the best services to meet those needs

Southend Borough Council has produced an Annual Data Report with data sourced from the NHS Digital data set (the full report is available on request) see below for the report highlights.

## **5.1 Safeguarding Referrals**

There are two different types of safeguarding enquiries

The type of safeguarding enquiry depends on the characteristics of the adult at risk. If the adult fits the criteria outlined in Section 42 of the Care Act, then local authorities are required by law to conduct enquiries. Local authorities will sometimes decide to make safeguarding enquiries for adults who do not fit the Section 42 criteria.

## **5.2 What the statistics are telling us**

The council collects information about safeguarding adults work in Southend, so we know how well people are being safeguarded. This information helps the Southend SAB decide what their next steps should be.

Data in relation to all safeguarding issues is monitored both locally and nationally. All safeguarding concerns and enquiries are recorded and co-ordinated by Southend Council. Progress from initial concern through to conclusion is monitored for timeliness and quality across a wide variety of measures including the nature and location of harm, service user groups, outcomes, age, gender, ethnicity, etc. This information is scrutinised by the SAB sub-groups who report key issues and trends to the Board via the Executive group.

Southend Council submits returns annually to the Department of Health (DH) for collation and comparison of the key data across all authorities in England.

2016/17 safeguarding concerns	1010
2017/18 safeguarding concerns	1155
2017/18 safeguarding concerns (individuals involved)	935
2016/17 S42 safeguarding enquiries	510
2017/18 S42 safeguarding enquiries	635
2017/18 S42 safeguarding enquiries (individuals involved)	570

In 2016/17 there was an 37.5% increase in the numbers of individuals for whom a safeguarding concern has been identified, from 858 in 2015/16 to 1180 in 2016/17; there has been a decrease of 14% to 1010 in the year 2017/8.

### 5.2.1 Abuse Location

Abuse can happen anywhere; in someone's own home, in a public place, in hospital, in a care home for example. It can happen when someone lives alone or with others. It is important to understand the circumstances of abuse, including the wider context such as whether others may be at risk of abuse, whether others have witnessed abuse and the role of family members and paid staff or professionals.

### 5.2.2 Age

When looking at the ages of individuals involved in Section 42 enquiries the highest proportion of clients are aged between 18 and 64 years old. The representation of this age group has increased over the previous 2 years, but this rise has been halted by the rise in the percentage of 85-94 year olds.

Age Range	2014/15	2015/16	2016/17	2017/18
18-64	26.9%	35.2%	35.6%	31.6%
65-74	13.5%	13.0%	11.9%	11.4 %
75-84	20.2%	20.4%	20.8%	21.9%
85-94	33.7%	26.9%	25.7%	29.8%
95+	5.8%	4.6%	5.9%	5.3%

### 5.2.3 Ethnicity

Southend had a high percentage of 'white' individuals involved in both safeguarding concerns and section 42 enquiries and a low percentage of Asian/Asian British individuals. When comparing Southend data across 3 years, proportions have remained relatively consistent. This should be considered against the census data that describes the most up to date information about Southend on Sea demographics:

[https://www.nomisweb.co.uk/census/2011/CT0010/view/1946157203?rows=rural\\_urban&cols=cell](https://www.nomisweb.co.uk/census/2011/CT0010/view/1946157203?rows=rural_urban&cols=cell).

Individuals Involved In **Safeguarding Concerns**

	2015/16	2016/17	2017/18
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Asian / Asian British	0.7%	2.0%	1.6%
Black / African / Caribbean / Black British	0.7%	1.5%	0.5%
Mixed / Multiple	0.7%	1.0%	1.1%
Other Ethnic Group	1.3%	1.0%	0.0%
Refused	0.0%	0.0%	0.0%
White	93.3%	89.7%	91.4%
Undeclared / Not Known	3.4%	4.9%	5.4%

### Individuals Involved In **Safeguarding Section 42 Enquiries**

	2015/16	2016/17	2017/18
Asian / Asian British	0.9%	2.0%	0.9%
Black / African / Caribbean / Black British	0.9%	2.0%	0.0%
Mixed / Multiple	0.0%	0.0%	0.0%
Other Ethnic Group	0.9%	0.0%	0.0%
Refused	0.0%	0.0%	0.0%
White	92.7%	91.1%	93.8%
Undeclared / Not Known	4.5%	5.0%	5.4%

### 5.2.4 Primary Support Reason

The 'Primary Support Reason' is the main 'reason' why an adult requires support or care. When comparing 2017/18 data to previous years Southend have a larger proportion of 'No support reason' than 2015/16 by 8.6%, indicating that more individuals were involved in Section 42 enquiries that were not receiving any other service support from 2016/17.

### Yearly Comparison

Primary Support Reason	2014/15	2015/16	2016/17	2017/18
Learning Disability Support	8.7%	5.5%	5.9%	8.0%
Mental Health Support	7.7%	1.8%	7.8%	3.5%
Physical Support	75.0%	31.2%	40.2%	38.1%
Sensory Support	1.9%	0.0%	2.0%	0.0%
Social Support	2.9%	0.0%	2.0%	0.0%
Support with Memory and Cognition	2.9%	0.9%	2.9%	2.7%
No Support Reason	1.0%	60.6%	39.2%	47.8%

### 5.2.5 Abuse Type

The charts below show that the most common abuse types recorded by people experiencing a Section 42 enquiry is 'Neglect'.

#### Types of Abuse

	2014/15	2015/16	2016/17	2017/18
Physical	23.3%	19.6%	19.6%	19.6%
Sexual	2.0%	4.7%	4.8%	5.5%
Psychological	19.3%	16.9%	18.5%	14.7%
Financial	19.3%	18.2%	17.9%	17.8%
Discriminatory	0.7%	0.00%	0.0%	0%
Organisational	3.3%	4.1%	1.8%	1.8%
Neglect & Omission	32.0%	27.0%	25.0%	31.9%
Other	0.0%	9.5%	12.5%	
Domestic Abuse				6.1%
Modern Slavery				0%
Sexual Exploitation				0%
Self-Neglect				2.5%

'Other' in the above table indicates type of abuse that were non-mandatory to submit (including domestic abuse, sexual exploitation, modern slavery and self-neglect) and there was a 3.8% decrease in these types from 2016/7. We have separated them for this year's reporting statistics.

### 5.3 Safeguarding Outcomes

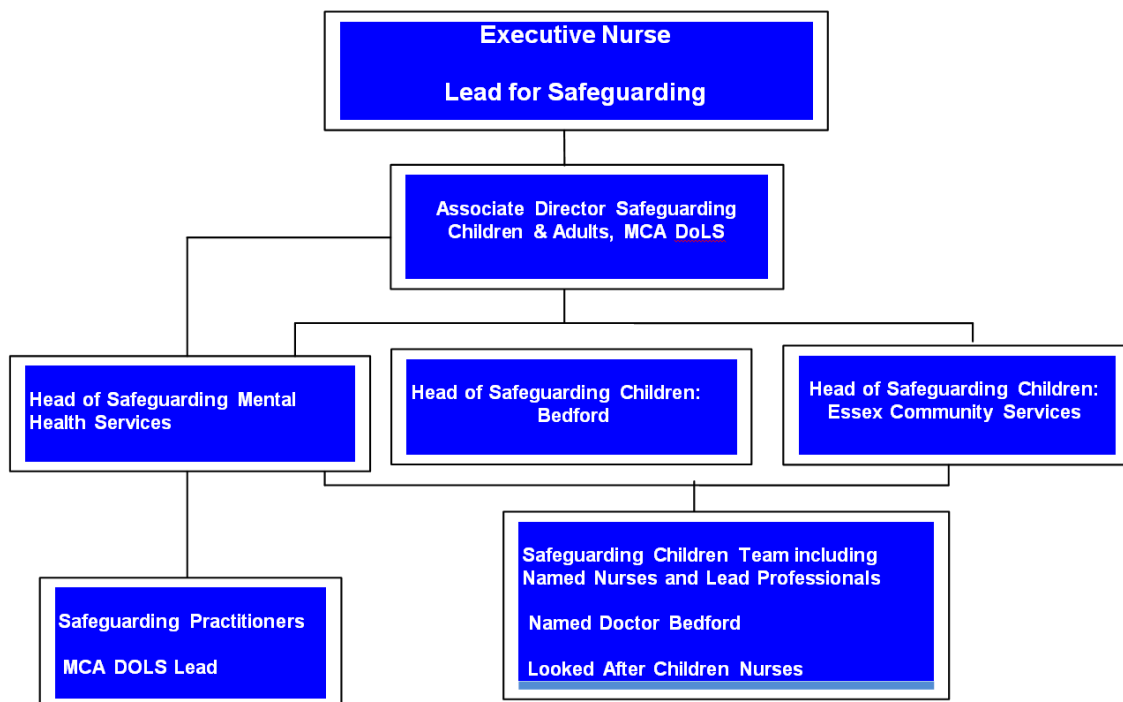
In all safeguarding enquiries the person at risk of abuse or neglect will be helped to stay safe from harm. If necessary, monitoring of their risk will be increased, and the frequency, type or location of their care may change. Action will be taken against the person who caused the harm. This might include criminal proceedings, removal from a service, further training or disciplinary action if they were a paid carer.

### 5.4 Partners' effectiveness highlights

The SAB has been involved in partnership activity throughout the 2017/19 period and the following organisations regularly report into the SAB and most have provided a summary of their activity over the period.

### 5.4.1 Essex Partnership University Trust (EPUT)

#### Agency Context



Commercial Strategy  
- Our Services Jan 20

*Essex Partnership University Trust (EPUT) is a provider of Mental Health and Community Services across Essex, Bedford and Suffolk. In April 2017 the two former organisations of South Essex Partnership Trust (SEPT) and North Essex Partnership Trust (NEPT) merged to form one organisation. As a result of the merger the safeguarding team expanded and appointed a Head of Safeguarding for Mental Health Services. The safeguarding team now consists of a variety of professionals, all of whom bring additional expertise to the team. The Executive Nurse has board responsibility within EPUT for safeguarding and this responsibility is explicit within the job role.*

*The responsibility for conducting an enquiry (investigating Safeguarding Adult issues) differs between Mental Health and Community Health Services. The Local Authority delegates the responsibility for investigating safeguarding issues to the Trust for those accessing Mental Health Services. This means that staff regularly conducts safeguarding enquiries for service users. They typically arrange meetings with police, social care and other agencies as required and invite service user family members or advocates to safeguarding meetings. The Trust safeguarding team monitor compliance with time frames and analyse trends.*

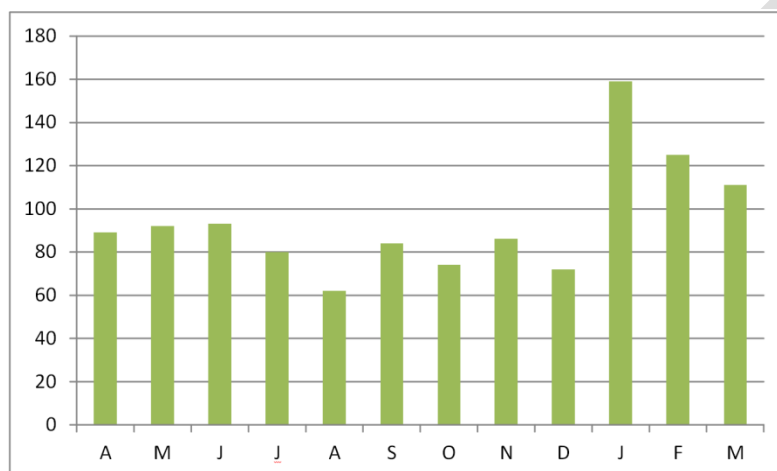
*For service users accessing Community Health Services, the Local Authority is responsible for the enquiry. However it is essential that Community Health Service staff are fully involved in investigations by representing the health needs of service*

users. A reporting framework has been established to report data, trends and concerns to the Trust Senior Management team meetings the Local Authority Safeguarding and the CCG's.

## **Safeguarding Adults Activity**

### ***Trends 1- Number of Safeguarding alerts***

- EPUT Mental Health Services: Total 1127

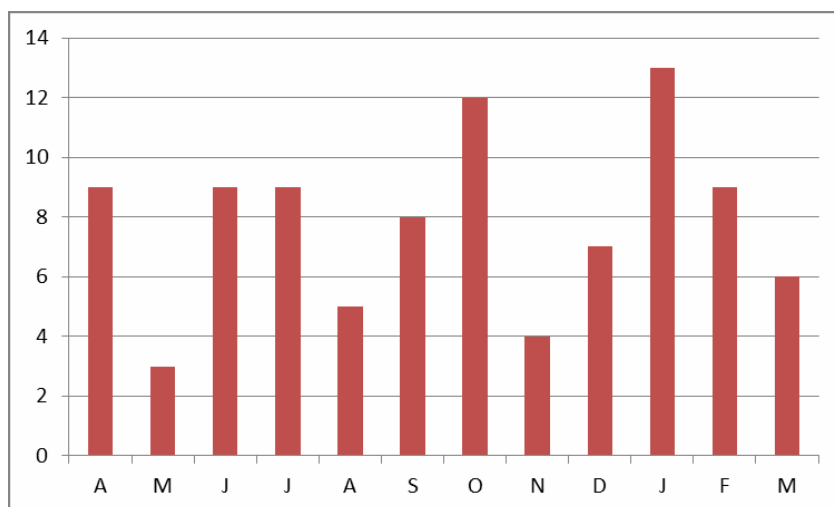


- Southend Mental Health Services: Total 112

Southend MH		Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Total
	Safeguarding (SET SAF 1)	8	5	8	18	14	10	14	5	4	11	7	8	112

The number of alerts raised and those subject to an enquiry in mental health services has increased since last year. The reasons include additional issues that constitute safeguarding such as self-neglect and hoarding, together with an increase in staff awareness of safeguarding concerns.

- EPUT Community Health Services: Total 94



- Southend Community Health Services: Total 35

Southend CHS		Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Total
	Safeguarding (SET SAF 1)	2	1	2	5	1	6	4	2	3	6	2	1	35

As stated above the Local Authority safeguarding teams are responsible for triaging and making safeguarding enquiries for any EPUT service user of Community Health Services.

The alerts raised to the Local Authority by EPUT have increased slightly since last year (16/17). The greatest number of referrals was in South Essex and this reflects the large number of nursing and residential homes visited by EPUT staff.

### **Trends 2: Alerts raised by service**

The majority of referrals come from Adult Community Mental Health followed by staff on inpatient wards. This is consistent throughout the Trust and with previous years reporting. In Community Health Services the majority of referrals sent to the Local Authority are from District Nursing staff.

External to the Trust, referrals are commonly from police or ambulance services

### **Trends 3: Number of enquiries by age and gender**

Within Mental Health Services the majority of enquiries are in the 18-65 year old age group. This contrasts with Community Health Services where the majority are in the over 65 age group. This reflects the predominant age group accessing Community Health Services.

Women feature more in both services which remains a consistent trend both locally

and nationally as more women use mental health services and are the larger proportion within the older age population.

#### ***Trends 4: Type of abuse reported***

*The most common category of abuse in Mental Health Services is physical, neglect followed by financial abuse.*

*The main category for Community Health Services is neglect. This reflects the number of referrals for alleged poor care in nursing, residential homes and peoples own homes and include those cases involving pressure ulcers.*

#### ***Trends 5. Place abuse/incident occurred and perpetrator***

*The majority of safeguarding alerts and enquiries of abuse occurred in peoples own home and the alleged perpetrator was a family member or known to family. This is consistent with local authority and national data.*

*Within Mental Health Services the second most common place of abuse was in inpatient settings involving service user to service user incidents.*

#### ***Trends 6: Outcomes following enquiry***

##### *Outcomes for victim*

*The majority of completed enquiries showed that the allegation was substantiated or partially substantiated. For victims the most common outcome was for staff to increase monitoring, police intervention particularly where a crime had been suspected e.g. financial abuse or case management resolution.*

##### *Outcome for Perpetrator*

*For Mental Health Services, the perpetrator may also have been a service user, particularly when the abuse occurs on inpatient units. In these cases it is important that the needs and care plans of the perpetrator are assessed.*

*The majority of outcomes for the perpetrator have been, increased monitoring or moved to an alternative unit/place. In Community Health settings the outcome especially in a residential or nursing home has been extra support and training delivered by EPUT staff. In some cases the suspension of new placements has been advised, until improvements have been made to care and treatment.*

##### *Innovative Practice & Development*

- *Police Liaison*

*In 2016 the Trust was experiencing a large number of safeguarding adult referrals from police, the majority of which did not concern safeguarding issues but involved mental health issues, anti-social behaviour or a person not managing well at home etc. This issue is not specific to EPUT but has been experienced throughout the NHS in Essex and Bedfordshire.*

*In May 2017 a member of EPUT safeguarding team co-located with Essex Police and Adult Social Care as part of a pilot to provide a multi-agency approach to reduce the volume of inappropriate Safeguard forms being submitted by the Police. The pilot has been a great success with an avoidance of duplication and simplified processes between professionals.*

*Three leaflets (below) have been developed this year for service users and their families to explain the definition of safeguarding adults and the enquiry process. The leaflet 'Safeguarding for you' is an easy read version and has been assisted in design by a service user during an art therapy session.*



### Training Compliance

	Target Total	Trained	
		No.	%
Safeguarding Level 1	1170	1062	91%
Safeguarding Level 2	3346	2979	89%
Safeguarding Adults L. 3	1394	1257	90%
Safeguarding Children L. 3	802	701	88%
Safeguarding Children L. 4	15	15	100%
LAC face to face	49	42	86%
PREVENT training	828	71	90%



## **Outcomes and Impact of Safeguarding Adults Activity**

### Staff support

*The Safeguarding team provide expertise and advice to staff on a daily basis. The team have received a number of positive comments and compliments from staff as below.*

*"I would just like to say how helpful the member of the safeguarding team has been and she has been such brilliant support for staff during a recent complex safeguarding investigation".*

*"I want to thank you for your support with Mr A's case, particularly for being able to support the team in agreeing our decisions around the case at very short notice yesterday. It is much appreciated, and your input was critical in reaching the right decision for him and his family".*

### Police feedback

*'By having the Mental Health Specialist within the Triage Team there is now a greater understanding by the police of Essex Mental Health services and a greater understanding of the referral process into those services.'*

## **Key Successes**

- *Successful integration of 2 people from the safeguarding team from the 2 trusts post-merger, which meant effective delivery and support regarding safeguarding in the organisation.*
- *Newly updated staff intranet site for safeguarding for staff reference and guidance.*
- *Newly developed organisational Adults Strategy which includes safeguarding.*
- *Addition to level 2 safeguarding training of enhanced package of domestic abuse, gangs (cuckooing), forced marriage and female genital mutilation.*
- *Effective disseminating of any relevant lessons learned or recommendations to front line staff.*
- *We managed to work collaboratively with Essex County Council and Police to triage all safeguarding referrals that were being raised by the police.*
- *Agreed a process with Southend MARAC for mental health patients.*
- *Agreed a process for HLA to have access to mental health records.*

### Learning Lessons

*The Safeguarding Team routinely contribute toward identifying and presenting cases relating to children and adult services to the Learning Oversight Committee.*

*Cuckooing:*

*Case Study:*

*This case relates to a gentleman who was a victim of cuckooing. Cuckooing is a new type of crime which involves a drug dealer befriending a vulnerable individual who lives on their own. The dealer moved in, took over the property, and turned it into a*

drugs' den.

Mr A was known to the Trust memory service and had reported to the Community Psychiatric Nurse (CPN) that he had a new 'friend' who visits him and helps with shopping etc. The CPN became concerned when Mr A physical wellbeing appeared to have deteriorated and he had financial problems where money was going missing. The CPN raised a safeguarding alert and a multi-agency meeting was held with police, social care and housing and included Mr A. After much investigation, discussion and support for Mr A, it transpired that his new 'friend' was exploiting him, inviting others to Mr A flat and dealing drugs. Mr A agreed to a respite placement whilst locks were changed and security camera put onto his flat. He returned home and did not experience any further problems; his health improves and he continues to be supported by EPUT services.

Allegations of sexual abuse against staff:

The Safeguarding team have received a number of allegations against staff, some of a very serious nature including sexual abuse and involving a police investigation.

On investigation the majority of these concerns are unsubstantiated but cause considerable distress to staff. Some of these cases could have been avoided had staff followed some basic principles particularly where the person is known to make allegations, these include.

- Explain any intervention with the service user so they are clear of what to expect.
- Ensure any identified risks are clearly outlined in care plans.
- Ensure all staff are aware of those who make repeated allegations against staff.
- Contact the Safeguarding team who are happy to discuss the implications of making a false allegation with service users.
- Where risks are identified do not visit/ enter patient's room alone.

## Key Areas for Development

	<b>Objectives 2018/19</b>	<b>Action Required</b>	<b>Success Criteria</b>
1	Update Strategic Framework	Development of Safeguarding Strategic Framework for 2018- 2021	Framework in place
2	Ensure a successful outcome following any CQC inspections	Review reports and associated action plans	Any recommendations are implemented
3	Continue to develop and enhance the Trust In-site section for Safeguarding	New combined Intranet in development	Safeguarding page on the intranet
4	Complete the 2017/18 Audit program for safeguarding	Complete audits - Sec 11 MCA/DOLS Audit Service /user Audit Training Audit	Audits completed, reported and recommendations
5	Ensure a continued Safeguarding support system in place for EPUT adolescent units	Supervision and support systems to be developed and assessed	Staff on EPUT Adolescent units feel fully supported by the safeguarding team
6	Enhance awareness of Criminal, sexual Exploitation and Gangs	Review and update policies training programs and systems	Increased reports from staff on concerns regarding the objective criteria

*The organisation plan to strengthen the safeguarding arrangements they have in place as a result of the CQC inspection during 2018.*

## 5.4.2 Clinical Commissioning Group (CCG)

### Agency Context

*Southend CCG is a Clinical Commissioning Group (CCG) in south east Essex. A CCG is a group of GPs and clinicians who commission (buy) health services for their local communities. Our role is to specify outcomes that we want to achieve for our population, and then contract providers to provide care to achieve those outcomes. We are committed to ensuring the provision of local, high quality services that meet the specific needs of our population. During 2018 Southend CCG has aligned with Castle Point & Rochford CCG to increase efficiency through matrix working and the reduction of duplication.*

*On-going financial and capacity issues across the health economy will challenge both commissioning and provider health organisations. The Sustainability and Transformation Plan will continue to support change in local health services to reflect the changing needs of the population. However, the CCG maintains a strong commitment to safeguard children from abuse and neglect and is an active member of the SAB. The CCG is responsible for the procurement of designated safeguarding*

adult leads. A key function of the designated professionals is to provide clinical expertise and strategic leadership across the local health system to support other professionals in their agencies on all aspects of safeguarding adults at risk. The Named GP undertakes a specialist role within the team to support and advise General Practitioners and Nurse Practitioners working in Primary Care on matters relating to safeguarding adults.

### **Safeguarding Adults Activity**

As a commissioning organisation the CCG does not deliver services directly to children and families but does have systems in place to ensure that the health services we commission has robust safeguarding arrangements in place.

- The CCG has a mandatory requirement for safeguarding adult training and compliance stands at 84%
- Health Service information sharing to the Multi Agency Risk Assessment Team has improved through closer links to adult mental health services and primary care.
- Hospital Based Independent Domestic Violence Advocates were commissioned to improved early recognition and support to victims of domestic abuse.
- Joint quality visits are undertaken between Health & Social Care and the Senior Nurse for Care Homes is routinely included in the safeguarding strategy meetings with the Council.

### **Outcomes and Impact of Safeguarding Adults Activity**

As a commissioning organisation the CCG does not deliver services directly to adults but does have systems in place to ensure that the health services we commission has robust safeguarding arrangements in place.

The impact of multi-agency working has provided a global view of all safeguarding concerns across the health and social care economy providing the platform for robust discussion and positive outcomes for the residents. Health & Social care work closely with all residential homes to maximise their understanding of and identifying how to escalate concerns to the CQC, and the appropriate Councils to maximise patient safety.

### **Key Successes**

- Commissioning hospital based Independent Domestic Abuse Advisors for 3 acute NHS Trusts and supporting the services already established in other Trusts.
- A Safeguarding Assurance Tool has also been submitted to NHSE England which demonstrates a high level of compliance.
- The CCG Adult Safeguarding Lead jointly ran a forum for Care Home & Domiciliary Care Providers to support and development.
- Supported the Medication Management Team to enhance their knowledge of safeguarding and the application of the MCA to the administration of medication.
- Worked with primary care to improve their recognition of and response to

safeguarding Adults.

- Delivered bespoke training to primary care on Mental Capacity Act assessment.

### **Key Areas for Development**

During 2019/20 the CCG will:

- Work with partner CCGs to develop the Mid and South Essex Sustainability and Transformation Partnership (STP) to improve health outcome for the local population
- Ensure the reformed Liberty Protection Safeguards are embedded into Community Health Care practice.
- Work with SAB partners to deliver the Violence and Vulnerability Strategy
- Work with Primary Care to ensure that safeguarding is integrated into the work of Locality Hubs
- Work with Primary Care to implement to revised requirement of Adult Safeguarding: Roles and Competencies for Health Care Staff.

### **5.4.3 National Probation Service (NPS)**

#### **Agency Context**

The role of the National Probation Service (NPS) is to protect the public, support victims and reduce reoffending. It does this by:

- assessing risk and advising the courts to enable the effective sentencing and rehabilitation of all offenders;
- working in partnership with Community Rehabilitation Companies (CRCs) and other service providers; and
- directly managing those offenders in the community, and before their release from custody, who pose the highest risk of harm and who have committed the most serious crimes.

In carrying out its functions, the NPS is committed to protecting an adult's right to live in safety, free from abuse and neglect.

The NPS is currently planning to implement the Offender management in Custody Programme, Agencies were invited to comment on the probation consultation which will see changes made to the probation service in 2019. The key changes for the NPS is the roll out of new IT, which has meant more up-to-date software and provided staff with a degree of flexibility, for example, the ability to undertake more appointments outside of the probation office.

Workloads and staffing continue to be key challenges which the business has responded to by recruiting over 400 PQUiPs (trainee probation officers) and over 250 new probation service officers in 2018, with more than 300 PQUiPs qualifying as probation officers in 2018 and nearly 300 PQUiPs due to start very early in 2019

### **Safeguarding Adults Activity**

*All staff – be they employed on a permanent or temporary basis – are required to complete mandatory safeguarding adults e-learning. Offender facing practitioners are required to complete both e-learning and class based training. They are also required to complete: domestic abuse, child safeguarding, foreign nationals and hate crime training. This training is mandatory and staff completion is monitored on an annual basis.*

*NPS staff have access to EQUIP – knowledge management database, which provides access to safeguarding adults policy and practice guidance.*

*The NPS contribution to adult safeguarding is significant at the pre-sentence stage where we make an assessment irrespective of the nature/seriousness of the offence(s) for which the offender is charged. During supervision, NPS staff again assesses risks offenders pose to others and others pose to them which is kept under regular review.*

### **Outcomes and Impact of Safeguarding Adults Activity**

*Through training and access to relevant policy and practice guidance, NPS makes sure that all NPS staff are clear about their roles and responsibilities and how to raise safeguarding concerns. Staff are made aware of the routes for escalation where they feel a manager or another agency has not responded appropriately to a safeguarding concern. The practice guidance that supports this policy gives clarity on roles and responsibilities and the action to be taken in response to adult safeguarding concerns. The guidance also supports staff in the early identification of offenders in the community with care and support needs.*

### **Key Successes**

*A key success for the NPS is getting our staff trained and not losing focus on safeguarding during organisational changes or staff and resource pressures. We ensure we assess all offenders at each stage of the offender's journey through the Criminal Justice System in relation to safeguarding adults.*

### **Key Areas for Development**

*I would suggest a key area of development is timely information sharing, for example, when checks are being made to see if the offender is known/not known. Agencies also need to ensure that lessons from audits and inspections are embedded in practice. Another key development underway is improving staff's knowledge and response to 'Hate Crime'. Another area is improving our data recording systems to enable us to accurately report on the number of referrals made to adult social care and the outcome of these referrals.*

#### 5.4.4 Southend Borough Council (Drug and Alcohol Commissioning Team) (DACT)

##### **Agency Context**

*Southend Drug and Alcohol Commissioning Team (DACT) are responsible for commissioning appropriate services to address substance misuse across the Borough. The DACT work in partnership with a range of agencies, including criminal justice, education, Social Care, physical and mental health services to ensure that pathways are in place to enable individuals with substance misuse issues to access the support that they need.*

*During 2017/18 the DACT undertook a large scale procurement of its services (the services in place are detailed in the next section); despite the upheaval and uncertainty that can occur through this process, service providers were required to ensure that they maintained high standards with regard to their safeguarding responsibilities. As far as we can tell, there has been no significant disruption to their safeguarding reporting processes during this period.*

##### **Safeguarding Adults Activity**

*The DACT currently commission three core services:*

- **STARS (Southend Treatment And Recovery Service)** who provide specialist treatment and ongoing recovery support to adults (18 and over) who wish to address their substance misuse
- **YPDAT (Young People's Drug and Alcohol Team)** who provide specialist substance misuse treatment, advice and guidance to young people up to the age of 21
- **Severe & Multiple Disadvantage Service** who work with adults with complex and/or multiple needs, particularly those who are homeless or at significant risk of homelessness

*All commissioned services are required to maintain and adhere to appropriate policies and procedures on safeguarding of children and vulnerable adults, including appropriate procedures with regard to recruitment and training, and reporting of allegations against staff. All commissioned services are required to keep an up-to-date training log of core staff competencies which is reviewed quarterly. All commissioned adult services are also required to provide data to the DACT about the number of safeguarding referrals made during each quarter.*

*STARS were last directly involved in a CQC inspection in July 2016, as part of a wider investigation around looked after children and safeguarding support. The London Regional Office of CGL (who provide STARS) also received a CQC inspection in February 2017. Both of these reviews were positive. We have recently been informed that CGL have now arranged that their individual sites will be registered directly, rather than being registered under Regional Offices, so STARS has been independently*



registered since October 2018.

YPDAT were inspected by the CQC as part of the Joint Targeted Area Inspection (JTAI) conducted in March 2018. Although the mention of YPDAT in the final JTAI report amounts to just one sentence, this and the informal feedback received from inspectors was very positive.

### **Outcomes and Impact of Safeguarding Adults Activity**

The data received by the DACT does not provide us with any detail about the outcomes or impact of safeguarding activity. The detail that we have is:  
During 2017/18, STARS made 5 adult safeguarding referrals and 1 child safeguarding referral.

During 2017/18, YPDAT did not make any adult or child safeguarding referrals.

### **Key Areas for Development**

There have been some concerns that some of the services are struggling to meet the burden of professionals' meetings that they are required to attend, particularly the MARAC and MDT meetings. This is being explored through contract and performance reviews with the services, and the DACT will be considering whether there might be a business case for expanding the staffing arrangements to ensure appropriate coverage so that safeguarding responsibilities are not affected.

## **5.4.5 Community Rehabilitation Company (CRC)**

### **Agency Context**

Essex CRC manages adults in Southend who are sentenced to Community Orders or periods of imprisonment, where they are assessed as either low or medium risk of serious harm. We also deliver structured interventions to high risk offenders supervised by the National Probation Service. In Southend we are located in Civic 2, which has allowed growth in our partnership working with local authority teams.

Our leadership team has remained consistent over the last year – at senior and local level. Our service delivery team has also remained largely consistent. We have experienced difficulty in recruiting experienced probation officers, but we have mitigated this by commencing a programme of training staff to complete the Professional Qualification in Probation (PQiP) programme.

### **Safeguarding Adults Activity**

Safeguarding is core training for all of our staff and standing item in staff supervision.

*We are engaged with the LSAB at Board and Exec level, and support a number of operational partnership groups; including MARAC and Op Censor. We are also present at the Violence and Vulnerability board and the spin off Criminal Justice sub-group. We have joined the newly formed MASH+, with practitioner attendance 1 day per week.*

*We contract Ormiston Children and Families to deliver specific interventions to service users with family integration needs, and we delivery the Building Better Relationships Programme for male perpetrators of domestic abuse (linked to this is our Partner Link Worker Service to support victims).*

*This year (June 2018) we were inspected by Her Majesty's Inspectorate of Probation (HMIP) and rated as Requires Improvement. Our assessment and management of risk of harm was recognised as an area for development, but our organisational delivery, our range of services on offer and our community payback scheme was rated Good. Of the 6 CRCs that have had HMIP reports published to date, Essex CRC is the highest rated.*

### **Outcomes and Impact of Safeguarding Adults Activity**

*Internally, managers complete a monthly audit of cases, to include at least one case per officer in each sample. Safeguarding of vulnerable children and adults is a key area of focus in this audit regime.*

*Externally, as mentioned above, we were visited by HMIP this year and received a Requires Improvement rating. We incorporate learning and recommendations from internal and external audits into our ongoing development plans and report back on these to our Ministry of Justice Contract Management Team.*

*We do not have any performance measures which explicitly cover safeguarding, but our most recent quarter's results (July-Sept 2018) were above contractual target.*

### **Key Successes**

*This year we has joined the new MASH+, with practitioner location I that team 1 day per week. This will be reviewed in the coming year to ensure that it is an effective and efficient way for Essex CRC to contribute to the MASH+ arrangements.*

*We have also engaged with the Violence and Vulnerability Board and Op Censor. This partnership has helped forge greater co-operation with social care and YOS teams. We have contributed to partner agency development by delivering a 3 day DA Perpetrator training event to social workers in Southend.*

### **Key Areas for Development**

*In partnership with the Violence and Vulnerability Board, and the SET V&V Framework, we are forming an Essex CRC criminal exploitation strategy. This will include the identification of criminally exploited and embedded service users, an assessment framework and suite of interventions to address their behaviour and*

*underpinning vulnerabilities.*

*More broadly, the assessment and management of risk of harm has been identified as an area of development for us. This is being tackled through a range of revised case inspections, team workshops and training events.*

#### **5.4.6 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 and also hosts the Turning Tides projects.*

##### **Safeguarding Adults 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, Modern Slavery, Prevent, Gangs, etc. Regular Thematic Group meetings and weekly 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 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 connected. Since the project begun it has supported over 240 people aged 65+ and helped them achieve their self-identified goals.*

*The Turning Tides project Safe as Houses works to support older people who have been victim of fraud or attempted fraud through the provision of home visits and risk assessments. Monthly victim lists are provided by Essex Police and Trading Standards.*

*SAVS Deputy CEO is a member of the Safeguarding Adults Board and Local Safeguarding Children Board.*

##### **Outcomes and Impact of Safeguarding Adults Activity**

*Funded through the PFCC and Essex Police, the Safe as Houses service which is run by a team of fully trained volunteers has provided support visits to 300+ households over the year and identified people actively being scammed and provided many with second visit or referral to a relevant agency. This work is building resilience*

amongst the elderly in Southend to help reduce the prevalence of fraud in our community.

### **Key Successes**

*The outcome from the visits continues to be positive with people stating they found the visits reassuring. They report the visits help to inform them on how best to identify fraud and where to report and seek assistance from. Some victims experience genuine shock at the scale of the fraud and a series of visits are required in this situation to ensure they are remain safe and well.*

### **Case Study**

*Marion was on a recent victim list; our volunteer made a visit. Marion explained she had reported fraud when she discovered her address was being used by a man unknown to her, to open a bank account and apply for a credit card. Marion was frustrated and very emotional with this as she continues to receive post in this man's name and felt powerless to do anything about it. The volunteer explained in depth that there was no risk to her finances and the address is not black listed now days it is the individual name, so as she has reported the fact to the appropriate agencies she should simply return the post with not known at address. Marion stated she felt much better and more reassured that there was no direct risk to her and she would follow the advice provided. Marion has since got in contact and asked if a member of the team would attend her book group in Leigh as she felt there would be great value in her peers also learning more about fraud and how to deal with it.*

## **5.4.7 Essex County Fire & Rescue Service (ECFRS)**

### **Agency Context**

*ECFRS - Prevention, Protection and Response*

*We improve and save lives. Our vision: To make Essex a safe place to live, work and travel. Our priorities: Service Led, Community Focused, Kind Culture, Financially Sustainable.*

### **Safeguarding Adults Activity**

*ECFRS has Service Policy and agreed protocols, together with the information and guidance for the referral of a Safeguarding Vulnerable Adult concern. The Service Policy outlines signs and causes of abuse and/or harm to vulnerable adults and the procedures to be followed when dealing with these issues. All employees and volunteers are required to complete Level 1 Safeguarding E Learning and to be aware of safeguarding referral routes and responsibilities.*

*Safeguarding Level 2 training is delivered to those in designated roles where there is considerable professional and organisational responsibility for safeguarding adults, young people and children. By delivering this training at regular intervals, as part of their continual personal development, staff are able to act on concerns and contribute appropriately to local and national policies, legislation and procedures.*

*Safeguarding Level 3 has been delivered to those within the Community Development and Safeguarding team where appropriate.*

*Donna Finch MBE, the Community Development and Safeguarding manager, leads on safeguarding nationally and has assumed the responsibilities of National Child Protection Officer for the Chief Fire Officers Association (CFOA), Duke of Edinburgh.*

*Donna heads the Safeguarding Coordination Forum where leads of Fire Service Safeguarding teams attend and form a working group looking at policy, guidance, DBS audit tools and action plans across the Fire Service.*

*Work has been undertaken by the Safeguarding team looking at the introduction of DBS in the Service. This has involved lots of partnership meetings, reviewing current policies in other Brigades and organisations to ensure good working practices and liaising with Barring services and local authority teams to establish guidelines.*

*Our Safe and Well teams offer a more holistic approach to helping individuals to live safe and well in their own homes. Examples of which include full safety advice on, crime prevention, smoking cessation, social isolation and loneliness as well as fire safety. Safe and Well visits in the Southend area since 1st April to date : 286*

#### *Making Every Contact Count (MECC)*

*Working closely with a number of partner agencies, including health, social care and local authorities, MECC is all about being proactive in helping reduce isolation and provide signposts to the appropriate support.*

*As well as the obvious health benefits of much of the advice, the package is particularly important to fire safety. A recent UK study found that in 47% of a sample of deaths from fire, the victim was under the influence of a substance of some kind.*

*Making Every Contact Count (MECC): 6 videos have been produced featuring several of our Firefighters and Community Safety teams, giving examples of where engagements or conversations with members of the public might lead to support being required.*

*The videos cover key topics including hoarding, stopping smoking, sensory impairment, physical activity, falls and frailty, alcohol consumption and mental health and wellbeing.*

## **Outcomes and Impact of Safeguarding Adults Activity**

As well as addressing concerns that are received into the Safeguarding team our Community Builders offer support to the more vulnerable in our communities. With well-established partnership working we are able to establish cohesive working practices supporting communities with initiatives from winter warmers, walk and talk and dementia friendly cooking events on Fire Stations, to name but a few. Our Community Safety teams help to empower our communities by giving them the support and information they need to make informed choices. We work closely with those with hoarding and sit on the Southend Hoarding Board. We not only provide fire safety advice but work closely with both the individual and other agencies to support and empower the individual to try and achieve the most effective outcomes.

Safeguarding concerns received and addressed since 1<sup>st</sup> April 2018 in the Southend area is 37.

**Fire Break:** Our Fire Break programme aims to promote a culture of safety and team work and citizenship by teaching a range of vital skills whilst undertaking the various disciplines of the Fire Service. The courses provide a learning environment that combines practical skills and scenario based training, with classroom centred theory/discussion workshops.

Fire Break is broken down into four different areas each with specific themes that target different issues.

- Fire Fit
- Fire Inspire
- Fire Respect
- Fire Empower

During the intensive week long fire station based course students gain confidence and develop life skills, whilst experiencing the techniques used by Fire Fighters in their working lives. The aim of the programme is to not only raise awareness of the consequences of fire, fire setting and hoax calls but also to provide bespoke courses that have specific aims and objectives agreed by partner organisations. For example programmes have included the long term unemployed, Offenders, Family Solutions and the victims of domestic violence.

Two Fire Break Courses have taken place in Southend for adults since April 2018.

- Southend YMCA residents
- Women from Open Road/Essex CRC

## **Key Successes**

**Safe and Well:** 286 Visits in this area since April 2018

**Fire Break:**

29<sup>th</sup> October 2018 Southend Fire Station for Southend YMCA residents

18<sup>th</sup> March 2019 Southend Fire Station for Women from Open Road/Essex CRC

*Community Builder: 37 interventions supporting the more vulnerable and partner agencies*

### **Key Areas for Development**

*A Community Builder for the South East has recently been appointed and we hope that they will join the team in late February.*

## **5.4.8 Essex Police**

### **Agency Context**

*One of Essex Police's objectives, as set out by the Police and Crime Plan is to ensure children and vulnerable people are appropriately safeguarded and that they receive the help and support they need. Within Essex Police, the Crime and Public Protection Command is mainly responsible for the safeguarding of vulnerable persons.*

*The Operations Centre is the point of entry into the organisation for all Public Protection partnership-related enquiries and referrals, forming the link between Essex Police and Southend Social Care. Also in the Operations Centre, is a large triage team made up of three areas, Adult, Child and CSE. This joint triage team enables Essex Police to enhance response and build a resilience of knowledge. The Operations Centre and the Adult triage team give partners a single point of contact where they can speak with someone who has knowledge of the safeguarding protocols.*

*The Operations Centre also consists of the Central Referral Unit (CRU). The CRU's primary purpose is to assess the risk experienced by victims of stalking and domestic abuse (including honour-based abuse) and vulnerable adult abuse and implement safeguarding where appropriate to reduce the risk. CRU provides a central point of contact for police officers and agencies. It will ensure that domestic abuse referrals are accurately recorded, graded and fully researched and that relevant information is shared with social services and other agencies. This is part of Essex Police's commitment, working with partner agencies, to provide the best possible service and support to all victims of domestic abuse.*

*Essex Police also have dedicated domestic abuse investigation teams, 'Operation JUNO'. These teams will oversee all domestic abuse investigations and work alongside our partner agencies. This will help to ensure the force is able to give the best possible support for victims and a strong, co-ordinated response to those responsible.*

*Essex Police are continuing to support the Safeguarding Adult Boards, all of the SAB meetings are attended by a senior officer.*

### **Safeguarding Adults Activity**



*All policies and procedures relevant to vulnerable adults are scrutinised at the Public Protection Policy Board (PPPB) chaired by ACC Andy Prophet.*

*The Public Protection Awareness course is ending soon, having been very successful with training new and existing staff/officers and increasing awareness in regards to vulnerable adults.*

*The vulnerability handbook is currently being updated and will be published electronically soon, enabling all front line officers to have information on the 14 strands of vulnerability readily available. By it only being published online, it allows Essex Police to update it easily, not having to constantly dispose of out of date copies.*

*The Triage team no longer hold crimes. This speeds up the safeguarding process. More training and education is in development around vulnerable adults with the view that it will be delivered on future Detective Sergeant and Detective Inspector courses in order to increase awareness of best practice when safeguarding vulnerable adults.*

### **Key Successes**

*The pilot that commenced in November 2016 has been taken on permanently. A Mental Health worker sits in the Triage department one day a week. This is to improve multi-agency communication and allows them to be a single point of contact for Essex Police Triage staff and officers.*

*Essex Police have been supporting people with Mental Health. Since April 2017, our Mental Health Street Triage (MHST) team has been available to support colleagues attending incidents where someone may be in mental health crisis. In their first 12 months of operation, they assessed 2,384 people to ensure they received appropriate treatment, prevented 543 attendances at A&E and prevented more than 394 people being sectioned under Section 136 of the Mental Health Act.*

*The team consists of six constables and 25 special constables, one police staff member in the Force Control Room and six mental health nurses from Essex Partnership University Trust (EPUT). Two MHST cars are staffed seven days a week from 10am-2am seven days. One trained police officer is crewed with one EPUT mental health nurse.*

*Better joint working with Ambulance resulted in a 2-day safeguarding event in 3/2018*

#### 5.4.9 Southend University Hospital Foundation Trust (SUHFT)

##### **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.*

*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.*

*The Adult Safeguarding Team supports all staff and services across SUHFT that have contact with adults at risk.*

*The team consists of:*

- *Adult Safeguarding Manager*
- *Adult Safeguarding Advisor*
- *Adult Safeguarding Administrator*

*The team also has the support of:*

- *Named Doctor for Adult Safeguarding and Mental Capacity*
- *Hospital Liaison Nurse for Adults with Learning Disabilities*

*The team responsibilities include:*

- *Adult Safeguarding.*
- *Monitoring and administration of Deprivation of Liberty Safeguards.*
- *Leads on the Prevent agenda for the organisation.*
- *Support to Domestic Violence victims.*
- *Support to Adults with Learning Disabilities, including the monitoring of reasonable adjustments.*

*The team achieve this by:*

- *Training.*
- *Immediate advice and support.*
- *Review of adult safeguarding concerns and providing advice and support to protect adults at risk.*
- *Support and supervision of staff.*
- *Monitoring of safeguarding process and procedures.*
- *Providing assurance reports.*
- *Representing the Trust within the wider Essex / Southend Safeguarding agenda.*
- *Monitoring of themes.*

*The team has continued to provide a strong safeguarding service and is currently up to full establishment. A close working partnership with SUHFT's Children's Safeguarding Team has been developed and this has enabled the teams to work*

*collaboratively on joint safeguarding agenda's, including Female Genital Mutilation (FGM), Prevent, Domestic Abuse and Modern Slavery/Human Trafficking.*

*The Adult Safeguarding Team supports, enables and challenges staff to make safe and effective decisions to safeguard and protect vulnerable adults. Measurement of performance and outcomes is therefore complex and includes a variety of factors which include:*

- Performance indicators.*
- Quarterly assurance reports.*

### ***Safeguarding Adults Activity***

*All patient facing clinical staff are required to complete either Adult Safeguarding E-Learning Level 1, or Level 1 and 2 E-Learning Training, according to the 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. This is monitored by the Children & Adult Safeguarding Committee and support offered to services to achieve compliance if required.*

*Currently compliance of staff that requires training in the safeguarding of adults at risk is 86 % in total.*

*The Adult Safeguarding Team undertook an exploitation scoping exercise to gain an understanding of the knowledge and experience that staff have on the safeguarding subject of exploitation. Information gathered has been used to inform a discussion on this type of abuse by the Quality Group in September 2017. A paper, including recommendations was discussed with the Safeguarding Executive Committee and training needs were shared with the Learning & Development Sub Group.*

*A DoLS (Deprivation of Liberty Safeguard) has been undertaken. The aim of the audit was to assess staff compliance to this legal framework. Agreed actions / recommendations include guidance on completion of the required paperwork and further training.*

*SUHFT was inspected by the Care Quality Commission (CQC) during this reporting period. CQC have recommended that the Trust needs to work on and improve its training compliance across all levels of safeguarding training.*

*There has been one incident considered for a Safeguarding Adults Review (SAR) in the last year.*

## **Outcomes and Impact of Safeguarding Adults Activity**

*SUHFT staff raised 327 Adult safeguarding concerns during the reporting period April 2017 – December 2018. Highest type of abuse / harm reported was allegations of suspected neglect.*

*During the reporting period April 2017 – December 2018, 107 Safeguarding enquiries were raised against the organisation and responded to. Highest type of abuse / harm reported was allegations of suspected neglect.*

## **Key Successes**

*SUHFT key achievements:*

- *The development of a 2 year strategic safeguarding plan.*
- *Safeguarding Governance structure in place and operational.*
- *Adult Safeguarding Policy reviewed and updated.*
- *Improved guidance to managers as to how to support staff involved in an adult safeguarding enquiry (within the Adult Safeguarding Policy).*
- *Adult Safeguarding Policy now includes a safeguarding supervision framework and an offer of supervision is included within every adult safeguarding enquiry request.*
- *Support systems for staff involved in an adult safeguarding enquiry is now included within the policy. The team intend to continue to develop innovative ways to support SUHFT staff in the coming year.*
- *Adult Safeguarding Policy now provides guidance on the consideration of mental capacity when safeguarding an adult at risk.*
- *Review of staff understanding of exploitation / modern slavery in partnership with the Safeguarding Quality and Monitoring Sub Group.*
- *Compliance to all levels of safeguarding training, has improved over the last year.*
- *Audit of compliance to Deprivation of Liberty Framework has been undertaken.*
- *Job description template now includes standard adult and children safeguarding statement.*
- *Both the Safeguarding Adults and Safeguarding Children's Teams are working collaboratively to support all adults and children at risk.*
- *Both the adults and children's safeguarding teams have worked in partnership on the introduction of CP-IS (Child protection Information Sharing) across its unscheduled care services for Children's. SUHFT has also led on this project for the 3 Trusts within the STP. During 2018 – 2019 the teams intend to introduce CP-IS into maternity Services.*
- *Although still a low referral rate, SUHFT has seen an increase in Prevent referrals during the last year. SUHFT continue to work on promoting Prevent awareness within its services.*

### **Key Areas for Development**

*Areas for development over the next year include:*

- *To continue to improve on the Trust's compliance with training and supervision.*
- *To monitor the actions and recommendations made from safeguarding enquires.*
- *Continue to work on innovative ways to support staff in the safeguarding of adults at risk.*
- *To write a policy / guidance paper on the safeguarding of vulnerable individuals from cyber-crime.*
- *To develop staff support systems including information leaflets for staff and supervision / staff drop in support sessions.*
- *To continue to develop training and support systems for staff involved in the care and treatment of adults with learning disabilities.*
- *To further develop and strengthen patient support and advocacy, including improvement referrals to the IMCA (Independent Mental Capacity Advocacy Service).*
- *To work in partnership with safeguarding teams within the MSB group (Mid Essex, Southend and Basildon).*

*The following need to be considered by the safeguarding committee for the coming year:*

- *Safeguarding training compliance, although improved, is below the 95% target.*
- *Level 3 Prevent training compliance is below the 90% target.*
- *Partnership working of the 3 safeguarding teams within the MSB group.*

### **5.4.10 Southend Borough Council (Adult Services and Housing) (SBC)**

#### **Agency Context**

*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 person and their family at the centre, using the principles of Making Safeguarding Personal. The Council is embarking on a journey of corporate and partnership transformation and has engaged in an extensive stakeholder engagement pathway - the result of which is the Southend 2050 plan of conversation, coproduction and work. Local people are central to our 2050 programme with its multiple outcomes designed to increase their safety and wellbeing. Our statutory safeguarding work will contribute to this work and be significantly enhanced through its collective outcomes focus. The strategic*

management of safeguarding within Adult Services and Housing is a shared responsibility for the different strands of safeguarding work across all three Heads of Service. The work is supported by the Interim Director of Adult Services and the Interim Director of Housing & Social Inclusion as well by the Deputy Chief Executive and the Chief Executive of the Council.

### **Safeguarding Adults Activity**

Competent social work practice is the bedrock on which to create an empowered community. The Council, led by our social worker and allied professionals workforce, continues to work with our partners on integrating our assessment and care provision on a locality based approach in line with our 2050 aspirations. Our locality multi-disciplinary meetings 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 lives 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. Council Officers have also taught on a number of courses regarding social work, strengths' based community asset development and safeguarding at University of Essex and Anglia Ruskin University over the last year. For the internal workforce and external partners across the system, the Council commissions several courses throughout the year, to meet the needs of social workers, allied professionals, providers and partner agencies. The topics covered are:

Safeguarding Enquiry Skills, Intro to Safeguarding Adults, Mental Capacity Act, the Care Act 2014, Domestic Abuse/Stalking/Harassment and Forced Marriage, Cuckooing, Female Genital Mutilation, PREVENT and Modern Slavery.

Over the last year, Adult Services has been working collaboratively with Children's Services/Early Health & Family Support to proactively meet the needs of young people going through transition who may not have needs under the Care Act but require support to develop skills in preparation for adulthood.

Adult Services and Housing are working in partnership with various statutory agencies across Southend to contribute towards addressing the Violence and Vulnerability agenda.

The Council continues to work strongly with the Southend Clinical Commissioning Group (Southend CCG), Public Health and Essex Partnership University NHS Foundation Trust (EPUT) to deliver the Mental Health Strategy. This work unites the CCG, SBC and EPUT to work towards a locality-based approach which links with the South East Sustainability and Transformation Partnership (STP).

*The Council is an engaged member of the Southend, Essex and Thurrock (SET) Domestic Abuse Board and is a core member of the SET Domestic Homicide Review Panel. We work proactively with statutory and third sector partners to ensure that practitioners are responsive and provide quality support and intervention to people when they are experiencing domestic abuse.*

### **Key Successes & Outcomes and Impact of Safeguarding Adults Activity**

*The Council, in connection with partners, has performed strongly in supporting people to address abuse occurring within their lives. At the conclusion of S42 Safeguarding Enquires, the Council can report that during 2018, the following conclusions were reported:*

<i>Period 2017/18</i>	<i>Concluded S42 enquiries</i>
<i>Risk Reduced</i>	<i>245</i>
<i>Risk Remained</i>	<i>35</i>
<i>Risk Removed</i>	<i>170</i>

*This indicator also provides reassurance of staff implementing “Making Safeguarding Personal” and the underlying principles to place the individual at the centre of all decision making.*

*It is key to understand that due to the familial relations and autonomy and choice, it is not possible to remove all risk as sometimes, with or without support, people have the mental capacity to choose to remain in a relationship of risk. Support from the local authority and partners are available if required in these circumstances but the tenants of Making Safeguarding Personal are fundamental.*

*The Council has performed strongly in supporting adults and families who are experiencing complex life situations that require interventions within a court arena.*

*During 2017/18, Adult Services introduced a new client database, transitioning from one system to an integrated system. The transition has gone well and the practitioners are acclimating. The benefits of this new system is that it will provide a more detailed strategic view of data, which will enable improved strategic planning, development around general case management with safeguarding embedded within mainstream practice. Through this new client database system, Adult Services is now linked across the platforms for Children’s Services and Early Help & Family Support.*

*In 2018, the Council introduced a new team manager post to support the provision of social work management for staff seconded into Essex Partnership University NHS Foundation Trust (EPUT). The team manager post supports the supervision of social workers but also assists the Council and EPUT in working in an aligned way within the locality approach agenda. The Council is an active and engaged partner in the Service Transformation Partnership (STP) of the acute and integrated agenda as well as from the perspective of mental health.*

*Southend's Adult Social Care Transformation Programme aligns to our 2050 vision is changing our approach to practice. The re-design is a 'whole system transformational approach' to embed a preventative ethos and culture to ensure we adopt a strengths-based approach that focuses on individual abilities and community assets.*

*Adult Services has developed Integrated Locality Teams based on an approach of staff leadership and activation. The approach has shown success and our strength based training has created a new culture of improved understanding and trust amongst staff groups. The teams have identified the future vision of staff practice, which is strong on collaboration, proactivity and supporting individuals to draw on their own expertise and skills.*

*Adult Services has created a direct pathway between social work and primary care by positioning social workers within GP surgeries. This has improved inter-organisational understanding and delivery between Health and Social Care, which is a key driver for improving outcomes for the people of Southend.*

*Service Transformation introduced a Moderate Needs Multi-Disciplinary Team meeting bringing together a plethora of expertise. This integrated approach to community-based support has evidenced how partnership working has improved relationships between agencies, prevents hospital admissions and improves the quality of life and wellbeing for residents.*

*Adult Services has established a network of Community Hubs providing additional street level social work to support a preventative approach for our residents. The introduction of our interactive asset map identifies community based resources improving the accessibility of advice and information.*

*Work is continuing to develop projects alongside our local University and its Institute of Social Justice. The Transformative approach has influenced the development of the social work curriculum within both the undergraduate and postgraduate programmes.*

*Southend Borough Council is playing a key role in piloting the trailblazer phase of the Knowledge and Skills Statement (KSS) for Practice Supervisors. The Council is working with the Chief Social Workers' Office and the Skills of Care to help influence, shape and develop this programme before it is rolled out nationally as mandatory. This hothousing of practice supervisors concentrates on the provision of quality decision making and case direction and management. By enhancing the development of social work practice leaders and supervisors, the quality of provision of social work support towards people experiencing safeguarding issues and complex life presentations is even further enhanced through the development of competent practitioners and managers.*

*Adult Services and Housing has taken proactive leadership in introducing routine meetings across Directorate departments, bringing together senior managers to explore cross-over agendas and areas where we could work more preventatively or in closer collaboration when planning or delivering Council Services. These meetings contribute to the development and expansion from the feedback from residents and professionals garnered through the 2050 development conversations.*



*In 2018, the Adult Services launched an Approved & Supported Year in Employment (ASYE) Moderation Panel. This panel is made up of a number of qualified, experienced senior social workers/supervisors/ managers and representation from the University of Essex- Southend's School of Health & Social Care. The Workforce Commissioning Team is also members and take the learning into the provision and commissioning of training and continuous professional development. The Panel has been welcome by practitioners and managers and discussions are underway to role this process out to consider the ASYE Portfolios for Children's Services social workers as well.*

*Approved Mental Health Practitioner (AMHP) Hub: Southend Borough Council has the statutory responsibility to ensure that there are sufficient numbers of skilled social workers or nurses who are competent, trained and warranted to act as AMHPs to support the assessments of children or adults who are experiencing a mental health crisis. The Hub is hosted by Essex Partnership University NHS Foundation Trust and operates during business hours. The Hub provides advice to professionals across health and social care and coordinates and carries out assessments of people under the Mental health Act 1983. The Hub aims to try to consider solutions as an alternative to compulsory detention but will carry out such assessments if the presenting need of the person requires hospital treatment.*

*PREVENT: Adult Services and Housing continues to work collaboratively with our partner agencies on the PREVENT Board. A suitably qualified senior manager co-chairs the Channel Panel, which sits within the government framework for the management of exploitation of children and/or adults through radicalisation.*

*Multi Agency Risk Assessment Conference and Domestic Abuse (MARAC): Adult Services continues to take responsibilities to safeguarding people with care and support needs who are experiencing domestic abuse seriously. The Department are active members of the MARAT Steering Group and also field practitioners to engage in the MARAC meetings to aid and assist the delivery of multi-agency safety plans. Southend Borough Council is a proactive member of the SET Domestic Abuse Board approach and takes part as appropriate in statutory Domestic Homicide Reviews.*

*Modern Slavery: The Council has endeavoured to collaborate across the corporate landscape to produce a Modern Slavery Statement, which has now been published. This work, at a Council-wide level, is now being incorporated into the Violence and Vulnerability agenda and is influencing the development of further partnership focused training and plans.*

*Practice Unit: Southend Borough Council launched the Practice Unit on 28 Jan 2019. The Department for People have invested in a Practice Unit to provide support and challenge to social work and social care practitioners and managers so that the lived experience of children, adults and families is consistently improved by our intervention. The Unit will lead the support programme for ASYE and from April 2019 and will be delivering a leading for excellence programme to all team managers within adult and children's services. The Unit is leading the development, and implementation, of a model of supervision to improve this area of practice. The Unit will work with services to develop more shared opportunities for professional development which will support the Transforming Together programme and reduce*

*silo working.*

### **Key Areas for Development**

*Violence and vulnerability: Adult Services and Housing is a key leading member of the violence and vulnerability multi-agency partnership. Within Adult Services, we are working collaboratively with colleagues in Children's Services & Early Help and Family Support to scope the agenda and constantly review whether the provision of social work support is meeting the needs of the population. We will continue to proactively engage in a leadership role within this agenda and use the information to shape and scope our delivery objects and links to the 2050 conversations and work streams. We will continue to work within our ADASS connections and safeguarding partnerships to ensure that as the national agenda develops, the Council plays a proactive and engaged role in designing practice.*

*Southend Borough Council will work collaboratively with partners and the SAB over the next year to ensure that proactive conversations are occurring within care homes, day services and provider settings with families who are visiting or supporting people with complex and/or end of life needs. The conversations will assist people in attaining bereavement, grief and community involvement services as we acknowledge and recognise that caring for a loved one can be emotionally complicated.*

*Over the next year, the Adult Services will continue to proactively engage with the work of the SAB and scan the horizon for developments and innovations in preventative and safeguarding practice.*

## **5.5 Safeguarding Adults Board – Self-Assessment**

The Safeguarding Adults Board recognises the benefits from Partners Inspection and Audit and is aware that its own functions have not been reviewed in the same way (with input from stakeholders and independent scrutiny) for a number of years. In order to gain the same insight into its own working and performance it has completed a self-assessment and will open the outcomes of that to independent scrutiny.

The Board Self-Assessment Tool was designed to allow board members to review the Board's performance against its strategic plan and key roles and responsibilities set out in the Care Act 2014 and statutory guidance. The tool reviewed collective and individual agency participation and was designed to produce the following benefits and opportunities:

- develop board priorities
- determine areas that require improvement or highlight best practice
- improve the understanding of partner agency expectations
- improve accountability

- allocate resources

The responses to the self-assessment were received only one day before this document is to be finalised and so only the numerical scores and a few examples of the commentary is included in this annual review (see Appendix 4).

## **SECTION 6 – Conclusions and what the Board will be working on in 2019-2020**

This report describes the significant changes in the provision of resources and the introduction of an agreed strategy and work plan. The increased emphasis on 'Adults Safeguarding', that the inclusion of a Manager for the SAB has generated, has led to greater engagement from Partners and new work streams. (e.g. new policy, website review, prevention emphasis etc.).

SAB is engaging with Partners well and the development of governance (including strategy, policy and procedures) is managed in a collaborative way that adds value and improves services for service users.

The further development of intelligence will be key to the progression of the Safeguarding agenda and partnership working over the next year. With appropriate evidence the 'Prevention' agenda can further develop and the SAB should encourage more shared thinking and working in this arena.

Outcomes from the SAB self-assessment have provided evidence of the success of the Board and the administration and governance of the arrangements; and opportunity to refresh the Strategy and work plan over the next year.

Over the next year the following areas of development have been identified:

- Review and renew Strategic Plan and Work-plan
  - Outcomes from Partner and Board Self-Assessment and data collected and presented in the Dashboard will lead the discussion and outcomes
- Consider combination of Performance and Audit Quality and Review sub-groups
- Review SAR's from SAR Library
- Review and monitor Partner agency inspection and audits
- Renew focus on Prevention – offer assurance that prevention activity is appropriate, sustainable and is achieving appropriate outcomes
- Consider and react to changes in LSCB governance as a result of the Working Together Document 2018
- Work alongside (improving the functional working relationship)
  - LSCB
  - Violence and Violence Group

- Health & Wellbeing Board
  - CSP and CAG
  - SET Group
  - Regional and National SAB Groups (Managers and Independent Chairs)
- Maintain a horizon scanning function that brings matters to the attention of the SAB in a timely and appropriate manner (National, Regional and Sector led initiatives and agendas.
- Review Performance Dashboard to ensure information leads improvement
- Target audit activity led by outcomes and trends visible in the Performance Dashboard, national, local and sector agendas

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## SECTION 7 - APPENDICES

### Appendix 1 – Meeting Tracker

Board membership and attendance October 2016 – end September 2017 (nominated representative or substitute)

Organisation	Rep. Name	Position	Secure Email	Designation	Tue 30.01.18	Wed 23.05.18	Tue 18.09.18	Mon 10.12.18 (was 06.11)
Community Rehab Co.	Alex Osler		YES	1. CORE	Y	Y	Y	Y
SAVS	Anthony Quinn		NO	1. CORE	APOLS	Y	Y	Y
Southend Borough Council	Cllr Tony Cox (Was Cllr L S)	Executive Councillor for Adults and Housing.	INT	1. CORE	Y	APOLS	APOLS	APOLS
Southend Secondary Care (SUHFT)	Denise Townsend (Paul Hodson is Denises Sub)		NO	1. CORE	Y (PH)	Y (PH)	APOLS	Y
Essex PCC	Greg Myddelton		YES	1. CORE				
Healthwatch Southend	Janet Symmonds		NO	1. CORE	Y	APOLS		
Southend SAB	Liz Chidgey	Chair	INT	1. CORE	Y	Y	Y	Y
SBC Adult Safeguarding	Sarah Range		INT	1. CORE	Y	Y	APOLS	Y
SBC Adult Social Care	Sharon Houlden		INT	1. CORE	APOLS			Y
SBC Dept. for People	Simon Leftley	Vice Chair	INT	1. CORE	APOLS	Y	APOLS	Y
Clinical Commissioning Group	Tricia D'Orsi	Chief Nurse	YES	1. CORE		Y (AU)	Y (SC)	Y
Essex Police	Elliott Judge	CAIT (?) – Essex Police	YES	1. CORE	Y (TB)	Y	Y	Y
SBC Legal	Dorothy Simon		YES	2. FOR INFO	APOLS		APOLS	APOLS
Southend CCG	Hayley Waggon	PA for Tricia D'Orsi and Sharon Connell	YES	2. FOR INFO				
NHS England	Gabby Irwin			2. FOR INFO	APOLS			
SUHFT	Hannah Copley	PA to Denise Townsend	YES	2. FOR INFO				Y (PH)
Essex Police	Julie Wilson (M-W) /	Essex Police Secretaries	YES	2. FOR INFO				
SBC Trading Standards	David Baxter?			3. EXTENDED				
SBC Public Health	Erin Brennan-Douglas		INT	3. EXTENDED		Y	Y	Y
SBC Drug and Alcohol Team	Jamie Pennycott		INT	3. EXTENDED				APOLS
Essex Fire & Rescue	Karen Soanes		NO	3. EXTENDED	APOLS			
East of England Ambulance Service	Lisa Fautley		NO	3. EXTENDED	Y (CS)			
CQC	Lo-Anne Lewis		NO	3. EXTENDED	APOLS			
National Probation Service	Sam Brenkley		YES	3. EXTENDED		Y (EC)		
Southend Community Safety P'ship	Simon Ford		INT	3. EXTENDED		Y	Y	Y
Southend Airport Border Force	Sonia Price-Barron		YES	3. EXTENDED	APOLS			
CRC	Shirley Kennerson			3. EXTENDED	Y	APOLS	Y	Y
EPUT	Tendayi Musundire	Head of Safeguarding for Mental Health	YES	3. EXTENDED	Y (ET)			Y
South Essex Homes	Anita McGinley (was Traci Dixon)		INT	3. EXTENDED	Y			Y
SBC	Fiona Abbott		YES	4. TEAM	Y	Y	Y	Y
Southend LSCB & SAB	Liz Chidgey	LSCB & SAB	N/A	4. TEAM				Y
Southend LSCB & SAB	Paul Hill	LSCB & SAB	N/A	4. TEAM	Y (HC)	Y (SW)	Y	Y
Southend LSCB & SAB	Sue Rollason	LSCB & SAB	N/A	4. TEAM				Y
Southend LSCB & SAB	Christie Tucker	LSCB & SAB	N/A	4. TEAM				
Southend LSCB & SAB	Madeleine Exley	LSCB & SAB	N/A	4. TEAM				
SBC Housing	Glyn Halksworth	Group manager Housing & Social Inclusion		5. GUEST				
SBC	John Dunworth	Community Safety Consultant		5. GUEST				
SBC Chief Exec	Ali Griffin			5. GUEST			Y	
SBC	Jodi Thompson			5. GUEST				Y

## Appendix 2 – Safeguarding Adults Board Actuals & Projections 2018/19

	Expenditure Area	£
Expenditure	Salaries	33,539.91
	Recharged Salaries	11,745.03
	Professional Fees - E J C ASSOCIATES (Elizabeth Chidgey)	22,893.60
	Consultancy - Strategic Arc (Sanna Westwood/Craig Derry)	31,598.55
	Web Design - Danny Baker	350.00
	Recruitment	950.00
	Security	7.00
	Car Allowances	153.00
	Travel Expenses	36.00
	Advertising	1,500.00
	Training fees	1,000.00
	IT	2,750.00
	Catering/Hospitality	500.00
	Equipment	7.00
	Room Hire	0.00
	Printing & Stationary	5,000.00
	<b>Total Expenditure</b>	<b>112,030.09</b>

	Income	£
Income	NHS Southend CCG	-28,809.00
	Essex Police	-28,809.00
	Southend Borough Council	-53,210.00
	Other	0.00
	<b>Total Income</b>	<b>-110,828.00</b>

**Outcome: 1,202.09**

## DRAFT Southend SAB Performance Dashboard - Tier 2 - Q3 2018/19

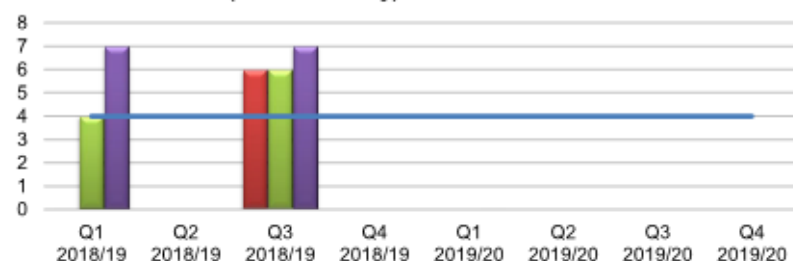
Default print settings: A3 landscape. Page 9.

**Introduction:** This dashboard has been developed to provide the Southend Safeguarding Adults Board with an overview of key factors impacting on the effectiveness of the Southend safeguarding adults system. It provides a degree of alignment with the Essex Safeguarding Adults Dashboard for the purpose of comparison (Measures marked with an asterisk.)

**Note:** If you are viewing the dashboard on a laptop or PC in Excel, we recommend you ensure you are viewing it in 'Page Layout' view.

**Context:** Provides the SAB with an overview of high level contextual measures and volumes of activity in specific areas of the local safeguarding system.

### 1.1 LeDeR Reviews (Southend only)

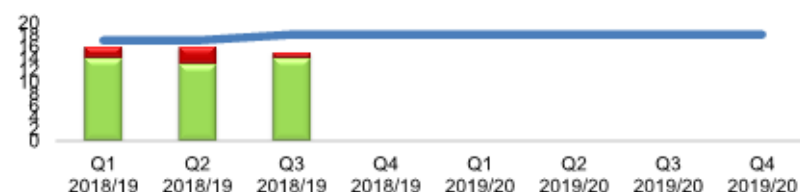


#### 1.1 Commentary:

All except 1 of the cases in progress/awaiting assignment to a reviewer, relates to an adult.  
As of 15 August, Southend has 12 LeDeR cases: 6 awaiting allocation and 6 allocated.

- LeDeR: Reviews completed in the quarter (CCG)
- LeDeR: Reviews in progress at end of quarter (CCG)
- LeDeR: Cases awaiting to be assigned to a reviewer at the end of the quarter (CCG)
- LeDeR: Reviews completed to date

### 1.2 CQC rating of Domiciliary care providers (Snapshot)\* - To be replaced by PAMMS data (Provider Assessment & Market Management Solution, ADASS)

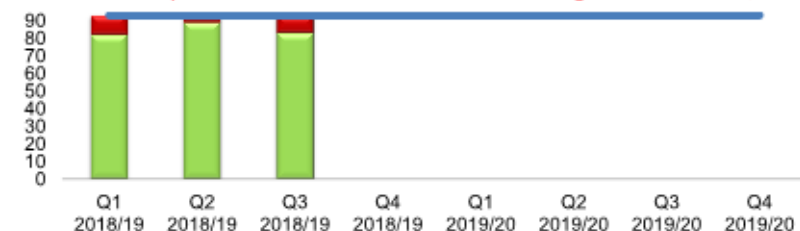


#### 1.2 Commentary:

Q2 - One provider is currently unrated.  
Q3 - The Contracts Team continues to monitor and support those Providers who have a CQC rating of Requires Improvement or Inadequate in order to enable them to address the shortfalls as quickly and efficiently as possible.

- Inadequate/Needs improving
- Good/Outstanding
- Total Providers

### 1.3 CQC rating of Residential care providers (Snapshot)\* - To be replaced by PAMMS data (Provider Assessment & Market Management Solution, ADASS)



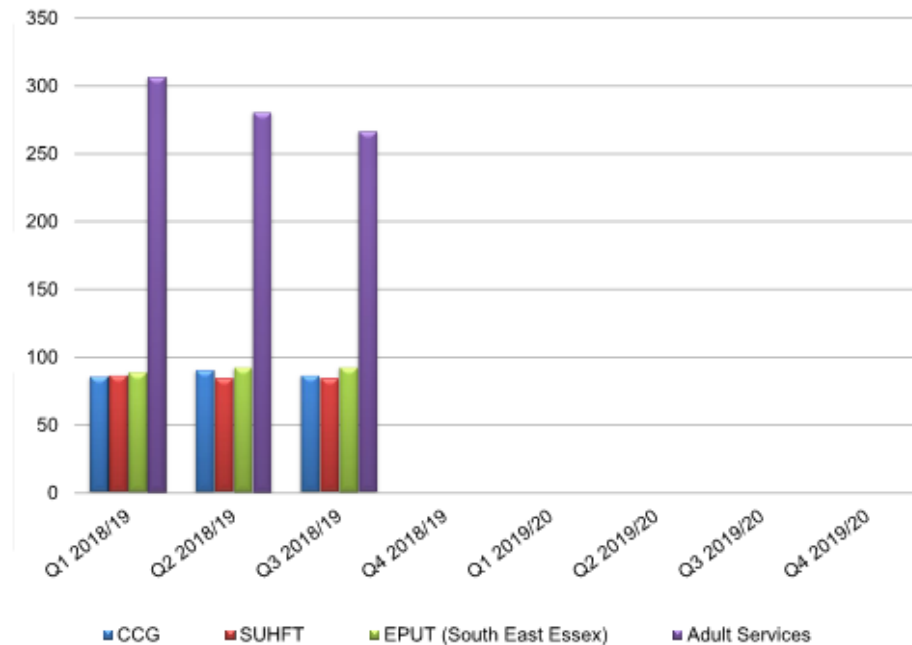
#### 1.3 Commentary:

Q3 - The Contracts Team continues to monitor and support those Providers who have a CQC rating of Requires Improvement or Inadequate in order to enable them to address the shortfalls as quickly and efficiently as possible.

- Inadequate/Needs improving
- Good/Outstanding
- Total Providers

Context (Continued)

1.4 Training: % of all staff who have attended safeguarding adult training relevant to their role and in line with SAB guidance



1.4 Commentary:

Late addition to dashboard: Data requested from SUHFT, LA and Essex Police.

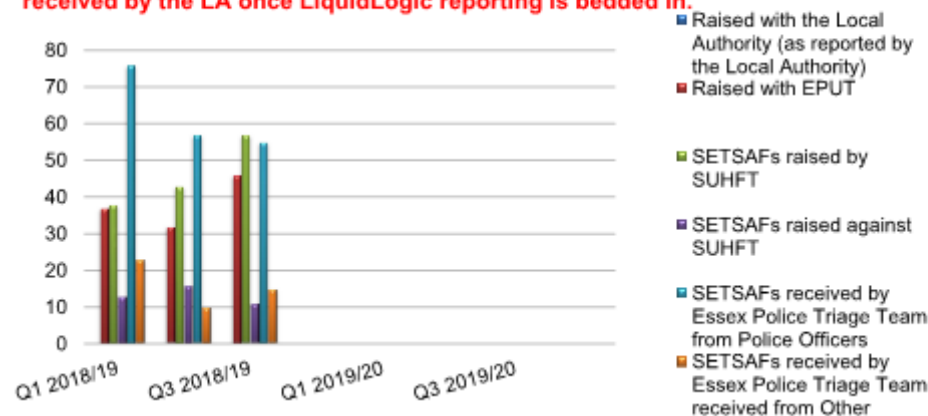
**SBC:** Data would need to be collated manually. Agresso is in the final process of being developed to capture all staff training and development records and will be ready for testing in October.

**Essex Police:** Percentage data cannot be calculated. Year to date: 84 officers have completed PPA, 21 have completed DA (JUNO), and 67 probationers have undergone safeguarding vulnerable adults training. All these courses cover safeguarding vulnerable adults. Total for the 3 months is 172.



## Domain 2: Front doors

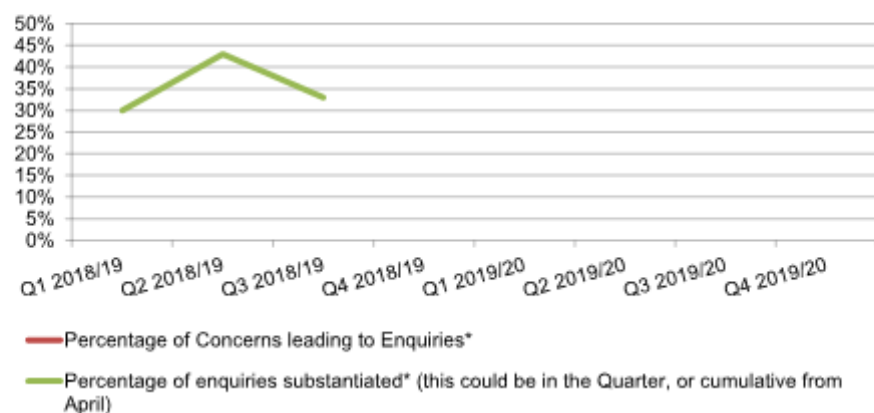
### 2.1. Number of concerns raised - To be replaced by breakdown of SETSAFs received by the LA once LiquidLogic reporting is bedded in.



#### 2.1 Commentary:

**Essex Police:** The recording process for the adult triage changed in June 2018 to assist with internal performance management, so the total figure shows as higher than previous months in terms of SETSAF's received. Not all SETSAF's are routed through adult triage, with some officers submitting direct to social care. This is an ongoing internal educational issue being addressed through inputs on probationer training, DC, DS and DI training.

### 2.2. Enquiries: concerns that became safeguarding enquiries



#### 2.2 Commentary:

It is anticipated data will be available by the end of Quarter 2, however this is subject to the successful completion of the migration of Adult Services data to LiquidLogic.

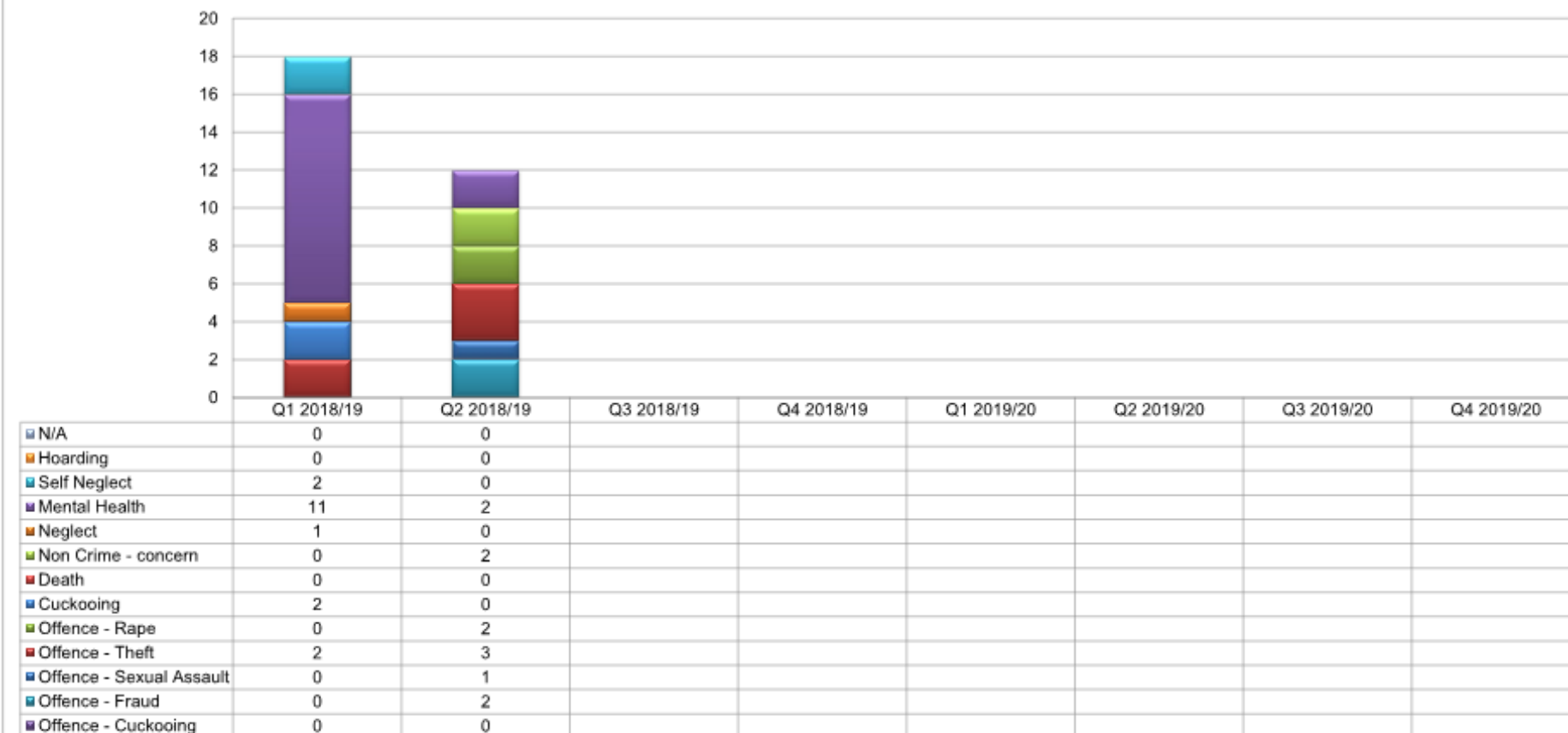
### 2.3. Number of rerrals made for FGM YTD:

0

#### 2.3 Commentary:

## Domain 2: Front doors (continued)

## 2.4. Breakdown of SETSAFs received by Essex Police



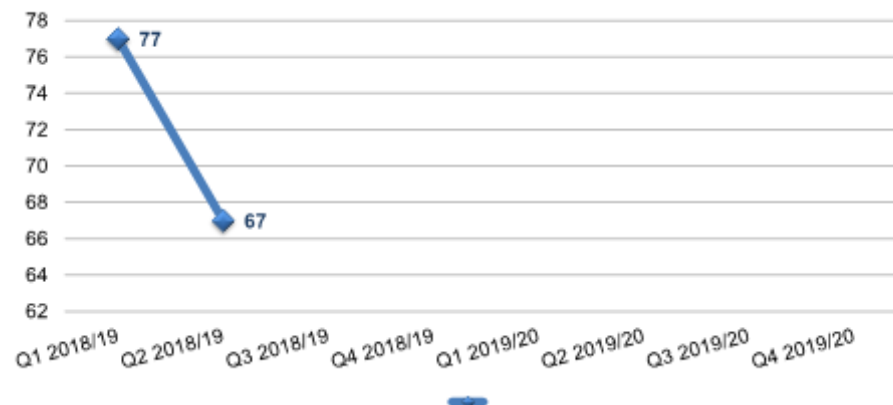
## 2.4 Commentary:

No identified patterns or trends in numbers or concerns for Southend. Ref comments for Chart 2.1.

## Domain 3: Adult protection

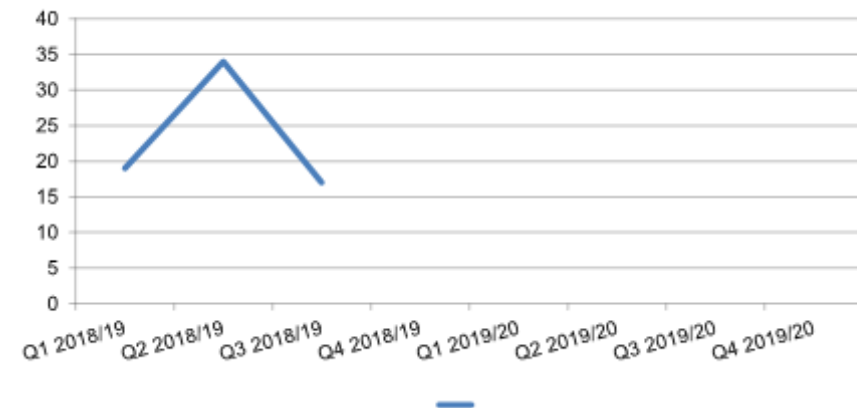
*It is anticipated data on adult protection will be available by the end of Quarter 2. This is subject to the successful completion of the migration of adult services data to LiquidLogic.*

## 3.1. Number of referrals: Essex Police



## Commentary:

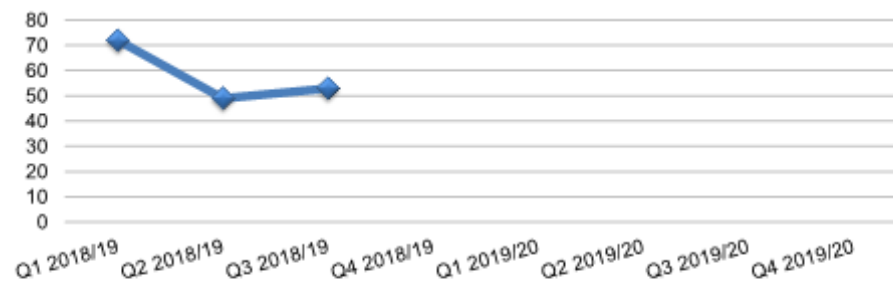
## 3.2. Enquiries open for more than 3 months



## Commentary:

*It is anticipated data will be available by the end of Quarter 2, however this is subject to the successful completion of the migration of Adult Services data to LiquidLogic.*

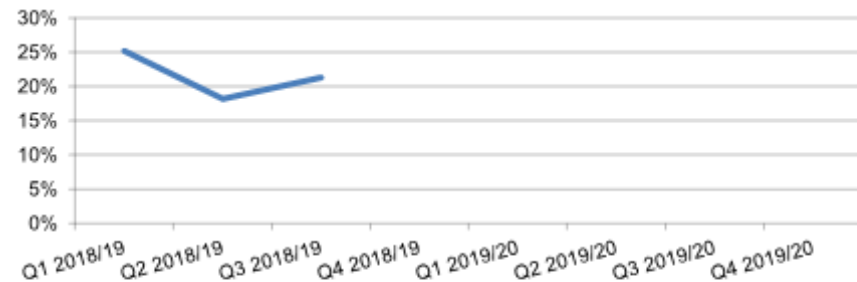
## 3.3. Repeat Safeguarding Enquiries within 12mths



## Commentary:

*It is anticipated data will be available by the end of Quarter 2, however this is subject to the successful completion of the migration of Adult Services data to LiquidLogic.*

## 3.4. Repeat Safeguarding Enquiries within 12mths as a percentage



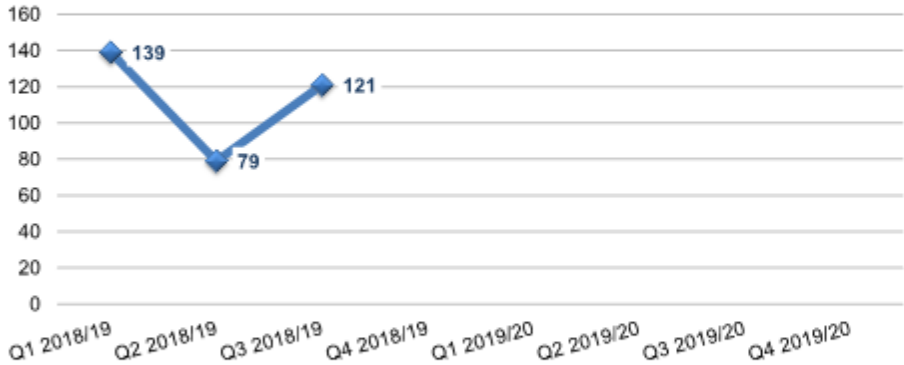
## Commentary:

*It is anticipated data will be available by the end of Quarter 2, however this is subject to the successful completion of the migration of Adult Services data to LiquidLogic.*

Domain 3: Adult protection (Continued)

It is anticipated data on adult protection will be available by the end of Quarter 2. This is subject to the successful completion of the migration of adult services data to LiquidLogic.

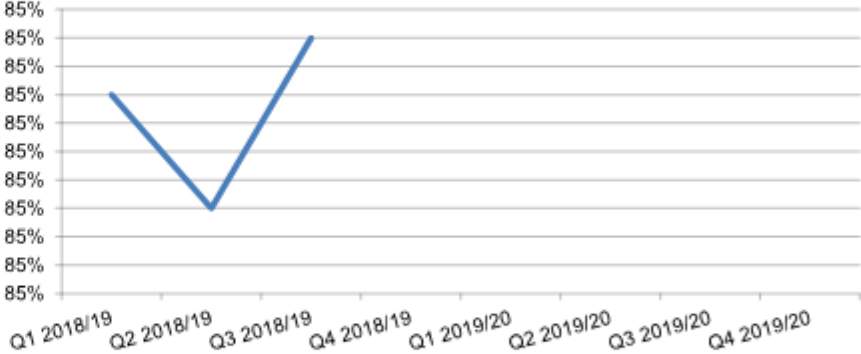
3.5. Number of safeguarding enquiries closed



Commentary:

It is anticipated data will be available by the end of Quarter 2, however this is subject to the successful completion of the migration of Adult Services data to LiquidLogic.

3.6. Enquiries closed where the client is satisfied with the outcome (as a percentage)



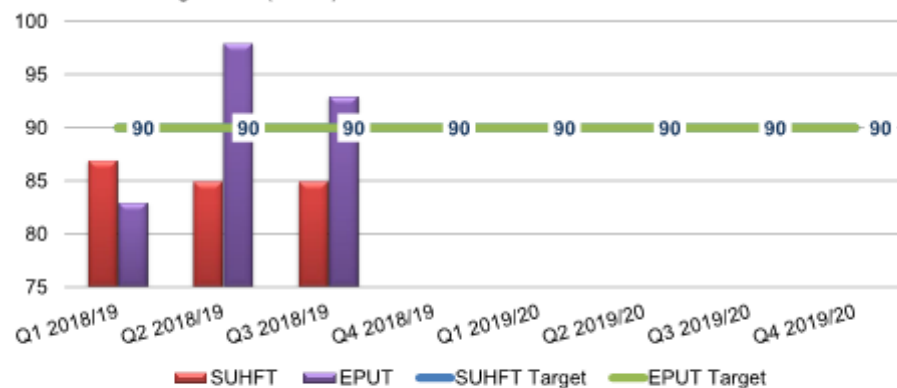
Commentary:

It is anticipated data will be available by the end of Quarter 2, however this is subject to the successful completion of the migration of Adult Services data to LiquidLogic.

## Domain 4: MCA &amp; DoLS

## 4.1. MCA &amp; DoLS training

Percentage of all staff who have attended safeguarding adult MCA training relevant to their role and in line with LSAB guidance (Health)

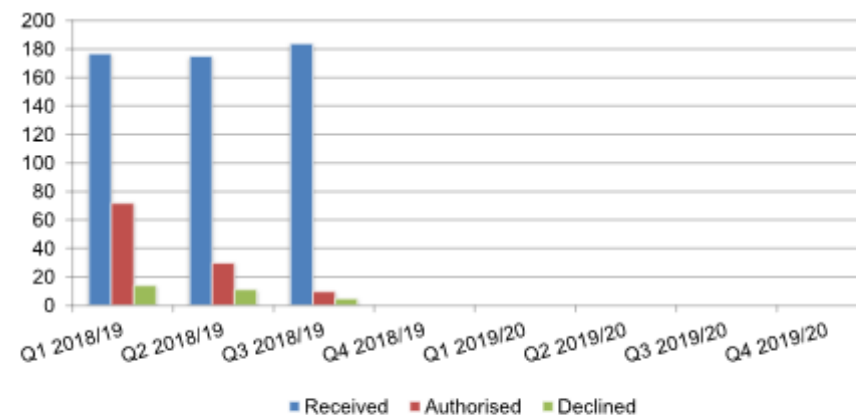


## Commentary:

**Targets:** For SUHFT and EPUT are both 90%.

**SBC:** See comments for Chart 1.4.

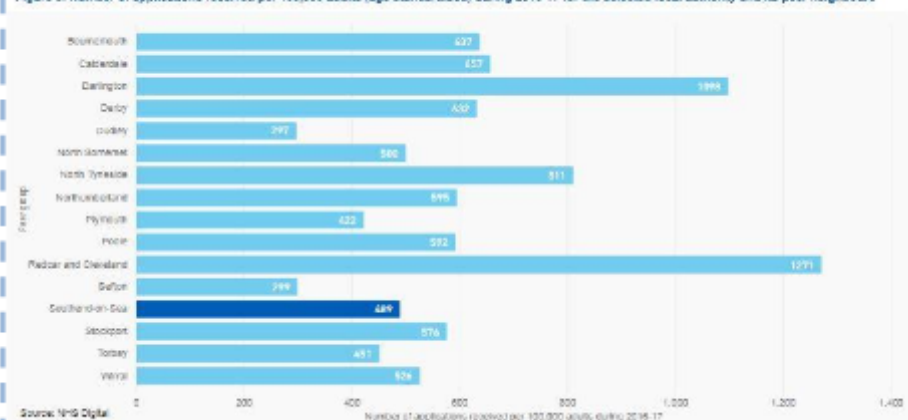
## 4.2. Deprivation of Liberty Authorisation Requests



## Commentary:

It is anticipated data will be available by the end of Quarter 2, however this is subject to the successful completion of the migration of Adult Services data to LiquidLogic.

Figure 5: Number of applications received per 100,000 adults (age standardised) during 2018-17 for the selected local authority and its peer neighbours



## Appendix 4 – Southend Adults Safeguarding Board Self-Assessment

The tool is split into three sections

1. Statutory duties set out in the Care Act 2014
2. Statutory Guidance key roles and responsibilities
3. Enablers of board effectiveness

The outcomes of the self- assessment will be collated by the SAB Manager and provided anonymously to the SAB for discussion, alternatively the self-assessment could be completed collectively in small groups facilitated by an external assessor with overall findings discussed as a whole board. Each statement should be attributed one of the following ratings.

- 1 = poor
- 2 = adequate
- 3 = good
- 4 = outstanding

This summary includes the:

- Mode – Score that appears most (the closes whole number)
- Mean – Average Score (the closes whole number)
- Range – Difference between lowest and highest score (the closes whole number)

Not all organisations were able to complete the assessment as their representative had recently changed and they did not think that they were able to offer an objective view of the performance of the Board.

7 Partners completed the Self-Assessment.

Self-Assessment Outcomes (Score) – Set Against Specific Duties		Mode (Score appearing most frequently)	Mean (Average score)	Range (Difference between high and low score)
<b>Statutory Duties set out in the Care Act 2014</b>				
Strategic Plan	To publish a strategic plan for each financial year that sets how it will meet its main objective, and what the members will do to achieve this.	3	3.1	2
	The plan must be developed with local community involvement; the SAB must consult the local Healthwatch organisation.	4	3.1	2
	The plan should be evidence based and make use of all available evidence and intelligence from partners to form and develop its plan.	3	2.9	2
Annual Report	To publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any safeguarding adult reviews and subsequent action.	3	2.7	2
SARs	To arrange safeguarding adults review in accordance with Section 44 of the Act.	3	2.9	3
<b>Statutory Guidance Key Roles and Responsibilities</b>				
	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.	3	3	2
	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.	3	2.6	2
	Establish how it will hold partners to account and gain assurance of the effectiveness of their arrangements.	3	2.7	2
	Determine its arrangements for peer review and self-audit.	3	2.7	3
	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.	3	2.8	3
	Develop preventative strategies that aim to reduce instances of abuse and neglect in its area.	3	2.8	1
	Identify types of circumstances giving grounds for concern and when they should be considered as a referral to the local authority as an enquiry.	3	3.3	1

	Formulate guidance about the arrangements for managing adult safeguarding, and dealing with complaints, grievances and professional and administrative malpractice in relation to safeguarding adults.	3	3.2	1
	Develop strategies to deal with the impact of issues of race, ethnicity, religion, gender, gender orientation, sexual orientation, age, disadvantage and disability on abuse and neglect.	3	2.6	3
	Balance the requirements of confidentiality with the consideration that to protect adults, it may be necessary to share information on a 'need-to-know basis'.	3	3.1	2
	Identify mechanisms for monitoring and reviewing the implementation and impact of policy and training.	3	2.7	2
	Carry out safeguarding adult reviews and determine any publication arrangements.	3	3.3	1
	Evidence how SAB members have challenged one another and held other boards to account	3	3.2	1
	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	2.9	2
<b>Enablers of Board Effectiveness</b>				
Aim and Vision	All board members have a clear understanding of the purpose and aim of the SAB.	3/4	3.3	2
Members	All members of the SAB have the requisite skills and experience necessary for the SAB to act effectively and efficiently to safeguard adults in its area.	4	3.1	2
	SAB Membership covers the full range of stakeholders and expertise required for an effective SAB.	3	3	2
	SAB members from core partner agencies attend every meeting, including Thurrock Council, Thurrock CCG and Essex Police	3	3.1	2
Attendance	If a Board member cannot attend, a nominated deputy may attend in their place, but may not do so for more than two consecutive meetings without review of the representative nominated by the member organisation.	3	2.8	1
Risk	Board members contribute to the development and ongoing review of the TSAB risk register, including mitigating actions and agreeing which direct action to take.	3	3	2
Finance	Board members regularly monitor the TSAB budget, resource allocation discuss potential projects.	2/2.5	3	2
Leadership	Board members actively raise the profile of the board and its role.	3	3	2
	The Leadership Executive Group clearly articulate the role of board members, encourage	3	2.4	3



	active discussion by all board members, encouraging full participation in strategic planning, board development opportunities, and individual agency ownership of tasks.			
	The Independent Chair is proactive in raising the profile of the SAB with professional stakeholders and the community.	4	3.4	2

## Examples of Commentary by Partners

### Aim and Vision

- *Yes, I have a clear understanding of the purpose and aims of the SAB*
- *The ## has a clear understanding of the purpose and aim of the SAB and supports its function at all levels.*
- *Work has been completed to establish the membership of the Board and its sub-groups. The governance structure is clear, including how information reaches the Board. An agreed multi-agency strategic board plan and risk assessment is in place. The Chair ensures all partners are clear on the purpose and aim of the Board and this is also included within the Business Plan.*

### Attendance, Skills and Experience of Members

- *I have the skills..... and authority to commit resources, provide assurance and contribute to the board's decision making.*
- *Despite a willingness to attend meetings... due to previous commitments and staff shortages this hasn't always been possible*
- *I believe partners are committed to attend but I know from my agency's perspective, there are often clashes with other strategic meetings*
- *SAB core members have representation at every meeting. The CCG is fully integrated into the work of the SAB.*
- *Difficulties with attendance – it would be useful to have a dial in with video conference facilities*

### Range of membership

- *Yes, as key agencies and the voluntary sector are represented.*
- *The Core membership appears appropriate and the Exec Terms of Reference states that Extended group membership may be required for specific task and finish groups, which seems to cover all possible bases*
- *The level of membership is appropriate for the SAB to be effective.*
- *The range of stakeholders on the SAB is sufficient The range of stakeholders and attendance to the sub groups is variable and there are no chairs for the Performance and AQA sub groups which is likely to impact on the effectiveness of the SAB.*

### Leadership

- *We work closely with the Safeguarding Board and direct other agencies to it for specialist information and support when necessary*

- [Independent Chair raising profile of Safeguarding] - *In our dealings with the Independent chair we have found this to be the case*
- *I think the current chair is a very strong advocate for the board*
- *Partners are involved in planning and development processes which are important to ensure commitment to change and learning.*
- *Tasks are generally clearly identified and the use of action logs ensures timescales and who is responsible for key tasks is apparent.*

#### Budget

- *The board regularly reviews the budget.*
- *Yes – although there feels to be little scope to influence spend*

#### Strategic Plan and Reports

- *This year the plan was completed following a full strategic review, and seeks to evidence the voice of adults through assurance processes.*
- *All members are asked to contribute to the Annual Report by giving a specific account of their agency's safeguarding context, outcomes and successes.*
- *The strategic plan appears clear in its actions and how the Board, Exec and sub-groups will assist in achieving these.*
- *I am less clear on how our team feeds in to any of these groups to assist achievement against the plan.*
- *I think this is well laid out in the Strategic Plan*
- *The annual report does comment on achievements made during the year. Not sure it comments specifically on the 3 statutory agencies achievements though*
- *The plan sets out how the SAB interlinks with other statutory and voluntary organisations*
- *# in collaboration with our partners is leading the movement towards a locality based approach for engagement with the community, support at a preventative stage and intervention from the perspective of Making Safeguarding Personal.*

#### Data and Statistics:

- *Is there a way to strengthen the use of 'intelligence', so members are clear about the information that is helpful to share?*
- *I think that the data sets presented to the board are still developing, but yes, we have a local picture that is helpful.*
- *I am not clear how our team feeds data into this process*
- *The performance dashboard and quality assurance needs to be further developed.*
- *Following the restructure progress is being made to revise the performance dashboard so that data collected reflects the Board's priorities and can evidence impact and outcomes. This is an area of development.*
- *The board shows an in depth understanding of issues affecting the area*
- *the information sharing agreements in place are comprehensive and enable appropriate proportionate information sharing*

- *The development of a dashboard of performance indicators for the effective monitoring at a strategic level of meaningful safeguarding data has been difficult for the Board.*

#### Risk

- *Yes – structures exist which provide opportunities to contribute for all agencies.*
- *Clear guidance is available on the SAB website for the completion of risk assessment and risk management plan.*
- *The risk register has been reviewed and revised this year.*

#### Holding Partners to Account:

- *Yes – recent accountability in relation to the ##### inspection is an example of this.*
- *I suspect I could be held to account over the effectiveness of our arrangements with our commissioned services, but I am not clear on what the process would be for establishing this.*
- *We are aware of actions and responsibilities that we have in regard to Safeguarding*
- *I think individual agencies are clear with regards what is expected of their organisation. I am not so sure that all agencies are clear with regards each other's responsibilities.*
- *Yes, processes in place*

#### Peer Review and Self Audit:

- *There is a framework and robust internal audit arrangements.*
- *We do not yet complete a self-audit but would be happy to receive guidance on what is required.*
- *Not sure how this happens*

#### Developing Policies and Strategies

- *I value the collaboration across SET for the development of the safeguarding adult guidelines, so all teams can work to the same policy set.*
- *As far as I am aware the Board has not worked directly with any of our providers to develop their policies and strategies*
- *Key policy development is generally formulated on a SET wide basis. Many professionals have to work across different organisational boundaries therefore it is important that this approach continues wherever possible. It is not clear how the views of service users are taken into account.*

#### Prevention

- *The Board does not have a prevention strategy in itself – although to some extent this is was the strategic plan is. We might want to consider a prevention 'statement' as an opener to the strategy in future in the way that Havering LA have done.*

- *In addition the Southend combined boards (LSCB, SAB, HWB, CSP) work on their violence and vulnerability plan is an excellent example of preventative work, as well as responsive work.*
- *The Board has input to the development of strategy to prevent the abuse and neglect of adults and receives reports on the effectiveness of the service. The Chair of the SAB is a member of the Health & Wellbeing Board and acts a 'critical friend'.*
- *Prevention is a key strand of the work the board undertakes and is clearly listed in the strategic plan*

#### Minority Agenda

- *All reports have regard to diversity – always more to do on this area*
- *Adults with disabilities is included an SAB priority including the LeDeR Programme. It is less evident how other issues are strategically addressed.*
- *Valuing diversity is a central tenant of all the work of the SAB.*

#### Grounds for Concern / Enquiry

- *Yes – the safeguarding adults guidance is very clear.*
- *The SET Guidance is well-known among our local services and the Safeguarding Southend website provides some quick and easy guides for when to refer etc.*
- *SET Adult Safeguarding Guidelines identify types of circumstances giving grounds for concern and when they should be considered as a referral to the local authority as an enquiry. This is reflected in the information on the SAB website*
- *Working with the board the thresholds to trigger referrals are clear and the # work closely with partners to safeguard adults*

#### Management Guidance

- *Yes, this is covered in the safeguarding adult's guidance.*
- *The Safeguarding Southend website provides a wealth of useful links to relevant information*

#### Confidentiality

- *I think that all agencies are well sighted on the issues underpinning information sharing arrangements, including consent; when consent can be overridden, and information on a 'need to know' basis. I have no recent concerns or examples of where board members behaviour is inappropriate in relation to this.*

#### Safeguarding Adult Reviews

- *I think that the board takes these responsibilities seriously, taking into account the importance of transparency and openness about the findings/learning; alongside the need to preserve the identification and privacy of families.*
- *I have had no involvement in, or knowledge of SARs being conducted. [there have been none]*

- *Arrangements are in place*
- *The board can demonstrate its approach to reviews and this is also detailed within a SAR policy.*

### Partner Challenge

- *During the last year, I have observed challenge of the CCG regarding staffing levels in the NHS, and winter crisis contingency arrangements. I have observed both support and challenge regarding inspection findings (JTAI, CRC's HMIP, LA's Ofsted). I have observed challenge regarding the need for agencies to provide performance data.*
- *I think partners do challenge each other effectively to promote good practice and greater understanding*
- *Board members challenge each other as 'critical friends' e.g. NHSE and Police Commissioners provided assurance to the LSCB Executive in respect of SARC forensic examinations carried by Nurse Forensic Examiners. There is external challenge through the Joint LSCB & SAB Scrutiny Panel.*
- *The SAB has direct relationships with the Community Safety Partnership, Safeguarding Adult Board, Health & Well-being Board and SET Domestic Abuse Strategic Board.*
- *The Chair seeks objective views from all partners and this is reflected in constructive challenge. Members are asked to discuss any barriers to effective safeguarding practice as a matter of course at Board meetings. Challenge of practice between partners and on-going casework auditing is in place and used to identify where improvements can be made in front-line performance and management oversight*

### Training

- *I think that all board members agree, and promote multi-agency training as a critical component of all our training plans; and the board as a whole recognises and promotes the importance of training.*
- *I am aware of training and awareness raising opportunities that have been provided, which have been disseminated on to our commissioned services*
- *There has been improvements across training but feel we could continue to improve in this area*
- *The LSCB makes partners aware of multi-agency training available locally. Further opportunities to jointly commission some training with other partnerships needs further development through the LSCB/SAB T&D Group*
- *The Boards promotion of multi-agency training, including local groups (e.g. Modern Slavery with V&V group) – evidenced from participation in the last multi agency training event*
- *All LSAB members support access to the training opportunities in their agencies. The L&D group are responding to local drivers, ensuring training opportunities reflect these drivers' i.e. mental health and criminal exploitation. The partners now present training data to performance monitoring as part of the revised dashboard.*
- *The Board did well to organise a multi-agency event on exploitation that was welcome and well received however without a training budget, it is hard to see how these arrangements can be at scale and sustainable. The SAB should coordinate a collective training offer across the partnership where members are encourage to attend partnership training to develop a cross reference*

*of skills and have clear understanding on roles.*

DRAFT

## Appendix 5 – Glossary

<b>ASYE</b>	Approved & Supported Year in Employment	<b>LSCB</b>	Local Safeguarding Children's Board
<b>AMHP</b>	Approved Mental Health Practitioner	<b>MARAC</b>	Multi Agency Risk Assessment Conference and Domestic Abuse
<b>CA 2014</b>	Care Act 2014	<b>MASH</b>	Multi Agency Safeguarding Hub
<b>CAG</b>	Community Action Group	<b>MCA</b>	Mental Capacity Act
<b>CCG</b>	Clinical Commissioning Group	<b>MDT</b>	Multi-Disciplinary Team
<b>CEO</b>	Chief Executive Officer	<b>MECC</b>	Make Every Contact Count
<b>CFOA</b>	Chief Fire Officers Association	<b>MHST</b>	Mental Health Street Triage
<b>CGL</b>	Change, Grow, Live	<b>MSB</b>	Mid Essex, Southend and Basildon
<b>CP-IS</b>	Child Protection Information Sharing	<b>MSP</b>	Making Safeguarding Personal
<b>CPN</b>	Community Practice Nurse	<b>NEPT</b>	North Essex Partnership Trust
<b>CQC</b>	Care Quality Commission	<b>NHS</b>	National Health Service
<b>CRU</b>	Central Referral Unit	<b>NPS</b>	National Probation Service
<b>CSP</b>	Community Safety Partnership	<b>OPFCC</b>	Office of Police, Fire and crime Commissioner
<b>CVS</b>	Council for Voluntary Services	<b>PFCC</b>	Police and Fire Commissioner
<b>CYP</b>	Children and Young People	<b>PH</b>	Public Health
<b>DACT</b>	Drug and Alcohol Team	<b>PPPB</b>	Public Protection Policy Board
<b>DNAR</b>	Do Not Attempt Cardiopulmonary Resuscitation	<b>PQUIPs</b>	Trainee Probation Officers
<b>DoLs</b>	Deprivation of Liberty	<b>SAB</b>	Safeguarding Adults Board
<b>ECFRS</b>	Essex County Fire & Rescue Service	<b>SAR</b>	Serious Adult Review
<b>EPUT</b>	Essex Partnership University Trust (NHS)	<b>SAVS</b>	Southend Association of Voluntary Services
<b>FGM</b>	Female Genital Mutilation	<b>SECH</b>	South Essex Community Hub
<b>HLA</b>	Health Law Advocates	<b>SEPT</b>	South Essex Partnership Trust
<b>EQUIP</b>	National Probation Service Database	<b>SET</b>	Southend, Essex and Thurrock
<b>HMIP</b>	Her Majesty's Inspector of Prisons	<b>SMART</b>	Specific, Measurable, Achievable, Realistic, Time-based
<b>IC</b>	Independent Chair	<b>STARS</b>	Southend Treatment and Recovery Service
<b>IMCAS</b>	Independent Mental Capacity Advocacy Service	<b>STP</b>	Sustainability and Transformation Partnership
<b>JSNA</b>	Joint Strategic Needs Assessment	<b>V&amp;V</b>	Violence & Vulnerability
<b>JTAI</b>	Joint Targeted Area Inspection	<b>VCS</b>	Voluntary and Community Sector
<b>KSS</b>	Knowledge and Skills Statement	<b>WT</b>	A name protected by confidentiality guidelines
<b>LAC</b>	Looked After Children	<b>YMCA</b>	Young Men's Christian Association
<b>LeDeR</b>	Learning Disability Mortality Review	<b>YPDAT</b>	Young Peoples Drug and Alcohol Team