

		AGENDA ITEM 6
		PAF/28/14
Committee:	People and Families Scrutiny Committee	
Date:	13 November 2014	
<b><u>Essex Safeguarding Adults Board – Annual Report 2013-14</u></b>		
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**Purpose of the Paper:**

- 1. To receive the Annual Report of the Essex Safeguarding Adults Board.**





# **Essex Safeguarding Adults Board**

## **Annual Report 2013-14**

## **Foreword from Simon Hart**

***I am pleased to be able to introduce this Annual Report of the Essex Safeguarding Adult Board for the period 2013/14.***

***This has been a year of transition for the Board as it has conducted a major review of Governance in preparation for implementation of the Care Act. Accordingly the Board will implement new operating structures, intended to further raise the profile of adult safeguarding in Essex with effect from January 2015.***

***However throughout the course of the year the Board has remained active in promoting the strong partnership approach to safeguarding that is so essential in reducing risk to vulnerable people. In particular there has been a full audit programme which enables the Board to assess the capacity of Partner agencies and to support areas for improvement and development.***

***The Board has worked closely with the Members of the County Council in the discharge of their Overview and Scrutiny responsibilities and in particular has given attention to the improvements required following Care Quality Commission inspections at both Basildon and Colchester Hospitals.***

***The Board has also given oversight to a full multi-agency programme of training and delivery of workshops covering a broad range of activities further detailed in this report.***

***Our work with Essex Police continues to strengthen with good evidence of joint work illustrated by the co-operation of agencies in supporting 'Operation Halite'.***

***Additionally, it has been necessary to strengthen the Board's focus on delivery of care practice and in light of some quite high profile reporting both nationally and locally this will become a significantly increased priority of the Board over the coming and subsequent years.***

***Finally, I would like to thank all of those agencies that continue to support the Board's important work, but most importantly our frontline practitioners who continue to work hard in protecting vulnerable people, often in difficult circumstances.***

***Simon Hart,***

***Independent Chair***

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## 1.0. About Essex Safeguarding Adults Board (ESAB)

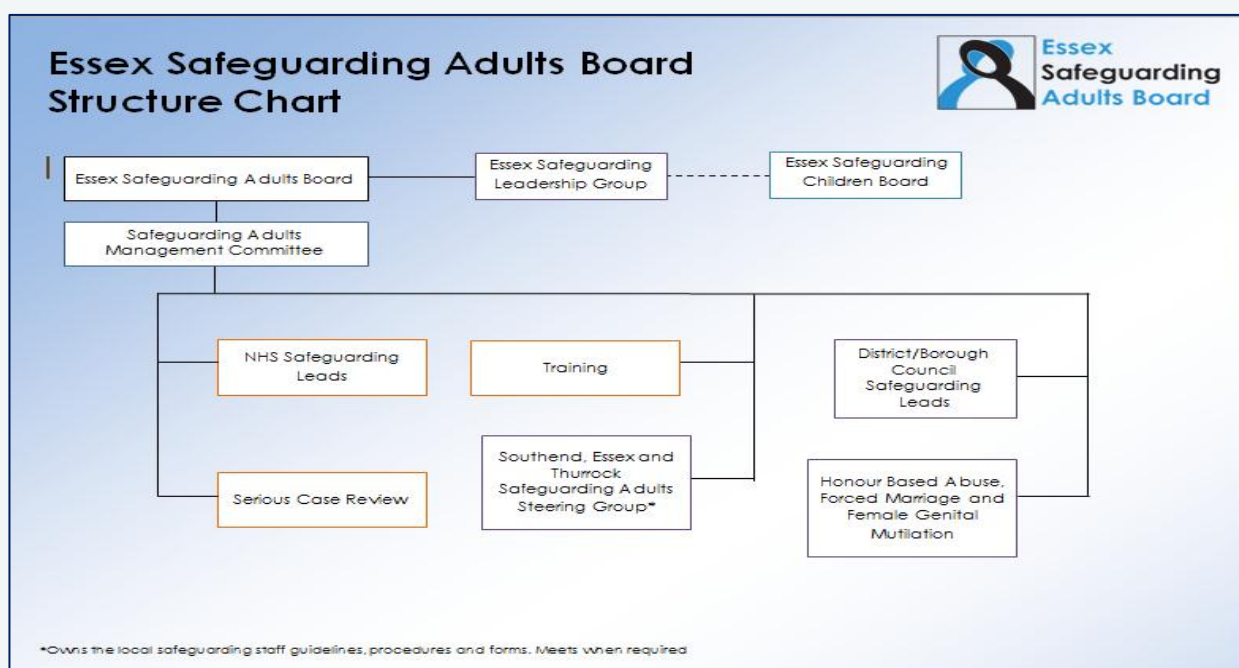
ESAB promotes and develops effective safeguarding systems for vulnerable adults across a wide range of agencies.

### 1.1. Membership

The ESAB is made up of senior commissioners of health and social care services, providers of health and social care services, providers of sheltered and supported housing, the police, fire service, voluntary and private sector agencies, housing, probation, advocacy and advisory services, district, borough and city councils.

### 1.2. Structure

A structure chart of the Board and the sub committees is shown below.



A breakdown of the Board's support team and budget is available in Appendix 1.

### 1.3. Key priorities

The Board works towards a business plan. The key priorities within the business plan for 2014-15 are:

- to work with the local safeguarding children and adults Boards in launching a new electronic audit and report upon any findings
- to ensure that the Board and partner agencies are compliant with the Care Act requirements and the impact of the changes
- to raise awareness of safeguarding vulnerable adults across Essex, including issues of hidden harm such as honour based abuse
- as well as evaluating commissioned training, to investigate the impact that safeguarding training has
- to work with partner agencies to establish a meaningful performance management system

In January 2013, a governance review was undertaken, coordinated by the Independent Chair, it focused on:

- Core membership
- Structure to carry out the Board's business
- Revising the constitution in line with the Care Act 2014







## **2.0. ESAB Board meeting and management committee**

The Board met four times and oversaw all the sub groups. Meeting monthly, the safeguarding adults' management committee supported the Board.

### **2.1. Scrutiny of safeguarding concerns in the county**

*Basildon and Thurrock University Hospital* – The Board wrote to the trust to request a presentation about the Care Quality Commission report indicating the Hospital was not meeting essential standards. A senior manager of the Trust attended the Board in October 2012 and set out their action plan in response to the Inspection and to reassure the Board that action to improve the situation was a high priority and on target. The Board raised its concern with the Chief Executive NHS England (Essex) to establish more robust monitoring through both adults and children's safeguarding Boards over the whole of the health sector which has been ongoing throughout 2013-2014. The Care Quality Commission report can be found at <http://www.cqc.org.uk/location/RDDH0>.

*Colchester University Hospital Foundation Trust* – The trust was placed into special measures in November 2013 due to concerns about cancer care processes identified by the Care Quality Commission. Subsequently, a detailed review of cancer services took place. The hospital attended the Board and explained they have taken immediate remedial action to improve services and to comply with



standards and ensure patient safety. The trust also indicated where longer term reform of services was needed to ensure sustained improvement. The trust were working to further improve training and other gaps in processes that had been identified during the management response to the inspection. The Care Quality Commission report can be found at <http://www.cqc.org.uk/provider/RDE>.

It has been agreed that subsequent scrutiny for both trusts will be taken forward by the Health and Wellbeing Board and Essex County Council's Health Overview and Scrutiny Committee.

*Local Ombudsman report* - In January 2014 the Local Government Ombudsman published a report which investigated a complaint. The complaint against Essex County Council was about the initial handling of the safeguarding issue raised in 2010. The North Essex Partnership Foundation Trust case involved a failure to follow the Essex Safeguarding Adults Board procedure. In both cases an independently facilitated, 'lessons learned' workshop was held to enable participants to reflect on their practice and discuss how to make the safeguarding process more person-centred. The local ombudsman report can be found at <http://www.lgo.org.uk/decisions/adult-care-services/safeguarding/essex-county-council-12-004-807>.

*Clacton Rogue Trader* - Operation Halite was the 'rogue trader scam' in which, Essex Trading Standards, the Police and Essex County Council worked together to bring to court a known criminal gang that had extorted over £1 million from vulnerable people in the Clacton area. The close working partnership resulted in custodial sentences for several of the gang, with the gang leader getting 10 years. [http://www.essex.police.uk/news\\_features/features\\_archive/2014/july/five\\_sent\\_to\\_prison\\_after\\_targ.aspx](http://www.essex.police.uk/news_features/features_archive/2014/july/five_sent_to_prison_after_targ.aspx).

*Essex Care Home* - In February 2014 serious concerns were raised about a care home in Essex. The care home had been under secret investigation by a reporter from BBC Panorama. The undercover reporter filmed the abuse of a resident and serious malpractice of at least four care workers. Essex County Council undertook a lengthy investigation involving over 1100 hours of work by various teams. Sixty three service users were interviewed. An Essex Police investigation is underway. The TV programme has raised concerns for all members of the Board regarding how

well it works to help to ensure that all residents in our care homes are safe and well cared for.  
<http://www.bbc.co.uk/news/uk-27128011>.

Essex County Council saw a rise in the number of registered services safeguarding alerts centred on poor practice or inadequate standards of care. This has resulted in a review which will take place in 2014-15.

## 2.2. Safeguarding audit

Both the adults and the children's board developed a safeguarding audit with eight standards to illustrate what a 'good safeguarding service' looks like.

The safeguarding standards assessed as being most likely to be fully met are in the areas of;

- Lines of accountability
- Recruitment, vetting and allegation policy and procedures
- Information-sharing

There were two safeguarding standards assessed as being least likely to be met:

- Service development and issues (41% of respondents partly met and 17% unmet). The deficits related to; domestic violence, honour based abuse and female genital mutilation, child sexual exploitation and counter-terrorism.
- Embedding policy (24% partly met and 7% unmet). Agencies needed to improve on developing strategies to routinely gather the views of adults and families who used their services and ensuring commissioned services



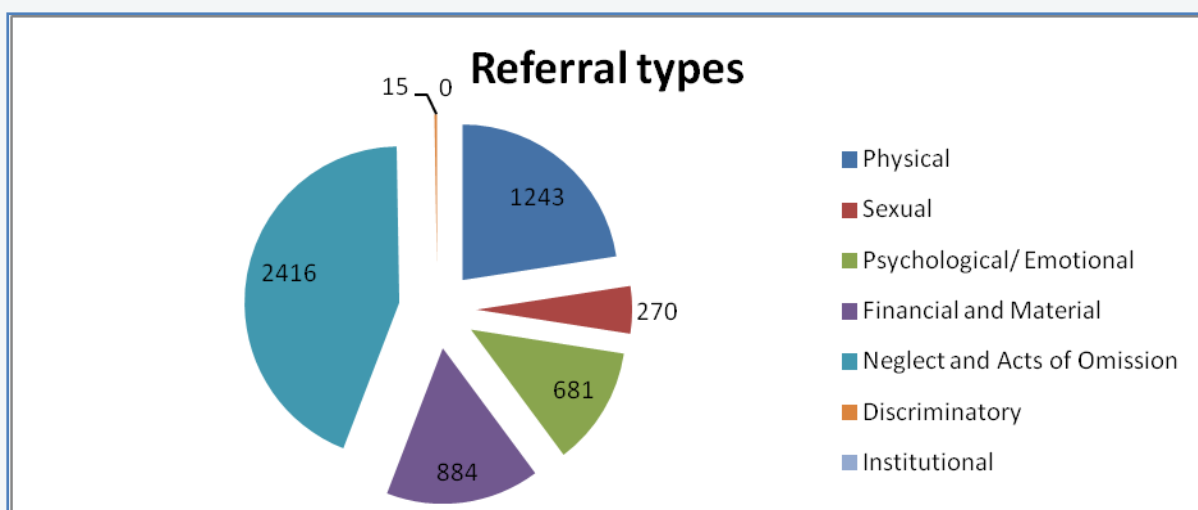
operate at the same levels of safeguarding assurance as the commissioning agency.

Both safeguarding boards have introduced a new 'online platform' for the safeguarding audit. From 2014, partners will be able to login and update their audit information. The safeguarding boards may request more evidence where there are specific questions, concerns or for further scrutiny. Full details of the themes and standards can be found at <http://www.essexsab.org.uk/performance>.

### **2.3. Performance**

One of the key challenges for the Board in 2014-15 is improving information to inform the Board on how well safeguarding systems in Essex are performing. ESAB has been concerned that data set out below, is received only from Adult Operations (Essex County Council). No other partner agencies supply data. The Board is developing a performance report that better reflects safeguarding performance across the county and the risk areas that require further focus of the Board.

In 2013-14 there were 5509 safeguarding referrals made to Essex County Council. When compared with national data, Essex has one of the highest number of referrals for neglect. This is probably due to the number of safeguarding concerns raised due to missed or late visits by domiciliary carers which resulted in no or limited impact on the customer. These referrals should be raised directly with the provider in the first instance rather than using the full weight of the safeguarding process. This will be addressed in 2014-15. More data is available in appendix 2.



Of the 3829 safeguarding referrals closed in 2013-2014;

- 29% were substantiated in some way.
- 34% were either inconclusive or unsubstantiated
- 28% were not a safeguarding issue.
- 9% were referred to another agency or the individual didn't want the investigation to continue

## 2.4. Ask SAL

Our Safeguarding Adults Line was launched in 2010. The line gives information and advice about abuse and protection of vulnerable adults, or taking disclosure of a specific concern about the safety of somebody in Essex. There were a total of 545 calls made to the Ask SAL helpline, 93% of calls answered within the minute. The Safeguarding Board will review the cost effectiveness and performance of this helpline during 2014-15. Further details can be found at [www.asksal.org.uk](http://www.asksal.org.uk).

## 2.5. Southend, Essex and Thurrock safeguarding guidelines

The Southend, Essex and Thurrock Safeguarding Adults Boards updated the Safeguarding Adult Guidelines which apply in all settings, including those managed by private, voluntary and statutory agencies. Of particular importance was the introduction of the Care Act and associated statutory guidance that are expected to be implemented in 2015. The guidance is intended to fill the vacuum until legislation

is in place (available at [www.essexsab.org](http://www.essexsab.org)). For further details of the Care Act 2014 see appendix 3.

## **2.6. Serious case reviews**

A Serious Case Review is held when a vulnerable adult dies or suffers serious injury and abuse or neglect is suspected to be a factor. The aim of a serious case review is for all agencies to examine their involvement (if any) and to learn lessons about the way they safeguard adults at risk, to prevent such occurrences happening in the future. A Multi Agency Serious Incident Review may be conducted where a case does not meet the criteria. The review group met six times in 2013-14 and focussed on:

- Monitoring how well partner agencies have implemented their actions from previous reviews
- Updating the serious case review & multi agency serious incident review guidance
- Adding a new section of 'self-neglect' in the safeguarding adult guidelines
- Addressing safer recruitment through the joint adult/children audit process
- Reviewing the Board communications, with a new website being designed and launched in August 2013

The serious case review group is concerned about the lack of referrals from partner agencies to the Safeguarding Board and look to address this in 2014-15.







### **3.0 Training and development**

The group met three times in 2013-14, although a lot of work took place outside of the meetings.

#### **3.1. DVD**

A new training DVD was produced, aimed at trainers delivering safeguarding adults training to staff working with vulnerable adults. The DVD includes a small collection of news reports relating to recent high profile cases as well as six acted scenarios designed to provoke discussions. Also included is a facilitator guide to help trainers get the most from the DVD. Further details are on [www.essexsab.org/training](http://www.essexsab.org/training).

#### **3.2. ESAB courses**

ESAB commissioned a number of courses in 2013-14. ESAB continue to ensure that most of our training courses are CPD registered. Continuing Professional Development (CPD) is a way of flexibly developing skills and knowledge. Employers can be assured that the training courses ESAB commission are meeting the identified outcomes. The table below shows a breakdown of the courses and the number of delegates that attended the course throughout the year.



Course	Number of courses	Number of delegates	Average Score *
Domestic Abuse Basic Awareness	5	85	4.60
Domestic Abuse Enhanced Awareness	4	61	4.46
Domestic Abuse, Stalking, Harassment and Honour Based Violence (DASH) risk checklist	3	55	4.80
Safeguarding Adults Basic Awareness	6	109	4.59
Safeguarding and the Law	3	48	4.88
Provider manager	2	40	4.50
Mental Capacity Act	2	26	4.45
Honour Based Abuse	3	26	4.53
Training for Trainers	2	16	4.42
Training for Trainers - Refresher	1	28	4.90

\*Scores range from 1 (very poor) to 5 (excellent).

At the end of the training course, learners rate the training (average scores above out of 5). A breakdown of all scores for each training course is in Appendix 4.

Comments that learners made on the evaluation forms include:

- *“I am able to spot the signs of abuse quicker and have more of an idea on how to refer”*
- *“I have accessed ESAB documents on line and have displayed them on noticeboards around the organisation”*
- *“Gave me more confidence to know what to do or not to do”*
- *“Improved my practice”*

Learners were also asked what they will implement as a result of the training, common themes were:

- Further training
- Better support for client group
- Support staff/colleagues
- Implement/change policies

ESAB generated £47,908 income from training activity which was ploughed back into the Board's activities.

### **3.3. Fire training**

ESAB have developed a bespoke training package for Essex County Fire and Rescue Service staff to increase awareness of signs of abuse and knowing what to do if they have a concern. The training has been taking place throughout 2013-14 and during this time 667 fire service staff have been trained.

### **3.4. District, borough and city councils and housing providers training**

Working alongside Essex Safeguarding Children's Board a joint safeguarding adults and children's training package was commissioned for local authorities, during this time 350 learners have been trained.



## **4. ESAB events**

### **4.1. Institutional abuse event**

This event was designed to raise awareness of what institutional abuse is. 103 people attended the event. Feedback was positive with an average overall score of 4.39 out of 5 and themes emerging from the event were:

- Further training needed
- Raised awareness of the role of advocacy in institutional abuse cases
- Importance of recording
- Working in partnership

### **4.2. Housing and safeguarding**

The event raised awareness of safeguarding children and vulnerable adults amongst housing organisations. 62 people attended the event from across Essex. It was agreed engagement between housing organisations and the safeguarding boards will continue. Outcomes from the event were:

- Undertaking by the boards to look at safeguarding issues around placement of vulnerable people/families in hotel/bed and breakfast accommodation.
- Agreement that engagement between housing organisations and the safeguarding boards will continue. Work will be undertaken with Essex Housing Officers Group to look at how this can best be achieved.
- All those who have signed up to be part of this engagement will be included in future communications including details of future events.

### **4.3. Modern slavery**

Essex, Thurrock and Southend Children's and Adults Boards and Essex Police ran a Modern Slavery event to engage agencies across the county and raise awareness of the problems faced by victims who are exploited and trafficked. 100 people attended from a range of organisations. Gaps identified through feedback were:

- Training
- Awareness-raising
- Multi-agency working
- Community education

## **5. Safeguarding adult projects**

ESAB worked with Castle Point Association of Voluntary Services to develop, and report on findings from a survey of vulnerable people across Essex. £30,000 was allocated by ESAB to deliver projects which address some of the key findings. All funded projects are asked to provide a detailed report on their work and to show they have made a difference. £30,000 is available for projects in 2014-15. The projects are detailed below.

### **5.1. Keep safe – £7325**

Telephone symbols displayed in a shop or public building signal to a vulnerable person they can go in and request help. Keep safe originally started with a focus of people with learning disabilities. The extra funding was used to extend the project in Braintree and now include older people. 1,614 people signed up to the Keep Safe scheme for older people between July and March 2014. During February 2014 they wrote to 60 of the initial members of the Keep Safe scheme who had signed up 6 months previously. 100% of respondents said that they felt safer now they were part of the scheme. Evidence of the confidence and reassurance that Keep Safe has given to its members can be seen from the positive feedback and comments that have been received. The Keep Safe scheme for older people continues to grow and Braintree District Council is due to train four new authorities in Essex to deliver Keep Safe specifically to older people. The scheme has also attracted interest from other areas.

### **5.2. Human library - £2000**

The Human Library was part of the multi-cultural Celebrate event in September 2013. It aimed to overcome barriers which exist in Safeguarding in reaching/engaging with black and ethnic minorities. All of the Human books were people from ethnic minority backgrounds and had experience of safeguarding work to challenge both practitioners and public perceptions and assumptions. There was some funding left over to set up additional human library events. Feedback from the event was positive and it engaged visitors





from a wide variety of backgrounds. Invitations were received from several community based groups to deliver a similar Human Library in the future.

### **5.3. Hate crime conference - £6000**

The conference in December 2013 was a springboard for the development of an Essex hate crime strategy and the launch date for the 'Stop the Hate' campaign, including website and Twitter presence. Conference outcomes were:

- Recording and collation of key points from workshop discussions to inform and structure Business Plan
- 'Stop The Hate' campaign brand and logo launched
- Press and media coverage of 'Stop The Hate' campaign
- Updated ' Stop The Hate' Hate Crime leaflet and Easy-read version published
- 'Stop The Hate' website and twitter account active
- Continued development of operational Hate Incident Reporting Centres /Hate Crime Ambassadors network in Essex. 30 organisations have expressed interest in receiving accredited training
- Active interest in 'Stop The Hate' shown by other police forces

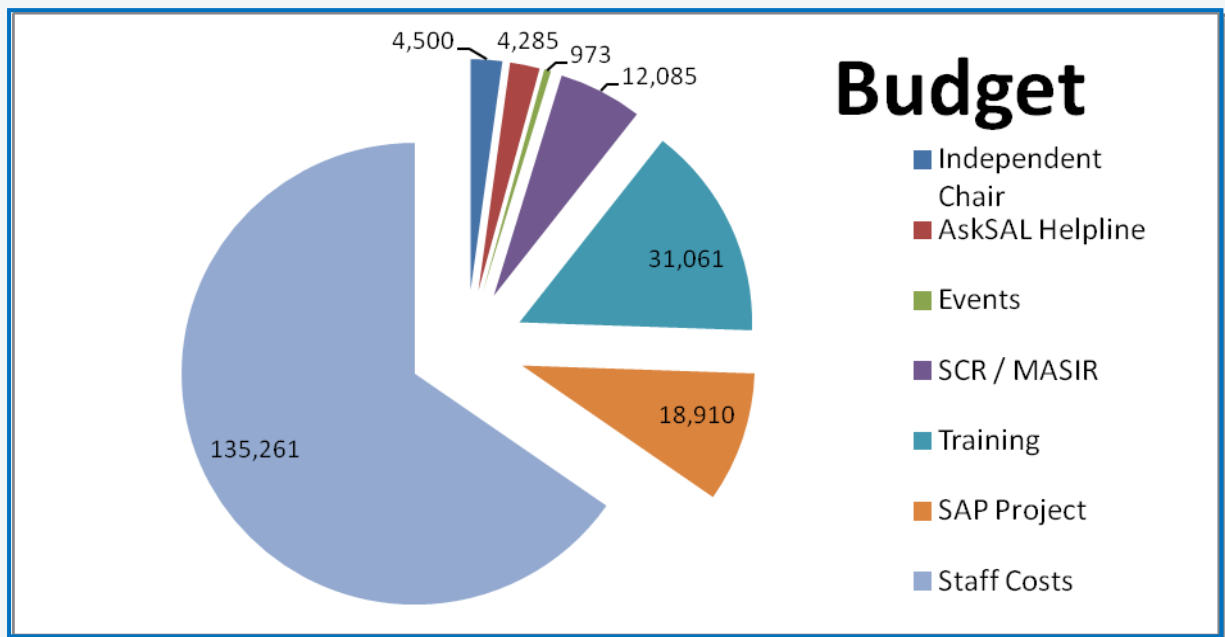
### **5.4. Castle Point Association of Voluntary Services - £3524**

The two month project in January 2014 examined how well adults suspected of hate crime are supported in the criminal justice system. It will also consider whether there is any under-reporting of safeguarding issues amongst people with a learning disability.



## **Appendix 1 – Budget**

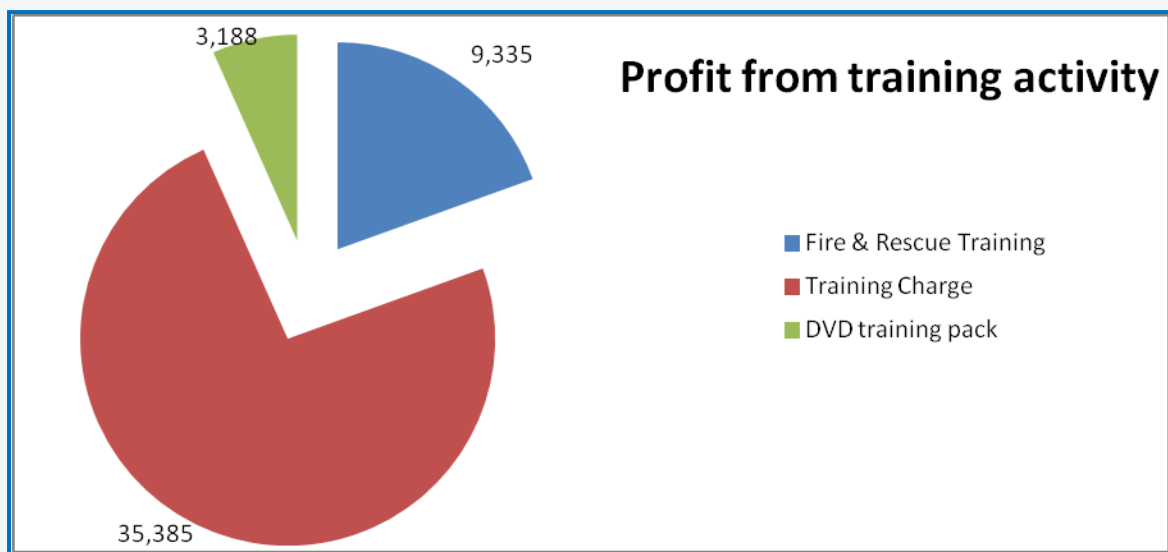
The chart below demonstrates the costs associated with the work of ESAB.



The majority of the ESAB budget is made up of staff costs, this can be broken down into:

- 1 Business Manager
- 1 Training and Development Officer
- 1 Communications and Partnership Officer
- 1 Project Officer
- 0.5 Safeguarding Board Officer

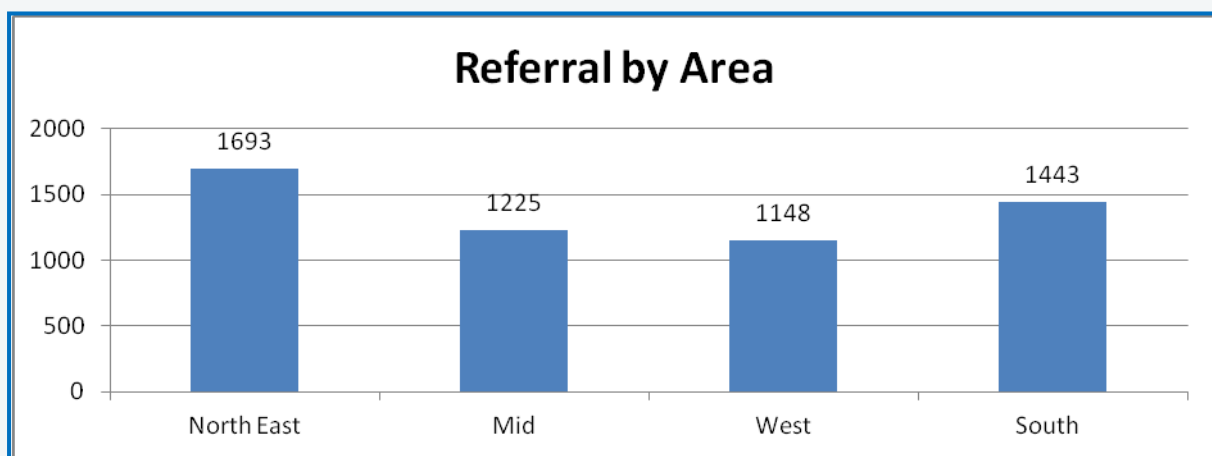
The following chart shows the income generated from training.



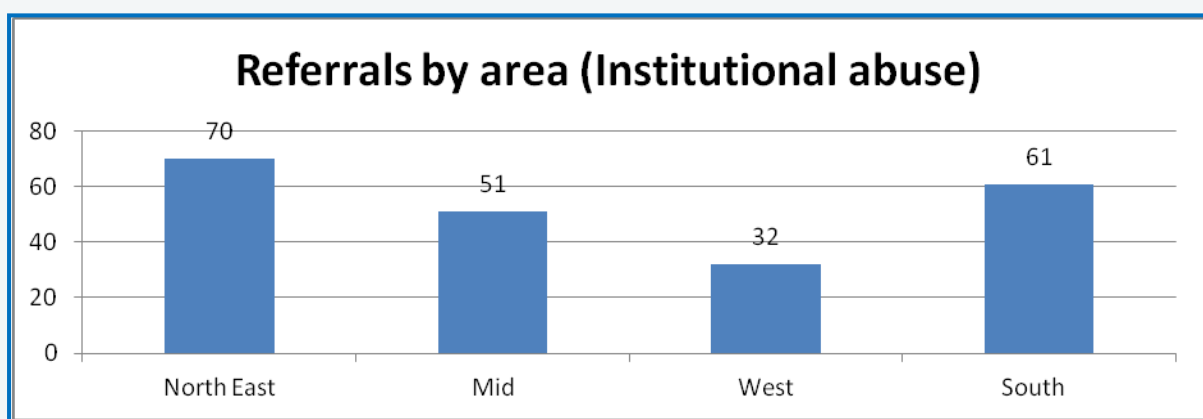


## **Appendix 2 – Performance data**

***Referrals by Area of Essex (Individual Safeguarding Concerns)*** - The number of referrals are spread fairly evenly across the Essex area. The north east area has a larger number of residential and nursing homes as well as more private hospitals.



***Referrals by Area of Essex (Institutional Abuse)*** - In 2013-14 there have been more complex institutional cases which are reflected in the increase of breaches of contract, suspensions and terminations of contract during the year by Essex County Council.

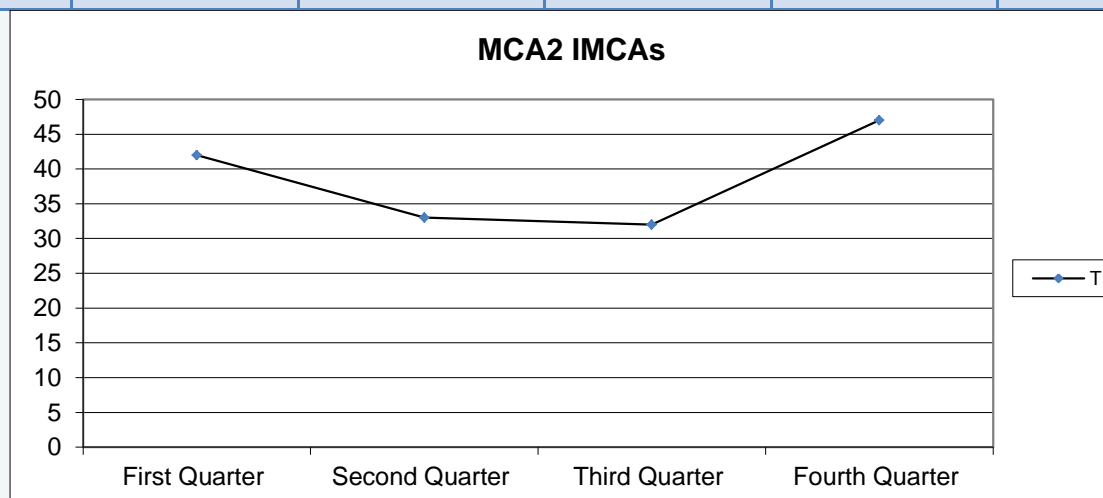


***Relationship of Perpetrator (Individual Service Users)*** - The definition of social care support refers to services commissioned by Social Services and not social care staff. For 2013-14, 3542 service users were under 65, whilst 1967 were over 65. Nationally for 2012-13 the number of alleged victims from ethnic minority groups was 12% and in Essex it was 3%. For the year 2013-14 the figure in Essex has increased to 4.5%. The Board will focus on how they engage ethnic minority groups more in safeguarding.

<b>Relationship of Perpetrator to Service User</b>	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>	<b>Total</b>
Social Care Support of Service Provider - voluntary	8	5	8	11	32
Social Care Support or Service paid, contracted or commissioned	411	497	552	504	1964
Relative / family carer	502	448	770	427	2147
Individual - Known but not related	232	212	197	177	818
Primary Health Care	63	48	84	93	288
Secondary Health Care	14	4	6	6	30
Social Care Staff - Management and Assessment	0	1	4	3	8
Police	1	0	0	0	1
Other Public Sector	2	7	5	3	17
Other Private Sector	16	12	7	6	41
Stranger	47	34	51	29	161
Other Voluntary	0	2	0	0	2
<b>TOTAL</b>	<b>1296</b>	<b>1270</b>	<b>1684</b>	<b>1259</b>	<b>5509</b>

**Independent Mental Capacity Advocate (IMCA) Referrals** - There has been an increase in IMCA referrals this year, but referrals from Health seem lower than anticipated by the IMCA provider.

	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>	<b>Total</b>
	42	33	32	47	154



**Deprivation of Liberty Safeguards (DoLS) Cases** - The number of DoLS for the year has been higher than anticipated but have been managed.

	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>	<b>Total</b>
Total number of DoL applications to date	190	157	160	165	672
Total number of Assessments completed	188	153	155	158	654
Total number of Assessments outstanding - still being processed	2	4	5	7	18
<b>Total</b>	<b>190</b>	<b>157</b>	<b>160</b>	<b>165</b>	<b>672</b>
Total number of Cases in which authorisation was successful	119	114	106	90	429
Total number of Cases in which authorisation was declined	69	39	49	68	225
Total number of Cases still being processed	2	4	5	7	18
<b>Total</b>	<b>190</b>	<b>157</b>	<b>160</b>	<b>165</b>	<b>672</b>
<b>IMCAs / Paid Representatives</b>					
IMCAs commissioned for Essex County Council	33	51	38	22	144
Total number of Paid Representatives commissioned	11	11	16	14	52
<b>Total IMCAs commissioned</b>	<b>44</b>	<b>62</b>	<b>54</b>	<b>36</b>	<b>196</b>
<b>Service User Categories</b>					
Learning Disabilities	8	8	2	3	21
Mental Health	157	128	130	119	534
Physical and Sensory Impairment	25	21	28	43	117
<b>Total</b>	<b>190</b>	<b>157</b>	<b>160</b>	<b>165</b>	<b>672</b>

## **Appendix 3 - Care Act**

The Government published the draft Care Bill on 11 July 2012. Having completed its governance journey, the Act proposes a wide range of changes within social care including specific legislation around adult safeguarding. Section 3 of the Act sets out requirements for Safeguarding Boards to be placed on a statutory footing. It has a clear objective to “help and protect adults where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)”

- (a) has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) is experiencing, or is at risk of, abuse or neglect, and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it, it must make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult’s case (whether under this Part or otherwise) and, if so, what and by whom.

Additionally the Act also sets out statutory requirements for membership of boards:

- To carry out reviews in specific circumstances to identify lessons to be learned and the application of those lessons
- To produce a strategic plan
- To produce an annual report

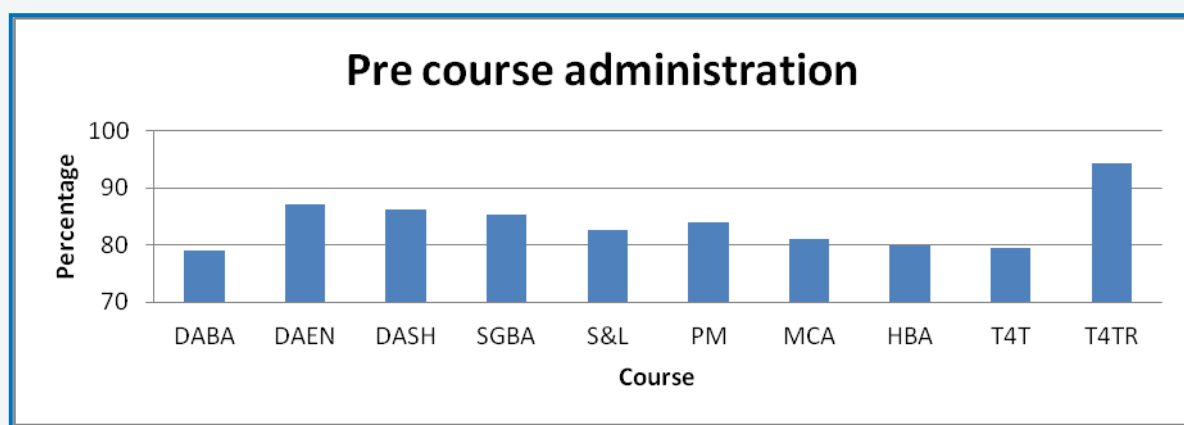
The timetable for the Act currently sets out for implementation during 2014-15, however ESAB consider that the proposals represent a good model for the Boards’ development and have therefore set as one of its key priorities, to ensure compliance with the Act’s requirements.

## **Appendix 4 – Training evaluation**

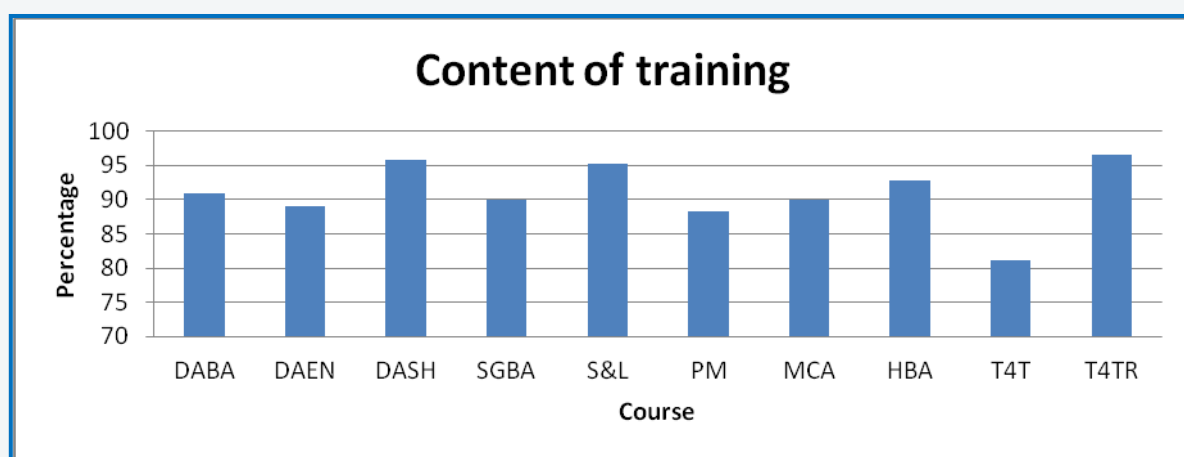
The graphs below show the percentage scores for pre-course administration, content of training, trainer's delivery, visual aids, handouts and overall score.

### **Codes for the courses**

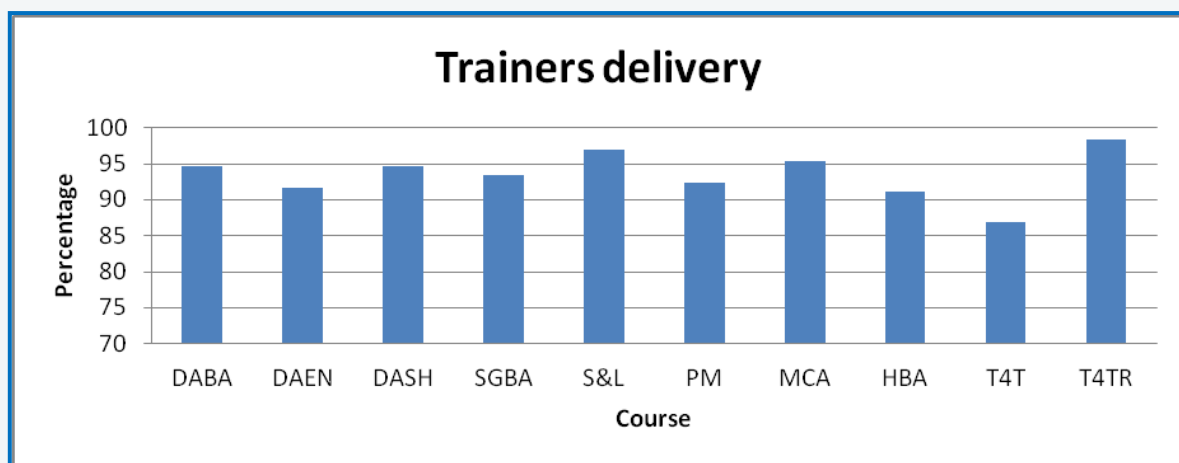
DABA – Domestic Abuse Basic Awareness  
 DAEN – Domestic Abuse Enhanced Awareness  
 DASH – Domestic Abuse, Stalking, Harassment and Honour Based Violence  
 SGBA – Safeguarding Adults Basic Awareness  
 S&L – Safeguarding and the Law  
 PM – Provider Manager  
 MCA – Mental Capacity Act  
 HBA – Honour Based Abuse  
 T4T – Training for Trainers  
 T4TR – Training for Trainers Refresher



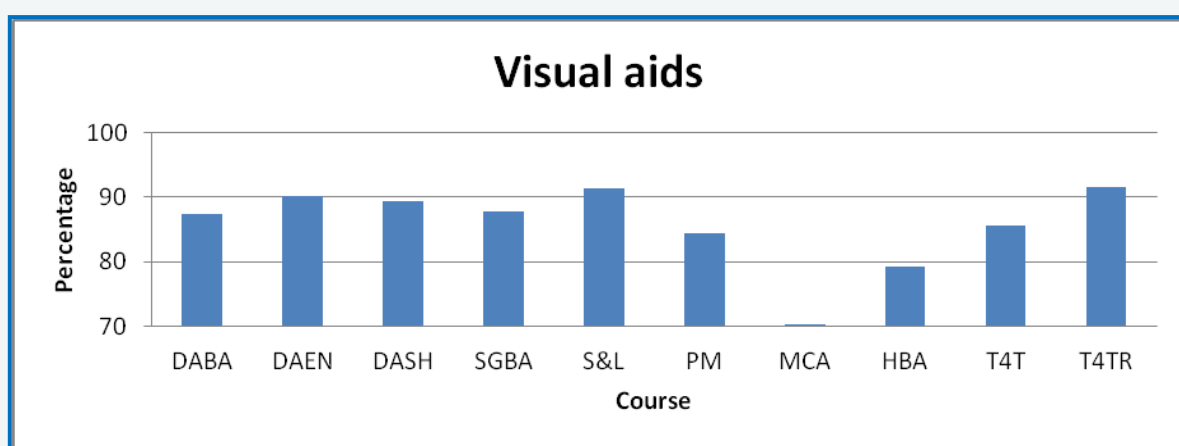
	DABA	DAEN	DASH	SGBA	S&L	PM	MCA	HBA	T4T	T4TR
<b>Scores (0-5)</b>	3.95	4.36	4.31	4.26	4.13	4.20	4.05	4.00	3.97	4.71



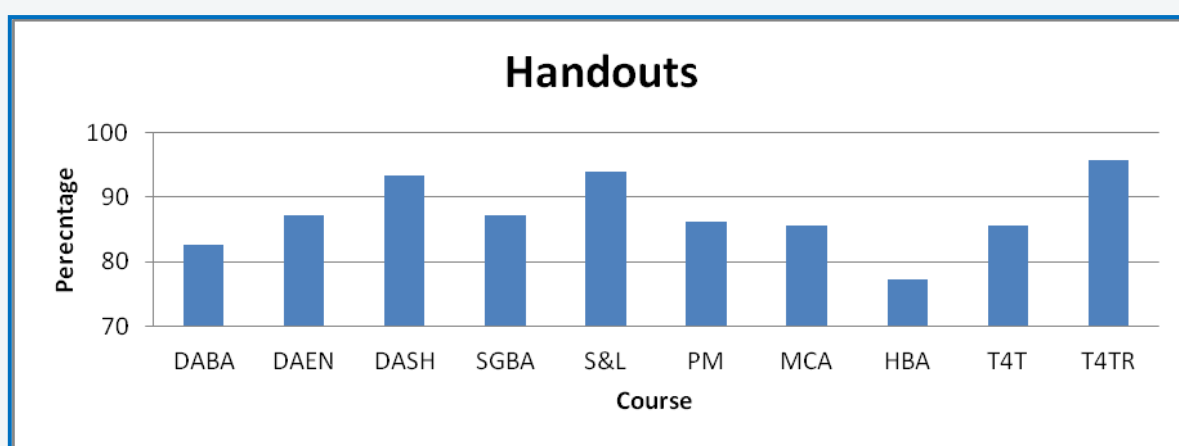
	DABA	DAEN	DASH	SGBA	S&L	PM	MCA	HBA	T4T	T4TR
<b>Scores</b>	4.55	4.45	4.79	4.50	4.76	4.41	4.50	4.64	4.06	4.83



	DABA	DAEN	DASH	SGBA	S&L	PM	MCA	HBA	T4T	T4TR
<b>Scores</b>	4.73	4.58	4.73	4.67	4.85	4.62	4.77	4.56	4.34	4.92



	DABA	DAEN	DASH	SGBA	S&L	PM	MCA	HBA	T4T	T4TR
<b>Scores</b>	4.37	4.51	4.47	4.39	4.57	4.22	3.52	3.96	4.28	4.58



	DABA	DAEN	DASH	SGBA	S&L	PM	MCA	HBA	T4T	T4TR
<b>Scores</b>	4.13	4.36	4.67	4.36	4.70	4.31	4.28	3.86	4.28	4.79



This information is issued by  
**Essex Safeguarding Adults Board**

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