

# ESAB Annual Report 2012/13

A report on ESAB's progress during the year ended 31st March 2013

This year's annual report summarises some of the key achievements during 2012/13 exploring training provision, performance auditing and other aspects of the Board's work.

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## *Introduction*

I am pleased to have the opportunity to introduce this report on the Board's important work during 2012/13, and to introduce myself as the Board's recently appointed Independent Chair.

It has been another busy year with many fresh challenges for the Board. Work on the strategic business plan has continued and clear progress in a number of areas has been made, drawing upon the support of a wide group of dedicated partners.

One significant element of the Board's progress during 2012/13 was improvement demonstrated through the safeguarding adults audit tool. Agencies consistently demonstrated

significant progress since 2011/12 highlighting the importance of the tool as a means of measuring performance and setting clear objectives for partners. As we look forward into 2013/14 we are planning to seize the opportunity to work with the Essex Safeguarding Children's Board on a shared objective to combine our safeguarding audit activity.

There will be other challenges too, including altering the way we work as a safeguarding board to meet the necessary requirements set out in the Care Bill, and at a time of significant change in the NHS we will look to establish strong and mutually beneficial relationships

with the newly formed Clinical Commissioning Groups (CCG's).

Throughout 2012/13 it remained important that the Board continued to work to objectives, aiming to better safeguard adults in Essex. The Board has therefore continued to support or lead specific areas of work including:

- Encouraging partner agencies to develop projects to support vulnerable people following a wide scale consultation exercise with adults across Essex e.g. the Keep Safe Project in Braintree, and planning of a hate crime conference in Chelmsford.
- The development of improved training resources including a new ESAB training DVD,
- Improvements in the range and quality of training provided by the Board,
- Actively contributing in the work of the Be Safer Project supporting people with a learning disability in Essex,
- Production and dissemination of Board guidance on disability related harassment.

In addition it has been necessary to conduct two multi-agency serious incident reports (MASIR's) during 2012/13 which have now been completed. Whilst these cases did not meet the threshold to conduct a full serious case review, the Board understood the importance of seeking learning opportunities, and did so through the MASIR process.

As this year passes I would like to take the opportunity to thank everybody who has contributed to the Board's work. As always many challenges remain but we should acknowledge the positive achievements during the year and to use them to build on for the future. I would also like to pass on the Board's appreciation of the commitment shown by many practitioners working on the front-line with vulnerable adults.

**Simon Hart**  
**Independent Chair**  
**Essex Safeguarding Adults Board**



## Board Members

The Board's membership includes all statutory agencies in Essex involved with vulnerable adults including Essex Police, Essex County Council, the NHS, district, borough and city councils, Essex County Fire and Rescue Service, and advocacy services. Throughout this report we hear thoughts of some of the ESAB's key members:

### Stephen Bunford

Essex County Council

#### Why is safeguarding important to you?

The protection of people's human rights and their right to a life not lived in fear or abuse are core principles of social work and why I am a social worker. Vulnerable people have the same rights as anyone else, but they sometimes need the help and support of others to defend and promote those rights.

#### How does the ESAB help you?

ESAB promotes partnership working and puts different people in touch with each other. It also helps people share good practice and tap into other people's experiences. It stimulates discussion and the development of new approaches to safeguarding

#### What do you hope to achieve with the ESAB in the future?

Children become young people who become adults and later become older people, but fundamentally they are people despite their age, and I would like to see ESAB helping partner agencies work closer with each other across age spectrums and help make safeguarding become more person centred rather than make people fit boxes and categories.





## *An introduction to The Essex Safeguarding Adults Board (ESAB)*

The ESAB is independently chaired by Simon Hart who also independently chairs the Essex Safeguarding Children Board (ESCB). The Board oversees the work of the Essex Safeguarding Adults Management Committee (SAMC) and is a strategic body that oversees how organisations across Essex work together to safeguard vulnerable adults from abuse. The Board's membership includes all statutory agencies in Essex involved with vulnerable adults including; Essex Police, Essex County Council, the NHS, Essex County Fire and Rescue Service, Essex Probation, district, borough and city councils, as well as membership from private, housing, advocacy and voluntary organisations. Working within a strategic business plan, the Board offers the following:

**Training** ESAB continues to expand its training provision whilst monitoring quality to ensure that high expectations of partner organisations are consistently met. For further information see the full training section within this report.

**Communications** ESAB routinely publishes bulletins to an extensive distribution network spanning the county. The Board also publishes timely press releases around safeguarding initiatives in Essex and liaises with local media to raise the profile of adult safeguarding in Essex. Where necessary ESAB targets paid awareness campaigns in partnership with stakeholder organisations to further increase public awareness and the profile of adult safeguarding and the AskSAL helpline in particular. Current AskSAL promotional material is listed as [Appendix 2](#) in this report.

**Publishing Guidelines** One of ESAB's key functions is to ensure that robust safeguarding guidelines are in place for all agencies across Essex working with vulnerable adults. Regularly reviewed guidelines have been produced to inform people about how they can help to protect vulnerable adults in Essex, alongside a handbook for all staff providing key messages about safeguarding adults from abuse. Both documents have been produced in partnership with Southend and Thurrock councils.

**Case Reviews** Where learning opportunities exist, ESAB conducts serious case reviews into large scale or complex cases to ensure that learning from such cases can be taken forward to improve practice for the future. Review activity and learning is explored further within this report.

**Performance and Improvement** ESAB works closely with its partner agencies to ensure that adult safeguarding services across Essex are robust and effective. In recent years ESAB has coordinated a performance audit requiring a return from key partners. Plans for 2013 include merging the adult safeguarding audit process with The Essex Safeguarding Children Board's Section 11 audit process in order to reduce duplication and ensure engagement from key partners.

During 2012-13 ESAB officers and partners represented on the Board have closely monitored the development of the Draft Care and Support Bill and likely implications for Safeguarding Adult Boards (SAB's). This annual report summarises adult safeguarding activities in Essex for the period April 2012 to March 2013 and attempts to fall in line with reporting requirements detailed within the Draft Care and Support Bill.



## Local Context

The ESAB and its partner agencies are committed to ensuring a high quality of care in safeguarding adults across Essex. External circumstances continue to pose significant challenges in Essex, frontline services face pressures to provide more for less and families continue to struggle with unemployment and rising cost of living.

The population of Essex continues to rise. The 2011 census data shows the resident population of Essex has increased to 1,393,600 compared to 1,310,836 in 2001, an increase of 82,764.

Notably, Essex has a significantly higher than average ageing population. The proportion of those aged over 65 in Essex is reported as 18.3%, 1.9 percentage points higher than the national figure of 16.4%.

Approximately 12,200 Essex residents were aged 90 and over in 2011 compared to 8,479 at the time of the last census in 2001 – this was an increase of 3,721 or 43.8% above the 2001 figure.

The largest proportion of those aged 65 and over are in the district of Tendring where the group accounted for 14.6% of the total population of Essex aged 65 and over.

Essex has shown a trend in the increase in numbers of people approaching retirement age and recently retired. The Median age of the population of England and Wales in 2011 was 39. In 1911 the median age was 25, clearly illustrating that across the UK we have an ageing population.





With increasing pressure on agencies to deliver more services at greater economy, it is important to recognise the growing role for the voluntary and community sector (VCS) in the delivery of essential services. It is estimated that around 28,000 people are employed in the sector in Essex.

Essex is generally a prosperous, healthy and safe county but there are also areas of deprivation in which quality of life and prospects of improvement are further threatened by the economic climate. While unemployment in Essex (7.1%) was below the UK average (7.6%) in 2010-11, in the poorer areas of the county the figure was notably higher: Tendring (10.9%); Epping Forest (11.2%), and Harlow (11.9%).

Essex has had improving levels of health for the past two decades and high life expectancy for both male and female residents. The good health of Essex residents is supported by a substantial health and care infrastructure. Health and care services employ nearly 63,000 people in Essex, which equates to more than 12% of local jobs and a high proportion of our professional workforce.

However, there are also some very deprived areas in the county. Life expectancy can vary significantly between districts, with the lowest of 70.1 years in Pier ward, Tendring and the highest of 88.7 years in Littlebury, Uttlesford. Jaywick in Tendring has been identified as the most deprived small area in England.



## Definitions and National Context

As in recent years, ESAB continues to work to definitions published in No Secrets by the Department of Health in 2000. Whilst current terminology remains unchanged since 2000, ESAB is closely monitoring the progress of the Draft Care and Support Bill which does not refer to 'vulnerable people' but replaces that term with *adults at risk of abuse or neglect*. ESAB will continue to monitor the progress of the bill and will communicate effectively with its stakeholders regarding terminology and other changes in a timely manner.

During the Department of Health's consultation period for the Draft Care and Support Bill in 2012, ESAB highlighted a number of concerns in its response. One of the highlighted concerns related to the embedded definition of abuse and its focus solely upon financial abuse. The ESAB's full response to the consultation is listed as [Appendix 1](#) in this report.

Historically adult safeguarding has never been underpinned by a statutory framework. Now the Draft Care & Support Bill sets out the first

ever statutory framework for adult safeguarding. The bill details local authorities' responsibilities, and those with whom they should work in order to protect adults at risk of abuse or neglect.

The bill's provisions will require the local authority to make enquiries where abuse or neglect are suspected (clause 34), and importantly to establish Safeguarding Adults Boards in their area (clauses 35-36). The role of Adult Safeguarding Boards, described in Schedule 1, will be to develop shared strategies for safeguarding, deliver on those strategies and then report to their local communities on their progress.

As recommended by the Law Commission, the draft Bill will also repeal local authority intervention powers to remove adults from their homes (clause 37).

The draft Bill does not propose any new intervention powers in their place, but the Government has said that it recognises the views of some stakeholders that local authorities should have some ability to



intervene positively to protect adults from abuse or neglect and they have published a separate consultation to ask for views on possible new powers.

For more information about the draft bill [read the Draft Care and Support Bill](#).

The current definitions of abuse and vulnerability, recognised nationally, are detailed below:

### What is Abuse?

“Abuse is a violation of an individual’s human and civil rights by any other person or persons. Abuse may consist of single or repeated act. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.”

*No Secrets, Department of Health 2000*

### Who is a Vulnerable Adult?

“An adult (a person aged 18 years or over) who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or serious exploitation.”

*No Secrets, Department of Health 2000*

The ESAB recognises that there are times when a vulnerable family will be the subject to concern or there are children in a position where they may not be directly involved but are part of the situation. For this reason the Board actively encourages a “think family” approach to safeguarding and that is reflected in the approach the ESAB and the ESCB take in much of their work including the planned development of a joint audit tool, representation at joint sub groups of the boards and planning of joint safeguarding events for professionals.





## Gary Woodward

Southend University Hospital NHS  
Foundation Trust

### Hi Gary, tell us about yourself

My name is Gary Woodward and I am the Adult Safeguarding Lead at Southend University Hospital Foundation Trust and have been in post since December 2010. I am a qualified Adult and Paediatric Nurse and my background has been in A&E, Acute Medicine and Care of Older People.

### Why is safeguarding important to you and what have you achieved?

I have always been passionate about caring for vulnerable people and was offered the opportunity to develop the Adult Safeguarding service at the Hospital, after it was recognised that this was an area that needed a dedicated team. Having primarily worked with vulnerable groups within my role it was a natural step to focus on their overall safety, but I have been amazed at how widespread and

complex Adult Safeguarding can be, and have great pride in being able to develop my colleagues' understanding of this subject and see how they translate this new learning into practice.

The Hospital has taken enormous strides in Adult Safeguarding in the last 3 years and has developed a comprehensive, responsive and robust service to ensure that adults who use our services are safe from abuse and that staff are equipped and educated to identify and intervene if abuse is suspected.

### What do you hope to achieve with ESAB in the future?

Through our continued involvement as a signed up member of the ESAB, the Hospital wishes to further design and develop services with fellow members to improve the safety of vulnerable people in Essex and protect them from abuse. Forging closer working relationships with other agencies is a key aim for my Hospital.





## Key Achievements

As in previous years, the ESAB works to a strategic business plan in order to ensure that objectives are met in a timely manner. At 31<sup>st</sup> March 2013 all items within the ESAB's business plan were running to schedule with the exception of one item. The outstanding item to progress initial scoping work regarding the implementation of the Prevent agenda in Essex has been allocated increased resources and will be addressed in early 2013/14.

All other items within the ESAB's strategic business plan are running to schedule, and those with deadlines during 2012/13 have reached completion. Some key achievements are outlined below:

### Training

The ESAB Training Group has worked to ensure consistency of delivery and quality assurance of its learning and development programme. Training achievements are explored further under 'Training and Development'.

## Performance

The ESAB recognises the vital role that all organisations in Essex play in safeguarding adults. As part of its remit in ensuring that there are effective safeguarding arrangements in Essex it is important that it is able to audit and monitor how robust the arrangements are that local agencies, organisations, and service providers have in place.

During 2012/13 a performance audit, coordinated by the ESAB, of organisations was completed. More detail is provided under 'Performance and Partnership Working'.

### Community engagement: 'The Safeguarding Adults Project'

During 2012/13 the ESAB worked together closely with Castle Point Association of Voluntary services to develop, distribute and report on findings from a survey of vulnerable people across Essex.





The final report was agreed by Essex County Council's Research Governance team prior to distribution.

A total of three thousand surveys were distributed across Essex with the vast majority provided to professionals working with vulnerable people in some capacity. Responses were analysed and a report was published outlining a series of key findings.

An initial pot of £30,000 was allocated by the ESAB for organisations to deliver projects which address some of the key findings. A number of bids have been considered during 2012/13 with delivery of some planned during 2013/14.

The final report can be found in this report under [Appendix 4](#).

### SET – Joint working

The ESAB continues to work closely with its counterparts in Southend and Thurrock to ensure that its joint guidelines are fit for purpose. A review of current guidelines is underway and further work is planned during 2013/14.



## **Moira Rowland**

Independent Living Advocacy

### **Tell us about yourself**

My name is Moira Rowland and I am Adult Safeguarding lead for Independent Living Advocacy. I also make sure that other Advocacy providers are kept up to date with what is happening with regards to safeguarding. My background is in social work and quality and development. I joined ILA in 2005 and joined ESAB and the Safeguarding Adults Management Committee in 2007.



### **Why is safeguarding important to you?**

Throughout my working life I have been involved with assisting vulnerable people, and have been constantly surprised at how cruel and abusive people can be to each other. I strongly believe that all people should be able to live their lives free from fear of others' actions; abuse is never acceptable no matter what form it takes.

For me, the most difficult thing to accept is that people do not always recognise that they are being abused and just accept that it is the norm for them to be treated badly. Membership of both SAMC and ESAB give me the opportunity to try and raise awareness of all types of abuse so that it is recognised for what it is and that it is entirely appropriate to report abusive relationships to other agencies.





### **How does the ESAB help you?**

Membership of ESAB puts me in touch with a wide variety of organisations and agencies and we all meet with a common purpose – to raise awareness and reduce the incidence of abuse wherever we can. I have learned a great deal about the work of other agencies, both statutory and voluntary and have been able to explain to a large number of people what it is that an independent advocate can offer, as opposed to a statutory advocate. It keeps me updated on what is happening in other services, and I can then disseminate that information so that there is a wide sharing of information. There is also a strategic function – in putting in place common policies and procedures, signing up to joint agreements and working in partnership to agreed standards.

### **What do you hope to achieve with the ESAB in the future?**

When I look back, I am proud of the amount we have achieved, in my case particularly with regard to training, extending the range of opportunities and having accredited courses. I would like to see us continue to expand the training element so that we encompass all forms of abuse, delivering training in a wide variety of ways.

With the appointment of the same Independent Chair as the Essex Safeguarding Children Board, I would like to see children's services and adults services become more 'joined up' in their approach and believe that we can all work towards this. We have done a lot, but there is still more that we can and must do. Look upon safeguarding as a jigsaw puzzle – we all have vital pieces, but together we make up a complete picture.



### Joint Adult and Children Groups

It is important that there is good agency liaison when providing support to vulnerable people whether they are adults or young people. Over the course of the year, there has been some effective work developed with the Essex Safeguarding Children Board (ESCB), which has included:

#### *Honour Based Abuse (HBA) including forced marriage and female genital mutilation*

In response to feedback following events held by the Essex Domestic Abuse Strategy Group, a joint working group was established for the Adult and Children Safeguarding Boards in Southend, Essex and Thurrock. The group continues to meet bi-monthly and works to an action plan to develop HBA guidance and policy templates, training opportunities and raise awareness of HBA.

### *District and Borough Safeguarding Leads Meeting*

One very positive outcome of the ESCB's Section 11 audit process was the establishment of a group for safeguarding lead officers from district and borough councils. The joint group has worked to support local authorities to develop safeguarding training packages, identify gaps in provisions and share best practice.

### *Housing Providers Safeguarding Leads*

This group was established during 2011/12 to enable the leads to discuss safeguarding issues. The group, which aimed to give safeguarding leads within housing organisations an opportunity to share good practice, ceased meeting during 2012/13 as many housing organisations were unable to commit to the group at a time of great change. The ESAB and the ESCB have since responded and have begun planning dedicated events for housing organisations.





## Safeguarding Activity

### National Comparison

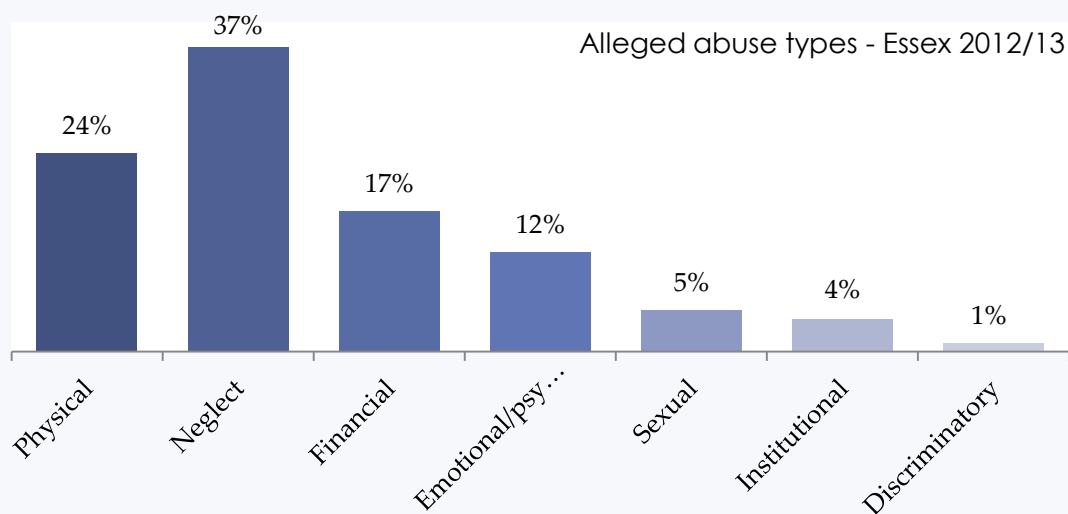
In March 2013 the Information Centre for Health and Social Care produced key findings from the [Abuse of Vulnerable Adults data collection for the period 1 April 2011 to 31 March 2012](#). This is a comprehensive national analysis of adult safeguarding based on returns from 152 councils.

The headline information from that report is used here to assess how Essex compares with the wider national picture for the same period.

Using the same national baseline we can compare our 2012-13 data to see how trends are developing in Essex.

The national figures published for 2011-12 are almost identical to those published in 2010-11. The table below outlines the proportions of alleged abuse reported nationally during 2011-12 and in Essex during 2011-12 and 2012-13:

	National 2011/12	Essex 2011/12	Essex 2012/13
Physical	29%	26%	24%
Neglect	26%	35%	37%
Financial	19%	19%	17%
Emotional/Psychological	16%	14%	12%
Sexual	5%	4%	5%
Institutional	4%	1%	4%
Discriminatory	1%	1%	1%



In regards to alleged victims the national figures for 2011-12 break down as follows:

- Nationally 60% of safeguarding referrals were for adults aged 65 and over. In Essex for 2012-13 the figure is 63%
- Nationally 48% of safeguarding referrals were for adults with a physical disability. In Essex for 2012-13 the figure is 27%
- Nationally 24% of safeguarding referrals were for adults with a mental health diagnosis. In Essex for 2012-13 the figure is 14%
- Nationally 20% of safeguarding referrals were for adults with a learning disability. In Essex for 2012-13 the figure is 17%.

The only discernible difference is that in Essex the proportion of safeguarding alerts raised for people with a physical disability is significantly lower than the national average. Safeguarding Essex has suggested that this could be a result

of not always knowing the service user category type at the time that the safeguarding alert is raised and recorded.

In regards to the relationship of the alleged perpetrator to the victim it was found that nationally 22% were family members, 28% were social care and health staff and 13% were friends, neighbours, other professional staff or strangers. The figures for Essex for 2012-13 are that 27% of alleged perpetrators are family members, 28% are residential care staff; 17% are social care or health staff; 9% are domiciliary carers; 7% are vulnerable service users and 8% are friends, neighbours or strangers. The figures for 2012-13 are comparable with 2011-12 and show no variation in trends either nationally or locally.

In Essex the first point of contact in referring a safeguarding matter is Essex County Council's Customer Service Centre. 23% of safeguarding alerts are closed at this first point of contact as



requiring no further action, or are re-directed elsewhere because the issue is not a safeguarding one (e.g. a complaint). The remaining 77% are passed onto the County Council's locality teams for further enquiry. The national average for no further action of a safeguarding alert was 30%.

When looking at the ethnicity of alleged victims both nationally and locally, there is an obvious gap between national and local figures:

- Nationally 89% of alleged victims were white, in Essex for 2012-13 the figure is 96%
- Nationally 12% of alleged victims were from ethnic minority groups; in Essex

for 2012-13 the figure is 3%. Essex does however have a lower than average population of residents from ethnic minority groups (approximately 10%, compared to 14% nationally)

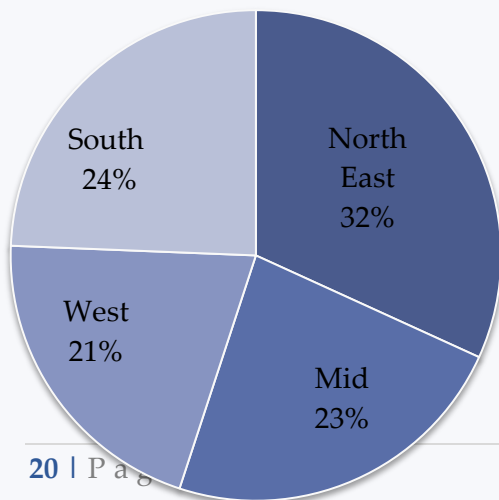
- In Essex 1% of alleged victims declined to state their ethnicity.

The figures for Essex in 2012-13 show no variation to those for 2011-12. The engagement of minority communities in safeguarding is a national issue, not one that is specific to Essex, however local work is in planning to engage minority ethnic groups.

## Essex Activity

### Referrals by area

Area	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Cumulative	% of PopN
North East	370	386	393	399	1548	0.44
Mid	259	277	341	254	1131	0.38
West	256	249	250	247	1002	0.37
South	300	266	320	300	1186	0.29
<b>TOTAL</b>	<b>1185</b>	<b>1178</b>	<b>1304</b>	<b>1200</b>	<b>4867</b>	<b>0.37</b>



Safeguarding alerts are fairly evenly spread across the county with the North East accounting for a slightly higher rate than elsewhere due, in part, to the high number of

residential and nursing care homes that there are in the area. There are also more private hospitals that are also located in the North East.

### *Referrals by origin*

Origin of Referral	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Cumulative
Domiciliary Care Staff	115	116	129	113	473
Health Staff	257	204	369	293	1123
CQC	6	20	20	20	66
Day Care Staff	13	17	12	17	59
Education/ Training / Workplace	8	3	12	12	35
Family Member	94	99	82	73	348
Friend/ Neighbour	21	26	14	14	75
Housing	55	54	63	50	222
Mental Health Trust	49	92	70	78	289
Other e.g. Anonymous/Advocate	61	62	54	41	218
Residential Care Staff	296	294	235	275	1100
Self-Directed (Employed) Staff	16	48	34	30	128
Police	52	38	53	45	188
Social Worker / Care Manager	135	93	141	135	504
Fire Service	2	1	1	0	4
Self-Referral	5	11	15	4	35
<b>TOTAL</b>	<b>1185</b>	<b>1178</b>	<b>1304</b>	<b>1200</b>	<b>4867</b>

The evidence that health and residential care staff raise so many safeguarding alerts is encouraging as it's an indicator that they will

not tolerate poor care or neglect. Friends and family raised a combined total of over 400 alerts with many raised through the [AskSAL helpline](#).

*Relationship of alleged perpetrator to alleged victims*

Relationship of Perpetrator to Service User	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Cumulative
Domiciliary Care Staff	100	170	156	0	<b>426</b>
Vulnerable Adult on Vulnerable Adult	110	102	119	0	<b>331</b>
Residential Care Staff	292	283	323	473	<b>1371</b>
Health	71	53	80	70	<b>274</b>
Neighbour / Friend / Individual known but not related	87	60	68	190	<b>405</b>
Family Member	343	245	349	408	<b>1345</b>
Other / Professional Worker	170	246	178	22	<b>616</b>
Stranger	12	19	31	37	<b>99</b>
<b>TOTAL</b>	<b>1185</b>	<b>1178</b>	<b>1304</b>	<b>1200</b>	<b>4867</b>

The volume of allegations raised about care staff is high, and that is reflective of the high number of allegations raised by staff working in a care setting.

These findings tie into work being undertaken following the findings of serious case reviews at Winterbourne View and also into child sexual exploitation in Rochdale. The ESAB, in collaboration with the Essex Safeguarding Children's Board, is undertaking a project to look at commissioning arrangements for residential services. The project will aim to assure both boards that safe systems are in place for both the placing of contracts and the subsequent compliance monitoring.

On completion in 2013 the findings will be reported to both boards and an action plan developed for implementation of its findings.

The number of strangers involved in safeguarding is due to the increase in alleged rogue trading, which has been noted particularly in the North East of Essex.

The number of allegations made about domiciliary carers is often to do with missed or late visits, which have resulted in the service user being left at risk of harm (e.g. medication not being given or personal care not being attended to). These concerns are dealt with by the County Council's Provider Concerns Group and addressed with the relevant care agency.



*Outcomes (for cases that have been closed)*

56% of SETSAF1's (alert forms) during 2012-13 were closed in a timely and appropriate manner; an improvement from 2011-12. Safeguarding Essex is working with the

locality teams to help them increase the number of closures and correct data inputting errors that may have occurred, which currently give a misleading impression on the output of the team.

Outcomes		First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Cumulative
Case Management	Resolution	114	90	103	0	307
Substantiated		203	163	154	66	586
Un Substantiated		262	237	166	71	736
Partly Substantiated		76	86	69	37	268
Redirect to other Agency		33	37	24	16	110
Unresolved		184	164	171	200	719
TOTAL		872	777	687	390	2726

Due to their complicated nature, some safeguarding investigations take a significant period of time to resolve.

The significant number of unresolved cases can be attributed, in part, to their complexities.



## Lynne Simmons

Lay Member

### Why is safeguarding important to you?

I'm Lynne Simmons and I've been a member of the ESAB since its formation. Originally I represented third sector care providers but more recently my role has been as Lay Member of the Board. I have continued to Chair the North Essex Locality Board, again a role I've held since the early days of the Board.

The driving force behind my commitment is the premise that anybody who has to rely on someone else for support should be confident that they will be safe from abuse and exploitation; regardless of their relationship with that person.

### What do you hope to achieve with ESAB in the future?

I believe the ESAB has provided, through partnership working and strong leadership, the foundation of those safeguards. However, there is still a way to go. And until everyone, and every group of people are signed up to the safeguarding message, there will be more work to be done.







## *Performance and partnership working*

The ESAB recognises the vital role that all organisations in Essex play in safeguarding adults. As part of its remit in ensuring that there are effective safeguarding arrangements in Essex it is important that it is able to audit and monitor how robust the arrangements are that local agencies, organisations, and service providers have in place.

To assist the Board in delivering on this remit an updated self-audit tool was created. The tool includes a set of six standards to help those agencies within the community to check the way their organisation is set up to safeguard and promote the welfare of vulnerable adults. These standards have been developed to meet the needs of statutory, voluntary and independent agencies and organisations who may or may not be predominantly focussed on safeguarding issues. Guidance on the audit

process was also produced and sets out how the audit is completed.

During this year's audit period a total of 21 responses were received, and all analysis within this report is based upon those 21 submissions. By completing a self-assessment, organisations can access an automatically generated action plan within the tool which sets priority areas for attention (where organisations have identified one or more areas where performance is 'less effective'). It is expected that organisations will work to these action plans, and where appropriate address areas needing improvement.

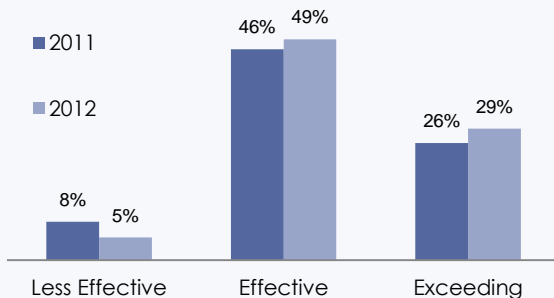
## *Priority areas*

The ESAB identified six priority points requiring action from either the support team or leads represented on the board's Management Committee. Priority actions have been allocated where more than 15% of responses across all self-assessed organisations

were 'less effective'. Each of the requirements formed part of the Board's overarching business plan and feature in the strategic plan looking forward into 2013/14.

## Findings

Organisations were asked to score themselves on a scale of three (1 = Less effective, 2 = Effective, 3 = Exceeding). The chart below demonstrates that in the vast majority of cases organisations deemed themselves to be meeting or exceeding the ESAB's requirements. The chart also demonstrates a marked move forward compared to the same results from 2011.



For more information read the ESAB Safeguarding Audit Report listed as [Appendix 3](#) within this report.

## Looking ahead

In 2013 the adult safeguarding audit process faces significant change. The processes for auditing adult safeguarding and children safeguarding (Section 11, Working Together to Safeguard Children, 2013) will be brought together as one effective resource. This new and improved approach will allow greater flexibility for those completing the audit and will provide greater autonomy in producing results and monitoring progress with the introduction of an intelligent electronic tool to replace existing spreadsheet based methods.





## Training and development

The ESAB has been working hard to develop and improve the training delivered and commissioned through monitoring and feedback. This section details some of the activity the training team has been involved in throughout 2012-2013.

### Development of training resources – a new DVD

Through the money that the ESAB has generated from charging for training sessions, it has been able to create a new training resource DVD. The DVD will help to raise awareness of safeguarding adult issues through news stories and case studies. A facilitator's guide will be available to support the DVD and give ideas and prompts on how it can be used. The new DVD will be available from April 2013 at [www.essexsab.org.uk](http://www.essexsab.org.uk).

## Financial Abuse

Through feedback from training courses and events, the ESAB identified that there was a gap in training specifically on financial abuse. As a result three financial abuse conferences were organised in early 2013. Free of charge to attend, they helped to raise health and care provider's awareness around the signs and issues of financial abuse. Speakers included representatives from The Office of Public Guardian, Essex Police, Brunel University and Essex County Council Counter Fraud Team.

All the events were well attended and delegates gained useful information on further training in financial abuse as well as learning through case studies what to do if Financial Abuse is suspected.







A selection of comments made by delegates are listed below:

- This event highlighted abuse awareness and was helpful in what to do if abuse is suspected.
- Showed the types of financial abuse that are prevalent within our community.
- Overall very beneficial and useful.
- Good cross section of the different areas regarding financial abuse and vulnerable adults.

### Honour Based Abuse (HBA)

An event exploring issues including honour based abuse, forced marriage and female genital mutilation aimed at safeguarding leads was planned by the ESAB and held in October 2012. The event focused on what organisations needed to have in place in order for them to effectively address issues that may arise with regard to honour based abuse. The event was used as a platform to raise issues around the

existence of policies and procedures, and adequate staff training about honour based abuse and other issues.

### Accreditation

During 2012 a new three credit, level three accredited unit was launched. The Investigations and Risk in Safeguarding course, accredited through Open College Network, focuses on understanding roles and responsibilities of all agencies, local policy and procedures in investigation as well as risk assessment and legislation in safeguarding. During 2012 6 people gained accreditation in Investigation and Risk in Safeguarding.

The ESAB continued to deliver the training for trainers and refresher training, offering delegates the chance to complete a level 3 accreditation in Safeguarding (3 credits) and Delivering Effective Training (3 credits). In

order to fulfill the requirements of the accreditation delegates are required to both complete a portfolio of work, and deliver an assessed safeguarding adults training session. During 2012/13 30 learners gained accreditation in 'Safeguarding' and 'Delivering Effective Training'.

In addition to accredited courses, the ESAB is now able to offer Continuing Professional Development (CPD) hours to delegates for a range of courses and conferences. The ESAB plans to continue to offer accreditation and CPD hours throughout 2013. Full course details are available on the website [www.essexsab.org](http://www.essexsab.org).

### Training administration

ESAB is constantly trying to find more efficient ways of working, streamlining processes and incorporating feedback from training courses. This year saw the introduction of a new online booking system for training. This new system enables delegates to book onto courses themselves and for bookings to cease once the course is fully booked.

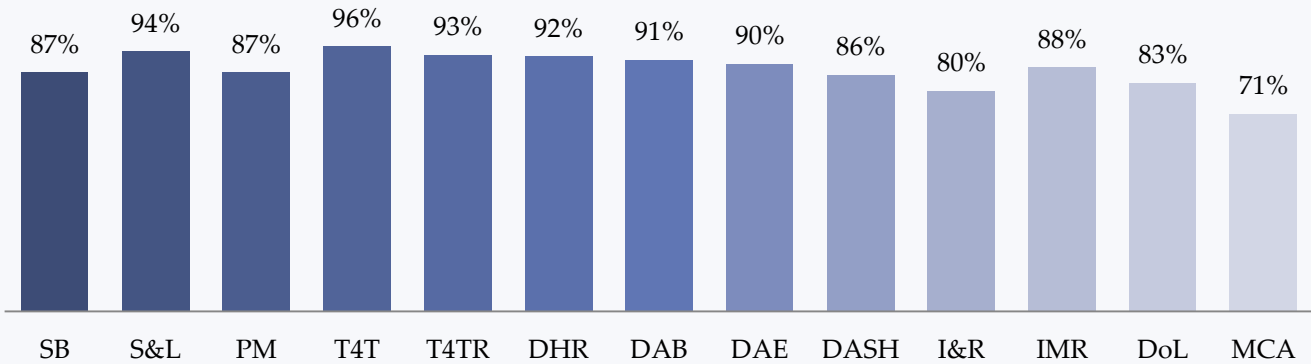
As well as the online booking system, ESAB also set up a training database for all courses delivered. This tracking system enables the training team to know what is happening with all the courses at any one time. Through using this we can track payment and invoices, see who has been sent confirmation and who has attended a course.

### Evaluation of training

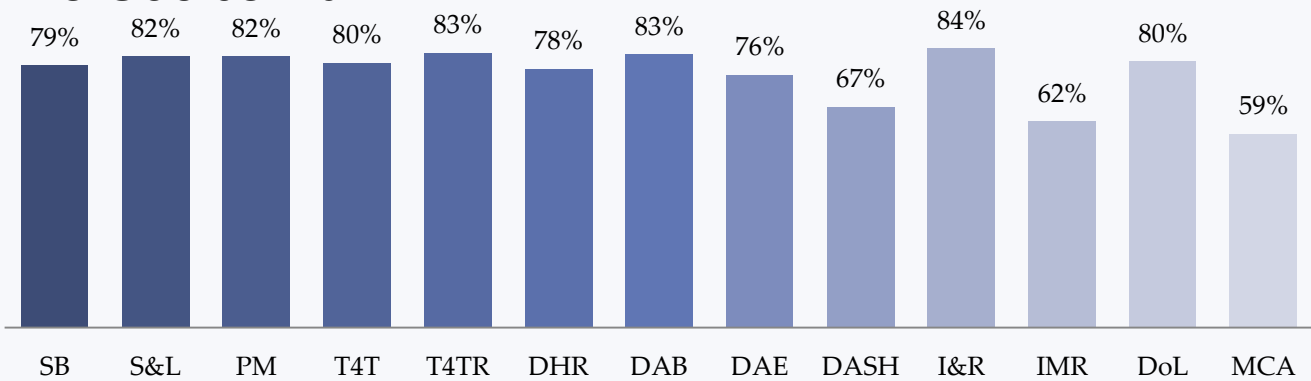
The ESAB understands the importance of gathering feedback. Evaluation forms are completed at the end of each course by learners. Each feedback form is read and recorded allowing the ESAB to consider long term data trends when making decisions about which courses to run and trainers to commission. Each of the following charts reveal average (mean) results from feedback forms collected during 2012/13. Data collected has been internally analysed by the ESAB and alternations made where potential gaps have been identified:

Safeguarding Basic	SB
Safeguarding and the Law	S&L
Provider Manager	PM
Training for Trainers	T4T
Training for Trainers Refresher	T4TR
Domestic Homicide Review	DHR
Domestic Abuse Basic	DAB
Domestic Abuse Enhanced	DAE
DASH	DASH
Investigations and Risk	I&R
IMR's	IMR
Deprivation of Liberty	DoL
Mental Capacity Act	MCA

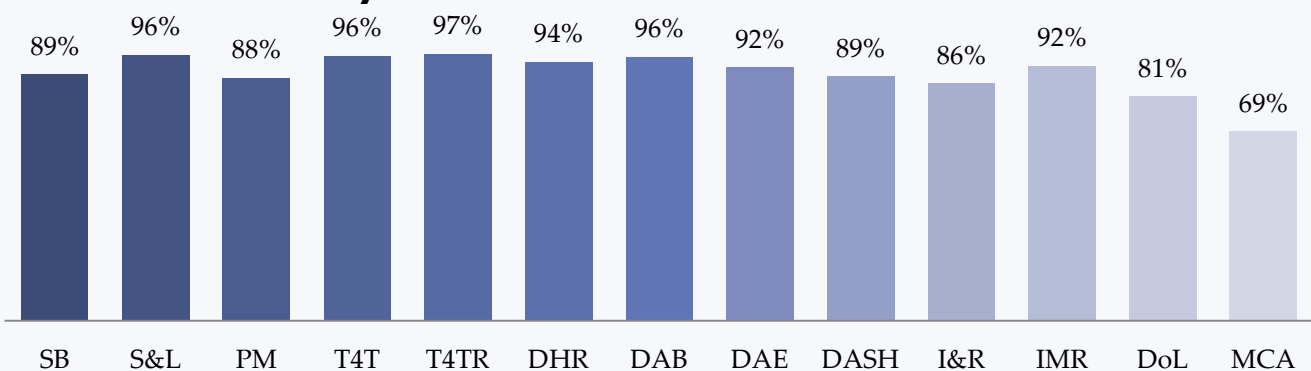
## Course Content



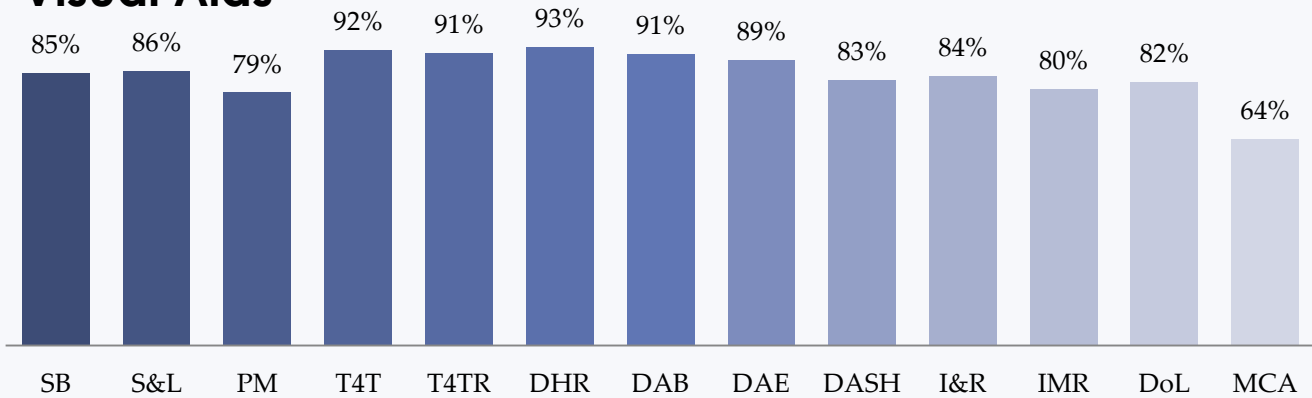
## Pre Course Admin



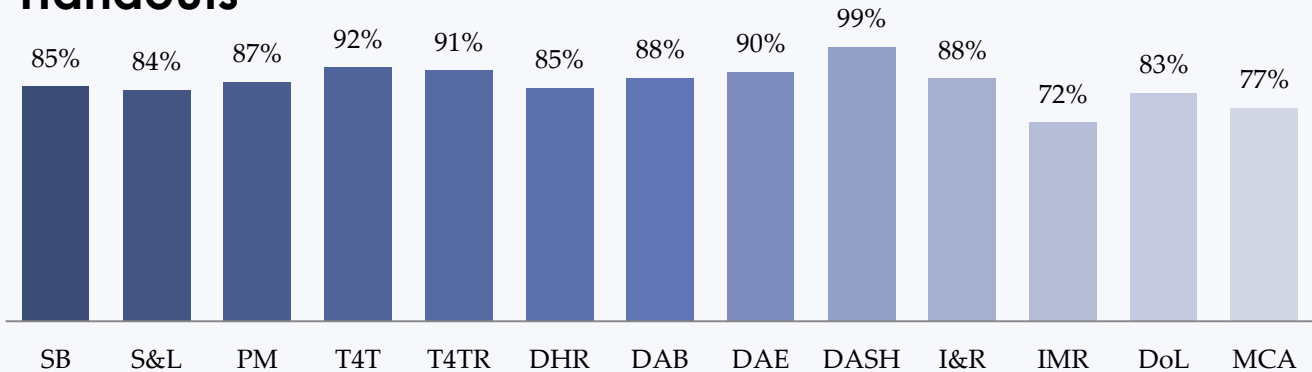
## Course Delivery



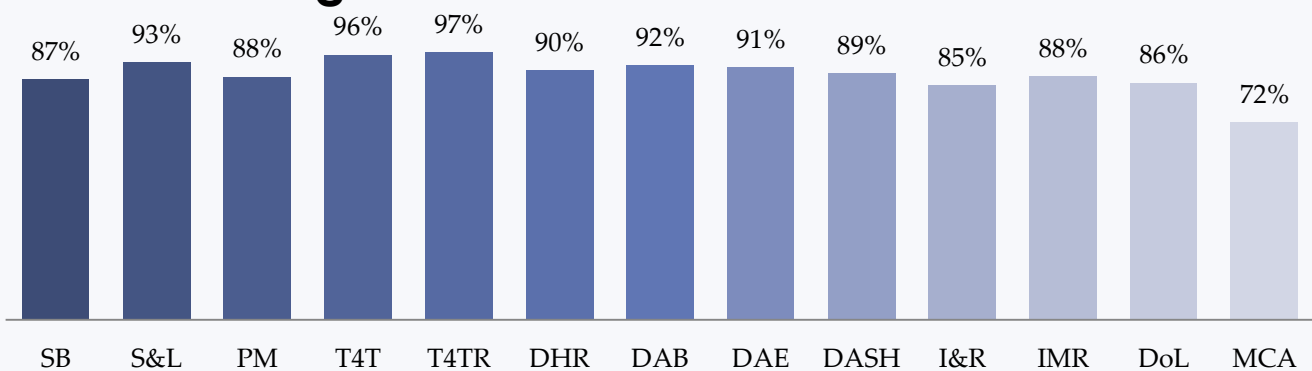
## Visual Aids



## Handouts



## Overall Rating



Over the course of 2012/3 a vast amount of qualitative data was captured alongside the data above. Common themes within written feedback included suggestions that learners had developed increased confidence in identifying signs and symptoms of abuse, an improved understanding of guidance and

procedures, a wider understanding of case investigations, and a firmer grasp of how to use a DASH tool in domestic abuse. Learners also commonly demonstrated that the option of course accreditation was very positive.

In addition to the evaluation forms, the ESAB undertook a trial of a system asking delegates to complete an online evaluation 4-6 weeks after the course in order to find out how learners had implemented the material that had been learned.

### Looking forward: 2013-14

A number of events and specialist training courses are currently in planning for 2013/14. New training to look out for in the coming year includes:

#### *Honour Based Abuse (HBA)*

As a result of the event held in 2012, training on HBA was identified as gap in current provision. A new course is to be commissioned in 2013 exploring the signs of HBA as well as equipping staff with knowledge and skills in order to respond to cases of suspected or known HBA.

#### *Human Rights and Safeguarding Adults*

The ESAB is consistently adapting to raise awareness of emerging safeguarding issues and themes. As a result of a serious case review identifying gaps in awareness of the Human Rights legislation, the ESAB will be commissioning courses on the Act and how it links to adult safeguarding.

#### *Institutional Abuse Events*

As a result of some of the recent high profile cases from the media nationally about institutional abuse, ESAB will be developing a series of events focusing on raising awareness of the issue among professional groups.

Details of events and training courses the ESAB delivers are available online at [www.essexsab.org](http://www.essexsab.org).







## Serious Case Review

Within Essex, there are two types of case review for adult safeguarding:

- A full Serious Case Review (SCR)
- A Multi Agency Serious Incident Review (MASIR).

The SCR process considers referrals made following a death, life threatening injury or other serious incident involving a vulnerable adult where it is believed there have been failings by more than one agency (as defined by the SET Safeguarding Adults procedures). The SCR process is not designed to apportion blame for the death or harm or to uncover how the death or significant harm happened. Those are concerns for the criminal process or coroner's office.

The MASIR process builds on existing serious incident systems already in place in NHS and other organisations as well as dovetailing with

the Adult Safeguarding Board's serious case review system. The process is not designed to replace existing serious case review system or other single agency review systems. Instead it is a system designed to extract learning quickly (within three months of referral) for cases that do not necessarily meet the existing SCR process.

During 2012/13 two MASIR referrals were received by the ESAB. The MASIR reviews were completed and action plans developed. Action plans have been shared with partner agencies for implementation during 2013/14.

Both SCR and MASIR reviews are undertaken and administered by the Serious Case Review and Risk subgroup of the ESAB. Alongside reviews that take place in Essex, the SCR & Risk subgroup also review national learning from SCR's that have been undertaken and implement any recommendations relevant to Essex into existing action plans.

## Appendices

### Appendix 1

The ESAB's response to the Department of Health's consultation on the Draft Care & Support Bill.

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ESAB response to Department of Health consultation	 Consultation Response to Draft Ca
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### Appendix 2



Current promotional material for the AskSAL helpline which operates across Essex, Southend and Thurrock

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AskSAL Leaflet	 AskSalLeaflet.pdf
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AskSAL Poster	 AskSalPoster.pdf
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### Appendix 3

The 2012 ESAB Audit Report. This document presents the anonymised findings of the ESAB's safeguarding audit completed in 2012. Organisations participating in the process were subsequently expected to work to a plan generated during the tool's completion.

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2012 ESAB Audit Report	 ESAB Safeguarding Audit Report 2012.pc
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### Appendix 4

The ESAB Safeguarding Adults Project Survey Report. This document was created following the distribution of 3,000 surveys to adults across Essex.

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ESAB Safeguarding Adults Project Survey Report	 Safeguarding Adults Project - Survey Rep
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This information is issued by

**Essex Safeguarding Adults Board**

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Find out the latest news from our blog



**<http://bit.ly/SafeBlog>**

The information contained in this document can be translated, and / or made available in alternative formats, on request.

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