



Essex County Council

## People and Families Policy and Scrutiny Committee

<b>10:15</b>	<b>Thursday, 12 November 2020</b>	<b>Online Meeting</b>
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The meeting will be open to the public via telephone or online. Details about this are on the next page. Please do not attend County Hall as no one connected with this meeting will be present.

### For information about the meeting please ask for:

Graham Hughes, Senior Democratic Services Officer  
**Telephone:** 033301 34574  
**Email:** democratic.services@essex.gov.uk

### Essex County Council and Committees Information

All Council and Committee Meetings are held in public unless the business is exempt in accordance with the requirements of the Local Government Act 1972.

In accordance with the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, this meeting will be held via online video conferencing.

Members of the public will be able to view and listen to any items on the agenda unless the Committee has resolved to exclude the press and public from the meeting as a result of the likely disclosure of exempt information as defined by Schedule 12A to the Local Government Act 1972.

### How to take part in/watch the meeting:

**Participants:** (Officers and Members) will have received a personal email with their login details for the meeting. Contact the Democratic Services Officer if you have not received your login.

### Members of the public:

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If you have a need for documents in, large print, Braille, on disk or in alternative languages and easy read please contact the Democratic Services Officer before the meeting takes place. For further information about how you can access this meeting, contact the Democratic Services Officer.

The agenda is also available on the Essex County Council website, [www.essex.gov.uk](http://www.essex.gov.uk) From the Home Page, click on ‘Running the council’, then on ‘How decisions are made’, then ‘council meetings calendar’. Finally, select the relevant committee from the calendar of meetings.

Please note that an audio recording may be made of the meeting – at the start of the meeting the Chairman will confirm if all or part of the meeting is being recorded.

		<b>Pages</b>
**	<b>Private Pre-Meeting for PAF Members Only</b> Please note that Members are requested to join via Zoom at 9.15am for a pre-meeting.	
1	<b>Membership, Apologies, Substitutions and Declarations of Interest</b>	<b>5 - 5</b>
2	<b>Minutes PAF 8 October 2020</b> To approve as a correct record the minutes of the meeting held on 8th October 2020.	<b>6 - 10</b>

**3 Questions from the public**  
A period of up to 15 minutes will be allowed for members of the public to ask questions or make representations on any item on the agenda for this meeting. No statement or question shall be longer than three minutes and speakers will be timed.

If you would like to ask a question at the meeting, please email [democratic.services@essex.gov.uk](mailto:democratic.services@essex.gov.uk) before 12 Noon the day before the meeting (Wednesday 11 November).

<b>4</b>	<b>Essex Safeguarding Adults Board - Update</b>	<b>11 - 53</b>
<b>5</b>	<b>Adult Community Learning Update</b>	<b>54 - 75</b>
<b>6</b>	<b>Domiciliary Care - Task and Finish Group</b>	<b>76 - 81</b>
<b>7</b>	<b>Work Programme</b>	<b>82 - 85</b>
<b>8</b>	<b>Date of next meeting</b> To note that the next meeting is scheduled for Wednesday 16th December 2020. This may be a private committee session, meeting in public, briefing etc. - format and timing to be confirmed nearer the time.	
<b>9</b>	<b>Urgent Business</b> To consider any matter which in the opinion of the Chairman should be considered in public by reason of special circumstances (to be specified) as a matter of urgency.	

### **Exempt Items**

(During consideration of these items the meeting is not likely to be open to the press and public)

The following items of business have not been published on the grounds that they involve the likely disclosure of exempt information falling within Part I of Schedule 12A of the Local Government Act 1972. Members are asked to consider whether or not the press and public should be excluded during the consideration of these items. If so it will be necessary for the meeting to pass a formal resolution:

**That the press and public are excluded from the meeting during the consideration of the remaining items of business on the grounds that they involve the likely disclosure of exempt information falling within Schedule 12A to the Local**

**Government Act 1972, the specific paragraph(s) of Schedule 12A engaged being set out in the report or appendix relating to that item of business.**

**10       Urgent Exempt Business**

To consider in private any other matter which in the opinion of the Chairman should be considered by reason of special circumstances (to be specified) as a matter of urgency.

## **Agenda item 1**

**Committee:** People and Families Policy and Scrutiny Committee

**Enquiries to:** Graham Hughes, Senior Democratic Services Officer

### **Membership, Apologies, Substitutions and Declarations of Interest**

#### **Recommendations:**

To note

1. Membership as shown below
2. Apologies and substitutions
3. Declarations of interest to be made by Members in accordance with the Members' Code of Conduct

#### **Membership**

(Quorum: 4)

Councillor J Chandler	Chairman
Councillor J Baker	Vice-Chairman
Councillor J Deakin	
Councillor B Egan	Vice-Chairman
Councillor M Durham	
Councillor C Guglielmi	
Councillor M Hardware	
Councillor J Lumley	
Councillor P May	
Councillor R Pratt	
Councillor P Reid	
Councillor C Souter	
Councillor M Steptoe	
Councillor L Wagland	

#### **Non-elected Members**

Emma Rigler (representing primary school parent governors)

Refreshed nominations are being sought for educational representatives to be co-opted to serve on the Committee as independent non-voting members. These co-opted members may advise and vote on all matters relating to children's services in schools.

Two places are available for church Diocesan representatives. Two further places are available for parent governors at maintained schools in Essex (one primary and one secondary school). To date only one representative is in place as indicated above.

**Minutes of the virtual meeting of the People and Families Policy and Scrutiny Committee, held at 10.30am by video conference on Thursday 8 October 2020**

**Present:**

*County Councillors:*

J Chandler (Chairman)  
J Baker (Vice Chairman)  
M Durham  
B Egan (Vice Chairman)  
C Guglielmi (part of meeting)  
M Hardware (part of meeting)  
J Lumley  
P May  
R Pratt  
P Reid  
C Souter  
M Steptoe  
L Wagland

*Educational representative:*

E Rigler (representing maintained primary school parent governors)

*Observer:*

E Spurgin (Healthwatch Essex)

Joanna Boaler, Head of Democratic Services and Graham Hughes, Senior Democratic Services Officer, were also present throughout.

**1              Membership, Apologies, Substitutions and Declarations of Interest**

The report on updated Membership, Apologies, Substitutions and Declarations was received and noted. Apologies for absence had been received from Councillor Deakin.

There was up to four co-opted places available for educational representatives and new nominations had been sought for these posts. As more than one nomination had been received for a parent governor representative for maintained primary schools in Essex, an election had just been held and won by Emma Rigler from Burnham-on-Crouch Primary School. She was welcomed by the Chairman to her first meeting as a co-opted member of the Committee. The other three places for educational representatives remained unfilled to date.

No declarations of interest were made.

**2.              Minutes**

The draft minutes of the meeting held on 17 September 2020 were approved as a true record and signed by the Chairman.

### **3. Questions from the public**

There were no questions from the public.

### **4. Education portfolio – actions arising update**

The Committee considered report PAF/20/20 comprising an update on matters arising from previous discussions on education matters.

County Councillor Ray Gooding, Cabinet Member – Education and Skills, and Clare Kershaw, Director – Education, Essex County Council joined to introduce the updates and respond to questions. During discussion the following was acknowledged, highlighted and/or noted:

#### Early Years strategy

- The pandemic had delayed being able to bring a finalised draft of the Early Years Strategy to the Committee for comment. This was now deferred until April 2021. The final proposed strategy would be considered by the Committee in due course.
- The County Council wanted to define its own expectations of the sector. Whilst current accountability mainly was via OFSTED, it provided only a snapshot and the County Council wanted to gauge the continued impact on young people.
- As part of the new strategy there would be an Essex definition of what was meant by School Readiness.
- There needed to be further focus on the relatively small number of children not reaching expected levels of educational attainment.
- The Essex Child and Wellbeing Service operated by Virgin Care was being consulted during the development of the Strategy.
- There would be more focus on home liaison support and supporting parents and carers.
- It was acknowledged that childcare could be a barrier for some County Council staff and any childcare provision for them by the County Council would need to be viable and financially independent from the County Council.
- Some members queried whether now was a good time to continue development of the new strategy with Early Years settings currently

under pressure. Clare Kershaw agreed to reflect further on this challenge and whether April 2021 was the right time to launch the new approach and if the summer term 2021 could be used more as a consultation term rather than for implementation. However, it was stressed that there was confidence in the level of resources available to undertake this work.

- The House of Commons Select Committee was looking again at children missing education and the County Council might update its previous representations made to Parliament on this issue and, in that case, would give the Committee opportunity to review any such updated representations.

#### Emotional wellbeing:

- There was now more focus on looking at the causes of challenging behaviour. A development programme was now available to schools to assist them support children who may be at risk of exclusion.
- The County Council was trying to further increase awareness of services and support available and better linking up the different parts of the support system.
- The success of the new approach would be evaluated by the number of exclusions (especially for challenging behaviour) and whether they have reduced, looking for improvement in emotional wellbeing performance measures, and whether there was also a decrease in numbers escalating to formal SEND diagnosis.

#### Disadvantaged children

- The County Council were looking to further 'up-skill' schools and link them better to all the different elements of the support systems.
- There would be focus not just on educational attainment but also wider life skills (as part of the Life without Labels Framework).
- Further details from Government were awaited on expectations for enhanced pupil support and 1 to 1 teaching, particularly around disadvantaged and vulnerable young people. It was important to manage expectations in the community and school settings.
- Members queried what could be done to stop the poverty of expectation emerging amongst young people and stressed that more focus was needed on other new opportunities that may emerge from the pandemic.

#### Conclusion:

The following actions were agreed:

- (i) The Committee would have the opportunity to review any further updated submission on the County Council's views on elective home education to the House of Commons Education Select Committee.
- (ii) Let's Talk YouTube links on emotional wellbeing support available to schools referred to during the discussion would be circulated.
- (iii) Cabinet Member and Lead Officers were asked to follow up and investigate to what extent district councils had been involved in the development of the emotional wellbeing strategy.
- (iv) The Lead Officer was asked to follow-up with schools suggesting a focus needed to be on looking at other new career opportunities that might arise from the pandemic to counteract the developing poverty of expectation amongst "generation Covid".
- (v) Further updates be arranged in future in consultation with the Cabinet Member and Lead Officer.

## 5. **Children's Safeguarding update**

The Committee considered report PAF/21/20 updating members on safeguarding governance arrangements. The following joined the meeting to provide the update and respond to questions:

David Archibald - Independent Chair Facilitator of the Essex Safeguarding Children Board

Kevin Baldwin, Deputy Chief Superintendent, Essex Police

Alison Cutler Alison Cutler - ESCB Business & Performance Manager.

Lisa Nobes – West Suffolk CCG and North East Essex CCG (NHS representative)

Paul Secker - Director, Safeguarding & Quality Assurance (Children and Families)

During the discussion the following was acknowledged, highlighted and/or noted:

- Support for those at highest risk had been prioritised during the pandemic. Social work practice had had to adapt and use different ways to keep in touch with clients.

- The impact of Covid-19 had been significant although not all anticipated 'pressure points' had materialised to the extent that they could have done.
- The full impact of Covid on children and young people was still not yet clear. Approximately an extra 100 young people were now on Child Protection plans compared to six months ago. Sadly, there had been three young people who had committed suicide during that period where Covid did seem to be a factor.
- The NHS and Police were now jointly accountable and responsible for child safeguarding with the other statutory partners.
- Whilst Education was not a defined statutory partner for the new safeguarding arrangements, they were still an active contributor to partnership discussions.
- Members were advised that the Board monitored the impact and the extent of local campaigns and their 'reach'.
- Members challenged how implementation of recommendations from Serious Case Reviews were monitored. It was acknowledged that the links between adults and children services could be further strengthened. The statutory partners recognised that a lot of time could be spent on Serious Case reviews and it was important that actions and learning came out of that process quicker.
- A new Business Plan for the Board would still focus on similar themes and priorities to previous years.

Conclusion:

The Committee were reassured about the new local governance arrangements in place and that partnership working was further improving.

**6. Work Programme**

The Committee considered and noted report PAF/22/20 comprising the current work programme for the Committee.

**7. Date of Next Meeting**

There being no further business the meeting closed at 13:20pm.

**Chairman**

# **Essex Safeguarding Adults Board - update**

**Reference Number: PAF/23/20**

<b>Report title:</b> Essex Safeguarding Adults Board - update	
<b>Report to:</b> People and Families Policy and Scrutiny Committee	
<b>Report author:</b> Graham Hughes, Senior Democratic Services Officer	
<b>Date:</b> 12 November 2020	<b>For:</b> Consideration and identifying any follow-up scrutiny actions
<b>Enquiries to:</b> Graham Hughes, Senior Democratic Services Officer at graham.hughes@essex.gov.uk.	
<b>County Divisions affected:</b> Not applicable	

## **1. Introduction**

This is an annual update from the Essex Safeguarding Adults Board (the last one having been received in October 2019).

## **2. Action required**

**The Committee is asked to consider:**

- (i) the attached latest update (Appendix B).**
- (ii) any issues identified which may require further scrutiny work.**

## **3. Background**

- 3.1 The Committee receives an annual update on the work and priorities of the Essex Safeguarding Adults Board (ESAB). The Committee last considered the work of the Board in October 2019 and a link to that update is here -

[Essex Safeguarding Adults Board - 2019 report](#).

An extract of the minutes of that meeting is reproduced in Appendix A.

- 3.2 The Chairman and Vice Chairmen have discussed with appropriate officers the format of the required update for this year. It has been agreed that it will cover:
- The structure of ESAB;
  - The links with other partnership boards;
  - The ESAB Annual Report;
  - The ESAB Strategic Plan 2021-24;

## **Essex Safeguarding Adults Board - update**

- The impact of Covid-19 and a focus on two operational safeguarding matters (Supporting Care Providers through the pandemic, and Domestic Abuse during the pandemic).

### **4. Update and Next Steps**

The update is attached as Appendix B. Next steps are as proposed under Action Required.

The following are expected to attend to support the update:

Paul Bedwell – Board Manager ESAB

Fiona Davis - Director of Safeguarding and Quality Assurance (Adults)

Deborah Stuart-Angus – Independent Chair ESAB

Jane Foster-Taylor – Chief Nurse Thurrock CCG (Mental health commissioning lead across all Essex Clinical Commissioning Groups)

### **5. List of Appendices**

Appendix A – extract minutes from 14 November 2019 meeting of the Committee.

Appendix B - Essex Safeguarding Adults Board - Briefing Pack for People and Family Scrutiny Committee - November 2020

**Minutes of the meeting of the People and Families Policy and Scrutiny Committee, held at 10.15am in Committee Room 1 County Hall, Chelmsford, CM1 1QH on Thursday, 10 October 2019**

Minute 5 – Essex Safeguarding Adults Board

The Committee considered report PAF/24/19. The following joined the meeting to introduce the update and support the discussion.

Fiona Davis, Director Safeguarding and Quality Assurance,  
Paul Bedwell, ESAB Safeguarding Board Manager,  
Neale Thomas, Criminal Justice Commissioning Support

Contributors outlined the Board's three-year strategic priorities and actions for the current year as well as reflecting on some key outcomes from the previous year.

During discussion the following was highlighted and/or noted:

- A key output during the last year was agreed revised safeguarding guidelines with Southend and Thurrock councils which were also now more aligned with London Boroughs so as to be coterminous in arrangements cross border wherever possible.
- The views of District Councils had been sought to help shape future priorities.
- In terms of measuring performance, the County Council's safeguarding team were measured against delivery of the strategic plan. A performance dashboard looked at day to day safeguarding (referrals, substantiated referrals etc) and there was ongoing work with the police to determine any further data that they may collect which could further inform the Board.
- The majority of budget funding for the Board was contributed by the County Council, Police and Health.
- There would be a number of activities and media releases during national safeguarding week in November.
- There would be further focus on transitions between children's and adult services and ensuring appropriate levels of support to young adults.
- A number of thematic reviews were underway at present and the report to the Committee had highlighted the one on homelessness. It was highlighted that the review included input from Healthwatch Essex.
- A Horizons review had looked at what pushed people to the margins of society through intensive work with targeted rolling cohorts of 10 individuals. Most of these individuals would have deprivation and emotional wellbeing and mental health challenges. To date the project had worked with a total of 53 people and 16 who

## **Essex Safeguarding Adults Board - update**

had been street homeless had been rehoused. There was also evidence of other outcomes such as reduced substance abuse. A mosaic of funding for the project had been received from Public Health, the Police, Fire and Crime Commissioner and others. Members queried whether the Horizons project could be extended beyond its pilot area. Harlow, for example, had not been included as it had had a previous comparable service - "streets are homes". However, the project would be re- procured next year and it was likely that it would expand to reach to these other areas.

- Some members suggested a link between delays in Universal Credit causing rent arrears which could lead to homelessness. There was some floating support available to those experiencing delays to try and mitigate that problem and work with landlords and district council housing departments. Officers agreed to provide some further data on the numbers who had benefited from that service.
- Waiting lists for Deprivation of Liberty assessments had reduced. The Board had been receiving quarterly reports on this. Further contracted resource had been put in place. However, there was a concern that a change in legislation next year, which would introduce wider ranging Liberty Protection Safeguards for those 16 years and above, may significantly increase the number of people needing the assessments (will not just be those in formalised care settings).

### Conclusion

The Chairman thanked the contributors for attending and they left the meeting.

**APPENDIX B**  
**Essex Safeguarding Adult Board**

**Briefing Pack for People and Family Scrutiny  
Committee - November 2020**



**Essex Safeguarding  
Adults Board**

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## Introduction

### The Essex Safeguarding Adult Board

The Essex Safeguarding Adults Board (ESAB) is a statutory strategic partnership, working together to prevent both the risks and experience of abuse or neglect, for people with care and support needs. Its function is to:

- provide strategic oversight of safeguarding activity in Essex
- fulfil the statutory functions outlined in the Care Act 2014 and the related guidance
- help to protect the right of the people who live in Essex, to live a life free from harm, abuse and neglect.

### Safeguarding Partnership Boards

ESAB is one of three partnership boards that operate in Essex covering different elements of safeguarding in the County:

- Essex Safeguarding Adults Board
- SET Domestic Abuse Board (also operates across Southend and Thurrock)
- Essex Safeguarding Children Board

Although the governance arrangements for the three Boards are different for example:

- ESAB is the only Board with a statutory framework
- ESCB no longer have an Independent Chair with decision making responsibilities but have appointed a Chair/Facilitator
- The SET Domestic Abuse Board operates across Southend, Essex and Thurrock

The three boards work closely together to share priorities, work jointly and reduce duplication, for example:

- The three Boards share a learning and development sub-committee
- The three Boards ran joint learning from reviews event during 2019/20
- The Board Business managers meet monthly to facilitate this joined up approach
- ESAB and the SET Domestic Abuse Board have completed joint reviews where a case meets the statutory criteria for both a safeguarding adult review and a domestic Homicide Review

### ESAB Independent chair

From January 2020, ESAB has been chaired by Independent Chair, Deborah Stuart-Angus. The Board is supported by a full time Board Manager, a Safeguarding Adult Review Officer and Business Support Officer and part time Senior Communications Officer and Practice Development Officer.

## Annual Report 2019-20

ESAB has recently published its Annual Report for 2019/20 ([Appendix 1](#)). The report details:

- the Board's impact and how it has challenged its partners
- how the Board has met adult safeguarding strategic priorities from April 2019 until March 2020, and what members have achieved
- the Board's structure and the activity completed through its Sub-Committees
- the findings of Safeguarding Adult Reviews, which have concluded in the reporting year; implementation of lessons learned and any ongoing Reviews
- the Board's income and expenditure
- our next steps for building the Board's strategic priorities for 2021-24.

## Strategic Plan 2021-24

ESAB is currently working on its strategic plan for 2021-24. At its meeting on 21 October the Board agreed its Vision, Mission, Priorities and Objectives ([Appendix 2](#)). These are currently being built into a Business plan that will deliver the strategy. With a focus on partnership priorities. It is expected that it will be approved by the Board in January.

## Covid 19

Inevitably COVID-19 impacted on the delivery of a number of ESAB development projects as partners focussed operational delivery. It was agreed by the Executive committee that development work in relation to a number of projects would pause during lockdown but are now back to business as usual including the delivery of Safeguarding Adult Reviews.

All ESAB business (including training) continued virtually including some meetings occurring more frequently where it is found to be helpful during the COVID period including:

- Southend, Essex and Thurrock Executive COVID meetings – initially fortnightly but now monthly
- Safeguarding Leads meetings – monthly but have reverted to quarterly for future
- meetings
- Regional and National Board Managers meetings have also increased in frequency during the period to stay abreast of developments. A regional independent chair's network has also been developed during the period and is being facilitated by the ESAB team and chaired by Deborah Stuart-Angus.

## Supporting Care Providers through the pandemic

The Care Home Hubs were set up early in the Pandemic to ensure that local health and social care systems had oversight of the safety and wellbeing of people living in care homes. The Hubs operate in all CCG areas and each Hub meets 5 days a week. This collaboration of ECC, Public Health and NHS & CQC colleagues serves to track any Covid 19 outbreaks and ensure that homes have the right amount of support and advice around outbreak control, testing, Personal Protective Equipment,

Infection Prevention & Control, End of life care, completing the NHS tracker, addressing safety and quality concerns, business continuity and overall ensuring the safety and wellbeing of residents.

There has been a strong emphasis on training care home staff to equip them with the necessary skills through the Pandemic particularly around Infection, Prevention & control and Personal Protective Equipment. Baseline observation training is taking place and the continued rollout of equipment and training to enable care homes to detect infection early, thermometers, blood pressure cuffs and oximeters and other digital solutions which also reduce the need for clinical interventions. There has been a rollout and further plans for self -care and recovery work with care homes to help address the extreme challenges faced by care home managers and staff and help build emotional resilience. We are sending bulletins to the care homes 3x weekly to ensure they are kept up to speed with any changes in guidance and further training and support offers.

#### [\*\*Domestic Abuse during Covid\*\*](#)

Domestic Abuse is the responsibility of The Southend, Essex and Thurrock Domestic Abuse Board (chaired by Jane Gardner, Deputy Police Fire and Crime Commissioner) who have closely monitored the impact of Covid-19 on our DA services since the start of the pandemic. Our Covid-19 Response Plan was in place by the end of March 2020 and was monitored on a fortnightly basis by the Board until it was agreed BAU was in place in terms of service demand by June 2020. Our Response Plan monitored the impact of Covid-19 on areas such as our SETDAB communication activity to promote the availability of DA services, MARAC referral numbers, demand on our domestic abuse services (victim and perpetrator service), access to housing, policing demand, impact on courts and regional/national issues.

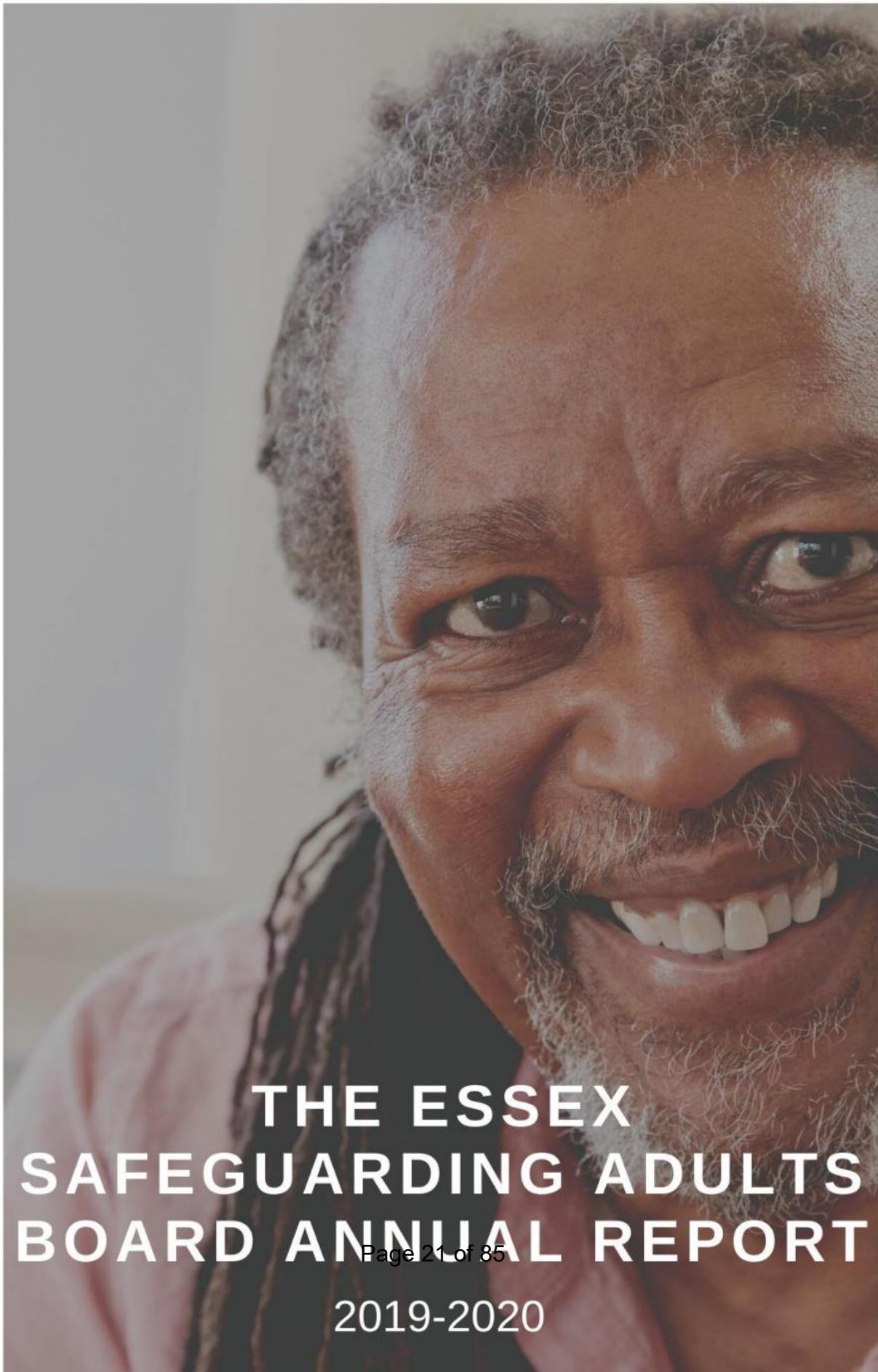
At the start of the national lockdown in March there was a dip in demand for DA services that was seen by all services. Despite national agencies reporting higher volumes, all of our regional partners reported the same local picture to us. DA refuge services remained busy as, due to the initial rules, moves from refuge were put on hold, therefore demand for refuge remained high due to lack of national availability, partners worked closely with refuge providers to help source PPE and ensure the services were able to continue to operate safely and housing moves resumed from June 2020. DA community services maintained contact with service users longer than usual by not closing cases during the lockdown to ensure that service users could continue to be supported through that difficult period. By May referrals into DA services were back to usual volumes and by July this was at the high end of usual volumes of work; DA services have benefitted from Government grants (passported via the OPFCC) during Covid-19 to specifically ensure they were able to meet demand across the county. The demand for services has remained within expected parameters since then and this continues to be closely monitored by DA commissioners and the DA Board.

Appendix 1 – ESAB Annual Report 2019 – 20

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Essex Safeguarding  
Adults Board



# THE ESSEX SAFEGUARDING ADULTS BOARD ANNUAL REPORT

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2019-2020

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## Independent Chair Summary

It gives me great pleasure to present the Annual Report of the Essex Safeguarding Adults Board (ESAB) for 2019-20. It shares a summary of the wide range of work carried out in Essex, in order to effectively safeguard people, with care and support needs, who may or have been, at risk of abuse and or neglect.

In December 2019, it gave me great pride, to be appointed as the Independent Chair for ESAB, and I would like to thank my predecessor, Phil Picton, who chaired ESAB for most of the period covered by this report. I have inherited a strong safeguarding board, with evident commitment and purpose, and it is well placed to meet its statutory functions, and to continue making Essex a safer place.

I am continuously in debt to our Board Members and Partners, who deliver adult safeguarding work with dedication and vigour and you will note, that our Annual Report describes a very successful year for ESAB, featuring highlights such as: the delivery of a successful campaign during National Safeguarding Adults Awareness week; accessing the views of 2400 staff in relation to safeguarding activity and knowledge; the completion of two Safeguarding Adult Reviews and sharing learning from lessons learned; the delivery of a learning and development programme of core training to enable Designated Safeguarding Adult Leads and completion of a joint project with Healthwatch Essex, to share the “lived experience” of safeguarding with professionals.

By January 2020 we had started on a new journey, and established our shared safeguarding partner priorities, aiming to develop our Board, by building connectivity and governance structures, improving accountability, lawful compliance, systems oversight and assurance. This will set the foundation for our future strength and enable our Safeguarding Adult Strategy for 2021-2024 to form well. We will set clear and achievable objectives, we will challenge each other and we will set out clear business planning.

As the year ends; we are beginning to experience the unique and unprecedented challenges that the COVID-19 pandemic is placing on our partners. I have pro-actively and regularly sought assurance that safeguarding adults at risk, continues to remain high on the agenda of all our partners and we are working to ensure that we as a Board support them through this period.

Finally, I would like to thank the ESAB support team for their continued commitment and support, who continuously help to deliver our plans.

A handwritten signature in blue ink, appearing to read "Deborah Stuart-Angus".

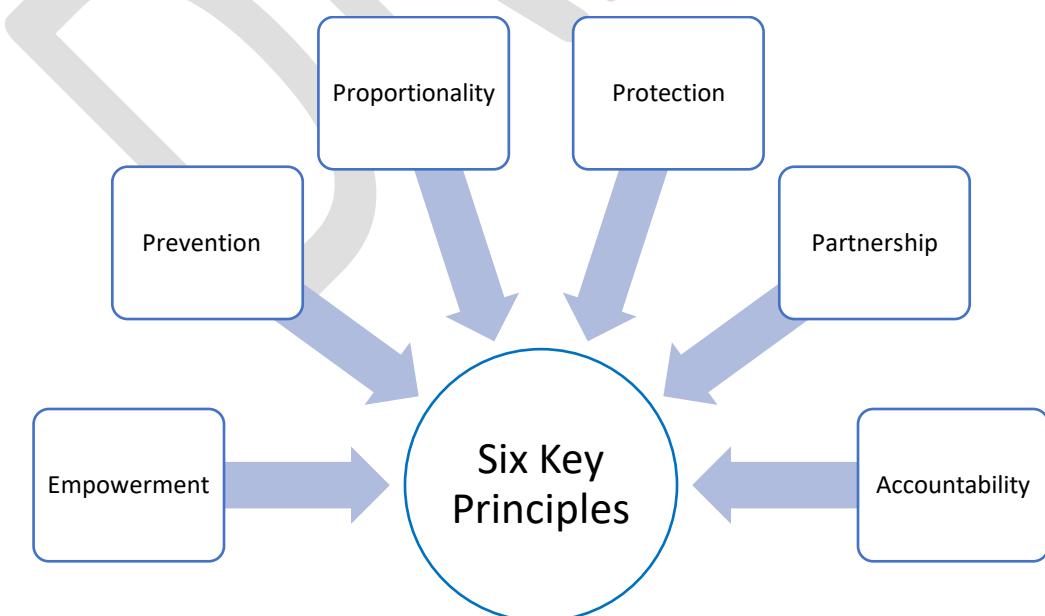
**Deborah Stuart-Angus**  
**Independent Chair of Essex Safeguarding Adults**



The Essex Safeguarding Adults Board (ESAB) is a statutory partnership, working together to prevent both the risks and experience of abuse or neglect, for people with care and support needs. It is important to note that the Board is not involved in operational practice and its function is to:

- provide strategic oversight of safeguarding activity in Essex
- fulfil the statutory functions outlined in the Care Act 2014 and the related Guidance
- help to protect the right of the people who live in Essex, to live a life free from harm, abuse and neglect.

The ESAB supports adults at risk to have choice and control over their lives by following and endorsing the six safeguarding principles outlined in the Care Act 2014, Care and Support Guidance<sup>1</sup>, which are:



<sup>1</sup> <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

ESAB has three core duties, and must:

- develop and publish a strategic plan setting out our priorities, and how we will meet our objectives
- publish an annual report detailing how effective work has been
- commission Safeguarding Adult Reviews (SARs) for any cases which meet lawful criteria.

Our key responsibilities are to:

- provide strategic direction for safeguarding adults at risk across our partnership
- develop and review multi-agency adult safeguarding policy, procedures and guidance
- monitor and review the implementation and impact of both strategy and policy
- promote and deploy multi-agency adult safeguarding training
- undertake Safeguarding Adult Reviews, share the lessons learned from their outcomes and develop appropriate action plans for improvement
- hold partners to account and gain assurance of effectiveness of safeguarding arrangements.

From January 2020, ESAB has been chaired by Independent Chair, Deborah Stuart-Angus. The Board is supported by a full time Board Manager, a Safeguarding Adult Review Officer and Business Support Officer and part time Senior Communications Officer and Practice Development Officer.

This report details:

- the Board's impact and how it has challenged its partners
- how the Board has met adult safeguarding strategic priorities from April 2019 until March 2020, and what members have achieved
- the Board's structure and the activity completed through its Sub-Committees
- the findings of Safeguarding Adult Reviews, which have concluded in the reporting year; implementation of lessons learned and any ongoing Reviews
- the Board's income and expenditure (see appendix 1)
- our next steps for building the Board's strategic priorities for 2021-24.

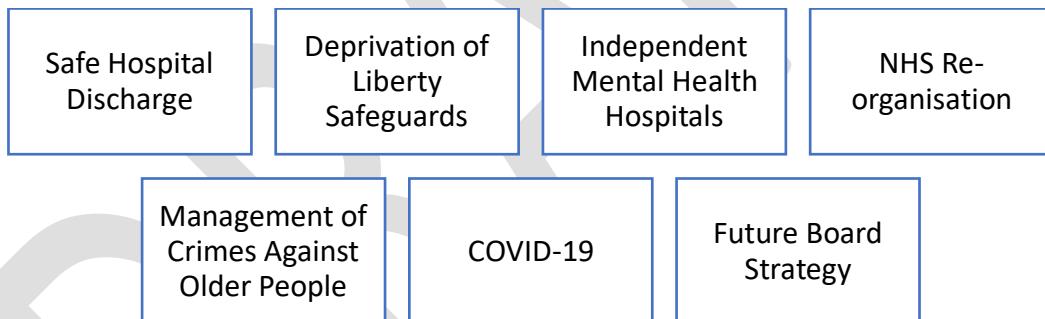
The Board agreed not to seek partner contributions to this annual report due to COVID-19 and its impact on their workload.



Providing a forum for peer challenge is a key responsibility of ESAB.

*"It is important that SAB partners feel able to challenge each other and other organisations where it believes that their actions or inactions are increasing the risk of abuse or neglect. This will include commissioners, as well as providers of services." (Care and Support Statutory Guidance 2020, Section 14.134<sup>2</sup>).*

ESAB has been able to demonstrate challenge and impact in several areas:



- Safe discharge from hospitals was discussed in the first meeting in 2019-20. ESAB acknowledged that some unsafe discharges had posed risk but sought and received assurance that effective processes were put into place by NHS Providers.
- The Deprivation of Liberty Safeguards (DoLS) backlog was a recurring theme during the year, with the Board seeking and receiving assurance that potential safeguarding risks were managed, and system prioritisation was in place, for the most urgent cases.
- Safeguarding in independent mental health hospitals provides ongoing challenge for the Board and was the theme of the January 2020 meeting. The Board is seeking to gain assurance from partners including the Care Quality Commission and NHS England about the quality of monitoring commissioning arrangements in Essex. Work is now being developed locally and regionally to establish insight into the quality of care and safeguarding outcomes.

<sup>2</sup> <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

- NHS re-organisation has continued to feature on the ESAB risk register throughout the year, with regular updates being provided by NHS partners, particularly in relation to the development of three Sustainable Transformation Partnerships (STPs)<sup>3</sup> and the impact this may have on the consistency and leadership of safeguarding practices.
- The Board received assurance from Essex Police and the Office of the Police, Fire and Crime Commissioner about effective management of crimes against older people, following a national thematic report by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services<sup>4</sup>.
- ESAB, through its Executive Committee, has sought assurance from its statutory partners about responses to COVID-19. Bi-weekly meetings have been in place, up to the end of March 2020, focusing on the impact COVID-19 has had on adult safeguarding and sharing good practice.
- In March 2020, ESAB Members attended a Development Day and held challenging discussions regarding the future Board strategy; a ‘fit for purpose’ structure; membership and most importantly to establish and share partner safeguarding priorities, to inform the work for the development of the 2021-24 Essex Adult Safeguarding Strategy.

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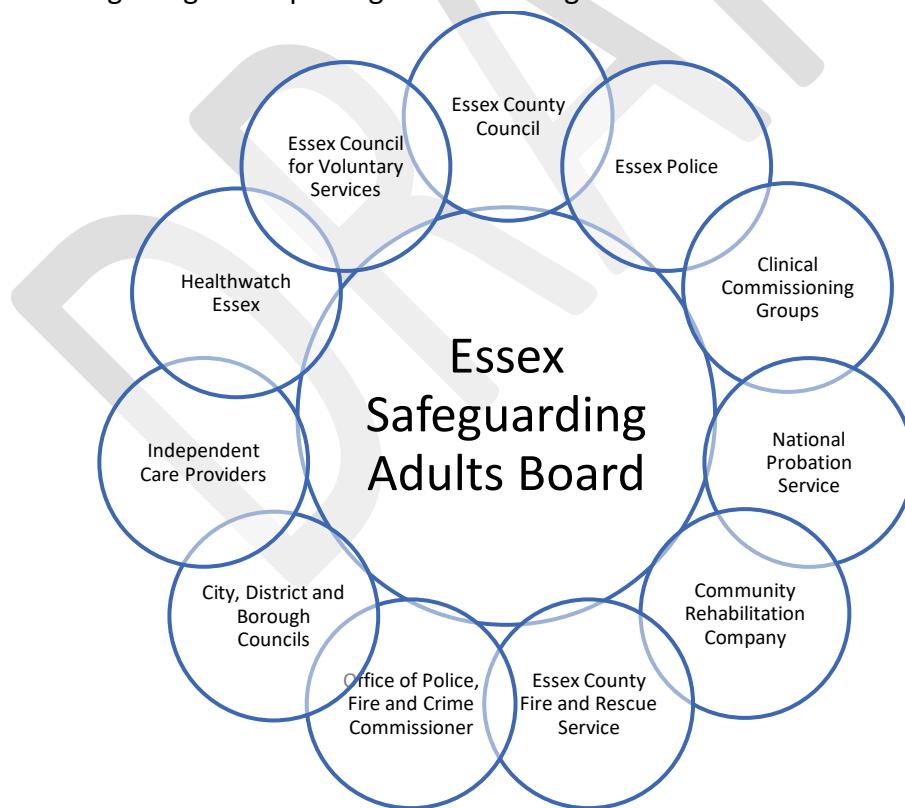
<sup>3</sup> [https://www.livingwellessex.org/vision/market-shaping/sustainability-transformation-partnerships-\(stps\)/](https://www.livingwellessex.org/vision/market-shaping/sustainability-transformation-partnerships-(stps)/)

<sup>4</sup> <https://www.justiceinspectorates.gov.uk/hmicfrs/publications/crimes-against-older-people/>



ESAB brings together the partner agencies who have a responsibility for adult safeguarding, such as Essex Police, Essex County Council and the NHS, to work collaboratively to:

- assure that local safeguarding arrangements are in place and work to the highest standards
- prevent abuse and neglect from happening
- support people who have experienced abuse or neglect to recover
- raise awareness of safeguarding adults and the role everyone can play in preventing, recognising and reporting abuse and neglect.



We also work closely with other strategic Boards and partnerships, such as Essex Safeguarding Children Boards, Southend, Essex and Thurrock Domestic Abuse Board, and The Essex Health and Wellbeing Board, and the Essex Partnership to share priorities, work jointly and reduce duplication.



**ESAB's strategic aims and priorities for 2019-20<sup>5</sup> were to:**

<b>Priority 1 Prevention</b>	<ul style="list-style-type: none"><li>• Develop a clear strategic approach to the prevention of abuse and neglect</li></ul>
<b>Priority 2 Engagement</b>	<ul style="list-style-type: none"><li>• Develop and implement a strategy for engaging with users of safeguarding services and the public</li></ul>
<b>Priority 3 Protection and Partnership</b>	<ul style="list-style-type: none"><li>• Ensure effective arrangements gain assurance about the effectiveness of operational safeguarding arrangements and the robustness of agency safeguarding systems</li></ul>

**Examples of how strategic priorities have been taken forward:**

ESAB to receive assurance about LeDeR activity and learning in Essex	Continue to develop ESABs user engagement activity building on work with Healthwatch MSP project	Review how ESAB engages with the voluntary sector and particularly how the sector can help ESAB to understand the views of those who have used safeguarding services
Complete a safeguarding partnership staff survey	Develop a strategic approach to the prevention of abuse and neglect within the context of the 6 safeguarding principles	Review and refresh ESABs Communications Strategy, including the delivery of a safeguarding campaign to coincide with National Safeguarding Adults Week

<sup>5</sup> <https://www.essexsab.org.uk/about-esab/about/>



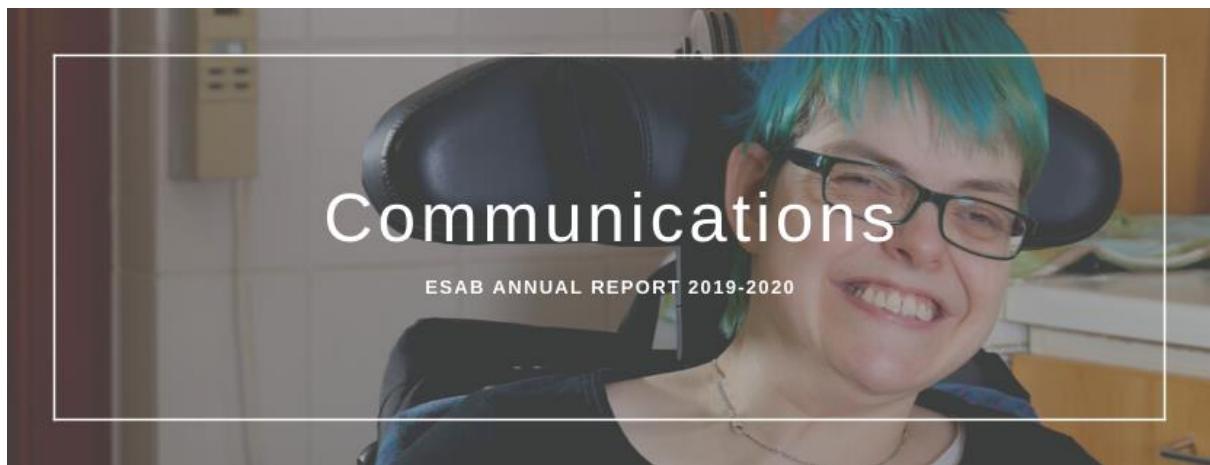
ESAB has met four times during 2019-20. In addition to covering routine business, each meeting has focussed on a particular theme to allow the Board to consider specific issues in more detail. Themes during the year have been:



During the year the Board:

- monitored the work undertaken by all the Sub-Committees (see appendix 2) working towards the strategic plan
- approved Safeguarding Adult Review reports and received assurance from the Safeguarding Adult Review Sub-Committee about the delivery of subsequent action plans
- monitored any risks that were escalated and tried to mitigate/address them
- used Board development sessions to set strategic priorities for 2020-21.

ESAB formed an Executive Committee in April 2019, to provide oversight for strategic planning and consideration of any risk that the Board may be facing, as well as monitoring routine business, for example the ESAB budget.



## Campaigns

ESAB led a local campaign in Southend, Essex and Thurrock to support the Ann Craft Trust National Safeguarding Adults Week from 18<sup>th</sup> – 24<sup>th</sup> November 2019. Over the week, ESAB highlighted information about what constitutes abuse and what to do about it, to local people to access help and support for themselves, families and friends. Over the seven days, seven different safeguarding issues were explored with seven one-minute vlogs (video blogs)<sup>6</sup>, based on the real experiences of some local residents, where they bravely shared their experiences and crisis points. The videos were developed into a support guide, designed to provoke discussion regarding the impact of abuse and neglect and assist manager's with safeguarding supervision. Videos focused on:



The campaign was supported by Essex County Council, Essex Police, Essex Fire and Rescue Service, Health Providers, Essex Trading Standards, Essex Libraries, Clinical Commissioning Groups, Community Housing Partners as well as local and national charities and others. Additionally, our campaign resources were shared with Lewisham, Norfolk and Hertfordshire Safeguarding Adults Boards. As well as a social media campaign, pop up stands were located around the County. Essex Police also led on a 'Street Week,' whereby promotional materials were given out in Basildon.

*Facebook campaign post reach 41,000*

<sup>6</sup> <https://www.essexsab.org.uk/learning-development/training-resources/>

## Website

During 2019-20, ESAB updated its website<sup>7</sup>, exploring ease and speed of access. Following analysis, the most popular website pages were ‘Reporting Concern’s’ and ‘Guidance, Policies and Protocols’.

*5,000+ website visitors per month*

## Bulletin

An ‘ESAB Bulletin’ is sent out bi-monthly with Board updates including useful local and national adult safeguarding information, as well as training and Board updates, when required.

*1,450 subscribe to ESAB Bulletin mailing list*

## Social Media

ESAB continue to use social media to communicate to both professionals and the public, sharing posts, resources, supporting partner and national campaigns and offering general guidance. In late 2019, to coincide with the launch of National Safeguarding Adults Week, ESAB introduced a new Facebook page and YouTube account, providing a variety of learning materials.

*930 Twitter Followers*

*156 Facebook Followers*

*136 Facebook Page Likes*

Looking to the future, ESAB will continue to raise safeguarding adult awareness through social media, training, learning resources, learning events, particularly in relation to the outcomes from Safeguarding Adult Reviews and are now planning ahead for the November 2020 awareness raising campaign.

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<sup>7</sup> <https://www.essexsab.org.uk/>



The Health Executive Forum met four times during the year, they:

Provided a forum to monitor safeguarding activity for Essex health organisations, particularly in relation to continuing organisational change across the county

Reduced duplication of safeguarding activity for Essex health organisations

Sought assurance about Learning Disability Mortality Review activity and learning in Essex

Sought assurance around the prioritisation of Deprivation of Liberty Safeguards and associated risks

Looking ahead they will be:

- continuing to seek assurance about Learning Disability Mortality Review activity and learning in Essex
- reviewing how the forum operates and how health organisations engage with other safeguarding structures across Southend, Essex and Thurrock
- continuing to identify and seek assurance around safeguarding issues that are or may be impacting on health organisations across Southend, Essex and Thurrock including NHS reorganisation, Liberty Protection Safeguards and the continuing impact of COVID-19.



# Learning & Development

ESAB ANNUAL REPORT 2019-2020

## ESAB training

The diagram below shows the range of ESAB courses and events:



\*1 fully booked course cancelled in March 2019 due to COVID-19.

*A total of 857 people attended training courses or events provided by ESAB last year.*

*“An excellent training day delivered by a knowledgeable facilitator. I have already used a number of aspects discussed, to help inform our safeguarding policy and strategy”*

*Designated Safeguarding Adult Leads Training Course*

After ESAB training courses, participants were asked the following questions, the table below shows the average scores (out of 5) across all courses.

Average post score	• Statements
4.6	• The course achieved its stated aims and objectives
4.5	• I learned what I wanted from the course
4.5	• I have clear ideas about how I will use the new skills/knowledge I have learned
4.7	• The trainer was effective in helping me learn the key knowledge and skills
4.8	• The trainer demonstrated a thorough understanding of the subject matter
4.6	• Post course I will have the opportunity and support to use the skills relevant to me

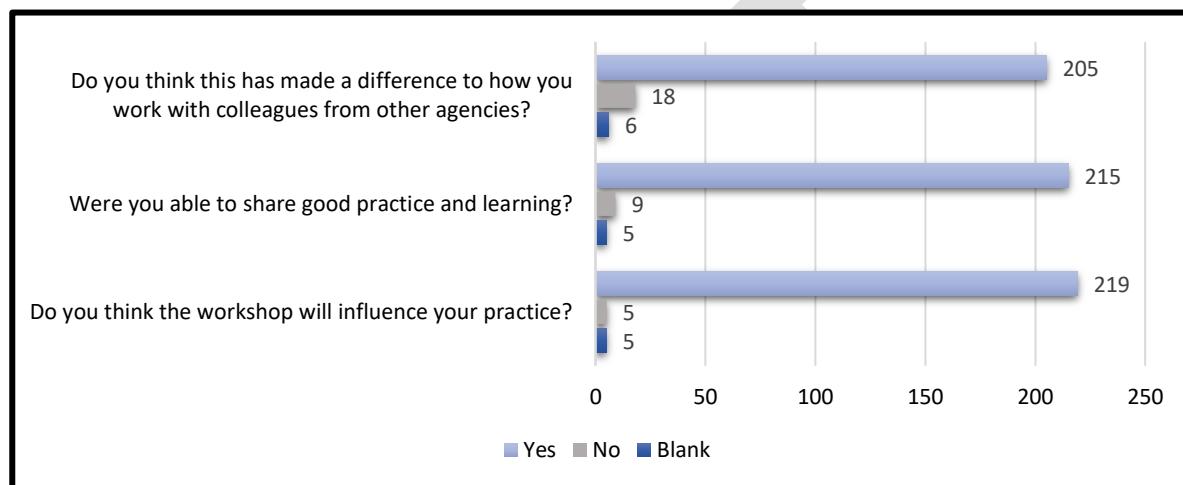
*“Interesting use of cases to demonstrate how different aspects of decision-making & capacity assessment can be achieved”*

*Unwise Decisions, Risk Taking and Safeguarding Adults Training Course*

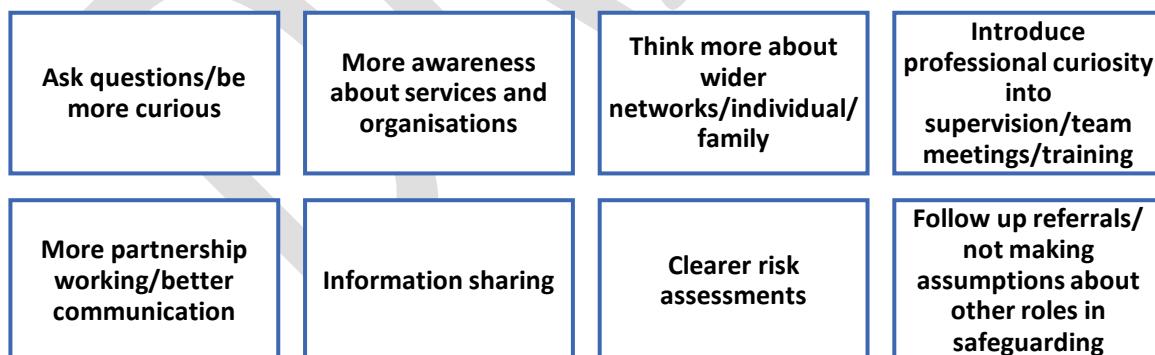
## Learning from Reviews

Jointly ESAB, Essex Safeguarding Children Board (ESCB) and Southend, Essex and Thurrock Domestic Abuse Board (SETDAB) ran 4 events with professional curiosity as the overarching theme, using Domestic Homicide Reviews as case studies.

*"Excellent forum for me to develop better understanding of adult services and general bringing together of different perspectives"*



Participants were asked 'What will you change/improve following the event?' The majority of answers could be grouped by:



Looking ahead the Board Support Team will now:

- finalise the development of a new safeguarding adults e-learning package ensuring that this is available to staff and volunteers
- explore options for online learning events and multi-agency training, given the impact of Covid-19 on face to face courses, booked for April 2020.

# Performance, Quality & Audit

ESAB ANNUAL REPORT 2019-2020

## Making Safeguarding Personal (MSP)

The project aimed to assess the impact of the government initiative: Making Safeguarding Personal, in Essex, and Healthwatch enabled access to people, their relatives and friends, who had experienced local safeguarding arrangements, to share with professionals the 'lived experience', of safeguarding. Recommendations from the interviews were:

Raising awareness of 'Safeguarding'

Improving joint working

Engaging with service users

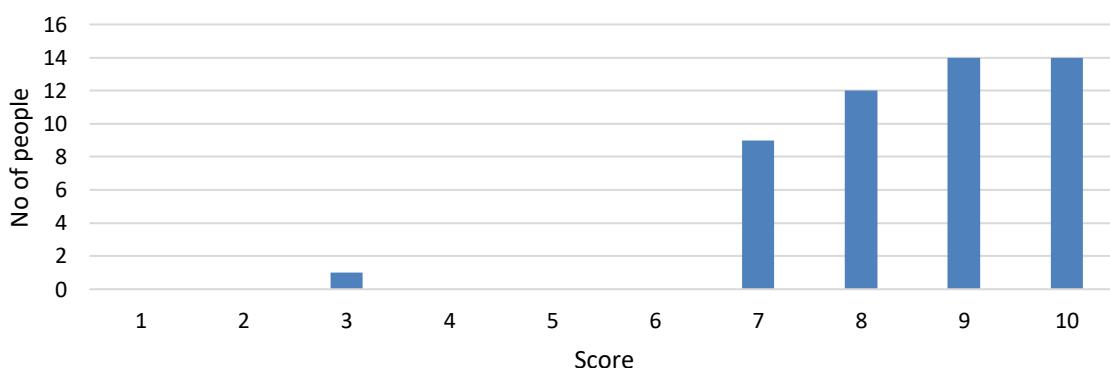
Review of communication with service users

Evaluation of the process

A number of these actions are underway or being built into the strategic plan for 2020-21. Following the report, a workshop took place to share the findings and 'lived experience', of safeguarding. This gave great insight into how this felt to be on the 'receiving end' of the service and what could be improved.

*"Fantastic and eye opening to listen to individual accounts from those who have experienced the process and those who work it"*

What difference will it make to you in the work place?

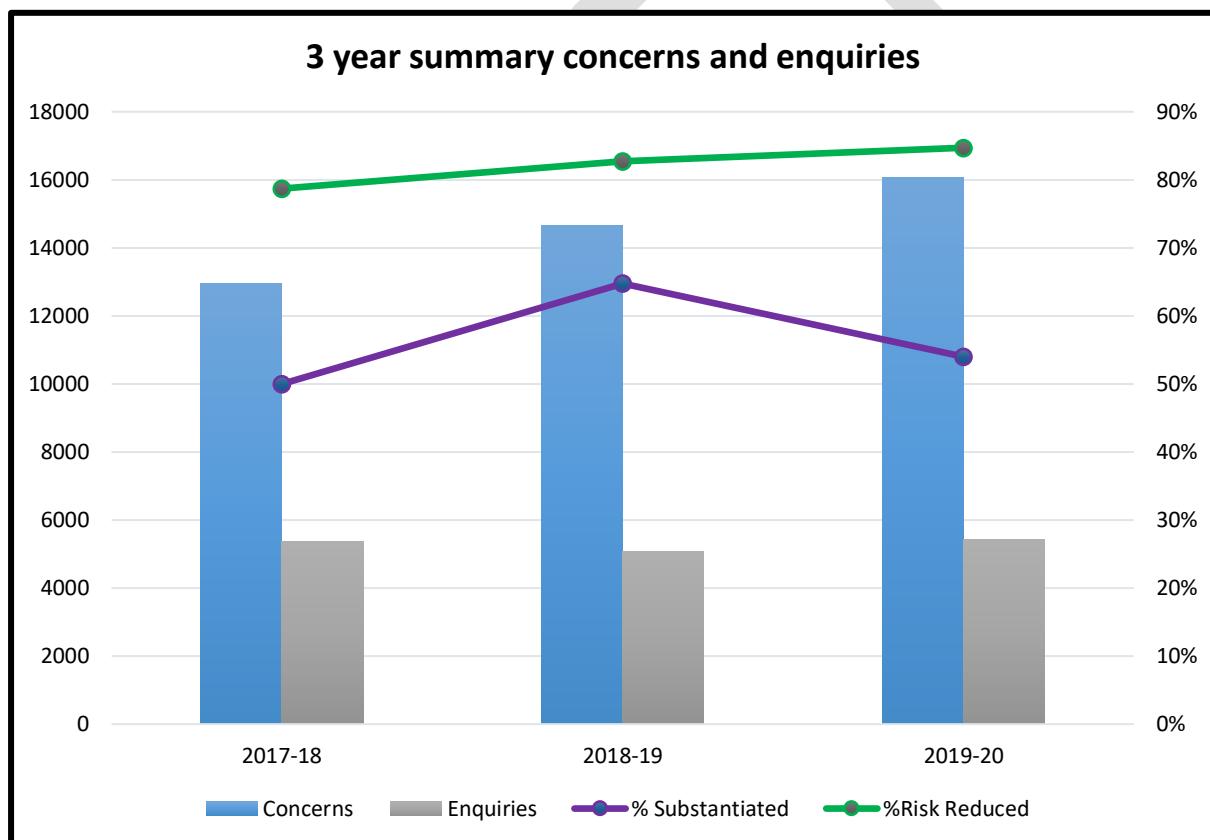


Professional participants were asked 'On a scale of 1 to 10 (10 being the most) what difference will it make to your skills/knowledge in the workplace?' Responses were:

- greater clarity about the meaning of safeguarding
- understanding the impact of mental capacity assessments
- the importance of communication with the adult and/or their families
- the need to share learning from workshop with staff who did not attend
- the importance of embedding MSP is embedded into practice.

## Performance data

The Sub-Committee have developed the performance dashboard to ensure accuracy and meaningful interpretation of data. The source of the information has changed this year meaning that the data we are reporting is more accurate than previously. Some headline data is highlighted below, further analysis of this data is in appendix 3:



Quarter	Concerns	Enquiries	% Substantiated	% Risk Reduced	% converted to enquiry
Total- 2019-20	16076	5413	54%	85%	33%
Total- 2018-19	14669	5078	65%	83%	36%
Total- 2017-18	12965	5358	50%	79%	36%

- The number of safeguarding concerns has increased this year to 16,076, this is an increase from 14,669 in 2018-19 and 12,965 in 2017-18 or There has been a 9.6% increase in the number of concerns raised in 2019-20, compared with 2018-19, and a 24% increase compared with 2017-18.
- The percentage of substantiated cases has decreased and percentage of cases where risk was reduced has slightly increased.
- The number of safeguarding referrals dropped slightly in Q4 2019-20, from an average of 4184 in the first 3 quarters to 3524. This is most likely as a result of the impact of COVID-19.
- 54% (2923) of s42 safeguarding enquiries were substantiated.
- In 85% (4601) of s42 safeguarding enquiries risk was reduced.

## Safeguarding staff survey

A staff survey which was aimed at staff who were supporting/working with adults with care and support needs in all organisations in Essex was completed. The survey aimed to test the responses from previous self-assessment audits. There were 2413 responses from a range of different organisations. The findings were very positive with the vast majority of those responded knowing how to access safeguarding advice and information. The majority of staff also felt they were receiving sufficient training. There were however potential issues in relation to police reporting and regular safeguarding discussions within team meetings which will be taken forward by the Board.

### Looking ahead ESAB will:

- Ensure Making Safeguarding Personal becomes embedded into the adult safeguarding in Essex by ensuring that all those going through the safeguarding process have the opportunity to feedback about their experience. ESAB will ensure that it has effective arrangements for gaining assurance about the effectiveness of operational safeguarding arrangements and the robustness of agencies adult safeguarding systems.
- Monitor the safeguarding data to highlight and act on developing situations and trends, such as those encountered during the Covid-19 pandemic.



The Care Act 2014 requires Safeguarding Adult Boards to conduct Safeguarding Adult Reviews (SARs) when an adult with care and support needs in its area dies, or experiences serious abuse or neglect, (whether known or suspected), and there is concern that partner agencies could have worked more effectively to protect the adult. The purpose of a Safeguarding Adult Review is to learn lessons from the case and for the Board to gain assurance from its partner agencies that organisational learning takes place to prevent similar harm occurring in the future. During the year, the SAR Sub-Committee:

Met on 9 occasions	Considered 9 referrals during the year, of which 6 met the criteria for a SAR	Commenced 3 SAR's
Conducted 2 Partnership Learning Events	Finalised 2 SAR's	Published 1 SAR (Frank) from 2018-19

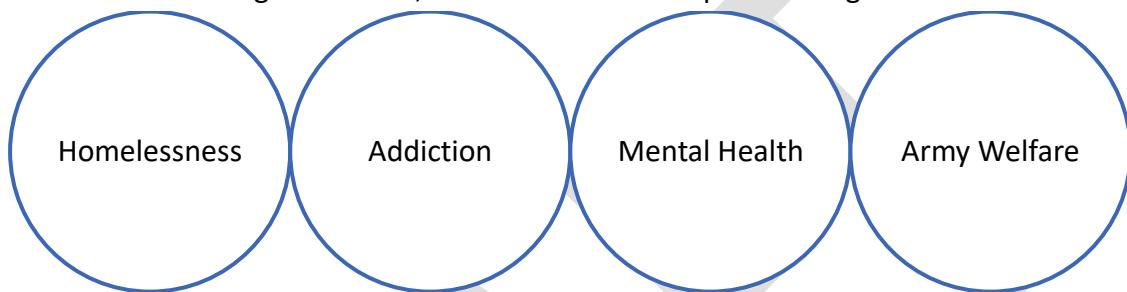
ESAB also conducted a thematic review of the 5 SAR's that ESAB have completed since 2018, in addition to a further SAR commissioned by another local authority, that ESAB have participated in. Four key strategic themes were identified:

1. The need to improve partnership working and information sharing between agencies
2. To seek further assurance from partner agencies about the quality of Mental Capacity Act 2005 practice in Essex
3. To determine the extent to which Essex partner agencies include adults in conversations about how to respond in safeguarding situations, in a way that enhances involvement, choice and control, as well as improving quality of life, wellbeing and safety
4. To seek assurance of partner agencies safeguarding policies, procedures and safeguarding referral processes.

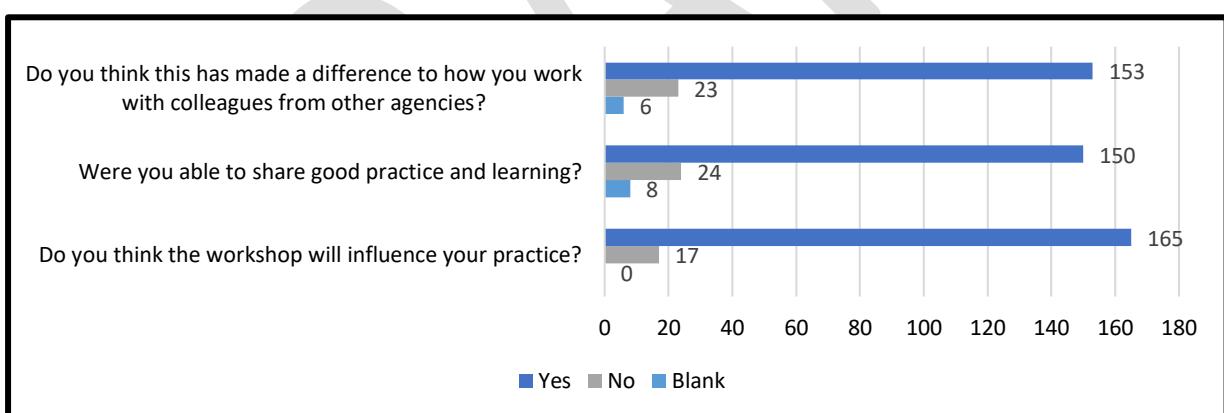
## 'Frank'

Following the 'Frank' SAR<sup>8</sup>, ESAB held a thematic Board meeting focussing specifically on homelessness and temporary accommodation, to provided assurance around the services available and the scale of the issue in Essex. An outcome of this meeting was for ESAB to work with commissioners to ensure that the Horizons project becomes available across Essex. The Horizons project is a multi-agency model that provides intensive support for homeless individuals with multiple and complex disadvantages. The service involves up to 10 clients selected for participation by the multi-agency staff in each of the areas.

To share the learning of this SAR, ESAB held 3 workshops focussing on four themes:



*"Very interesting and informative"*



The feedback was extremely positive in terms of practice improvement.

*"The mix of multi-agency professionals was really good and offered good interactive discussions"*

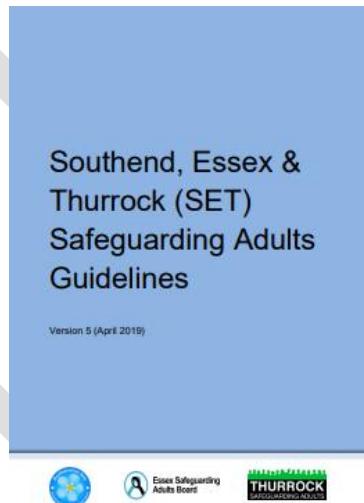
Looking ahead, the Board Support Team will:

- monitor SAR action plans
- review and update the SAR policy
- explore different ways of sharing information from the SARs.

<sup>8</sup> <https://www.essexsab.org.uk/case-reviews/>



The SET working group met twice during the year, although a lot of work took place outside of the meetings work. The group works in partnership to provide a common approach to safeguarding across the county. In 2018-19 the group rewrote the SET safeguarding adult guidelines and updated the Safeguarding adult concern form (SETSAF), these were launched on the 1<sup>st</sup> April 2019. Supporting the guidelines were a number of local briefings around the county detailing the changes and updates.



The following policies were also reviewed and updated:

SET Safer Recruitment Policy

SET Organisational Safeguarding Policy

SET Missing Protocol

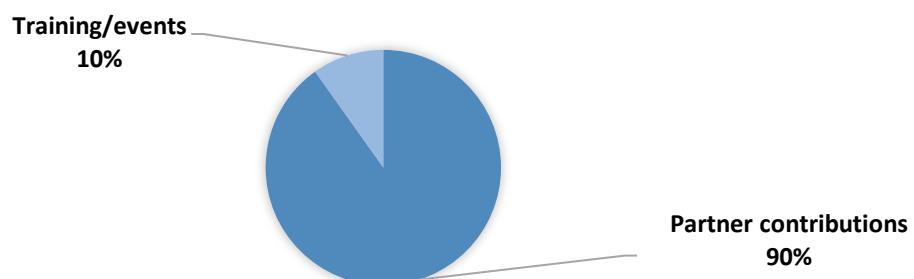
#### Looking ahead

- To review the accessibility of SET policy documents
- To develop 1-minute guides of key safeguarding policies
- To update policy documents as and when required
- Ensure that the Mental Capacity Act and Deprivation of Liberty Safeguards policy and guidance is updated with changes in legislation.



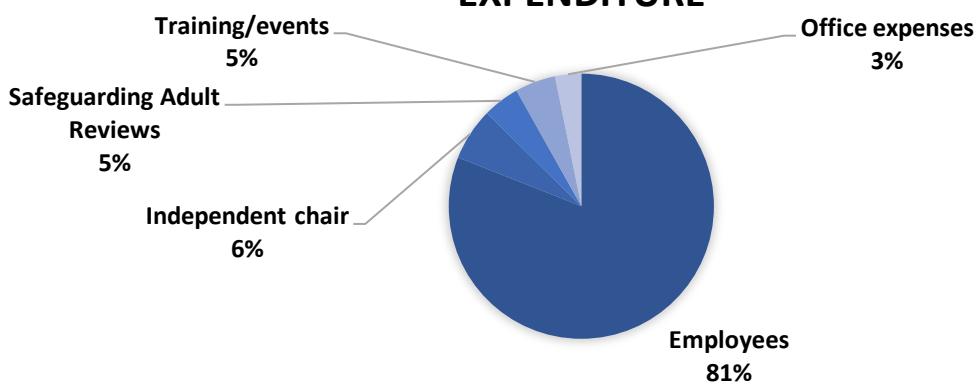
The total income for 2018-19 was £274,582, the total expenditure for ESAB for the same period was £267,500. £11,000 was transferred to the ESAB reserves.

## INCOME



Training/events	£27,034
Partner contributions	£247,582
<b>TOTAL</b>	<b>£274,582</b>

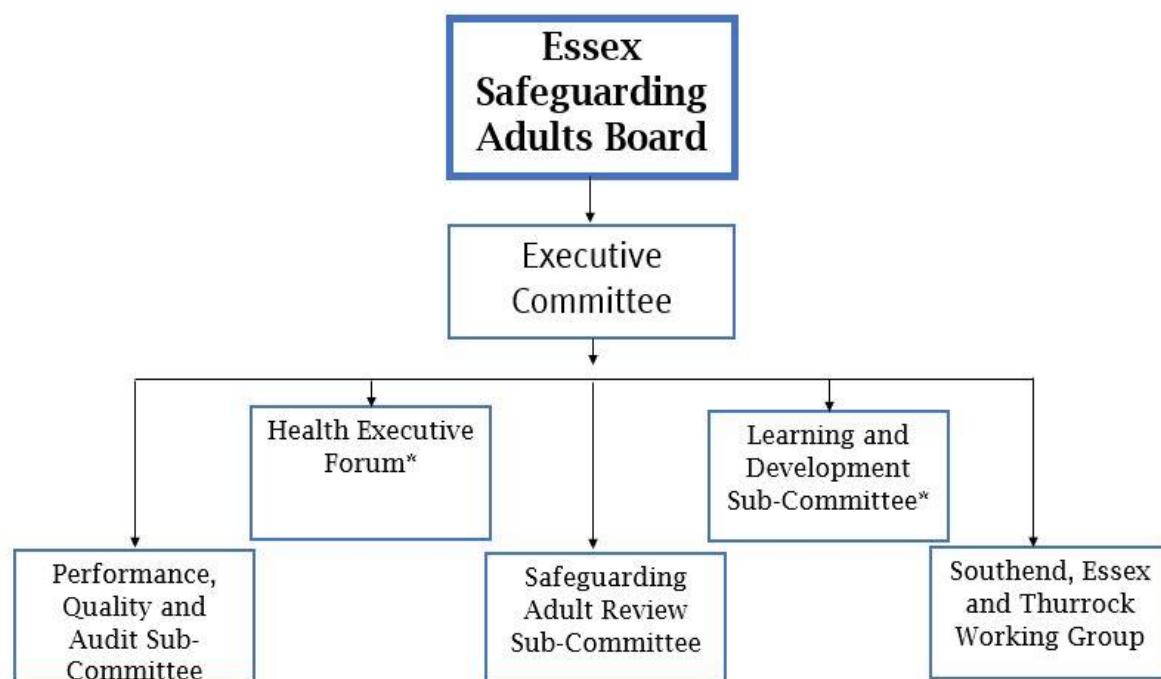
## EXPENDITURE



Office expenses	£8,547
Training / Events	£13,207
Safeguarding Adult Reviews (SARs)	£12,000
Independent Chair	£17,091
Employees	£216,655
<b>Total</b>	<b>£267,500</b>

# Appendix 2 – Board Structure

ESAB ANNUAL REPORT 2019-2020

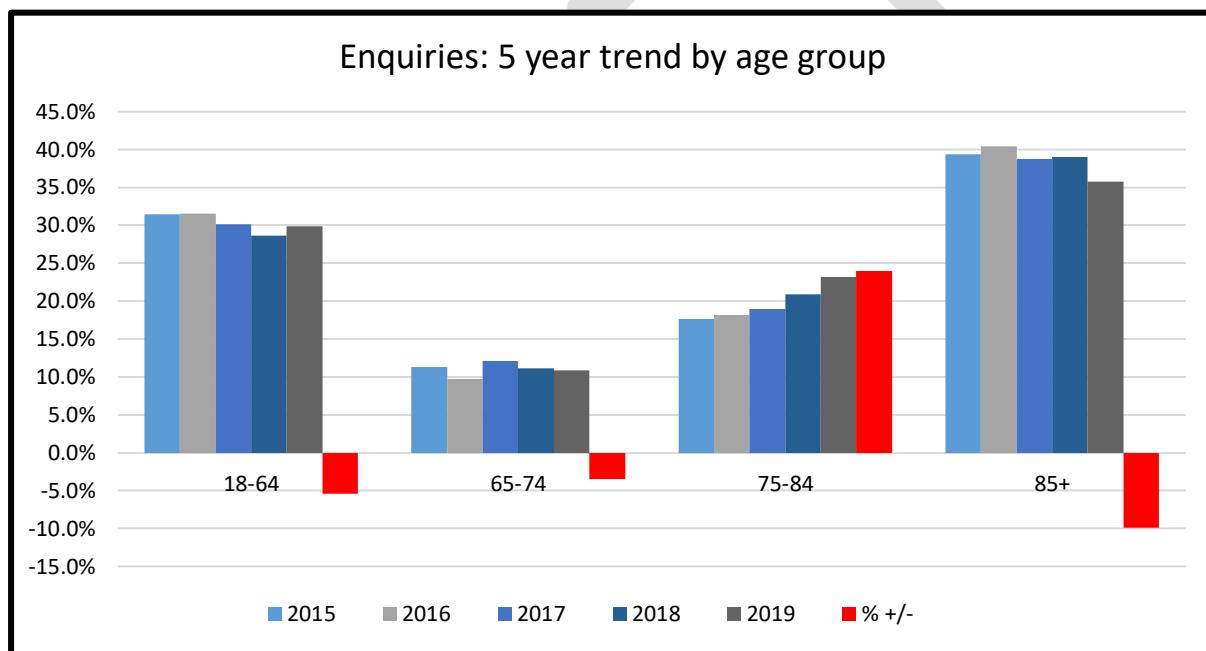


\*Joint Sub Committee with Essex Safeguarding Children Board



## Age

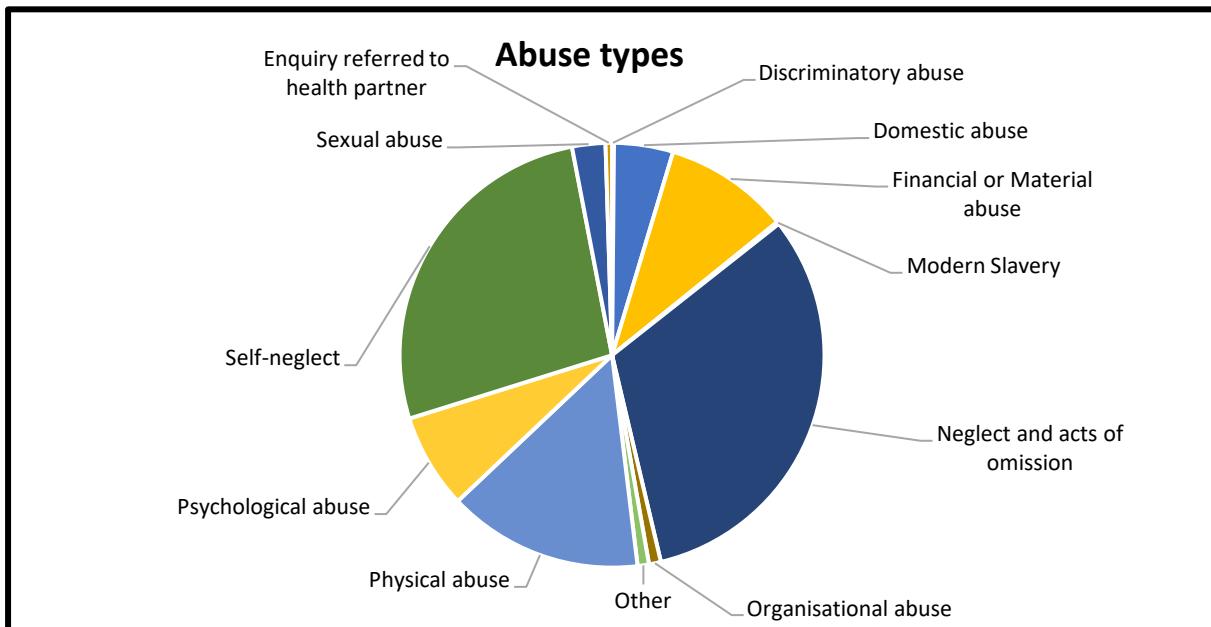
The following graph shows the age range of safeguarding enquiries.



Age group for 2019-20	Number	%
18 – 64	1615	30%
65 – 74	590	11%
75 – 84	1257	23%
85+	1951	36%
<b>Total</b>	<b>5413</b>	

The majority of safeguards raised relate to people over the age of 85 (36%). This group has remained consistently the highest over the last 5 years. More than half (59%) of all safeguarding enquiries relate to adults 75 and over.

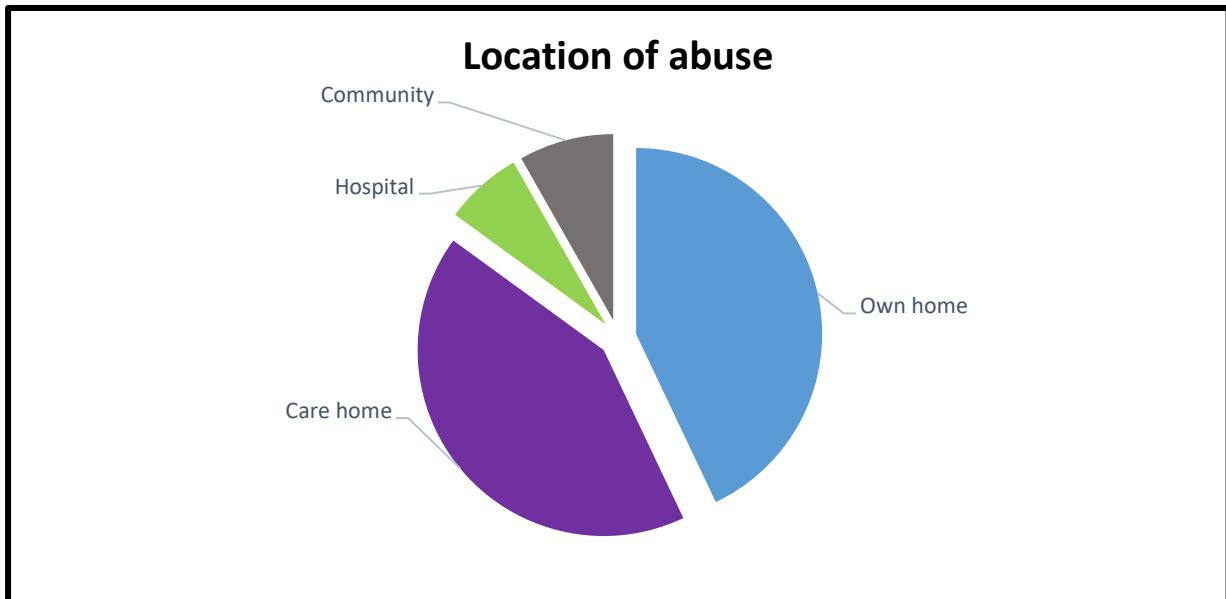
## Abuse type



Abuse type	Number	%
Discriminatory abuse	23	>1%
Domestic abuse	724	5%
Financial or Material abuse	1536	10%
Modern Slavery	28	>1%
Neglect and acts of omission	5133	32%
Organisational abuse	146	>1%
Other	139	>1%
Physical abuse	2390	15%
Psychological abuse	1163	7%
Self-neglect	4307	27%
Sexual abuse	408	3%
Enquiry referred to health partner	79	>1%
<b>Total</b>	<b>16076</b>	

Over half the safeguarding concerns raised related to Neglect (32%) or Self Neglect (27%). The abuse types are the primary abuse type recorded on the Safeguarding Concern Form (SETSAF) upon it being sent to social care. Some cases may be recategorised during the enquiry stage, for example organisational abuse once social care have more information or join information up. It may also be that the SETSAF indicated that the concern was physical abuse when during the enquiry it becomes evident that this was by a family member and therefore domestic abuse.

## Location of the abuse



More than three quarters (84%) of safeguarding enquiries raised are due to incidents in the adults own home or in care homes, this trend is consistent over a three year period.



# Glossary

ESAB ANNUAL REPORT 2019-2020

ESAB	Essex Safeguarding Adult Board
DoLS	Deprivation of Liberty Safeguards
MSP	Making Safeguarding Personal
SAB	Safeguarding Adult Board
SAR	Safeguarding Adult Review
SET	Southend, Essex and Thurrock
STP	Sustainable Transformation Partnerships



**Essex Safeguarding  
Adults Board**

## **Our Safeguarding Strategy**

**2021-2024**

DRAFT

## **Our Vision**

Essex Safeguarding Adults Board (ESAB) will work in partnership and collaborate to ensure that adults at risk of abuse and neglect are able to live safely, with the rights and freedoms of citizenship.

## **Our Mission**

ESAB will work together to seek and gain assurance, through effective and transparent processes, to ensure that adults at risk of abuse or neglect are supported to live safe lives through delivering against the priorities of prevention, learning, awareness and quality, and holding each other accountable.

## **Our Priorities**

### **Priority 1 – Prevention & Awareness**

We will improve the awareness of adults at risk within and across our communities and partner agencies, and we will work to prevent abuse and neglect.

### **Priority 2 – Learning**

We will be open and transparent, sharing lessons learned from safeguarding practice and promote the development of an up to date, competent and skilled shared workforce.

### **Priority 3 – Quality**

We will assure our own work, learn from experience, and set up processes to give insight into our ongoing commitment to continuously improve safeguarding practices.

## **PRIORITY 1**

### **PREVENTION & AWARENESS**

**'I want to live safely, I know what abuse is, and I know how to get help'**

**WE WILL: work to prevent abuse and neglect and we will improve the awareness of adults at risk within and across our communities and partner agencies**

#### **Our Objectives**

1. We will seek assurance that all agencies are clear about their obligations to deliver adult safeguarding activity which prevents abuse, crime, neglect, self-neglect and exploitation.
2. We will seek assurance that agency obligations are supported by clear processes which directly support the Southend, Essex and Thurrock (SET) Multi- Agency Adult Safeguarding Policy & Procedures, as a model of good practice.
3. We will work with each other and collaborate, to maximise our multi-agency practice to reduce risk and improve lives.
4. We will raise public awareness about and for adults at risk; what can be done to help; how communities can raise concerns and how the work of the Board is vital for planning; assurance, oversight, transparency and accountability.
5. We will ensure that the voices of adults at risk are sought, heard, listened to and acted upon, and that we engage with local communities ensuring we are transparent about what we are saying we are going to do and how we will measure it.

## **PRIORITY 2**

## **LEARNING**

**'I am confident in the people who help me and they are confident in how to effectively safeguard'**

**WE WILL: learn from our experience and share our learning to enable professional competence**

### **Our Objectives**

1. We will seek assurance that all statutory agencies have training in place to deliver their adult safeguarding obligations to prevent abuse, crime, neglect, self-neglect and exploitation.
2. We will seek assurance that agency training is aligned with and SET Multi- Agency Adult Safeguarding Policy & Procedures, and local and national learning.
3. We will ensure that having sought the voices of adults, that a positive impact is made on training, learning and development.
4. We will share lessons learned from Safeguarding Adult Reviews and hold agencies accountable.

## **Priority 3**

### **Quality**

**'I am confident that the people will work with me and with each other, to achieve my outcomes'**

#### **WE WILL: assure our work and continuously improve our safeguarding practice**

1. We will ensure that agencies are accountable for quality outcomes in their practices
2. We will ask for feedback and learn from people's experiences and put that learning into practice.
3. We will ensure that our performance is reviewed and evaluated.
4. We will ensure that partners measure and evaluate their own safeguarding activity and share that information with our Board.
5. We will work to ensure that safeguarding practice is lawfully compliant and practice is made personal at every opportunity.

# Adult Community Learning - update

Reference Number: PAF/23/20

<b>Report title:</b> Adult Community Learning - update	
<b>Report to:</b> People and Families Policy and Scrutiny Committee	
<b>Report author:</b> Graham Hughes, Senior Democratic Services Officer	
<b>Date:</b> 12 November 2020	<b>For:</b> Discussion and identifying any follow-up scrutiny actions
<b>Enquiries to:</b> Graham Hughes, Senior Democratic Services Officer at graham.hughes@essex.gov.uk.	
<b>County Divisions affected:</b> Not applicable	

## 1. Introduction

- 1.1 In February 2020 the Committee were briefed on the current objectives, priorities and strategy for Adult Community Learning in Essex. This is a further update to reflect the new additional challenges presented by the pandemic.

## 2. Action required

To consider the update and identify any follow-up scrutiny actions

## 3. Background

- 3.1 In February 2020, at the request of the Chairman and Vice Chairmen, the Committee were given a broad introduction to Adult Community Learning - how it is organised, its client groups, how funded, its aims and objectives, and measuring outcomes including links with the Skills Board and supporting economic growth; the update also included consideration of the social impact of ACL activities, and other 'less quantitative' outcomes.
- 3.2 A link to the February 2020 meeting papers is here [PAF meeting papers 13 Feb 2020](#) and an extract of the minutes of that meeting is reproduced overleaf in Appendix A.
- 3.3 The pandemic has presented further challenges and the Chairman and Vice Chairmen have asked for a further update on how it has impacted on the provision of Adult Community Learning services. This update is attached as Appendices B and C.
- 3.4 Councillor Ray Gooding Cabinet Member – Education and Skills, and Katherine Burns, Adult Community Learning Principal will be in attendance for this item.

## **Adult Community Learning - update**

### **4. Update and Next Steps**

See Appendices B and C for the update. A short power point presentation (Appendix C) will also be made on the day.

### **5. List of Appendices**

- A. Extract minute from the February 2020 meeting of the Committee when Adult Community Learning was last discussed.
- B. Update from Councillor Ray Gooding, Cabinet Member – Education, and Katherine Burns, Adult Community Learning Principal.
- C. Power Point presentation to be delivered at the meeting.

### **6. Further reading**

**Learning and Work Institute** – Healthy, Wealthy and Wise: The impact of adult learning across the UK (October 2017)

[\*\*LWI - Healthy, Wealthy and Wise\*\*](#)

## **Minutes of the meeting of the People and Families Policy and Scrutiny Committee, held at 11am in Committee Room 1 County Hall, Chelmsford, CM1 1QH on Thursday, 13 February 2020**

### **Minute 5 - Adult Community Learning – update**

The Committee considered report PAF/05/20 providing an update on the Adult Community Learning service. Councillor Ray Gooding, Cabinet Member – Education and Katherine Burns, Adult Community Learning Principal, joined the meeting to introduce the item. During discussion the following were highlighted, acknowledged and/or noted:

- (I)     ACL activity had a social investment value with savings to the wider health and social care system which was difficult to quantify;
- (II)    A new national framework to measure outcomes was being developed to facilitate future benchmarking with six identified high-level outcomes – health and wellbeing, employment and skills, attitudes, aptitudes and confidence, integration and inclusion, creativity and culture and skills for life transitions;
- (III)   There were nine ACL centres across the county. The last OFSTED inspection had asked the service to assess whether learners felt safe in their journeys to and from ACL centres. There could be greater use of libraries to host future activities;
- (IV)    Approximately 130 outreach centres (such as schools) were also used for some family learning activities;
- (V)     The ACL service were looking at how to further motivate those with low literacy skills to undertake courses;
- (VI)    Members encouraged further communications exercises to highlight and promote ACL courses;
- (VII)   Discounts were available for some courses for those on low incomes. However, it was acknowledged that course prices could adversely impact the broader outcomes being sought for ACL;
- (VIII)   Family learning courses were open to any carer of children;
- (IX)    At the moment the only quality assurance undertaken was via self-assessment against the OFSTED new education framework which was submitted once a year and subsequently used by OFSTED for their future inspections;
- (X)     Future OFSTED inspections would assess against three components – the intent of the curriculum offering and the learner, secondly the implementation (where doing it and how much offering) and thirdly measuring the impact of the intent.

Cont...

## **Adult Community Learning - update**

Cont.....

### Conclusion

The following actions were agreed:

1. Recommendation – Community Learning Team to further promote that grandparents could attend family learning courses.
2. A copy of the latest ACL self-assessment to be provided.
3. To consider a future visit to an ACL centre.
4. A further update to focus on the new OFSTED inspection framework and also the measurement of the impact against the national outcomes framework once it was established.



## Update Report on ACL Essex for the People and Families Policy and Scrutiny Committee November 2020

### Introduction and Background

ACL is Essex County Council's adult (aged 19+) learning service and it is the third largest Adult Community Learning service in the country. It sits within the Place and Public Health Function, and as of January 2020 has moved from the Economic Growth and Localities Directorate to the Public Health and Wellbeing Directorate.

In March 2020, Cllr Ray Gooding, Cabinet Member for Education and Skills, and Katherine Burns, ACL Principal, presented a paper on ACL and its work. That paper provided an update following ACL going through the Organisational Design process, and consequently launching its new service design in September 2019.

All of ACL's learners have many different backgrounds and experiences, as well as different challenges that they have faced. ACL's purpose is to provide its learners with as many ways to flourish as possible. To be there in communities across Essex, to make a difference to residents and businesses, so they can make a difference for themselves and to the places that they live in. This purpose has become even more important in light of the COVID-19 pandemic, where lifelong learning is a key part of supporting health and wellbeing, and economic recovery.

### ACL DELIVERY AND COVID-19

- During lockdown ACL moved swiftly in successfully transferring roughly 66% of its total classroom offer to online, where it was appropriate; with learners completing both qualification-based and non-accredited classes.
- During this time ACL Centres have remained open for vulnerable learners. In addition, Supported Learning managers also worked very closely with Adult Social Care so that ASC teams could effectively contact learners. This was to enable a joined up approach which ensured the welfare of ACL's 550+ Supported Learning learners.
- It is ACL's intent to resume classroom-based provision through a safe and staged approach. ACL will also continue online delivery wherever appropriate to support flexibility and accessibility. In the early stages of reopening it is prioritising Centre delivery for those curriculum areas where classroom-based delivery is crucial for benefiting learning, including Supported Learning and basic skills courses.

The impact of COVID-19 has made ACL's purpose of 'Improving lives through learning' even more important. An example of this is embodied in the following example from Claire, a learner who has completed a number of ACL's online Mental Health and Wellbeing courses. Claire has recently shared her 'lockdown' experiences, highlighting the benefits of the wellbeing courses compared to traditional counselling, and how they have personally helped her connect with others and feel motivated to explore further self-development opportunities (Claire's story can be accessed by the links at the end of this paper):

"I find traditional counselling very counter-productive. Rehashing bad memories makes it harder to let go and move on. Doing classes is educational, social and fun. I am more proud to call myself a student rather than a patient. Doing virtual wellbeing courses with the ACL Essex, where I'm able to interact with others has been social and educational for me. It has improved my mental health and kept me stimulated and motivated for self-improvement."

## **International and National Context**

The focus on lifelong learning has been seen internationally for some time, with the OECD prioritising lifelong learning approaches since at least 1996, where it is seen to provide ‘long-term benefits for the individual, the enterprise, the economy and the society more generally’. Indeed, countries like Singapore have put lifelong learning at the heart of their strategies for economic growth – creating policies, in principle, that both embrace new technologies, but at the same time focus on ensuring that support is in place for those at risk of displacement from those technologies. The intent is to create a culture where there is both the mindset and the resources to learn continuously at every stage of life.

As was noted in the previous paper in March, since at least 2017 there has also been an increased national focus on lifelong learning. Prior to the Industrial Strategy white paper, there was extensive research by the Foresight Teams in the government’s Office for Science around lifelong learning. Consequently, in the Industrial Strategy, the government ‘committed to supporting adults to secure meaningful and productive employment, and equipping them with the skills they need to maximise their earning potential’. It was noted that to drive up adult learning they would create the National Retraining Scheme (NRS). The NRS has slowly been developing, with its policy teams working closely with different localities (LEPs, LAs, businesses and providers) around the country, including ACL, in order to get a real sense of what is needed, instead of simply rolling out a national policy. The NRS has now been merged with the National Skills Fund and there will be an upcoming public consultation around how the allocated £2.5billion will be utilised.

The spotlight on lifelong learning has also intensified due to the impact of COVID-19, in terms of supporting re-training and upskilling. Lifelong learning providers are in a key position to help individuals, communities, and businesses. Whether through gaining new qualifications to transition into a new sector, support mental health and wellbeing, or supporting individuals and businesses to develop with quality apprenticeships.

This importance of lifelong learning has been seen across all political parties, think tanks, as well as other organisations like the Institute of Directors, the Confederation of Business Industry, and the TUC. Indeed, it was front and centre at a hearing of the Education Select Committee, with witnesses noting the need for a national lifelong learning strategy with a clear alignment with local ones, and linked with local industrial strategies. The Chair of the Committee, Robert Halfon MP, noted ACL Harlow, and that it was moving even further into the centre of the community co-locating with the library.

## **Essex Context**

Essex, Southend and Thurrock combined have seven Further Education Colleges, two Universities, and a University College. Southend and Thurrock both have their own adult learning Centres.

## **What is ACL?**

- Essex County Council commissions Adult Community Learning (ACL) Essex to deliver learning to the residents of Essex in order to support its strategic objectives. ACL Essex is principally a direct delivery service with a local focus. A small amount of delivery is carried out by sub-contractors to extend the reach of the service within the County.
- ACL Essex provision is delivered across the whole political County in 9 main centres. Provision in the unitary authorities of Southend and Thurrock is delivered by separate ACLs. In addition to the main centres, the Service delivers learning in community venues. Childcare for learners and staff is available in 3 centres.
- ACL learners have access to a diverse range of accredited and non-accredited courses which support them to achieve their goals and aspirations, encourage creativity, and promote safe and healthy lifestyles. The service offers qualifications to help people move nearer to, enter or progress within the workplace or gain skills to enhance life chances.
- As part of the Getting Britain Building Fund, via SELEP, ACL/ECC were successful in having the ACL and Harlow Library Co-location Project chosen as a ‘shovel ready scheme that will receive funding

for the work. The purpose of this project is to develop and renovate the existing Harlow town centre library and to relocate ACL into this newly developed space. The project is a key aspiration to enable Harlow residents to access skills and learning in a more centrally located site. ACL and libraries believe that this is an exciting opportunity for the services to align their offer for the people of Harlow and are looking forward to working together on the project. The work will also provide much-needed jobs, growth and the groundwork for further investment at this critical time.

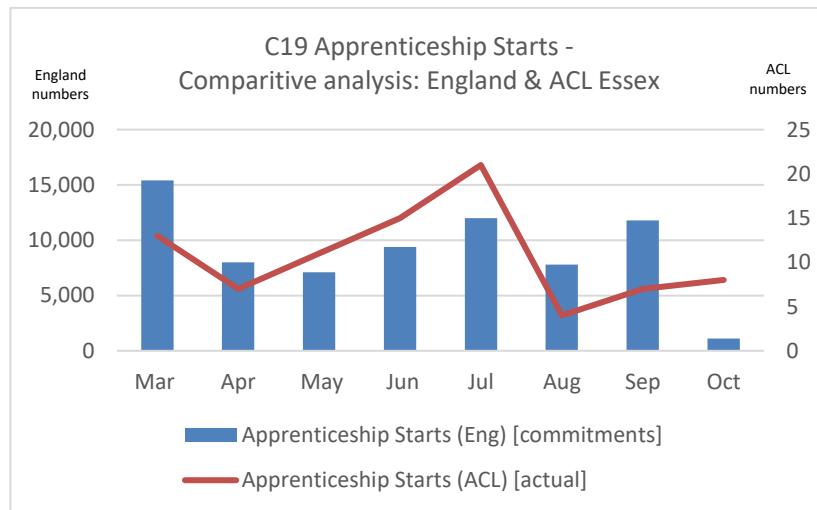
### ACL Supporting Recovery

#### Near-Term

#### **Supporting Essex Businesses**

Over May to July, ACL bucked the national trend. Figures for England showed a decrease in apprenticeship starts of around 52%. However, ACL managed to sustain its apprenticeship provision over this time, as well as also attracting new apprentices in the pipeline. In August, ACL figures declined, which was due to various factors. These included some employers delaying recruitment over the summer, as well as apprenticeship starts in Schools/Nurseries and Care having slowed with a more staggered approach due to COVID-19. This said, ACL are starting to see an increase, evidenced by 70 more apprentices in the pipeline for November and December.

Indeed, more SMEs and new employers are coming on board because of the incentives and they are actively recruiting new employees/apprentices. Also, ACL have had an increase in demand for Customer Service apprenticeships because the Business Administration Level 2 framework is no longer available. New programmes are starting to recruit including Level 4 and Level 5 Health and Social Care Manager programmes, as well as increased interest in Project Management.



Data for England is from the DfE's statistical release: Apprenticeships and Traineeships, England: October 2020. When viewing DfE data, it should be born in mind that commitments to start may not potentially translate into an apprenticeship start in a high proportion of cases during the period affected by the pandemic. ACL data is actual starts.

Mental Health and Wellbeing	Supporting Communities	Supporting Adults with Learning Disabilities and Difficulties
To specifically address the mental health and wellbeing impact from lockdown, furloughing and COVID 19, ACL further developed its programme of Mental Health and Wellbeing courses. The re-designed online programme started in April and has been continuously evaluated to ensure that the offer remains suitable and is adapted for people living through different degrees of turbulence and change: 17 courses delivered online with 152 learner registrations.	From April the Community and Family Learning team 'went online' developing a range of courses. Altogether there were 97 courses with 381 enrolments, which was a great achievement. The work of this team has been helping to support children and families, whether through mitigating risk of developmental delay, reducing family tensions, supporting children's mental health, and providing new skills for parents and carers. <b>Page 60 of 85</b>	ACL has co-developed an Inclusive Apprenticeship in Customer Service (Level 2) qualification. Two vacancies for this were advertised by Essex County Council in August to provide new opportunities for those who had lived experience with autism and/or a learning disability.

**Good Things Foundation (digital exclusion charity)****Everyone Connected Digital Devices Project**

As part of additional collaboration with the Good Things Foundation, ACL has been successful in its application for 40 free Tablet devices preloaded with 25Gb of data to support vulnerable learner who are digital excluded. These devices are gifted to learners to own (in this case donated from Barclays) so that they can access learning, services, and re-connect with family and friends.

**A key part of the work ACL has been doing has been around developing relationships with the NHS and working collaboratively with them through activities that support common outcomes.**

<b>Supporting Health and Social Care #1</b>	<b>Supporting Health and Social Care #2 - Nightingale Social Care Bursary</b>	<b>Supporting Health and Social Care #3 - Routes into nursing Pilot</b>
ACL is now an approved supplier for the NHS to deliver Level 2 Customer Service Apprenticeships and the new Level 2 Healthcare Cleaning Operative Apprenticeships. Further supporting residents and NHS organisations across Essex.	ECC have awarded ACL with £299,730k to deliver training to staff currently working within the Health & Care Sector. The project will support 195 existing Health & Care employees who are ineligible for apprenticeships or full government funding to access qualifications without charge. Courses include Diplomas and Certificates from levels 2 through to 5. All starts will take place in the current academic year.	ACL has developed a local pilot with the Suffolk and North East Essex (SNEE) NHS trust to enable individuals in the Clacton/Tendring area to gain access to a career in Nursing. If successful, this will become a rolling programme. The pilot will start in 2020/21 academic year with 10 participants in the first tranche. This also includes upskilling maths, English and ESOL through the levels up to GCSE which is the entry requirement into nursing.

**Short-Medium Term**

<b>Apprenticeship Levy Transfer Service (collaboration with Economic Growth Team)</b>  There are multiple employers within Essex, including ECC, who are not fully utilising their apprenticeship levy funds. Levy paying employers are able to transfer (gift) up to 25% of their levy to other businesses to pay for the training (not the wages) of an apprentice. The service will enable Levy paying employers to 'gift' unused levy funds to Essex based SMEs.  The ACL Employer Engagement Team will be working with businesses, colleges and training providers across Essex to maximise new apprenticeship opportunities for both new hires and existing employees. We have set an ambitious target of 200 apprenticeship starts funded by a levy transfer within the current academic year. This will go live in November 2020.	<b>Mid &amp; South Essex NHS Trust</b>  Delivering accredited courses in Health and Social Care (along with Digital, Maths and English) Launch was June 2020, with rollout across Essex.  <b>Tendring Health and Care Academy</b>  ACL are working with NHS colleagues to develop the Tendring Health and Care Academy. This will support adults and young people to access information, advice and guidance (IAG) so that they understand the broad range of careers available in the Health & Care sector. They will then be able to access training that they need (from soft skills to qualifications) to gain a meaningful career in the sector. This is a developing project, as such it is embryonic, but there will be a small launch of the IAG element in November 2020.
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<p><b>Good Things Foundation</b> <i>Census Project</i></p> <p>ACL has been successful in its bid for 5 ACL Centres to become 2021 Online Census Centres (Colchester, Basildon, Chelmsford, Harlow and Clacton). These will be facilitation sites for the 2021 Digital Census, which will support residents unable to access or use technology sufficiently to complete the census.</p> <p>ACL have been allocated some funding to help train and pay staff to be facilitators – supporting individuals who are digitally excluded. ACL will also support individuals to access further digital training.</p>	<p><b>Job Recovery Provision</b></p> <p>Building on the work done over the summer, and in addition to its other qualification-based courses, ACL is developing a suite of provision to support those residents who have become unemployed or are at risk of becoming unemployed during the pandemic.</p> <p>Examples include: how to effectively search for jobs, CV writing, digital interview and presentation skills, transferable skills, and new sector opportunities.</p>
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### The Future of ACL

As part of the new service design ACL had developed its own Strategic Aim and Priorities to reflect both the intent for the Service, but also to align with these wider ECC Organisational Aims and Priorities. This was to ensure that there is a common language and a clear focus for impacting on residents, communities, and businesses in Essex.

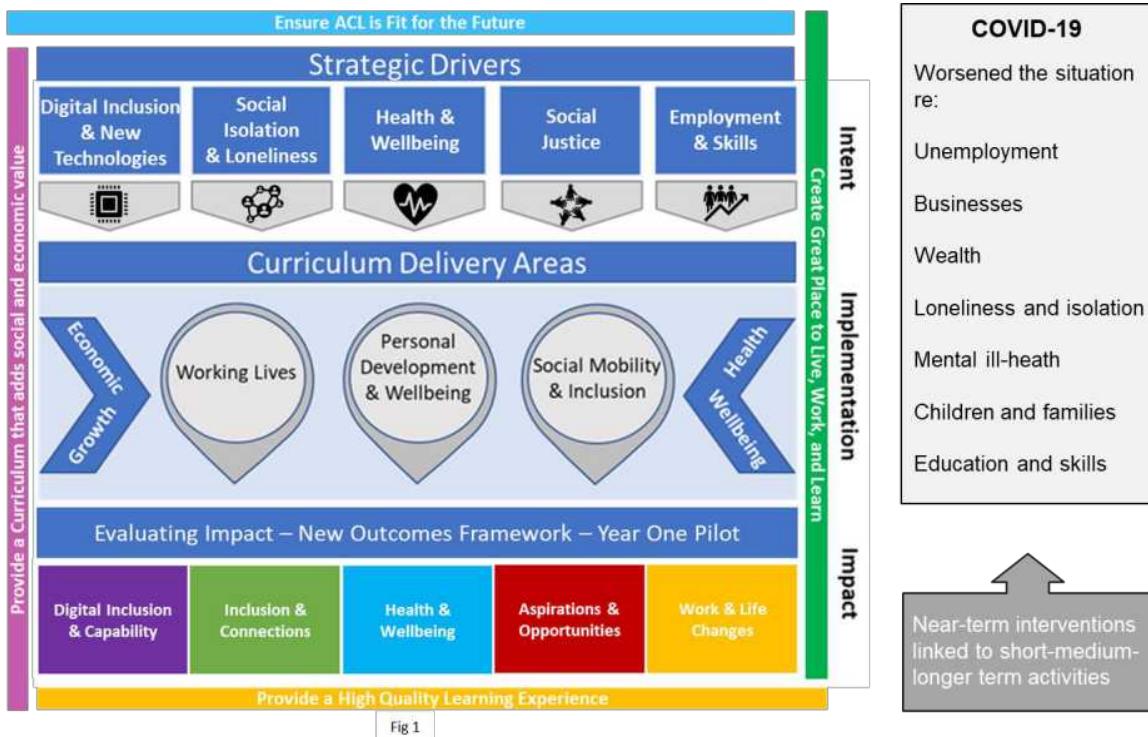
In the March paper, it was reported that ACL was developing a new three-year strategy. This was because it recognised that lifelong learning is crucial to the economic success and healthy lives of residents, communities and businesses of Essex. And, following on from OD, it needed all staff to have a clear focus on what its aims and priorities were, the key drivers for the service, and linking that in with evidence-led activities that would make sure its offer was relevant and meaningful, increase its impact, and embed a culture of collaboration.

This strategy development work progressed up to mid-March, but it was then stalled due to COVID-19. Once the impact of the pandemic started to become more apparent, ACL embarked on stress-testing the draft strategy against the national, regional and local insights around health, wellbeing, and the economy. The strategy held up well and found the key drivers ACL had focused on were even more relevant.

As part of this work, and from the focus on collaboration, the Senior Leadership Team have been engaging with all ACL staff so they have opportunity to buy into the Strategy and help shape it. This has included online staff engagement events, as well as teams having the opportunity to feed in ideas to the five key sub-strategies/plans (e.g. Curriculum Strategy and action plan). The main intent behind this is that the strategy is not developed in isolation; it is OUR strategy and everyone in the ACL Service and wider ECC has their part to play in its success.

The draft Strategy is nearly completed, with members of staff pulling together the sub-strategies and action plans.

*Fig 1* below shows the proposed key drivers in terms of opportunities and challenges, the Curriculum Delivery Areas, and the new Outcomes Framework Pilot that ACL has developed to evidence wider impact. All this is surrounded by the strategic aims of the service.



## Supporting Lifelong Learning Nationally

Recognising the need to work together to meet the challenges caused by the pandemic, four members of ACL's Extended Leadership Team were recently heavily involved in working on a national digital development programme to support adult learning providers. This was created by HOLEX, which is the national professional body for adult community learning providers. The programme itself was about creating guidance materials for six strands on digital technology in the lifelong learning sector. This included advice on how to implement policies that support the needs of residents and business during Covid-19, as well as supporting the future adaptability and relevance of adult learning. So, whilst ACL is about improving lives through learning in Essex, it is also impacting positively across the country as well.

## Additional Information

### ACL Learner Success Stories:

Access to Higher Education - <https://aclessex.com/a-levels-arent-the-only-option-success-stories/>

Photography - <https://aclessex.com/where-could-a-camera-lead-you/>

Apprenticeships - <https://aclessex.com/apprenticeship-success-story-holly/>

Mental Health & Wellbeing Programme - <https://aclessex.com/claires-story/>

GCSEs - <https://aclessex.com/gcse-results-2020/>

## Curriculum Delivery Areas: Details

The curriculum areas have been designed in such a way as to break down traditional silo working so that ACL moves towards a more joined up approach in order to be more effective in tackling the often complex challenges that the people of Essex face, as well as creating opportunities for them to flourish.



Economic factors highly correlate with health outcomes. And according to research, socio-economic status is a major determinant of both life expectancy and healthy life expectancy. It also finds that increased level of education is strongly and significantly related to improved health.



ACL recognises that it is in a unique position where it is able to directly impact on both economic growth and health and wellbeing agendas.

# ACL Essex

People and Families  
Policy and Scrutiny Committee

November 2020

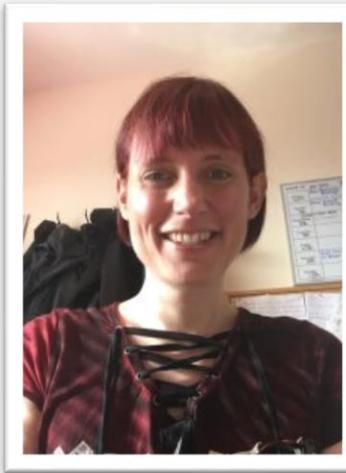


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“Improving Lives through Learning”



Essex County Council

## Why ACL Exists – Claire's story



“I find traditional counselling very counter-productive. Rehashing bad memories makes it harder to let go and move on. Doing classes is educational, social and fun.”

*“I am more proud to call myself a student rather than a patient.”*

“Doing virtual wellbeing courses with ACL Essex, where I’m able to interact with others, has been social and educational for me. It has improved my mental health and kept me stimulated and motivated for self-improvement.”

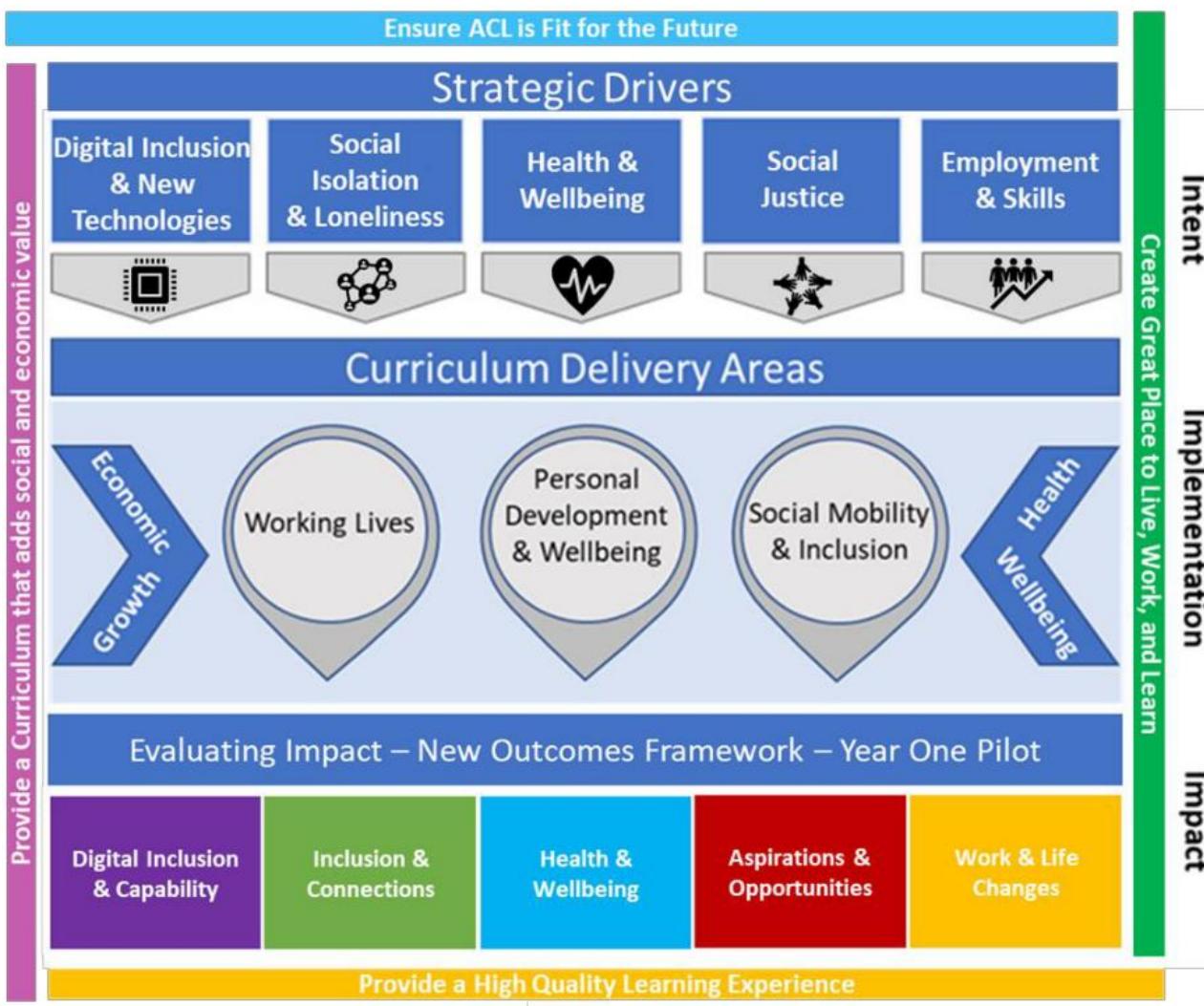


Fig 1

## COVID-19

Worsened the situation re:

Unemployment

Businesses

Wealth

Loneliness and isolation

Mental ill-health

Children and families

Education and skills

Near-term interventions linked to short-medium-longer term activities

# Post-OD: Creating the foundations

## Commercial opportunities:

- Development of Routes into Nursing Apprenticeship Pilot in Tendring with NHS
- Development of Apprenticeship Levy Transfer Hub
- Development of accredited courses in HSC, Digital, Maths and English -Mid & South Essex NHS Trust
- Development of Tendring Health and Care Academy
- Online Census Centre Bid work

## Estate:

- Engaging with ECC Property to ensure join up and that ACL is well placed in localities

## New Approaches:

- New online DLSF process
- Online beauty salon bookings and payments
- New online welfare form
- Streamlined course change process

## Delivery Methods:

- Appropriate level of shift to distance learning and blended learning approaches
- Digital skills offers i.e. Digital Promotion for Business, & Technology Enabled Care

## Curriculum Planning:

Collaborative approaches (internal to ACL and with wider stakeholders) and evidence-led in terms of need, incl. four key areas of deprivation

## New collaborations:

- NHS
- Good Things Foundation
- DfE – National Re-training Scheme Pilot (pre-COVID)
- Libraries, Schools and Children's Centres
- Economic Growth Team

## Marketing and Comms:

- Launch of new website – enhanced engagement and user experience
- Tactical use of Social Media – locality focused campaigns
- Greater join up with ECC internal comms for visibility of offer
- Essex 2020 Campaign
- Equipping and empowering staff to engage new learners
- Demystifying the adult learning experience through digital content showcasing classes

## Marketing and Comms:

- Rebranding of curriculum areas in order to improve awareness
- Tracking and data-led approaches to understand impact/ROI of campaigns

# Supporting Recovery

## Near-Term

### Essex Businesses

Supporting through apprenticeships and workforce training

### Mental Health and Wellbeing

Re-designed online programme started in April

### Supporting Communities - Family Learning

Developed an online offer helping to support children and families with a range of courses

### Learners with Disabilities & Difficulties

Co-developed an Inclusive Apprenticeship in Customer Service (Level 2) qualification

### Good Things Foundation – Digital Exclusion

Successful application for 40 devices to support digital excluded vulnerable learners

## NHS Collaborations

### Supporting Health & Social Care

Approved NHS Apprenticeship supplier across Essex: Customer Service L2 & Healthcare Cleaning Operative L2

### Nightingale Social Care Bursary

ECC have awarded ACL with £299,730k to deliver training to staff currently working within the Health & Care Sector

### Routes into Nursing Pilot

Co-developed pilot with Suffolk & NE Essex NHS to enable individuals in the Tendring to gain access to a career in Nursing

### Mid & South Essex NHS Trust

Delivering courses in Health and Social Care (along with Digital, Maths and English)  
Launched June 2020

### Tendring Health & Care Academy

Supporting adults & young people to access information, advice & guidance about careers in Health & Care sector, with access to training

## Short and Longer Term

### Apprenticeship Levy Transfer Service

Collaboration with Economic Growth Team to provide a service to enable Levy paying employers to 'gift' unused levy funds to Essex based SMEs.

### Good Things Foundation Census Project

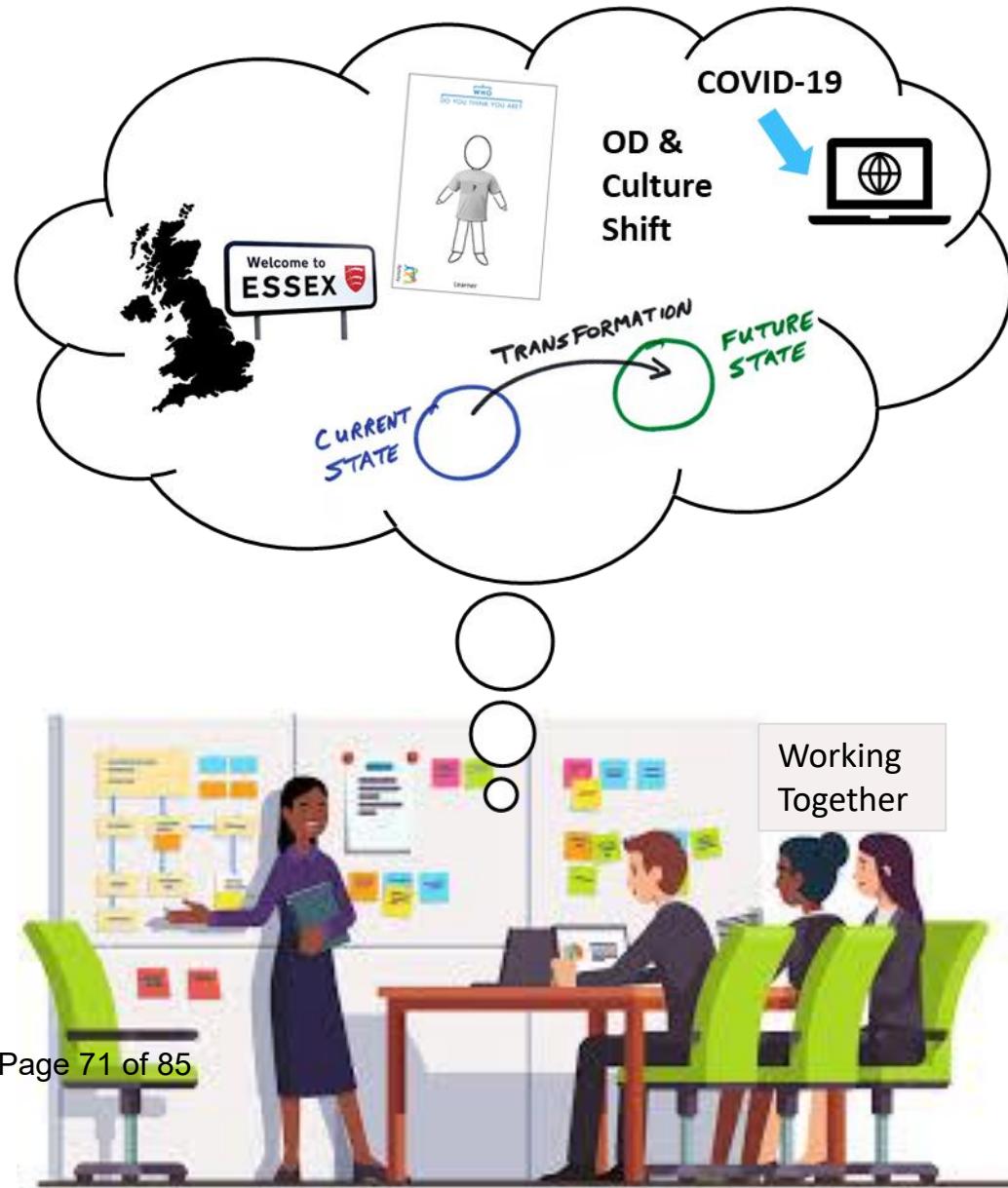
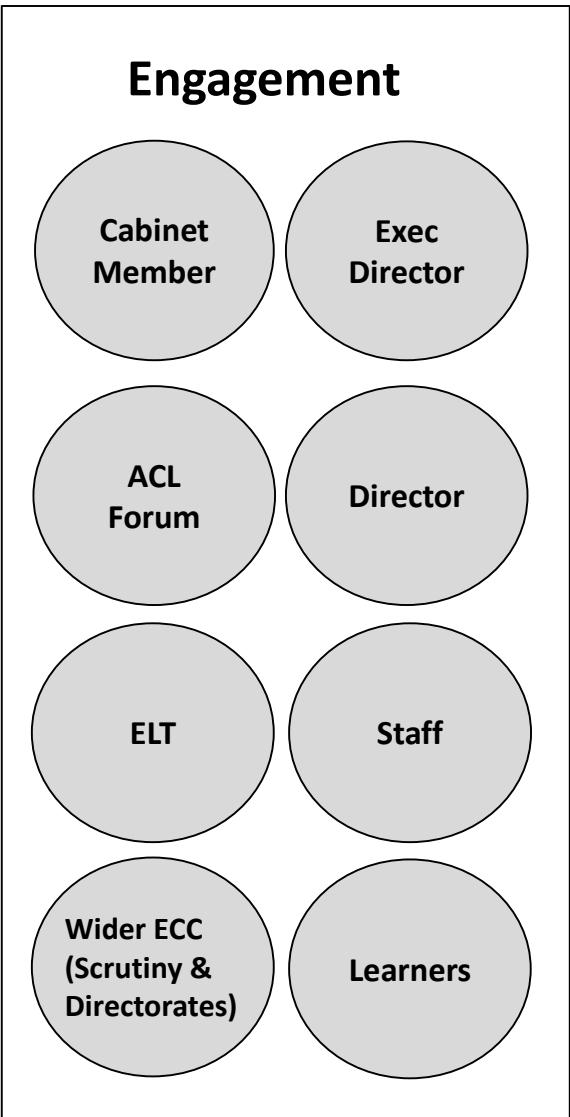
Successful in its bid for 5 ACL Centres to become 2021 Online Census Centres. Supporting residents unable to access or use technology

### Additional Job Recovery Provision

Development of a suite of additional provision to further support those residents who have become unemployed or are at risk of becoming unemployed during pandemic

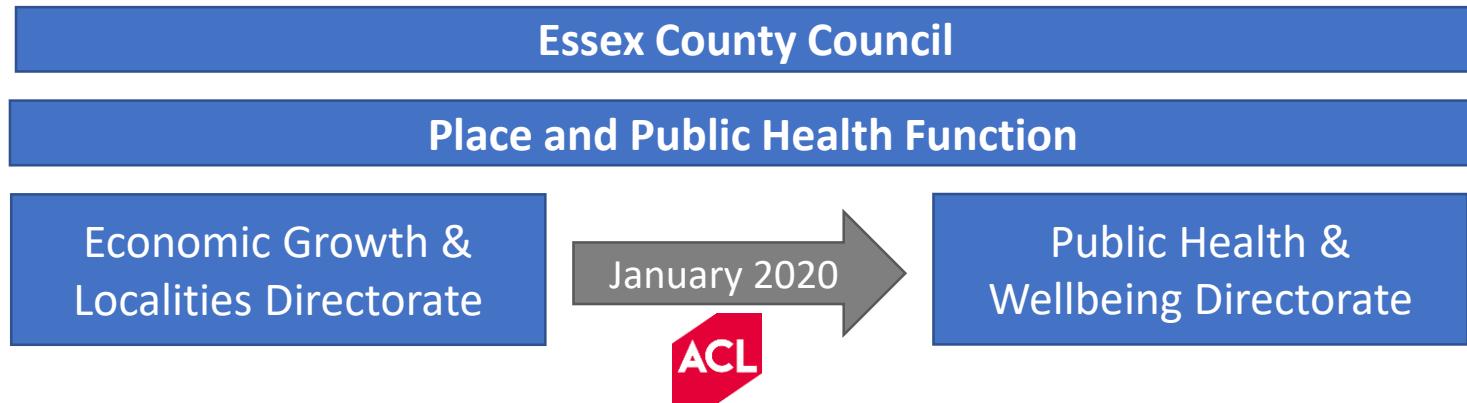
# Extra slides for further information

# Strategy Journey



# Organisational Design

ACL for a sustainable future



New Service Design Launched Sept 2019

Commercial

Curriculum & Learning

Quality & Compliance

Business Operations

# ACL Strategic Aims & Priorities

- Deliver an offer to improve skills for work
- Deliver an offer to improve social inclusion and mobility
- Deliver an offer to support good health and personal development
- Improve digital participation and inclusion
- Support learners to progress and achieve their goals
- Enable all staff to be the best they can be
- Embed a culture of continuous improvement and personal accountability

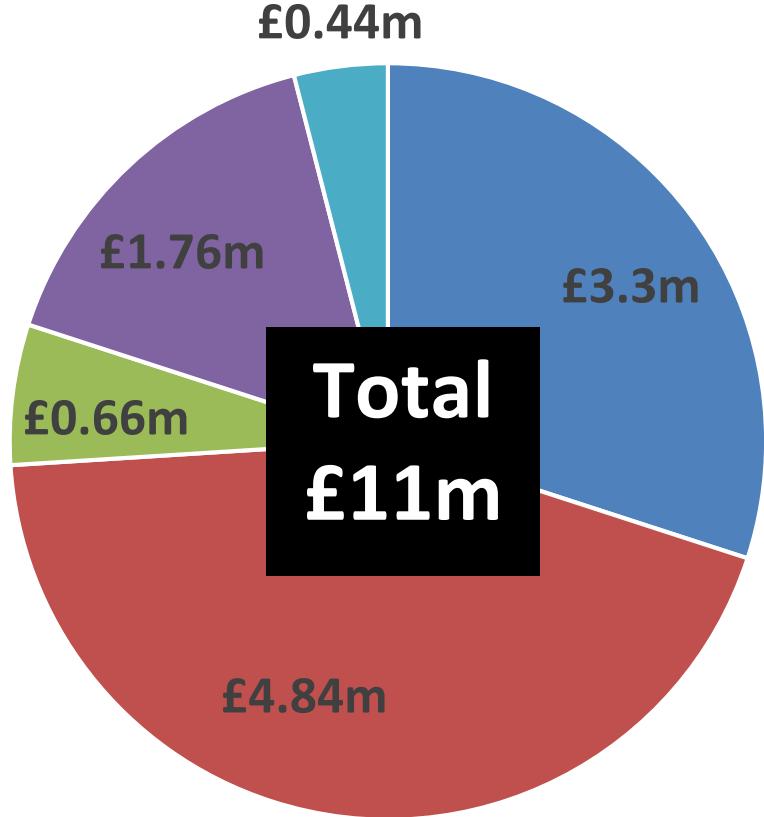


- Secure additional sources of revenue
- Raise awareness of ACL to internal and external markets
- Increase participation in learning for adults and young people
- Inform future priorities for ACL
- Make ACL centres a 'place to go' in our communities
- Maximise use of ACL centres
- Ensure ACL centres are inspiring, safe, accessible and inclusive
- Help shape 'places for learning'

The ACL Strategic Aims and Priorities have been created to reflect both the intent for the Service, but also to align with the wider ECC Organisational Aims and Priorities. This is to ensure that there is a common language and a clear focus on working together with others in order to positively impact on residents, communities, and businesses in Essex.

# ACL Funding for Ages 19+

- ESFA Funding for accredited provision - "Leading to qualifications"
- ESFA Funding for non-accredited provision - "Community Learning"
- Apprenticeship funding
- Learner and employer fee income
- Other income to deliver learning



# ACL OFFER

## Working Lives

## Social Mobility and Inclusion

## Personal Development and Wellbeing

### Community learning (19+)

**Family learning, health and wellbeing courses, mental health recovery (wellbeing) programme, employability, creative, fashion, languages, general interest , supported learning (Learning Difficulties) courses either directly and through sub-contracted provision in communities**

### Accredited provision (19+)

**Maths, English, Biology, ESOL, Access to HE, supported learning (learning difficulties) accreditation, digital skills, creative industries, accountancy, hair and beauty, teaching assistant (up to Level 4) and early years courses, sports massage, health and social care, law, counselling and management (including Early Years management)**

### Apprenticeships (16-18 and 19+)

Examples include: Accounting; Project Management; Business Admin; Customer Service; Adult Care Worker; Healthcare Cleaning Operative; Healthcare Support Worker; Lead Practitioner in Adult Care; Early Years; Children, Young People and Families Practitioner; Teaching Assistant etc  
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Science and Digital apprenticeships are also in development.

### Traineeships (16-19)

Plan B project delivered by Youth Service – 16-24 provision

# Domiciliary Care – Task and Finish Group review

Reference Number: PAF/25/20

<b>Report title:</b> Domiciliary Care – Task and Finish Group review	
<b>Report to:</b> People and Families Policy and Scrutiny Committee	
<b>Report author:</b> Graham Hughes, Senior Democratic Services Officer	
<b>Date:</b> 12 November 2020	<b>For:</b> Discussion and identifying any follow-up scrutiny actions
<b>Enquiries to:</b> Graham Hughes, Senior Democratic Services Officer at graham.hughes@essex.gov.uk.	
<b>County Divisions affected:</b> Not applicable	

## 1. Introduction

- 1.1 The Committee has previously approved the establishment of a Task and Finish Group to look at certain aspects of the provision of domiciliary care in Essex. The Task and Finish Group has now met for the first time and, after discussion with Lead Officers, the proposed Scoping Document to frame their review is attached for endorsement by the Committee.

## 2. Action required

To consider endorsing the draft Scoping Document which will be used to frame the review of domiciliary care.

## 3. Background

### 3.1 Establishment of Task and Finish Group

On 14 November 2019 the Committee discussed a report provided by Healthwatch Essex (HWE), which summarised feedback received by HWE from domiciliary care users and a breakdown of calls seeking signposting to services. As a result of that discussion, the Committee resolved to establish a Task and Finish Group to look at aspects of domiciliary care which would convene after a further update was received on an Essex County Council commissioned review of hospital discharge processes, and after the ongoing Task and Finish Group review at that time looking at drug gangs, knife crime and county lines was completed.

On 12 March 2020 the Committee considered report PAF/07/20 comprising a power point presentation on the findings and conclusions of a recent review of hospital discharge processes conducted by Newton Europe and a link to that paper is here - [PAF 12 March 2020 meeting papers](#).

The completion of the Task and Finish Group review of drug gangs, knife  
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## **Domiciliary Care – Task and Finish Group review**

crime and county lines was delayed for a number of reasons (including the pandemic) and so the start of the domiciliary care review was delayed.

On 17 September 2020 the Committee considered a report updating members on adult social care issues arising from the Covid-19 pandemic and the County Council's responses to the challenges being faced which included trends in relation to domiciliary care. A link to that paper is here - [PAF 17 September 2020 meeting papers](#).

That same meeting endorsed the final report of the Task and Finish Group review of drug gangs, knife crime and county lines thereby enabling the start of the Task and Finish Group review looking at domiciliary care..

### **3.2 Timetable for completion**

A draft scoping document is attached (Appendix A) as a guide to framework future work by the Task and Finish Group. Any significant change to the content or focus of the scoping document will require it to be re-submitted to this Committee for endorsement.

### **3.3 Reporting arrangements**

The Committee will need to consider the reporting requirements for the Task and Finish Group. In particular, whether regular reports will be required to be made to the full Committee.

## **4. Update and Next Steps**

See Background and Action Required.

## **5. List of Appendices**

Appendix A - Current draft of Scoping Document for the review as proposed by the Task and Finish Group.

## Essex County Council

### People and Families Policy and Scrutiny Committee (PAF)

DRAFT 1b – 22 October 2020

#### WHAT ARE WE LOOKING AT?

<b>Review Topic</b> (Name of review)	Domiciliary Care -
<b>Type of Review</b>	Task and Finish Group

#### WHY ARE WE LOOKING AT THIS?

<b>Rationale for the Review</b>	<ul style="list-style-type: none"><li>• Some anecdotal evidence of issues around quality of delivery</li><li>• Not convinced by and want assurance over the extent of oversight.</li><li>• Want to drive further improvement</li><li>• Understand how the deliver and quality of service (and oversight) may be different in someone's home as compared to a more formalised care setting</li></ul> <p>Essex as a county has statistically significantly higher rates of hip fractures than national average. Essex is the only area in east of England with a higher than national average fracture rate.</p> <p>The issue is relevant to the Council's strategic objectives and corporate priorities, <a href="#">Essex Organisation Strategy</a> namely that:</p> <p>(i) one of its Strategic Aims is to <b>Help People Get the Best Start and Age Well</b>, with strategic priorities to Enable more vulnerable adults to live independent of social care and also to Improve the health of people in Essex. Importantly within this is the Equality objective - We will remove the obstacles that hold Essex residents back, tackling inequalities between children and supporting older people to live independently with dignity.</p> <p>(ii) another of its Strategic Aims is to <b>Transform the Council to achieve more with less</b> with a Strategic priority to Re-imagine how residents' needs can be met in a digital world. This may also be relevant to the review as part of future delivery of services and further improving the quality of service provision for Essex residents.</p>
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#### WHAT DO WE HOPE TO ACHIEVE?

<b>Indicators of success</b>	Through investigating aspects of the commissioning and provision of domiciliary support in people's own homes, the intention of the review is to identify quality improvements and changes in operating procedures to further improve service user experience.
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<b>HOW LONG IS IT GOING TO TAKE?</b>	
<b>Timescales</b>	The review should be conducted over a three month period. The parent committee, as well as the Scrutiny Board, should support any extension beyond that.
<b>Provisional Timetable</b>	<p>22 October 2020 – draft Scoping Document to be considered by the first meeting of the Task and Finish Group.</p> <p>22 October 2020 – review to start with introductory briefing from officers.</p> <p>12 November 2020 – Scoping document to be approved by the full People and Families Policy and Scrutiny Committee.</p> <p>Late October 2020 to January 2021 – Seek evidence and data from witnesses.</p> <p>February 2021 – Finalised report to full committee</p>

### ***FOR COMPLETION BY THE TASK AND FINISH GROUP***

<b>WHAT INFORMATION DO WE NEED?</b>	
<b>Terms of Reference</b>	<p>To consider the current arrangements for, and oversight of, the delivery and quality of domiciliary care in Essex and identify any further possible issues with, and improvements to, such provision.</p>
<b>Key Lines of Enquiry</b>	<p>To seek assurance that people will still be able to be referred into services, that access is available, (i) routes/options in normal course, and (ii) assurance that still happening during pandemic (including awareness, signposting and comms are in place). How maintain confidence to refer into the ‘system’.</p> <p>To seek assurance that there is adequate monitoring of performance and service quality of dom care providers and robust processes to monitor, identify and instigate improvement actions</p> <p>To seek assurance that there is adequate capacity in place.</p> <p>To understand the current provision of technological options available to support people in the home and how that can be further expanded and prevent unnecessary admissions to hospitals.</p> <p>To seek assurance that there are adequate discharge planning processes in place, arrangements for reablement (where appropriate) and identify issues for improvement.</p>

<b>What primary/new evidence is needed?</b>	<p>To structure the review around three segments:</p> <ol style="list-style-type: none"> <li>1. <b><i>Focus on overall approach and strategy taking</i></b> - considering different elements of home care (Long term care and then reablement )</li> <li>2. <b><i>Discharge approach</i></b> - taking in the Newton Europe work which is now named CONNECT <ul style="list-style-type: none"> <li>• Wider work on Intermediate Care with the NHS</li> <li>• Reablement</li> <li>• Discharge and decision-making process undertaken as part of that</li> </ul> </li> <li>3. <b><i>Assurance over quality</i></b> (including use of technology) <ul style="list-style-type: none"> <li>• Staff Training and workforce</li> <li>• Role of ECL</li> <li>• Structure of market and whether can deliver what is needed</li> <li>• Strategy and direction going in- i.e. the 'market shaping'</li> <li>• Have people's behaviours and choices been impacted by the pandemic.</li> </ul> </li> </ol>
<b>What secondary/existing information is needed?</b>	TBC
<b>What briefings and site visits might be relevant?</b>	TBC
<b>Other work being undertaken/Relevant Corporate Links</b>	TBC

<b>WHO DO WE NEED TO CONTRIBUTE/CONSULT? (INITIAL MEETING TO ESTABLISH THIS)</b>	
<b>Relevant Portfolio Holder(s)</b>	Cabinet Member, Health and Adult Social Care
<b>Key ECC Officers</b>	Moira McGraph, Director – Commissioning (ASC) Jo Rogers, Commissioning Manager. Zoe Harriss - Category and Supplier Relationship Lead.
<b>Partners and service users</b>	TBC

<b>WHAT RESOURCES DO WE NEED?</b>	
<b>Lead Member and Membership</b>	Councillor Beverley Egan - Lead Member. Councillors Jenny Chandler, Mark Durham, June Lumley, Peter May, Ron Pratt and Pat Reid.
<b>Co-optee's (if any)</b>	A representative from Healthwatch Essex – TBC or if they will solely be contributors/witnesses.
<b>Lead Scrutiny Officer/Other</b>	Graham Hughes, Senior Democratic Services Officer

<b>Expected Member commitment</b>	TBC – a guide would be two commitments per month for the duration of the review.
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**WHAT ARE THE RISKS/CONSTRAINTS?**

<b>Risk analysis (site visits etc.)</b>	TBC
<b>Possible constraints</b>	<ul style="list-style-type: none"> <li>(i) Officer capacity assist completing the review on the timescale envisaged. If Covid-19 spikes again locally then may need to re-negotiate capacity to support the review.</li> <li>(ii) Procurement of Live At Home contract may limit discussion on the detail of future delivery of contract particularly around exact KPIs as these would be negotiated with the provider during the procurement process.</li> <li>(iii) Timely availability of contributors and information to meet review deadlines.</li> <li>(iv) Pre-election restricted period - would become relevant if the review had not been finished by March next year.</li> </ul>

**WHAT WILL BE REQUIRED FROM STAKEHOLDERS?**

<b>Internal stakeholders</b>	TBC
<b>External stakeholders</b>	TBC

**WHO ARE WE DIRECTING ANY RECOMMENDATIONS AND ACTIONS TO?**

<b>Recommendations to (key decision makers):</b>	To relevant Cabinet Member(s), health and social care partners that identify how improvements can be made in the quality of care and support delivered
<b>Reporting arrangements</b>	TBC
<b>Follow-up arrangements</b>	Initial response and formal implementation reviews to be scheduled into the work programme of the full committee after completion of the review.

**ADDITIONAL INFORMATION/NOTES**

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# Work Programme

Reference Number: PAF/26/20

<b>Report title:</b> Work Programme	
<b>Report to:</b> People and Families Policy and Scrutiny Committee	
<b>Report author:</b> Graham Hughes, Senior Democratic Services Officer	
<b>Date:</b> 12 November 2020	<b>For:</b> Discussion and identifying any follow-up scrutiny actions
<b>Enquiries to:</b> Graham Hughes, Senior Democratic Services Officer at graham.hughes@essex.gov.uk.	
<b>County Divisions affected:</b> Not applicable	

## 1. Introduction

1.1 The current work programme for the Committee is attached.

## 2. Action required

2.1 The Committee is asked:

- (i) to consider this report and work programme in the Appendix and any further development or amendments;
- (ii) to discuss further suggestions for briefings/scrutiny work.

## 3. Background

### 3.1 Briefings and training

Further briefings and discussion days will continue to be scheduled on an ongoing basis as identified and required.

### 3.2 Formal committee activity

The current work programme continues to be a live document, developed as a result of work planning sessions and subsequent ongoing discussions between the Chairman and Lead Members, and within full committee.

### 3.3 Task and Finish Group activity

A Task and Finish group review of domiciliary care has just started and is scheduled to complete early in 2021.

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## **Work Programme**

### **3.4 Chairman and Vice Chairmen meetings**

The Chairman and Vice Chairmen meet monthly in between scheduled meetings of the Committee to discuss work planning and meet officers as part of preparation for future items. The Chairman and Vice Chairmen also meet the Cabinet Members for Education, Children & Families, and Health and Adult Social Care on a regular basis.

### **4. Update and Next Steps**

See Appendix.

### **5. List of Appendices –**

Work Programme overleaf.

People and Families Policy and Scrutiny Committee: 12 November 2020

2020/21 Work Programme (dates subject to change and some issues may be subject to further investigation, scoping and evaluation)

Date/timing	Issue/Topic	Focus/other comments	Approach
<b>Items identified for formal scrutiny in full committee</b>			
12 November 2020	Adults Safeguarding	1. Consider Adults Safeguarding Board annual report (usually presented in September but delayed by the pandemic). 2. Focussed operational update (TBC)	TBC
12 November 2020	Adult Community Learning – <i>follow up</i>	Consider new national outcomes framework, how being benchmarked against it – to include measuring the social investment – and now to include the impact of the pandemic.	TBC
16 December 2020	Emotional Wellbeing and Mental Health	To consider the County Council's objectives and perspectives as part of preparing for the re-procurement of the service by the multi-agency commissioning forum	TBC
16 December 2020 (provisional)	Children and Families services	Broad update on the response to Covid and to include the 0-19 Virgin care contract follow-up	Cabinet Member and Lead Officers to be invited to attend
16 December 2020 (provisional)	Respite Care – <i>follow up</i>	Update on further parent and carers workshops held, completing the full-service review and ongoing support during the pandemic.	Cabinet Member and Lead Officers to attend
16 December 2020 (provisional)	Deprivation of Liberty Safeguards – <i>follow up</i>	Update on progress to reduce number of outstanding assessments.	Lead Officers to attend
14 January 2021 (provisional)	Special Educational Needs – Care Quality Commission/Ofsted Inspection – <i>further follow up</i>	To be updated on the multi-agency action plan and improvement actions being taken	Cabinet Member, Lead Officers and Health representatives to be present.
14 January 2021 (provisional)	Drug Gangs, knife crime and county lines - <i>follow up</i>	A Task and Finish Group report on multi-agency working was received and endorsed by the Committee in September 2020	To follow up on recommendations.

**Task and Finish Group reviews**

October – January 2021	Domiciliary care	See Scoping Document	The Group has held its first meeting and prepared a Scoping Document for consideration by the Committee.
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Date/timing	Issue/Topic	Focus/other comments	Approach
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**Further issues under consideration**

TBC	Education portfolio – further update	<ul style="list-style-type: none"> <li>1. Further updates be arranged in future in consultation with the Cabinet Member and Lead Officer</li> <li>2. The Committee to have the opportunity to review any further updated submission on the County Council's views on elective home education to the House of Commons Education Select Committee.</li> </ul>	TBC
TBC	Adult Carers strategy	To be scoped	TBC
TBC	Autism services	Issues identified during joint briefing with HOSC including transitions between services, timing for support and diagnosis, promoting employment, and consistency of mainstream school offer.	The Health Overview Policy and Scrutiny Committee is to lead on referral and diagnosis times.
TBC	PREVENT	TBC	TBC