



Annual Report

Essex Safeguarding Adults Board

For the year ended 31st March 2011

10/11

Foreword from the chair

Another year of challenge and achievement has passed and it's my pleasure to introduce the Essex Safeguarding Adults Board's annual report for 2010/11.

The Board has continued its partnership approach to leading and supporting those who seek to protect vulnerable adults in Essex. Key to this has been raising the profile of safeguarding and supporting the development of systems and information to ensure that learning from experience and prevention drive achievement. This strong partnership approach to adult safeguarding plays a vital role in the work of the Board and allows its member organisations to work towards the core value that everyone has a right to live their life free from the fear of abuse and neglect.

During 2010/11 the Board has developed a benchmarking tool for all partner organisations to measure their safeguarding performance against a set of standards. Analysis of data from the use of this tool has enabled partner organisations to benchmark their performance to create an agenda of improvement. The tool, which had a very successful pilot this year, will continue to be used as an integral part of the Board's work.

In common with other Boards the issue of value for money, best practice and linkages between services to ensure that all individuals who might be at risk are identified will continue to be a focus for the future. The Board looks forward to working with the Essex Safeguarding Children's Board and others to achieve our shared objectives.

I would like to take this opportunity to thank everybody who has contributed to the work of the Board. Whilst it's important to acknowledge that many challenges remain we should acknowledge the positive achievements during the year and to use them to build on for coming years. On behalf of the Board, I would like to congratulate everyone who has positively contributed to adult safeguarding in Essex during what has been another excellent year.

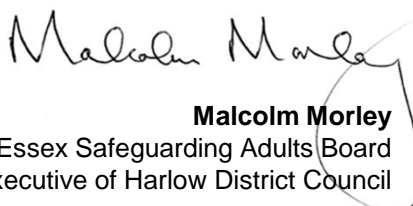

Malcolm Morley
Chair of the Essex Safeguarding Adults Board
and Chief Executive of Harlow District Council



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an Introduction to the Board

The Essex Safeguarding Adults Board is chaired by the Chief Executive of Harlow District Council and vice-chaired by the Deputy Executive Director of Essex County Council's Adults, Health and Community Wellbeing. The Board oversees the work of the Essex Safeguarding Adults Management Committee (SAMC) and is a strategic body that oversees how organisations across Essex work together to safeguard vulnerable adults from abuse.

The Board's membership includes all statutory agencies in Essex involved with vulnerable adults including; Essex Police, Essex County Council, the NHS, Essex Fire and Rescue and Essex Probation as well as membership from private and voluntary organisations. Working to a business plan, the Board offers the following:

Training

The Board has established a multi-agency training strategy used by organisations across Essex. In addition, it also runs a number of training courses. For further information see pages 35-38.

Communications

The Board publishes quarterly bulletins and circulates them to members of partner agencies and anybody else who requests them. The Board also publishes timely press releases around safeguarding initiatives in Essex and liaises with local media to raise the profile of adult safeguarding in Essex. More recently, the board has undertaken paid awareness campaigns in partnership with stakeholder organisations to further increase public awareness and the profile of adult safeguarding.

Publishing of guidelines

One of the Board's key functions is to ensure that robust safeguarding guidelines are in place for all agencies across Essex working with vulnerable adults. Guidelines have been produced to inform people about how they can help to protect vulnerable adults in Essex, alongside a handbook for all staff providing key messages about safeguarding adults from abuse.

Moderation of standards and quality

The Board works closely with its partner agencies to ensure that safeguarding services across Essex are robust and effective. To do this, strategic information is collated from partner agencies and progress against key targets is reported on regularly. Additionally, where necessary serious case reviews into large scale or complex cases are undertaken to ensure that learning from such cases can be taken forward to improve practice for the future.

This annual report summarises the safeguarding activities for the period April 2010 to March 2011. It also highlights how main partner organisations have involvement with safeguarding issues and the Board in the 'Statements from key partners' section of the report.

Nature of Abuse

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

"No Secrets", Department of Health 2000

Definition of a Vulnerable Adult

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

“No Secrets”, Department of Health 2000

The Board recognises that there are times when a vulnerable family will be the subject to concern or there are children in a position where they may not be directly involved but are part of the situation. For this reason the Board actively encourages a “think family” approach.

In order to identify levels of risk and vulnerability easily, the Board has developed a ‘thresholds of vulnerability’ model (see Appendix 1).

Safeguarding: the National Context

The Vetting and Barring Scheme and the Independent Safeguarding Authority

The VBS had been created to help safeguard children and vulnerable adults, following the Bichard inquiry and was designed to check the records of those who wanted to work with vulnerable groups. Whilst the scheme was generally considered to have positive intentions, some felt that it was a disproportionate response to the threat posed by a very small minority of people who wished to commit harm to vulnerable people. In June 2010, ministers announced that the planned implementation of the VBS was to be halted, pending a thorough review.

On February 11, 2011 the Coalition Government published the findings of its Review into the scheme. A copy of the full report is available at: www.homeoffice.gov.uk/crime/vetting-barring-scheme/.

The key recommendations from the VBS Review include:

- The merging of the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA) to form a streamlined new body providing a proportionate barring and criminal records checking service;
- A large reduction of the number of positions requiring checks to just those working most closely and regularly with children and vulnerable adults;
- Portability of criminal records checks between jobs to cut down on needless bureaucracy;
- An end to a requirement for those working or volunteering with vulnerable groups to register with the VBS; and
- Stopping employers who knowingly request criminal records checks on individuals who are not entitled to them.

Clinical governance and adult safeguarding: an integrated process

The 'Report on the consultation on the review of No Secrets' (DH 2009), highlighted that adult safeguarding systems were under developed within the NHS. Respondents argued that there is a need to clarify the relationship between adult safeguarding, adverse incident reporting, patient safety, and complaints.

The guidance and flow chart has been developed to encourage organisations to establish local robust arrangements to ensure that adult safeguarding becomes fully integrated into NHS systems. The full process can be found [here](#).

The Mental Capacity Act and Deprivation of Liberty Safeguards

The Mental Capacity Act came into force in October 2007. It protects people who cannot make decisions for themselves due to a learning disability, a mental health condition, or for any other reason. It provides clear guidelines for carers and professionals about who can take decisions in which situations. More information on the Mental Capacity Act can be found by clicking [here](#).

Independent Mental Capacity Advocate (IMCA) Service

The Mental Capacity Act 2005 created the Independent Mental Capacity Advocate (IMCA) service as a safeguard for people without the capacity to make certain important decisions and who are unbefriended. The Act also introduced a legal duty on NHS bodies and local authorities to refer eligible people to the IMCA service. The IMCA service started on 1st April 2007. The role of the IMCA has been to represent and support unbefriended people, without capacity, in making important decisions. More information on the IMCA service can be found by clicking [here](#).

Safeguarding: the Local Context

Business Plan Delivery

The Board continues to work to a business plan, and in order to ensure the Board's continued development; the business plan is continually evolving. Currently listed within the business plan are seven key themes which will ensure the direction of the Board's work for three years. The themes are identified as follows:

Key Theme One

Involve, Engage and Inform

Ensuring that users of services are involved in the development and strategic management of safeguarding in Essex. Ensuring that users of safeguarding services experiences are heard and reflected in the development of services and guidelines.

Key Theme Two

Whole Community Engagement

Engage with the Essex community on safeguarding through a range of mediums including training and structured ongoing media campaigns.

Key Theme Three

Partnership Working

Build on existing partnership arrangements to develop strong links with organisations at both an "Essex" wide and local level. Further develop partnership arrangements with neighbouring authorities to gain maximum efficiencies in the leadership and management of safeguarding "pan Essex".

Key Theme Four

Managing Quality, Safety and Risk

Develop robust frameworks to audit and monitoring the robustness of safeguarding arrangements in both commissioning and provider organisations.

Empower partner organisations to develop robust safeguarding arrangements through the identification and development of a lead adult safeguarding role.

Work to develop a comprehensive approach to risk assessment and management in safeguarding.

Key Theme Five

Information

Strategically develop processes for both the sharing and collection of adult safeguarding information across partner agencies.

Key Theme Six

Safeguarding Leads

Empower partner organisations to develop robust safeguarding arrangements through the identification and development of a lead adult safeguarding role.

Key Theme Seven

Safeguarding Families

Work to ensure a comprehensive approach to safeguarding across generations through the development of a range of projects around key areas (transitions, keeping safe initiative etc).

Safeguarding and Housing Event in Chelmsford

On 2nd February 2011 ESAB held a safeguarding conference for approximately 120 people at the Waterfront in Chelmsford specifically for those working for housing organisations. The event was designed to raise awareness of the adult safeguarding agenda and to encourage active engagement in driving forward that agenda.

As a result of the conference and the feedback received; a detailed action plan was developed which has been fed into the Board's overall business plan.

Working Together to Prevent Sexual Abuse (29th November 2010)

On Monday 29th November 2010 The Essex Safeguarding Children Board (ESCB) and The Essex Safeguarding Adults Board (ESAB) brought together 350 professionals from across the county who work with children or vulnerable adults for a free conference designed to show that by working together effectively, cases of sexual abuse can be identified and stopped sooner.

The conference formed the start of a range of activity that will be undertaken by ESCB to raise awareness of the signs and symptoms of sexual abuse among professionals and about how this should be responded to.

The joined up approach taken by the safeguarding boards enabled the conference to take a 'safeguarding families' approach as many of the key themes identified throughout the day were of key importance to audiences of both boards.

The full day conference which took place at the Weston Homes Community Stadium in Colchester was split into more specific workshops for the afternoon session. The keynote speech was provided by Donald Findlater, the Director of Research and Development at the Lucy Faithfull Foundation and the conference was facilitated by Sir Roger Singleton, chair of the Independent Safeguarding Authority. ESAB and ESCB would like to thank all of the expert presenters who worked with the boards to make the conference a success.

AskSAL - Safeguarding Adults Helpline

The AskSAL (Safeguarding Adults) Helpline was introduced in June 2009 as a means for members of the public to seek advice and where necessary raise concerns relating to the safety of a vulnerable adult. From 1st April 2011 the Ask SAL will be re-launched; operating from a new telephone number in a move to enable greater capacity to deal with concerns for vulnerable people at risk of abuse. The new number will be 08452 66 66 63. A number of ESAB's partners are involved in the active promotion of the Ask SAL helpline. This involvement plays a vital role in delivering the Ask SAL message. To access promotional material for the line, contact: info@asksal.org.uk. All up to date material will also be made available on the [Ask SAL website](#).

SAMC: Safeguarding Adults Management Committee

In order to achieve effective interagency working the Essex Safeguarding Adults Board has a Safeguarding Adults Management Committee (SAMC). The purpose of this committee is to carry out the responsibilities of the Essex Safeguarding Adults Board on a day to day basis and to this extent the powers of the full committee are delegated to the SAMC. The SAMC is responsible to the Essex Safeguarding Adults Board and is chaired by the Deputy Executive Director of Essex County Council's Adults Health and Community Wellbeing. It also has representation from independent care providers, Primary Care Trusts, Acute Trusts, Foundation Trusts, Adult Social Care, advocacy, Police, Fire and Rescue, Ambulance Service, Probation, Drug and Alcohol services, Housing, Care regulators, and chairs of subgroups.

The committee, which oversees the delivery of ESAB's business plan, meets once every month. In recognition of the lead coordinating role "No Secrets" gives the organisation and the statutory role given to Directors of Adult Social Services, no meeting of the management committee can take place unless a member of Essex Social Care is present.

Embedded within its terms of reference, SAMC has eleven overarching principles. Copies of the terms of reference can be accessed by emailing esab@essex.gov.uk.

Management Information

The Board collates multi agency information on a range of adult safeguarding statistics in order to produce a multi agency management information report. The report which has moved to a quarterly distribution, is overseen by and discussed at SAMC. It attempts to identify trends in referral data, broken down by localities across Essex, as well as reporting current progress against national and local area agreement targets. The purpose of this work is to provide accessible and useful information to board members which can then be used to inform decisions, for example identifying where perhaps awareness campaigns or training should be focussed.

Currently the management information report includes analysis of social care adult safeguarding statistics including the tracked volumes of safeguarding referrals raised in the different district council areas of Essex; these statistics go into more detail outlining outcomes for victims and perpetrators as well as the status of the investigations i.e. proportions of cases currently open/closed. The report also contains information from Essex Police on hate crime and disability hate crime rates as well as crimes against disabled people but not classed as being motivated by that disability.

Local Safeguarding Adult Boards

Within Essex, there are four multi-agency local sub groups of the management committee. The local safeguarding boards in North East Essex, Mid Essex, South Essex, and West Essex meet quarterly and work to a workplan in order to address local priorities. In recent months a review of the groups and their membership has been agreed to ensure their continued focus.

Local Safeguarding Adult Practice Groups

Practice groups, whilst working to the same localities as the LSABs, offer a more operational environment for members of staff who work directly with vulnerable people to come together and share learning and scenarios whilst having the opportunity to raise particular questions which have arisen from their individual cases. A nominated representative of each local practice group then has the responsibility to feed back non sensitive information to the local (non operational) LSAB.

ESAB Audit Tool

Under the Children Act 2004 and the Education Act 2002, a wide range of agencies and organisations now have some statutory responsibilities regarding the safeguarding of children and the promotion of their welfare within the community. These responsibilities are described within (s11) of the Children Act. For the purposes of this document the term “staff” includes both paid personnel and volunteers. The Essex Safeguarding Adults Board recognises that the same principles to support and protect children apply in our work to safeguard adults. ESAB has adopted the principles of the s.11 Audit tool to develop and pilot a comparable tool to audit our work with adults.

Since the audit has been completed, an anonymised audit report has been published which allows contributory organisations to plot their performance against other organisations. Furthermore, participating organisations have been asked to develop action plans as a result of their findings to ensure improvements are made ahead of the 2011 audit which will be similar in its structure.

Throughout the year, a number of organisations have been allocated time at SAMC to present their findings and feedback to the group on lessons that have been learned.

Risk based threshold matrix tool

SAMC recognised that there are cases where the vulnerable adults definition as set out in *No Secrets* was not always applicable (e.g. for prisons and vulnerable prisoners) and a small task group was set up to develop a risk based thresholds matrix with an expanded definition of vulnerable adult. This tool can be used by all partners and helps individuals recognise what is risk and what is safeguarding and how to begin to address the identified issues. The aim is to help people recognise the difference between risk, safety and safeguarding and the different approaches to managing those issues.

Information Sharing/Governance

No Secrets' [DH 2000] states that the government expects organisations to share information about individuals who may be at risk from abuse. It is important to identify an abusive situation as early as possible so that the individual can be protected. Withholding information may lead to abuse not being dealt with in a timely manner. Confidentiality must never be confused with secrecy.

Investigating and responding to suspected abuse or neglect requires close co-operation between a range of disciplines and organisations. Safeguarding adults work is concerned with sharing personal information, both about someone who is alleged to have experienced abuse and an alleged perpetrator.

The Essex Trust Charter (ETC) aims to provide a safe and secure framework for sharing information among partner organisations in Essex. More information can be found [here](#).

SET Guidelines Review

The safeguarding adult guidelines, produced in conjunction with Southend and Thurrock's adult safeguarding boards should be known to all professionals working with vulnerable adults in Essex. The latest version was published in December 2010 and is available only as a download. ESAB no longer provides hard copies of the guidelines. The guidelines can be downloaded [here](#).

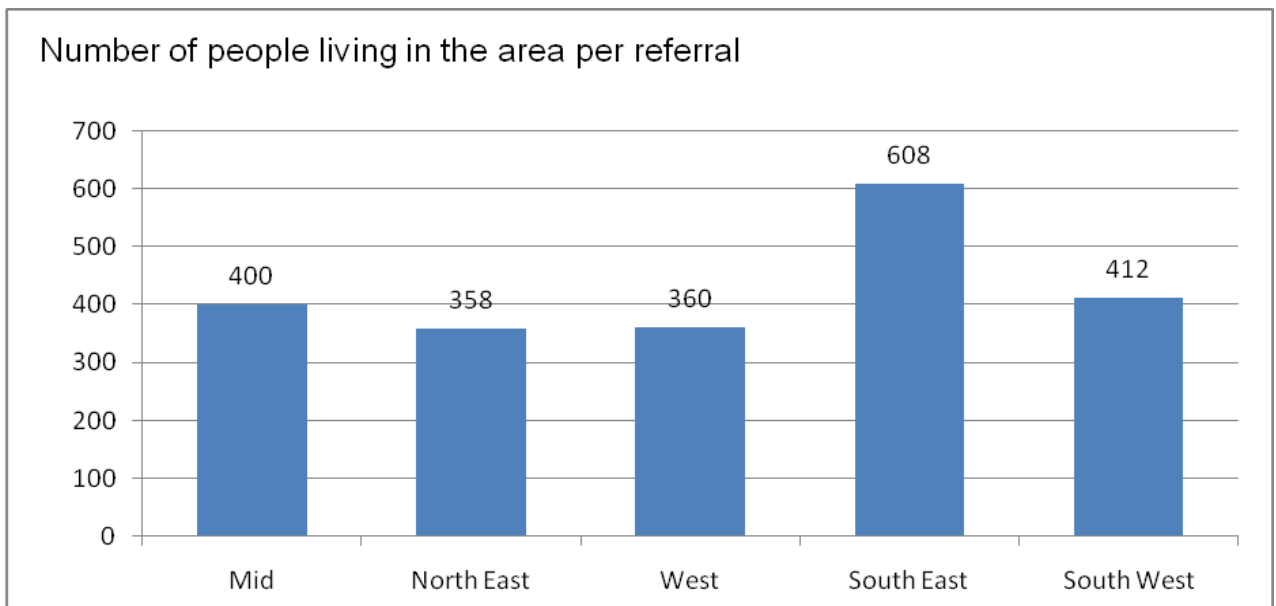
In addition to the guidelines, a SET staff handbook is available and produced in hard copy. An electronic version of this document can also be found at www.essexsab.org.

Safeguarding Activity

Referral rates during 2010/11

During the financial year, a total of 3307 safeguarding referrals were raised. The following table breaks those referrals down by their area. As a benchmark, during 2009/10 the number of safeguarding referrals across the county totalled 1721 or one referral for every 765 people in Essex.

Area of	2010/11 referrals	1 referral per X people
Mid	742	400
North East	973	358
West	743	360
South East	270	608
South West	579	412

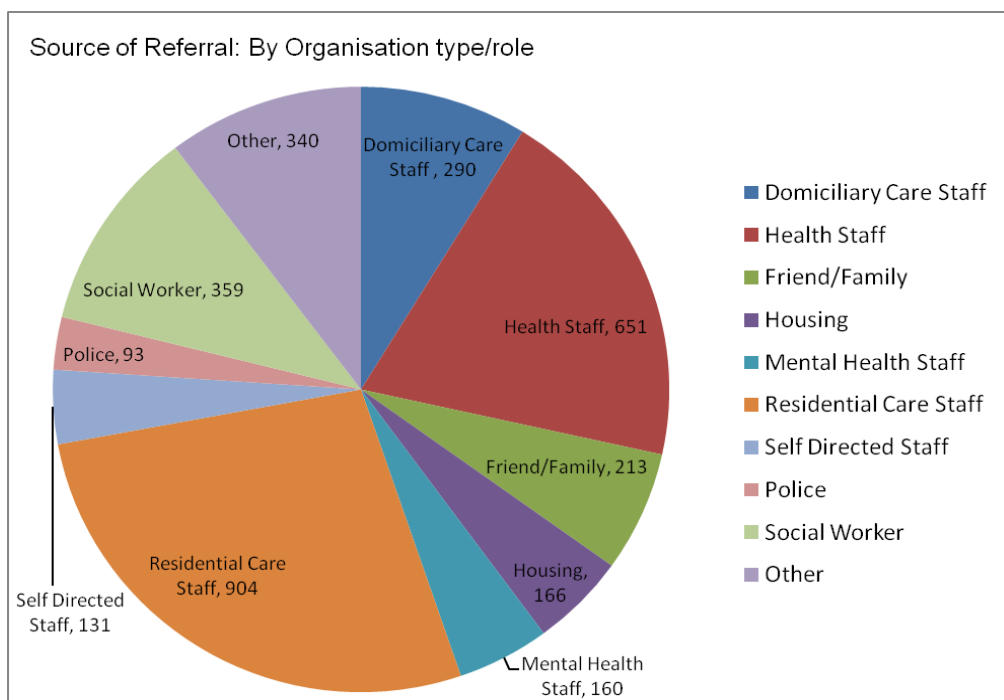


In 2010/11 the total number of safeguarding referrals has significantly increased (Up by 92% on 2009/10). Whilst there are a certain proportion of inappropriate referrals raised, this has always been the case in all locality areas.

Specifically in South East Essex, demonstrated by the chart above, the referral rate is significantly lower than the rest of the county with approximately one referral for every 600 people. In 2009/10 it was South East Essex which again returned the lowest referral density one for every 746 people. The rate, therefore, in South Essex as increased significantly; however this is also true across all Essex localities.

In 2009/10 the highest rate of referral belonged to North East Essex with approximately one referral for every 450 people. One year on, four of the five locality areas have surpassed that referral rate. North East Essex remains as the locality with the highest referral rate returning a referral for every 358 heads of population. West and Mid Essex are the two localities that have most significantly increased their rates of referral during the last 12 months to a position almost in line with North East Essex.

Source of Referrals



27% of the total numbers of referrals were raised by residential care staff. Although this represents an increase of 164 referrals across the, the proportion of referrals from this group is somewhat lower than in 2009/10 because other groups have significantly increased the number of referrals made during the year.

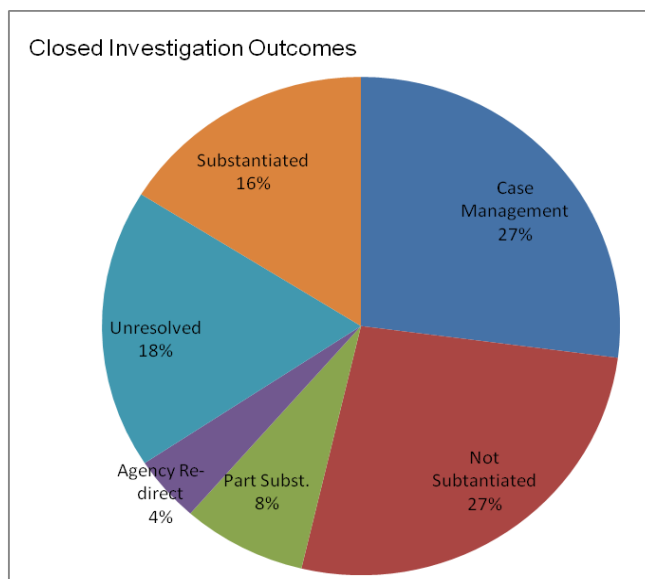
Other key changes since 2009/10 include:

- Referrals recorded as having been raised by domiciliary care staff have increased from 88 in 2009/10 to 290 in 2010/11.
- Referrals from Health staff have increased by 163 to a total of 651 in 2010/11.
- Mental Health staff referrals have increased three fold from 50 in 2009/10 to 160 this year.
- Housing referrals have increased by 80% to 166 in 2010/11.

Investigation Outcomes

Of the 1121 safeguarding investigations which were recorded as closed during 2010/11, 27% were classed as unsubstantiated (a drop of 3% since last year). 8% of investigations closed were only partly substantiated and a further 27% required case management resolution. The proportion of cases which were redirected to other agencies doubled in 2010/11 to 4.2%.

16% of cases (181) were closed after claims of abuse were substantiated, however 18% of cases remained unresolved.



Statements from key partners

Safeguarding Essex

Following a service review of the Adult Safeguards Unit, and after consultation, the Unit has changed its name to Safeguarding Essex – a more comprehensive and inclusive name which is more conducive to partnership working, particularly with colleagues in Children’s Services. The support teams for both the Adult and Children’s safeguarding boards are now co-located in the same office as Safeguarding Essex and Safeguarding Essex has begun looking at ways of expanding its services in order to develop practice and protect vulnerable adults (e.g. training the trainers for black and minority ethnic groups). For more information about the activities of Safeguarding Essex in the last twelve months, request a copy of their annual report by emailing SafeguardingEssex@essex.gov.uk.

Essex Police

Essex Police remains committed to supporting the Safeguarding Boards across Southend Essex and Thurrock in difficult and challenging times. Over the past year we have undergone significant changes to resource levels and organisational structures, however we have remained committed to retaining our specialist safeguarding officers locally and have reorganised centrally to ensure there is now a safeguarding coordinator situated within Headquarters Public Protection. This officer will support the force Safeguarding Inspector in developing and monitoring working practices across agencies and within the service.

We have improved our links with other agencies and are working more closely with partners to better support to victims of crime and other people at risk of abuse. The close links between adult and child safeguarding, domestic abuse, mental ill health and missing people are clearly recognised by the police and we are developing integrated processes to better identify, safeguard and support those identified as being at higher risk of serious harm.

We have run an internal awareness raising programme in conjunction with the Safeguarding Boards for frontline police officers and staff which has been universally well received by participants and independent observers and we look forward to this continuing into the future.

Anglian Community Enterprise

As of the 1st January 2011 North East Essex Provider Services (NEEPS) separated from its commissioning arm and Anglian Community Enterprise (ACE) was launched. As Essex's first social enterprise, ACE remains the largest single provider of community services across the North East of Essex delivering frontline healthcare to some of the most deprived wards in the country.

Despite many challenges over 2010/11, ACE's biggest success has been in developing a robust structure to support its transparent Adult safeguarding culture. With a clear mandate that *Safeguarding is everybody's responsibility*. All ACE staff can now expect to have clear lines of responsibility and accountability.

ACE has recently appointed a Director of Corporate Governance, who with the support of the Head of Safeguarding will lead on the strategic development of the Safeguarding agenda across the organisation, raising its profile and firmly embedding policy into commonplace practice. Regular representation on the ACE Clinical Governance and Risk Committee and the development of a standing safeguarding item on the agendas on both the Patient Safety and Incident Analysis Working Group have all further strengthened board level awareness and commitment to the safeguarding and promotion of well-being among vulnerable adults. The development of an Adult Safeguarding Working Group has offered an opportunity for local service leads and managers to develop a greater understanding of the safeguarding agenda, up-date themselves on current matters, as well as a forum to explore and escalate concerns. Whilst great strides have been made in the total number of staff who are currently in date with basic awareness, safeguarding vulnerable adult and MCA/DOLs training, the priority remains around the implementation of this learning and the development of further competency of all ACE staff from board level to grass-roots practitioners.

The challenges for 2011/12 include the strengthening of current safer recruitment processes and risk management/investigation processes, as well as greater engagement with all of our service-users but especially those within our most vulnerable cohorts such as the elderly and those with Dementia/Alzheimer's or other cognitive impairment/disease.

Southend University Hospital NHS Foundation Trust

SUHFT has now had its first full year with an Adult Safeguarding Lead in post, and has recently been joined by a full time administrative assistant. Quarterly reports have been consistently submitted to the Trust's Board during this time and the bi-monthly Multi-Agency committee has become firmly established, incorporating case review, internal policy updates and escalation protocols.

SET SAF submissions have continued to rise, though an expected plateau has developed as more staff are trained there is an ability to more accurately assess whether the criteria for referral has been met.

The Adult Safeguarding Lead represents the hospital at various Multi-Agency forums such as the Safeguarding Adults Management Committee, MARAC and at Safeguarding Strategy meetings. The Hospital now has dedicated committees for Learning Disability and Domestic Abuse.

Safeguarding education and staff support remain the mainstay of the role. 108 staff in total have received MCA/DoLS training (99 staff from the Trust, 9 places taken by the PCT). 439 staff have receive safeguarding adult training. Over the course of the year 43 SET SAFs have been raised by the Trust and 5 have been raised against it.

A statement from Ann Nutt: ESAB service user representative

Essex Safeguarding Adults Board has a number of voluntary and independent sector representatives, as well as service user and carer representatives. The role is to ensure that:

- Views are taken into account in the decision making process;
- Information is fed back on adult safeguarding to other local groups.

The voluntary sector representatives also engage in a number of other forums and boards relating to the business of safeguarding adults and therefore ensure they bring their knowledge and interest in safeguarding to the table and make relevant connections. The Board continues to work on developing meaningful service user engagement in all areas of safeguarding.

The Princess Alexandra Hospital NHS Trust

The Princess Alexandra Trust sits on the Essex Safeguarding Adults Board, its management committee and the West Essex Locality board. The Trust has a policy in place which clearly lays out staff responsibilities, training and processes to be followed for safeguarding adults. This policy is in line with the Department of Health Guidance in "No Secrets" 2000, the West Essex Primary care Trust (WEPT) safeguarding Vulnerable Adults Policy (2007) and SET (Southend, Essex and Thurrock) Safeguarding Adult Guidelines.

In October 2010 a matron was asked to take on the role of lead Nurse for Safeguarding Vulnerable adults full time as an interim post, this post was then made substantive in March 2011. A delivery plan is monitored by both the Nursing and Midwifery Advisory Forum and the Safeguarding Steering group within the Trust. As part of this delivery plan the following have been implemented and achieved:

- Teaching programme in place which covers staff induction, clinical and non clinical update sessions. This has been updated to cover gaps in knowledge and awareness from a recent audit in December 2010
- E learning in place for Safeguarding Adults as from April 2011
- A safeguarding competency was ratified in July 2010 and to date approx 70 competencies have been undertaken.
- An internal process has been implemented so all safeguarding referrals are sent to the Safeguarding lead and a data base is in place to record this information.
- As from April 2011 a process has been devised for all MCA2 assessments to be internally audited and logged onto a data base.
- Safeguarding has been incorporated into all Job descriptions within the organisation.
- Trust website in place for staff to access all safeguarding referral forms and supporting literature in dealing with Safeguarding .

We are also developing a system for supporting patients with Learning disabilities and piloting a client passport and 2 business unit matrons have this incorporated into their role.

We have raised 70 safeguarding referrals between 1/4/2010 -31/3/2011 key themes have been physical abuse, neglect and financial abuse.

Mid Essex Hospital Services NHS Trust

Mid Essex Hospitals continues to work in close collaboration with the Essex Safeguarding Adults Board. The Seconded Named Nurse, with the Support of the Elderly Assessment Team, has strived to improve the standards of care delivered to vulnerable adults. The number of appropriate referrals raising concerns demonstrates this in addition to the number of Mental Capacity Assessments and Deprivation of Liberty authorisations has increased significantly over the past 12 months. This has been possible, to a large degree, due to the support MEHT has received from the other Acute Leads in Essex, The Best Interests Assessor for DoLS, the Senior Consultant Practitioner from ASU in particular and members of the SAMC in general. This network of support and expertise as been invaluable in the development of strategies within MEHT for safeguarding.

The ESAB Self Audit has enabled the Trust to focus on areas for improvement which has been extremely beneficial. As result of this MEHT now has extended training on safeguarding considerably and relevant policies have been formulated accordingly. MEHT has established clear objectives for the safeguarding agenda for the future.

Colchester Hospital University Foundation NHS Trust

The Trust recognised that the internal arrangements for safeguarding needed strengthening and a Consultant Nurse for Older People whose remit includes safeguarding of vulnerable adults came into post on the 12th July 2010.

Over the last year, a further 3 nursing staff have undertaken the Train the Trainers Workshop to support safeguarding training, totaling 6 recognised safeguard trainers. A further 2 staff (Occupational Therapist) will undertake trainer training this year.

Trust staff receive awareness training as part of Corporate Induction and staff with clinical contact undertake a further training session. The Trust has recently updated its policy on the safeguarding of vulnerable adults to reflect changes to the SET Safeguarding Adults Guidelines and includes a flow chart for staff on raising a safeguard concerns.

The Trust has developed a safeguarding adult's page on its intranet, detailing relevant contacts, forms, policies and publications. The 'Consent Policy' has been revised in line with Department of Health guidelines and incorporates the requirements of the Mental Capacity Act and a Mental Capacity and Deprivation of Liberties policy is currently being developed.

A Safeguarding of Vulnerable Adults Committee, incorporating MCA & DOLs is currently being established with the first meeting booked for May 2011 and will be chaired by the Director of Nursing. This Trust wide committee will report directly to the Quality and Patient Safety Committee. Safeguarding issues are currently reported through the Patient Equity And Diversity Steering Group.

North Essex Partnership NHS Foundation Trust

North Essex Partnership NHS Foundation Trust continues to promote and develop the Safeguarding Adult agenda within its Corporate Plan, Strategic Plans and in clinical practice. The Trust continues to play an active role in ESAB and many of its sub-committees.

A number of initiatives have been developed over the past year including improved performance monitoring (with 291 investigations led by CPA coordinators from NEPFT during this financial year – an increase of almost 100% on the previous year). Key performance measures have been agreed and are reported through the NEPFT Safeguarding Group to the Trust Risk and Governance Executive Board, including the MCA and DoLS.

NEPFT was commissioned to provide a DoLS service for Mid Essex PCT in its capacity as a Supervisory Body during 2010 – 2011. This included provision of training & consultation to staff on the MCA and DoLS and a DoLS assessment process, During q3 Mid Essex PCT received more DoLS applications than any other PCT in England – a positive reflection on the collaborative work completed during this year across health trusts in Mid Essex

All clinical staff working within NEPFT are required to complete a two day face-to-face mandatory training programme in Safeguarding Adults. They are supported in their work by comprehensive policies and procedures underpinned by the SET Safeguarding Adults Procedures

A comprehensive audit of the Trust's Safeguarding Arrangements was completed during 2010 and presented to ESAB with the outcomes providing substantial assurance that NEPFT has effective Safeguarding Arrangements in place.

South Essex Partnership University NHS Foundation Trust

The Trust continues to prioritise and develop the safeguarding adult agenda within strategic plans, clinical practice and service user forums and is represented on ESAB and a number of sub groups.

A comprehensive audit on the Trust Safeguarding arrangements was completed in 2010 and presented to ESAB . The outcomes provided substantial assurance that the Trust have effective Safeguarding arrangements in place.

A number of initiatives have been developed in the past year to increase the quality of safeguarding further, these include:

- Safeguarding Policy and procedures have been updated
- A Strategic Framework for Safeguarding 2010-2013 includes 6 domains of Safeguarding which are routinely reviewed at the Trusts monthly Safeguarding meeting
- Revised processes are in place to ensure staff respond appropriately, timely and effectively to Safeguarding concerns.
- Safeguarding cases are audited for quality and lessons learnt identified.

Key performance measures have been formulated and reported monthly to the Trust Executive Team to ensure standards are maintained and improvements continue. Safeguarding Adult Training compliance has remained above 90% for 2010-2011.

An audit of the Safeguarding Adult service user questionnaire demonstrates that clients feel protected, treated with respect and included in the process

Two groups developed this year include a Lessons Learnt Group, established to explore the learning and emerging trends from Serious Incidents, Safeguarding Complaints etc.

A Safeguarding and Personalisation group has been developed to ensure effective links and services for clients within the personalisation agenda.

NHS West Essex PCT

West Essex PCT remains committed to ESAB and to safeguarding. The trust has created direct links from its intranet and internet sites to the [ESAB website](#). During 2010 the trust participated in the safeguarding audit and met as a health economy to agree an action plan.

The NHS Safeguarding Standards have been agreed with providers and set these out in contracts for 2010/11. Part of that agreement includes participation in the ESAB audit. A separate audit of safeguarding and staff awareness has also been completed during the year. The trust's adult safeguarding lead has completed a 'Best Interest Assessors' course and has been nominated as the trust's 'PREVENT' lead.

Safeguarding training for staff, independent contractors and informal carers remains a priority; along with ongoing work with Clinical Governance, Tissue Viability service and local care home providers to improve reporting and reduce number of pressure ulcers.

The trust has worked closely with LINKS to monitor the adult safeguarding process by providers through monthly dignity audits, and further close working with social care and health providers to carry out investigations has proved positive. An internal process for cascading information about safeguarding alerts has also been developed during the year.

The trust has identified a number of priorities for the coming year. One priority is to continue with the current safeguarding training programme and to make every meeting an opportunity to raise awareness. Another priority is to monitor the NHS safeguarding standards within provider contracts. Supporting independent contractors to meet CQC registration standards for safeguarding remains a priority; as does monitoring progress against ESAB's audit action plan.

NHS Mid Essex PCT

We remain fully committed to the safeguarding of vulnerable adults and in particular to ensuring that safeguarding remains at the heart of commissioning. This can be evidenced through a named board lead for safeguarding. Mid Essex strives to put patients & the quality of their care at the centre of all we do. We have achieved this through robust contracts and monitoring for commissioned services. We commissioned NEPT to provide a DOLs service to ensure that as a supervisory body the nationally stipulated tight timelines for assessing DOLs applications was achieved.

At Mid Essex we acknowledge that in the challenging times ahead as the NHS goes through transition, the protection of Vulnerable Adults is our fundamental duty. Therefore in 2011/12 Mid Essex PCT which is now clustered with West Essex and North East Essex to form the North Cluster will strengthen its safeguarding responsibility even further through its links with ESAB, and its other committees. We have already undertaken a scoping exercise across the North Cluster that has provided us with rich information on opportunities to maximise our resources, identify good practice as well as areas for improvement and develop consistency but retain a locality focus. Once we have completed the ESAB audit we will be in a much stronger position to draw up a robust action plan and our strategy for Safeguarding Adults.

NHS North East Essex PCT

NHS North East Essex (NHS NEE) is fully committed to the safeguarding agenda, in terms of vulnerable adults and children. An Assistant Director for Safeguarding and Head of Safeguarding Adults are in post. NHS North East Essex makes a financial contribution to the work of ESAB. An adult safeguarding folder is available on the intranet, providing information and links for staff in the following areas - ESAB website, MCA, SA Lead contact details, AskSAL, Information Sharing Agreement and national safeguarding documents. This information is also available on the NHS NEE public website.

NHSNEE has focussed on delivering safeguarding adult training to GPs and practice staff, following the audit last year. A total of 519 staff have received level 1 training and 272 have received level 1&2 training. A re-audit is planned. An audit of safeguarding adult knowledge and practice within dentists, optometrists and pharmacists has been completed and safeguarding adult e-learning is being offered. Safeguarding Adult Audit completion and submission to commissioners and ESAB has been included in national standard contracts. 96% of commissioning staff have undertaken/are booked onto safeguarding adult training at a level appropriate to their role. NHSNEE will continue to develop and promote the safeguarding adult agenda.

NHS South East Essex PCT

The Director of Nursing and Clinical Governance is the Vulnerable Adult lead at Board level. The Lead for Safeguarding Adults commenced her role in September 2010. The Safeguarding Adults Lead works closely with the Director of Clinical Services/Executive Nurse, other Directors and Service Managers to ensure a cohesive trust wide approach to the Safeguarding Agenda.

The main safeguarding development within the organisation during the last year has been the substantive appointment of the Safeguarding Adults Lead, which has allowed a greater amount of development in policy and awareness. This has led to an increase in referrals as well as enquiries by staff regarding concerns about abuse being received.

Safeguarding Vulnerable Adults including MCA & DOLS training is mandatory for all staff with levels of training matched to roles and contact with patients. The Level 1 Basic Awareness course has been available to staff as an e-learning package from ESAB since December 2010. The Level 2 course is delivered as a half day face-to-face session as well as Induction and this has also been delivered since December 2010.

Within 6 months the training compliance for Safeguarding Vulnerable Adults has risen to 56% and it is anticipated that we will achieve full compliance by the end of August 2011, dates for these sessions have already been circulated to staff for the rest of the year.

NHS South West Essex PCT (Provider)

NHS South West Essex has continued to promote the agenda for Safeguarding Vulnerable Adults across the organisation.

The SGVA and NHS Continuing Healthcare Team work in close partnership with all agencies and have supported a number of investigations over the past year.

The increase in reporting of potential safeguarding concerns by health is seen within the Essex Safeguarding Vulnerable Adults management information and although there continues to be some debate regarding the thresholds for alerting to possible abuse this can only be seen as a positive step forward. Awareness across the organisation and transparency has greatly increased and staff are more confident in reporting their concerns

NHS South West Essex has developed a team of experienced professionals who manage concerns from the staff in the organisation and provide advise and support on a daily basis.

The new Department of Health guidance for Safeguarding Vulnerable Adults March 2011 has been shared within the organisation and will be incorporated within future policies and provide an underpinning for good practice particularly when incidents have occurred and recommendations identified.

The organisation has successfully achieved basic awareness training for Safeguarding Vulnerable Adults and achieved a 89% attendance rate. The training is always well received and the development of specific training packages i.e. 4 day programme linked to the 10 dignity challenges have been delivered to community hospital areas. This programme captured 15 staff per day during a half an hour pre duty session.

The current financial climate is providing all NHS Organisations with additional challenges which highlights the need for extra vigilance with regard to the quality of patient care.

NHS South West Essex PCT (Commissioning)

We remain fully committed to the safeguarding of vulnerable adults and in particular to ensuring that safeguarding remains at the heart of commissioning as part of our overall aim to put patients & the quality of their care at the centre of all we do.

We acknowledge that in the challenging times ahead the protection of those who are unable to protect themselves from harm, neglect or abuse is a fundamental duty and to ensure that staff are aware of their responsibilities we have made safeguarding adults (& children) training mandatory for all staff.

Our lead for adult safeguarding (including MCA/DOLs) has always been the Director for Quality/Chief Nurse which reflects the PCT's strategic level of commitment. Through the work of specialist and general governance managers we actively work to make safeguarding integral to patient care. It has always been and remains a standing item for the contract quality monitoring meetings with all main providers. For all other providers, there are robust contractual terms to protect those who are vulnerable and to provide us with sufficient assurance. Internally, an adult safeguarding update is reported to every Integrated Governance committee.

The PCT is an active member and continues to contribute financially to support the work of the local boards.

This year we completed an Internal Audit of adult safeguarding which reported that there were no significant recommendations. Nevertheless, in 2011/12 we will continue to revise and improve processes where needed e.g. Patient experience, equality and diversity looking to see where improvements can be made to increase empowerment and protection.

Basildon Borough Council

Basildon Borough Council (BBC) is pleased to continue its partnership with Essex Safeguarding Adults Board (ESAB). BBC is committed to the safeguarding agenda and has continued throughout the year to raise the profile of Safeguarding Adults within the organisation.

A proud achievement for us this year was the development of an e-learning package on Safeguarding Adults which was rolled out to all Council staff in early 2011. To date 84% of all staff have completed the training package and passed an assessment which has been approved by ESAB as Level 1. We are the first Local Authority in Essex to have developed an e-learning package for Safeguarding Adults and hope to be in the position to share this with other organisations shortly.

A dedicated staff intranet site has also been designed containing information and guidance including the referral process, referral forms, SET Safeguarding Adults guidelines, FAQs and the Ask SAL advice line details. The above has resulted in more referrals being made which is a positive outcome.

BBC is proud to be involved with ESAB in stamping out abuse of vulnerable adults and raising awareness throughout the Borough.

Chelmsford Borough Council

Chelmsford Borough Council is committed to ensuring vulnerable adults have the right to access and be safe in the services provided for them. This includes having a right to protection from all forms of abuse.

To demonstrate the Council's commitment to the safeguarding of vulnerable adults, Chelmsford Borough Council has undertaken a fundamental review of its safeguarding policy and procedures and is in the process of delivering a wide range of new safeguarding initiatives. These include, developing a staff handbook advising on safe working practices, further strengthening safe recruitment processes and producing a new combined safeguarding policy which collates the Council's safeguarding procedures for children, young people and vulnerable adults into one accessible document.

Chelmsford Borough Council has also streamlined its internal referral pathways. As part of this process, the Council has appointed four Designated Safeguarding Reporting Officers across a range of services, including, Strategic Housing Services, Leisure and Cultural Services and Community Safety. Aside from acting as reporting officers, these individuals are responsible for delivering Level 2 safeguarding training.

The Council's priority for the next year is to embed the new policy and procedures and to share any best practice that comes out of this process with ESAB and other local authorities.

Harlow District Council

Harlow Council is committed to protecting vulnerable people from harm and abuse, and has signed up to the 'Safeguarding Adult Information Sharing Protocol'. The Chief Executive of Harlow Council chairs the Essex Safeguarding Adults Board (ESAB), and also leads on collaborative work across the three Districts in West Essex in relation to services for adults.

All staff in Harlow Council's Housing Services have undergone training in the protection of both adults and children. Sheltered housing and day care staff undergo regular training in the protection of vulnerable adults to ensure that their knowledge is kept updated.

The Council has completed the ESAB audit tool with a score of approximately 75% exceeding requirements in many areas, and with no areas scored as less than 'effective'.

Responsibilities in relation to safeguarding and promoting the welfare of adults are integrated into the Corporate Plan. Staff are involved through team plans and service plans which all link into the Corporate Plan. The Council is currently working on a combined Safeguarding Children and Vulnerable Adults Policy and developing a central system for recording safe-guarding concerns/issues and referrals made to Essex County Council Social Care.

Training activity

The ESAB training group, which meets bimonthly, has been working hard since it formed in October 2010. The group meets to ensure that ESAB training is meeting the needs within Essex and is delivered to a high quality. In order to ensure that training delivery continues ESAB saw the introduction of a new charging policy for all training delivered.

E learning package

Last financial year, ESAB also introduced the Kwango e-learning package. This package gives a basic understanding of the issues of safeguarding and offers convenience for staff. Since the package was introduced 1128 people have accessed the training. The package has been paid for and should incur no further costs.

Basic safeguarding adults awareness training

The aim of the training is to introduce participants to safeguarding adults from abuse.

Objectives:

By the end of the training session, participants will:

- Be able to describe the types of abuse and possible indicators
- Understand factors which may lead to abusive situations & how to prevent poor practice and/or neglect
- Be able to state steps to take if they have a concern using the guidelines
- Know how to deal with disclosures, preserve evidence and record incidents

During 2010 and 2011, a total of 1030 people attended basic awareness training, this figure does not include all the training that is provided in house by partners. Feedback from the courses have been positive as noted below with participants being asked to rate the course on the following on a scale of 1-5 (1 = very poor and 5 = excellent):

Pre Course Administration	4.0
Content of Programme	4.4
Trainer's Delivery	4.5
Visual Aids (Powerpoint etc.)	4.3
Course Pas or Handouts	4.3
Overall Comments	4.4

Training for trainers

Early 2011 saw the current training for trainers programme accredited with Open College Network (OCN). The new course is accredited at level three with delegates completing two units in:

- Delivering effective training
- Safeguarding

The three day training course enables delegates to effectively deliver safeguarding training within their own setting, with available support from ESAB.

During 2010-2011, 115 people completed the training for trainers course. The feedback from the courses has been excellent. The reoccurring comment from the course evaluation forms was “an enjoyable course”.

The following scores from evaluation forms demonstrate the average feedback from the courses. Delegates were asked to score on a scale of 1 to 4 (1 = Poor and 4 = excellent).

How well did the course content meet your learning needs?	3.7
Were you happy with the pre-course administration?	3.4
How useful was the style of delivery?	3.7
Did the course meet the learning objectives?	3.7
How well did the course content allow for differences and diverse needs?	3.6

As well as delivering its own training ESAB has been working with partners (notably Essex County Council and Essex Police) to support delivery of safeguarding training within their organisation.

Safeguarding Adults Masters Module

Essex working with colleagues in the eastern region contributed to the development of a new safeguarding vulnerable adults module with the University of Essex. The new module focuses on the development of skills, knowledge and values related to implementing practices and procedures that will effectively safeguard vulnerable adults. Critical engagement with issues of own professional practice, organisational structures and processes, culture, power and other aspects of managing diversity are central to the student's explorations.

Our training plans for 2011/12

2011/12 will see ESAB delivering more varied safeguarding specific courses:

- A provider manager course
- A safeguarding and the law course
- Individual Management Report Writing

To deliver some refresher training to update skills and knowledge of those who have previously completed the training for trainers course.

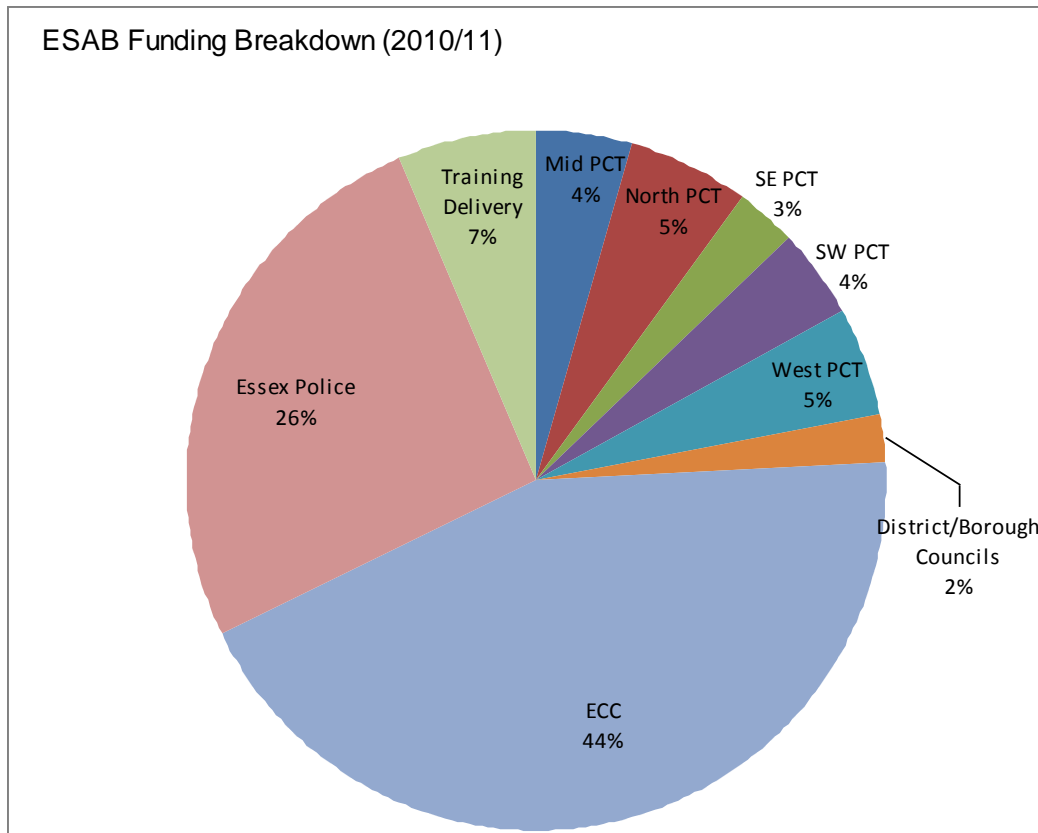
ESAB has also been successful in winning a tender to deliver train the trainer courses across Essex, to enable staff working with people with learning disabilities to train them on keeping themselves safe.

ESAB will be looking to review its training strategy. Part of this is in the process of consultation with care providers in Essex.

Funding and Expenditure

Funding

The majority of the Board's income is sourced from its statutory partners, whilst an increasing proportion is generated from training delivery. Funding for the year ended 31st March 2011 can be broken down as follows:

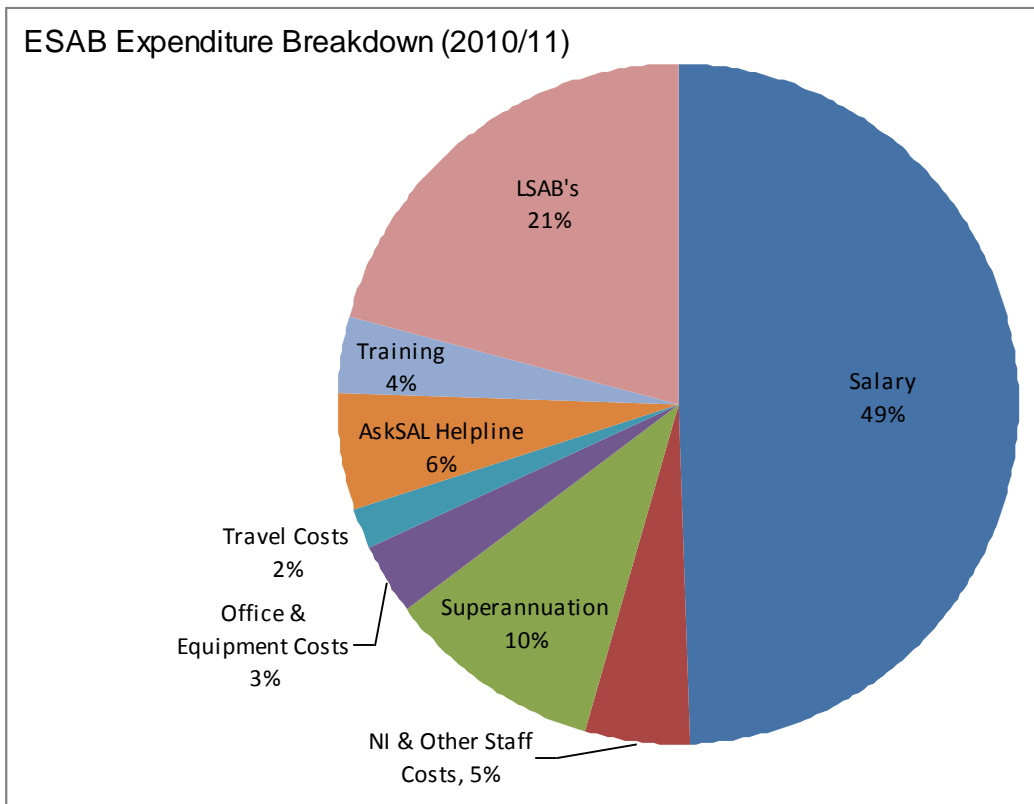


For 2010/11, contributions from Essex County Council and Essex Police contribute a combined proportion of 70% of total funding, in line with 2009/10 despite a shift in the amounts contributed by both partners. This years chart shows funding received from Mid Essex PCT, however the 4% shown relates to a contribution which was due in 2009/10 but was paid late.

Funding for 2010/11 has not yet been received from Mid Essex PCT. The proportion of contributions received from District and Borough Councils doubled to 2% of total funding during 2010/11, and similarly income generated from training work leapt from 1.5% in 2009/10 to 7% in 2010/11.

Expenditure

During 2010/11, salary payment made up 49% of total expenditure, covering the four full time permanent members of staff. The second greatest expenditure was the cost associated with the local safeguarding board groups, which are currently the subject of a review.



During 2010/11 there were no serious case review (SCR) costs as no full SCR's were conducted during the financial year. The AskSAL helpline costs remained however, and are likely to be incurred throughout the coming year due to the major changes with regards to its running. In line with 2009/10 training related costs made up 4% of total expenditure.