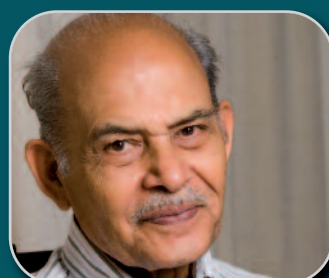


Thurrock Safeguarding Adults Board



The Thurrock Safeguarding Adults Board is a partnership between:

- Basildon & Thurrock University Hospitals NHS Foundation Trust
- Care Quality Commission (CQC)
- East of England Ambulance Trust
- Essex County Fire & Rescue Service
- Essex Police
- Essex Probation Service
- Independent Care Association
- Residential Care Providers
- South West Essex NHS
- South Essex Partnership University NHS Foundation Trust (SEPT)
- Thurrock Council
- Thurrock Council for Voluntary Services
- Thurrock Lifestyle Solutions



Our Vision for Safeguarding Adults

Thurrock is a place where every adult, in every home, in every community, matters. Our vision is:

“To work in partnership, preventing abuse and ensuring excellent practice and timely responses to the safety and protection of individuals or groups within our communities.”

Safeguarding is everyone’s business and our vision is shared by all our partner agencies. It cannot be delivered by agencies acting in isolation. It can only be achieved by agencies working together, through common plans and strategies.

Thurrock’s Safeguarding Adults Board (TSAP) Annual Plan sets out how agencies will work together, how practice will improve our response to reported abuse and how our policies and procedures will underpin and provide a systemic framework to protect vulnerable adults in our community.

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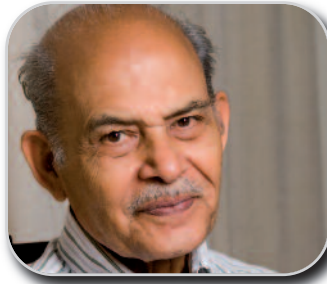
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Introduction



What is Safeguarding Adults?

All persons have the right to live their lives free from violence and abuse. This right is underpinned by the duty on public agencies under the Human Rights Act (1998) to intervene proportionately to protect the rights of citizens. These rights include Article 2: 'the Right to life'; Article 3: 'Freedom from torture' (including humiliating and degrading treatment); and Article 8: 'Right to family life' (one that sustains the individual).

Any adult at risk of abuse or neglect should be able to access public organisations for appropriate interventions which enable them to live a life free from violence and abuse. It follows that all citizens should have access to relevant services for addressing issues of abuse and neglect, including the civil and criminal justice system and victim support services. Remedies available should also include measures that achieve behaviour change by those who have perpetrated abuse or neglect.

"Abuse is a violation of an individual's human and civil rights by any other person or persons."

'No Secrets' (DH 2000)

The experience of abuse and neglect is likely to have a significant impact on a person's health and well being. By its very nature abuse – the misuse of power by one person over another – has a large impact on a person's independence. Neglect can prevent a person who is dependent on others for their basic needs exercising choice and control over the fundamental aspects of their life and can cause humiliation and loss of dignity. Adults who *"may be eligible for community care services"* are those whose independence and wellbeing would be at risk if they did not receive appropriate health and social care support.

Forward



This last year there was a significant increase in the number of referrals made to the adult safeguarding team at Thurrock Council. There were 348 referrals made during 2010/11, up from 283 in 09/10 (23%) and 196 in 08/09 (78%). That is 348 occasions on which Adult Social Care, often working with partners, looked a lot more closely into the lives of some of the more vulnerable adults in Thurrock because concerns had been raised around their safety, welfare or wellbeing. On about half of those occasions, the safeguarding team took meaningful action of one kind or another to protect or safeguard the people concerned.

Impressive though I believe those outcomes are, they take no account of abuse or mistreatment that may have been avoided or prevented through improved awareness or training or through better policies and practices. Nor do they take account of the complexity or sensitivity around some of the investigations and/or interventions that adult social care and our other partners have undertaken. I am very aware of the effort and commitment that so many people in Thurrock have shown towards adult safeguarding in recent years and I would like to formally acknowledge that hard work and professionalism from the outset.

For the year ahead we need now to be working towards this government's stated policy aims and outcomes for adult safeguarding. The government has named the key partners as social services, housing, health and police and all will need to play their part on the new statutory boards when the legislation is enacted. Health and local GPs in particular, need to perhaps consider how they might better support the local safeguarding agenda in Thurrock.

The government also wants to bring about significant change in the way in which people are safeguarded. Resolution rather than

prosecution will challenge some existing practices and attitudes and may require new forms of supportive and informed advocacy on behalf of victims. It is also worth noting that new and emerging areas of concern are appearing on the safeguarding agenda. Reports of financial abuse are increasing, disability hate crime is fast becoming a significant issue and Home Office believes that aspects of anti social behaviours cross over into adult safeguarding.

All of this will bring new challenges as well as new opportunities. I am entirely confident that those who have done so much to improve adult safeguarding in Thurrock over recent years will meet those challenges head on.

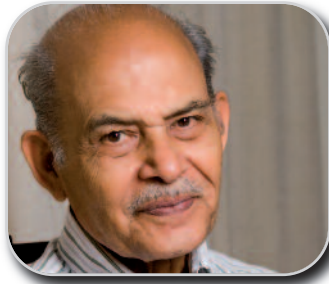
Acknowledgements

I also particularly want to thank elected members, senior officers at Thurrock Council and members of the Safeguarding Board for their continued support during this time of unprecedented financial difficulties. I want to acknowledge the hard work of Jill Moorman and her safeguarding team in a context in which their workload has almost doubled in two years and I need to thank Bill Clayton and Julie Thompson for all their hard work in delivering an ever expanding training regime. My thanks also go to Fran Leddra-Chapman and her Operational Group for all their hard work over the last year.

Thurrock's Community Safety Partnership has been a significant and welcome partner during this last year as has the Stay Safe Group for adults with learning disabilities. I want to thank Michelle Cunningham and Jo Hall respectively for their contributions to adult safeguarding. Thurrock LINK, Thurrock CVS, Thurrock's Disability Network and Thurrock Lifestyle Solutions have all supported our broader agenda and I am grateful for their contributions. I would also like to acknowledge the contribution made by those managers and their staff working within the care sector in Thurrock.

Graham Carey
Co-Chair Thurrock's Safeguarding Adult Board

Message from Partners



BACKGROUND

Thurrock's Safeguarding Adults Committee was developed in direct response to the Department of Health's "No Secrets" adult protection guidance, and was formed in 2001. It changed to become a Board in 2008 and is an interagency forum which promotes the protection of vulnerable adults from abusive behaviour and practice.

Definition 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

Current national Context

The national safeguarding agenda is focussed on preventing exploitation and abuse of vulnerable adults and is achieved by raising the awareness of the public and professionals as to what constitutes abuse. Awareness can be raised through many media avenues and can include training and education, and publicity. The Board continues to oversee through its business plan those activities.

No Secrets Review

The review of No Secrets has yet to be published as a full document, neither has there been any changes yet in legislation in relation to vulnerable adults and their safety. The Department of Health has however recognised some of the issues raised and highlighted that adult safeguarding systems were under developed within the NHS, acknowledging from the responses that there was a need to clarify the relationship between adult safeguarding, adverse incident reporting, patient safety, and complaints. Guidance and a flow chart have been developed to encourage organisations to establish local robust arrangements to ensure that adult safeguarding becomes fully integrated into NHS systems. This will enhance The Board's and the Council's partnership working with health colleagues.

The Board will ensure that consideration of any future recommendations as a result of this review are undertaken and appropriate actions/amendments to board arrangements made.



Independent Safeguarding Authority – Vetting and Barring Scheme

In February 2011 the government unveiled plans to scale back the vetting and barring scheme (VBS) and criminal records regime while ensuring vulnerable groups are appropriately protected.

The proposals, which come after a comprehensive review of the existing system, 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 then be continuously monitored; and
- stop employers who knowingly request criminal records checks on individuals who are not entitled to them.

The Government will also keep the scope of CRB checks under review to ensure that they are not disincentive for people putting themselves forward for volunteering.

The necessary legislative changes will be included in the Protection of Freedoms Bill. Subject to parliamentary approval, the Bill is expected to become law by early 2012. The new regime would be introduced as soon as possible after this.

Law Commission

The Law Commission ran a consultation on reforming adult social care law between February and July 2010 – their responses are due to be published in May 2011. The Government will review these recommendations with a view to introducing new legislation in 2012.

MCA/DOL case law

Thurrock continues to attend Local and Regional network meetings in relation to Mental Capacity Act and Deprivation of Liberty, sharing knowledge and expertise and this has proved to be an excellent forum for sharing the emerging case law relating specifically to Deprivation of Liberty Safeguards.

Joint Improvement Partnership

Thurrock has been actively represented on the Eastern Region Safeguarding Leads Group, supported by Joint Improvement Partnership funding which has also provided Safeguarding Training, including funding a pilot for a new MA module in Safeguarding in partnership with Anglia Ruskin University. Provided analysis of referral rates and looked at a Quality Performance Framework as well as providing an Annual Report framework – being used for the first time this year.



GOVERNANCE AND ACCOUNTABILITY

Role, function and structure of the board and sub groups

The Safeguarding Board has a multi agency membership responsible for safeguarding Vulnerable Adults in Thurrock through our own and partners' safeguarding arrangements.

The Safeguarding Adults Operational Group ensures that our own safeguarding processes are robust through a business plan designed to reinforce good practice – the Operational Group reports to the Board.

See Appendix 3 for Terms of Reference and business plans

Role and accountability arrangements for Thurrock's Independent Safeguarding Champion includes:-

- Preparation for and Chair of meetings of the Safeguarding Adults Board
- Ensuring collaborative working of the Board for safeguarding and promoting the welfare of vulnerable adults in Thurrock.
- Liaising with the Safeguarding Manager to ensure robust safeguarding arrangements are in place in Thurrock.
- To instigate and develop an inspectorial and auditing role within partner Safeguarding Adults Board Members linked with the Board Business Plan.
- To provide independent arbitration as necessary when conflicts of interest arise within the Safeguarding Adults Board.

Onward reporting structures

The Safeguarding Adults Board reports its work to the Healthier Communities Programme Board and to the Thurrock Community Safety Partnership.

SUMMARY OF ACTIVITY DURING THE PAST YEAR AND FOR NEXT YEAR

The Safeguarding Board has a **Business Plan** for **2011 – 2012** with Key priorities. Listed below are some of the activities which have been undertaken and those which are planned for the coming year.

- **Partnership Working**
 - The revised SET Policy was launched in December 2010 which was shared with all partner agencies locally as well as across Essex – this is also available on the Thurrock Website.
 - Securing finances from partner agencies remains a challenge in the current economic climate, and this continues each year.
 - The Board have developed links with the Local Safeguarding Children's Board with reciprocal attendance at Board Meetings, these links will be further strengthened in the coming year.
 - Representation on the Community Safety Partnership Board to share messages and strategies on Community Safety Initiatives.
- **Quality and Monitoring**
 - Contributing towards Regional Development of Serious Case Review Initiatives ensuring consistent practice across the region, the programme is currently being undertaken by Essex SAB



- Adopt an audit tool for relevant standards for Board Partner Agencies, which takes into account Department of Health NHS Adult Safeguarding Self Audit tool and regional JIP outcomes work. Waiting for Board ratification in May 2011 with completion July 2011
- The Board will be developing a set of key performance indicators to monitor progress in conjunction with the Community Safety Partnerships Vulnerable Adults Action plan.
- **Communication**
- Continued work with Corporate Communications Team to ensure all messages about Safeguarding Adults reach maximum audience attention.
- **Development**
- Continued work with the training strategy to ensure training is appropriate, timely and cost effective.
- Development of a Risk Register – new for 2011 – both organisational and individual.

The 2010 **CQC Annual Performance Assessment** recognised an improvement in Outcome 7: Maintaining personal dignity and respect, in 2008/9 the Council was judged to be performing adequately in their arrangements to safeguard people, this is now adjudged as performing Good.

It recognised and acknowledged

- Strengthened engagement with other organisations involved in safeguarding such as the police.
- The formation of the executive board giving strategic direction, and the

operational board and the very positive feedback from partners on the functioning of the board and, in particular, the chairperson.

- The use of management information by the board was more focused.
- Local Action Groups, chaired by the Police and attended by the Independent Safeguarding Champion and Adult Social Care have been established in response to a small but growing number of vulnerable people at potential risk but 'unknown' to health, social care and other services and enable a multiagency response to be taken.
- The councils continued use of the Southend, Essex and Thurrock safeguarding procedures.
- Respondents had confidence in the way in which safeguarding referrals are managed by the council, with prompt responses and advice always being available.
- The range of information available to raise awareness, including events to promote safeguarding was commented on.
- Other initiatives including training with the police and the engagement of an independent sector provider to assist in training.
- All council staff who require it, and 85% of staff employed in registered care services in Thurrock, have been trained in safeguarding. This is higher than in similar councils and compared to the England average.



- Training was regularly available and that updates on safeguarding matters were also regularly provided by the council.
- There is management oversight of all referrals received; which have increased over previous years, as has the percentage of those completed.
- Outcomes are communicated to the person who made a referral, and service user feedback questionnaires have been piloted.
- The council has in place arrangements to respond to the requirements of the Mental Capacity Act, including Deprivation of Liberty and there are arrangements in place for Best Interest Assessors to develop their practice and ensure consistency.
- There was a recognition that there is further scope for working with other organisations, including ensuring more formalised links with the children’s safeguarding board.

Dignity Events

Over 100 people celebrated National Dignity Week at a conference in South Ockendon on 28 February 2011.

The Thurrock Dignity and Safeguarding Conference at the Culver Centre was hosted by Thurrock LINK in association with Thurrock Council and Thurrock Lifestyle Solutions CIC. LINK is made up of individuals and community groups working together to improve health and social care services.

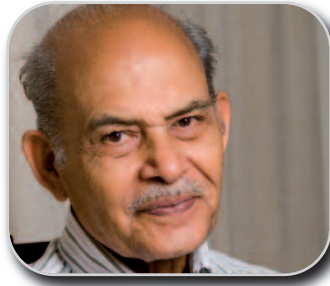
Claire Ogley (Regional Lead for Dignity, at the Department of Health) told the audience that Thurrock is leading the way in regard to raising the profile of Dignity in Care. While Joan Sadler OBE, the Department's National Director Patient and Public Affairs, also praised Thurrock for the work it is doing in this important area.

Maintaining service users' dignity is the thing that is valued above all others by people who receive services. The conference, as well as providing training on safeguarding and upholding dignity, hosted the first Thurrock Dignity in Care Awards.

The awards celebrated services that demonstrated that they promote Dignity in everything they do and put service users' first. Four local organisations passed a stringent series of tests to secure their award and they were presented with a certificate and a Dignity Rose to plant.

Four local organisations reached the required standard: Satash Community Project; Bluebell Court Residential Nursing Home owned by Executive Care, John Stanley Care Agency as part of Manor Court, and Collins House which is a care home run by Thurrock Council. John Stanley was also presented with the first presentation of the Best Practice in Dignity shield which will be presented annually in future.

This event also launched a new award that will look for individuals who go the extra mile which will be awarded later in the year.



MONITORING AND QUALITY ASSURANCE ACTIVITY

PARTNER REPORTS

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 an 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.

Jan Crozier

NHS South West Essex (Provider)



NHS South West Essex (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.

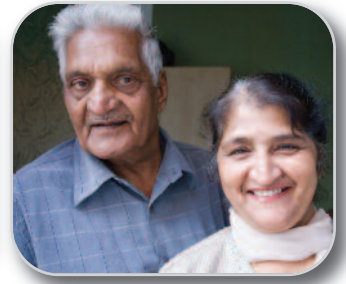
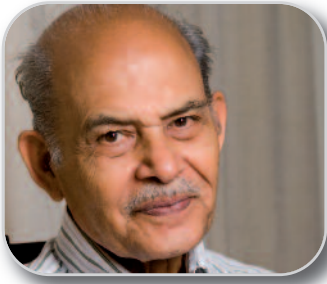
This year we completed an Internal Audit of adult safeguarding which reported that there were no significant recommendations. Nevertheless, in 2011/12 we will continue to revise and improve processes where needed e.g. Patient experience, equality and diversity looking to see where improvements can be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

Colinette Nichols
NHS South West Essex (commissioning)

Essex Police

Essex Police remain 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.

Nicola Burston
Essex Police

SEPT

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. The outcomes provided substantial assurance that the Trust has 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.

Elaine Taylor
SEPT

Appendix 1



Workforce Planning & Development End of Year Report

Area of Work	Safeguarding Adults		
Council priorities contributed to: 4: Provide and commission high quality accessible services that meet, wherever possible, needs.			
Principles of Adult Social Care contributed to: 5: Protection: there are sensible safeguards against the risk of abuse or neglect. Risk is no longer an excuse to limit people's freedom.			
Date	7/3/11	Report Number	
Reporting Period	April 2010 – March 2011	Report Prepared By	Bill Clayton

SERVICE HIGHLIGHTS

(summary of activities undertaken, purpose, positive outcomes and difficulties encountered)

Throughout 2010/11 Safeguarding training has continued with classroom sessions, information sessions and online programmes. To date we have provided training to over 500 people training.

- 75% women.
- 40% from the Private, Voluntary and Independent sector (PVI)
- 35% from Community Well Being

A summary of the classroom programme delivered to date is below.

Sum of Attended	Year		
Name of Course	2010	2011	Grand Total
Safeguarding Adults Foundation	226	57	283
Safeguarding Adults Foundation (BTUH)	116	31	147
Safeguarding Adults Foundation (TACC)	79	13	92
Safeguarding Train the Trainer (BTUH)	5		5
Safeguarding Service Users Finances	7		7
Safeguarding Wortkshop	15		15
Grand Total	448	101	549

Over **27** days of face-to-face training and information sessions have been delivered so far this year. *(With eLearning included, this means there has been over 300 hours of training for Safeguarding Adults).*

Sum of Days	Year		
Name of Course	2010	2011	Grand Total
Safeguarding Adults Foundation	9	2	11
Safeguarding Adults Foundation (BTUH)	5	1.5	6.5
Safeguarding Adults Foundation (TACC)	3.5	0.5	4
Safeguarding Train the Trainer (BTUH)	3		3
Safeguarding Service Users Finances	1		1
Safeguarding Wortkshop	2		2
Grand Total	23.5	4	27.5



Safeguarding Adults Foundation Training

Foundation training is delivered as a rolling programme with two half-day sessions each month delivered at the Civic Offices. Additional sessions are delivered at Basildon Hospital. However, Workforce Planning can and have responded to requests to deliver this training onsite where needed and will continue to do so in 2011/12

Planned Learning outcomes: -

- To develop a shared understanding of what abuse is and what a vulnerable adult is
- To understand who abuses and explore the reasons why
- To understand the types of abuse and the potential signs and indicators for them
- To understand your responsibilities within the local policy

From April 2009 to Feb 2011 522 attended.

- o 156 staff members from CWB
- o 125 from the PVI sector (Private, voluntary & Independent)
- o 149 from health partners (147 from PCT, 2 from SEPT)
- o 92 from Thurrock Adult Community College (TACC)

Safeguarding Adults Foundation Training (BTUH)

Basildon Hospital continues to roll-out the basic foundation programme with Support from Thurrock Council. This year they completed 13 sessions (6.5 days of training) covering 147 staff at the Hospital from nurses to ward sisters to apprentices. (This figure is included in the overall figure of 522).

The Foundation training program is not charged. It is delivered from a team of in-house Cascade Trainers. However an allocation of cost based on Trainers time, venue, administration etc. can be made at £400/day. Often there are two trainers delivering the course.

Safeguarding Adults Foundation Training (TACC)

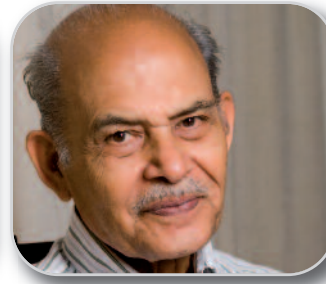
Thurrock Adult Community College (TACC) had a need to train 120 staff and volunteers on the subject of Safeguarding Adults to be in line with Ofsted requirements. This was at a foundation level.

The training needed to be delivered between June and April 2011.

TACC see around 45 students with learning disabilities per week. Their ages range from around 30 to 50 years old. In terms of Safeguarding this is a recognised vulnerable group. TACC see around 100 students for ESOL. These are from various communities from BME to Eastern European.

To date 92 employees have been trained. (This figure is included in the overall figure of 522)

NB: The Foundation training program is not commissioned or bought-in. It is delivered from a team of in-house Cascade Trainers. However a conservative allocation of cost based on trainers time, venue, administration etc. can be made at £400/day. Often there are two trainers delivering the course.



Safeguarding Adults Cascade Training (Train-the-Trainer)

5 workers were trained as new trainers of the Foundation programme in November 2010. This was a 3-day programme that took attendees through some basic training methodology and applied it to Safeguarding. The last day was focused on the foundation training material and learned experiences from the programme.

From April 2009 to Feb 2011 5 attended

- o 4 staff members from CWB
- o 1 from the PVI sector (Private, voluntary & Independent)

Safeguarding Service Users Finances

Planned learning Outcomes: -

- To develop a shared understanding of what financial abuse is
- To understand what safeguards can be put in place
- To understand how these safeguards are used and the limitations of them.

This programme was developed and supported by Workforce Planning and is delivered by a Thurrock Council Finance Officer, Sarah Attersall.

This is not a core programme but is available by request and is targeted primarily at our PVI sector (especially Care Homes)

From April 2009 to Feb 2011

- o 7 from the PVI sector (Private, voluntary & Independent)

Safeguarding Workshops (Charing Meetings)

Planned learning outcomes:-

- Understand the purpose of a safeguarding meeting.
- Understand what is needed to plan them and run them.
- Enable effective participation in meetings.

This was developed in conjunction with the Safeguarding Team. Two workshops were run.

From April 2009 to Feb 2011 15 attended

- o 4 staff members from CWB
- o 2 from the Police
- 9 from health partners (5 from PCT, 3 from SEPT)

Safeguarding Online (e-learning)

Online training was launched in 2010. It is ongoing and available for all staff but designed for staff with no direct contact with vulnerable adults and to act a refresher for all staff. This training is accessible by the PVI sector.



Safeguarding Adults eLearning Module.

- This is a 40-60 minute programme covering the basic elements of Adult Safeguarding launched in June 2010.
- It consists of two parts, an eLearning module and an online basic assessment programme (quiz)
- The average time to take the eLearning is currently 43 minutes.

Safeguarding Adults eLearning Quiz.

- There is no set pass-rate in the quiz itself but a pass rate of 89% or higher is required to enable the user to obtain the certificate.
- Users are allowed up to 3 attempts.
- 177 people have attempted the quiz.

Safeguarding Service Users Finances.

- This eLearning course was created to support the creation of a revised protocol and the Managing Service Users Finances classroom programme.
- 58 people have taken the eLearning module spending an average of 34 minutes.
- 132 people have taken the associated quiz.

In total, across the two programmes, over 130 Hours of online training has been completed.

Safeguarding Adults Investigation Skills course

Planned learning outcomes:

- Understand national/local guidance and civil/criminal legislation and outline the role and responsibilities within the multi agency protection process.
- To explore issues relating to risk, accountability and decision making in suspected cases of adult abuse and understand the planning and preparation for an initial contact.
- Outline an initial contact with a vulnerable adult as per Achieving Best Evidence guidance and examine appropriate questioning techniques
- Identify potential lines of enquiry that would inform decisions on a safeguarding adult enquiry.
- Understand the basic principles of a potential crime scene and explain what evidence is and the issues to consider.

Targeted at: -

- This course is designed for staff responsible for co-ordinating multi agency investigations under the multi agency policy and procedure to safeguard vulnerable adults from abuse.

This was a two-day course that ran on:-

- 8th and 9th of March 2011
- 15th and 16th of March 2011

NB: This has not been taken into account for days delivered and attendees etc for this report.



Other Activities

- Sally Feeney, Health and Social Care Diploma lead. Working with the lead coordinator of the Diploma programme in schools, we have given support and information to supplement the programme. We have delivered a session around assessment processes and are waiting for confirmation of to deliver a Safeguarding session.
- October 19th saw a Safeguarding Thurrock Children and Vulnerable Adults conference. This was run by Thurrock CVS and had keynote speakers on Vetting and Barring. Children's Boards and Adult's Boards.

Planned Activities

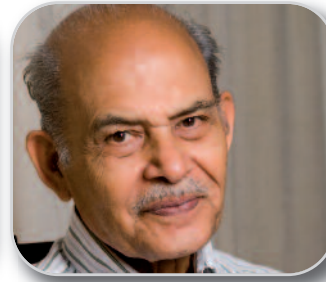
- Bournemouth University with Learn to Care have developed a national competence framework for safeguarding adults. These are aligned to staff groups and go from drivers to Heads of Services. Our training strategy is being revised to fit these competences. There is a regional pilot in developing training around the competences which Thurrock is a part of. They met for the first time on 21st Jan.
- Additional workshops are being run for residents of Sheltered Housing over the next 3-4 months.
- A project with Housing is being developed to support the understanding of safeguarding and professional boundaries. Eight additional safeguarding sessions are planned before the end of March. Potentially addressing a further 80 staff.
- Service User training material for people learning disabilities has been shared by Sunderland and Cambridge. Graham Carey (Independent Safeguarding Champion) is working with Jo Hall (Strategic Commissioning Officer) to create a delivery plan.
- Direct Employers. This links to a wider project on developing a consistent and useable service offering for training and support that direct employers and their PA's can access. There will be a safeguarding focus. The initial plan is to enlist Thurrock's User Lead Organisation (ULO) to develop the strategy and, potentially, use Essex Coalition of Disabled People (ECDP) to deliver this. Work is planned to start before the end of March.
- Although Safeguarding training is mandatory there is no set requirement for refresher training. The Workforce Planning service in Thurrock Council recommends refreshing knowledge at least every two years. Currently it is the responsibility of the manager (internal or external) to ensure that their direct reports maintain their knowledge.
 - o Workforce Planning has started a project around the promotion and use of the NMDS-SC (National Minimum Data Set for Social Care). A project has already started with the PVI sector and will start within CWB from April 2011. The plan is to use this data to better manage the audit and refresh cycles around training in general but Safeguarding in particular.

ATA & FINANCIAL HIGHLIGHTS

(summary of training data, cost of activities/training and value for money)

Training or Activity	Total Number of Events	Total Places Available	Total Number Attended	Total Cost of Training	Total Cost per head	Staff Groups Targeted	Total Number of Staff in Target Group	Total Number of Trained	% of Target Group	Suggested future target Trained per year (either a % and/ or a named group of staff)
SA Foundation	22	330	283	£4400.00	£15.54	CWB and PVI	700	283	41%	50%
SA Foundation (BTUH)	13	130	147	£2600.00	£17.68	Thurrock Police (PCSO & NCOs)	N/A	147	N/A	N/A
SA Foundation (TACC)	8	120	92	£1600.00	£17.39	TACC	120	92	76%	100%
SA Cascade Training	1	7	5	£1350.00	£270.00	CWB & PVI	N/A	N/A	N/A	N/A
Safeguarding Service Users Finances	1	15	7	£200.00	£28.50	PVI	N/A	N/A	N/A	N/A
Safeguarding Workshop (Chairing meetings)	2	20	15	£800.00	£53.33	CWB, PVI, NHS	N/A	N/A	N/A	N/A
SA Foundation (e-learning)	N/A	N/A	177	N/A	N/A	CWB	459	177	38%	50%
Safeguarding Service Users Finances (e-learning)	N/A	N/A	132	N/A	N/A	CWB (ASC)	92	132	100%	100%

NB: All of the above courses were delivered with in-house resources. Any costs are based on £400.00 per day and are meant as a guide only. These are not actual costs incurred. It is difficult to assess the cost of development of the e-learning courses so these have not been included here.



RECOMMENDATIONS

(conclusions drawn from above information in the context of key national, local, directorate and service agenda's)

Recommendations for 2011-12	Reason for Recommendation	Desired Outcome
Take the model for Safeguarding training into CEF.	To ensure continual engagement and understanding of Safeguarding issues within CEF.	CEF staff have an awareness of the topic through induction, e-learning or targeted training.
Review and Southend, Essex and Thurrock training strategy against the national competencies from Bournemouth University and Learn to Care	Ensure any training programme is suitable and meets the needs and priorities of Thurrock. This will be done with the Safeguarding Manager	Structured training programme that supports the national competences in our Safeguarding team, our providers and practitioners in ensuring the safety and support of Thurrock's vulnerable people.
Engage and support Safeguarding Champions group by establishing quarterly update meetings.	To maintain momentum and awareness of safeguarding across the council	INCOMPLETE. Poor attendance through sessions in 2010. On-Hold from August 2010. Review for 2010/11
Improve safeguarding training for Housing staff.	Requirement coming form a serious incident within housing	All Housing staff have the appropriate and are aware of the Thurrock process.
Direct Employers and their PAs are engaged around the subject of safeguarding.	This is an increasing section of the PVI workforce and has to be engaged with.	Workforce Planning have engaged Thurrock ULO to develop an effective strategy to support Direct Employers.
The Workforce Planning Team has started a project around the promotion and use of the NMDS-SC (National Minimum Data Set for Social Care). A project has already started with the PVI sector and will start within CWB from April 2011. The plan is to use this data to better manage the audit and refresh cycles around training in general but Safeguarding in particular.	Although Safeguarding training is mandatory there is no set requirement for refresher training. The Workforce Planning team at Thurrock Council recommend refreshing knowledge at least every two years. Currently it is the responsibility of the manager (internal or external) to ensure that their direct reports maintain their knowledge.	To utilise the NMDS-SC as a core source of data for training needs analysis and monitor safeguarding training.
Engage Housing with their private landlord accreditation programme.	Raise awareness in the private sector and among housing contractors.	Private landlords have better appreciation of vulnerable people as tenants and work closer with council departments where they have concerns.
Continue to review and support the safeguarding Activity at Basildon Hospital.	To ensure the programme at Basildon Hospital is supported and continues to be effective.	Effective training continues at Basildon Hospital.

APPENDICES

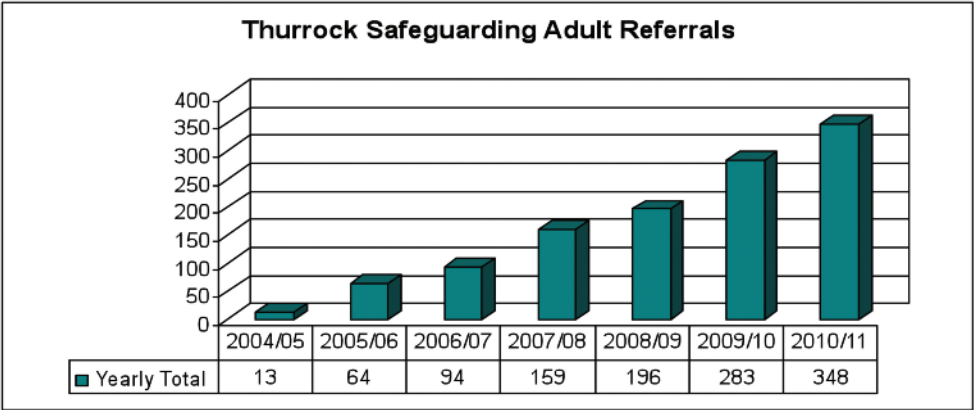
The review of the No Secrets guidance has completed but, other than some recommendations from the Government, additional legislation or requirements have not been forthcoming. However, this is expected to change after the general election. Training plans and priorities may need to be adapted to suit any new Governments priorities in this area.

Appendix 2



Safeguarding Adult Statistics

A total of 348 referrals were made between April 2010 and March 2011 which represents a 23% increase on those received in the previous year.

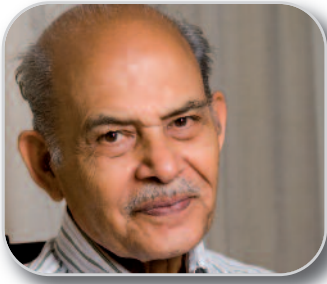


Of the 348* referrals, 113 were substantiated, 2 were partly substantiated and 65 were inconclusive. 145 were not substantiated. Nearly two thirds of these cases related to abuse of vulnerable adults living in their own homes (202) or in the alleged perpetrators home (12) and in 30% of cases, the alleged perpetrator was living with them.

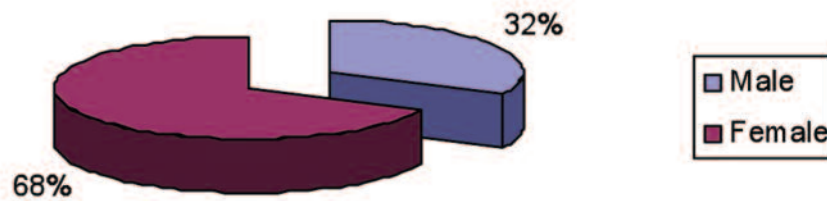
Referrals predominately are raised by staff working within social care but we have seen an increase in direct referrals from family members, friends or neighbours.

Sources of Referral (2010/11)	348
Housing	30
Police	23
NHS Staff: Primary Health/Community Health	21
NHS Staff: Secondary Health	39
NHS: Mental health	21
Social Care Staff	94
Family member/friend or neighbour	31
Self Referral	3
Domiciliary Care	33
Residential Care	42
Other: Voluntary Org, Education, Member Public	11

The ratio of female victims to male was over double at 235 and 113 respectively.

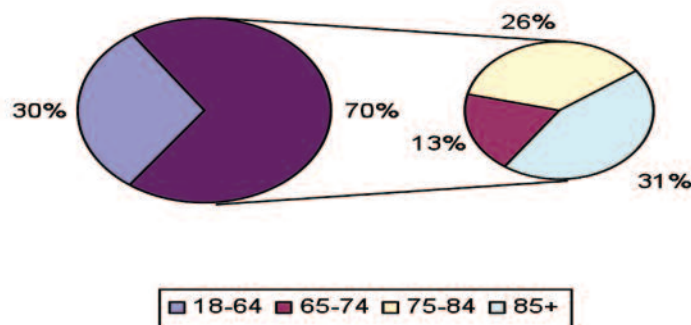


2010 - 2011 Safeguarding Adult Referrals by gender



Although there was a large age range of between 18 and 101 years, 70% of referrals were for those aged 65 and over (243), with 109 relating to those aged 85+. Of this 31%, 35 were substantiated with 7 cases where there was restricted access to the vulnerable adult and 4 disciplinary actions taken; 25 were inconclusive or not determined but the alleged perpetrator undertook training or counselling and 41 were not substantiated.

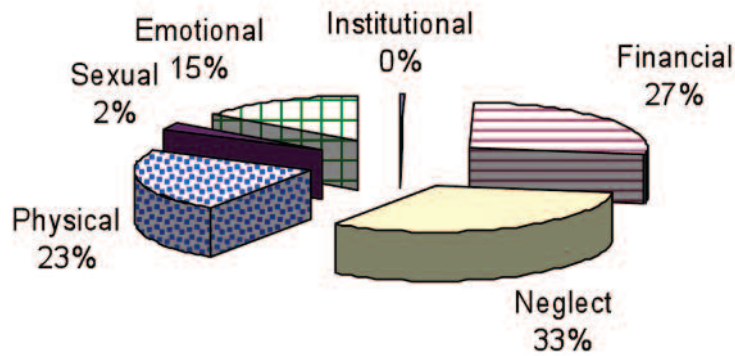
2010 - 2011 Safeguarding Adult Referrals by age range



12% of referrals related to those with a physical disability (44), 10% with a learning disability (36) and 46 for those with mental health or dementia (13%).



2010 - 2011 Safeguarding Referrals by abuse type



Neglect & acts of omission, financial abuse and physical abuse continue to be the main categories of reported abuse.

We have seen an increase in reported neglect or acts of omission which accounted for 33% (112 referrals). Of these 18 were inconclusive, 33 substantiated, 1 partly substantiated and 51 were not substantiated.

Financial or material abuse also rose with 27% of referrals (95). 27 cases were substantiated with 6 involving Police action. 7 cases resulted in the Council taking over as Corporate Appointee for the vulnerable adult and 1 case was taken to the Court of Protection.

79 cases were concerning physical abuse (23%). 29 cases were substantiated, 6 resulting in Police action or criminal

prosecution; 6 were involving another vulnerable adult and access were restricted. 1 referral resulted in the abuser being reported to the Independent Safeguarding Authority (ISA) Vetting & Barring.

53 referrals indicated emotional abuse (15%), although it is recognised that in most abusive relationships an element of emotional abuse is present. 8 referrals involved potential sexual abuse (2%).

There was 1 record of Institutional abuse, which was addressed immediately with a meeting, co-ordinated by the safeguarding team, with the family, the care home and the contracts & commissioning team.

Cases are open for an average of 50 days and 23 remain open, which indicates the complexity and on-going issues.

Dani Mansfield
Safeguarding Adults Co-ordinator

*figures as of 28.5.11

Appendix 3



THURROCK SAFEGUARDING ADULTS BOARD TERMS OF REFERENCE

Theme	Executive Board
Partnership Working	To deliver strategic direction to partner agencies and organisations in their adult safeguarding activities
	Build on and develop existing partnership arrangements for the delivery of safeguarding across Thurrock.
	To ensure, all partner agencies have adopted the multi agency guidance (SET) and all of their policies and procedures meet the requirements of that guidance
	To secure budget arrangements and funding in conjunction with partner agencies to carry forward the business plans and other activities as agreed by the board.
Quality and Monitoring	To develop robust frameworks to monitor the quality and effectiveness of safeguarding within all partner agencies
	To ensure that all reports meet performance indicator requirements for Statutory reporting arrangements
	To ensure that there is a Serious Case Review Policy/Protocol, to commission such SCRs as appropriate.
Communication	To ensure that there is an effective communication policy in place to include all partner agencies for staff awareness
	To ensure that there is an effective communication policy in place to raise awareness across all service user groups and the general public.
	To provide information for and to agree with partners the content of the Annual Report.
Development	To oversee the training plan as developed by SET training group and receive regular reports
	To ensure participation in any consultations and policy revisions relating to safeguarding through all partner agencies.



Theme	Operational Board
Partnership Working	To promote a partnership approach to develop integrated working in all adult safeguarding activities
	To ensure that multi agency policy and procedures are transferred into good practice across Thurrock.
Quality and Monitoring	To receive regular reports from partner agencies on progress and developments.
	To receive all activity reports and analysis and report to Executive Board and Annual Report.
	To analyse the impact and lessons learned from any SCR undertaken.
Communication	To consider the needs and provide information to raise awareness of and the development of good practice for staff and volunteers in partner agencies on safeguarding issues
	To consider the needs of and provide information to raise awareness of safeguarding issues for all service user groups and the wider public.
	To provide information for and produce the Annual Report.
Development	Training plan to be updated and reviewed by operational board on a regular basis.
	To provide a Thurrock response to consultations where required.

THURROCK SAFEGUARDING ADULTS BOARD ANNUAL PLAN 2011/12

KEY THEME 1 PARTNERSHIP WORKING

Objective	How	Timescale	Responsibility	Cost
To develop of a workable financial strategy year on year. To include <ul style="list-style-type: none"> • Champion funding • Publications • Events • Project support e.g. Ask SAL 	Secure funding agreements with partner agencies. (currently voluntary)	Yearly reviewed	Fran Leddra-Chapman Les Billingham	Officer time
Ensure all partner agencies have adopted the SET guidance and their own policies and procedures meet the requirements of that guidance	Scrutiny and publication of partner agencies safeguarding policies.	December 2011	Jill Moorman	Officer time
	Share consultation of revised SET guidance with all partner agencies.	Complete		
Partner agencies have ownership of the Annual Report.	Partner agencies to formally agree annual report with relevant boards, management and to contribute as appropriate for future editions	September 2011	Graham Carey	Officer time
Ensure robust reporting from all partner agencies in line with Data Protection and quality guidelines	Develop and follow a protocol with SEPT for the receipt and investigation of safeguarding issues.	January 2012	Jill Moorman	Officer time
Ensure a consistent approach to Safeguarding issues in line with SET partners	Encourage representative attendance at Board meetings	Ongoing	Graham Carey	Officer time
	Collaborate to understand outcomes of serious case reviews from SET partners for enhanced practice from lessons learned.	Ongoing	Fran Leddra-Chapman	Officer time
Ensure future Board arrangements meet with legislation and multi agency guidance when published	Review current board arrangements in line with new legislation and amend as appropriate – due Autumn 2010	Dec 2010 Complete	Graham Carey Les Billingham	Officer time
	Implement changes as indicated in any new guidance.	Ongoing	Jill Moorman	Officer time

THURROCK SAFEGUARDING ADULTS BOARD ANNUAL PLAN 2011/12

KEY THEME 2 QUALITY AND MONITORING

Objective	How	Timescale	Responsibility	Cost
To ensure all Thurrock Council Departments are aware of and have responsibility for the safeguarding and welfare of vulnerable adults.	Develop an audit in line with Section 11 – Children’s Act	Ongoing	Les Billingham	Officer time
	Identify gaps and develop an action plan from findings to improve practice and awareness	Ongoing	Fran Leddra-Chapman	Officer time
To have an overview of Safeguarding referral rates, outcomes and other resulting issues to be able to identify gaps and future objectives.	To receive a quarterly report taken from the performance data sets set by DOH – to include an analysis of outcomes and any patterns. Tasks set accordingly.	Quarterly - ongoing	Dani Mansfield Jill Moorman	Officer time
To oversee the Deprivation of Liberty referral rates, outcomes and relating issues – including advocacy and best interest decision making outcomes, to be able to identify gaps and future objectives.	To receive a quarterly report including a comparison with other regional figures and an analysis of outcomes and any patterns. Tasks set accordingly	Quarterly – ongoing	Dani Mansfield Jill Moorman	Officer time
To ensure Serious Case Review policy and guidance is robust.	To review the current SET SCR in line with recent SCRs in Essex and against existing models in other authorities.	Ongoing	Fran Leddra-Chapman	Officer time
Ensure member responsibility for safeguarding vulnerable adults	Annual report to be scrutinised by Overview and Scrutiny Committee.	December 2011	Les Billingham	Officer time
	Annual report to be submitted to Cabinet and Portfolio Holder.	December 2011	Les Billingham	Officer time
Evidence how safeguarding processes are reducing risks to individuals or groups	Develop a set of key performance indicators to monitor progress in conjunction with vulnerable adults action plan (CSP)	December 2011	Rhodri Rowlands	Officer time

THURROCK SAFEGUARDING ADULTS BOARD ANNUAL PLAN 2011/12

KEY THEME 3 COMMUNICATION

Objective	How	Timescale	Responsibility	Cost
Improve awareness of adult safeguarding across Thurrock, to include <ul style="list-style-type: none"> All council and Vertex staff Staff in partner agencies Service Users Members 3rd sector General public 	Develop a robust communication plan to embrace multi media.		Fran Leddra-Chapman	Officer time
	Issue a quarterly report on Board business including statistics and lessons learned.	4 monthly-ongoing	Dani Mansfield and Louise Smith	Officer time
	Update and further development of web page.	Ongoing	All	Officer time
	Update/revise current poster campaigns to have a rota/change of advertising material circulating in public places and housing complexes.	Ongoing	Safeguarding Team	Printing costs
	Produce annual report		Jill Moorman and Dani Mansfield	Printing costs


KEY THEME 4 DEVELOPMENT

Objective	How	Timescale	Responsibility	Cost
Promote changes in practice taking lessons forward from local and national casework	Develop a reporting mechanism/template for reporting anonymous safeguarding cases to evidence lessons learned and changes in practice.	Presented to Board quarterly	Jill Moorman	Officer time
Develop a risk management panel.	Explore how other authorities approach this and develop a strategy/guidance for a panel to support practitioners and vulnerable people to manage risks in relation to safeguarding.	Ongoing	Fran Leddra-Chapman	Officer time
Have an up to date and dynamic training strategy	Commission a review of the current training strategy to explore different media and presentation. Including the commissioning of bespoke training sessions for individual providers.	Ongoing	Bill Clayton	Officer time
To ensure all vulnerable people (including those who are not in receipt of services, or who self fund) who are potentially at risk are safeguarded.	Develop a Vulnerable People protocol in conjunction with other key services e.g. housing and community safety- with clear guidance on recognising vulnerability, potential safeguarding issues and clear expectations of agency responses	Ongoing	Fran Leddra-Chapman and Jill Moorman	Officer time

Thurrock Safeguarding Adults Board

Annual Report 2010 - 2011

Monday to Friday
10.00am – 5.00pm



TH/139/LL

If you have any questions call

Telefononi nëse keni ndonjë pyetje (Albanian)
Skakel gerus met enige vrae (Afrikaans)
إذا كان لديك أية أسئلة اتصل بالرقم (Arabic)
আপনার যদি কোন প্রশ্ন থাকে তাহলে যেখানে যোগাযোগ করতে হবে তাহলে (Bengali)
倘若您有任何疑問，請撥打電話 (Cantonese)
اگر سوالی دارید لطفاً زنگ بزنید (Dari)
اگر سوالی دارید از طریق تلفن با ما تماس بگیرید. (Farsi)
यदि आपको कुछ पूछना हो तो कॉल करे (Hindi)
I nwee ajuju obula kpoo na igwe eji ekwuokwu (Igbo)
نه‌گه‌ر هه‌ر پرس‌پاریکت هه‌بوو تکایه په‌یوه‌ندیمان بیوه‌ بکه. (Kurdish)
که تاسی پوښتنی لری نو لطفاً زنگ ووهی. (Pashto)
Jeśli masz jakies pytania zadzwoń (Polish)
ਜੇ ਤੁਹਾਡੇ ਕੋਈ ਸਵਾਲ ਹਨ ਤਾਂ ਕਾਲ ਕਰੋ (Punjabi)
Dacă mai aveți întrebări vă rugăm să contactați (Romanian)
Si tienen alguna duda, llámenos (Spanish)
ተኩሽ ለጥያቄ ደጋግ ለሌሎችም ኮይኑ ምክብርትነትም ብሔራዊን ደግልኩም ተራኩቡኑ (Tigrinya)
اگر آپ کو کچھ پوچھنا ہو تو کال کریں (Urdu)
Nêu qui vj có bất kỳ câu hỏi nào, xin hãy gọi (Vietnamese)
'Bi o ba ni ibere kankan pe wa lori ero ibanisoro' (Yoruba).

For Large Print or Braille phone
01375 652472



Contacts:

Thurrock Safeguarding Adults Board

Making a referral / enquiry to Thurrock Council:

Community Solutions Team

01375 652868

Out of hours:

01375 372468 (Evenings, Weekends & Bank

Holidays)

Safeguarding Team, Community Well-Being,
Thurrock Council, Civic Offices, New Road,
Grays, Essex RM17 6TJ

