

# Thurrock Safeguarding Adults Board

Annual Report 2018/19



	<b>Page</b>
Foreword	2
Introduction	3
Role of the Safeguarding Adults Board	3
How the SAB operates	6
Funding	7
The picture of abuse and neglect during 2018/19	8
Strategic priorities 2017/20 update	11
Safeguarding Adults Reviews	14
Plans for the future 2019/20	14

To make this annual report user friendly we have kept the information brief, giving enough information to let everyone know what the TSAB has been working on, but not too much to make this document ineffective.

**To raise a concern** email [safeguardingadults@thurrock.gov.uk](mailto:safeguardingadults@thurrock.gov.uk) or call **Thurrock First 01375 511000**

**[www.thurrocksab.org.uk](http://www.thurrocksab.org.uk)**

## **FOREWORD**

I am delighted, as the new Independent Chair of the Thurrock Safeguarding Adult Board, to welcome you to the Board's 2018/19 Annual Report.

I must begin by paying tribute to Graham Carey, the outgoing Chair, who worked tirelessly, over many years, both at local, county and national level to advance the safeguarding adult agenda. He has also ensured that the excellent work undertaken in Thurrock by the many dedicated staff in our statutory and voluntary agencies, on behalf of the local communities they serve, has enjoyed a deservedly high profile nationally.

He will be missed. It will be my personal ambition to try to follow his example.

In this report are the details of what has been achieved over the last year and what we aim to do in the current year and beyond. There are lots of positive things to report and colleagues can rightly feel that we are continuing to move significantly in the right direction.

My intention over the next year is for the Board to continue, as a priority, the work, which has already been started, to make service user engagement more meaningful, both for those who receive services, their carers and friends, as well as those delivering the service. In that way we can be more confident that we are making best use of resources in the face of many competing demands and shaping them to meet, even more effectively, the expectations and needs of service recipients and their carers.

**Jim Nicolson**

**Independent Chair**

## INTRODUCTION

The Thurrock Safeguarding Adult Board (TSAB) has produced this Annual Report to explain the role of Safeguarding Adult Boards (SABs); what we have worked on during 2018/19; and what we plan to do in the coming year. The Annual Report is one of the ways that TSAB communicates with all those people involved in adult safeguarding in Thurrock.

We have publicly demonstrated our commitment to protecting adults from abuse and neglect for more than a decade. The Care Act 2014 requires all local authorities to have a SAB; at this point the TSAB became a statutory Board, which gave it more powers to look at the quality of services that protect and support adults with care and support needs. It also gave SABs specific responsibilities, to:

- Prevent abuse and neglect happening
- Ensure that the safeguarding adult system works well to prevent abuse and responds swiftly and effectively when abuse and/or neglect does happen.
- Ensure that the adult's wishes and wellbeing are at the centre of everything that we do

**The TSAB's vision is that people are able to live a life free from harm, where the community has a culture that does not tolerate abuse, works together to prevent abuse, and knows what to do when abuse happens.**

**Adult safeguarding** applies to **adults with care and support needs**, who cannot protect themselves from abuse and, or neglect as a result of those needs.

When someone is worried about an adult in this way, they can raise a **concern**. Staff in the adult social care department will assess the information and decide what action to take next. They talk to the adult who is the subject of the concern to find out what they want to have happen. They may also talk to other agencies who know the adult, or have had dealings with them, weighing up the risk to the adult, and others.

The adult social care department might then decide to start a **Section 42 enquiry**.

For more information about the adult safeguarding process or to read the Southend, Essex and Thurrock (SET) Safeguarding Adults Guidelines visit [www.thurrocksab.org.uk](http://www.thurrocksab.org.uk).

## ROLE OF THE SAFEGUARDING ADULTS BOARD (SAB)

TSAB has a strong and consistent multi-agency membership. The aim of the TSAB is to ensure that different agencies work well together to prevent, and tackle abuse and neglect of adults with care and support needs. The Care Act 2014 and the accompanying Statutory Guidance set out the responsibilities of the SABs, which form a national network.

We all live our lives in different ways, coming into contact with education, work, health, social care, private companies etc. at different times, as a result no one agency can protect people from abuse on their own. Usually, it is a team effort, with different people having important information that

when brought together, can help to protect an adult from an abusive situation, or neglect. The TSAB's role in this is to make sure that this happens well.

Some of the actions we take are to:

- Develop policies, procedures and guidance to make sure that all agencies are aware of their roles and responsibilities.
- Make sure our workforce is aware of abuse types and know how to spot it.
- Make sure everyone knows what to do if they are worried about an adult with care and support needs
- Provide a supportive working environment and opportunities to learn, and develop new skills.
- Discuss information that tells us what is happening in Thurrock so that we can target our efforts towards problem areas or specific abuse types.
- Work with the Community Safety Partnership on crime prevention that particularly affects adults with care and support needs.

**SABs have three core responsibilities:**

1. To produce and publish an Annual Report
2. In collaboration with stakeholders and Healthwatch, produce a Strategic Plan, and
3. Conduct Safeguarding Adult Reviews if the need arises

The SABs ethos is based upon the six safeguarding principles:

**Empowerment**

People being supported and encouraged to make their own decisions and informed consent.

**Prevention**

It is better to take action before harm occurs.

**Proportionality**

The least intrusive response appropriate to the risk presented.

**Protection**

Support and representation for those in greatest need.

**Partnership**

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

**Accountability**

Accountability and transparency in safeguarding practice.

**CASE STUDY****JANE: DOMESTIC ABUSE**

Jane is an 81 year old lady and lives alone in a private housing association warden scheme.

A concern was raised after Jane told someone that she was being physically abused by her son, who had moved into her property and claimed to be her full-time carer, subsequently obtaining a two bedroom property to accommodate him. Jane's son was alcohol dependent which increased the risk to her. Over time, Jane had gradually become more isolated from her family, friends and warden staff.

**Section 42 enquiry**

- Jane wanted her son to move out, but was fearful of repercussions if he was evicted.
- Jane was supported by an Independent Domestic Violence Advocate and gave a statement to the Police.
- Her address and contact details were flagged with Essex Police.
- Pendent alarms provided and locks changed.
- Eviction notice served on son by the housing scheme.
- Hospital Safeguarding team informed in case of any further injuries.
- Contact arranged between Jane and her estranged family.

**Outcome:**

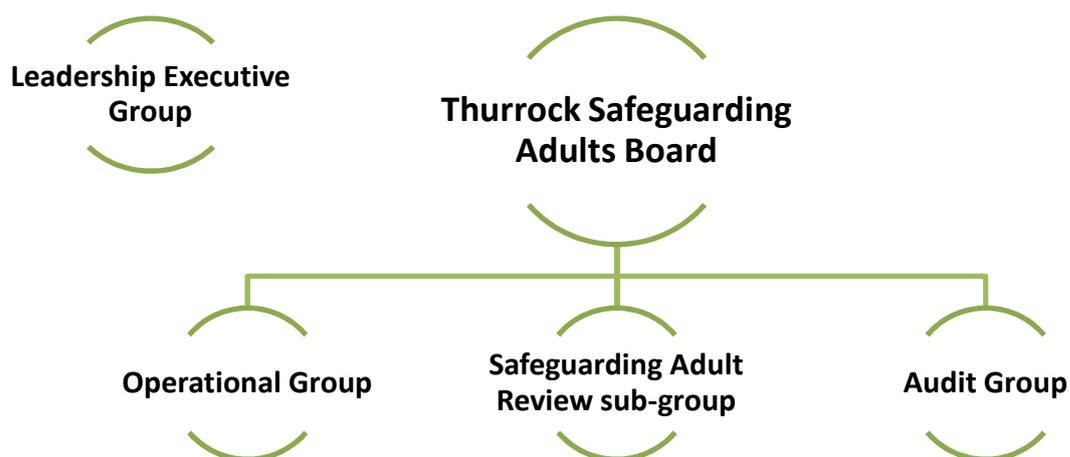
- Son was evicted from property and is receiving support for alcohol addiction.
- Jane was transferred to a one bedroom room property within the housing scheme.
- Contact resumed with extended family who have regular contact and have assisted with securing her bank, and financial details.
- Jane was very clear of the risk management plan to safeguard her, and expressed her gratitude to the safeguarding team and police for all the assistance in this matter.

## HOW THE SAFEGUARDING ADULTS BOARD WORKS

Thurrock is in South West Essex and borders East London. Thurrock has a population estimated to be 170,394<sup>1</sup>; a notable population change is the increase in the number of 50 to 54-year olds by 3.82% and 70 to 74 year-olds by 11.33% in 2017, compared with 2016. However, despite this growth, Thurrock's older population (65+) still remains lower than the England average, at 13.9% for Thurrock versus 18% for England.

As a relatively small area, Thurrock benefits from a professional safeguarding network whose members know each other well and are able to respond to incidents quickly. The SAB joins up with Essex and Southend Safeguarding Adult Boards to develop joint guidance and policy to support its workforce, as many colleagues work across the boundaries of each local authority area.

The Thurrock SAB operates on three levels, unlike other areas that have many role-specific sub-groups. The Safeguarding Adult Review (SAR) sub-group only meets if a case is referred to be considered for a SAR. All terms of reference can be found at [www.thurrocksab.org.uk](http://www.thurrocksab.org.uk)



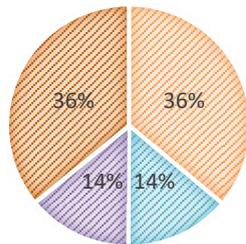
<sup>1</sup> Office for National Statistics mid-year estimates 2017

## THE SAB BUDGET

The TSAB receives funding from Thurrock Council, Essex Police and the Police, Fire and Crime Commissioner for Essex.

### INCOME 2018/2019

- Thurrock Council, £48,571
- Thurrock CCG, £18750
- Police, Fire and Crime Commissioner for Essex, £18750
- Carry forward 2017/18, £48296

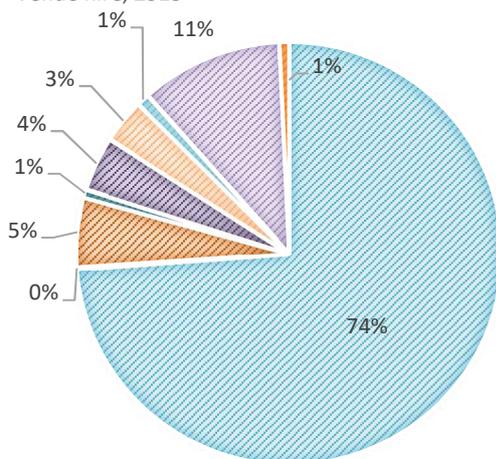


The majority of the budget is spent on staff costs, communications and small projects. All of which raise awareness of adult safeguarding, support professionals, and people with care and support needs.

The budget for 2018/19 was £134,367, this included a carry forward (money not spent from the previous year) of £48,296. £15,000 of this can only be spent if the TSAB commissions a SAR, so the total budget available to spend was £119,367.

### SPEND 2018/2019

- Salary, £51643
- Recruitment, £80
- Training and courses, £3750
- Travel, £433
- Professional fees, £2926
- Communications, £2376
- Website, £680
- Project work, £7563
- Venue hire, £515



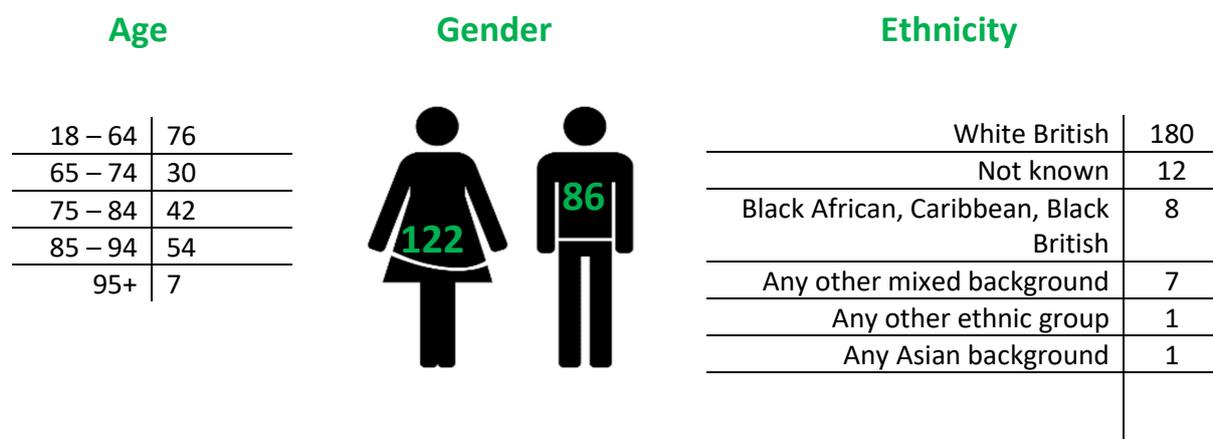
To support safeguarding in the community the SAB approved financial support to the following projects through a formal bid process:

- Suicide prevention training
- Thurrock Centre for Independent Living to increase uptake of Lasting Power of Attorney (LPA) especially within less affluent areas. During 2018, 189 individuals were supported to apply for a LPA, nine voluntary organisations were trained to be LPA Champions.

## THE PICTURE OF ABUSE AND NEGLECT DURING 2018/19



The following data shows the age, gender, ethnicity of the adults involved in safeguarding enquiries that were concluded during 2018/19. It also tells us the type of abuse, where it took place, and whether the abuser was known to the adult.



1 in 43 adults aged 85 and above are involved in a S42 enquiry, compared to 1 in 862 for adults aged 18 - 64

In 95% of enquiries, the adult was fully or partially satisfied with the outcome of the section 42 safeguarding enquiry.

### Types of abuse

Domestic Abuse	19
Discriminatory Abuse	1
Financial or Material Abuse	83
Modern Slavery	0
Neglect or Acts of Omission	127
Organisational Abuse	6
Physical Abuse	49
Psychological Abuse	58
Sexual Abuse	16
Sexual Exploitation	12
Self-Neglect and Hoarding	24
<b>TOTAL</b>	<b>395</b>

The 3 most common types of abuse were:

1. Neglect and acts of omission – 32%
2. Financial and material abuse – 21%
3. Psychological abuse – 15%

This is similar to the findings for England overall in the period 17/18, which were:

1. Neglect and acts of omission – 32%
2. Physical abuse – 22%
3. Financial and material abuse – 15%

### Person alleged to have caused harm

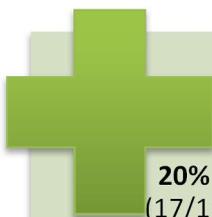
50% were known to the adult e.g. a family member

26% were providing a service to the adult e.g. a carer



24% were not known by the adult

### Locations where the abuse took place



**20% more concerns raised:** 554 (17/18) to 664 (18/19). For England overall there were 394,655 concerns raised, an increase of 8.2% on 2016/17.

**40% more enquiries:** 149 (17/18) to 209 (18/19). For England overall there were 131,860 enquiries, a decrease of 1.1% on 2016/17.

**30** enquiries were for adults with a social support need e.g. substance misuse, isolation and memory/cognition, compared to **0** in 2017/18

Concern to enquiry conversion rate has gone down from 42% in 2017/18 to 32% in 2018/19. The 2017/18 conversion rate for England was 38%

The latest data available for England overall has been included to provide an understanding of the volume of safeguarding activity nationally, and how Thurrock compares to this. The comparison provides context and indicates areas where Thurrock may differ from regional or national trends that may warrant further exploration, to either target preventative measures or adapt policy and/or practice.

Data taken from the Thurrock Safeguarding Adults Collection (SAC) Return 2018/19, NHS Digital SAC 2017/18 Report Final, & ONS 2017 mid-year estimate.

**CASE STUDY****MARY: FINANCIAL ABUSE**

Mary is an 85 year old lady who lives in residential care; she is currently subject to a Deprivation of Liberty Safeguard authorisation.

Concern raised by staff due to her personal money account being in arrears. Initial enquiries carried out identified that Mary's care bills had not been paid for over a year, as such legal action by Thurrock Council was in progress. In view of this the concern was progressed to a S42 enquiry.

**Section 42 enquiry**

- Customer finance confirmed that Mary's account was in arrears by over £2k.
- Mary's granddaughter was named as the contact person, so numerous attempts were made to contact her. Unfortunately, no response.
- Contacted Department for Work and Pensions (DWP), who confirmed that they were unaware that Mary is now living in residential care and Attendance Allowance was still being claimed by the granddaughter. Granddaughter was registered as the Appointee for Mary with the DWP.
- Arrangement made for all benefits to be suspended.
- MCA2 completed for Mary with updated care plans
- Discussion with other family members regarding the situation, all declined to become appointees.

**Outcome**

- Investigation regarding potential fraudulent use of benefits started.
- Benefits all secured
- Application completed for Thurrock Council to become Corporate Appointee for Mary to ensure that her care bills are paid, and she has access to her money to pay for the things she needs.

## WHAT THE TSAB ACHIEVED DURING 2018/19

### Strategic Plan 2017/20

The table below provides an update on year three of the current Strategic Plan, what we have achieved and actions for the rest of the 2019/20.

Strategic Objective Communications Strategy	
Achieved	Activity during 2019/20
<ul style="list-style-type: none"> <li>• Roll out of community engagement.</li> <li>• Production of TSAB promotional materials to raise awareness amongst professionals and the public.</li> <li>• Attended four public and stakeholder engagement events.</li> </ul>	<ul style="list-style-type: none"> <li>• Implemented increased social media</li> <li>• SET coordination of Safeguarding Adults Week</li> <li>• Increased information on <a href="http://www.thurrocksab.org.uk">www.thurrocksab.org.uk</a></li> <li>• Improved stakeholder engagement in Strategic Plan development</li> </ul>

Strategic Objective Prevention Strategy	
Achieved	Activity during 2019/20
<ul style="list-style-type: none"> <li>• The draft prevention strategy and action plan is complete and in consultation phase with partners.</li> <li>• Local Area Co-ordination is resourced across Thurrock and Better Care Together, a multi-agency transformation programme, continues to be seen nationally as good practice.</li> </ul>	<ul style="list-style-type: none"> <li>• The Prevention Strategy will be approved by the TSAB mid-2019.</li> <li>• The action plan will be regularly monitored via the Operational Group.</li> </ul>

Strategic Objective Understand the scale of adult sexual exploitation, and the gaps in the transition from children's to adults services for those at risk	
Achieved	Activity during 2019/20
<ul style="list-style-type: none"> <li>• Agreed a Joint Sexual Exploitation Strategy with the Community Safety Partnership and Local Safeguarding Children's Board.</li> <li>• Developed a multi-agency action plan to deliver the Joint Strategy.</li> <li>• Developed a proposal to commission an expert study into sexual exploitation of adults</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver the multi-agency sexual exploitation training to adult social care staff.</li> <li>• Deliver the Exploratory Study and make recommendations to the SAB.</li> <li>• Raise awareness of sexual exploitation (and exploitation generally) of adults with professionals and the community.</li> </ul>

**As well as working on implementing the Strategic Objectives, the SAB also:**

- Worked with Essex and Southend SABs to develop new Safeguarding Adult Guidelines and policies which were published on 1 April 2019.
- Implemented timescales to monitor the management of cases through the safeguarding process. This will help us to identify if there are parts of the process that could be improved, learning and development needs for practitioners, and to make sure that the process works well for the adults concerned. The timescales allow for flexibility as we appreciate that safeguarding cannot be effectively managed with strict timescales and must reflect the wishes of the adult.
- Developed and published the Southend, Essex and Thurrock Learning and Development Framework.
- Hosted the Annual TSAB Conference; the theme was Mental Capacity and Decision Making. The conference was attended by 102 people who heard the key note speech from Anna Volkmer, Highly Specialised Speech and Language Therapist and National Institute Health Research Doctoral Research Fellow.

**Training**

To provide consistency in safeguarding training across Southend, Essex and Thurrock, a new Learning and Development Framework was signed off by the three boards during 2018.

The safeguarding training offer is aimed at a multi-agency audience and is reviewed every year to address the priorities in our Strategic Plan, emerging risks (such as cuckooing), and to respond to the needs of the workforce.

Training delivered during 2018/19	Training planned or in development, to run during 2019/20
Safeguarding Adults Basic Awareness	Safeguarding Adults Basic Awareness
Safeguarding Adults Level 2	Safeguarding Adults Level 2
J9 (raising awareness of domestic abuse/violence)	Domestic Violence/Abuse including DASH
Mental Capacity Act	Sexual Exploitation pilot – transition age young people and adults
Challenging Myths, Changing Attitudes (raising awareness of sexual abuse/violence)	Cuckooing
	Challenging Myths, Changing Attitudes (raising awareness of sexual abuse/violence)
	Safeguarding Adults Level 2 and S42 enquiries for Providers
	J9 (raising awareness of domestic abuse/violence)

The training programme will be extended to include Safeguarding Adults Level 3. J9 and Challenging Myths, Changing Attitudes were both organised by the Thurrock Community Safety Partnership.

This year the TSAB had its first Thurrock focussed **SAB Development Session** to identify ways to improve how we work. TSAB members considered how effective the Board has been at discharging its responsibilities; they agreed four areas for improvement over the forthcoming year:

- Embedding adult safeguarding into business as usual. This will mean all professionals routinely considering abuse and neglect in all interactions with the adults they work with and in service planning.
- Improving stakeholder engagement in development of the board agenda and Strategic Plan.
- Review frequency and format of Board meetings.
- Induction of new Board members.

## **CASE STUDY**

### **MALCOLM: CUCKOOING AND FINANCIAL EXPLOITATION**

- Malcolm is a 29 year old man with Learning Difficulties living in supported housing. Concerns were raised regarding young people frequently visiting his home, who were thought to be using his property and possibly exploiting him financially.

#### **Section 42 enquiry**

- Malcolm wanted these people to stop coming to his home.
- Despite receiving all benefits he was entitled to, Malcolm had limited food in the house and said he didn't have any money.
- Police were notified of the situation. The Community Support Officer agreed to keep an eye on the property and visit to get to know Malcolm.
- Group of young people disrupted following police intervention
- Malcolm referred to local organisation to support him with managing his finances going forward.

#### **Outcome**

- Malcolm stayed in his home with improved security and assistive technology to support him in the future.
- Malcolm expressed what is important to him and now attends social activities and has made new friends. He tells staff if he is feeling worried or concerned about anything.
- He is supported to manage his finances, and do food shopping once a week.
- Two of the perpetrators were arrested and charged for crimes not relating to Malcolm, and this disrupted the activities at his home.

## **SAFEGUARDING ADULT REVIEWS**

There were no cases raised with the SAB to be considered for a Safeguarding Adult Review during 2018/19. Therefore, there were no SARs during this period, or reviews of any other kind.

Learning from past experiences is vital to improve the way we work, so the Operational Group now discusses the findings of a different SAR at every meeting. If the group feels that the SAR presents the opportunity for significant learning and improvement in Thurrock, a Learning Event is planned and a report made to the SAB. The report highlights areas of good practice and makes recommendations for improvements to address weaknesses.

The National Network of SAB Chairs is due to publish a good practice guide, providing advice on the criteria and thresholds to be used when deciding whether a SAR should be started. Once this guidance is available the TSAB will use it to undertake a self-audit to confirm we are in line with national practice in these matters.

## **PLANS FOR THE FUTURE – 2019/2020**

During the coming year, April 2019 to March 2020, we will continue to work on the current Strategic Plan 2017/20 which can be found on the TSAB website at [www.thurrocksab.org.uk](http://www.thurrocksab.org.uk). We will:

- Work with agencies to test how well the safeguarding system works by reviewing different parts of the process and looking for evidence of good practice and areas for development.
- Continue to work with the Community Safety Partnership, and improve our connections with the Local Safeguarding Children's Partnership.
- Improve resilience within communities and with individuals, to help them to feel more capable and confident in protecting their right to feel and be safe.
- Improve our relationship with all member agencies of the board, particularly the community and voluntary sector.
- We will take a more holistic and preventative approach to safeguarding by discussing a broader range of topics that will engage all board member agencies, and make better use of their knowledge and expertise.
- Monitor how the website is used so that we can improve it, and improve our awareness raising reach by introducing social media to our community and stakeholder engagement plan.

## **FURTHER INFORMATION**

**If you want to know more about any project or topic within this report please send an email to [TSAB@thurrock.gov.uk](mailto:TSAB@thurrock.gov.uk) or visit [www.thurrocksab.org.uk](http://www.thurrocksab.org.uk).**

**To raise a concern email [safeguardingadults@thurrock.gov.uk](mailto:safeguardingadults@thurrock.gov.uk) or call Thurrock First 01375 511000**

“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”