



Thurrock Safeguarding Adult Board

Annual Report 2021/22

This Annual Report reflects the work that the partnership, have achieved during the period

1 April 2021 to 31 March 2022

Foreword by Jim Nicolson

TSAB Independent Chair



I am delighted to present the Thurrock Safeguarding Adult Board's Annual Report for 2021/22. The year has been dominated by the on-going impact of the Covid-19 pandemic, which began during the first Quarter of 2020. This pandemic has raised wholly exceptional challenges which have continued into 2021/22. The local response to this pandemic; unprecedented in recent times, has been extraordinary. Staff from all relevant agencies; community groups; and large numbers of the public, especially unpaid carers, have worked together to show an unremitting and compassionate determination to help those affected by the disease and their families.

The progress made last year to raise awareness amongst the staff of statutory partners; stakeholders; and the communities we serve, of what constitutes safeguarding and how to report concerns, has continued. As a result, the number of concerns reported in 2021/22 increased, as did the number of enquiries which were undertaken in response to them.

We commissioned our first Safeguarding Adult Review (SAR) during the year. Despite having tested and been reassured about the robustness of our reporting arrangements, the absence of any SARs, meant that we were one of the last Safeguarding Adult Boards in the country to have one.

In order to ensure we have a clear understanding of progress being made to deliver our Three-Year Strategy we have focused on presenting the performance figures of the Board's activities in a much more user-friendly way.

Good progress has also been made in improving community engagement, including better use of social media, resulting in much greater use by the public.

The Board has worked closely with the Boards of Essex and Southend on issues of mutual concern or interest. Similarly, we retain very close links with colleagues in the Thurrock Community Safety Partnership.

Lastly, I am very grateful for the continued level of funding provided by the core agencies of Thurrock Council, the Thurrock Clinical Commissioning Group (CCG) and the Police, Fire and Crime Commissioner, despite the budgetary pressure they face. This is essential for the Board to function effectively, and this financial support is greatly valued and appreciated.

As we move forward into 2022/23, we look to build on the progress made in 2021/22, by implementing an exciting programme of work to deliver excellent safeguarding for adults in Thurrock.

The Boards Responsibilities

The Care Act 2014 required all local authorities to establish Safeguarding Adult Boards (SAB) which must have, as a minimum, these three members; Thurrock Council, Thurrock Clinical Commissioning Group and Essex Police.

SABs have three core responsibilities:

- 1. To produce and publish an Annual Report**
- 2. To produce a Strategic Plan**
- 3. Conduct Safeguarding Adult Reviews (SAR) for any cases which meet the criteria**



Principles of adult safeguarding

These six principles underpin the work of the Thurrock Safeguarding Adult Board

Empowerment

"I am asked what I want as the outcome from the safeguarding process and this directly informs what happens."

Prevention

"I receive clear and simple information about what abuse is. I know how to recognise the signs, and I know what I can do to seek help."

Proportionality

"I am sure that the professionals will work in my interest and they will only get involved as much as is necessary."

Protection

"I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."

Partnership

"I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."

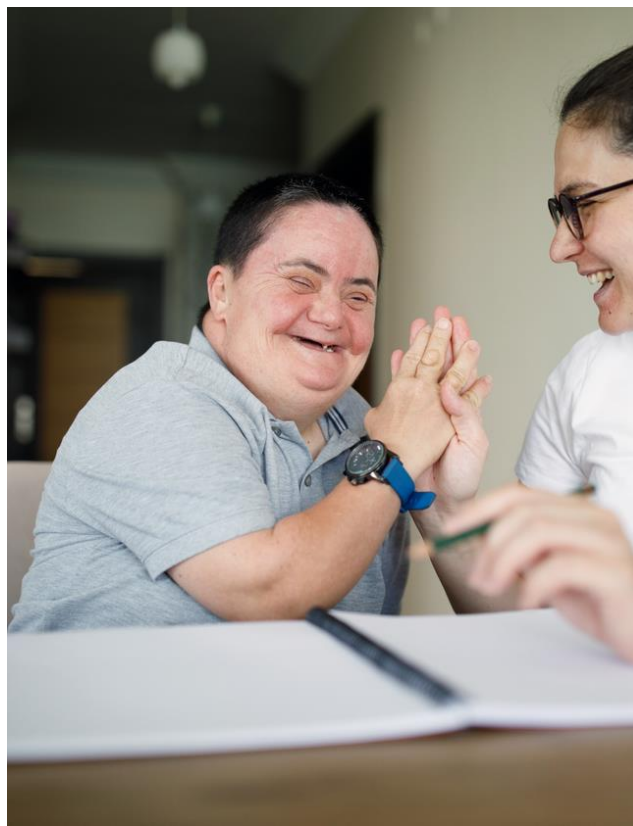
Accountability

"I understand the role of everyone involved in my life and so do they."

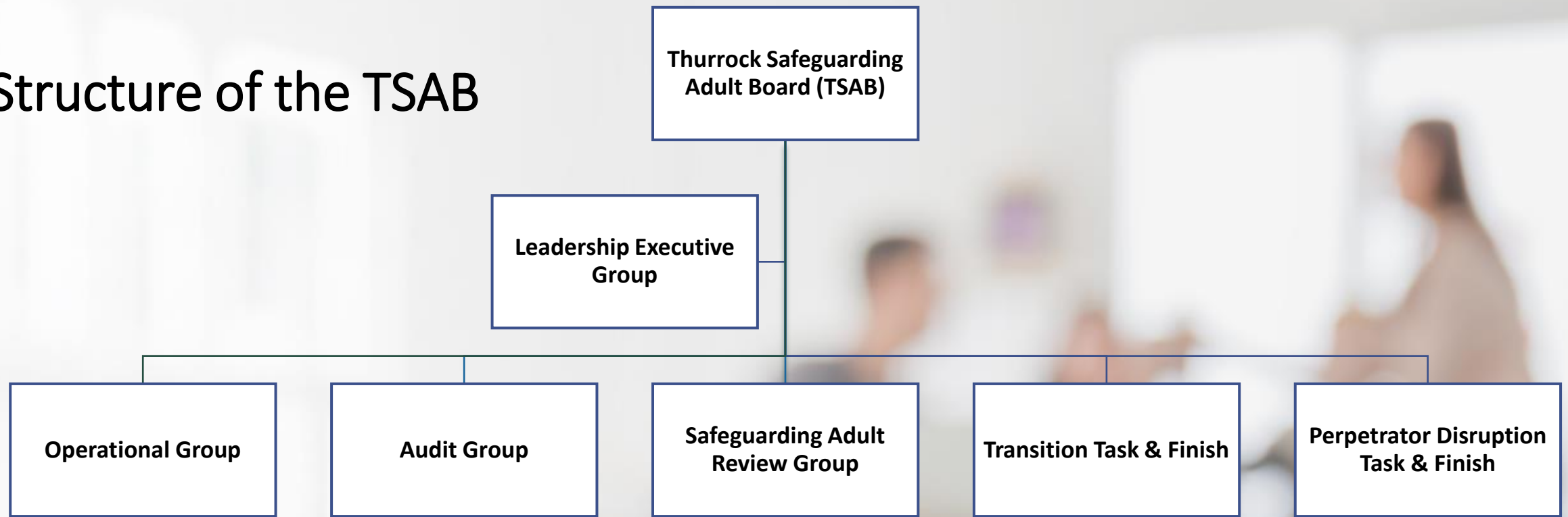


The Board's priorities as set out in our strategic plan for 2020/23:

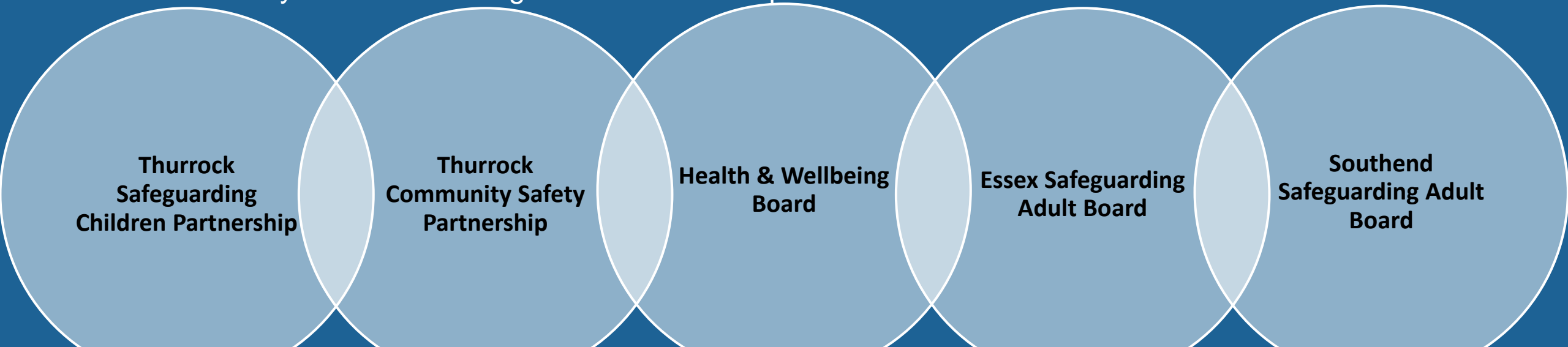
- To increase our understanding of abuse and neglect using data
- To contribute to the implementation of the recommendations of the Sexual Abuse/Violence Joint Strategic Needs Assessment (JSNA)
- To focus on perpetrator disruption
- To strengthen transitional safeguarding arrangements



Structure of the TSAB



TSAB works closely with the following Boards/Partnerships:



Board Challenge & Impact



Sought assurance through presentations on issues placed on the TSAB risk register:

- Mental health task force
- Learning disability health checks

Received updates on the development of the Integrated Care system (ICS) and links with safeguarding adults

Updated our prevention strategy with new themes and requested partners pledge actions

Monitored the impact of covid and post covid recovery through meeting discussions and sharing information

Reviewed the recommendations from Cawston Park SAR and discussed what the Board partners in Thurrock are doing to prevent this from happening to our residents

Strengthens links with the LeDeR Steering Group including presentations on the recommendations from reviews of covid related deaths

Reviewed recommendations from "Restraint, seclusion, and segregation in services like a hospital or care home for autistic people, in the treatment of people with a learning disability and / or mental health condition"

Discussed how services/strategies could be improved around;

- Unpaid carers
- Drug related deaths

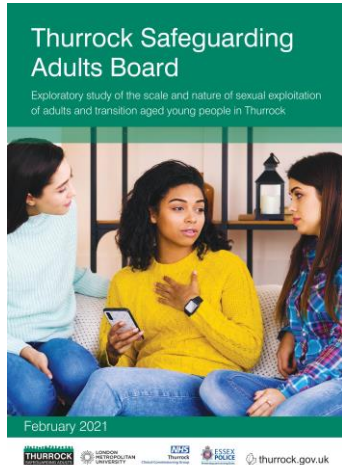
Strengthened safeguarding elements in the development of new strategies;

- Tobacco Strategy
- Health and Wellbeing Strategy

TSAB priority 1 - To increase our understanding of abuse and neglect using data

What we did	What plans do we have for next year
Developed a Quality Assurance Framework to clearly explain the systems, processes and principles that underpin our approach to managing data and information	Monitor compliance against the SET (Southend, Essex & Thurrock) safeguarding adult self-assessment audit and SET safeguarding adult staff survey
Audited cases to ensure they were person centred and Making Safeguarding Personal was embedded	Gain assurance around the lay persons views of care homes in Thurrock through monitoring the outcomes of care home visits by TSAB
Added comparator data to review how Thurrock compares with the national picture	Include the voice of the adult in performance dashboard from adults experiences of safeguarding process
Improved the recording of safeguards through existing training and guidance for the local authority	Continue to interrogate the data to identify key risks and issues and whether further investigation is necessary

TSAB priority 2 - To contribute to implementing the recommendations of the Sexual Abuse/Violence Joint Strategic Needs Assessment (JSNA)

What we did	What plans do we have for next year
<p>Published the exploratory study of the scale and nature of sexual exploitation of adults and transition aged young people</p> 	<p>Develop a bespoke toolkit for professional use in order to facilitate appropriate responses to disclosure. The toolkit should be used to supplement training and provide information including safeguarding requirements, appropriate language, local service provision and referral pathways</p>
<p>TSAB solely funded a sexual abuse and violence online training package for staff across the partnership which will be rolled out across the workforce next year</p>	<p>To support the Violence Against Women and Girls agenda in implementing a coordinated programme of communications activities to be delivered to the public</p>

TSAB priority 3 - To focus on disrupting perpetrators targeting adults at risk

What we did	What plans do we have for next year
Put a modern slavery strategy in place underpinned by an action plan	Work with partners to implement the 3-year modern slavery action plan
Promoted training on modern day slavery, domestic abuse, and sexual abuse	Increase understanding of the range of disruption techniques and feedback how these are being used in practice
Identified initiatives to help people keep themselves safe and contributed funding to new cold calling signs	Audit cases to identify gaps in practice as well as share good practice, based upon the following themes: Hate crime, scams, adult sexual exploitation, modern slavery and cuckooing
Developed a contextual safeguarding report showing mapping of local area including hotspots, types of crimes and locations	Continue to raise awareness throughout the year to ensure that pathways for reporting suspected incidents of abuse and exploitation are clear and are understood

TSAB priority 4 - Strengthen safeguarding transition arrangements for those moving from children services to adult services

What we did	What plans do we have for next year
Continued to gather information about where the gaps are and possible solutions to these	Seek the views of young people who have transitioned between services to find out what they need
Reviewed the recommendations from national reviews involving transition age young people	Raise awareness of contextual safeguarding within the adult workforce
Reviewed the recommendations from 'Bridging the Gap' followed up with a presentation from the author Dez Holmes to discuss implementing the recommendations locally	Develop a framework to provide guidance on managing cases where there is a high level of risk, but the circumstances may sit outside of traditional adult safeguarding
Improved information sharing between children and adult social care to identify young people who are at risk of exploitation and approaching critical transition points	Seek assurance from commissioners about how they are commissioning services for young people transitioning to adult services

Southend, Essex and Thurrock (SET) joint working

What we did	What plans do we have for next year
Updated the <ul style="list-style-type: none">• SET Hoarding Guidance• SET Modern Slavery Guidance• SET Safeguarding Learning and Development Framework• SET Safer Recruitment Guidance	Update the <ul style="list-style-type: none">• SET Mental Capacity Act/ Deprivation of Liberty Guidance (pending implementation date)• SET Missing Protocol• SET Easy Read Safeguarding Guide
Updated the SET SAF (safeguarding adults concern form) to improve accessibility	To publish the revised SET Safeguarding Adult Guidelines V7 including improving accessibility
Worked with SET Domestic Abuse Board to develop a Domestic abuse and older adults elearning course	Continue to work across Southend and Essex on cross cutting issues
Worked with SET Safeguarding adult, safeguarding children and domestic abuse Boards to develop resources about 'Think Family'	Develop and evaluate the SET self assessment audit and associated staff survey

Safeguarding Adult Reviews (SARs)

6 SARs considered

3 SARs commissioned (1 of which is a joint SAR/Domestic Homicide Review (DHR))

1 discretionary review completed but not published

1 SAR pending a decision

Section 44 (Care Act 2014) states SABs must conduct a SAR where it has concerns about how members of the SAB or other agencies, have worked together to protect an adult who has care and support needs, and who:

- has died as a result of suspected abuse or neglect, or**
- is still alive, but has experienced serious abuse or neglect, and would have died if it were not for intervention or has suffered permanent harm.**

TSABs first SAR will be published in spring 2022, we have already started working on the recommendations.

All SARs or executive summaries will be published on the website.

TSAB updated our SAR policy and form.

We reviewed the recommendations for the National SAR analysis.

Communications and engagement

Public engagement

- TSAB's pop-up stand in Grays High Street during National Safeguarding Adults Week shared safeguarding information with members of the public
- TSAB supported the Community Safety Partnership with Safer Streets and Safer at Night events
- TSAB sent booklets out to all Thurrock Care homes, we will be continuing to send these out to others in 2022/23

"Thank you for the booklets we received, these have been very helpful for both staff and visitors can I request a further 15 copies please."



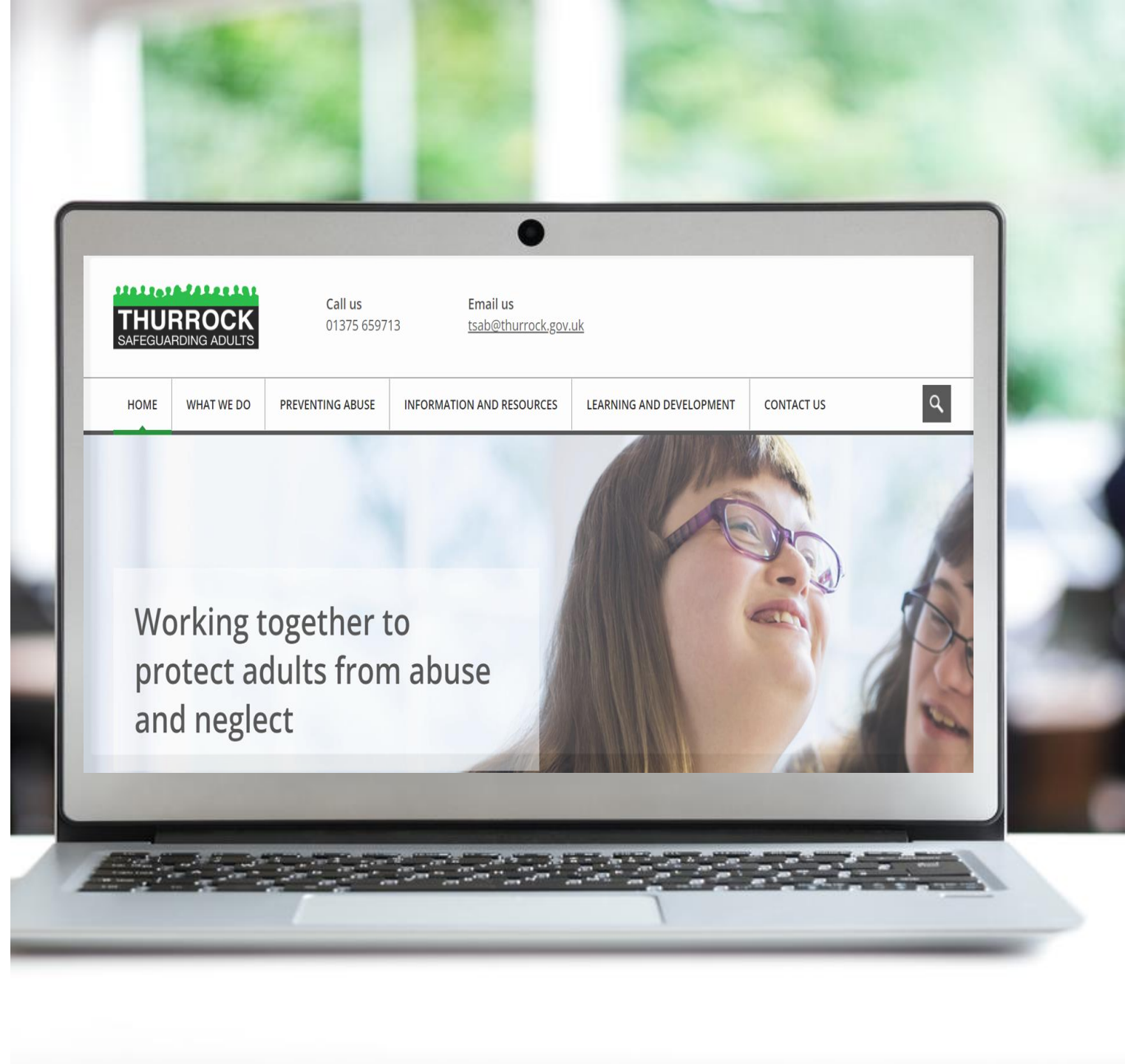
Communications and engagement

Social media

- 214 posts were issued throughout the year on the Thurrock Council social media accounts (up from 108 last year)
- 1,617K total people reached (up from 746K last year)
- 752 clicks through to Thurrock Safeguarding Adult Board website (up from 309 last year)
- 165 likes (up from 103 last year)
- 186 shares (up from 109 last year)

Website

- There were 21,048 visits to the website during the year which is up from 18,862 in 2020/21
- The most popular pages were the types of abuse pages; discriminatory abuse, neglect and acts of omission and financial and material
- TSAB started producing a quarterly [Newsletter](#) highlighting Board activity as well as up and coming training sessions



Thurrock Adult Social Care contribution to TSAB – Les Billingham

- This year has been another turbulent year as we face the continued challenges of the pandemic and those associated with its aftermath, alongside significant changes to the working relationship we have with our Health colleagues as they go through a reorganisation, moving from local Clinical Commissioning Groups to an Integrated Care Partnership covering a much bigger footprint. In spite of these challenges our safeguarding performance has continued to be strong, delivered operationally via the various safeguarding teams and strategically through the Safeguarding Adults Board.
- Unfortunately this year has seen the first Safeguarding Adult Review commissioned in Thurrock and we await its completion in anticipation of ensuring any and all recommendations are swiftly implemented. We have also seen a learning review commissioned, which has already completed, and which produced important findings that a number of local and national agencies are now implementing. Despite the tragic outcome upon which the review focussed it was reassuring to see that the process identified a number of good practice examples, these will be used to build upon to further improve our responsiveness to similar cases in the future.
- There have been many challenges as a result of having to focus so intently on the pandemic over the past couple of years. Demand for our services has increased exponentially, both in terms of complexity and in the number of people requiring our support; in such circumstances the risk to vulnerable people has increased and we now need to redouble our efforts to ensure we continue to deliver safeguarding support to those that need it. Furthermore, the increase in the insular nature of our lives caused by the need to “lock down” has also increased risk, as we know that having friends and family around, or a community presence is one of the most effective preventative measures against people being subjected to abuse. As people begin to reconnect to others and live more normal lives again we must ensure that we are receptive to the issues that may emerge as a consequence. I am reassured though that the quality of the individuals and organisations working in Thurrock, in terms of their commitment to safeguarding and their level of skills and experience, puts us in a strong position to deal with these challenges in the future.
- Finally, I am pleased to announce that the transformation strategy –“Better Care Together Thurrock – The Case for Further Change”- has now been completed. This strategy has been developed with all system partners involved in the Thurrock Integrated Care Alliance and is system wide. The strategy is person centred, strengths and place based and has been co-designed with our communities. The strategy places those people in need of care and support at the heart of decision making, and moves service delivery far closer to where people live, both ways in which safeguarding through prevention can be further enhanced.

Essex Police contribution to TSAB – Natalia Ross

- Safeguarding of vulnerable people is a priority for Essex Police, this is reflected in its continued appearance in the Force Plan. The Force has good oversight and governance of vulnerability, which is led by the Assistant Chief Constable (ACC) for Crime & Public Protection (C&PP) and Criminal Justice. The ACC holds a quarterly Public Protection Vulnerability Board attended by C&PP and other Command areas who report on activity, risks and issues. The Head of C&PP Command is a Detective Chief Superintendent who is supported by two Detective Superintendents leading on Proactive & Partnerships and Investigations. Through this structure the safeguarding of vulnerable adults is championed throughout the organisation with thematic leads in key safeguarding areas such as mental health and missing people.
- There is staff and resourcing in Essex Police committed to working with partners. The Force are engaged and represented at a senior level at the Thurrock Safeguarding Adults Board and associated subgroups where together with key partners, they review, and quality assure policies and recommendations to audit compliance and identify learning.
- The Operations Centre is a central safeguarding hub and is the point of entry into Essex Police for all public protection partnership-related enquiries and referrals. The Operations Centre also contains the Central Referral Unit (CRU) who are responsible for risk assessing and safeguarding high-risk victims of domestic abuse.
- Due to the impact of COVID-19 in 2020, Essex Police have adapted their working practices which has enabled increased agile and flexible working. Utilising IT platforms such as Microsoft Teams has continued to ensure that Essex Police work effectively with partners to support vulnerable people. This has seen greater attendance at multiple meetings with different partnership agencies.
- The centralisation of all secondary risk assessments for high-risk domestic abuse cases are performed by the CRU. This provides a greater consistency across the Force, which has increased the accuracy and quality of risk assessments, together with timeliness of safeguarding.
- Essex Police has seen the introduction of a Domestic Abuse Problem Solving Team (DAPST) in 2021 which are geographically based across the County. The teams are led by a Detective Inspector and are responsible for working with repeat victims of domestic abuse with commissioned services and tackle repeat perpetrators with a focus on the highest risk perpetrators being referred into the MAPPA process. DAPST are regular attendees at Level 2 and 3 MAPPA reviews when Domestic Abuse perpetrators are being discussed and work well with statutory and duty to cooperate agencies.
- Essex Police has developed a close working relationship with EPUT to improve prevention, response, and investigation into cases where mental ill health is a factor. Essex Police co-chair the quarterly Concordat meeting which is a multiagency forum to discuss whole system approach to mental ill health in the community, particularly when member of the community reach crisis point and needs to be detained under S135 and S136 Mental health Act. Additional work is ongoing in relation to better information sharing, to ensure intervention is identified at earlier opportunities with an objective to prevent serious harm to the person who is suffering mental ill health or other community members.

Thurrock Clinical Commissioning Group contribution to TSAB – Linda Moncur

As the CCGs transition into three Essex facing integrated care boards, they have reviewed NHS child and adult safeguarding arrangements to ensure that they remain fit for purpose in the changing landscape. Thus, will include continuing the agreement to collaborate across wider Essex. Key safeguarding activities has included;

Prevention & Awareness

- Participated in the review of the Southend Essex and Thurrock Safeguarding Adults guidelines.
- Working with Police and Local Authority when investigations are taking place into potential concerns that have been raised regarding abuse and neglect of adults with care and support needs and to ensure those adults are safe and protected from further harm.
- Work with SETDAB partners on the domestic abuse agenda, particularly around the communications and access to services during Covid-19 restrictions.
- In order to provide clear guidance to multi-agency practitioner's, health and reference guidance was produced for Female Genital Mutilation (FGM), this provides clarity around the 3 duties to report, record and prevent cases of FGM.

Learning

- Collaborate with colleagues on the SAR panel to identify learning from cases and implement changes in response to case reviews. Some examples include;
- implementation of a new system of working in primary care following multi-agency meetings to identify appropriate processes and preparation for implementation which included training GPs,

liaising with Medicine's management to increase effectiveness of medication review processes,

- establishing a case review forum to collate recommendations and learning using a thematic approach.
- The CCGs developed Liberty Protection Safeguards implementation work streams to work with Local authorities and providers on a joint approach to implementing across the organisations. MCA and LPS training was arranged and funded by the CCGs and offered system wide, with positive feedback received. Other training sessions are also offered on a system wide basis which has been facilitated by the use of virtual classrooms.

Quality

- Developed and implemented care sector hubs to provide a robust and joined up multi-disciplinary response to Covid-19 and manage the issues being experienced by the care sector. The hubs are ongoing and are developing into forums to ensure the enhanced care sector agenda continues.
- The CCG Safeguarding Teams have worked with CCG staff, partners and commissioned services to promote the person-centred approach of Making Safeguarding Personal, whereby adults are encouraged to make their own decisions about how they live their lives and how they manage their safety and are provided with support and information to empower them to do so. Increasing recognition and understanding that adults have a general right to independence, choice and self-determination including control over how information about themselves is managed.

Safeguarding data

The data below is taken from the annual SAC return. The SAC (Safeguarding Adults Collection) return is completed by all local authorities in England and records information on safeguarding data for adults 18 and over. The TSAB audit and operational groups monitor the data for issues and trends.



1097

Safeguarding concerns
(1071 in 2020/21)

38% Male
62% Female

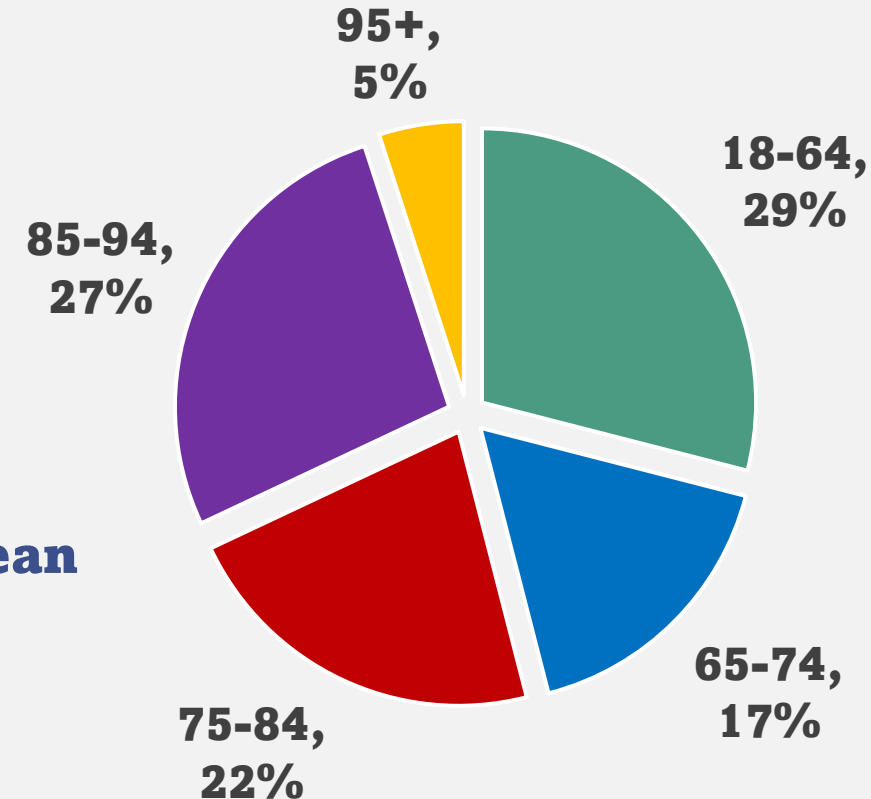


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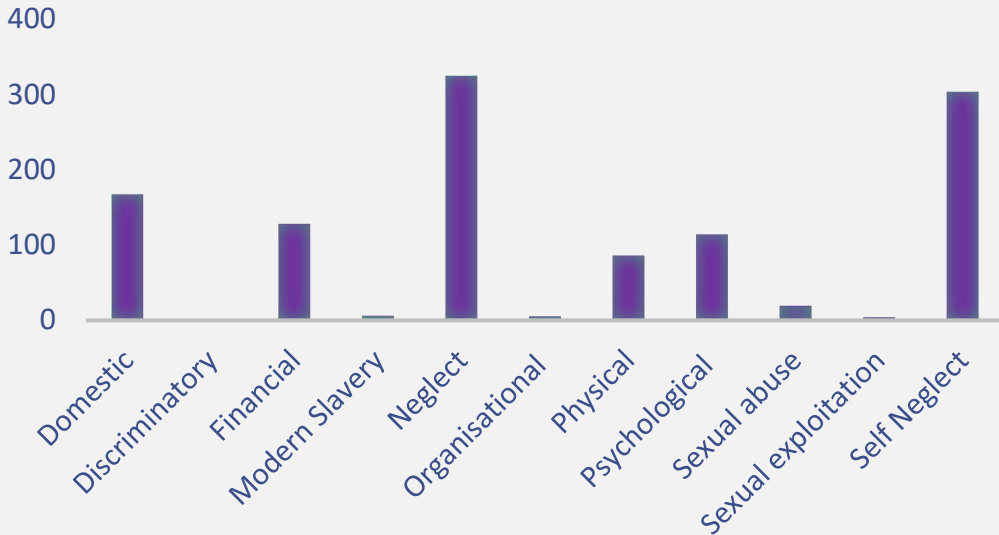
Section 42 enquiries
(346 in 2020/21)

79% White
2% Asian
4% Black/African/Caribbean
1% Other
15% Not known

**The majority of
safeguarding enquiries
are for those aged 65 and
over**



Safeguarding data



Most safeguarding concerns raised were in relation to neglect, self neglect and domestic abuse

68%

Of safeguarding enquiries adults did not lack capacity

31%

Of safeguarding enquiries adults lacked capacity

84%

Of those that lacked capacity were supported by an advocate, family or friend

Location of abuse

Own home 49%

Care home 34%

Other 17%

17% of safeguarding enquiries involved a Service provider

54% of safeguarding enquiries involved someone known to individual

29% of safeguarding enquiries involved someone unknown to individual

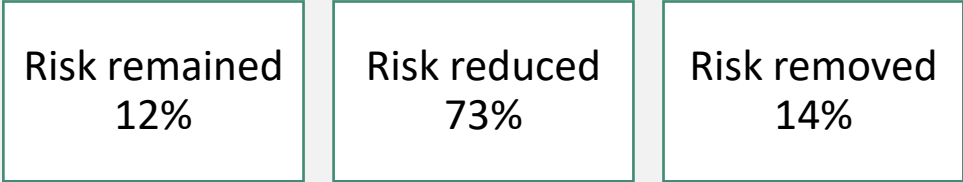
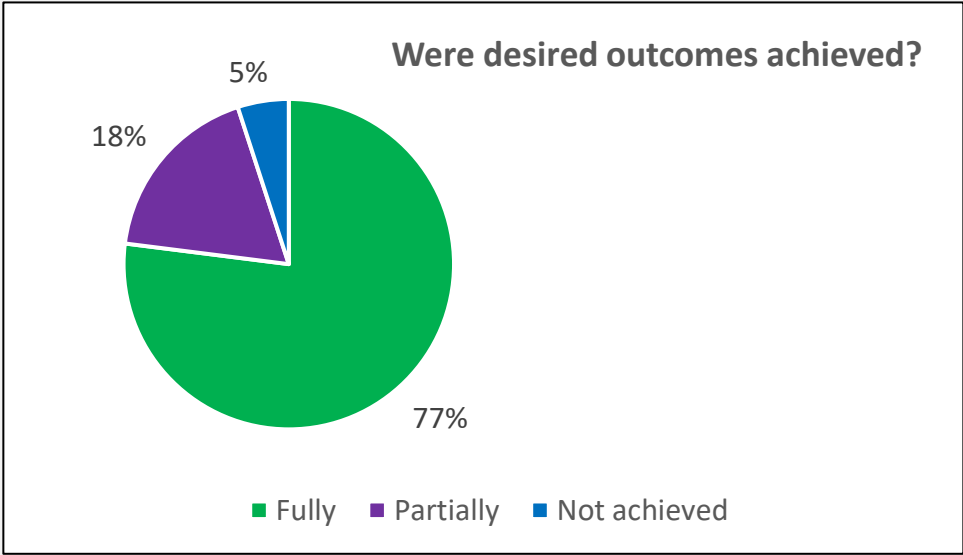
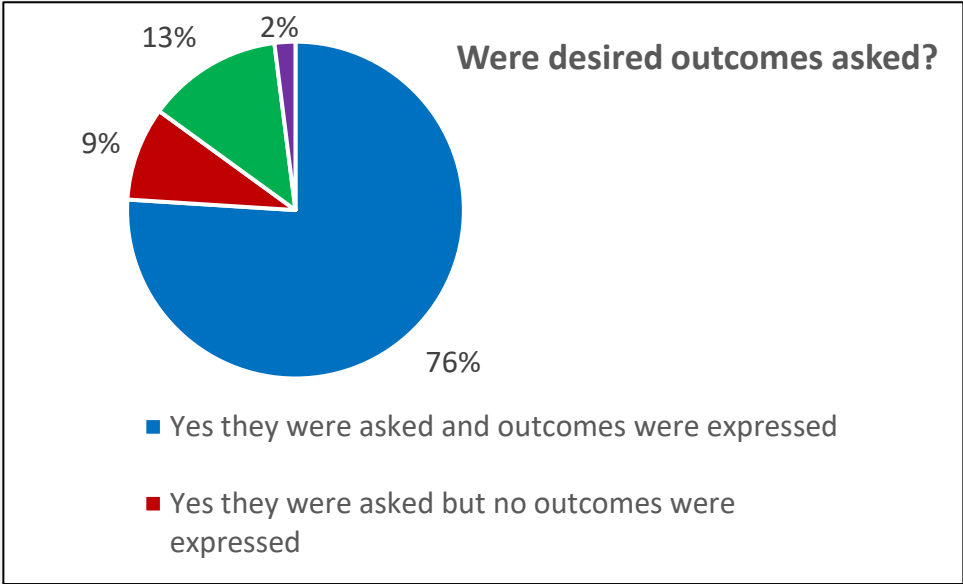
Safeguarding data

Making Safeguarding Personal (MSP) is a key part of safeguarding practice within Thurrock. MSP is about asking what outcomes the adult wants from the safeguarding enquiry. It is about giving opportunities along the safeguarding process to change their views and participate in the process in line with the key safeguarding principles. This is also the case for those who lack capacity, in this case it may be that the persons representative, the family or an independent advocate can participate in the process on behalf of the adult.

In Thurrock desired outcomes were asked in 85% of cases, this has increased from 80 % in 2020/21. Research into the remaining 15% found that of those that were recorded as No, this included where a person died or moved away and couldn't be asked, or where they weren't asked but someone else like an advocate or family member was involved in the enquiry.

In 95% of cases desired outcomes were fully or partially met.

Risk was reduced or removed in 87% of safeguarding enquiries.





Course	Number of sessions	Number of attendees
Complexities of the Mental Capacity Act	3	69
Designated Safeguarding Adult Leads	2	36
Hoarding	2	26
Modern Slavery	2	13
Mental Capacity Act Refresher	4	78
Safeguarding and the Law	5	68
Working with interpersonal psychological trauma	1	64
TOTAL	17	354

Training

This year saw an increase in the number of training sessions commissioned by the Board. As well as these training courses there were a range of other courses offered by the local safeguarding children partnership and the community safety partnership which staff could attend, examples are J9, Challenging myths and changing attitudes, PREVENT.

All training sessions this year were virtual. TSAB will be continuing with virtual training sessions for next year.



Questions asked	Average scores (out of 5)
The course achieved its stated aims and objectives	4.4
The trainer was effective in helping me learn the key knowledge and skills	4.4
The trainer demonstrated a thorough understanding of the subject matter	4.6
Post course I will have the opportunity and support to use the skills relevant to me	4.3
On a scale of 1 to 10 (10 being the most) what difference will it make when you use the skills/knowledge back in your work	7.9 (Out of 10)

Training evaluation

All participants were sent an evaluation form at the end of the training and were asked to score the training session on the above questions. Feedback was positive and examples of comments made are shown on the next page.

Training evaluation

Good course

The learning from this course will help me to explore the different complexities that arise and be more able to help guide and support our staff

Excellent and engaging training

Interesting training, thank you

The course allowed me to extend my knowledge and gave me insight to how safeguards are reviewed and best practice for me to manage any safeguarding situations in the future

Really enjoyed this training session, the trainer is excellent and really knowledgeable, I feel that I got a lot from the session that will definitely support me in my role

It was very detailed and resourceful

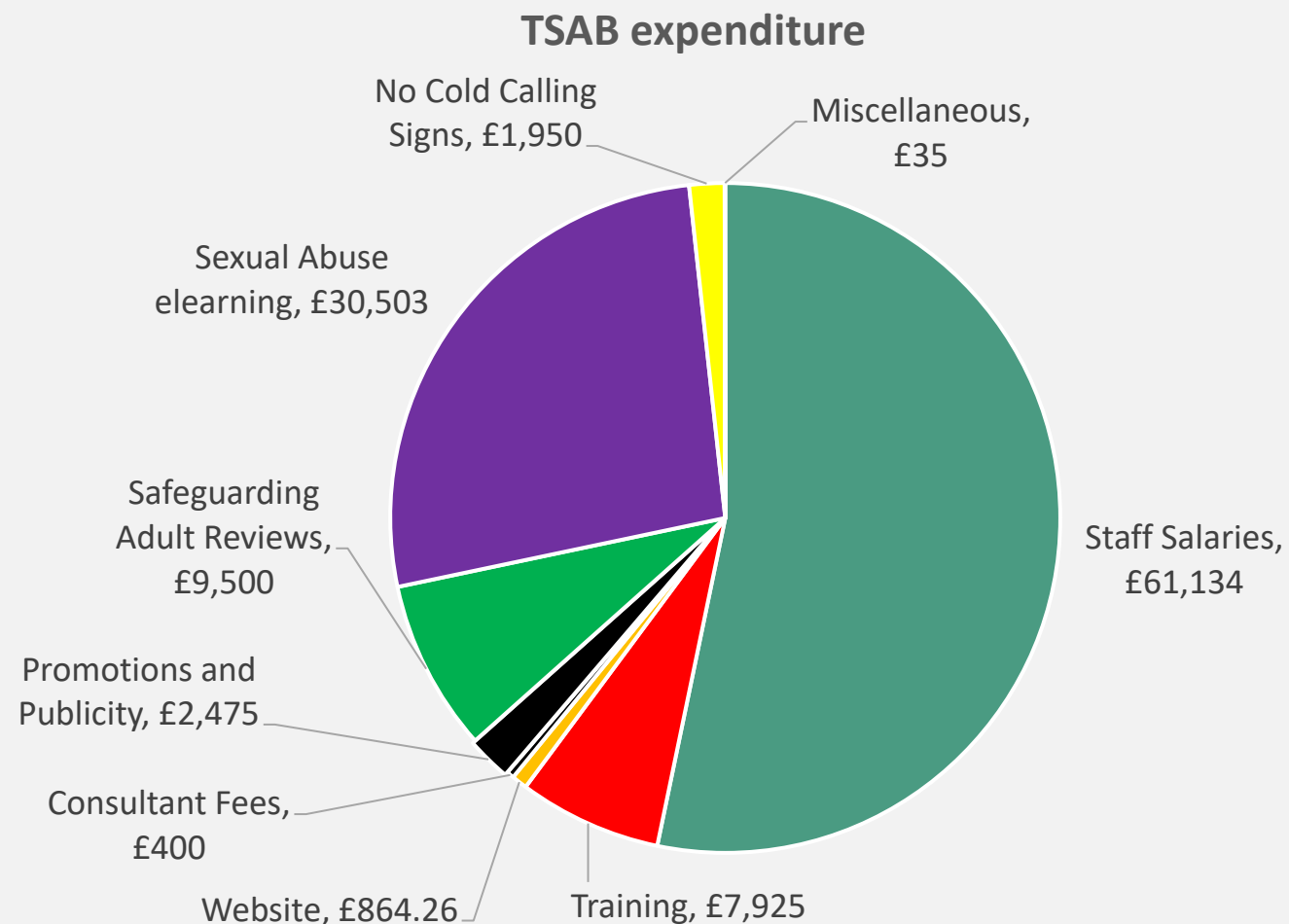
I found the course very informative and the trainers were knowledgeable in the subject

TSAB income and expenditure

The TSAB received funding from Thurrock Council (£73,651); NHS Thurrock Clinical Commissioning Group (£18,750); and the Office of Fire Police and Crime Commissioner for Essex (£18,750). The Board has £15,000 held for Safeguarding Adult Reviews. The Board also has £71,351 in reserves.

Total expenditure during 2021/22 was £114,787.

The underspend from this year will be put into TSAB reserves.



How we will continue to measuring quality.....



1 What we do (Are people safe from harm?)

- Review performance dashboard data to highlight themes, trends & issues
- Undertake multi agency case audits
- Ensure clear governance arrangements are in place
- Publish TSAB annual report (including easy read version)
- Review Board improvement tool every 3 years

2 How well we do it (Are partners responding effectively to safeguarding concerns?)

- Support partners to complete a self-assessment audit
- Ensure there are learning and development opportunities for staff and feedback is gathered
- Review lessons learned from SARs
- Conduct multi or single agency audit of cases through audit group
- Promote Safeguarding adults staff survey

3 What difference have we made (Does the person feel safer?)

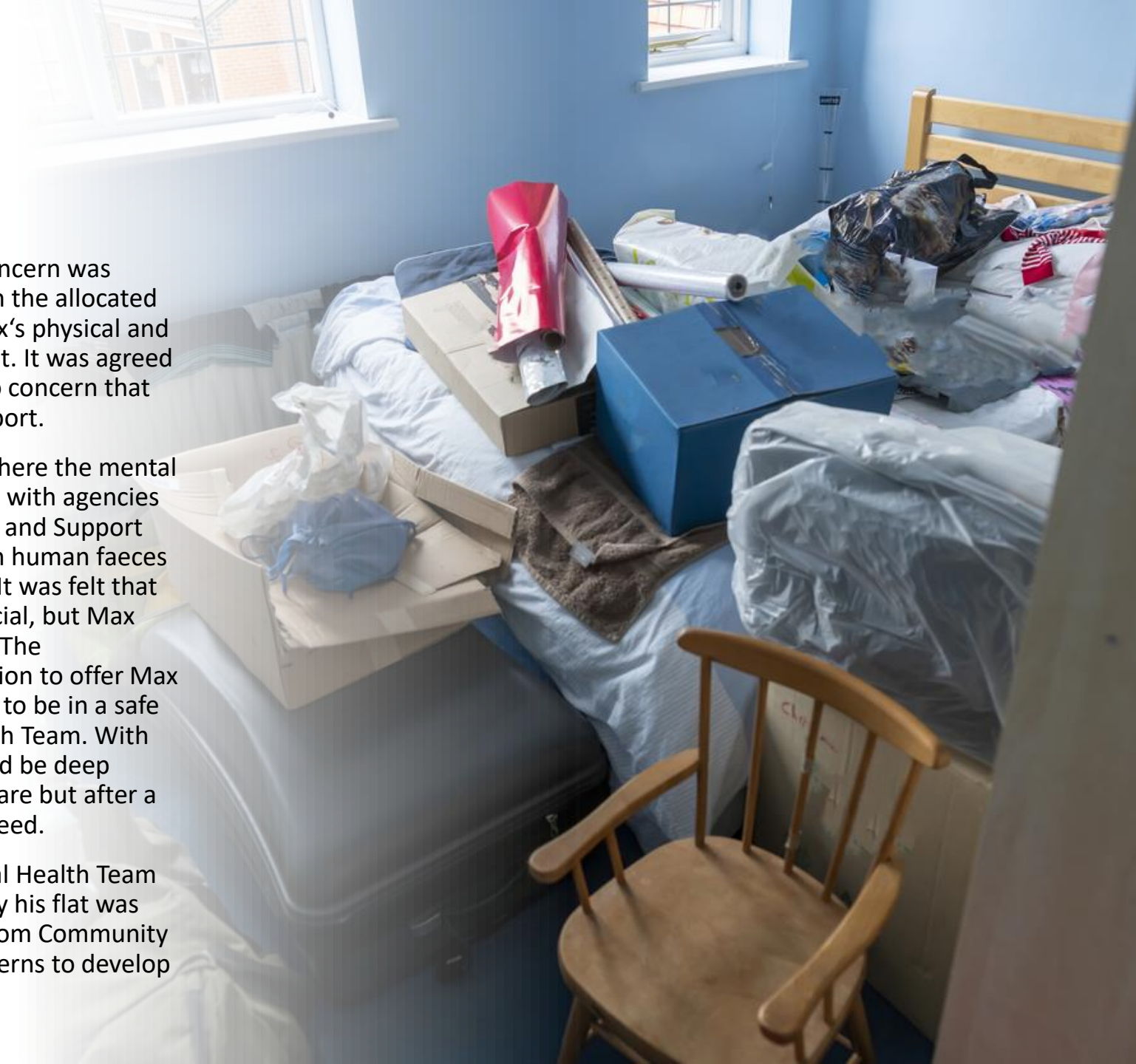
- Explore effectiveness of practice through feedback from adults and practitioners
- Making Safeguarding Personal performance data is monitored
- Undertake biannual care home visits

Max's story

Background information - The safeguarding concern was reported to the adults safeguarding team when the allocated Support Worker was very concerned about Max's physical and mental health as well as the condition of his flat. It was agreed to progress the concern to a full enquiry due to concern that Max was a risk to himself and his declined support.

Intervention - A strategy meeting took place where the mental health team was invited. Max was not engaged with agencies and did not leave his house. The Housing Team and Support Worker were concerned as the flat was covered in human faeces and Max had not been taking his medications. It was felt that support from the Mental Health Team was crucial, but Max was not ready to participate in an assessment. The professionals involved discussed a possible option to offer Max a respite placement. This plan allowed for Max to be in a safe place with access to a GP and the Mental Health Team. With Max's agreement at the same time his flat could be deep cleaned. Max was reluctant to go into respite care but after a two joint visits explaining the options, Max agreed.

Outcome - Max was assessed by GP and Mental Health Team while in a residential care home. During his stay his flat was cleaned and he returned home with support from Community Led Support team to prevent from similar concerns to develop again.





**Further
information**

If you want to know more about anything within this annual report, please email TSAB@thurrock.gov.uk or visit www.thurrocksab.org.uk.

To raise a concern email safeguardingadults@thurrock.gov.uk or call Thurrock First 01375 511000.

