



Essex Safeguarding
Adults Board

**THE ESSEX
SAFEGUARDING ADULTS
BOARD ANNUAL REPORT**

2019-2020

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Independent Chair Summary

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

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

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

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

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

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

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

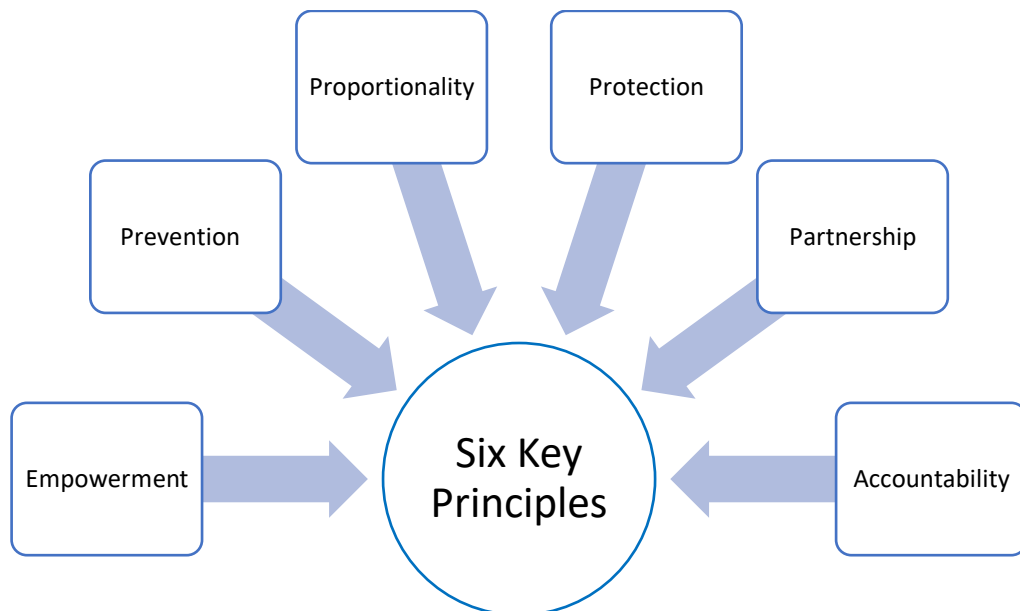
Deborah Stuart-Angus
Independent Chair of Essex Safeguarding Adults Board (ESAB)



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

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

The ESAB supports adults at risk to have choice and control over their lives by following and endorsing the six safeguarding principles outlined in the Care Act 2014, Care and Support Guidance¹, which are:



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

ESAB has three core duties, and must:

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

Our key responsibilities are to:

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

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

This report details:

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

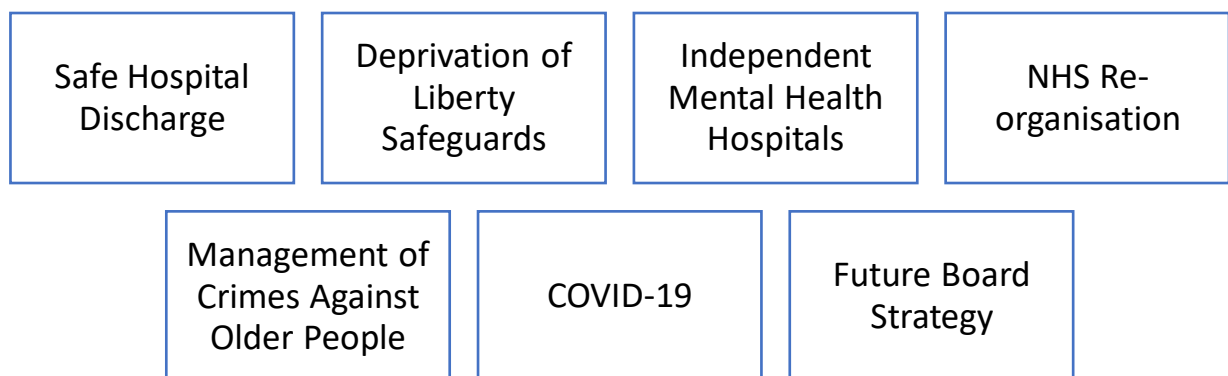
The Board agreed not to seek partner contributions to this annual report due to COVID-19 and its impact on their workload.



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

“It is important that SAB partners feel able to challenge each other and other organisations where it believes that their actions or inactions are increasing the risk of abuse or neglect. This will include commissioners, as well as providers of services.” (Care and Support Statutory Guidance 2020, Section 14.134²).

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



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

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

- NHS re-organisation has continued to feature on the ESAB risk register throughout the year, with regular updates being provided by NHS partners, particularly in relation to the development of three Sustainable Transformation Partnerships (STPs)³ and the impact this may have on the consistency and leadership of safeguarding practices.
- The Board received assurance from Essex Police and the Office of the Police, Fire and Crime Commissioner about effective management of crimes against older people, following a national thematic report by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services⁴.
- ESAB, through its Executive Committee, has sought assurance from its statutory partners about responses to COVID-19. Bi-weekly meetings have been in place, up to the end of March 2020, focusing on the impact COVID-19 has had on adult safeguarding and sharing good practice.
- In March 2020, ESAB Members attended a Development Day and held challenging discussions regarding the future Board strategy; a 'fit for purpose' structure; membership and most importantly to establish and share partner safeguarding priorities, to inform the work for the development of the 2021-24 Essex Adult Safeguarding Strategy.

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

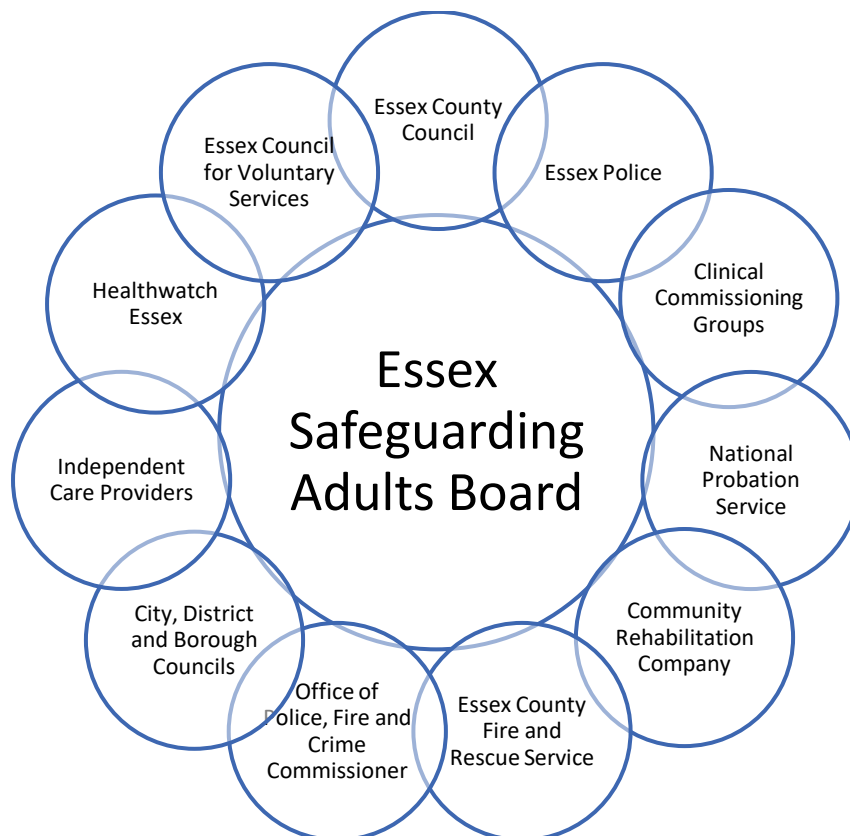
⁴ <https://www.justiceinspectors.gov.uk/hmicfrs/publications/crimes-against-older-people/>

ESAB Strategic Partners

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

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



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



ESAB’s strategic aims and priorities for 2019-20⁵ were to:

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

Examples of how strategic priorities have been taken forward:

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

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



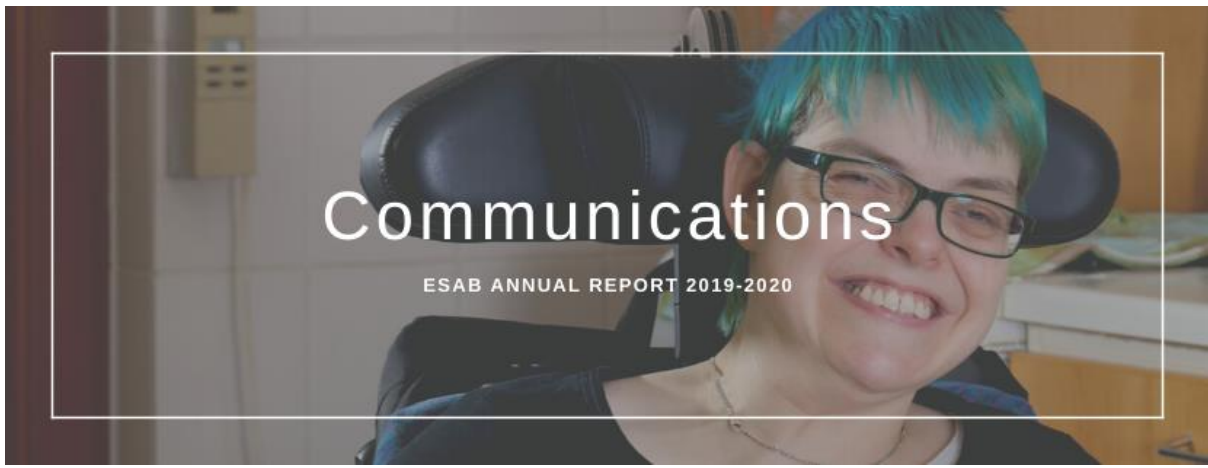
ESAB has met four times during 2019-20. In addition to covering routine business, each meeting has focussed on a particular theme to allow the Board to consider specific issues in more detail. Themes during the year have been:



During the year the Board:

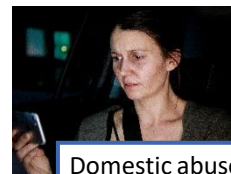
- monitored the work undertaken by all the Sub-Committees (see appendix 2) working towards the strategic plan
- approved Safeguarding Adult Review reports and received assurance from the Safeguarding Adult Review Sub-Committee about the delivery of subsequent action plans
- monitored any risks that were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

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



Campaigns

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



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

Facebook campaign post reach 41,000

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

Website

During 2019-20, ESAB updated its website⁷, exploring ease and speed of access. Following analysis, the most popular website pages were 'Reporting Concern's' and 'Guidance, Policies and Protocols'.

5,000+ page views per month

Bulletin

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

1,450 subscribe to ESAB Bulletin mailing list

Social Media

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

930 Twitter Followers

156 Facebook Followers

136 Facebook Page Likes

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

⁷ <https://www.essexsab.org.uk/>



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

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

Reduced duplication of safeguarding activity for Essex health organisations

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

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

Looking ahead they will be:

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



ESAB training

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



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

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

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

Designated Safeguarding Adult Leads Training Course

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

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

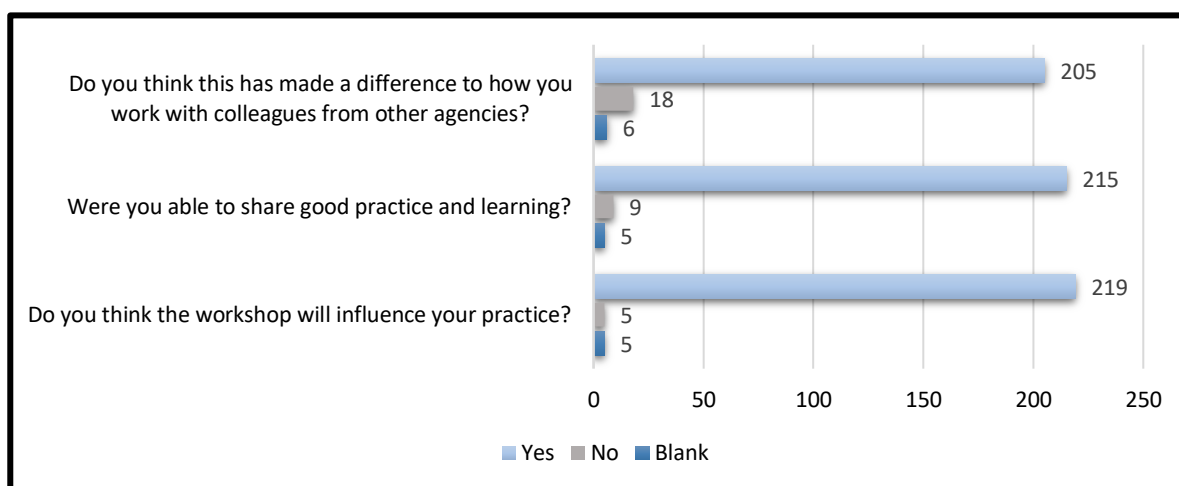
“Interesting use of cases to demonstrate how different aspects of decision-making & capacity assessment can be achieved”

Unwise Decisions, Risk Taking and Safeguarding Adults Training Course

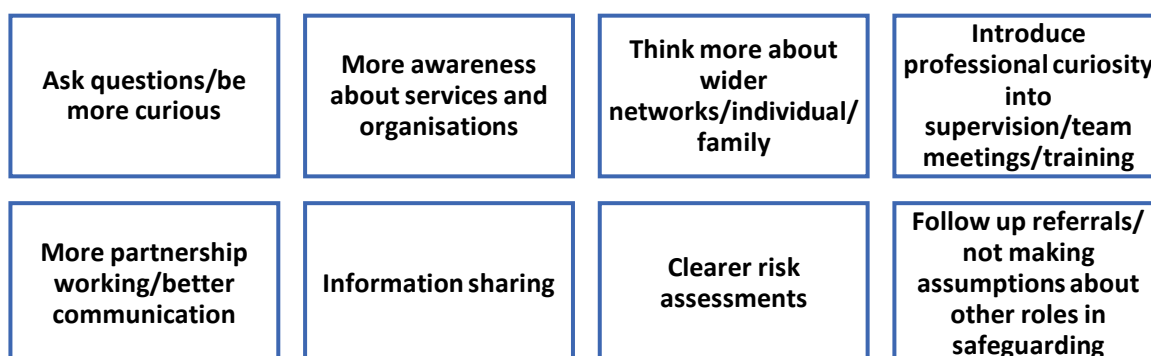
Learning from Reviews

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

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



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



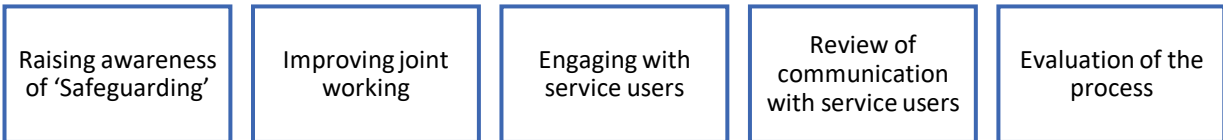
Looking ahead the Board Support Team will now:

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



Making Safeguarding Personal (MSP)

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



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

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

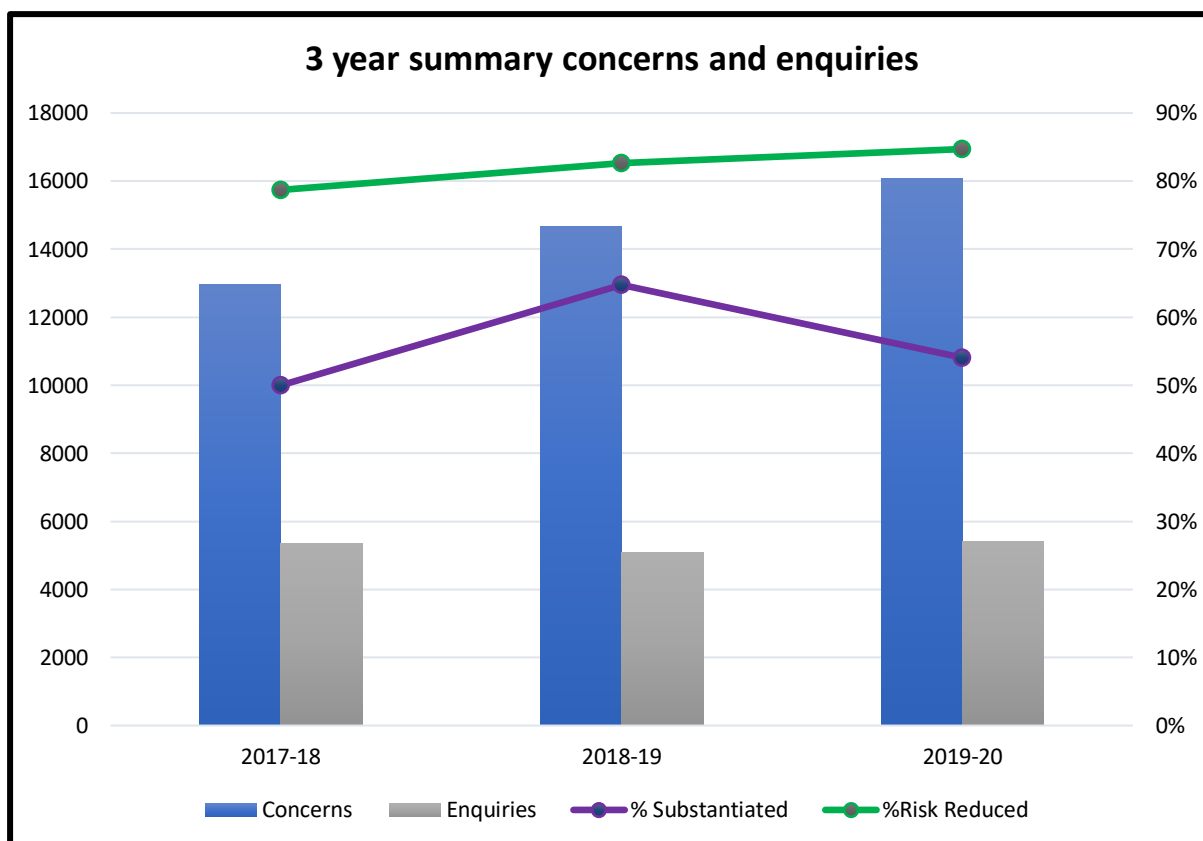


Professional participants were asked ‘On a scale of 1 to 10 (10 being the most) what difference will it make to your skills/knowledge in the workplace?’ Responses were:

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

Performance data

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



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

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

Safeguarding staff survey

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

Looking ahead ESAB will:

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



Safeguarding Adult Review (SAR)

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

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

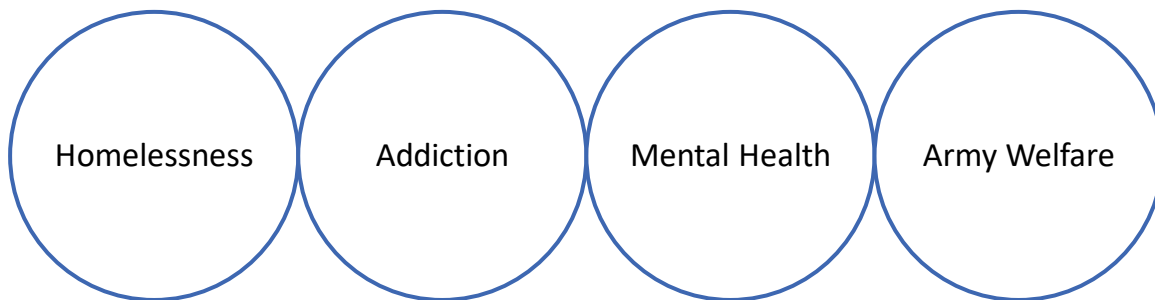
ESAB also conducted a thematic review of the 5 SAR's that ESAB have completed since 2018, in addition to a further SAR commissioned by another local authority, that ESAB have participated in. Four key strategic themes were identified:

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

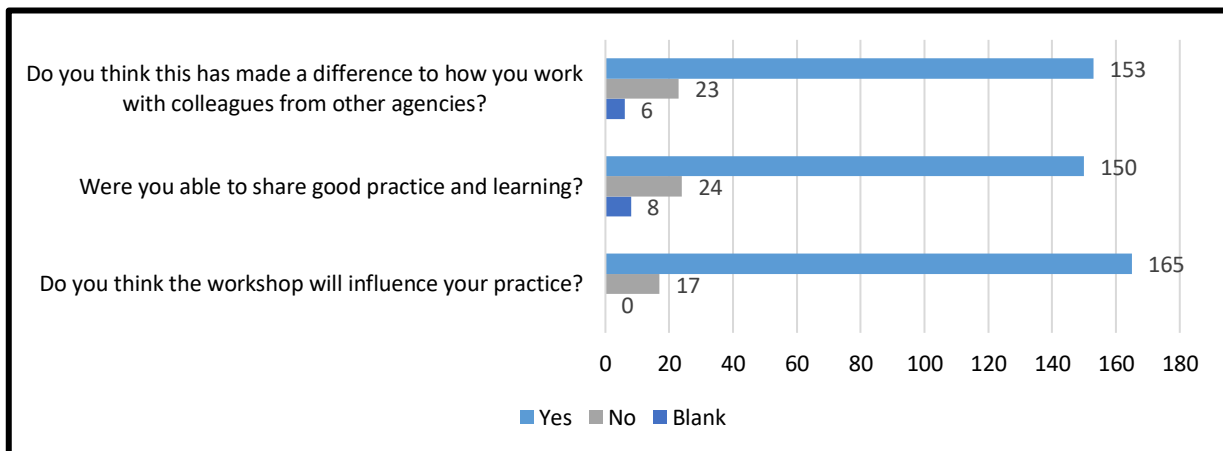
‘Frank’

Following the ‘Frank’ SAR⁸, ESAB held a thematic Board meeting focussing specifically on homelessness and temporary accommodation, to provide assurance around the services available and the scale of the issue in Essex. An outcome of this meeting was for ESAB to work with commissioners to ensure that the Horizons project becomes available across Essex. The Horizons project is a multi-agency model that provides intensive support for homeless individuals with multiple and complex disadvantages. The service involves up to 10 clients selected for participation by the multi-agency staff in each of the areas.

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



“Very interesting and informative”



The feedback was extremely positive in terms of practice improvement.

“The mix of multi-agency professionals was really good and offered good interactive discussions”

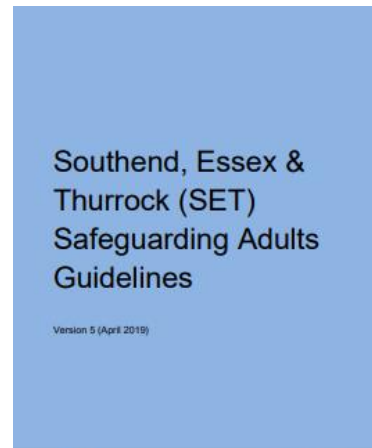
Looking ahead, the Board Support Team will:

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

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



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



The following policies were also reviewed and updated:



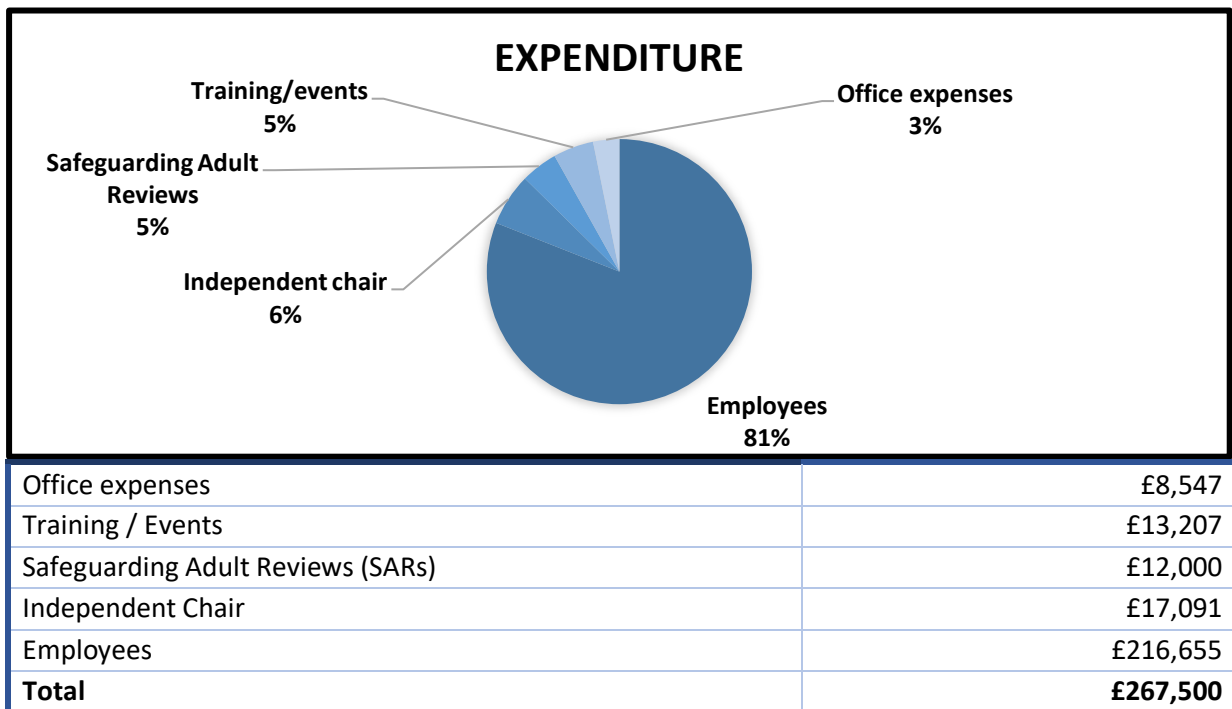
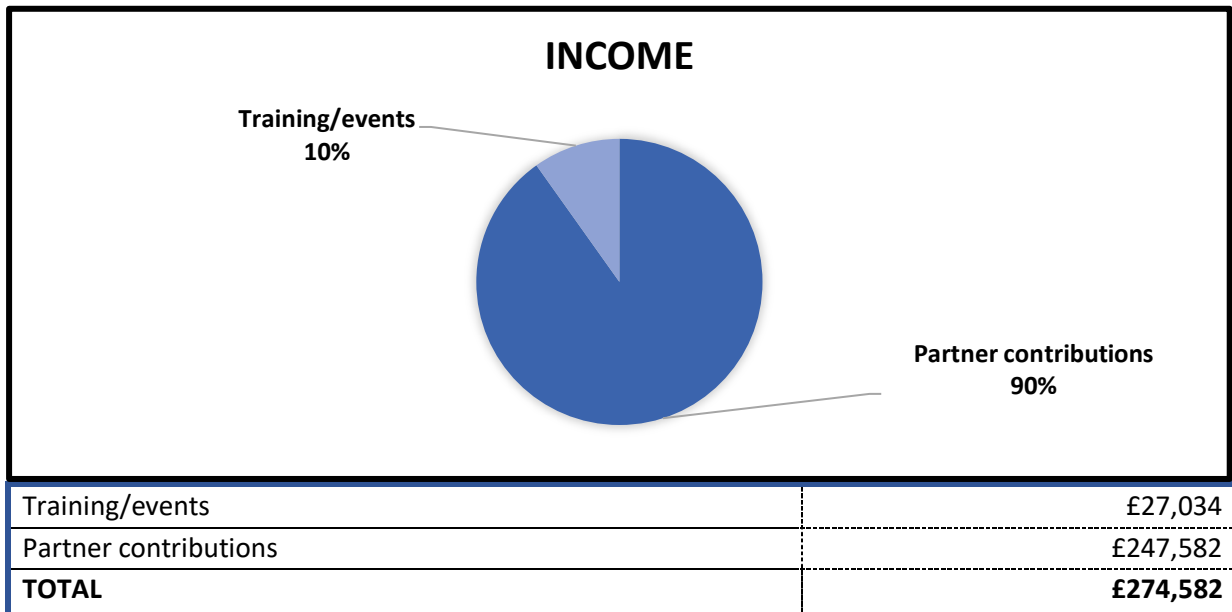
Looking ahead

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

Appendix 1 – Income & Expenditure

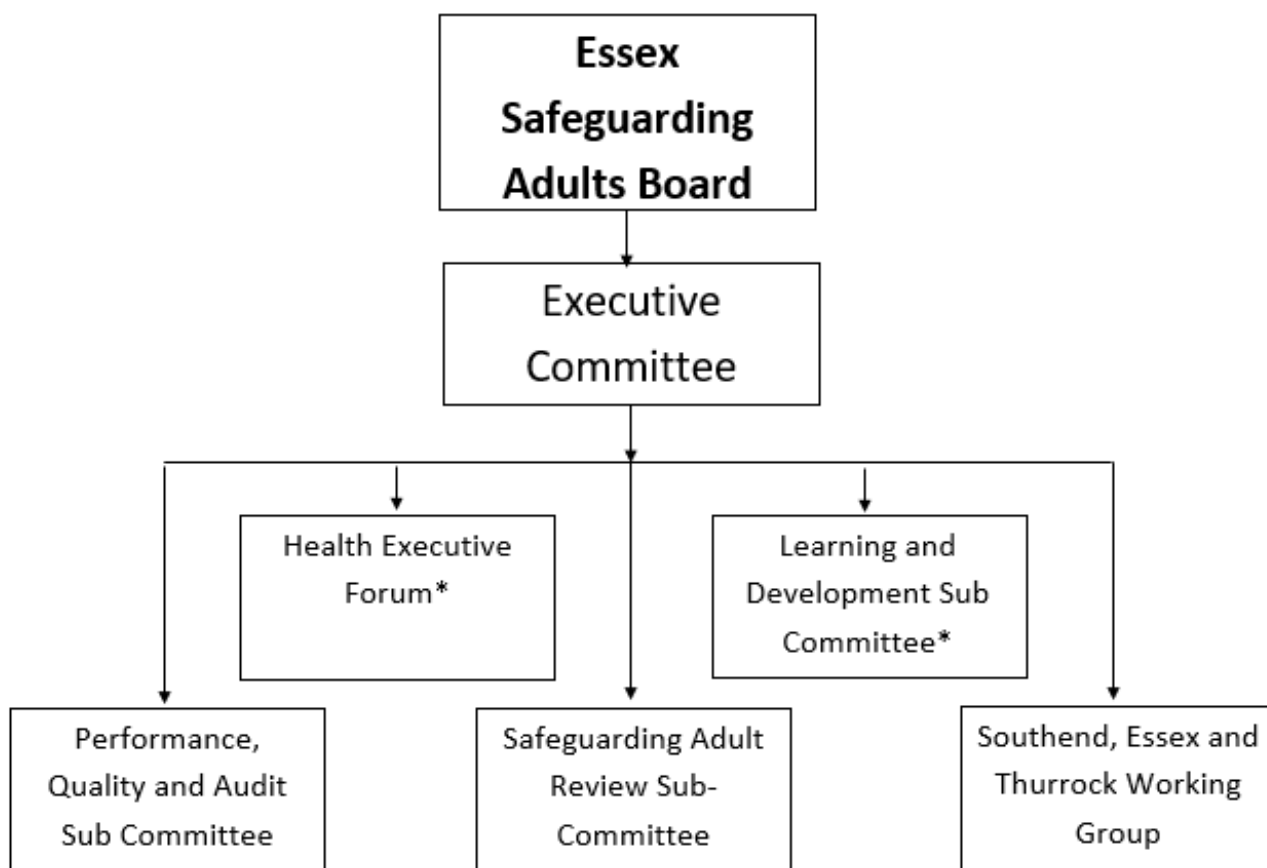
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The total income for 2018-19 was **£274,582**, the total expenditure for ESAB for the same period was **£267,500**. £11,000 was transferred to the ESAB reserves.



Appendix 2 – Board Structure

ESAB ANNUAL REPORT 2019-2020



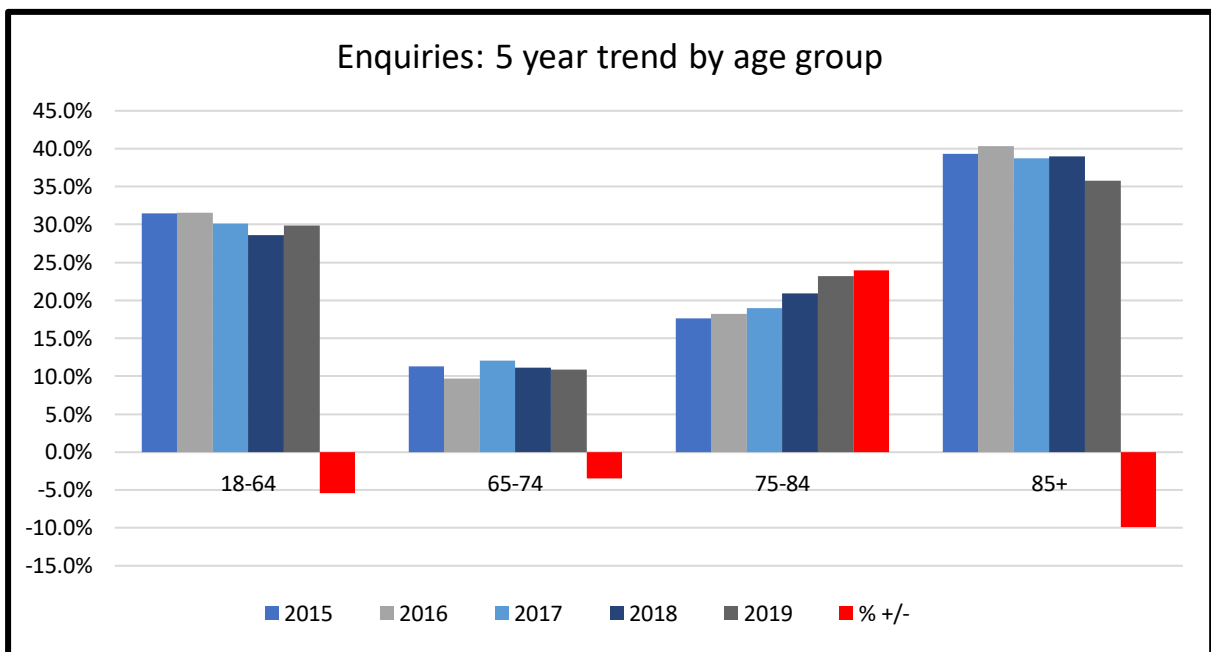
*Joint Sub-Committee with Essex Safeguarding Children Board

Appendix 3 – Performance Data

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Age

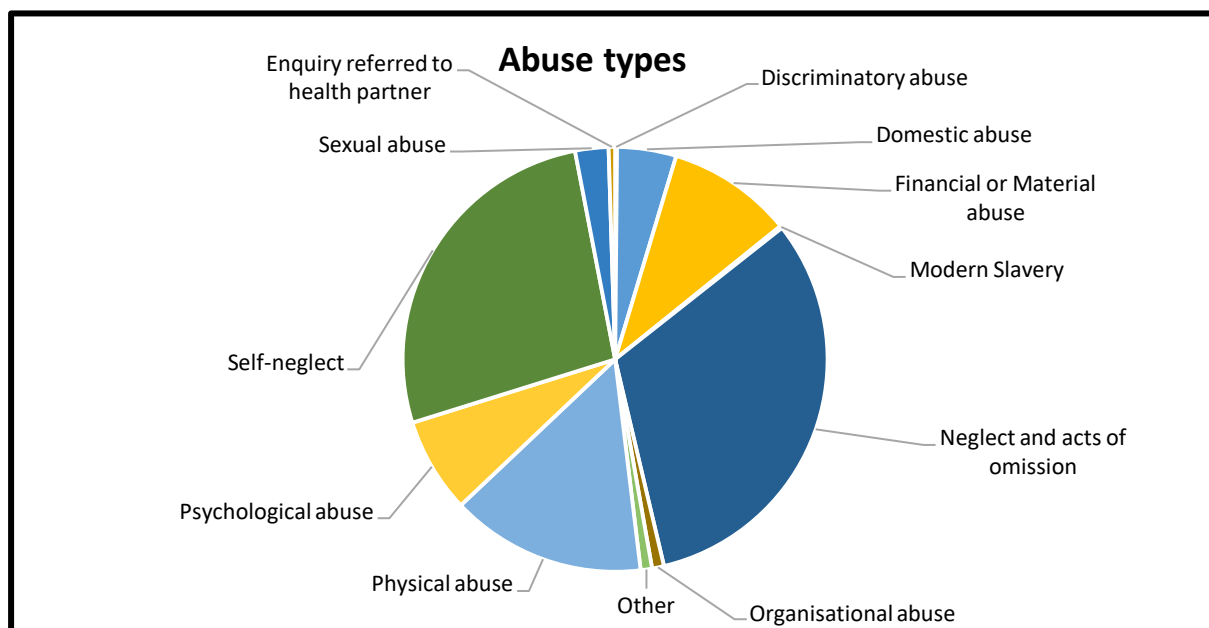
The following graph shows the age range of safeguarding enquiries.



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

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

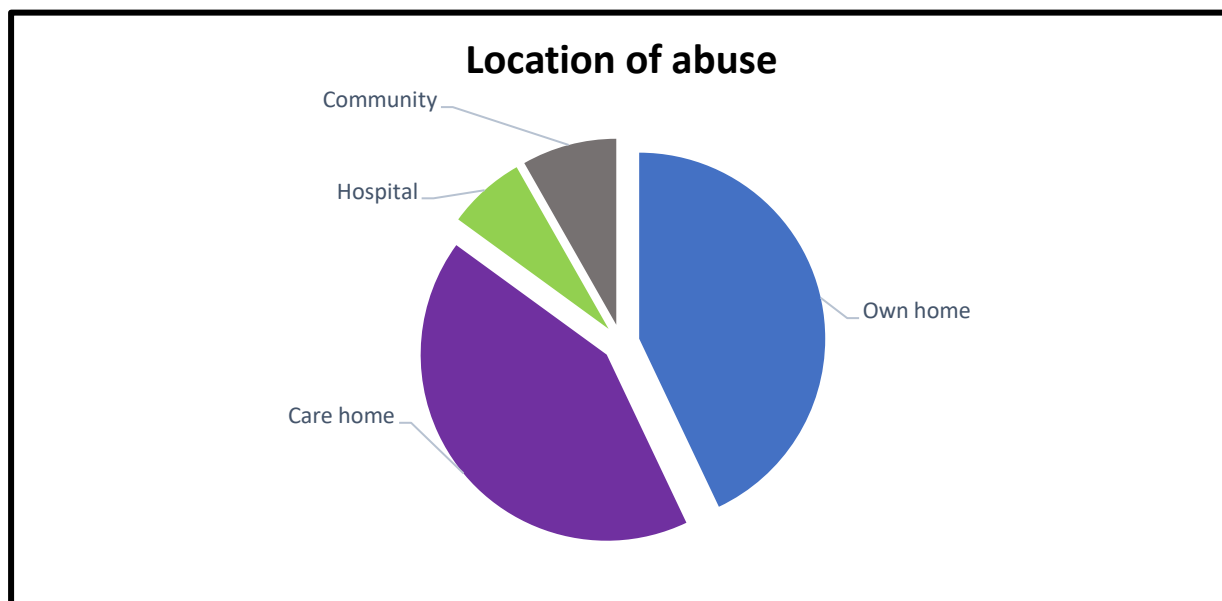
Abuse type



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

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

Location of the abuse



2019-20	Number	%
Own home	2329	43%
Care home	2274	42%
Hospital	365	7%
Community	445	8%
Total	5413	

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



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