

East Sussex Safeguarding Adults Board

Annual Report

April 2018 to March 2019

“Our vision is for all agencies to work together effectively to enable the citizens of East Sussex to live free from abuse and neglect, and to promote widely the message that safeguarding is everybody’s business”



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Foreword by Graham Bartlett, East Sussex SAB Independent Chair



I am pleased to introduce the East Sussex Safeguarding Adults Board Annual Report 2018 – 19.

Our aim as a Safeguarding Adults Board (SAB) is to provide strategic leadership to ensure that adults who are at risk of abuse or neglect are effectively safeguarded. My role as Independent Chair is to support and challenge SAB partners and agencies in East Sussex to work collaboratively for the benefit of adults with care and support needs, and bring about continuous improvement.

Reflecting on our achievements over the past year, we have made significant progress against the priorities set out in our Strategic Plan 2018-21 and I would like to acknowledge the hard work and commitment shown by all our partner agencies to achieve these aims. A notable success has been the positive impact of the Quality Assurance and Learning Development Officer role in taking our auditing arrangements from strength to strength and ensuring that learning from reviews is taken forward and embedded into practice.

The SAB has not published any Safeguarding Adults Reviews (SARs) this year, but we have initiated two new SARs, and we will share the findings from these in next year's annual report.

We hope you find this report interesting and are assured of the commitment of the East Sussex SAB to continual improvement and decisive action when things go wrong.

A handwritten signature in black ink, appearing to read 'G. Bartlett'.

Graham Bartlett

Independent Chair, East Sussex Safeguarding Adults Board

Comments from Healthwatch East Sussex



Healthwatch has worked closely with the East Sussex SAB over the past year. As chair of the Safeguarding Community Network (previously known as the Clients and Carers Safeguarding Advisory Network), I have been pleased and encouraged by the progress made in 2018 – 19. This includes the launch of a video of an adult's own safeguarding story, which provides a powerful message about overcoming abuse and will be used as a resource to raise awareness about the importance of speaking out about abuse or neglect.

A continued priority of the SAB is to consider ways to increase adult involvement in safeguarding, and it is encouraging to see the work taking place in this area, which acknowledges the importance of feedback in contributing to overall learning and future developments in practice.

There is ongoing commitment to expanding representation from the voluntary and community sector within the SAB and I look forward to being involved in this process over the coming year.

I have also been involved as a representative in the Preventing Abuse Steering Group and am pleased to see the commitment of the SAB to oversee and lead on strategies that contribute to the prevention of abuse.

Healthwatch will continue to seek the views of those who use care and support services, with the aim of improving how people experience health and social care services in East Sussex, and will ensure appropriate challenges can be made to hold partner agencies to account where required.

Elizabeth Mackie

Volunteer & Community Liaison Manager, Healthwatch East Sussex

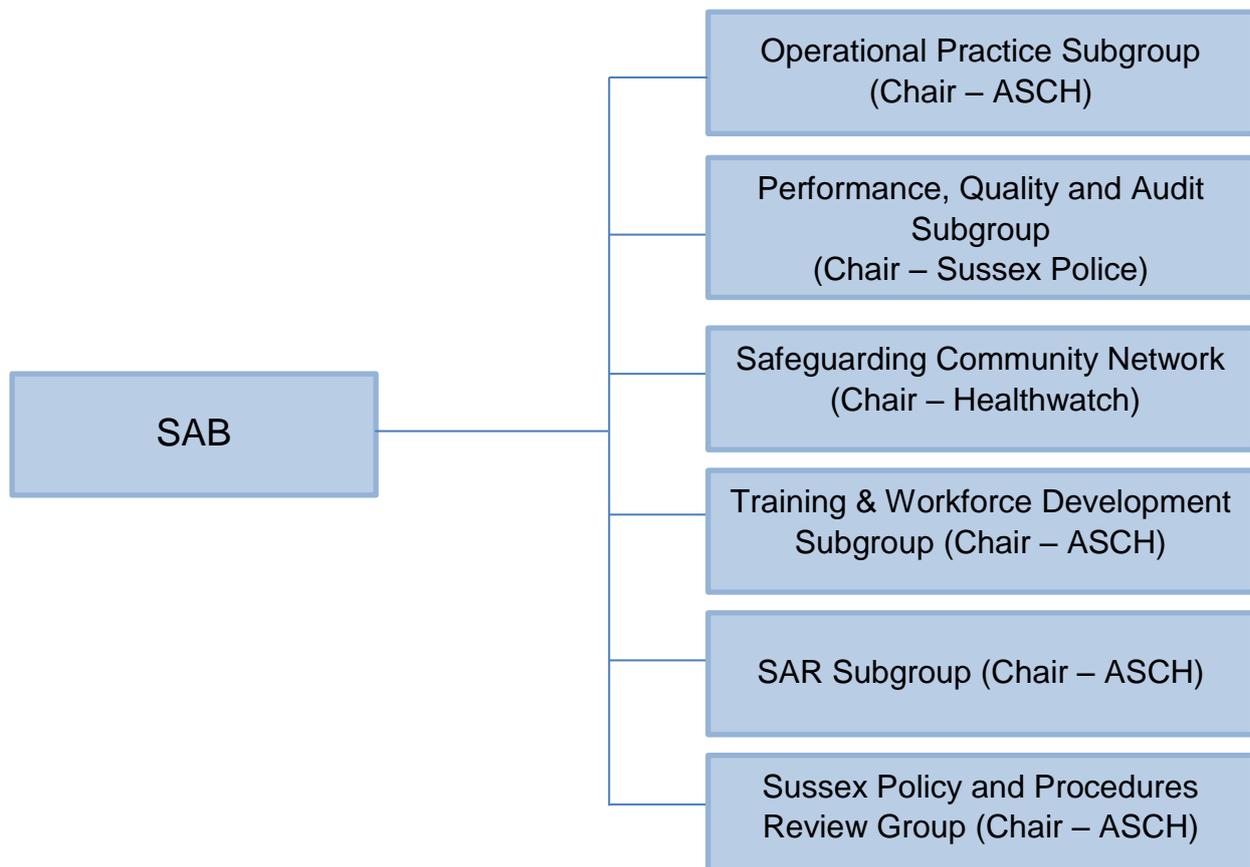
Safeguarding Adults Board structure and subgroups

The East Sussex Safeguarding Adults Board (SAB) is a multi-agency partnership of key statutory and voluntary agencies in East Sussex, as well as lay members. A full list of partners of the East Sussex SAB is available at Appendix 3.

The major functions of the SAB include:

- Overseeing the co-ordination of adult safeguarding activity in East Sussex.
- Developing and co-ordinating multi-agency safeguarding training, which meets local needs.
- Conducting multi-agency audits, and monitoring performance of safeguarding activity.
- Raising public and professional awareness of adult safeguarding issues.
- Carrying out Safeguarding Adults Reviews (SARs) where abuse or neglect is known or suspected, and there is a concern about the way in which agencies worked together.
- Ensuring that the views, wishes and desired outcomes of adults and their carers / families are considered in the delivery of safeguarding services.

The SAB is chaired by an Independent Chair and meets four times a year. The Board is supported by a range of subgroups that are crucial in ensuring that the priorities set out in the SAB Strategic Plan and SAB Work Plan are delivered. These subgroups ensure that the work of the Board really makes a difference to local safeguarding practice and to the outcomes adults and their carers wish to achieve.



Operational Practice Subgroup This group co-ordinates local safeguarding work, and ensures the priorities of the SAB are put into place operationally. Currently, its particular focus is to ensure an outcomes-focused approach is embedded in safeguarding practice, as well as ensuring advocacy provision will meet the Care Act duties.

Performance, Quality & Audit Subgroup This group establishes effective systems for monitoring, reporting and evaluating performance across agencies, and links annual reporting to improvement planning. The group highlights staffing groups or service areas that require further awareness or training.

Safeguarding Community Network This subgroup (previously known as the Client and Carers Safeguarding Advisory Network) brings together representatives from the community and organisations who support people with disabilities, mental ill health and learning disabilities, together with older people and carers. The group enables two-way communication and exchange of information between the SAB and clients and carers to improve safeguarding experiences and inform policy development. Currently, the network is focusing on expanding its membership to include greater representation from the voluntary and community sector.

Multi-agency Training & Workforce Development Subgroup This group is responsible for delivering the objectives of the training strategy, and overseeing training opportunities in key safeguarding matters affecting a number of agencies.

Safeguarding Adults Review (SAR) Subgroup This consists of the statutory partners of the East Sussex SAB, and meets monthly with the purpose of considering cases that may require a Safeguarding Adults Review (SAR), and makes a recommendation to the SAB Independent Chair.

Sussex Policy and Procedures Review Group This consists of the statutory partners of the SABs across Sussex, with the purpose of reviewing and updating the safeguarding procedures in line with any policy and legal updates.

Our vision

“

Our vision is for all agencies to work together effectively to enable the citizens of East Sussex to live free from abuse and neglect, and to promote widely the message that safeguarding is everybody's business.

”

To achieve this vision, the Board will:

- Actively promote collaboration and commitment between organisations.
- Work together on prevention strategies.
- Listen to the voice of adults with care and support needs and carers to deliver positive outcomes.

The East Sussex SAB is committed to the principles of Making Safeguarding Personal ie. to listen to what the adult or their representative would like to achieve, and by ensuring the most appropriate support is available.

Raising a safeguarding concern

No-one should have to live with abuse or neglect – it is always wrong, whatever the circumstances.

Anybody can raise a safeguarding concern for themselves or another person. Do not assume that someone else is doing something about the situation.

You can raise a concern in the following ways:

Phone: 0345 60 80 191 (8am to 8pm 7 days a week inc. bank holidays)

Email: [Health and Social Care Connect](#)

Text: 07797 878 111

Contact the Police on 101 or in an emergency 999

Find out more from our [safeguarding leaflet](#).

Executive summary of key achievements

2018 – 19

This annual report outlines safeguarding activity and performance in East Sussex between April 2018 and March 2019, as well as some of the main developments that have taken place to prevent abuse and neglect from occurring.

Highlights contained in the report are as follows:

Priority 1.1: Ensure the effectiveness and transparency of the Safeguarding Adults Board to oversee and lead adult safeguarding and the prevention of abuse

- The work of the Quality Assurance and Learning Development Officer has been key in developing a more enhanced multi-agency audit process, implementing learning from reviews and ensuring action plan improvements are made across agencies.
- Following on from a peer review of adult safeguarding by South East ADASS, actions have been taken to address areas requiring improvement. This has included the development of 'Guidance on Raising Concerns about Abuse and Neglect', designed to support all partner agencies in identifying and raising safeguarding concerns.
- The SAB has contributed to a research project being led by the University of Sussex looking at how learning from Safeguarding Adults Reviews (SARs) involving self-neglect can inform practice and organisational change.

Priority 1.2: Develop arrangements with other Boards to respond to and capture emerging themes, including domestic abuse, modern slavery, cuckooing, exploitation and abuse of those transitioning from children's to adults services, and safeguarding rough sleepers.

- The ASCH safeguarding adults process has been updated to ensure that a robust referral pathway is in place for all concerns involving modern slavery and human trafficking.
- A commitment to increase awareness about modern slavery has continued in 2018 – 19, and links continue to be maintained with the Pan Sussex Modern Slavery Network.

Priority 2.1: Ensure Section 42 safeguarding arrangements are in place under the Care Act, with appropriate feedback and review arrangements

- Edition 4 of the Sussex Safeguarding Adults Policy and Procedures was launched in June 2018 and is available online. Revised self-neglect procedures were published in January 2019 and set out a clear framework for collaborative multi-agency working when supporting adults who are experiencing self-neglect.
- Work has started within Adult Social Care and Health (ASCH) to develop the role of Lead Enquiry Officer (LEO) who will replace the previous roles of Enquiry Manager and Enquiry Officer and will have responsibility for coordinating decision making and actions in safeguarding enquiries. It is planned for the LEO role to be implemented across all ASCH operational teams from September 2019.
- Multi-agency Mental Capacity Act Policy and Procedures were also launched in 2019, providing guidance in the understanding and application of the Mental Capacity Act (MCA) in practice. The East Sussex SAB Resolution Protocol was also revised to highlight the process to be followed where disagreements or challenges arise in relation to MCA related decisions.
- A review of the Resilience Project, a joint initiative between Adult Social Care and Health (ASCH) and East Sussex Fire and Rescue Service (ESFRS) demonstrated positive outcomes for adults who had been involved in safeguarding enquiries, in terms of regaining self-confidence and building links with community services.
- In 2018 – 19 two new Safeguarding Adults Reviews (SARs) commenced. As these reviews are current, summaries of these and findings will be included in next year's annual report. The SAB also contributed to a Serious Case Review (SCR) led by the Local Safeguarding Children Board (LSCB), which related to a young man who died aged 18. This report is due to be published in June 2019.
- Six SAR referrals were made in 2018 – 19 involving a range of adults with differing care and support needs. In each case, a decision was made that the case did not meet the statutory criteria for carrying out a SAR under Section 44 of the Care Act, and the SAB was satisfied that appropriate learning was identified through other mechanisms.
- A multi-agency audit was undertaken by several representatives of the SAB focusing on complex safeguarding cases, and assessing how partner agencies work together to support people with complex and multiple needs, including people with substance misuse issues, self-neglect or people who may lack capacity. Good practice included the application of a Making

Safeguarding Personal approach, appropriate consideration of the Mental Capacity Act and Human Rights Act, and practitioners adopting a patient and flexible approach when working with people who may at times be reluctant to accept support. Development areas included the need for greater consistency of communication and information sharing, ensuring that feedback is provided to referring agencies on safeguarding concerns and subsequent actions, and providing greater opportunities for joint working across partner agencies.

Priority 3.1: Focus on personalising and integrating safeguarding responses, and measure safeguarding outcomes that bring safety and people's wishes together

- The number of safeguarding contacts has decreased from 5,551 in 2017 – 18 to 5,532 in 2018 – 19. Of the total contacts received in 2018 – 19, 4,589 (83%) were considered safeguarding concerns.
- The number of enquiries completed has decreased by 18% when compared with 2017 – 18 (decreasing from 1,450 to 1,182). This is due to issues with the recording of safeguarding concerns and enquiries, and measures are in place to address this.
- In 2018 – 19, the most common form of abuse reported was neglect (as in 2017 – 18) with 46% of all enquiries undertaken comprising, at least in part, neglect. Psychological abuse is now the second most common form of abuse reported, followed by financial abuse, accounting for 26.1% and 25.7% respectively of the enquiries completed.

The most significant proportional differences since 2017 – 18 are an 8% decrease in physical abuse from 29% to 21%, a 6% increase in financial abuse from 20% to 26%, and a 3% decrease in cases of neglect from 49% to 46%.

- As in previous years, the most common reported location of abuse is in the adult at risk's own home (43%). This is an increase from 32% in 2017 – 18. The second most common location continues to be residential care and nursing homes combined, accounting for 36%. This is a 9% decrease compared to the 43% reported in 2017 – 18. Whilst there is little difference in nursing homes, reported abuse in residential care homes has reduced from 30% to 22% whilst cases in acute hospitals have increased from 3% to 6% of all cases.

Priority 4.1: Allow the voice of clients, carers, and the local community to be heard in safeguarding policy and practice

- In 2018 – 19, in 85% of enquiries there was an identified risk to the adult and action was taken. In 93% of these cases the risk was either reduced or

removed completely. This is a slight increase from 91% in 2017 – 18. It should be acknowledged that it is unlikely that risk will be reduced or removed in 100% of cases, as individuals may exercise choice and control over the steps taken by authorities to mitigate the risk. The proportion of cases where risk remains has increased from 5% to 7%.

- Nationally, 79% of adults who lack capacity to make informed decisions about the enquiry receive support. In East Sussex, 99.5% received support. This is an improvement from 2017 – 18 when 96% were supported.

Priority 4.2: Ensure that people are aware of safeguarding and know what to do if they have a concern

- A video created by Ben, a member of the Safeguarding Community Network, about his own experience of safeguarding was published on the SAB website in April 2019. This illustrates a powerful message about overcoming abuse and the importance of Making Safeguarding Personal. This resource will be used in training courses and to raise awareness of safeguarding. The video can be accessed at this link:
<https://www.eastsussexsab.org.uk/>

Priority 5.1: Ensure that all people involved in safeguarding have the appropriate skills, knowledge and competencies

- Multi-agency training in relation to domestic abuse, modern slavery and the Mental Capacity Act has continued throughout the last 12 months with a good representation of attendees across SAB partner agencies.
- A Sussex Learning & Development Strategy 2019 – 22 has been developed. This will be shared across the East Sussex, Brighton & Hove and West Sussex SABs to provide an overarching framework for adult safeguarding training and workforce development.
- Additional updates from SAB partners, including key safeguarding initiatives and progress on priorities, are included in Appendix 2 of this annual report.

Priority 5.2: Ensure clear links exist between partnership boards with accountability arrangements documented and understood to avoid duplication of workstreams

- The SAB has maintained its links with a number of other strategic partnerships, including the Health and Wellbeing Board, Safer in East Sussex, Local Safeguarding Children Board, and East Sussex County Council's Scrutiny Committee. The commitment to these partnerships ensures that strategic priorities are better aligned and focused on principles of Making Safeguarding Personal.

- Multi-agency arrangements for safeguarding children have changed in response to The Children and Social Work Act 2017, which has created a new statutory duty for police, health and the local authority to have equal responsibility to make local plans to safeguard and promote the welfare of children in their area. These local safeguarding partnerships will replace the Local Safeguarding Children Board (LSCB). The new arrangements in the [East Sussex Children Partnership](#) will be in place by the end of September 2019.
- Given this significant change to child safeguarding arrangements, the formal review of the partnership protocol will now take place later in 2019.

Progress on 2018 – 19 priorities

1.1 Ensure the effectiveness and transparency of the SAB to oversee and lead adult safeguarding and the prevention of abuse

SAB budget

The SAB budget for 2018 – 19 consisted of financial contributions from the core partners of the SAB, namely Adult Social Care & Health (ASCH), Sussex Police and the Clinical Commissioning Groups (CCGs). East Sussex Healthcare NHS Trust (ESHT) and East Sussex Fire and Rescue Service (ESFRS) also contributed financially to the working of the Board.

The following areas were identified for the budget to support the SAB in what is required of it under the Care Act, and to inform future business planning:

- Independent Chair
- SAB Development Manager
- SAB Administrator (0.5 FTE)
- Quality Assurance & Learning Development Officer (0.6 FTE)
- Multi-agency training and raising awareness of safeguarding
- Safeguarding policy and procedures
- SAB website
- Safeguarding Adults Reviews (SARs) / other case reviews.

Please see Appendix 1 for more details of the end of year budget.

Quality Assurance & Learning Development Officer

The Quality Assurance & Learning Development Officer is employed on a shared basis between the East Sussex SAB and the Brighton & Hove SAB. The main purpose of this post is the implementation of learning from reviews and multi-agency audits, and ensuring that action plans are developed to effect improvements across agencies.

The positive impact of this role is reflected in a number of achievements over the past year, including:

- Development of an improved multi-agency data set report which allows the oversight of multi-agency safeguarding data, which is essential in demonstrating the effectiveness of safeguarding arrangements. This has strengthened the role of partner agencies in providing data to the SAB to determine strategic priorities.
- Playing a key role in coordinating multi-agency audits and developing action plans to address learning.
- Developing learning briefings following audits and reviews, and ensuring learning is disseminated across agencies.
- Development and delivery of multi-agency training, and evaluating the impact of this on practice.

South East ADASS peer review

Following a peer review of adult safeguarding in East Sussex undertaken by the South East ADASS in March 2018, ASCH has implemented a number of recommendations to address the areas for improvement which were identified.

Key achievements include:

- The development of multi-agency [Guidance on Raising Concerns about Abuse and Neglect](#), which is designed to enable practitioners and providers across all agencies to have greater consistency in identifying and reporting safeguarding concerns.
- The guidance has been incorporated into online and face-to-face safeguarding training.
- Sussex Police are now using this guidance to inform their decision making in relation to risk and in completing Single Combined Assessment of Risk Form (SCARF) referrals.
- A review of the content of online safeguarding training to include information on emerging safeguarding themes, such as cuckooing, county lines and modern slavery.

Other areas of the action plan will continue to be progressed over the coming year, including:

- Refreshing the ASCH safeguarding recording system to develop a streamlined and outcome focused system for recording safeguarding concerns and enquiries, and carrying out an audit to consider the impact of this on safeguarding decision making.

- Developing a standardised system for providing feedback to referrers on the outcomes of safeguarding concerns.
- Improving the mechanisms by which adults who have experienced a safeguarding intervention can provide feedback.
- Developing a system by which partner agencies can make online referrals for safeguarding concerns.

Peer challenge and support

Following the Sussex-wide self-assessment process and the peer challenge event in 2017, considerable progress has been made by partner agencies in relation to areas identified for improvement, including reviewing and updating internal safeguarding training courses, improving knowledge of the Mental Capacity Act (MCA) in practice and the promotion of Making Safeguarding Personal.

In accordance with the two year cycle for the self-assessment process, planning has begun for the next self-assessment programme in May 2019 and a Sussex-wide peer challenge and support event will take place in July 2019.

Organisational change research project

The East Sussex SAB has been working alongside the University of Sussex on a research project to explore how learning from Safeguarding Adults Reviews (SARs) involving self-neglect can be embedded into practice and how organisational change can best be facilitated. Six other SABs across the country have also been involved in this project.

Self-neglect is acknowledged as a particularly challenging area of practice as demonstrated by the fact that to date there have been approximately 150 Serious Case Reviews (SCRs) or SARs completed nationally where self-neglect is a feature.

In East Sussex, part of our involvement in this project has been to collate feedback in the form of reflective accounts from the attendees of the multi-agency self-neglect training programme. These accounts have focused on the usefulness of the training, how it can be used in practice and what barriers may exist to implement what is taught in the training.

The second aspect of the SAB's involvement relates to co-ordinating a focus group, consisting of a range of staff from partner agencies to discuss the impact of the revised self-neglect procedures, which were launched in January 2019, on frontline practice. This focus group is planned to take place in June 2019. The SAB will use the findings from this research to help inform future developments in procedures and practice.

1.2 Develop arrangements with other Boards to respond to and capture emerging safeguarding themes, including domestic abuse, modern slavery, cuckooing, exploitation and abuse of those transitioning from children's to adult services, and safeguarding rough sleepers

Modern slavery

Within East Sussex, the Safe in East Sussex Team has led on the Pan Sussex Modern Slavery Delivery Plan 2017 – 2020 which sets out key priorities for a coordinated response to tackle modern slavery and human trafficking across Sussex. The Pan Sussex Modern Slavery Network established in December 2016 has continued to build links over 2018 – 19 with a number of national and regional networks in order to gain a more holistic focus and learn more about best practice in this area.

In 2018, ASCH updated the local authority safeguarding adults process to ensure that a robust referral pathway is in place for all safeguarding concerns involving suspected modern slavery and human trafficking.

The Modern Slavery Act 2015 sets out a duty for specified public authorities, including the police and the local authority, to notify the Home Office of anyone encountered in England and Wales who they believe is a suspected victim of modern slavery or human trafficking. Work has commenced this year to develop a specific modern slavery referral pathway and associated operational guidance, to outline how potential victims should be supported through this National Referral Mechanism (NRM) process. This will be published later in 2019.

Note Further information regarding training initiatives in relation to modern slavery in 2018 – 19 can be found on page 47 of this report.

Future plans

- As part of the organisational learning research project with the University of Sussex, the East Sussex SAB will co-facilitate a Focus Group in June 2019 to explore how self-neglect procedures support frontline practice.
- A peer challenge and support event will take place in July 2019 to provide an opportunity for agencies to evaluate their safeguarding practice.
- Development of a multi-agency Prevention Strategy which supports effective prevention of abuse and neglect in regulated care settings.

2.1 Ensure Section 42 safeguarding arrangements are in place under the Care Act, with appropriate feedback and review arrangements

Care Act 2014 duties

Edition 4 of the [Sussex Safeguarding Adults Policy and Procedures](#) was launched in June 2018. This was further updated in January 2019 to include the revised self-neglect procedures. Further information regarding the self-neglect procedures can be found on page 17 of this report.

The policy and procedures provide an overarching framework to ensure a proportionate, timely and professional approach is taken, and that adult safeguarding is co-ordinated across all relevant agencies and organisations.

The definition of adults within the Care Act which the Board seeks to protect is any person aged 18 years or over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs), and
- is experiencing, or at risk of, abuse or neglect, and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

These three criteria are referred to as the ‘three key tests’.

The Care Act places statutory duties on SABs as follows:

- It **must** publish a strategic plan for each year that sets out how it will meet its objectives. In developing this plan the SAB **must** consult Healthwatch and the local community.
- It **must** publish an annual report.
- It **must** develop policies and procedures, promote multi-agency training and develop preventative strategies.
- It **must** conduct any Safeguarding Adults Reviews (SARs).

Lead Enquiry Officer (LEO) role

The Lead Enquiry Officer (LEO) role is referred to within the Sussex Safeguarding Adults Policy and Procedures. The LEO role replaces the current Enquiry Manager and Enquiry Officer roles which Adult Social Care and Health (ASCH) staff undertake in relation to safeguarding enquiries. The LEO has responsibility for co-ordinating decision making and ensuring that enquiry actions are carried out in accordance with Care Act duties and safeguarding procedures.

In December 2018, ASCH started work to develop this role and trial it within a number of frontline operational teams. This will be evaluated in the summer of 2019 with plans to roll out the implementation of the LEO role across the whole of ASCH from September 2019.

Self-neglect procedures and hoarding framework

The revised self-neglect procedures, contained within the Sussex Safeguarding Adults Policy and Procedures, were launched in January 2019. These procedures set out the framework for collaborative multi-agency working within Sussex to provide a clear pathway for all agencies to follow when working with adults who are self-neglecting, whether this falls within the remit of a Section 42 safeguarding enquiry or outside of this.

The procedures were updated in response to learning from research and SARs, including from a SAR undertaken in East Sussex in relation to Adult A. A [learning briefing](#) was produced in response to one area of learning from the Adult A SAR, which highlighted the importance of raising staff awareness and confidence in understanding the factors relating to self-neglect.

Alongside the self-neglect procedures, the SAB has endorsed the [Hoarding Framework](#) developed by East Sussex Fire and Rescue Service (ESFRS). This document sets out the expectations for collaborative multi-agency working for any professional coming into contact with someone who is hoarding.

Mental Capacity Act Policy and Procedures

The SAB launched the [Multi-Agency Mental Capacity Act Policy and Procedures](#) in February 2019.

A number of Safeguarding Adults Reviews (SARs) carried out since 2015 and the pan Sussex self-assessments of 2017 identified gaps in how agencies understand and apply the Mental Capacity Act (MCA) in practice. These procedures were developed to address these gaps and support operational practice.

Key features include:

- Advocacy and supported decision making.
- Undertaking mental capacity assessments and best interests decision making.
- The role of the Office of the Public Guardian.
- The interface between the MCA and the Mental Health Act (MHA).

The [East Sussex SAB Resolution Protocol](#) was also revised as part of the work to develop the MCA Policy and Procedures to highlight the process to follow where disagreements or challenges may arise in relation to MCA related decisions.

Fire safety and prevention

Multi-agency activity to reduce the risk of fire-related harm in the community is closely monitored. A data sharing agreement between East Sussex Fire and Rescue Service (ESFRS) and Adult Social Care and Health (ASCH) was implemented in October 2014 and continues to support the strategy to reduce the numbers of fire deaths, fire injuries and fires in domestic dwellings. The effectiveness of this agreement continues to be monitored. Between April 2018 and March 2019, ESFRS received 1,415 referrals from ASCH requesting a home fire safety visit.

Resilience project

The resilience project is a joint initiative between Adult Social Care and Health (ASCH) and East Sussex Fire and Rescue Service (ESFRS), which was launched as a pilot in September 2017. The aim is to support adults who have been involved in a safeguarding enquiry or are vulnerable to abuse and neglect, to regain their resilience and self-confidence to enable them to recover and protect themselves from abuse and neglect in the future. ESFRS trained volunteers provide up to six visits to adults to support them to access and engage with community resources.

The pilot was reviewed by the SAB in April 2018. Whilst it was noted that overall referral numbers into the project were low, positive outcomes were achieved for the adults in all cases and it was agreed that the pilot should continue as an ongoing project. ESFRS has recruited to a Volunteer Coordinator post with active plans to expand the number of volunteers and increase the number of referrals from ASCH operational teams.

Safeguarding Adults Reviews (SARs)

SABs have a statutory duty under the Care Act to undertake Safeguarding Adults Reviews (SARs) – formerly known as Serious Case Reviews. This is when:

- An adult dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult.
- An adult is still alive but has experienced serious abuse or neglect and there is concern that partner agencies could have worked more effectively to protect the adult.

SABs can undertake reviews in any other circumstance where an adult has care and support needs. The purpose of having a SAR is to consider any lessons to be learnt from the circumstances of the case regarding:

- the ways in which professionals and agencies work together to safeguard adults,
- review the effectiveness of procedures, and
- highlight good practice.

The SAB SAR Subgroup is a well-established multi-agency group which meets every month to consider cases that have been referred for consideration for a SAR, using the guidance set out in the [Sussex SAR Protocol](#). The Subgroup makes recommendations to the SAB Independent Chair and Board about whether a SAR or another type of review is required. Cases considered by the group are referrals made by subgroup members or professionals from partner agencies.

Of the referrals made in the previous year (2017 – 18), one case was taken forward as a Serious Case Review (SCR) led by the Local Safeguarding Children Board (LSCB), since the majority of the concerns related to the period before the person turned eighteen years of age. This report is due to be published later in 2019.

Between 2018 – 19 two new SARs were started. Following a referral made in the previous year, a discretionary SAR was undertaken into the death of an older woman where concerns had been raised over possible abuse and neglect. Due to an ongoing parallel process, the learning from this review will be reported later in the year. Another SAR which commenced in August 2018 is yet to be finalised. Summaries of all these reviews will be included in next year's SAB annual report.

Between April 2018 and March 2019 six additional referrals were considered by the SAR Subgroup involving a range of adults with differing care and support needs. In each case, a decision was made that the case did not meet the

statutory criteria for carrying out a SAR under Section 44 of the Care Act, and the SAB was satisfied that appropriate learning was identified through other mechanisms.

Safeguarding Performance and Quality Assurance Framework

The Safeguarding Performance and Quality Assurance Framework was updated in August 2018 to provide assurance that the SAB and its constituent partner agencies have effective systems, structures, processes and practice in place to improve outcomes and experience in the context of safeguarding adults at risk.

The framework reflects an approach in which multi-agency quality assurance work should measure the effectiveness of safeguarding activity in line with a Making Safeguarding Personal approach and according to the six safeguarding principles of:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

The Performance and Quality Assurance Framework includes a range of different approaches including the strategic safeguarding self-assessment, use of performance data, multi-agency audits and single agency reviews. All of these mechanisms support the SAB in its role to hold partner agencies to account for their safeguarding work, including the areas of prevention and risk management.

Multi-agency safeguarding audit 2018 – 19

Complex cases

This year, the SAB undertook an audit of complex safeguarding cases. The focus of the audit was to assess how partner agencies work together to manage complex safeguarding cases with particular reference to the effectiveness of approaches to:

- Adults with complex and multiple support needs including high risk factors such as substance misuse and mental health issues.
- Adults who self-neglect.

- Adults who may lack capacity.
- Adults who practitioners may find challenging to engage.

The audit group comprised representatives from Adult Social Care and Health (ASCH), Sussex Police, Sussex CCG safeguarding team, Sussex Partnership NHS Foundation Trust (SPFT), East Sussex Healthcare NHS Trust (ESHT), National Probation Service, Eastbourne Borough Council, Change, Grow, Live (CGL), BHT / Fulfilling Lives and Kent Surrey and Sussex Community Rehabilitation Company (KSS CRC).

What is working well?

- In many cases, professionals demonstrated effective multi-agency working and good practice in relation to information sharing.
- Application of a Making Safeguarding Personal approach was evident in several cases.
- One case reflected good use of the self-neglect procedures.
- There were examples of professionals exploring a number of different options including legal avenues, to reduce risk.
- There was appropriate consideration and application of the principles of the Human Rights Act and Mental Capacity Act.
- Practitioners adopting a patient and flexible approach when working with adults who at times may be reluctant to accept or engage with support.
- Good knowledge and application of the Sussex Safeguarding Adults Policy and Procedures by the agencies involved.

What can we improve?

- Greater consistency of communication and information sharing across agencies, for example, in relation to sharing minutes of safeguarding meetings with all relevant professionals.
- Ensuring feedback is provided to referring agencies on safeguarding concerns and subsequent actions.
- Raising awareness of the avenues available to challenge decisions within safeguarding processes (for example, using the SAB Resolution Protocol) amongst all agencies.

- Promoting greater opportunities for joint working across partner agencies to meet the challenges of engaging with adults who may at times appear resistant to support.

In the light of these development areas, the SAB has agreed the following actions will be implemented in 2019 – 20:

- The [SAB Information Sharing Protocol](#) will be updated to include specific guidance on the importance of effective communication between agencies.
- Development of a standardised system for providing feedback to referrers on the outcomes of safeguarding concerns they have raised.
- A [learning briefing](#) highlighting the findings of the audit will be shared amongst frontline staff.

Managing allegations against people in a position of trust

In line with Care Act 2014 requirements, a framework and process has been established for how allegations against people in positions of trust, working with adults with care and support needs, should be responded to, in order to promote an individual's suitability to work with adults. Board partners and care providers should have equivalent policies for dealing with such allegations. Within Adult Social Care and Health (ASCH) responsibility for this lies with the Local Authority Designated Officer (LADO).

The concerns managed have related to individuals who:

- Work with adults with care and support needs.
- Have behaved in ways that have harmed an adult or child.
- Have committed criminal offences against adults or children.
- Have behaved towards adults or children in a way that indicates they may pose a risk of harm.

The key behaviours that have required the LADO's involvement, at times working in partnership with the Children's Services LADO, are:

- Allegations and incidents of sexual assault or offences.
- Allegations and incidents of domestic violence.

- Allegations and incidents of inappropriate conduct outside of the workplace that may pose a risk to adults with care and support needs, and potential to bring their employer or their profession into disrepute.
- Involvement of Children's Services, in particular child protection enquiries relating to the child(ren) of a person employed or volunteering with adults with care and support needs.
- Misuse or inappropriate use of social media including WhatsApp, Twitter and KiK and, where appropriate, involvement from POLIT (Paedophile On-Line Investigation Team).

In managing allegations against people in a position of trust, the LADO has undertaken the following:

- Staff who are unsuitable to work in health and social care settings have been removed from their professional role and referred to their professional body, where appropriate. Thereby, the risk of abuse or misconduct has been reduced or eliminated.
- Proportionate information has been shared consistently by the LADO with employers, student bodies and voluntary organisations to enable personnel procedures to be invoked, or risk assessments and effective risk management to be undertaken.
- The LADO has ensured employers have clear safeguarding and personnel procedures in place, and are carrying out investigations accordingly. The ASCH LADO and Children's Services LADO have worked jointly in collaboration with key partners to review and support the Sussex Safeguarding Adults Policy and Procedures.
- A protocol for managing allegations in respect of people in positions of trust has been developed for ESCC ASCH staff.
- A dataset is in place to record information which is GDPR compliant. This details the person of concern, their gender identification, type of abuse, professional role, type of employer, and actions taken.
- Strong links have been established with Children's Services colleagues, and regular meetings take place between both departments' LADOs. Links have also been forged with Brighton & Hove City Council ASCH & Children's LADO to support cases involving geographical boundaries, and this is proving effective in practice. Links have also been established with the CCGs, ESHT and West Sussex ASCH.

The SAB will continue to monitor the LADO's activity in 2019 – 20, and ensure there is clarity on the response to allegations about people in a position of trust.

Future plans

- Joint commissioning of the SCIE SAR Learning Together Programme by East Sussex, Brighton & Hove, West Sussex and Surrey SABs to improve knowledge of the SAR approach.
- Update the SAB Information Sharing Protocol.
- Revise the Sussex SAR Protocol.
- A multi-agency audit will be undertaken in the summer of 2019 focusing on young people at risk of exploitation. This will include joint work with the Local Safeguarding Children Board.
- Implementation of the Lead Enquiry Officer (LEO) role in ASCH.

3.1 Focus on personalising and integrating safeguarding responses, and measure safeguarding outcomes that bring safety and people's wishes together

Domestic violence and abuse

[The Portal](#) continues to provide a single point of access for victims and survivors of domestic and sexual violence and abuse, to find advice and support in East Sussex and Brighton & Hove. Other commissioned services also provide support to victims of domestic violence and abuse across the county, including Refuge (which operates five refuges in East Sussex) and Home Works (which provides flexible and tailored support to prevent homelessness).

In early 2018 it was agreed that existing strategies in relation to domestic and sexual violence and abuse against women would be reviewed. A comprehensive stakeholder engagement programme has been underway since November 2018 which has informed the development of a new joint strategy framework for East Sussex and Brighton & Hove, and continues to inform development of partnership activity and planned recommissioning. The detailed delivery plan for the partnership strategy will be finalised in the latter part of 2019 alongside service specifications for specialist domestic and sexual violence and abuse services. Commissioning of services will commence in January 2020 and new services will be implemented by October 2020. This work is being managed by the Joint Unit for Domestic and Sexual Violence and Abuse.

During 2018 – 19, the following developments and activity have taken place or are in progress:

- Work in health care settings, with domestic violence and abuse specialists located in a local hospital and primary care settings (funded by the Hastings & Rother Clinical Commissioning Group).
- Change, Grow, Live (CGL) has continued to provide their Health Independent Domestic Violence Advisor service across East Sussex.
- Delivery of multi-agency domestic abuse training in partnership with the Local Safeguarding Children Board (LSCB), the SAB and Safer Communities Partnership to reflect the need to adopt the 'Whole Family' approach.
- Collaborative review of the training and awareness raising offer in relation to domestic abuse, rape and sexual violence, stalking and harassment, and harmful practices, working to develop quality and efficiency in the training programme.

- Development of a coercive control training module in partnership with Sussex Police, the LSCB and the SAB.
- Marking the 16 Days of Action and securing White Ribbon Status, alongside a range of events and activities hosted by district and borough Community Safety Partnerships.
- Ongoing delivery of the Multi-Agency Risk Assessment Conference (MARAC) for the highest risk victims of domestic violence and abuse, with a focus on continuous improvement and ensuring that professionals can access training with the roll-out of courses on risk identification and referral.
- Redesign of the MARAC process to respond to a year-on-year increase in referrals and complexity of cases. A MARAC Hub pilot will be delivered from October 2019.
- Delivering the Women's Aid 'Ask Me' scheme to create safe spaces in the local community to increase public awareness and promote opportunities for disclosure.
- Roll out of the pilot 'Make a Change Programme' in Eastbourne. This is a project, developed by Respect in partnership with Women's Aid, to deliver an early response to domestic abuse in Lincolnshire and Sussex, creating opportunities for change for those who use abusive behaviours in their relationships. This work is funded by the Home Office and supported by the Office of the Police Crime Commissioner in Lincolnshire and Sussex as well as the police and local authorities in each area.

Financial abuse strategy 2017 – 20

The East Sussex SAB identified a need for a strategy to combat financial abuse of adults with care and support needs, in recognition that where there are other forms of abuse it is likely that financial abuse will be occurring too. Moreover, financial abuse is the most commonly reported type of abuse that people experience in later life. The aims of the strategy are to ensure:

- Activity is co-ordinated between partners of the SAB to prevent and respond to financial abuse.
- Clarity of the roles of partner agencies.
- Recognition of activities already taking place.
- Identification of any overlaps and joint working opportunities to reduce duplication.

- Improvements in the consistency of signposting, responses and messages to the public and adults with care and support needs.
- Identification of gaps and actions needed.

An action plan was developed as part of this strategy, and most of the recommendations have been implemented over the past year. This has included:

- Publication of [multi-agency guidance to support adults at high risk of financial abuse](#).
- A [financial abuse screening tool](#) has been developed to support risk assessment.
- The [financial abuse toolkit](#) has been developed from an ASCH tool into a multi-agency resource.
- The Operation Signature 'Fraud and Scams' video and the Friends Against Scams eLearning web address have been shared with SAB partners.
- Training content has been updated to include additional information on postal and internet scams, and a focus on prevention by directing the learner to web links about services such as Trading Standards.

The full strategy can be accessed [here](#).

Protecting vulnerable people against scams and fraud

Alongside this strategy, the Safer Communities Partnership has continued to develop resources for vulnerable victims of fraud, rogue trading and cyber-enabled crime.

Increasingly, these types of fraud are becoming more complex and deceptive, and much of this is targeted at vulnerable or disadvantaged consumers. Mass marketing mail scams cause approximately £5 – 10 billion of detriment to UK consumers each year. Some victims even struggle to identify themselves as victims, and respond because it helps with feelings of loneliness.

Locally, there are well established links between East Sussex Trading Standards Service, Sussex Police, the National Trading Standards (NTS) Scams Team, East Sussex Fire and Rescue Service and Adult Social Care and Health.

The Scams Working Group continues to hold a bi-annual networking and engagement event to provide a platform for all partners in the voluntary and statutory sectors to showcase their work against scams. To build upon the success of the working group, each networking and engagement event

incorporates a facilitated forum to test practice, share operational procedures, share research and plan strategies.

The NTS Scams Team works across England and Wales, and engages with local authorities and partner agencies to identify and support victims of scams. As part of this, officers from the East Sussex Trading Standards Service visit scams victims identified by the NTS Scams Team, usually accompanied by an Age UK or Citizen Advice Bureau representative. The NTS Scams Team also runs the Friends Against Scams initiative which aims to increase the awareness of scams throughout the UK.

This is supported by the East Sussex Against Scams Partnership (ESASP) which is a partnership of organisations – businesses, charities, church groups, clubs, community enterprises, councils, societies, voluntary groups and other partners. Partners are committed to the three key aims of the ESASP Charter, which are:

- Raising awareness and de-stigmatising scams.
- Prevention and protection.
- Identifications and recording.

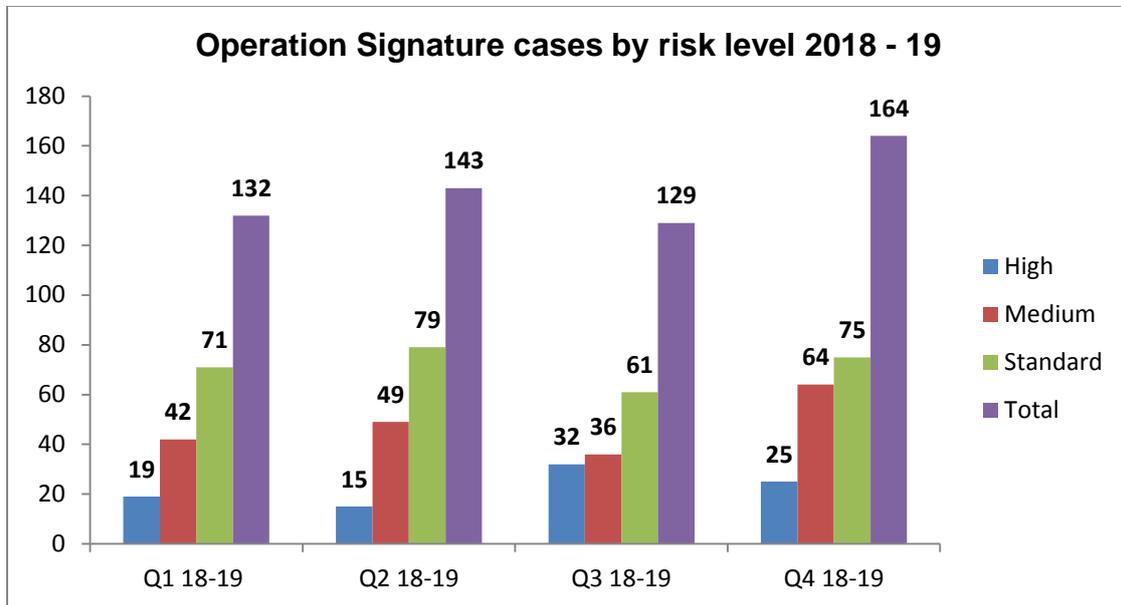
Over 100 partners have signed up to the ESASP Charter and pledged their commitment to taking a stand against scams, and the number continues to grow. During the 2018 Citizens Advice National Scams Awareness Month campaign there were over 21 events held in East Sussex, including Friends Against Scams awareness sessions, talks and literature displays, with over 375 people reached directly and many more via social media.

Future plans include:

- Continuing to support the implementation of the SAB Financial Abuse Strategy and the development of guidance for people who are at high risk of financial abuse who do not have care and support needs.
- Increasing Charter Partners and continuing to provide scams and fraud awareness raising activities to existing members.
- Developing resources for people with additional needs to prevent them from becoming victims of fraud, rogue trading and cyber-enabled crime.
- Continuing to strengthen communications with Charter Partners: sharing key messages, providing electronic bulletins, and maximising social media output for Charter Partners to disseminate information through their own channels to reach a wider audience.
- Holding an annual networking and engagement event which will incorporate a facilitated forum to test practice, share operational procedures, share results of surveys and plan strategies.

Operation Signature

Operation Signature is the operational response of Sussex Police to scam mail fraud. It identifies and supports vulnerable, and often elderly, victims of this type of fraud within Sussex. The chart below shows the number of cases identified in East Sussex during 2018 – 19.



The Police and Crime Commissioner (PCC) funded two specialist caseworker posts, under Victim Support, to provide frontline support to vulnerable victims of fraud and prevent future victimisation. These posts have established clear pathways with other relevant support agencies, and began taking cases from Operation Signature in January 2017. The support provided has shown that the majority of victims are continually being targeted and affected by scam and nuisance phone calls, and an increase has also been seen in romance fraud. The two fraud caseworkers have supported 638 victims within Sussex over the last year. The PCC will continue to fund these posts for the next financial year, and the SAB will continue to monitor the impact this has.

Analysing safeguarding activity



Note The figure for completed enquiries is not a proportion of the figure given for enquiries started as some completed enquiries would result from concerns received prior to 2018 – 19 and correspondingly some enquiries started in 2018 – 19 would still be ongoing at the end of the financial year.

The number of safeguarding contacts has decreased from **5,551** in 2017 – 18 to **5,532** in 2018 – 19. Of the total contacts received in 2018 – 19, **4,589 (83%)** were considered safeguarding concerns.

The number of enquiries completed has also decreased by **18%** when compared to 2017 – 18 (decreasing from **1,450** to **1,182**). This is due to issues with the recording of safeguarding concerns and enquiries, and measures are in place to address this.

Types of abuse investigated in 2018 – 19



Type of abuse

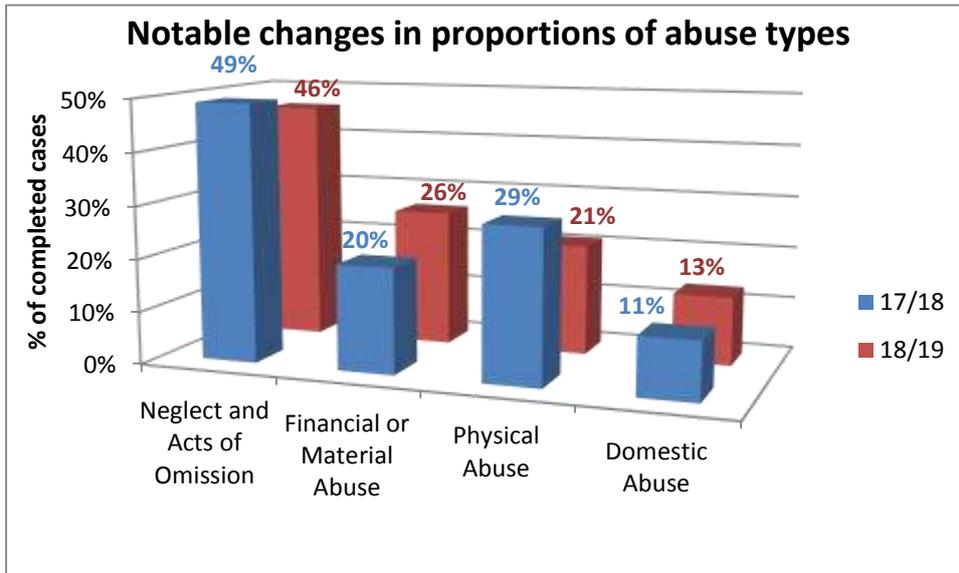
Neglect	542
Psychological	309
Financial	304
Physical	248
Domestic	149
Sexual	80
Self-Neglect	38
Organisational	16
Discriminatory	10
Sexual Exploitation	4
Modern Slavery	0

Note The total types of abuse will exceed the total completed enquiries as some enquiries involve multiple types of abuse.

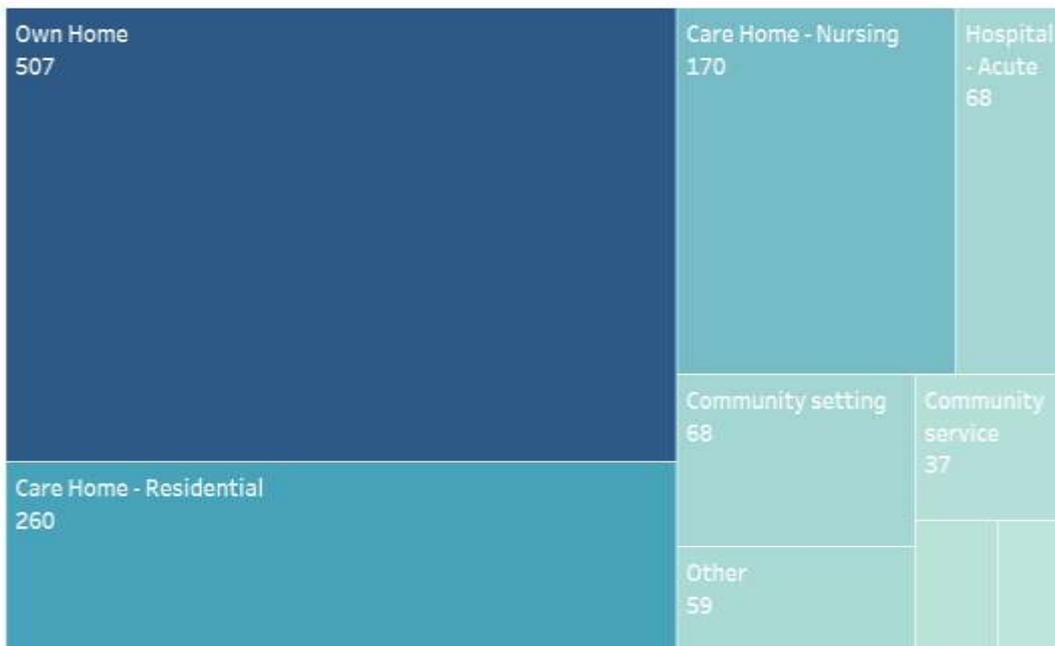
In 2017 – 18, the most common form of abuse reported was neglect followed by physical and then emotional abuse. In 2018 – 19, neglect is still the most common type of abuse with **46%** of all enquiries undertaken comprising, at least in part, neglect. Psychological abuse is now the second most common form of abuse reported, followed by financial abuse, accounting for **26.1%** and **25.7%** of the

enquiries completed respectively. The most significant proportional differences since 2017 – 18 are:

- An 8% decrease in physical abuse from 29% to 21%.
- A 6% increase in financial abuse from 20% to 26%.
- A 3% decrease in cases of neglect from 49% to 46%.



Location of abuse

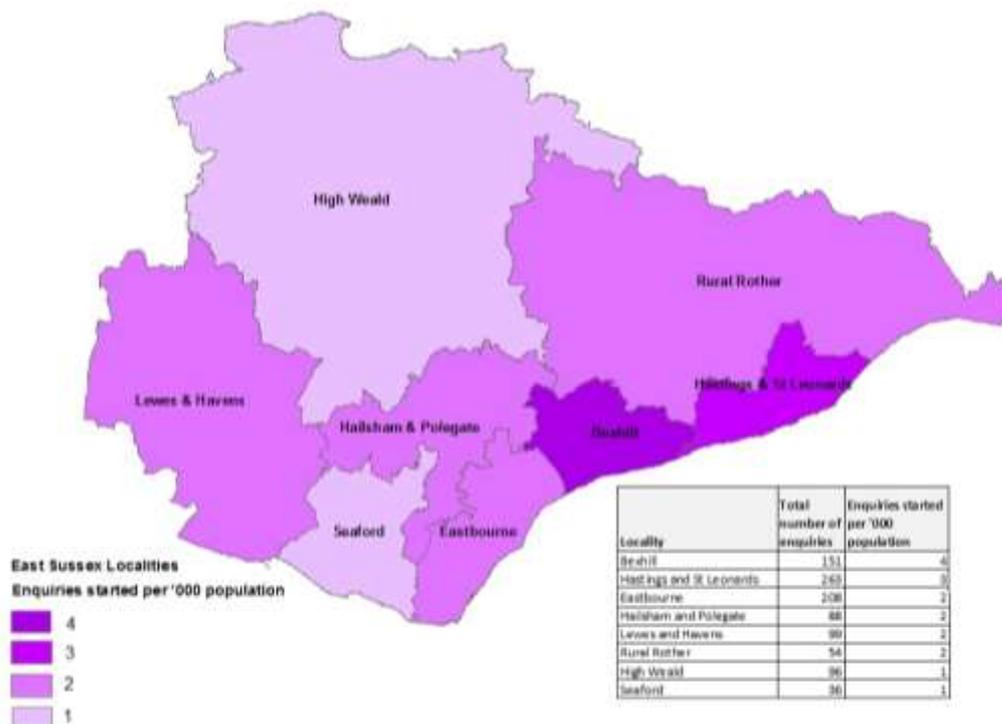


Location of abuse

Own Home	507
Care Home - Residential	260
Care Home - Nursing	170
Hospital - Acute	68
Community setting	68
Other	59
Community service	37
Hospital - Mental Health	24
Hospital - Community	20

As in previous years, the most common reported location of abuse is in the adult at risk's own home (**43%**). This is an increase from **32%** in 2017 – 18. The second most common location is in residential and nursing homes combined accounting for **36%** of enquiries. This is however a **9%** decrease compared to the **43%** reported in 2017 – 18.

Whilst there is little difference in nursing homes, reported abuse in residential care homes has reduced from **30%** to **22%** of all reported abuse. In acute hospitals, safeguarding enquiries have increased from **3%** to **6%** of all cases.



Source of risk



In **50%** of the enquiries completed, the source of risk was known to the adult (up from **45%** in 2017 – 18). In **10%** of cases, the source of risk was not known to the adult (down from **18%** in 2017 – 18) and in the remaining **41%** of cases the source of risk was social care staff, an increase from **37%** in the previous year.

4.1 Allow the voice of clients, carers, and the local community to be heard in safeguarding policy and practice

Quality assurance activity in Adult Social Care and Health

Quality assurance activity in Adult Social Care and Health (ASCH) includes analysis of audits, and feedback from stakeholders and adults who have been involved in safeguarding enquiries or had mental capacity assessments.

The Safeguarding Development Team has continued to support the commitment to promoting greater opportunities for adults who have been involved in safeguarding enquiries to provide feedback on their experience. This is in line with the SAB priority in the strategic plan for 2018 – 2021 to increase feedback rates.

The Safeguarding Development Team met with members of the Safeguarding Community Network SAB Subgroup in December 2018 to gather views from adult and carer representatives as to how to improve mechanisms for gaining meaningful feedback. Work will continue to develop these proposals over the next year, but the plans include:

- Making changes to ASCH's recording system to capture feedback more effectively.
- Changing the format of the feedback questionnaire to make the language more accessible.
- Considering how other agencies can support the process of gathering feedback.

Between April 2018 and March 2019, the Safeguarding Development Team:

- Completed audits on **28** cases, consisting of responsive audits and themed audits, including in relation to cases involving adults of working age and deprivation of liberty safeguards assessments.
- Received feedback from **5** stakeholders via questionnaires.
- Received feedback from **5** adults regarding their experiences of the safeguarding enquiry from questionnaires and interviews.

From this quality assurance activity, the following strengths and areas for development were identified:

Strengths

- Enquiries reflect appropriate risk assessment and clear plans for the management of individuals' needs.
- A Making Safeguarding Personal and outcomes-focused approach is evident in safeguarding interventions.
- Enquiry documentation reflects good standards with a clear and proportionate recording.

Key areas for development

- Ensuring that mental capacity assessments completed as part of the Deprivation of Liberty Safeguards reflect the views of family and friends and relevant professionals alongside those of the adult.
- Embedding feedback from adults on their experience of the safeguarding enquiry within the safeguarding process.

Elizabeth's story

Elizabeth lives in supported accommodation, and has care and support needs related to her diagnosis of schizophrenia and substance misuse issues. She receives daily support commissioned by the local authority. Elizabeth has been assessed as lacking the capacity to manage her financial affairs, and the local authority Client Affairs Team holds appointeeship on her behalf.

Following a decline in her mental health, Elizabeth was detained under the Mental Health Act and has been in hospital for the past six months.

The Client Affairs Team raised a safeguarding concern after they became aware that Elizabeth's accommodation provider had been invoicing for items whilst she was in hospital.

Elizabeth disclosed to her sister that she was concerned that the accommodation manager was trying to take her money, but as nothing had happened did not want to inform the police. A safeguarding enquiry was instigated by the local authority. With support from her sister, Elizabeth was able to express her desired outcomes as:

- I want to find out why my accommodation provider has been invoicing me for items I have not asked for or received due to being in hospital.
- I want to look for alternative accommodation as I no longer feel able to trust the accommodation provider.
- I need ongoing support to manage my finances and am happy for the Client Affairs Team to continue to support me with this.

Elizabeth was supported by her sister to attend a safeguarding meeting, and the following safeguarding measures and outcomes were achieved:

- There was no evidence of financial abuse but poor practice by the supported accommodation provider regarding the management of accounting and supporting residents with day-to-day purchases. Recommendations were made around improving practice in this area which the provider implemented.
- Elizabeth was supported to move to an extra-care housing scheme located nearer to her sister who was able to visit on a more regular basis.
- The Client Affairs Team continued to support Elizabeth in managing her financial affairs.

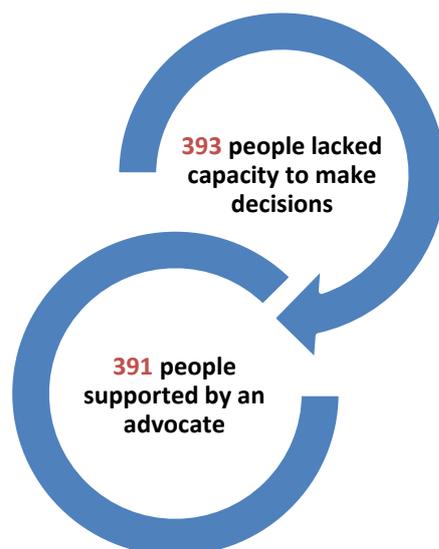
Analysis of outcome data

Impact on risk



In 2018 – 19, in **85%** of enquiries there was an identified risk to the adult and action was taken. In **93%** of these cases, the risk was either reduced or removed completely. This is a slight increase from **91%** in 2017 – 18. It should be acknowledged that it is unlikely that risk will be reduced or removed in 100% of cases, as individuals may exercise choice and control over the steps taken by authorities to mitigate the risk. The proportion of cases where risk remains has increased from **5%** to **7%**.

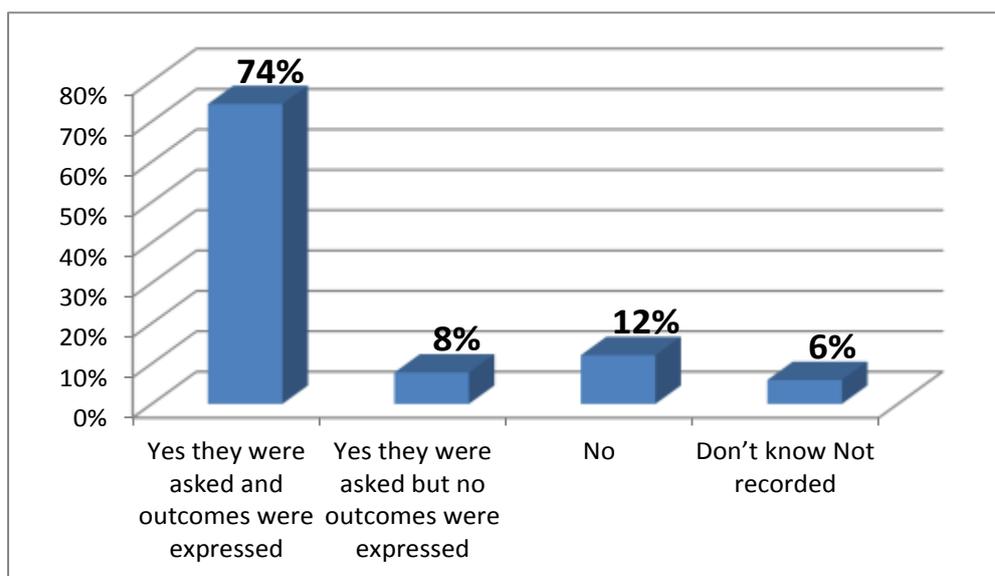
Support for adults at risk who lack capacity to make informed decisions



Nationally, **79%** of adults who lack capacity to make informed decisions about the enquiry receive support. In East Sussex, **99.5%** received support. This is an improvement from 2017 – 18 when **96%** were supported.

Outcomes achieved through safeguarding

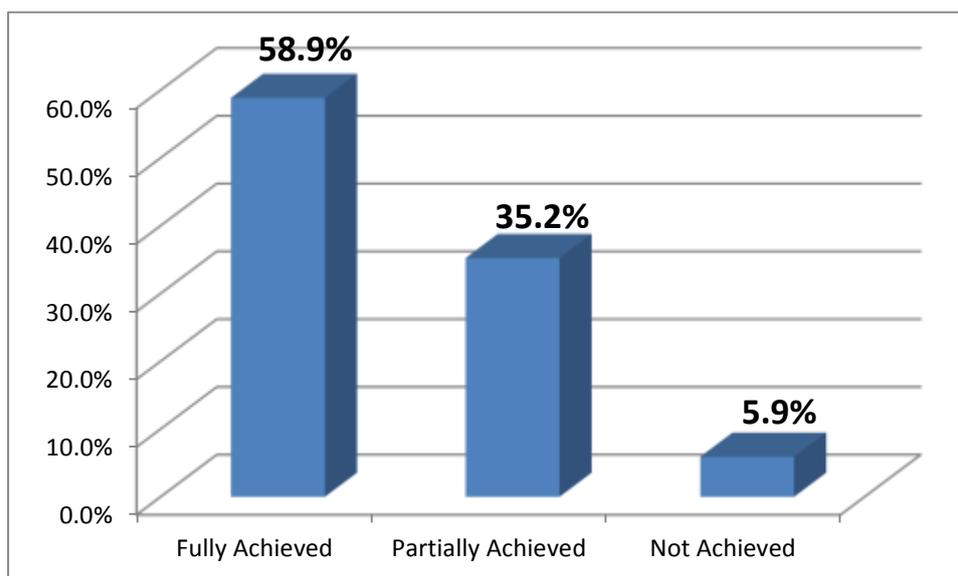
Number of adults who were asked for their desired outcomes:



In 2018 – 19, **82%** of adults were asked about their desired outcomes. This is a slight decrease from **84%** in 2017 – 18, however, it is still above the national average of **75%** for local authorities that submitted data relating to this in 2017 – 18.

A review of cases where outcomes were not asked found that these were all cases where the adult lacked capacity to make decisions in relation to the enquiry.

Of those who identified outcomes, the proportion whose outcomes were met:



In 2018 – 19, of those who expressed a desire for specific outcomes, in **94.1%** of cases those outcomes were either fully or partially met. This is a slight drop from last year when **94.6%** of outcomes were fully or partially met. It is, however, still higher than the average for local authorities who submitted data relating to this in 2017 – 18, (**92%**).

It is acknowledged that there will always be cases where outcomes will not have been achieved, for example, where desired outcomes are beyond the remit and control of the enquiry or enquiry manager, or where the situation has changed from the initial desired outcomes that were recorded.

Learning from complaints

All complaints about our safeguarding processes are taken seriously, as they help us to learn and improve how we do things in the future.

We aim to work with complainants in a mutually respectful way, and respond to their concerns fairly and openly. Generally, managers will look into any concerns that have not been considered within the safeguarding enquiry, when the enquiry has been closed. This is to ensure the focus of the safeguarding enquiry is maintained appropriately.

Findings are informed by looking at whether we have followed our processes and communicated in ways that we would expect. This is done through discussions with complainants, practitioners and other stakeholders, and by looking at records. We want to put things right when things have gone wrong to avoid someone else having the same experience in the future.

Because of the nature of safeguarding, we can expect that some people will not agree with the decisions or the outcomes of our enquiries. We do, however, always try to explain the actions we have taken and resolve any ongoing issues, wherever possible.

The total number of complaints recorded for Adult Social Care and Health (ASCH) for 2018 – 19 was 427. Of these 18 related directly to safeguarding, this is **4.25%** of the total complaints received.

In addition to these 18 complaints, four MP / councillor enquiries were received. This represents **2.5%** of the total number of MP / councillor enquiries received in 2018 – 19, which was 163 enquiries.

This compares to 20 complaints and two MP / councillor enquiries in 2017 – 18.

The 18 complaints received can be broken down as follows:

Complaint outcome	
Not upheld	12
Partially upheld	4
Upheld	2
Total	18

These complaints were broken down into the following complaint sub-categories:

Complaint sub-categories	
Delay in communication	1
Disagree with policy or procedure	1
Discrimination – not treated fairly	1
Failure to deliver a service	1
Incorrect information or advice given	2
Insufficient information given	1
Not to the quality or standard expected	4
Other communication cause	2
Unhappy with decision	5
Total	18

Key themes

Of the complaints received from clients or their representatives, key themes were about:

- Outcomes of safeguarding enquiries, including the actions agreed in the safeguarding plan.
- Safeguarding enquiries not addressing the concerns raised.
- The safeguarding process, particularly around communication, information and support provided during safeguarding enquiries.
- Delays in safeguarding enquiries.

Some complaints were from former workers and care providers involved in enquiries, and they were concerned about:

- Communication, inaccurate information, advice given and delays during safeguarding enquiries.
- Outcomes of safeguarding enquiries.

Learning and actions

We record learning at an individual, service and organisational level. Examples of learning and changes included:

Process and recording

- Emphasise the need and importance to thoroughly explain any actions undertaken.
- Conducting an offline safeguarding review to inform complaint response.

Partnership working

- Working with providers to prepare for important safeguarding meetings.

Compliments

We received three compliments about the safeguarding process from clients and their representatives:

“Thank you so much for chairing the meeting so effectively. We appreciate the concrete actions, follow-up and timescales, all of which were accepted by the provider. We hope that these things will improve the situation of current residents.

Please pass on our thanks and admiration to D who has done a very thorough investigation and analysis of the facts. Very impressive! The report meant that the provider had to accept the conclusions and do something about their failures. J was well prepared and gave a very good account of the findings.”

“Thank you for your work on this case. I know it hasn't always been that smooth and this just demonstrates how perseverance does pay off! Well done.”

“Just a card to thank you so much for all your help. F is now home and getting stronger by the day.”

The Safeguarding Development Team received the following feedback from adults and their representatives:



Lay members

Lay members are a critical part of the SAB. Their role is to enable effective ties to be developed between the SAB and the local community and to ensure the work of the SAB is transparent and accessible. The lay members also provide independent insight on behalf of the public into the work of agencies and the Board.

Lay members support the work of the Board by:

- Contributing to the development of strategies and plans to respond to and prevent abuse and neglect.
- Challenging the work of the SAB where required.
- Bringing an awareness and knowledge of the diverse communities and individuals living in East Sussex.
- Assisting the development of links between the SAB and community groups in East Sussex.

An additional lay member was recruited to the SAB in 2018 and, together with another lay member who has been a member of the SAB since 2016, has continued to support the work of the SAB. Over the next year there are plans to

develop links between the lay members of the SAB and LSCB to share experiences and establish wider networking across Sussex.

“Having been appointed as a lay member in 2018, I have had the opportunity to support the work of the Board over the past year. My role includes contributing to the development of strategies and plans to effectively prevent and respond to abuse and neglect, challenging the SAB where required and helping to bring about increased awareness and knowledge of the diverse communities and individuals living in East Sussex.

I have particularly enjoyed the opportunity to contribute to the discussions that take place in SAB and subgroup meetings, and how these effect change. As a member of the Safeguarding Community Network I have been pleased to see progress in a number of areas, including looking at ways to increase community participation, improve communication between the SAB and the voluntary and community sector, and consider how we can increase the feedback we receive from adults who have been involved in safeguarding enquiries.

It is clear that the SAB remains committed to its priorities and adheres to the principles and requirements of legal frameworks including the Care Act 2014. Its composition reflects the multi-agency partnership including statutory and voluntary partners as well as lay members.

There is still more work that is needed to monitor the impact of all implemented strategies and to ensure all partner agencies continue to work in partnership to achieve the aims set out in the SAB's Strategic Plan.”

Board lay member, 2019

4.2 Ensure that people are aware of safeguarding and know what to do if they have a concern

Safeguarding leaflets

The safeguarding leaflet for members of the public was updated. This includes information about the types of abuse and neglect, and sets out how to raise any concerns in relation to someone who may be experiencing exploitation.

The leaflet can be accessed [here](#).

In addition, an easy read version of this leaflet was produced which can be accessed [here](#).

An easy read version of the Making Safeguarding Personal leaflet has been developed through the Safeguarding Community Network and this will be launched later in 2019.

Overcoming abuse: Ben's safeguarding story

A video created by Ben, a member of the Safeguarding Community Network, about his own experience of safeguarding was published on the SAB website and is available on this link:

<https://www.eastsussexsab.org.uk/>

The short film illustrates a powerful message about overcoming abuse and is a resource to be used to promote awareness of the impact of safeguarding and the importance of Making Safeguarding Personal.



East Sussex SAB on Twitter

The SAB has developed its use of social media over this year by increasing its use of [Twitter](#) to support the public in understanding the role of the SAB and to promote broader community engagement.

We have used Twitter to share examples of good safeguarding practice, and promoted awareness of a number of local and national campaigns and initiatives.

Future plans

- Review the Financial Abuse High Risk Strategy in September 2019.
- Launch an Easy Read version of the 'Making Safeguarding Personal' leaflet.
- Update content of SAB website to improve accessibility of information.

5.1 Ensure that all people involved in safeguarding have the appropriate skills, knowledge and competencies

Key training figures and initiatives

The East Sussex SAB provides a well-attended training programme, with courses receiving positive feedback from partner agencies.

All of our courses can be accessed via the [East Sussex Learning Portal](#). In response to feedback from some of our partners, we have also utilised Eventbrite as a means to book onto some of our training courses and events.

Adult Social Care & Health safeguarding training

April 2018 – March 2019

Course title	No. of courses
Safeguarding adults: basic awareness	11
Safeguarding adults and the law	1
Safeguarding adults: refresher	20
Making safeguarding enquiries for Enquiry Managers / Officers	4
Safeguarding adults – train the trainer / Train the Trainer Forum	2
Using coaching skills to support an adult to identify their desired outcome	3
Mental Capacity Act 2005	14
Deprivation of Liberty Safeguards	4
Self-neglect	5
Domestic violence and abuse – initial risk response and the MARAC process	3
Court skills for ASCH staff	3
Bespoke courses	27

Safeguarding adults e-learning training

April 2018 – March 2019

From 1st July 2018, ESCC took over developing and providing its own e-learning modules following the closure of the previous provider, KWANGO. The content of the new online safeguarding module, ADAPT, was updated with the topics including cuckooing, county lines, modern slavery, stalking and coercive control being added.

E-learning course title	No. of learners
Safeguarding adults	411
Mental Capacity Act	294
Domestic Abuse Module 1	253
Domestic Abuse Module 2	210
Domestic Abuse Module 3	131
Modern Slavery and Human Trafficking	67

Multi-agency training

Modern slavery

In response to the increasing demand for greater awareness amongst staff about modern slavery and the need to ensure that agencies have the appropriate level of skill and knowledge to respond to concerns about potential cases involving modern slavery and human trafficking, multi-agency training has been rolled out since October 2018. This involves the following stages:

Tier 1: Raising awareness This tier is for all staff. The Home Office [modern slavery booklet](#) provides an up-to-date, easy-to-read resource setting out some of the key facts about modern slavery. To supplement this, Home Office research '[A typology of modern slavery offences in the UK](#)' has broken down the broad categories of modern slavery into 17 distinct types of offence identified in the UK. This booklet will help to inform staff and increase understanding of the issues.

Tier 2: e-learning module This tier is aimed at staff requiring a bit more information and in-depth knowledge because of their role. The module explores:

- The 17 types of modern slavery (signs, symptoms, barriers to disclosure) in more detail.
- The global, national and local context.

- How to apply the learning to clients, carers and other people we may come into contact with in our day-to-day work.

Tier 3: Single Point of Contact (SPOC) training This tier is aimed at staff taking on the role of a SPOC. This face-to-face training is multi-disciplinary and will:

- Increase knowledge and understanding of legislation, policy and practice.
- Ensure an understanding of the role of the SPOC.
- Provide an opportunity to share experiences.
- Enable learning from others.
- Establish a network for peer support.

Evaluation of this training has identified a need to increase the numbers of frontline staff who are trained to take on the SPOC role, and to develop more enhanced training which will equip people to support potential victims of modern slavery through the National Referral Mechanism (NRM) process. Work will take place later in the year to develop the course content with the training scheduled to take place in the autumn of 2019.

Domestic abuse

The SAB has continued to be involved in the design and delivery of the domestic abuse training programme, delivered on behalf of the LSCB, SAB and Safer Communities Partnership. Feedback from the two day course 'A whole family approach to domestic abuse and promoting safety' continues to be very positive with staff benefitting from an increased focus on the impact of domestic abuse on the whole family.

Mental Capacity Act

The Safeguarding Adults Review for Adult A included a recommendation for the SAB to:

“Review the effectiveness of single and multi-agency training in raising awareness and confidence, and strengthening knowledge with respect to the Mental Capacity Act 2005, referrals to the Office of the Public Guardian and the Court of Protection”.

In response to this, the SAB has developed multi-agency Mental Capacity Act training which aims to develop understanding of, and confidence in, applying a multi-agency approach to managing issues involving the Mental Capacity Act in complex cases, including:

- How a multi-agency approach can assist with best interests decisions.

- How disputes around mental capacity and best interests can be resolved.
- The role of the Office of the Public Guardian (OPG) and the Court of Protection.

The first course was delivered in October 2018 with a further course taking place in March 2019. Further sessions are planned later in 2019. Staff who have attended the training have been asked to complete an evaluation designed to assess how effectively the training has embedded knowledge and has been applied to working practice. Feedback received has been positive overall, with the majority of staff feeling that the training has helped them develop a good understanding of the MCA and how this should be applied in practice.

Pan Sussex Learning and Development Strategy

Work has started to develop a three year Learning & Development Strategy from 2019 – 22, which will be shared across the East Sussex, Brighton & Hove and West Sussex SABs and will be published later in 2019. The aim of the strategy is to provide an over-arching framework for adult safeguarding training and workforce development across Sussex. The strategy provides a shared approach to the promotion of safeguarding competency frameworks, analysis of learning outcomes from Safeguarding Adults Reviews (SARs) and multi-agency audits and how such learning outcomes are put into practice.

Implementation of the strategy will support staff working with adults who have care and support needs to be competent and confident to carry out their responsibilities, and assist them in appropriately responding to, and preventing, abuse and neglect.

This strategy is also driven by requirements set out in the Care Act 2014:

- to create shared learning opportunities between agencies,
- to embed the Making Safeguarding Personal (MSP) principles into practice, and
- to ensure the new categories of abuse of modern slavery, self-neglect and domestic abuse are appropriately incorporated and addressed in training and development activities.

This strategy will sit alongside the national safeguarding competencies for multi-agency use, and the national Mental Capacity Act competency framework, both endorsed by all three Sussex area SABs.

Priorities for 2019 – 20

Coercion and control

Multi-agency training on coercion and control has been developed and will be delivered later in the year. Jointly facilitated by Sussex Police and Safe in East Sussex, the training will explore:

- The legal context.
- How to identify coercion and control.
- Mental capacity, coercion and control.
- How to support victims to gather evidence effectively.
- How to ensure your personal safety.
- How to use the Risk Indicator Checklist for coercion and control.

We are now in a position to roll this out on a multi-agency basis, and will be promoting dates through SAB members later in 2019.

Key safeguarding initiatives and training figures from SAB partner agencies can be found in Appendix 2.

Liberty Protection Safeguards

2020 will see significant changes to the Deprivation of Liberty Safeguards with the introduction of the Liberty Protection Safeguards (LPS), which is expected to be implemented in October 2020. There will be implications for many organisations (particularly NHS Trusts and CCGs) and the SAB will be involved in contributing to the development of the new training programmes.

5.2 Ensure clear links exist between partnership boards with accountability arrangements documented and understood to avoid duplication of workstreams

The SAB has formal links with a number of other strategic partnerships in East Sussex, including the Health and Wellbeing Board, Safer in East Sussex, Local Safeguarding Children Board, and East Sussex County Council's Scrutiny Committee. The commitment to these important links is set out in the [Joint Protocol – Partnership Working](#), which ensures that strategic priorities are better

aligned and focused on principles of Making Safeguarding Personal, and ensuring that safeguarding is 'everyone's business'.

The SAB is committed to maintaining regular liaison with Sussex-wide and national networks and forums, including participation at the South East Regional SAB Chairs and Board Managers meetings. The SAB Independent Chair also maintains regular liaison with other key strategic leaders, for example, the National Chairs Network. Our SAB Independent Chair also chairs a neighbouring Board which supports appropriate collaboration regarding shared themes and priorities.

Multi-agency arrangements for safeguarding children have changed in response to The Children and Social Work Act 2017, which has created a new statutory duty for police, health and the local authority to have equal responsibility to make local plans to safeguard and promote the welfare of children in their area. These local safeguarding partnerships will replace the Local Safeguarding Children Board (LSCB). The new arrangements for the [East Sussex Children Partnership](#) will be in place by the end of September 2019.

Given this significant change in arrangements to child safeguarding the formal review of the partnership protocol will now take place later in 2019.

Future plans

- Further development of multi-agency training opportunities including modern slavery, and coercion and control.
- Implementation of the Sussex Learning and Development Strategy.
- Review of the partnership protocol.

Conclusion

This annual report has presented the progress of the Safeguarding Adults Board (SAB) against its key priorities for 2018 – 19, and has shown the continued effort of all partner agencies to work together to safeguard adults from abuse and neglect.

We will continue to focus on developing and delivering multi-agency training to ensure that staff involved in safeguarding have the appropriate skills and knowledge. The SAB has published a number of policy and guidance documents this year, including the revised Sussex Self-neglect Procedures, Multi-Agency Mental Capacity Act Policy and Procedures, and Guidance on Raising Concerns about Abuse and Neglect. These also serve as resources to support effective safeguarding practice.

The SAB has commenced two Safeguarding Adults Reviews (SARs) this year and will ensure that learning from these is shared and embedded into practice appropriately over the coming year. The SAB also looks forward to our continued involvement in the research project with the University of Sussex, looking at learning from SARs and implementing organisational change.

Our strategic plan for 2018 – 2021 provides full details of our future plans that have been highlighted at the end of each section in this report. These plans will ensure adults with care and support needs are safeguarded from abuse and neglect as effectively as possible.

Appendix 1 – SAB Budget 2018 – 19

Income		Expenditure (excluding VAT)	
East Sussex County Council	£66,800	SAB Development Manager	£59,093
Sussex Police	£10,000	SAB Administrator	£9,659
East Sussex Healthcare NHS Trust (ESHT)	£10,000	Quality Assurance & Learning Development Officer	£28,214
NHS Hastings and Rother Clinical Commissioning Group (CCG)	£5,000	Independent Chair	£10,957
NHS Eastbourne, Hailsham and Seaford CCG	£5,000	Multi-agency Training programme (inc. admin. and safeguarding promotional materials)	£2,215
NHS High Weald Lewes Havens CCG	£5,000	Policy and procedures	£667
East Sussex Fire and Rescue Service (ESFRS)	£5,000	SAB Website	£1,080
Carry forward from 2017-18	£25,137	SARs / Multi-Agency Reviews (facilitator and venue costs)	£11,135
Totals	£131,937		£123,020

Appendix 2 – Additional updates from SAB partners

Adult Social Care and Health (ASCH)

Adult safeguarding activity / initiatives

- Safeguarding and mental capacity competency frameworks have been combined into a single practice quality assurance framework.
- Guidance in relation to managing enquiries into organisational abuse has been revised and aligned to the function of the Market Support Team in ASCH.
- The Lead Enquiry Officer (LEO) role has been piloted across a number of ASCH operational teams, and the role will be formally launched in the autumn of 2019.
- A Preventing Abuse Steering Group was established in the last quarter of 2018 – 19 to develop a strategy to prevent and reduce the incidence of abuse and neglect in the independent care home sector.

Priorities for 2019 – 20

- Undertake and complete all tasks remaining in the action plan developed following the South East ADASS peer review.
- Engage with SAB partners to revise the SAR Protocol to be informed by the SCIE Learning Together programme, with key areas to include SAR criteria and the recruitment and contract process with SAR lead reviewers.
- Review current rate of feedback provided to referrers of safeguarding concerns and aim to achieve improvements in this area.
- Implement the LEO role in safeguarding enquiries.
- The Principal Social Worker in ASCH to lead on implementation of the Liberty Protection Safeguards and workforce training plan in this area.

Clinical Commissioning Groups (CCGs)

Progress on 2018 – 19 priorities

- **Continue to improve awareness of domestic abuse, and appropriate responses by health professionals**

Domestic abuse awareness continues, with the provision of enhanced training to primary care colleagues and support to provider organisations to increase staff awareness.

- **Continue to improve application of the Mental Capacity Act (MCA), and promote awareness of the Court of Protection and Office of the Public Guardian**

The CCGs have supported and participated in the delivery of multi-agency MCA training.

- **Improve understanding of, and the response to, self-neglect**

Self-neglect has been included in Level 3 training.

Safeguarding Adults Review learning briefings have been disseminated.

The revised self-neglect procedures have been promoted throughout the organisation.

- **Increase awareness of modern slavery and human trafficking, and appropriate responses**

Participation in the planning and delivery of multi-agency modern slavery training.

The CCGs have three staff trained as Single Points of Contact (SPOCs) who are available for CCG and primary care staff to discuss any queries relating to modern slavery and human trafficking.

Level 3 training on modern slavery includes awareness of cuckooing and human trafficking.

- **Develop a Sustainability and Transformation Plan (STP) safeguarding profile, including safeguarding awareness and accountability within commissioned services**

The CCG safeguarding team continues to work collaboratively with health and social care colleagues across Sussex ensuring effective information sharing, sharing of lessons from Safeguarding Adults Reviews and Domestic Homicide Reviews, and ensure that any emerging themes are addressed and any lessons embedded into practice.

Ensuring a 'one team' approach which provides assurance of arrangements of commissioned providers and reporting any concerns through an STP management structure.

- **Continue partnership prevention work**

Throughout 2018 – 19, the CCGs have continued to work collaboratively and effectively with the SAB and partner agencies to ensure that there are effective safeguarding arrangements in place across health and social care.

The CCGs have contributed to Safeguarding Adults Reviews and Domestic Homicide Reviews in their areas, participating fully in panel meetings and learning events. The Designated Nurses have ensured that key lessons and action plans are shared across the organisation, and included in safeguarding training.

Adult safeguarding activity / initiatives

- Level 1 online training has been undertaken by 83% of staff with Level 3 face-to-face safeguarding training also being delivered to 83% of the workforce.
- Making Safeguarding Personal and the ethos of safeguarding being 'everybody's business' is embedded within safeguarding training.
- The CCGs have continued to promote the value of multi-agency working to implement steps that can be taken to strengthen a preventative approach.
- The CCGs have continued to promote and raise the profile of adult safeguarding within primary care practices, with links being forged with Safeguarding Leads, the Named GP for Adult Safeguarding and Designated Nurses.
- Face-to-face safeguarding training for primary care staff continues to be delivered on a monthly basis at locations across the CCGs.

Priorities for 2019 – 20

- To continue to strengthen the role of the safeguarding team within the commissioning cycle and assurance processes.
- To ensure health teams are prepared for the implementation of the Liberty Protection Safeguards (LPS).
- To embed the self-neglect procedures.
- To promote understanding and learning from Safeguarding Adults Reviews.

Sussex Police

Progress on 2018 – 19 priorities

- **Sussex Police adult safeguarding improvement plan. This is an aspirational working plan and subject to change and revision.**

This plan has been refined and an Adult Safeguarding Working Group has been formed to take forward the actions in the plan.

- **Development of Force Management Statements required by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), over four years. We are developing a consistent return regime that incorporates organisational governance, operational standards and performance. This information will be the benchmark for sharing with partners.**

The force is in the process of providing HMICFRS with data for year two.

- **Improving knowledge and awareness amongst officers and staff, specifically around adult safeguarding (under the Care Act and in accordance with the pan-Sussex procedures)**

This is captured in the force improvement plan and work is to be carried out over the next six months to ensure this is embedded.

- **Improving performance in relation to the completion of the Vulnerable Adult at Risk (VAAR) form. This will be done through the Combined Assessment of Risk Form (SCARF) review process.**

This action is also captured in the force improvement plan. The force will be implementing the Public Protection Notification module this year which will help drive improvements in the quality of the SCARF submissions.

- **Improving knowledge and awareness of mental capacity. This will be achieved by teams completing online training.**

This action is captured in the force improvement plan and work is due to be carried out over the next six months via the Adult Safeguarding Working Group.

Adult safeguarding activity / initiatives

- Following a recent SAR in East Sussex, Sussex Police has amended their force policy so that before an officer files a case of neglect as 'No Further Action' it must be peer reviewed by an officer not below the rank of Detective Sergeant based within the Safeguarding Investigations Unit or the Multi-Agency Safeguarding Hub (MASH).

- The force has invested in improving the way officers and staff handle investigations relating to stalking and harassment, and there are now almost 60 'Single Points of Contact' (SPOCs) for stalking and harassment, who can offer guidance and support around the investigation of these often dangerous crimes.
- We have worked closely with the stalking advocacy service, Veritas Justice, to drive improvements in our response to stalking and harassment.
- Domestic Abuse Matters training has been rolled out across the force and 200 mentors given enhanced training with regular continuous development sessions planned.
- Operation Signature (scam mail fraud) and Operation Edisto (courier fraud) continue as the force's operational response to identify and support vulnerable, and often elderly, victims of these types of fraud within Sussex. We continue to raise awareness internally and externally to ensure the public are aware of the support available to these victims.
- Safeguarding Toolkit: Sussex Police continues to use the safeguarding plan template to supplement the initial investigation template. The safeguarding plan has been developed to support how officers understand vulnerability and risk, and ensure consistency across the force in recording safeguarding plans. The safeguarding plan has been designed to be simple to use and is based around the principles of Remove, Avoid, Reduce and Accept (RARA).
- There has been a project in relation to the Gatwick Immigration Detention Estate to improve the engagement and reporting of potential victims of trafficking.

Priorities for 2019 – 20

- To improve knowledge, understanding and identification of vulnerability and the Mental Capacity Act amongst frontline officers and staff.
- To improve the protection of vulnerable adults by embedding a culture and practice of Making Safeguarding Personal.
- To improve outcomes for vulnerable adults by ensuring an effective, timely and consistent referral process.

Care for the Carers (CFTC)

Progress on 2018 – 19 priorities

- **Ongoing training and reflective practice with staff**

Safeguarding has been a regular topic of reflective discussion, safeguarding training has been delivered, and staff have continued to recognise indicators of abuse and raise safeguarding concerns appropriately. SAB resources such as the video 'Ben's safeguarding story' and learning briefings have been shared with staff.

Adult safeguarding activity / initiatives

- Joint working protocols have been developed between CFTC and various agencies, including the Alzheimer's Society and Cranstoun. The protocols seek to ensure that carers get the support they need when they need it, thereby achieving positive impacts for people with care and support needs.
- CFTC has worked with SAB partners to improve links and communication between the SAB and the voluntary and community sector, with an action plan in progress.
- Twenty five staff (100% of workforce) have completed safeguarding adults training, through either e-learning or more in-depth face-to-face training, in the last three years. Several staff have also attended other safeguarding related training, including Mental Capacity Act and Deprivation of Liberty Safeguards.
- In 2018 – 19, feedback from carers has been overwhelmingly positive about the impact of Care for the Carers' services on their lives. There has been a demonstrable improvement in carers' wellbeing, achieved by support and advice and counselling services.

Priorities for 2019 – 20

- Continue to work with the East Sussex SAB to build stronger links between the SAB and the voluntary and community sector by implementing an agreed action plan through the Safeguarding Community Network.
- Ongoing training and reflective practice with frontline staff.

Change, Grow, Live (CGL)

Adult safeguarding activity / initiatives

- During 2018 – 19, CGL STAR and the Portal were involved with completing thematic reports for Safeguarding Adults Reviews, Domestic Homicide Reviews and multi-agency audits. Learning and actions from these have been embedded into our service by workshops, refresher sessions at monthly staff meetings, case management and supervision processes.
- CGL STAR attends a monthly cuckooing / modern slavery forum which looks at individual cases.
- East Sussex drug and alcohol recovery service (STAR) continues to contribute to Coroner's inquests, and to embed a process of learning across the service from investigations into deaths. This has led to a significant increase in our offer of naloxone pens resulting in 91.7% of eligible service users being offered a naloxone pen. In addition, more staff have completed suicide prevention training, and we have joined the East Sussex Suicide Prevention Group.
- 93% of STAR staff and volunteers have completed safeguarding adults refresher training in 2018, and 89% have completed Mental Capacity Act training. All CGL@thePortal staff have completed the mandatory safeguarding adults classroom and online training.

Priorities for 2019 – 20

- To appoint a family worker.
- To review the induction programme for new staff within CGL STAR and the Portal.
- To review our organisational safeguarding strategy and policy to ensure that it makes explicit reference to Making Safeguarding Personal.
- To ensure that practice leads are trained to support staff who are working with clients who have experienced childhood sexual abuse.
- To expand CGL's 'dual diagnosis working together agreement' with Sussex Partnership NHS Foundation Trust (SPFT) mental health services to cover the Eastbourne area, as well as Hastings. This aims to improve the experience of people who need to access both mental health services and substance misuse services by enabling them to get their needs met through a combined approach which is informed by the expertise of both services.
- To develop a pan-Sussex joint working protocol with Sussex Partnership NHS Foundation Trust for people with dual diagnosis.

East Sussex Fire and Rescue Service (ESFRS)

Progress on 2018 – 19 priorities

- **Ensure that our new online training course is undertaken by all staff and volunteers**

The Safeguarding Essential iLearn course has been fully integrated, with 84% of the workforce of staff and volunteers having completed the training.

- **Encourage greater uptake of reporting concerns through the ‘coming to notice’ reporting mechanism once safeguarding training has been widely rolled out**

There has been an increase in safeguarding referrals raised by ESFRS reflecting greater understanding and confidence in this area.

Adult safeguarding activity / initiatives

- ESFRS continues to be involved in scams prevention work with ASCH, Trading Standards, Sussex Police and the National Scams Team.
- ESFRS is a member of the Pan Sussex Modern Slavery Network, and Multi-Agency Mental Capacity Forum.
- The Financial Abuse Strategy and associated toolkit have been embedded into a number of core areas including the Resilience Project.
- ESFRS led on developing the multi-agency Hoarding Framework.

Priorities for 2019 – 20

- To support the continuation of the iLearn training package, and ensure staff complete this on a yearly basis.
- To see an increase in the number of safeguarding concerns raised by the operational crew.
- To embed learning from Safeguarding Adults Reviews and multi-agency audits amongst staff.

East Sussex Healthcare NHS Trust (ESHT)

Progress on 2018 – 19 priorities

- **Embed the revised governance arrangements for the operational and strategic groups and safeguarding adults teams**

Safeguarding governance arrangements have been revised in accordance with the NHS Accountability Framework and Intercollegiate Document to improve operational understanding of safeguarding responsibilities.

The governance and reporting arrangements which are in place to provide scrutiny and assurance reflect the organisation structure divisionally and corporately. The Safeguarding Operational Group and Divisional Governance Meetings are held monthly and report into a bi-monthly Strategic Children and Adults Safeguarding Group. This group reports to the Trust Board via its Quality and Safety Committee.

- **Continue to review safeguarding training, introducing Level 3 safeguarding adults training, to include self-neglect and modern slavery**

ESHT has re-designed Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) training.

Training has been delivered to key teams in ESHT to ensure that patients detained under the Mental Health Act (MHA) 2007 are safeguarded.

- **Deliver Prevent awareness training throughout the Trust, and address areas of low training compliance**

ESHT has successfully raised the profile of Prevent, attending the Regional Prevent Board and sharing information across the Trust through awareness and targeted WRAP training.

- **Introduce structured safeguarding adults supervision for ESHT professionals working in areas where there is an increase in patient vulnerability.**

ESHT has reviewed its services provided to young people aged 16 – 18 years from a safeguarding perspective, piloting a Safeguarding Transitions Specialist Nurse role to oversee patients placed on adults wards and outpatients specialisms such as diabetes.

Adult safeguarding activity / initiatives

- The ESHT Safeguarding Team was the winner of the Trust's Working in Partnership Award in 2018.

- Safeguarding policies have been updated to reflect current issues including county lines, cuckooing and modern slavery / human trafficking.
- A Policy for Allegations of Abuse Against Staff is in place which supports Trust professionals when dealing with such concerns.
- The Head of Safeguarding has revised collaborative working arrangements with Sussex Partnership NHS Foundation Trust to improve practice in relation to patients who are admitted to ESHT inpatient beds when they are sectioned under the MHA 2007.
- Funding has been secured for an Independent Domestic Violence Advisor (IDVA) working with the emergency departments, maternity services and Special Care Baby Unit.
- Increased delivery of safeguarding supervision in adult specialist areas, specifically the community which has managed complex caseloads including, for example, self-neglect.

Priorities for 2019 – 20

- To improve maternity services' practice and documentation in relation to pregnant women and domestic abuse.
- To develop a programme to support staff who are working with patients who self-neglect.
- To ensure that learning from Safeguarding Adults Reviews informs work around discharge planning.
- To consider the vulnerability of children who transition from Children's Services to Adult Social Care and Health Services within acute hospital settings.

Kent, Surrey, Sussex Community Rehabilitation Company (KSS CRC)

KSS CRC staff are responsible for identifying vulnerable adults with whom they work directly or indirectly. This may be adults supervised under statute or other adults in a service user's circle, including family and potential victims. At the start and throughout the service user's sentence, the Responsible Officer is required to identify key issues of vulnerability that relate to the service user's life, not only from a service user perspective, but in partnership with other key agencies including statutory, non-statutory and third sector. Identified risks are then managed with the service user and relevant agencies to reduce any identified concerns.

Progress on 2018 – 19 priorities

- **Our Strategic Lead to attend team meetings across Sussex to ascertain frontline practitioners' safeguarding needs, in relation to accessibility of policies and training etc**

This priority has been met with the Strategic Lead attending meetings across the CRC to support staff in fulfilling their statutory safeguarding duties.

- **Review of safeguarding policies (including staff safeguarding policy) to include stalking behaviours**

KSS CRC's safeguarding policy has been revised to ensure mental capacity and information about stalking behaviours have been fully addressed and responsibility clearly outlined.

- **Continue to publish articles that raise staff awareness of a variety of safeguarding issues**

We continue to raise awareness of our need to safeguard adults through different modes such as short articles via email on mate crime, and articles in the staff magazine regarding domestic abuse, adult and child neglect, and Making Safeguarding Personal.

Adult safeguarding activity / initiatives

- KSS CRC designed and implemented the safeguarding campaign 'See me, Hear me, Protect me, I am not invisible' which ran across the whole of the CRC and Seetec Group over a four month period. The campaign was based on the following themes: domestic abuse, exploitation, child neglect and abuse, radicalisation and mental health. At the end of the campaign all staff were encouraged to enter their teams into a safeguarding quiz to win a Chief Executive Team Award. Approximately twelve teams completed the quiz with an average pass rate of 93%.
- KSS CRC's Women's Strategy was launched in 2018 in response to evidence showing that women's pathways into offending are different from that of men, women are more likely to be sentenced to prison than men for non-violent crimes and be victims of domestic abuse. To support our work with women, we have trained our Women's Leads to facilitate a trauma informed approach in their work with women. The Leads have also been trained to facilitate our Believe & Succeed Women's Offending Behaviour Programme designed in conjunction with the Brighton Women's Centre. This has been well received by our women service users. We now have 204 women-friendly options for our women unpaid work cohort, of which 11 are now women only. This is fantastic progress for our women's strategy,

as we recognise the difficulty faced by our women service users in completing the unpaid work requirement in a majority male environment.

- KSS CRC's Research Department is currently conducting research regarding probation practice and working with families to support the service user in their rehabilitation journey. This research is being conducted across regional, national and international probation practice. Our service users and their families are being asked to contribute to this research with the aim of improving how KSS CRC works with them.
- We have continued to work closely with our partners including Brighton Women's Centre, substance misuse services and local mental health partnerships to ensure we are able to meet the specific needs of the different cohorts of our service users.

Priorities for 2019 – 20

- To focus on risk assessment and risk management, core aspects of probation practice, within a holistic context which includes identification of safeguarding needs.
- To develop practitioners' professional curiosity in identifying and pursuing warning signs relating to adult safeguarding, and tenacity in pursuing relevant referrals and safeguarding activities.

National Probation Service (NPS)

The NPS' responsibilities include sentence planning, assessment, supervision, risk management, monitoring and enforcement of multi-agency public protection arrangements (MAPPA), and preparation of Crown and Magistrates Court assessments of convicted offenders.

The NPS provides a public protection service to children and adults, working in partnership with other agencies.

Adult safeguarding activity / initiatives

- A key area of our work continues to be in relation to MAPPA and developing our practice and management of some of the most dangerous offenders in Sussex.
- Increased focus on the issue of homelessness for offenders and tackling serious organised crime (including county lines), and close working with partner agencies in these areas.

Priorities for 2019 – 20

- To increase understanding and consequent disruption of serious organised crime including county lines.
- To increase our partnership working and community presence, especially in relation to work with rough sleepers and the homeless.
- To promote reflective practice and peer learning in relation to safeguarding.
- To ensure that our Safeguarding Practice Improvement Tool drives up the quality of our risk management plans in direct relation to safeguarding actions as well as safeguarding objectives in sentence plans.

Sussex Community Foundation Trust (SCFT)

Progress on 2018 – 19 priorities

- **Rolling internal audit of Making Safeguarding Personal.**

This rolling audit is now core data collection and will continue.

- **Continue to capture data via advice line contacts that evidences the care and support that SCFT delivers to patients to protect them from harm or abuse.**

This has been implemented and will continue.

- **Following the provision of Level 3 adult safeguarding training to Band 6 and above Nursing and AHP adult services frontline staff, to open up Level 3 training to all bands of Nursing and AHP staff (Bands 3 – 7) working in frontline clinical care so that Level 3 training becomes ‘business as usual’ within adult services.**

Staff working at band 6 and above and AHP adult services frontline staff have all attended Level 3 training. The Adult Safeguarding Team will now make Level 3 adult safeguarding training available to all bands of Nursing and AHP staff (Bands 3 – 7) working in frontline clinical care.

Adult safeguarding activity / initiatives

- The SCFT Adult Safeguarding Advice Line provides frontline staff with live supervision to facilitate safeguarding support.

- A Mental Capacity Assessment Tool and Best Interests Decision document is now accessible to all Nursing and Allied Health Professional staff via the SCFT intranet.

Priorities for 2019 – 20

- To ensure all staff have received training to attain the appropriate level of safeguarding competencies, and in line with this target for the Adult Safeguarding Team to review and amend the Level 3 training.
- To continue to review and amend stretch targets with an aim of 85% compliance of target cohort by 2021 which will then reflect Trustwide training targets.

South East Coast Ambulance Service NHS Foundation Trust (SECAmb)

Adult safeguarding activity / initiatives

- The safeguarding team has worked closely with the Trust's Quality Improvement Hub to develop monthly safeguarding posters which have included areas of learning for the organisation.

Priorities for 2019 – 20

- To embed a greater understanding of domestic abuse and how to support staff in working with patients experiencing domestic violence and abuse.
- To increase understanding of the link between the Mental Capacity Act and consent in our service.
- To develop a stronger model of safeguarding supervision across the organisation.

Sussex Partnership NHS Foundation Trust (SPFT)

Progress on 2018 – 19 priorities

- **Improved and timely data reporting.**

The quality and detail of data reporting has improved through changes to both internal and external reporting processes. Internal data from the incident reporting system is cross referenced with data held by the local

authorities. Quarterly data is presented to the Quality Committee and to the CCGs.

- **Development of Level 3 safeguarding adults face-to-face training.**

Level 3 safeguarding adults training has been developed and, from April 2019, has been mandatory for all clinical staff at bands 6 and 7.

- **Compliance with NHS England requirements regarding Prevent training.**

As of February 2019, we are meeting NHS England mandatory training requirements for Prevent.

- **Raised awareness and improvements in practice – embedding safeguarding culture in everyday practice.**

The Safeguarding Team provides support and consultation to staff in relation to safeguarding issues, provides awareness training for teams on request and promotes the awareness raising work of the Sussex Safeguarding Boards.

- **To continue to provide governance and assurance through the local safeguarding management groups.**

A programme for regular attendance by adult and children's safeguarding leads at Care Delivery Service (CDS) Boards is being established.

- **Improved learning and governance with regard to safeguarding adults reviews and domestic homicide reviews.**

Trustwide learning events have been held jointly with the Governance Team. Learning is also disseminated to the relevant operational service and teams. Stronger links with the Governance Team have been established with a new joint process being developed to include a high level scrutiny meeting chaired by the Chief Nurse.

Targeted training has been provided in relation to both adult and children's safeguarding in both inpatient units and community teams.

By the end of March 2019, we had achieved compliance in all mandatory training areas including the Level 3 Specialist Children's Safeguarding training.

Trustwide learning events have been held by the Safeguarding Team on child sexual exploitation, modern slavery and county lines.

Adult safeguarding activities / initiatives

- Current work with the Joint Unit for Domestic and Sexual Abuse and Violence against Women and Girls to improve the interface between the Unit and SPFT.

Priorities for 2019 – 20

- To develop a Trustwide safeguarding strategy for adults and children.
- To improve the data we record and are able to use in relation to safeguarding.
- To improve governance processes which include evidence of clear reporting lines, roles and robust scrutiny of Safeguarding Adults Reviews, Domestic Homicide Reviews, Serious Case Reviews and learning.
- To implement a Trustwide revised training strategy to enable staff to learn through experience and broaden their knowledge and skills.
- To champion the patient and carer voice and provide opportunities for greater involvement in safeguarding training and forums.

Appendix 3 – Partners of the East Sussex SAB

Partners of the East Sussex Safeguarding Adults Board are:

- East Sussex Adult Social Care & Health
- Hastings & Rother Clinical Commissioning Group, Eastbourne, Hailsham & Seaford Clinical Commissioning Group, High Weald Lewes Havens Clinical Commissioning Group
- Sussex Police
- Care for the Carers
- Change, Grow, Live (CGL)
- District and borough council representation
- East Sussex Fire and Rescue Service
- East Sussex Healthcare NHS Trust
- Healthwatch
- HMP Lewes
- Homecare representatives
- Kent, Surrey, Sussex Community Rehabilitation Company
- Lay members
- Local Safeguarding Children's Board
- National Probation Service
- NHS England
- Registered Care Association
- South East Coast Ambulance Service NHS Foundation Trust
- Sussex Community Foundation Trust
- Sussex Partnership NHS Foundation Trust
- Trading Standards
- Voluntary and community sector representation

Appendix 4 – Glossary of key terms

Safeguarding concern A 'safeguarding concern' is when someone has reasonable cause to suspect that an adult with care and support needs, who is unable to protect themselves because of those needs, is experiencing or is at risk of abuse or neglect.

Three key tests in the Care Act The three key tests relate to adults covered by these safeguarding procedures.

Safeguarding duties apply to any adult who meets the three key tests, namely:

- has needs for care and support (whether or not the local authority is meeting any of those needs), and
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those care and support needs is unable to protect themselves from the risk or experience of abuse or neglect.

Once the local authority has reasonable cause to believe an adult meets these tests, the Section 42 duty to undertake a safeguarding enquiry is triggered. However, the local authority may still decide to undertake an enquiry where the three tests in the Care Act are not met

Note Carers are also covered by these procedures where they meet the three tests set out above.

Safeguarding enquiry The action taken or instigated by the local authority in response to a concern that abuse or neglect may be taking place.

An enquiry can range from a conversation with the adult to a more formal multi-agency plan or course of action.

A safeguarding enquiry starts when the initial information gathering has established that all three of the Section 42 criteria are met or, where the criteria are not met, the decision has been made that it is necessary and proportionate to respond as a safeguarding enquiry (ie. 'other safeguarding enquiry').

Section 42 enquiry Those enquiries where the adult meets **all** of the Section 42 criteria ie. the three key tests.

The local authority must make, or cause other agencies or organisations to make, enquiries when the Section 42 duty is triggered.

Other safeguarding enquiry Enquiries where an adult does not meet all of the Section 42 criteria but the local authority has the power under the Care Act to undertake an enquiry where it considers it necessary and proportionate to do so.

Safeguarding Adults Board (SAB) Safeguarding Adults Boards (SABs) are multi-agency partnerships that are committed to the effective safeguarding of adults in their local area.

A vital aspect of the work of a SAB is to ensure information is available to the public, staff working in partner agencies, adults with care and support needs, and informal carers.

The Care Act 2014 sets out the core purpose of a SAB as ensuring that local safeguarding arrangements are effective and take account of the views of the local community. In setting out to achieve this, it must:

- Publish an annual report outlining its work and the findings of any Safeguarding Adults Reviews. The report must be available to member organisations and the public.
- Publish a strategic plan each financial year with key objectives, consulting with Healthwatch and developed with local community involvement. The SAB must also take account of the views of people who use care and support services, their families and carer representatives.
- Undertake any Safeguarding Adults Reviews (SARs).

Safeguarding Adults Review (SAR) Safeguarding Adults Boards must arrange a SAR when an adult in its area has experienced, or dies as a result of, serious abuse or neglect (known or suspected), and there is concern that partner agencies could have worked more effectively together. The aim of the SAR is to identify and implement learning from this.

Making Safeguarding Personal (MSP) A 'Making Safeguarding Personal' approach means safeguarding responses should be person-led and outcome-focused.

The person should be engaged in a conversation about how best to respond to their safeguarding situation in a way that enhances their involvement, choice and control as well as improving their quality of life, well-being and safety.