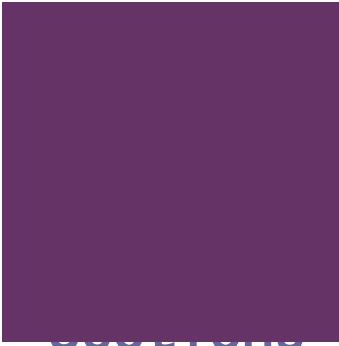




Cheshire East Safeguarding Adults Board Annual Report 2015 - 2016



Statement from the Chair Robert Templeton

Thank you for your interest in safeguarding adults in Cheshire East. As independent Chair of the Adult Safeguarding Board I am pleased to be introducing this Annual Report. This has been a challenging year for the partnership with all partner organisations experiencing significant challenges in this period of austerity. Nonetheless we have done everything we can to ensure we keep adults at risk as safe as possible.

One of our main areas of focus this year has been to make sure that we hear the voices of people who use safeguarding services. We wanted to make sure that they were included in safeguarding enquiries and their views were listened to. Most importantly we wanted to make sure those who used the service felt safer at the end of a safeguarding intervention. We have heard positive messages from the great majority of people we surveyed.

Nationally, Cheshire East has been identified as an area where we have made significant progress in involving people who use safeguarding processes but we recognise there is more that we can do and will continue to develop this area in the next year.

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1. Introduction

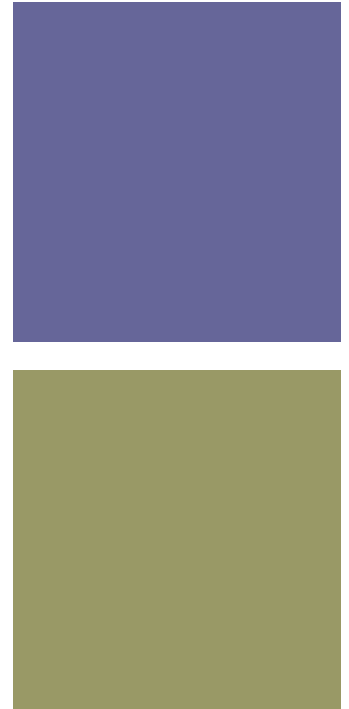
Cheshire East Safeguarding Adults Board



Welcome to Cheshire East Safeguarding Adults Board (CESAB) annual report. This report describes the work that has been undertaken locally to protect adults at risk in Cheshire East. The purpose of the report is to share information on our achievements and future plans with our partners, those who use services and residents of Cheshire East. We are very proud of our achievements but know there is still a lot to do and we are committed to continuing our work to deliver great adult safeguarding services across Cheshire East.

Safeguarding means protecting adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent both the risks and experience of abuse or neglect, while at the same time making sure that the adult's well-being is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action (The Care Act 2014).

The CESAB became a statutory body with the implementation of the Care Act 2014 in April 2015. Our main objective is to ensure that local safeguarding arrangements are in place and partners act to safeguard adults at risk; the board has strategic oversight of adult safeguarding across the locality. 'Making Safeguarding Personal' is at the heart of the Cheshire East Safeguarding Adults Board, working with adults at risk of abuse, neglect or exploitation to ensure they are as safe as they want to be and are helped to make their own decisions.



2. Our Vision, Values and Principles

Vision

People in Cheshire East have the right to live a life free from harm, where communities:

- Have a culture that does not tolerate abuse
- Work together to prevent abuse
- Know what to do when abuse happens.

Values

Cheshire East Safeguarding Adults Board believes that:

- People have the right to live their lives free from neglect and abuse
- Safeguarding adults is the shared responsibility of all organisations and agencies commit to holding each other to account
- The individual, family and community should be at the heart of safeguarding practice
- High quality multi-agency working is essential to good safeguarding
- Adults have a right to take risks and that this will sometimes restrict our ability to act
- There should be transparency in delivering safeguarding
- There must be a commitment to continuous improvement and learning across the partnership

Principles

The work of the Board is underpinned by the following principles:

- **Empowerment** - Personalisation and the presumption of person-led decisions and informed consent
- **Prevention** - It is better to take action before harm occurs
- **Proportionality** - Proportionate and least intrusive response appropriate to the risk presented
- **Protection** - Support and representation for those in greatest need
- **Partnership** - Local solutions through services working with their communities
- **Accountability** - Accountability and transparency in delivering safeguarding

3. Our Strategic Objectives 2015 - 2018

To seek assurance from partner agencies that there is effective leadership, partnership working and governance for safeguarding adults at risk.

To listen to people who have been subject to abuse or neglect, and to seek assurances that people are able to be supported in the way that they want, are empowered to make decisions, and can achieve the best outcomes.

To promote safeguarding adults among the general public, by raising awareness and promoting well-being with the aim of preventing abuse and neglect.

To be assured of the safety and wellbeing of anyone who has been subject to abuse or neglect, and that appropriate action has been taken against those responsible.

To identify and monitor the implementation of changes that prevent similar abuse or neglect happening to other people.



4. Safeguarding Activity

Overview

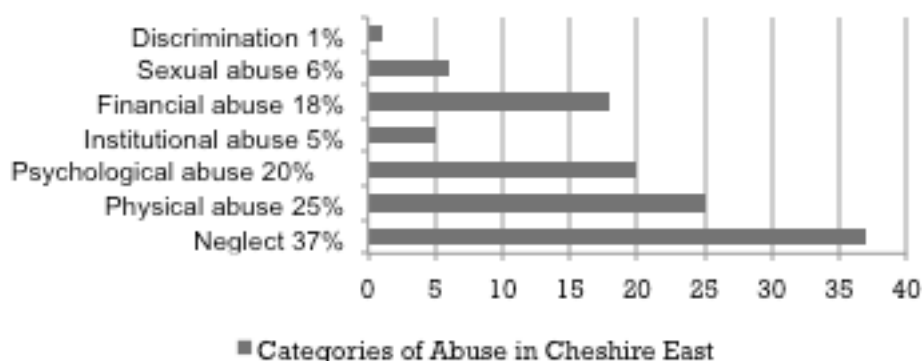
This section highlights some of the Safeguarding Adults activity in Cheshire East from 1st April 2015 - 31st March 2016. This was the first year that Adult Safeguarding was placed on a statutory footing under the Care Act 2014 marking a move from process led to a person centred and outcomes focused framework.

Safeguarding Concerns

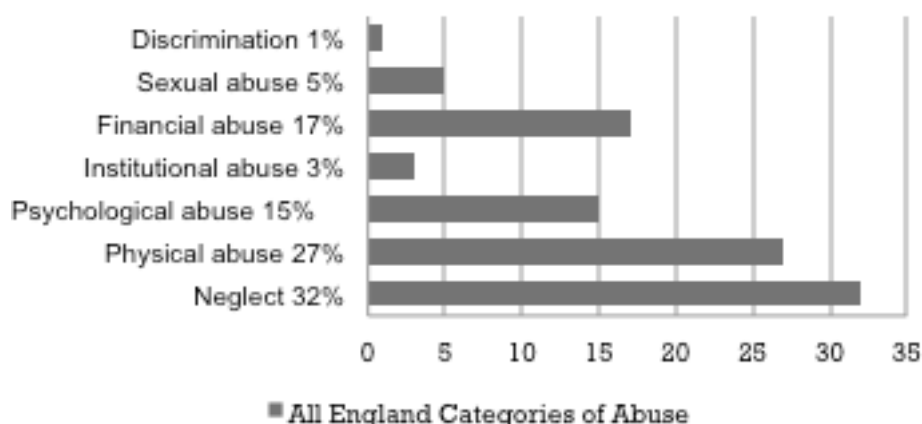
An adult safeguarding concern is any worry about an adult who has or appears to have care and support needs, that may be subject to, or may be at risk of, abuse and neglect and may be unable to protect themselves against this. There has been an average of 116 Safeguarding concerns raised each month. Concerns for the year total 1,388. Overall, 30% of cases were substantiated or partially substantiated. As in the previous year, health agencies or care providers and their staff sourced more than half of all safeguarding concerns.

Categories of abuse

The cumulative categories of abuse during the year may also be represented as the following:



This compares to the following all England figures for 2015-16:



5. Safeguarding Adults Board Subgroups

The CESAB has eight subgroups that provide the route for the Board to carry out its work to meet its objectives. The groups consist of members from all the partner agencies and subgroup members are experts in the functions of the particular sub-group. A description of the work of each group and their priorities are listed below:

Business Management Group (BMG)

Chair: Robert Templeton, Independent Chair

The BMG is made up of the three main statutory partners (Adult Social Care, NHS Clinical Commissioning Groups and Police) and the Chairs of the subgroups. The role of the BMG is to effectively manage the Board's business, co-ordinating the work programme and overseeing key business functions on behalf of the Board. The priorities for 2016 - 2017 are:

- To fulfil our requirements under The Care Act to help protect adults who have needs or are at risk of abuse or neglect.
- To be robust in holding staff, partner agencies and the CESAB subgroups to account.
- To be part of a wider network of partnerships to ensure safeguarding is understood and effective throughout Cheshire East.



Safeguarding Adult Review Group

Chair: Kevin Bennett, Cheshire Police

The Safeguarding Adults Review Group is responsible for the commissioning and oversight of Safeguarding Adults Reviews (SARs). It also reviews the learning from other reviews such as Children's Serious Case Reviews and Domestic Homicide Reviews. The group approves action plans on behalf of the Board, monitors the implementation of Case Review Action Plans and reviews evidence that practice has changed and outcomes have improved as a result. The group's priorities for 2016 - 2017 are:

- Streamlining the Serious Incident Learning Process (SILP)
- Training for reviewers and facilitators of the SILP's
- Extended learning and management of the SILP's



Community Awareness and Prevention

Chair: Karen Carsberg, Cheshire East Council



The Community Awareness and Prevention Group has oversight of the communication strategy, and advising the Board on emerging strategic issues; working with other key partners to actively promote awareness of abuse and agree preventative strategies. The group's priorities for 2016 - 2017 are:

- Raising public awareness through:
 - Attendance at appropriate events/activities to raise the awareness of Safeguarding
 - Redesigning of leaflets
- Raising the awareness of financial abuse and Rogue Traders through:
 - The production of case studies and an information guide
- Continue to enhance and update the website

Performance and Quality Assurance Group

Chair: Andrea Hughes, Cheshire and Wirral Partnership Trust.

This group is responsible for measuring the Board's effectiveness through the use of a performance management framework to hold members to account. The group is developing mechanisms to share and analyse data and intelligence. The group's priorities for 2016 - 2017 are:

- To develop a range of tools and methodologies to support the implementation of an LSAB Performance and Quality Assurance Framework.
- To co-ordinate the implementation of the LSAB Organisational Safeguarding Audit Tool (self-assessment) and to collate findings in order to identify areas of generic learning to inform future planning and development.

Mental Capacity Act and Deprivation of Liberty Safeguards (MCA/DoLS) Group

Chair: Jackie Goodall, MCA & DoLS Practitioner NHS Eastern Cheshire CCG & NHS South CCG.



This group supports agencies in Cheshire East to improve the performance of their safeguarding and MCA/DoLS roles. The group's priorities for 2016 - 2017 are:

- User information
- Staff training
- DoLS in the community

Learning and Development Group

Chair: Sheila Wood, Cheshire East Council.



The group has oversight of multi-agency learning and workforce development across Cheshire East. The group's priorities for 2016 - 2017 are to:

- Ensure a common understanding across all Cheshire East LSAB partners of the safeguarding competencies expected of staff and levels of training required
- Ensure the provision of quality assured Adult Safeguarding Training (content and delivery) incorporating work with training implications from other subgroups, best practice and LSAB priorities
- Establish an auditing, monitoring and evaluation process for adult safeguarding learning and development activity
- Explore the opportunity to develop a Cheshire East joint Adult and Children's Safeguarding Learning and Development Programme.

Policy and Practice Group

Chair: position to be confirmed.



The purpose of the group is to ensure that the Board has robust policies in place in accordance with the Care Act Legislation. The group's priorities for 2016 - 2017 are to:

- Respond to national developments/guidance and develop a robust local response
- Respond to learning from other sub groups and produce guidance for managers and staff
- View safeguarding policies written by partner organisations to ensure consistency and compliance

Service User Group

Chair: Lynne Turnbull, Cheshire Centre for Independent Living.



This group engages with people who have experienced safeguarding processes and ensures that the Board's priorities are driven by outcomes for service users. The group's priorities for 2016 - 2017 are to:

- Increase the understanding of Adult Abuse and Hate Crime amongst the wider public
- Ensure that the voices of people in "at risk" groups are heard
- Make sure Safeguarding is addressed in all consultation and policy development
- Get more people involved in the work of the group

6. Key Achievements from Partners

The Partners that make up the CESAB are all committed to improving their ability to prevent harm as well as to identify and react to allegations of abuse towards the people they work with. Every year, we ask our partners to write up their SAB partner statements, which highlight their key achievements throughout the year. Below are excerpts from the reports:

Cheshire East Council has developed new policies and procedures, including a Practitioner Toolkit and One Minute Guides to assist staff in managing new types of exploitation including Human Trafficking. A Professional Lead for Safeguarding was also appointed this year to ensure that staff have access to correct advice and guidance.

South Cheshire and Eastern Cheshire Clinical Commissioning Groups have developed Commissioning Standards for contracted services and redesigned a Safeguarding Pocket Book for all front line practitioners. There has been the creation of a dedicated MCA/DoLS Practitioner Post to work with Multi-Agencies with statutory partner links to Channel Panel/Prevent/Trafficking & Modern Slavery. The CCG Adult Safeguarding policies have been updated to reflect The Care Act legislation and the CCG E-Learning programme has been completely reviewed to reflect this legislation. Adult Safeguarding flow charts have also been updated for all primary care services.

Cheshire Constabulary All first contact and frontline staff within the Constabulary have received training in the identification and safeguarding of vulnerable adults. The Constabulary have made great progress this year in developing a system which identifies safeguarding and risk promptly. This has reduced the time required to process Vulnerable Person Assessments dramatically and ensures appropriate services are allocated to meet the needs of the vulnerable person as soon as possible.

East Cheshire NHS Trust have an identified Named Nurse and a Clinical Nurse Specialist for Adults at Risk. The Adult Safeguarding Policy has been updated to include a revised first account referral form and a mental capacity assessment form. This document is available to all staff.

Cheshire, Wirral Partnership has refined their PREVENT Strategy in line with NHS England guidance. This has included the implementation of the strategy, implementation of the competency framework and reporting arrangements and delivering the training plan.

Mid Cheshire Hospitals NHS Foundation Trust's Safeguarding Vulnerable Adults Policy has been updated to be compliant with the Care Act 2014. The Trust now has the support of a hospital based Independent Domestic Violence Advocate (IDVA), which has proved to be an invaluable acquisition to the safeguarding team. There is evidence of sound collaborative working to safeguard adults between health, social care and the local authority.

Cheshire East Domestic Abuse Partnership has established a Domestic Abuse Hub with a 24/7 single point of information, consultation, referral, assessment and case allocation. They have procured a 'whole family' community domestic abuse service and developed 'Toxic Trio Guidance' for the Adults and Children's workforces to ensure people with complex needs get a more co-ordinated service.

Strategic Housing and Registered Providers have worked to develop the network between Safeguarding Lead Officers. Cheshire East Strategic Housing acts as the lead organisation, representing the housing sector at Board meetings and subgroup meetings. Part of this role is the dissemination of information to ensure that the partner organisations are aware of the work of the Board

North West Ambulance Service NHS Trust Audits have been introduced to monitor the quality of safeguarding calls made by staff to the Trust Support Centre. This provides additional data relating to safeguarding knowledge and has facilitated information sharing. Early indicators show that referral information is of a high quality and is captured and documented by the Support Centre Advisors accurately. Areas for improvement are highlighted and raised with the staff concerned for their learning.

Cheshire Centre for Independent Living (CCIL) All staff complete annual safeguarding training and have access to a Safeguarding Officer at all times. CCIL has a referral pathway, process and procedure for any concern raised by a staff member about an adult at risk. CCIL has a case recording management system that captures the outcome journey for people with care and support needs. The achievement of individual outcomes can be used to further develop services to meet the needs of the individuals using them.

The Care Quality Commission (CQC) works closely with local partners and where appropriate, their Safeguarding Adults Boards (SABs). The CQC will fully engage with Serious Case Reviews (SCRs) and Safeguarding Adults Reviews (SARs), sharing information to learn lessons where things have gone wrong in protecting people from harm, abuse or neglect. They also carry out Individual Management Reviews of our own decisions and actions when we are involved in SCRs and SARs, or other reviews such as Domestic Homicide Reviews, to help inform how we can improve our systems, processes or practice or to highlight areas of good practice.

Cheshire Fire and Rescue Service (CFRS) Adult safeguarding training was completed across the board within CFRS. This was delivered to all operational personnel and support staff giving awareness to all. This training was delivered via an E-Learning package and interactive presentations. Cheshire Fire and Rescue identified 14 Adult Safeguarding Alerts within 2015/16 all being forwarded to SC. CFRS Will continue to support the CESAB delivery plan for 2016/17.

Healthwatch Cheshire East is an independent organisation here to listen to what the community has to say about their health and social care services. We welcome everyone to share their experiences in order to shape local services. Healthwatch believes it is the responsibility of all organisations that work with people to be alert to (and act upon) any safeguarding issues that they may come across in their day to day work. Healthwatch Cheshire East takes it responsibility very seriously, and will commit to ensuring all staff and volunteers are fully trained in being alert to and acting upon all safeguarding issues.

7. Making Safeguarding Personal in Cheshire East

Context

Making Safeguarding Personal (MSP) is a national initiative which aims to develop an outcomes focus to safeguarding work and responses to support people to improve or resolve their circumstances. MSP is a key component of the statutory guidance of the Care Act 2014 and marks a fundamental change in social work practice in safeguarding adults. MSP is about engaging with people concerning the outcomes they want and ensuring those outcomes are realised.

Making Safeguarding Personal in Cheshire East

To make MSP happen in Cheshire East to make MSP happen in CE the Professional Lead for Adult Safeguarding worked with 'Cheshire Centre for Independent Living' (CCIL) to establish a user reference group comprising people who have care and support needs who are at risk of abuse and those who are carers. The reference group is a subgroup of CESAB and is responsible for achieving one of the Board's main strategic objectives:

'To listen to people who have been subject to abuse or neglect and to seek assurance that people are able to be supported in the way that they want, are empowered to make decisions and can achieve the best outcomes'.

The work of the subgroup has focused on three key areas:

- Finding out about and learning from people's experiences of safeguarding
- Designing a way of involving people in their safeguarding
- Developing accessible information about safeguarding services and advice to keep people safe

The group started from the premise that it is the person themselves who is best placed to judge their wellbeing and involving people in the use of services should be a golden thread that runs throughout all safeguarding work. They asked people who used safeguarding services and members of the public what they thought was the most important tasks for CESAB to do. The group then held a workshop with those who used services and designed a poster (see page 4) outlining what good adult safeguarding looks like in Cheshire East. The involvement of people who had experienced abuse and neglect was also powerfully captured in a poem (see page 14).

Designing a way of involving people in their safeguarding

Once the subgroup had captured the experiences of those people who use services they set about designing a process in which social workers could involve people in their own safeguarding. The group developed a service user guide and a practitioners guide outlining important areas to consider at each stage of the safeguarding process. In order to raise awareness of safeguarding services the group have implemented a poster campaign, co-designed a Making Safeguarding Personal booklet and DVD of their experiences.

Stop Adult Abuse



You call me names
You think I'm different
You pretend to be my mate
But your actions scream of hate
Help is near just share your fear
Stop adult abuse

You think it's funny to take my money
You think it's cute to give me the boot 'n'
Touch me there like I don't care
You think it's cool to make me look a fool
Help is near just share your fear
Stop adult abuse

You make me work all day without any pay
You lock me away for strangers to play
You give me a bruise and say I'm no use
You tell me you love me till you beat me
Help is near just share your fear Stop adult abuse
Took my purse Slapped me down
Locked me in Kicked me round
Feelings hidden who are you kidding...

That was my life until I spoke up
Feeling relieved that I was believed
Free from hell and now I'm well
I stopped adult abuse

Impact for Services Users

The impact has led to practitioners having more meaningful engagement with people using safeguarding services and improving their outcomes. The key focus was finding a way of developing a real understanding of what people wish to achieve at the end of a safeguarding process, recording their desired outcomes and then seeing how well these have been met. The group have also sent a strong message to social workers and their managers that they can now spend time with people, asking what they want by way of outcomes at the beginning and throughout the safeguarding process. The service users are able to achieve the safeguarding outcomes they wanted. They were put at the centre of the process and given choice and control, they own their protection plans and were enabled to proceed at their own pace. At the end the service users were able to say they felt as safe as they wanted to.

Impact on Professional Practice

In order to measure effectiveness the Social Work Teams presented qualitative case examples to the CESAB of how they have used Making Safeguarding Personal in their Safeguarding Practice. The examples demonstrated a real shift in culture and practice in responding to safeguarding situations where Social Workers were beginning to see people as experts in their own lives and working alongside them.

Social Workers are now utilising a number of skills including effective communication, active listening, empathy, empowerment, advocacy and a positive risk enablement and strengths based model to help deliver positive outcomes.

This empowering approach has given a new enthusiasm to the Social Work Teams. They have been able to see that Making Safeguarding Personal brings positive outcomes to adults at risk, whilst safeguarding them. Numbers of referrals for advocates increased by 3 times in Quarter 1 of 2016 compared to Quarter 1 of 2015. They have been able to see a culture change from a service driven to a personal and flexible approach.

The Assistant Team Managers (ATM) who presented to the CESAB said they enjoyed attending the Board and this has started to build up relationships between Board Members and Practitioners. The ATMs were able to understand how the Board operates, whilst the Board was able to understand the operational and delivery aspects of Making Safeguarding Personal.

Sharing Good Practice

This work has featured in a number of forums and conferences including the national Making Safeguarding Personal Conference in April 2016 and is highlighted on the cover of Research in Practice for Adults (RiPfa) Leaders' Briefing 'Involving People in Safeguarding Adults' June 2016.



8. Our Priorities for 2017-18



Listed below are the CESAB's priorities for 2017-18:

Making Safeguarding Personal

The Care Act has brought about radical changes in the approach to safeguarding and being assured of the implementation of these changes will be a key priority for the Board during 2015. The impact and effectiveness of the changes in safeguarding will continue to be monitored by the Board in future years.

The Board recognises the challenges involved for all partners in working this way, and will closely monitor and support the implementation. To do this, some of the things we will look for are:

- Evidence of how people's experiences of safeguarding have been recorded and used to improve services
- Evidence that people are asked about the outcomes they want, and information about the extent to which their outcomes have been achieved
- Whether or not people have felt they are in control of what happens to them following a safeguarding concern
- Effective support being provided for Carers
- Evidence that being safe is recognised as a personal choice

Safe services

Services, whether in the community or in a supported, residential or nursing home setting are provided for people who are generally the most vulnerable in our community. The Board will make sure that people can confidently expect to be safe and to have the support they need delivered in the way they want. To do this, some of the things we will look for are:

- Evidence that commissioners are requiring the provision of personalised services
- Evidence that services are proactively monitored to ensure they are safe and based on achieving individual outcomes
- Evidence that contracts with service providers are designed to protect people's rights and dignity
- Information about safeguarding concerns and how they have been dealt with
- Staff training and development to ensure the necessary competencies
- Evidence of support and training for people with direct payments

Listening and Engaging

The Board will listen to the views of people and their families, so that we are sure people are being treated with dignity and respect regardless of how or why they come into contact with safeguarding services.

Some of the ways we will do this are:

- Continuing to be guided by our Service User subgroup
- Making contact with as many user groups as possible and making it possible for them to have their views heard by the Board
- Listening to the feedback of people who have experienced safeguarding
- Using the Board's website and social media to inform and enable people to engage with the work of the Board

Transition

Young people who have care and support needs will have been supported by Children's Services. As they move into adulthood, there are changes that can be challenging and unfamiliar for them and their families. It is important to ensure that young people and their families are supported through this transition period. Some of the ways we will check this is happening are:

- Gather information about the age at which young people and their families are provided with contacts and information from adult services
- Finding out about the planning that is carried out for young people in advance of moving into adult services
- Finding out about how effectively partner agencies work together to support young people and their families through this period
- Promote discussion about the idea of 'whole life planning' so that people can experience a seamless, personalised plan for their care and support at any age or stage of life

Informing

The Board will make sure that information is available in the community so people know who to contact if they have concerns about someone who may be harmed, but also so that the community is aware of adult abuse; what it is and how to recognise it. The Board will do some of this as part of its own communication plan, but will also look for assurance from partners about what is happening in their own organisations. Some of the ways we will do this are:

- Information provided through our website and social media
- Leaflets and posters in key public places
- Attendance at community events with information
- Using local media to get wide coverage of information
- Asking partners to provide evidence of what their organisation is doing to raise awareness of adult abuse and safeguarding

Knowing we are getting it right

In order to measure the effectiveness of Adult Safeguarding in Cheshire East the CESAB will participate in a Peer Review. Peer Review is a process that involves a small team of peers spending time with safeguarding partners to provide challenge and share learning. The process involves engaging with a wide range of people connected with safeguarding. The peer review in Cheshire East will look at what has been achieved and the quality of experience for people who have used the services provided. We will use the recommendations to inform future priorities and improve the way we work together.

9. Contacts and how to report abuse

If you would like to hear about or be involved in the future work of the Cheshire East Safeguarding Adults Board, you can contact us or our Service User Group by:

Email: LSAB@cheshireeast.gov.uk

Telephone: 01625 374753

Post:

Cheshire East Safeguarding Adults Board
First Floor
Macclesfield Town Hall
Market Place
Macclesfield
Cheshire
SK10 1EA

How to report abuse

If you are worried about yourself or someone else phone us on:

- **0300 123 5010** (8:30am to 5pm Monday to Thursday and 8:30 am to 4:30pm Friday)
- **0300 123 5022** (at all other times including bank holidays)

If you are in doubt about whether or not it is abuse - please call.

If you are at immediate risk of harm **contact the emergency services by ringing 999.**

If you have a hearing or speech impairment you can use the national telephone relay service, just dial **18001** before the number or **18000** in an emergency.

What will I be asked?

We will ask you for some information about;

- yourself (unless you wish to remain anonymous)
- the person you are concerned about
- the alleged abuser
- what you have seen or heard

We will let you know who needs to be told.

What will happen next?

We will respond to the matter as a high priority

We will share the information with relevant agencies who will ask the person who may be being abused what has happened and what action they want to take.

