

2017/18

# Cheshire East Safeguarding Adults Board Annual Report



# Welcome from Independent Chair

I have great pleasure in introducing you to the Annual Report of Cheshire East's Local Safeguarding Adults Board.

I became the Interim Independent Chair in September 2017 following the decision of Robert Templeton to stand down, and I pay tribute to him for his contribution to the work and development of the Board. I have spent most of this year meeting and getting to know members of the board and stakeholders as well as seeing at first hand work going on at the front line and with the third sector.

We have added a deep dive, led by a partner organisation, to each of our board meetings, which has proved to be successful. I have met committed and passionate staff and volunteers across the Borough who go the extra mile to safeguard our fellow citizens on a daily basis. Excellent events have taken place across the borough over the last year and two that stand out are a Workshop on Domestic Violence, led by survivors and a multi- agency development session with trainee doctors at Leighton Hospital.

To recognise those at the front line, whether as individuals or as teams, we are holding our first awards event this autumn to give an opportunity to give well deserved pats on backs to those who really deliver exceptional care. Next year's annual report will give a report of the event, but for future award events if you come across outstanding practice then please contact the Safeguarding team to nominate them.

The Statutory Partners, the Local Authority, the NHS through the Clinical Commissioning Group and the Police work closely together, but could not begin to undertake the wide agenda that is Adult Safeguarding without our other partners on the board and I pay tribute to them all for their contributions.

Adult Safeguarding now includes such topics as People Trafficking, Modern Day Slavery, Self- Neglect and County Lines as well Domestic Violence, Financial Abuse and Physical Abuse, an agenda that is much wider than when Safeguarding Boards were introduced. The voice of those who use services is important to the board and I commend the Service User group for their work in this area.

Finally I pay tribute to the Safeguarding Team in Cheshire East and their work, and Katie Jones our board manager and Debbie Kirkup our administrator for whom nothing is ever too much trouble.



# THE BOARD

## Who are we?

The Cheshire East Safeguarding Adults Board (CESAB) is a statutory multi-agency partnership comprising of Cheshire East Council, Cheshire Police, NHS Eastern Cheshire Clinical Commissioning Group, NHS South Cheshire Clinical Commissioning Group, housing, local Hospital Trusts, Cheshire and Wirral Partnership NHS Trust, North West Ambulance Service, the local prison plus probation trusts, Healthwatch Cheshire East and the faith sector.

The Board meets every 3 months and has a number of sub-groups.

## The purpose of the Board

The overarching purpose of the board is to help and safeguard adults with care and support needs. CESAB ensure that locally abuse is prevented and that partners respond when abuse does occur in line with the needs and wishes of the person experiencing harm.

## Our aims

Working together and with adults at risk of abuse the board aims to ensure people are:

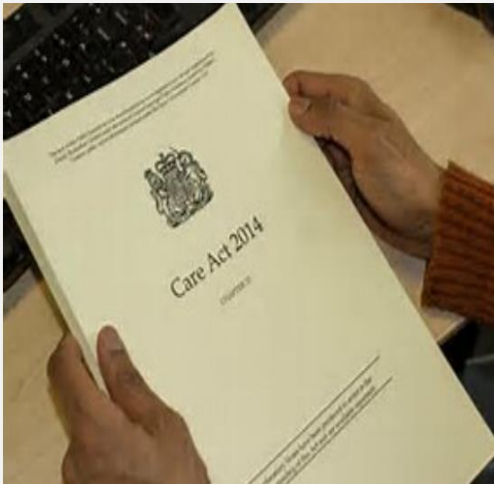
- safe and able to protect themselves from abuse and neglect;
- treated fairly and with dignity and respect;
- protected when they need to be;
- and able to easily get the support, protection and services that they need.

**What is Safeguarding?** Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect

The work of the Board is driven by its vision that 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**

Cheshire East Safeguarding Adults Board is required, under the Care Act 2014, to produce an annual report each year. The report must set out what we have done during the last year to help and protect adults at risk of abuse and neglect in Cheshire East.



### **Our annual report tells you:**

- **What the Board has done in 2017/18**
- **What the data for 2017/18 tells us about Adult Safeguarding in Cheshire East**
- **Using case studies, tells you about some of the contributions of partners to adult safeguarding**
- **Our priorities looking forward.**

This report will be published on our website [www.stopadultabuse.org.uk](http://www.stopadultabuse.org.uk) for all partners and members of the public to access

As required by the Care Act, this report will also be shared with the Chief Executive Officer and Lead Member at Cheshire East Council as well as the Police and Crime Commissioner, Heathwatch Cheshire East plus Cheshire East Health and Wellbeing Board.

## What has the board done in 2017/18?

An important role of the CESAB is to raise public awareness so that communities play their part in preventing, identifying and responding to abuse and neglect. CESAB originally launched its 'Spoken Word Piece' in October 2016 but the work of promoting and developing this piece continued long into 2017/18. In the winter of 2017 we found this short video piece had reached nearly 3.2k views on You Tube, this is separate to any viewings from other platforms/ within training sessions



During 2017/18 The Spoken Word Piece has been embedded in induction and basic awareness training. This training is open to Council staff, partner agencies and service providers.

Professor Suzy Braye has also requested to use the piece in her national safeguarding training

The short clip has been added to the national Safeguarding toolkit for GPs

In September 2017 Dr Adi Cooper OBE & Emily White published their book 'Safeguarding Adults Under the Care Act 2014'. This book focuses on person-centred and outcome focused approaches in Adult Safeguarding, and is opened by the printed words of our Spoken Word Piece plus further interviews and statements from members of our Service User Sub-Group.

**“Never give up on us, if you walk away, the person isn’t going to have a very nice life”**

Mr X, Service User CESAB, P. 3 'Safeguarding Adults Under the Care Act'



## **In 2017 the Pan Cheshire Modern Slavery Strategy was launched. CESAB were key partners in the writing and implementation of this plan along with the three other Cheshire SABs & the Cheshire Anti-Slavery Network (CASN)**

The Cheshire Anti-Slavery Network is a multi-agency partnership and network of organisations from the statutory and non-statutory sectors aiming to raise awareness of human trafficking, enhance information sharing and partnership working and to support the pan Cheshire Slavery Strategy. The network is supported by the Cheshire Police and Crime Commissioner and the 4 SABs within the Cheshire footprint.

CASN are represented on other national forums and these help to inform our work at a regional level – examples of this are bringing the knowledge and information on items such as the proposed changes to the national referral mechanism, Home Office NRM pilots, Victim Care Pathways and post National Referral Mechanism Care. In 2017, we planned and held a multi-agency table top exercise working through several case studies to identify gaps in provision and establish a victim care pathway that provides victims a better chance of being able to live and work in dignity in the future. Gaps identified were some partners not having had the appropriate training on Modern Slavery, that Bed and Breakfast accommodation is not the ideal place for victims to be taken post rescue, that having an NGO interview victims and make the NRM referral would be good practice and that the sign posting to support services could be better, particularly if the victim chooses not to enter the NRM. We have drafted a document outlining these proposals of a pan Cheshire agreement for a coordinated and consistent victim care pathway. This has gone to the four LA CEOs for consultation.

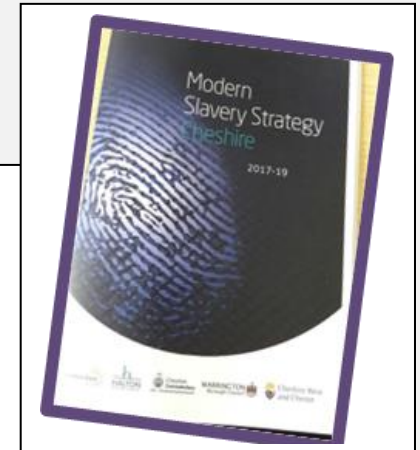
The CASN has also carried out awareness raising and training for partner agencies, and we have sought to enhance our own knowledge by having presentations provided to us by experts in their fields i.e. Home Office Border Agency, National Crime Agency and NGOs providing support for victims.

We have also recognised homelessness and rough sleeping is a vulnerability that could be exploited by traffickers and homelessness post NRM is an issue if a victim can't evidence they have exercised their treaty rights. So, we plan to raise awareness in the homeless sectors and work with and support Local Authorities in their implementation of the Homelessness Reduction Act 2018.

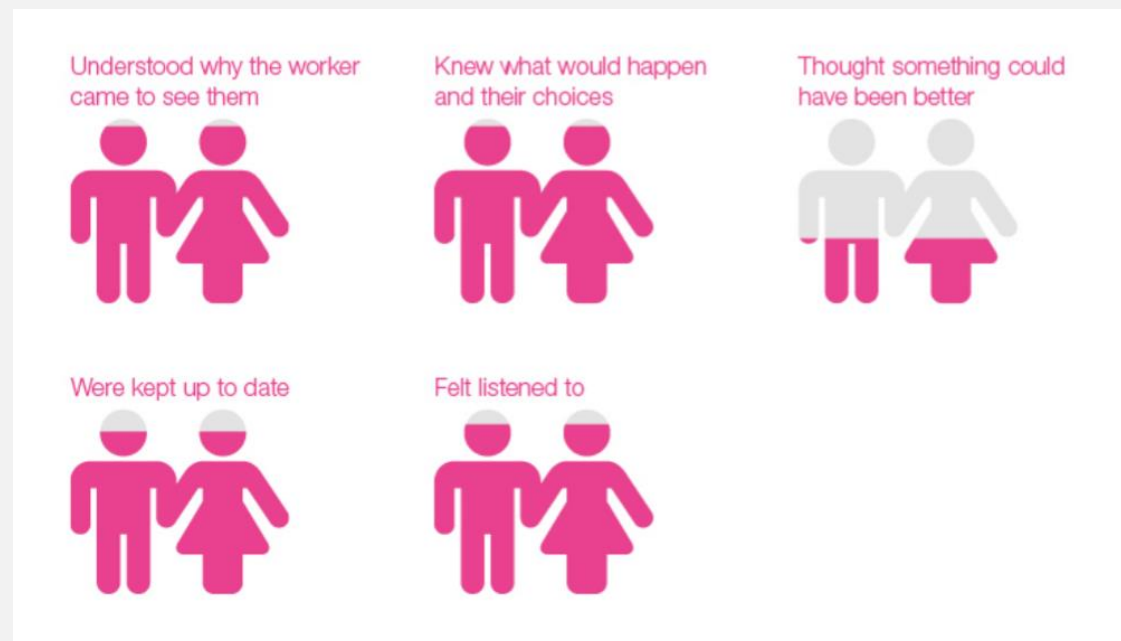
For Anti-Slavery Day, this year we are looking at the possibility of a conference for relevant care and support providers and other organisations supported by the OPCC. The aim would be to raise awareness of Modern Slavery and the connection of it to the other forms of abuse and exploitation such as DV, FGM, Forced Marriage, County Lines and CSE. In 2018, we are also seeking to identify ways in which we can engage with industry better to raise awareness, enhance information sharing and identify and support victims. We will do this in the initial stages by working with the Chamber of Commerce and their members.

Robin Brierley

Chair  
Cheshire Anti-Slavery Network



## Making Safeguarding Personal



CESAB partners are committed to ensuring that adults at risk make their own choices and have control over their lives.

In the autumn of 2017, CESAB partners did a Self-Assessment of Making Safeguarding Personal (MSP) practice within their settings. CESAB want to ensure that in Cheshire East safeguarding services work together to make sure people get the lives they want. The self-assessment highlighted that in Cheshire East there is good evidence of service user engagement across partner agencies. Organisations promote users' wishes around choice and control. Partner organisations utilise an appropriate range of methods to ensure the adult safeguarding workforce in Cheshire East is aware of and can apply Making Safeguarding Personal in practice. The audit did however indicate that knowledge and understanding of advocacy varied widely between organisations and organisations developed their own actions around addressing this. This audit will be repeated in 2018 to monitor the progress partners are making

## Peer Review

In May 2017 an external Peer Review undertaken by Sefton Council took place. This review reflected on the adult safeguarding practice of Cheshire East Council but also as part of this assessment reviewed the multi-agency work of the Safeguarding Adults Board. Partners positively embraced this challenge and Cheshire East Council has produced an improvement plan as a result of the Peer Review. This has been revised throughout the year to reflect current and ongoing priorities, as a number of initial actions have been successfully completed





Over 2017/18 CESAB produced regular newsletters which were sent to all partners and posted on the website providing information on adult safeguarding.

The Board are also producing more information in Easy Read format; this ensures it is now easier for professionals, public and adults at risk to understand safeguarding, how to keep safe and how to respond when there is a concern.

The Board continues to develop its social media presence across Twitter, Facebook, and Linked In

**In September the Board celebrated 10 years of the Mental Capacity Act.**

**The Board celebrated all that the act brings to practice including greater personal control, human rights and even the opportunity to make decisions that may seem unwise to many.**

**This event provided an opportunity to challenge ourselves and other professionals about their application of the MCA in order to get it right the first time.**



CESAB have also been in attendance at number of key events across the year such as, the CHANGE event facilitated by Cheshire East domestic and sexual abuse partnership, the G.P Multi-agency Training Event, Human Trafficking Awareness Event, ADASS Regional Service User Engagement Conference and the regional event for World Social Work Day



**Links with other Boards:** In 2016/17 we stated that we wanted to establish effective working relationships between the key partnership boards that have oversight of work undertaken to support residents of Cheshire East. Over the last year we have worked closely with the three other SABs within the Cheshire area as well as local multi-agency partnerships in Cheshire East such as the Community Safety Partnership, the Local Safeguarding Children's Board, the Domestic Abuse Partnership and the Health and Wellbeing Board. The Chairs from the local partnerships now meet quarterly as well as a pan Cheshire Business Managers Group, this has resulted in a clearer understanding of respective roles and responsibilities, improve joined up working between partners, reduced duplication, and developed collaborative efforts to improve the resilience of Cheshire East communities, families and individuals.

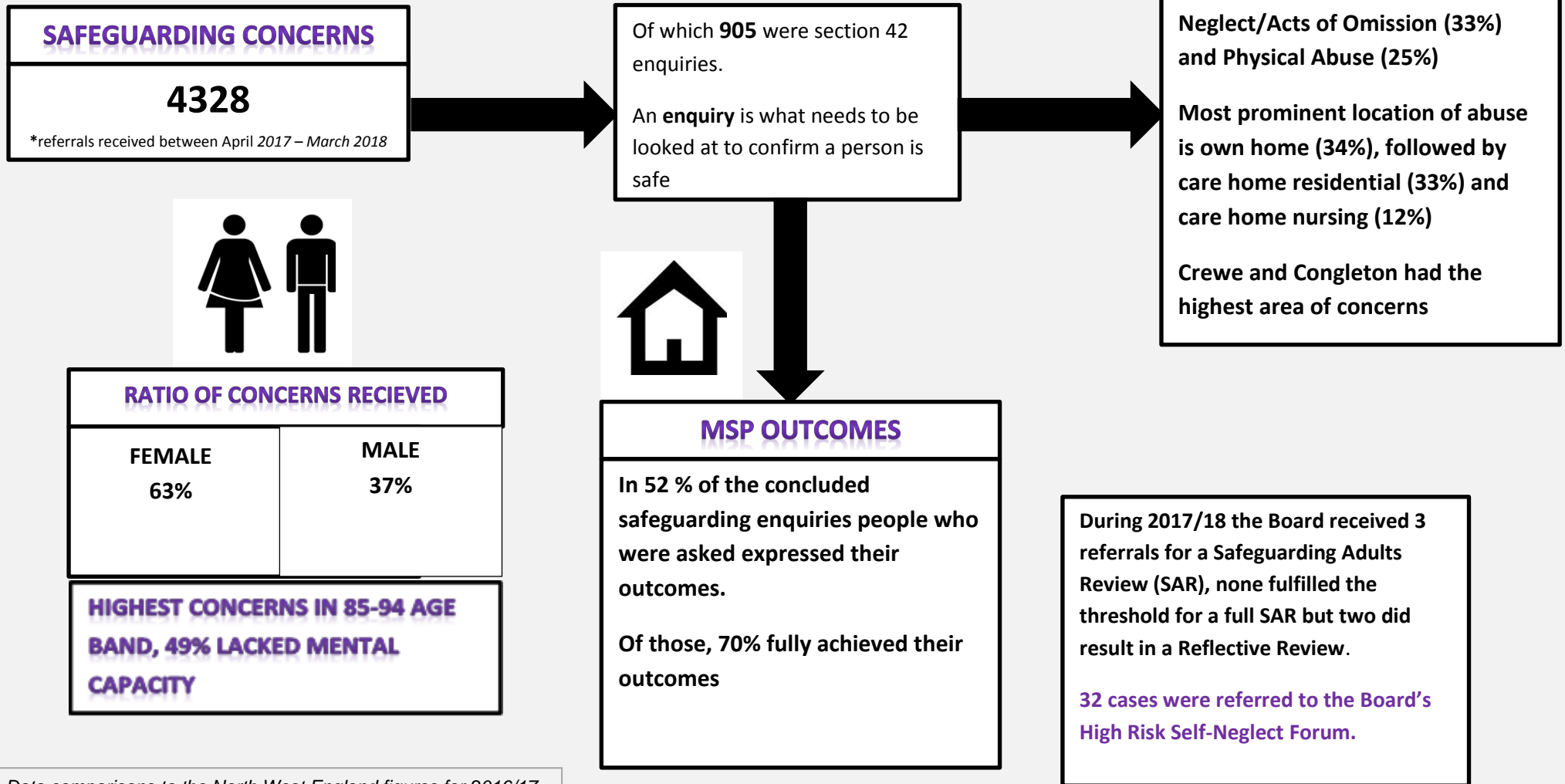
### **North West Safeguarding Adults Policy:**

In spring 2017 the North West Safeguarding Adults Policy was launched. This safeguarding adult's policy was written to ensure consistency in adult safeguarding across the North West. A number of Local Authorities have been involved with its completion and have signed up to adopt the policy. This includes partners of CESAB.

**Quality and Audit:** Considerable work has been undertaken this year to enhance the data and information available to the CESAB. This has been supported by Cheshire East Council implementing a revised case recording system over the last twelve months. Multi-agency Safeguarding data is received and scrutinised on a quarterly basis and regular deep dives and multi-agency audits work have taken place throughout the year. This has helped identify a number of strengths but also any issues in Cheshire East's multi-agency safeguarding processes. This will be the first year that Cheshire East Council has been able to share Making Safeguarding Personal (MSP) data with the Board. The overall breakdown of local data can be found on the next page



# Performance and activity Information 2017-18



*Data comparisons to the North West England figures for 2016/17 available on request*

## CASE EXAMPLES

### BANKING PROTOCOL PREVENTS £21, 650 OF FRAUD IN CHESHIRE EAST

£21,650 of fraud has been prevented by Crewe and Macclesfield Local Policing Units thanks to the introduction of the Banking Protocol, a ground-breaking scheme aimed at identifying and protecting potential fraud victims when they visit a bank or building society branch. In addition to this one person has been prevented from acting as a money mule and a number criminal investigations are also underway. Since it was introduced by Cheshire Constabulary in September 2017, a total of fifty emergency calls have now been placed and responded to through the scheme.

Developed as a partnership between the finance industry, police and Trading Standards, the Banking Protocol enables bank branch staff to contact police if they suspect a customer is in the process of being scammed, with an immediate priority response to the branch. Branch staff, call handlers, police and trading standards officers in each area have all been trained in the Banking Protocol and the steps that need to be taken when a customer is at risk. Across the country the Banking Protocol has now led to a total of 197 arrests and prevented almost £25m in fraud, while 3,682 emergency calls have now been placed and responded to through the scheme.

As well as stopping frauds taking place, the scheme ensures a consistent response to potential victims and gives them extra support to prevent them becoming a victim in the future. UK Finance has led the development and implementation of the Banking Protocol, with support from the National Trading Standards Scam team and the Joint Fraud Taskforce.

***Edith's Story*** Edith was referred to Adult Social Care by her daughter following a concern about an incident that took place at the nursing home she was living in. Edith has dementia & finds it hard to communicate. She also has poor mobility and needs full assistance with her personal care. Edith was found on the floor in her room with significant bruising across her face and along her back. An investigation revealed inadequate staffing levels in a section of the nursing home plus it exposed that staff had left confused residents who were highly dependent unattended at times during the evening. Adult Social Care and NHS staff worked closely with Edith's family and the Care Home reviewed and changed its practice for night time staffing. Professionals ensured that the family were kept informed at all stages of the enquiry and that they were satisfied with the outcome. The family felt involved during the process and Edith's needs & wishes were central throughout

***Cliff's Story*** Cliff is 27, lives at home with his mum and has a learning disability and a mental health condition. His mum is his full time carer. A concerned neighbour reported to her GP that Cliff's mum had become increasingly aggressive and impatient with her son resulting in her pushing him and he fell and split his lip. A social worker visited the family and spoke with both Cliff & his mum to determine what the issues were. Cliff stated he wanted to continue to stay at home.

Cliff's mum received a Carer's Assessment & it was determined that she would benefit from a number of actions to help her continue to care for her son. Cliff now attends a local college on a part-time basis and will also receive respite services. His mum has also got involved with a local carers group. Cliff received the outcomes he had expressed by continuing to live at home but in a safer and calmer environment.

## Our priorities 2018-19

The Board recognises more can be achieved by working together in partnership, and has committed to the following four strategic objectives for the year ahead, based on feedback, learning and analysis of current strengths.

**Training** It is the responsibility of all organisations to ensure they have a skilled and competent workforce who are able to take on the roles and responsibilities required to protect adults at risk and ensure an appropriate response when adult abuse does occur. The Board regularly receives information regarding each agency's single-agency safeguarding training offer. However, at this moment in time, CESAB does not provide multi-agency safeguarding training. Recent Reflective Reviews and multi-agency audits have highlighted multi-agency training needs as a common theme and as a result CESAB are committed to strengthening the Training function of the board.

In 2019 we will hold a Adult Safeguarding Conference

**Transitions** Over 2016/17 the Local Authority started to review the current children to adult's services transition policies and procedures in health and the local authority in relation to safeguarding. In March 2018 an inspection of services across Cheshire East for children and young people with special educational needs and disabilities (SEND) took place.

Over the next year CESAB will link with the LSCB reviewing the outcomes of the SEND inspection to ensure that young adults with care and support needs that experience abuse have all the skills necessary to feel comfortable in the adult safeguarding arena.

**Strengthening Partnerships** We will strengthen our board by establishing a two part board meeting to enable statutory partners to have the oversight of strategic commissioning issues in relation to safeguarding.

A number of key strategic partnership boards operate within Cheshire East and the wider county/regional footprint, these partnerships work hard to achieve improved outcomes for local residents. CESAB is committed to working together with wider partnerships to ensure local safeguarding arrangements are both effective and of a high quality.

Working with the LSCB we will visit our frontline workers to assess how well information about the boards and their strategic plans is cascaded to all staff.

We will hold an awards ceremony with the LSCB to celebrate good Safeguarding practice across the borough.

**Improving Communication/ Service User Voice:** We will ensure that we are making safeguarding personal to all people who use adult safeguarding services, working with the service users group to ensure all our information is in an accessible format and uses plain English. We will continue to explore the use of Social Media in getting our message across to all Cheshire East communities

**The work of our members** All Board partners submitted Single Agency Reports to CESAB highlighting their agency's Safeguarding work over 2017/18 and their future plans/strategic directions. Highlights from this information have been incorporated into this multi-agency report but the full single-agency statements are available on our website.

## What do you do if a bad thing is happening to you or someone else?

### Abuse is wrong. Tell someone.

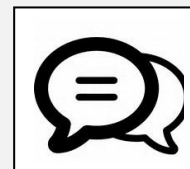
#### Call Cheshire East Adult Social Care

0300 123 5010 (8.30am - 5pm)

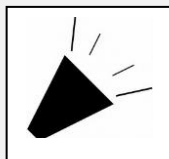
0300 123 5022 (at all other times)



If you are hearing or speech impaired, you can use **Text Relay**



If someone is hurt or it is an **emergency**, please **ring 999**



If you are scared, **tell someone you trust** who can report it for you.

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

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