

2018/19

Cheshire East Safeguarding Adults Board Annual Report



Welcome from Independent Chair



It is my pleasure to introduce my second annual report and I do hope that you find it both informative and interesting. This year we have introduced themed boards where one partner agency leads a presentation on their work in a particular area, for example, domestic violence, and the ensuing discussion allows an in depth understanding of the strengths of partnership working and to explore opportunities where that might be further strengthened by the partners represented on the board. Feedback has been positive and we intend to continue with this approach. The membership of the board is wide ranging as you will see from the report and includes members who commission, i.e. pay for services and members who provide them although each partner plays an important part in the life of the board and the work of adults safeguarding. The board is also there to ensure that we gain assurance that its strategic plan is being delivered. The statutory partners, i.e. those who fund the work of the board, the NHS via the Clinical Commissioning Group, the Police and the Local Authority meet with me prior to the main board meeting to share information on how the wider systems is working and any emerging concerns, these can include commercial and in confidence issues, but anything that is not in that sense confidential will be shared with the whole board. We held our first Safeguarding Awards event this year which was undertaken jointly with our colleagues from the Children's Safeguarding Board. The setting of Congleton Town Hall was impressive and the opportunity to recognise those who go the extra mile in safeguarding our most vulnerable people was fully celebrated by everyone there. It is an event we intend to hold every two years and I would urge those who read this report to bear that in mind and to make nominations when the time comes. Training on Safeguarding to front line staff has been a real success over the last twelve months and especially to staff in the care home sector who have found it really positive and helpful. The world of adult Safeguarding has expanded over the last few years and now includes County Lines, People Trafficking, Cuckooing and other forms of the exploitation of adults. All the Chairs of the different boards in Cheshire East Council regularly meet together to share information and to learn from each other the challenges and opportunities each board faces and where joint working will be more effective and produce better outcomes for the people we serve.

Finally I want to thank all the members of the Board for their dedication and commitment to the work of Adult Safeguarding and to those who support the Board and in particular the Board's Business Support Unit who make my role so much easier and without whom I could not do the work that I do.

Geoffrey Appleton

Interim Independent Chair of Cheshire East Safeguarding Adults Board

THE BOARD

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

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

What is Safeguarding? Safeguarding adults is about protecting adults at risk of harm (vulnerable adults) from suffering abuse or neglect. It is recognised that certain groups of people may be more likely to experience abuse and less able to access services or support to keep themselves safe

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.

Our annual report tells you:

What the Board has done in 2018/19

What the data for 2018/19 tells us about Adult Safeguarding in Cheshire East

Using case studies, tells you about some of the contributions of partners to adult safeguarding

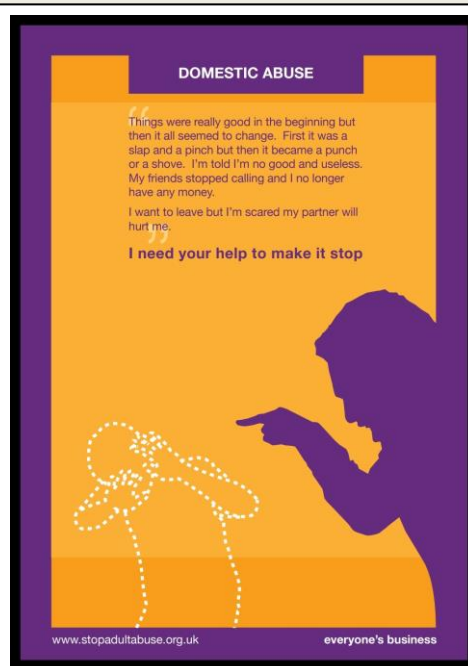
Our priorities looking forward

This report will be published on our website www.stopadultabuse.org.uk 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.

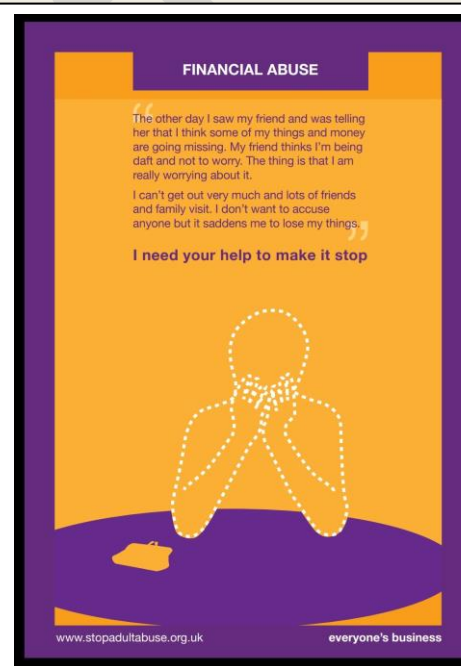
What has the board done in 2018/19?

The Board focussed on the following four areas of Adult Safeguarding during 2018/19: Domestic Abuse, Modern Slavery, Self Neglect and financial abuse



Domestic Abuse: In 2018 the Board focused on the issue of Domestic Abuse involving adults at risk in Cheshire East. The Board considered the work of domestic abuse services, and SAB partners demonstrated how they work together ensure adults at risk who experience Domestic Abuse get the services they need to be safe and to recover. The findings of multi-agency audits in this

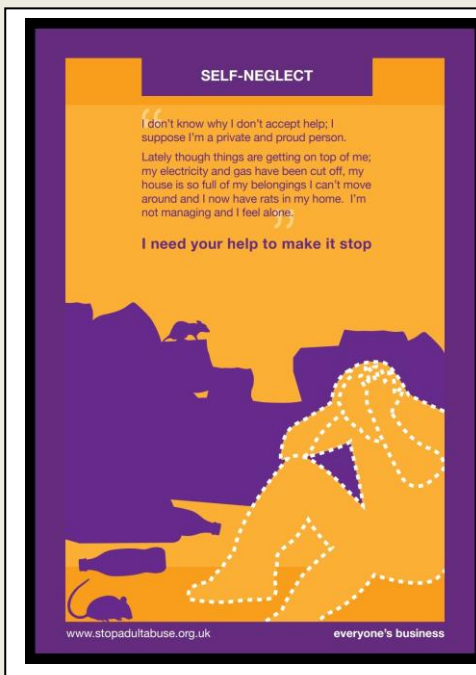
area plus case examples demonstrated how Domestic Abuse affects every aspect of an adults at risk life, from their independence, health, & housing, to their confidence and wellbeing. SAB partners demonstrated that with the right support adults at risk can feel safe and independent following Domestic Abuse. Following this work, Cheshire East Council now has an IDVA (Independent Domestic Violence Advisor) working within their frontline contact team. This work will help provide the best possible support for adults at risk who experience domestic abuse.



Financial Abuse: The board has also reviewed the local response to Financial Abuse. The Board conducted multi-agency audits in cases of financial abuse and examined the joined up work with Cheshire Police and Trading Standards to disrupt Financial Abuse and Scams. The Police highlighted how online crime now accounts for 48% of all recorded offences. The 'Stay Safe Online' project with the Community Safety

Partnership was also a key focus in how SAB partners work together to educate adults at risk in Cheshire East in the area of online safety and security. Online Safety for adults at risk now forms part of the SAB's Basic Awareness Safeguarding Training.

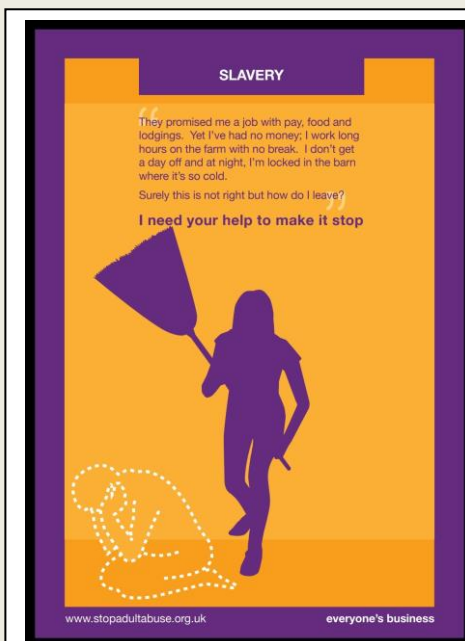




Self-Neglect: SAB partners noted an increase during 2018/19 in the numbers of adults at risk experiencing self-neglect and hoarding issues. The Board focussed on the work partners have been doing to support adult's experiencing self-neglect and hoarding behaviour and considered these issues in terms of practice, training and strategy. The Board decided to hold a conference to explore these issues further, especially hoarding

The Hoarding Conference March 2019

The Cheshire East Safeguarding Adults Board and Cheshire East Council hosted a local conference at Regents Park, Nantwich on Wednesday 20th March 2019. This conference aimed to highlight the growing need in Cheshire East to expand our services in order to give individuals affected by hoarding behaviour the necessary services to support them towards long-term change. The conference was attended by over 100 delegates from a wide range of partner agencies across the borough. The event was opened by Mark Palethorpe, Acting Executive Director of People, Cheshire East Council, and the keynote session was delivered by Heather Matuozzo the founder of Clouds End CIC, (www.cloudsend.org.uk), the first social enterprise dedicated to working with people who have hoarding issues. The slides from the day plus information from the sessions are available on the Board's website



Slavery: In March 2019 the SAB focussed on Modern Day Slavery. It oversaw a deep dive case audit into 4 cases of slavery and examined the local response to reports of slavery. Cheshire East hosted the North West ADASS Training event. Health, Local Authority, Police and Housing partners are now ADASS trained and rolling out slavery training in their settings. A Cheshire East Modern Day Slavery Partnership Group has also been formed to capture local activity and best practice.



Geoffrey Appleton, Independent Chair, with Heather Matuozzo

Awards Ceremony



The Cheshire East Safeguarding Adults and Children's Boards aim to prevent abuse where possible and act quickly and appropriately when it does happen. The Boards recognise that across Cheshire East there are many carers, health and social workers plus volunteers doing fantastic jobs, sometimes under very difficult circumstances. The 2018 Safeguarding & Dignity Awards were an opportunity to celebrate and recognise good practice in organisations, teams, individual workers or volunteers with regards to treating individuals with dignity, and supporting and protecting children and adults at risk from abuse, harm or exploitation. Successful nominees were invited to attend a celebratory event in November 2018 at Congleton Town Hall. The event was a celebration of individuals and teams who go the extra mile to treat individuals with dignity or to support and protect children and adults at risk. The awards celebrated 25 winners from across Cheshire East including two residents who won the public community award for noticing signs of abuse in a regular customer and reporting it to our safeguarding teams. Councillor Janet Clowes, presented one of the awards and said:

"We see from the examples of what these people do, that it is extraordinary. It's not just a day job it is a vocation, and as we've seen from real examples today, people have been protected and in some cases, lives saved, congratulations to all our winners"

Training and Development:

We highlighted in the SAB Annual Report of 2017/18 that the Board wanted to make the Adult Safeguarding Learning and Development offer for the local Care, Voluntary and Faith Sector a priority for 2018/19.

In August 2018, the Board successfully secured external funding to deliver a 12 month Training Project. The Board were able to appoint a full-time dedicated Training Officer to deliver Basic Awareness Adult Safeguarding Training to all care providers and third sector partners across Cheshire East. The course is free of charge and gives delegates an understanding of relevant local policies, signs and symptoms of abuse, and how to report any concerns.



The Board is seeking to continue this work into 2019/20. It is also linking with Cheshire East Council and their Adult Safeguarding Champions scheme; ensuring all care providers and voluntary/ faith sector settings have a fully trained Adult Safeguarding Champion within their organisation.



The three year Strategy

Earlier this year the board launched its three year strategic plan. The Safeguarding Adults Board strategy plan is developed as a three year document (2018-2021) through a consultation process; this was done via our Service User Group, consultation in local libraries and through HealthWatch CE. As required by the Care Act, this plan will be reviewed on an annual basis at the Board's Development Session to ensure that it continues to reflect the priorities of the local community. The full detailed plan can be found on the board's website but a summary is below:

Cheshire East Safeguarding Adults Board Strategy 2018 to 2021

This strategy plan sets out the difference we want to make by 2021.



Our Vision: People in Cheshire East have the right to live a life free from harm			
Our purpose: To stop Adult Abuse			
Our Aims		Goals by 2021	
1. Proportionate Protection - Support and representation for those in greatest need, with the least intrusive response appropriate to the risk presented.			
Ensure the safety and wellbeing of people at risk of abuse and neglect in Cheshire East		<ul style="list-style-type: none">• All professionals will follow best interest and making safeguarding personal guidance/processes.• People at risk of abuse and neglect get help and support to report abuse.• People at risk of abuse and neglect are supported to take part in the safeguarding process.	
2. Empowerment - Personalisation and the presumption of person-led decisions and informed consent.			
Ensure the voice of people at risk of abuse and neglect, influence safeguarding practices across Cheshire East		<ul style="list-style-type: none">• People at risk of abuse and neglect are asked for their outcomes from the safeguarding process and these directly inform what happens.	
3. Prevention - It is better to take action before harm occurs.			
Provide information and support in accessible ways to help residents and communities of Cheshire East understand adult abuse and neglect.		<ul style="list-style-type: none">• Produce clear and simple guidance about what abuse and neglect is, how to recognise the signs and how to seek help.• Identify local solutions through services working within diverse communities across Cheshire East.	
What we will do			
Governance: Ensure our governance is of the highest possible standard & open to challenge, to support the achievement of our strategy and ensure accountability and transparency in delivering safeguarding adults at risk of abuse and neglect.		Partnership: Work as a multi-agency board to ensure there is effective partnership working and leadership across all agencies for safeguarding adults at risk of abuse and neglect.	Impact: Continually measure and test the effect of our work, improve quality and monitor the implementation of changes, that prevent similar abuse or neglect happening to other people.
Person Centred Engagement: Ensure that people are supported in the way that they want, are empowered to make decisions, and can achieve the best outcomes.			

Prevention and Public awareness: An important role of the SAB is to raise public awareness so that communities play their part in preventing, identifying and responding to abuse and neglect.



Over 2018/19 CESAB produced regular newsletters and bulletin updates 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, Youtube and Linked In



CESAB have also been in attendance at number of key partnership events across the year such as, Domestic Abuse events facilitated by Cheshire East domestic and sexual abuse partnership, several Multi-agency Training Events, The Safer Cheshire East Development Session, the Health and Wellbeing Board, Adult Scrutiny Committee, The Adult Social Care Team Manager sessions and the Adult Safeguarding Practitioner Forum.



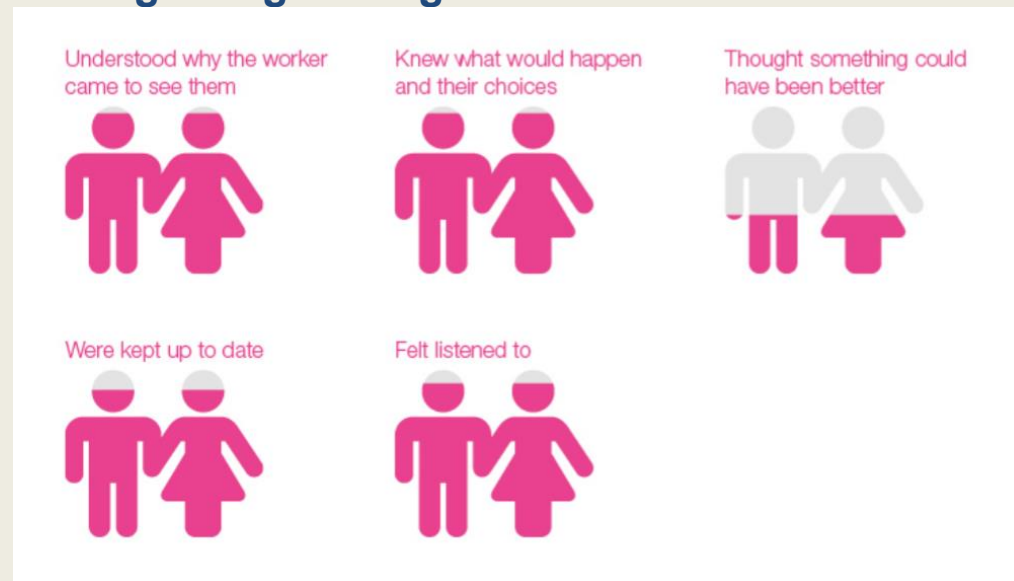
Board partners pledging to stand against Hate Crime in Cheshire East

“By making this pledge, partners promised to:

- Do their best to combat prejudice & stop those who would hurt anyone because of hate or prejudice.*
- Try to be aware of any personal prejudice & try to understand people they see as different.*
- Speak out against all forms of prejudice and discrimination*
- Support victims of hate*
- Think of ways that their own organisations and communities can promote respect for all people*

They believe that there is NO PLACE FOR HATE in Cheshire East”

Making Safeguarding Personal



MSP Pilot In September 2018 – March 2019 Cheshire East Council took part in a Local Government Association MSP Pilot study, the findings of this study have been regularly fed back to SAB partners for shared multi-agency learning. The study emphasised that safeguarding adults needs to be person centred and outcomes focused. The pilot emphasised to partners that getting the views of individuals that had used safeguarding adults services was important and demonstrated how this has led to service improvement in Cheshire East. In Cheshire East 95% of Service Users said they felt listened to, with 93% of individuals saying they felt safer due to the adult safeguarding intervention.

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

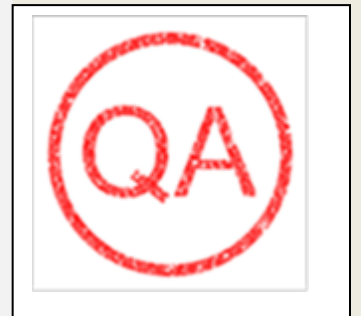
Early in 2019, CESAB partners did a repeat of the Self-Assessment they did in 2017 of the Making Safeguarding Personal (MSP) practice within their settings. CESAB want to ensure that in Cheshire East safeguarding services continually work together to improve and make sure people get the lives they want. The self-assessment highlighted that in Cheshire East there is good evidence of service user engagement across partner agencies. Organisations continue to 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 repeat audit did indicate that knowledge and understanding of advocacy has heightened across partner agencies over the last 18 months.

In December 2018, the Board also conducted Frontline Visits in conjunction with the Local Safeguarding Children's Board. This enabled the board to further understand the MSP practice of frontline staff in Cheshire East and the overall understanding of the Safeguarding Adults Board. Frontline practitioners fully embrace MSP and listening to the voice of service users, however, more awareness around adult safeguarding is needed across some Children's settings, therefore, the SAB is now sending regular newsletters and bulletins to children's frontline workers, and, the SAB trainer is linking where appropriate to partner training events.

Links with other Boards: In 2018/19 the SAB continued to establish effective working relationships between the other 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 have met quarterly throughout 2018/19 as well as a pan Cheshire Business Managers Group also regularly meeting, 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.

Quality and Audit: The board has conducted four themed Multi-Agency Audits and deep dives of during 2018/19, to coincide with the themes of the Board. This has enabled partners to have a clear insight in the multi-agency work that is taking place to protect adults at risk. It allows the Multi-agency Audit Group to review the quality of multi-agency practice in Cheshire East and whether local policies and procedures are being adhered to. The audits draw on a variety of data sources from a number of agencies.

The Audit Groups findings are passed on to the Board and learning is shared with frontline staff and team managers



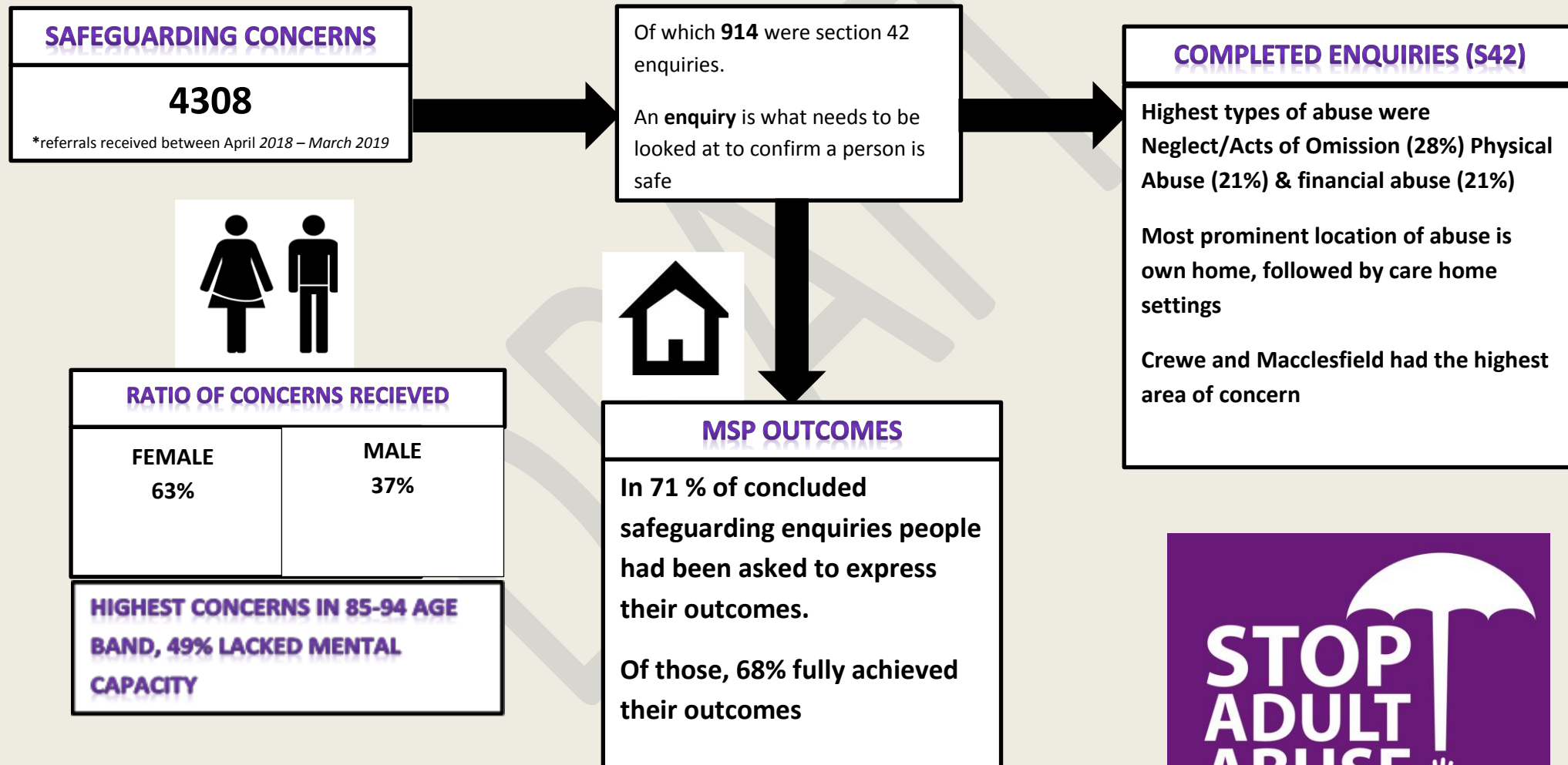
What is a Safeguarding Adult Review (SAR)?

The Board may carry out a Safeguarding Adult Review (SAR) when an adult at risk has died or been seriously harmed, and abuse or neglect is suspected. In such cases a SAR will be commissioned where there has been multi-agency involvement and it is believed that there are lessons to be learnt about how organisations have worked together to prevent similar deaths or injuries happening in the future.

Local update:

The Board received three referrals for a SAR over the last year; these were reviewed by our Serious Case Group that is chaired by Cheshire Police. The group concluded that these cases did not meet the threshold for a full SAR. However, it recommended that a detailed Multi-agency Learning Event/ Reflective Review was held for each case. These have taken place and learning has been shared across the partnership and with frontline staff.

Performance and activity Information 2018-19



Data comparisons to the North West England figures for 2017/18 available on request





The Herbert Protocol initiative is named after George Herbert, a war veteran, who lived with dementia. George Herbert sadly died whilst 'missing', trying to find his childhood home. It is a national scheme introduced by the police in partnership with other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing. Carers, family members and friends can complete in advance, a form recording all vital details, such as medication required, mobile numbers, places previously located, a photograph etc. In the event of your family member or friend going missing, the form can be easily handed to the police to reduce the time taken in gathering this information. The Cheshire East Safeguarding Adults Board is encouraging all care providers and families to complete a Herbert Protocol for individuals at risk of going missing. For more details please visit the Cheshire Police website.

Vicky's Story Vicky was 56 when she developed care and support needs following a stroke, which resulted in mobility and communication difficulties. Vicky attends a day centre twice a week to support her husband with his caring role. The Centre staff noted that Vicky's husband was being rough with her at times when supporting her in and out of the car. A Social Worker visited the couple and spoke to both Vicky and her husband. Vicky stated that she wanted to continue to have her husband as her main carer but both parties acknowledged that he sometimes gets frustrated with this caring role. Vicky's husband received a Carer's Assessment and a number of actions have been put in place to support the couple and to ensure the home is calmer/safer environment. Third sector organisations play an important part in ensuring this plan is successful.

CASE EXAMPLES

Joyce's Story Joyce is 72 and lives alone. She has mobility difficulties and some health issues. She told the District Nurse that over the last few months her neighbour had been asking her for money and bits of food, and she was not always paying the money back, plus these requests were becoming more frequent. Joyce consented to the District Nurse notifying her Social Worker about this, she did not want the Police involved as liked the neighbour's company but just wanted her to stop asking to borrow money and food as it was making her stressed and unhappy. A Social Worker visited Joyce and discussed the options available to her, including how to speak with the neighbour herself, arranging for another person to speak with the neighbour on her behalf, or contacting the police for advice. Joyce decided she would talk directly to the neighbour and let the neighbour know that her Social Worker is monitoring the situation. Also, during the enquiry, the Social Worker realised the neighbour was a single mother that was in arrears with her landlord and was struggling to cope. A referral the Cheshire East Consultation Service (ChECS) was made for support for the family.

Tom's Story Tom is 68, lives at home alone. His wife passed away a couple of years ago. The couple were known to hoard but since losing his wife Tom's hoarding behaviours have heightened. Neighbours contacted Environmental Health with concerns that the property may contain vermin. Environmental Health didn't find any evidence of vermin but did refer to Adult Social Care as were concerned about Tom's wellbeing and safety. Tom was initially reluctant to engage with Adult Social Care but did agree to the Fire Service visiting the property in order to do a Fire Risk Assessment with him. Following this, Tom slowly started to engage more with services; he has cleared some space in the property with support from Housing and has received support and advice around his finances. It is important for Tom to live at home independently and services continue to support him in achieving this.

Our priorities 2019-20

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

Training CESAB are committed to continue to strengthen the Training function of the board. It plans to build on the positive foundation established over 2018/19 with the Safeguarding Training Project, and look to extend this project further. This includes ensuring our frontline care staff are knowledgeable and prepared for the DoLS replacement scheme, Liberty Protection Safeguards (LiPS)

In 2019 the Board held a successful Adult Safeguarding Conference; it plans to make this an annual event with another planned for spring 2020

Strengthening Partnerships We will continue to strengthen our board by establishing closer working links and structures with the Community Safety Partnership, and LSCB ensuring clear oversight of wider contextual safeguarding issues such as Honour Based Violence, Female Genital Mutilation, County Lines and Cuckooing.

Improving Communication/ Service User Voice: We will improve our communication with service users residing in a care home settings, ensuring the voice of care home residents are heard. We will also continue to develop our webpages and explore the use of Social Media in getting our message across to all Cheshire East communities

Transition: The Board plans to work with partners to scope and seek assurance that effective protocols are in place to ensure smooth transition from children's safeguarding services into adults. The Board also wants to monitor the needs of parents/ carers of young people transitioning between services

The work of our members All Board partners submitted Single Agency Reports to CESAB highlighting their agency's Safeguarding work over 2018/19 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.

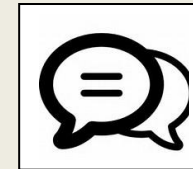
Call Cheshire East Adult Social Care

0300 123 5010 (8.30am - 5pm)

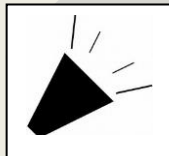
0300 123 5022 (at all other times)



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.**

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