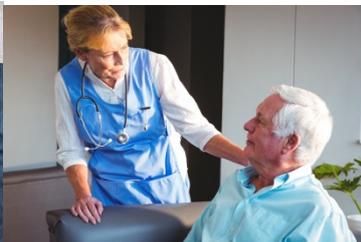


**WEST SUSSEX
SAFEGUARDING
ADULTS BOARD**

Everyone's business
*Working together to
prevent harm and abuse*

West Sussex Safeguarding Adults Board



Annual Report 2016/17

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West Sussex Safeguarding Adults Board 2016/17 Annual Report

Foreword Independent Chair –Annual Report 2016/17

I am pleased to introduce the Annual Report of the West Sussex Safeguarding Adults Board, which covers the period from April 2016 to end of March 2017, and to comment on the progress of the Board over the past year.

As the report shows it has been an exceptionally busy year for the Board, which has placed some strain on the Board's ability to fully meet all its strategic priorities; Board members are therefore to be commended for 'keeping on, keeping on'.

The Care Quality Commission's 'State of Care Report' 2016/17' (www.cqc.org.uk/publications/major-report/state-care) shows that nationally most Health and Social Care service providers have improved the quality and safety of care, and this is reflected locally in improved CQC ratings in West Sussex.

However, behind the CQC figures a more 'balanced' picture emerges, highlighting variations between and within services; concerns regarding workforce pressures; deterioration in quality in some services and adult social care remains an area of particular focus. Also, recent concerns in West Sussex regarding some services underline the need for caution.

The Annual Report highlights some excellent work by partner agencies in supporting safeguarding and some outstanding performance by some providers in challenging circumstances.

The Board team have worked hard to raise awareness of safeguarding across the County and this has been reflected in increased safeguarding concerns. There have also been more Safeguarding Adult Review referrals which has kept the SAR Subgroup (who manage the review process on behalf of the Board) extremely busy. Although only one SAR report ('Alan') has been published this year, we have a number of reviews in progress which will be detailed in next year's Annual Report.

Partner agencies of the Board are committed to taking forward activities related to 'Making Safeguarding Personal' and there are a number of practical examples of progress in the report, but as indicated earlier, competing workload pressures on the Board has impacted on progress and Personalisation remains an area of development for the Board.

The Board has made progress in further strengthening its governance arrangements post the Care Act 2014, but I have advised partner agency representatives that more needs to be done to provide the public with greater transparency in some key areas, including Board membership and attendance etc. Such development will require senior leadership particularly from the statutory partner agencies if this is to happen. This remains an area of development for the Board.

Partner agencies continue to work closely together and have developed forums to share information about concerns which they are managing. The Board signed off a toolkit for publicising concerns on the West Sussex County Council website, which is very positive. However, there needs to be more formal links between these forums and the Board to provide the latter with 'early warnings' of concerns and I am pleased to note the Board has recently agreed to review the toolkit. This remains an area of development for the Board.

In conclusion I have been chairing the Board since 2014 and this will be my last Annual Report before stepping down at the end of the month. It has been a privilege to chair the Board and I wish to pass on my thanks to all the Board members and in particular to Nicky Kentell and the Board team for all their support over the past 3 years.

David Cooper

Independent Chair

November 2017

1. West Sussex Safeguarding Adults Board

Purpose

The West Sussex Safeguarding Board Annual Report aims to provide an overview of the multiagency safeguarding work across West Sussex.

The report provides information about West Sussex generally, about what the board does, information about safeguarding activity, and the work it does through its sub groups to monitor, support and improve safeguarding services and details of its plans for 2017/18.

About the Board

Underlining all of the Board's work is [Making Safeguarding Personal](#) which promotes a person-led and outcomes focussed personalised approach. This approach enables the safeguarding process to be done with people and not to people.

West Sussex Safeguarding Adults Board (WSSAB) is a multi-agency partnership set up to safeguard adults with care and support needs. The Board is an independent body and does not deliver or commission any frontline services. West Sussex Safeguarding Adults Board assures itself that local safeguarding arrangements are in place, as defined by the Care Act 2014. The Board stipulates the safeguarding needs of adults in West Sussex through its strategic plan. The Board is also required to provide a timely and proportionate response when abuse or neglect has occurred. The Board has three core functions to:

- publish a strategic plan outlining what the Board and its members will do;
- publish an annual report to highlight the work and activities it has carried out each year and
- conduct Safeguarding Adult Reviews in accordance with Section 44 of the Care Act 2014.

Partner organisations

Each of the partner organisations has its own lines of accountability and responsibility for safeguarding. The Board **must** and does include senior representatives from the Local Authority, Clinical Commissioning Groups (CCGs) and Police.

The annual report is a public document and will be shared with Chief Executives and leaders of all agencies on the Safeguarding Adults Board who will be expected to disseminate the report across their organisations sharing it with all stakeholders and scrutiny committees, including:

- *Chief Executive and Leader of the Local Authority*
- *The Police, Crime Commissioner and Chief Constable*
- *Local Healthwatch*
- *Chair of the Health and Wellbeing Board*

To fulfil its role, Safeguarding Adults Boards are expected to involve a much wider range of organisations and individuals. For a full list of board partner agencies, their attendance and Board structure chart please see *Appendix 2 & 3*.

Safeguarding Adults Board Strategic Plan:

During 2016/17 the Board reviewed and agreed a [3 year strategic plan](#), and identified the following Strategic Priorities:

Strategic Priority 1: Assurance that the local safeguarding arrangements are in place

- There is capacity within all services to respond effectively to safeguarding concerns.
- There is a robust quality assurance framework in place across West Sussex.
- That safe recruitment practices are embedded across all organisations including those who draw on volunteers.
- That all provider organisations in West Sussex can demonstrate plans and activities to address safeguarding issues in continuing professional development.

Strategic Priority 2: Prevent Abuse and Neglect where possible

- Increased awareness in the community of safeguarding issues.
- That there is a coherent multi agency communication and prevention strategy in place to reduce and minimise abuse and neglect.

Strategic Priority 3: Ensure there is an appropriate response when abuse or neglect has occurred

- To Make Safeguarding Personal.
- Protection planning for an individual is realistic and effective.
- The management of risk is realistic and mitigated to reduce it where possible.
- To ensure that learning outcomes are addressed and embedded across all organisations.
- That all agencies are aware of their responsibilities under local policy and procedures and the Care Act 2014.

Subgroups

To support the work of the Board four subgroups have been established. Each subgroup focuses on the delivery of strategic objectives and priorities through the development of a [business plan](#). Short term task and finish groups may also be set up to focus on specific objectives or projects. Each subgroup is chaired by a representative of the board.

[SAR Subgroup](#) – The subgroup is responsible for commissioning and monitoring safeguarding adult reviews and other multi agency learning review activities, in cases where there have been poor outcomes for service users to ensure that lessons are learned to improve partnership working.

[Quality & Performance Subgroup](#) – The subgroup function is to establish systems for effective monitoring, reporting and evaluating evidence across organisations with regards to effective safeguarding. This includes multi-agency audits and gaining assurance that action plans have been completed to a sufficient level following safeguarding reviews.

[Engagement Subgroup](#) – The purpose of the subgroup is to build and develop a strong service user and carer involvement base to improve adult safeguarding in West Sussex.

[Training and Development Subgroup](#) – The purpose of the subgroup is to establish improved and consistent systems for monitoring, reporting and evaluating training across organisations.

[Chairs' Subgroup Group](#) – The Independent chairperson meets with the subgroup chairs on a quarterly basis, to coordinate work across the various sub groups, to discuss emerging issues, and prepare agenda items for the Board meetings.

For more information about the work of the Board, you can visit the West Sussex Safeguarding Adults Board website: <http://www.westsussexsab.org.uk/>

How the West Sussex SAB works with other Boards locally and nationally

Over the past year West Sussex Safeguarding Adults Board has been strengthening partnerships with other strategic forums:

West Sussex Children's Board – The children and adult Boards continue to meet regularly to achieve the following:

- Ensure that both Annual Reports are published at the same time of the year
- Present both annual reports to the WSCC Cabinet at the same time
- Explore how key safeguarding messages could be communicated and publicised together
- Ensure that each Board manager attends one Board meeting of the other Board's meetings a year
- Look at areas of work that could be combined i.e. training, awareness events, conferences

Health and Wellbeing Board – the Chair of the health and wellbeing board regularly attends the SAB meetings and the Board manager continues to meet regularly with the West Sussex Community Safety and Wellbeing service.

National Network for Chairs of Safeguarding Adult Boards - our Independent chairperson is an active member of the network, which was formed in 2009 and now comprises 112 members who chair around 120 boards across the country. The network operates as a community of practice to support chairs and helps to strengthen board effectiveness. Over the past year the network has conducted a national audit to assess the impact of the Care Act on SABs, supported national initiatives to promote 'Making Safeguarding Personal', drafted reports on related safeguarding themes etc.

Safeguarding Adults Board Network - This regional network has now expanded to encompass the majority of the Safeguarding Adults Boards in England enabling a hub of knowledge sharing a best practice as well as being a key source of benchmarking data and intelligence around best practice. West Sussex SAB recently undertook a research exercise in reviewing the quantity of Safeguarding Adults Review referrals against referrals made in other areas of the country.

Pan Sussex Boards meeting (East and West Sussex, Brighton and Hove and Surrey) – Independent Chair and Board Managers of the local SABs meet formally twice a year to share learning and identify opportunities to work together, and participate in a number of activities to strengthen safeguarding across Sussex.

Each year agencies are asked to complete an Annual Assurance Document, reporting back to each Safeguarding Adults Board on the work they have completed to promote positive safeguarding practice and to identify areas of priority for the next business year. Brighton & Hove, East Sussex & West Sussex Safeguarding Adult Boards met to review this document to ensure the questions asked were proportionate for all agencies to comply with. All Boards in Sussex now use the same document.

Case Studies

Anne

Anne is in her 80s, she has two adult children and lives in a small bungalow with her son. She has a number of health conditions and poor mobility. Carers come to her house three times a day to support her with personal care and meals.

The son has mental health issues and a visual impairment. The house is cluttered making access quite dangerous and the son has run up huge debts on Anne's credit card.

Anne's daughter visits regularly and is often violent towards her and has stopped her from contacting the police, ambulance and fire services on many occasions; disconnecting the telephone, Telecare system and smoke detectors.

The Fire Service had concerns for Anne's safety and welfare because of domestic violence, financial abuse, smoking in bed and dangers associated with her son's clutter.

A concern was raised and number of agencies became involved. Working together agencies coordinated a Home Safety Visit with an Intervention and Prevention Officer; the social worker highlighted the dangers of smoking in bed, leading to Anne changing to an e-cigarette. A smoke detector was installed and hidden in Anne's bedroom and she was given a telecare system with a domestic abuse pendant to help her feel safer.

Andy

Andy, a young man with an acquired brain injury, lives in the community and receives support for budgeting, shopping and cooking. A safeguarding concern was raised by Andy's support worker as some money went missing from his account. Andy explained that he had loaned some money to a friend. Andy was aware of the potential risks involved and had the capacity to make this decision. The concern was not progressed to a safeguarding enquiry under Section 42 of the Care Act 2014.

Barry

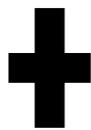
Barry lives in a care home and was attacked by another resident, staff at the home took action to diffuse the situation and ensure Barry received medical attention. Barry is very frail and due to the unprovoked assault a member of staff raised a concern regarding Barry's ability to protect himself from further abuse if it reoccurred. This led to an enquiry under S42 of the Care Act and a protection plan for Barry.

West Sussex: A local context¹

West Sussex is a county in the South Coast made up of seven districts: Adur, Arun, Chichester, Crawley, Horsham, Mid Sussex and Worthing. West Sussex operates in a two-tier system.

Currently **828,400** people live in West Sussex; this is predicted to increase to **986,909** by **2037**

2016



2037

986,909

Of this there are currently **183,970** people age **over 65**

51.5%



48.5%

In West Sussex **51.5%** of the population are women and **48.5%** are men

There are **92** GP practices in West Sussex²

There are **105** specialist services for people with physical and/or learning disabilities

¹ The statistics for this chapter are taken from a variety of sources, including: West Sussex Life 2017-19; NICHE (Police database); West Sussex Fire and Rescue; Performance and Insight Teams from both Sussex Police and West Sussex County Council; Hospital Episode Statistics (HES), Health and Social Care Information Centre (HSCIC) and Skills for Care.

² Figure accumulated from: <http://www.nhs.uk/Services>.

Family and Friend Carers

An unpaid family or friend carer is a person who gives any help or support to their friend or family member who are for example living with a person with a life-limiting condition, a disability, a terminal condition or issues related to old age. Family and friend carers are critical to people in their care.

84,393 people in West Sussex provide unpaid care -that's about **1 in 10** people in West Sussex.³



Almost **20 per cent** of the above unpaid family and friend carers provide **over 50 hours** a week of care.⁴

Care Settings⁵



9058 people live in medical or care establishments⁶



In West Sussex **4494** people live in residential and nursing care settings



122 supported living accommodation based services for people with learning disabilities



9 extra care housing services



100+ day care organisations and groups providing day activities for older people

³ West Sussex Life 2017-19.

⁴ West Sussex Life 2017-19.

⁵ West Sussex Life 2017-19.

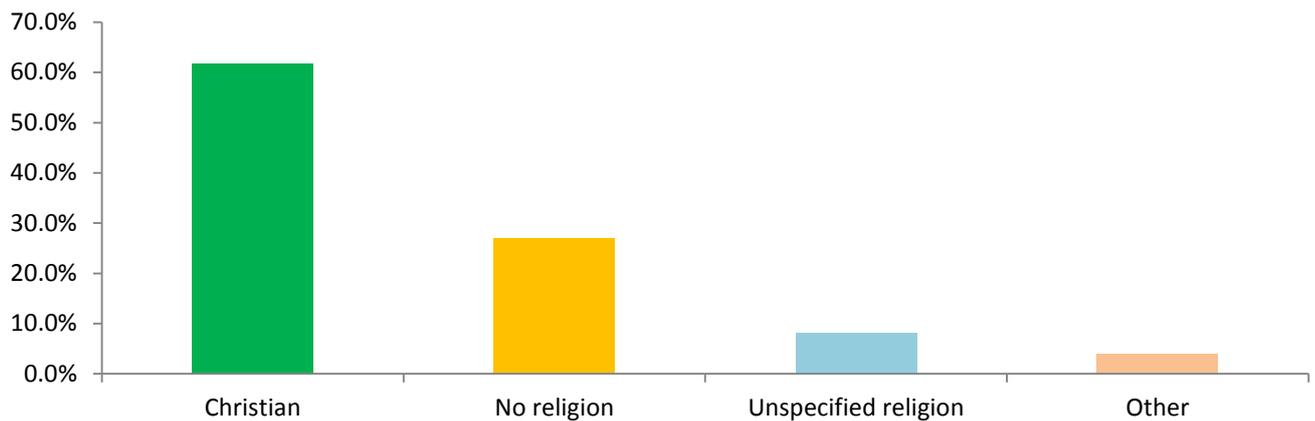
⁶ Medical and care establishments include psychiatric hospital / homes, other hospital homes children's homes, residential care homes, nursing homes managed by the NHS, Local Authority or private organisation.

Religion, ethnicity and primary language spoken

62% of the population of West Sussex identified as Christian.

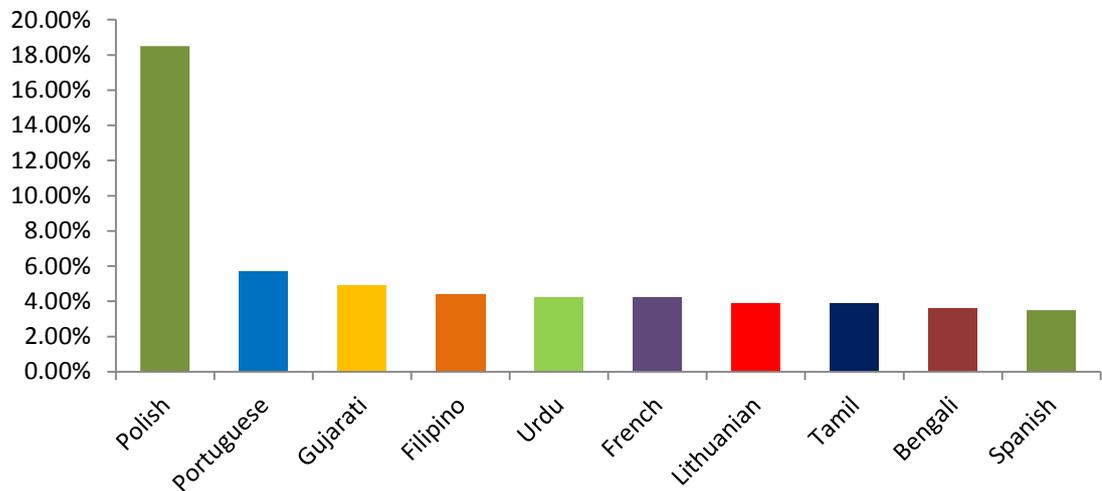
30,000 (4%) of the population identified with another religion⁷.

Breakdown of religious groups in West Sussex



95% of the population of West Sussex are from a white ethnic group⁸

People who speak in another first language



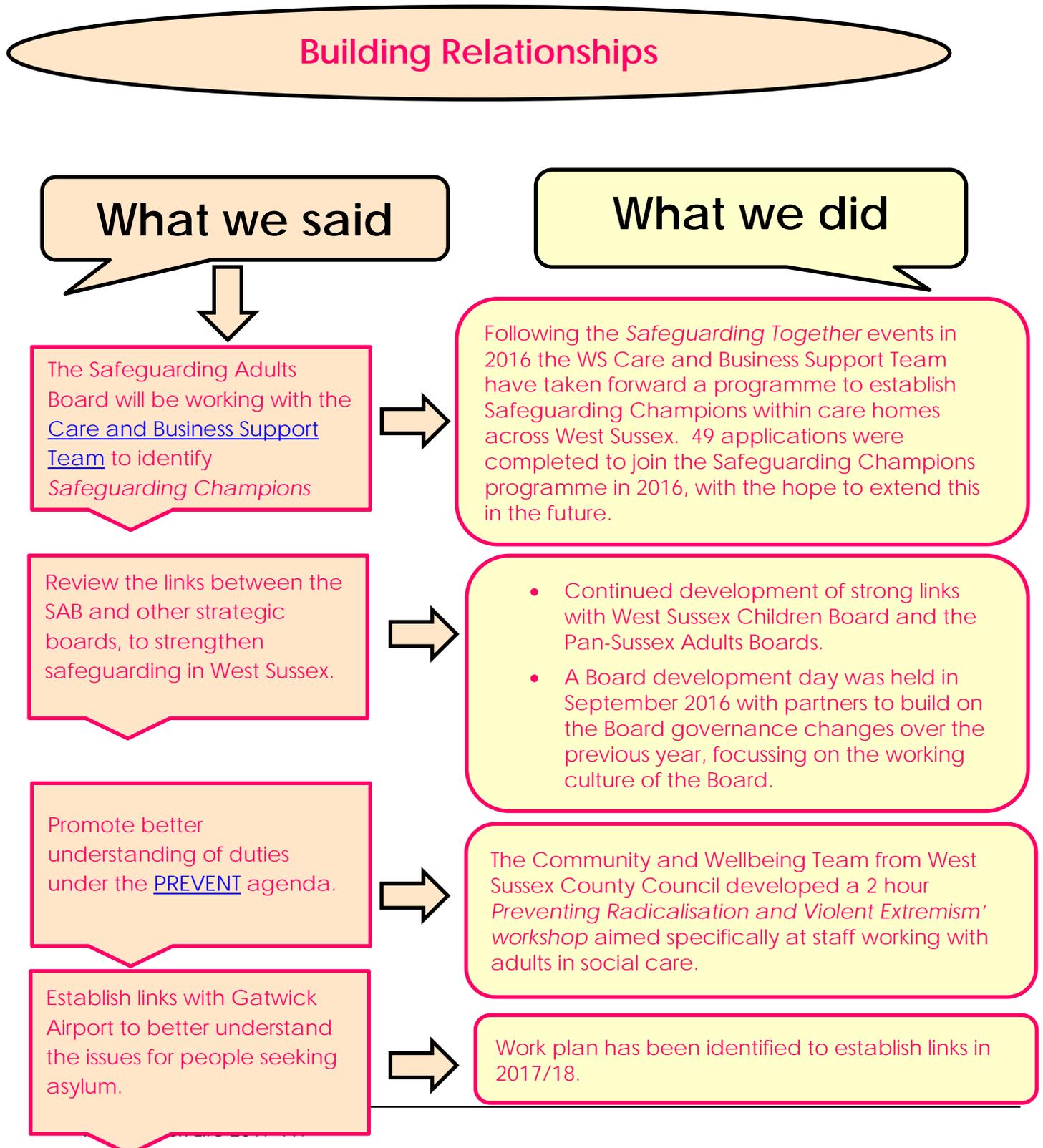
Just over **19,000** in West Sussex speak a language other than English. Only **900** people do not speak English at all.⁹

⁷ Of the 4% of "another religion", this includes: 12,750 Muslims; 7410 Hindus; 4140 other religions; 3090 Buddhists; 1440 Jewish and 1140 Sikh (West Sussex Life 2017-19).

⁸ West Sussex Life 2017-19.

2. What we said, what we did

This section looks at the relationships built, the work subgroups have achieved and activities conducted in order to achieve the Boards strategic priorities.



Communications and engagement

What we said

What we did

Website development

The [West Sussex Safeguarding Adults Board website](#) was launched in October 2016 with over 1000 different visitors to the site and almost 800 returning visitors; this represents 5390 page views on the West Sussex Safeguarding Adults Board's website.

Accessible leaflet to raise awareness of safeguarding for adults

Reviewed and developed a more [accessible public facing Safeguarding leaflet](#) in June 2016.

Mapping of all leaflets

- A review of all safeguarding literature
- An update of [Say Something poster](#) in November 2016.
- Development of the [mainstream pink safeguarding leaflet](#) in February 2017.

Increase public and practitioner engagement and stronger links with the voluntary sector

- Established links with Crawley Gurdwara, Voluntary Action Arun and Chichester, Age UK, Horsham District Older People's Forum
- Presenting at safeguarding events to West Sussex GP Safeguarding Leads Horsham District Older People's Forum Voluntary Action Arun and Chichester
- Delivered training as part of the Enquiry Manager's Training
- Safe as Houses Event (with Fire and Rescue)

Increase social media and general presence to engage more effectively with the public

SAB got a Twitter account [@WSussexSAB](#) to increase social media presence. The SAB gained 143 followers in 6 months.

Raising awareness of FGM, Domestic Violence and Modern Slavery as a part of the key safeguarding work and practice

The Board Manager attended the [Local Safeguarding Children Board](#) multi-agency event on tackling [Female Genital Mutilation \(FGM\)](#) across West Sussex in 2016.

The Safeguarding Adults Board team is supporting the newly founded pan-Sussex Modern Slavery Network working with key agencies, including Sussex Police, Community Safety Partnerships and Human Trafficking charities to develop a consistent and strategic approach to Modern Slavery across Sussex.

A multi-agency Domestic Violence audit was completed in January 2017.

Training

What we said

What we did

Increase safeguarding training numbers for the private, voluntary and independent sector organisations

The SAB delivered two safeguarding roadshows in West Sussex to the private, voluntary and independent sector. During 2016/17 the WSCC Learning Gateway saw an increase in the numbers of private, voluntary and independent sector staff accessing Safeguarding Training:

- The Enquiry Officer Training increased by 145%
- The Basic Awareness Training increased by 6%

The Training subgroup developed a Safeguarding Standards Toolkit for the private, voluntary and independent sector to ensure consistency across the sector.

The SAB delivered a series of roadshows across WS to cascade this toolkit to the private, voluntary and independent sector.

3. Partners Annual Assurance

Each year agencies are asked to complete the Pan Sussex Annual Assurance Document, reporting back to each Safeguarding Adults Board on the work they have completed to promote positive safeguarding practice and to identify areas of priority for the next business year. All partners of the Safeguarding Adults Board need to be able to demonstrate that their own organisation has robust and clear procedures in place for Safeguarding Adults. All agencies are held accountable through scrutiny from the Board. The local Safeguarding Adult Boards (West Sussex, East Sussex and Brighton & Hove) hold an annual assurance event with partner agencies to 'test' the strength of their safeguarding arrangements and areas for development.

The Safeguarding Lead GP for the **Clinical Commissioning Group** held a specific GP training event to ensure that all GPs in West Sussex know what their duties are in terms of Safeguarding Adults.

Sussex Partnership Foundation NHS Trust focussed on ensuring that person centred approaches and Making Safeguarding Personal are at the centre of all safeguarding and domestic abuse policies.

Sussex Community Foundation NHS Trust has developed a staff safeguarding advice and support line which connects frontline staff with safeguarding specialists to ensure that they are supported through any potential safeguarding event.

West Sussex Partners in Care delivered two events for Care Home Managers to ensure they know their responsibilities around safeguarding: 'You only die once' and 'Working collaboratively to achieve outstanding dementia care'.

Chichester District Council has worked on a number of projects looking at keeping some of the most vulnerable adults in West Sussex safe from harm and abuse. This has included specific training courses for over 55s on internet safety, and support for Careline staff in partnership with Sussex Police.

Horsham District Council has undertaken a review of the types of safeguarding within their locality. As a result staff are provided with increased training on supporting people who may be threatening suicide.

West Sussex County Council, in partnership with other agencies, has been developing a new quality pathway.

Part of Operation Signature Preventing SCAMS; call blocker devices are now being installed by **Sussex Police** across the county, these have blocked in excess of 37,000 calls, representing 99.6% of nuisance calls being made to people's homes who are vulnerable.

Horsham District Council held safeguarding training with licenced taxi drivers to increase safeguarding awareness.

Chichester District Council has Community Wardens to support and identify vulnerable residents and refer to services where needed.

West Sussex Partners In Care have raised standards through the Mental Capacity Networking group to ensure there is greater provider knowledge around consent, capacity and Deprivation of Liberty Safeguards (DoLS).

Horsham District Council has a community link alarm service enabling local residents of any age who feel vulnerable, to live independently in their own homes.

The **Training subgroup** has produced a Safeguarding Standards Toolkit for the Private, Voluntary and Independent sectors to ensure consistency in safeguarding training being delivered.

The **Safeguarding Adults Board** undertook a [Multi-Agency Audit](#) on Making Safeguarding Personal in November 2016. Four cases were rated as GOOD, specifically highlighting the positive personalised work with individuals and their families. Two cases were identified as Requiring Work – mainly due to issues around time delay, information sharing, and safeguarding 'others'. Where cases identified further work this has been implemented as part of an action plan and learning shared through the Quality and Performance subgroup.

The **Police and Crime Commission** have funded and recruited two Victim Support Fraud Caseworkers, who visit high and medium risk victims providing support and preventative measures and signposting them to partner agencies for longer term intervention.

West Sussex Partnerships in Care held their Care Accolades awards in October 2016 to celebrate good practice in social care: <http://westsussexpartnersincare.org/care-accolades/>

Following the [Orchid View Serious Case Review](#) (published in June 2014), a Risk Assessment Tool was developed by a multi-agency group **enabling West Sussex County Council to publish concerns on their website** regarding significant safeguarding concerns and a means of making the public aware that they can access this information.

[Horsham District Council](#) have specific workers from Citizens Advice and Southdown Housing to assist in homelessness prevention and debt advice.

Chichester District Council, the Police and Crime Commissioner and Sussex Police have continued to invest in additional resources within Safeguarding Investigation Teams.

Healthwatch West Sussex has produced a report called [Time to Sew-Up The Holes in the Safety Net](#) which presents how the principles of the Care Act 2014 are realised for individuals in West Sussex.

The **NHS Professionals Forum**, chaired and hosted by the **Clinical Commissioning Groups** continues to meet on a regular basis to ensure that NHS specific actions identified by the SAB are completed and achieved.

West Sussex County Council has lead responsibility for safeguarding under the Care Act 2014. Independent Chairs from the Adult Safeguarding Unit have been working to support all Adult Social Care teams with additional briefings to bring key knowledge up to date for all front line workers.

The **Safeguarding Adults Board** produced an [escalation procedure](#) which is now shared with partner agencies. This procedure provides resolution for professional disagreements where an agency or professional considers that the decision made by other professionals or another agency on a safeguarding adult case is not a safe decision.

The **Pan Sussex Safeguarding Adults Boards** produced an [accessible Safeguarding Adults](#) leaflet in 2016.

“Making Safeguarding Personal”

The West Sussex County Council Care and Business Support Team (CaBS) was introduced to work proactively with local services in the care sector in West Sussex for residents with the most complex care needs.

In 2016 a “Safeguarding Champions” programme was launched for an initial period of 12 months

We supported people from 44 care homes for older people across West Sussex who wanted to get involved in championing the safety and wellbeing of others.

We wanted to change how we talk to our customers and ask them a different question – moving away from asking them “what is the matter” to “what matters to you”.

We wanted to help our frontline workers to focus more closely on people’s feelings of safety and security. We wanted to ensure that their focus is on involvement, choice, control and wellbeing. We also wanted to help them to find ways to really understand what matters for the person they are working with.

This Safeguarding Champions programme provided a place for people to share best practice, and helped to provide a trusted point of contact for families where they could raise any concerns.

It provided a wide range of support and advice to enable us to provide the best possible awareness about safeguarding and keeping people safe. It helped all our staff to better understand safeguarding and how to work with customers in the best possible way.

Facts and figures

The Safeguarding Adults Board reviews safeguarding activity in West Sussex via the Quality and Performance subgroup. Safeguarding concerns are raised to West Sussex County Council's CarePoint.

Data in this report is extracted from the West Sussex County Council 'Frameworki' system by the Performance Team for the Safeguarding Adults Collection (SAC) period 1 April 2016 to 31 March 2017. This information is then sent to the Department of Health as part of its statutory recording on an annual basis.¹⁰

Number of safeguarding concerns and enquiries

A safeguarding **concern** is where a local authority is notified about a risk of abuse. Some of these concerns will lead to a Section 42 enquiry.

A **Section 42 enquiry** is where the person meets the criteria under Section 42 of the Care Act and an enquiry takes place. **ALL** three key tests must be met¹¹:

- (i) The adult has needs for care and support (whether or not the authority is meeting any of those needs)
- (ii) The adult is experiencing or is at risk of abuse or neglect and
- (iii) As a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it.

Total number of concerns 2016/17

From April 2016 to March 2017 there were **5164** individual safeguarding concerns reported to West Sussex County Council.

Total number of safeguarding Section 42 enquiries

From April 2016 to March 2017 there were **1798** Section 42 enquiries.

Total number of safeguarding concerns

The total number of individuals involved in a safeguarding concern was **4312**. Some individuals were involved in more than one safeguarding concern. The total number of individuals involved in a safeguarding enquiry was **1435**.

Completed safeguarding Section 42 Enquiries in 2016/2017

There were **2358** completed Section 42 enquiries in 2016/17, some of which were started in 2015/2016 and carried over into 2016/17.

¹⁰ This is published by NHS Digital.

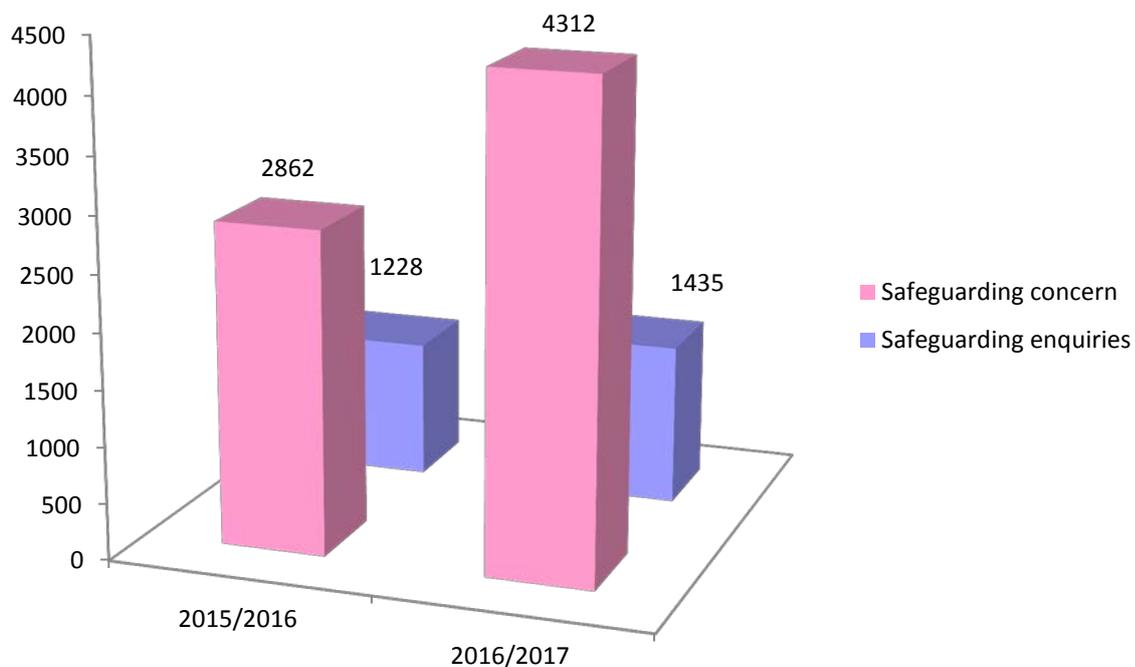
¹¹ Or an **Other enquiry** where the adult does not meet the criteria.

Individual people involved in safeguarding concerns and Section 42 enquiries

The graph below shows the total number of individual people involved in a safeguarding concern and/or enquiry from 2015/16 - 2016/17. In 2016/17 there were **4312 individual people** involved in a safeguarding concern, which is an increase of **1450** people from 2015/16. There are more concerns being reported to West Sussex County Council, however Section 42 enquiries are not increasing at the same rate.

Increased levels of concerns and enquiries suggest a growing understanding of adult safeguarding through increased awareness through the website, publications and social media.

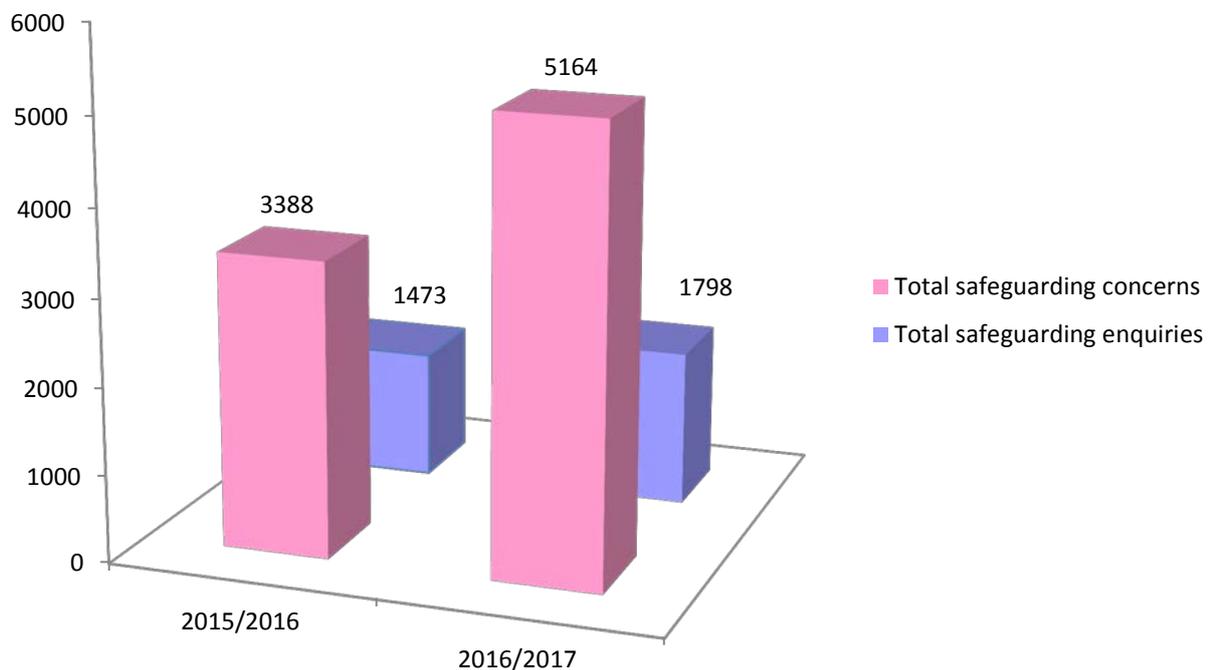
Individual people involved in safeguarding concerns and Section 42 enquiries 2015/16 – 2016/17



Total number of concerns and Section 42 enquiries 2015/16 - 2016/17

The graph below shows the number of safeguarding concerns and enquiries from 2015/16 – 2016/17. This illustrates the number of safeguarding concerns and enquiries, which means that some people experience abuse or neglect on more than one occasion. There was an increase in the level of concerns from 2015/16 to 2016/17 from 3388 to 5164.

**Safeguarding concerns and Section 42 enquiries
2015/2016 – 2016/2017**



Conversion rate of concerns to enquiries in West Sussex

Nationally, the conversion rate of concerns turning into enquiries during 2016/17 is **41%**; this means for every 100 concerns that were raised there were 41 enquiries that were started. For West Sussex in the same period the conversion rate is near **35%**, so for every 100 concerns there were 35 enquiries in West Sussex.

It is important to note that concerns that did not meet the criteria for a Section 42 enquiry may have either been resolved through another outcome, for example an assessment of care and support needs, passing information onto another more appropriate service or where actions had been taken to reduce the level of risk significantly.

Gender

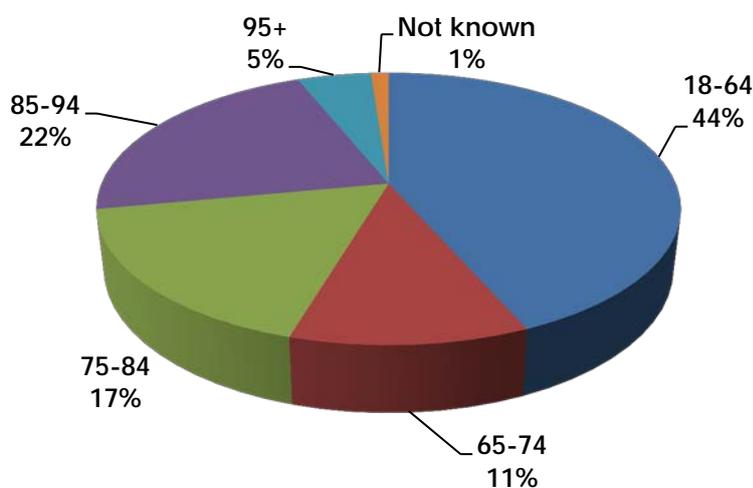
The table below shows that in the two reporting years, there continues to be a higher proportion of females (**61%**) compared to males (**38%**) who were people at risk. This is in line with Section 42 enquiries by gender across England over the same period¹².

Table: Safeguarding enquiries by gender over the periods of 2015/16 – 2016/2017

Gender	2015/16	2016/27
Male	38.1%	38%
Female	60.4%	61%
Unknown	1.5%	1%
Total	100%	100%

Age

Age of people involved in safeguarding concerns 2016-17



There are currently around **183,970** people over 65 years of age living in West Sussex¹³, which represents **23.5%** of the adults in West Sussex compared to 17% of the population nationally. As the chart above indicates, **55%** of all safeguarding concerns involve older people over the age of 65.

¹² Safeguarding Adults Collection (SAC) England 2016-17 Experimental Statistics (Published November 2017)

¹³ West Sussex Life 2017.

Ethnicity

Table: Ethnicity of people involved in Section 42 enquiries 2016/17

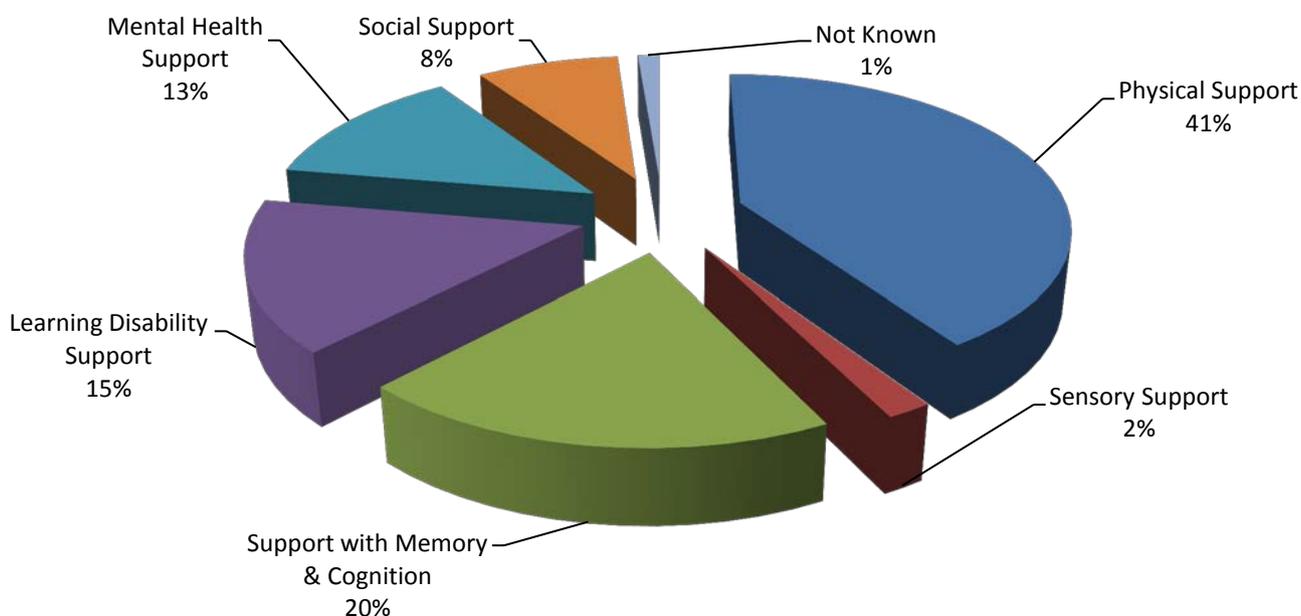
Counts of Individuals by Ethnicity	White/ British White	Mixed/ Multiple British Mixed	Asian/ Asian British	Black/ African/ Caribbean /Black British	Other Ethnic Group	Refused	Undeclared /Not Known
Percentage of individuals involved in safeguarding Section 42 enquiry	82.16	0.35	0.98	0.91	0.28	0	15.33

Those with a White origin continue to be the highest group involved in Section 42 enquiries, accounting for just over **82%** of people.

Primary support needs

The primary support reason identifies the main reason for a person requiring social care services at any particular time. It may or may not be related to any underlying health condition.

Percentage distribution of people who have started enquiries by primary support reason 2016/17

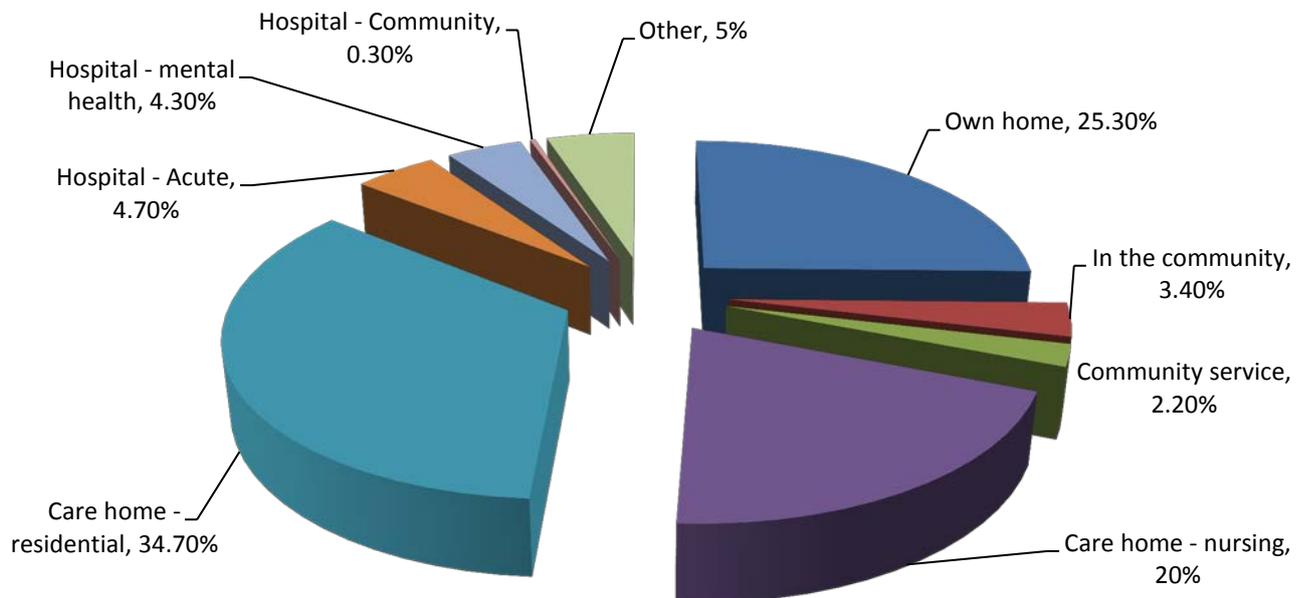


When looking at primary support reasons of people reported, as seen above, physical is the highest reason with **41%** (42% nationally); sensory support showed the lowest level of enquiries recorded, at **2%** (1% nationally). As can be seen this is closely in line with national figures.

Location of risk

This section looks at the categories of the locations of risk for Section 42 enquiries. It is important to note that one enquiry may have multiple risk locations recorded.

Percentage distribution of location of risk of Section 42 enquiries



Of all the cases where location of risk was reported on in 2016/17 in West Sussex, care homes (both nursing and residential) accounted for **55%** of the risk locations.¹⁴ The picture in West Sussex differs from the national picture where care homes only accounted for **(36% [sic])** of risk locations. This level of risk in care homes reflects a larger number of care homes located in West Sussex than nationally.

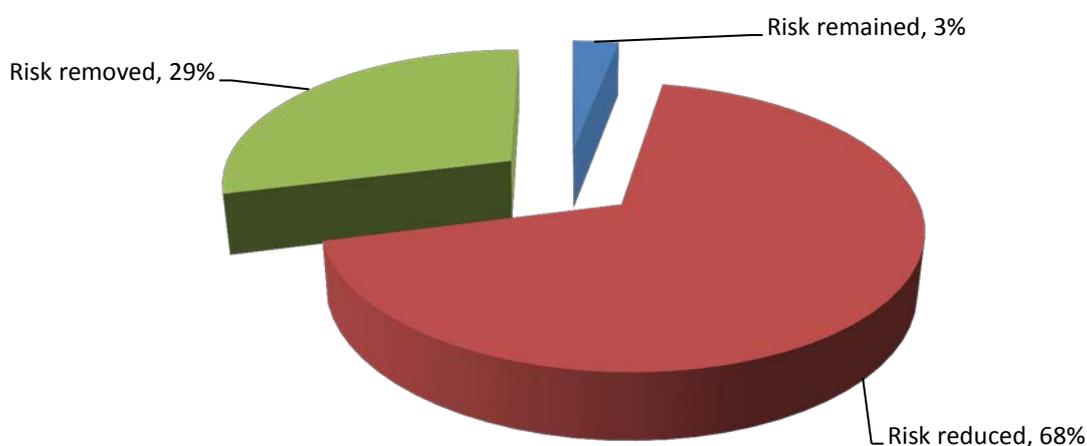
Just over **25%** of the risk locations were recorded as the home of the adult at risk which is lower nationally (44%).

¹⁴ Note that one enquiry may have multiple risk locations.

Safeguarding risk outcomes

As part of a Section 42 enquiry an assessment of the risk to the person is made and whether any action needs to be taken needs to be reported. Where a risk is identified the outcome is recorded at the conclusion of the enquiry. Multiple results can be included if an individual has multiple risks identified and has different assessments and result in regards to different outcomes.

Percentage distribution of concluded section 42 enquiries by risk outcomes 2016/17



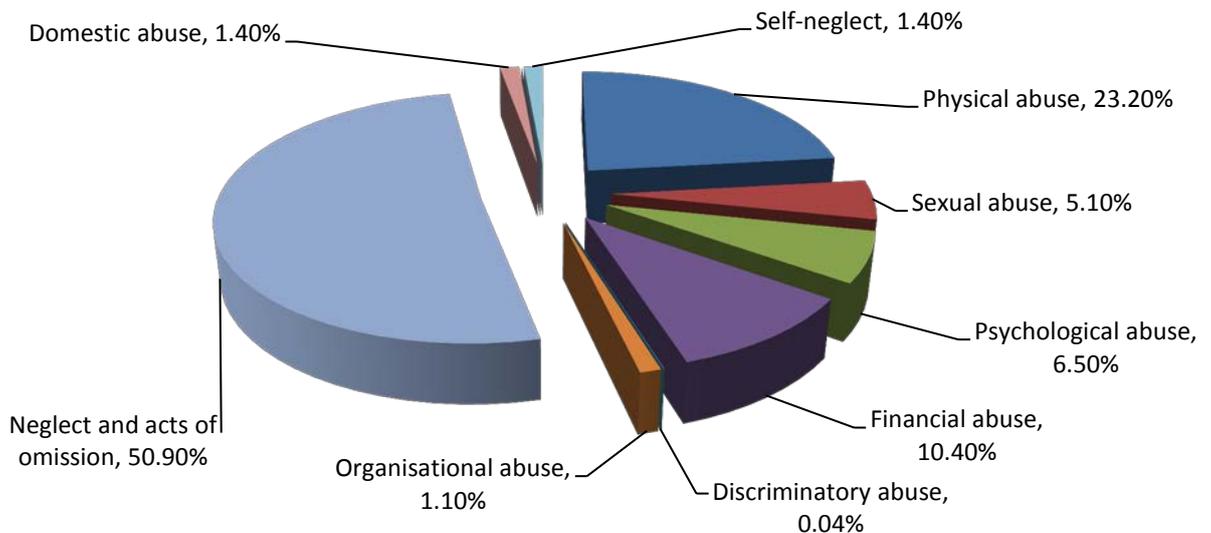
Where a risk was identified in Section 42 enquiries, **97%** of risk was either removed entirely (**29%**) or reduced risk (**68%**), both these outcomes are above the national average for removing (26%) and reducing (61%) risk.

Type of risk

This section looks at the breakdown of the 11 different types of risk for Section 42 enquiries. Four of the 11 risk types were submitted on a voluntary basis for 2016/17, so it is problematic getting an accurate national picture regarding enquiries by type of risk. However, what can be ascertained is that the trend for neglect and acts of omission accounts for the majority of risk types in local authorities, which is consistent with national figures. In 2016/17 neglect and acts of omission in West Sussex (and nationally) have shown an increase from 43% in 2015/16 to **50.9%** in 2016/17.

It is important to note that sexual exploitation was not captured as a category in its own right within West Sussex County Council reporting, this will be amended for the next reporting year.

Types of abuse 2016/17



Type of risk for Section 42 enquiries

Type of abuse	2015/16	2016/17
Physical abuse	378 (25.9%)	548 (23.2%)
Sexual abuse	68 (4.6%)	121 (5.1%)
Psychological abuse	150 (10.3%)	154 (6.5%)
Financial or material abuse	146 (10%)	247 (10.4%)
Discriminatory abuse	5 (0.3)	1 (0.04%)
Organisational abuse	50 (3.4)	25 (1.1%)
Neglect and acts of omission	628 (43%)	1207 (50.9%)
Domestic abuse	18 (1.2%)	32 (1.4%)
Sexual exploitation	0 (0%)	0 (0%)
Modern slavery	2 (0.1%)	0 (0%)
Self-neglect	12 (0.8%)	32 (1.4%)
Total of all abuses	1457	2367

Domestic Abuse

As one of the most significant 'new categories' of abuse, the Safeguarding Adults Board led a [Multi-Agency Audit](#) to review the effectiveness of inter-agency working in supporting Domestic Abuse cases. This built upon existing work completed by partners within the Board, including Districts and Boroughs, Worth Services, KSS Community Rehabilitation Company, and Sussex Police.

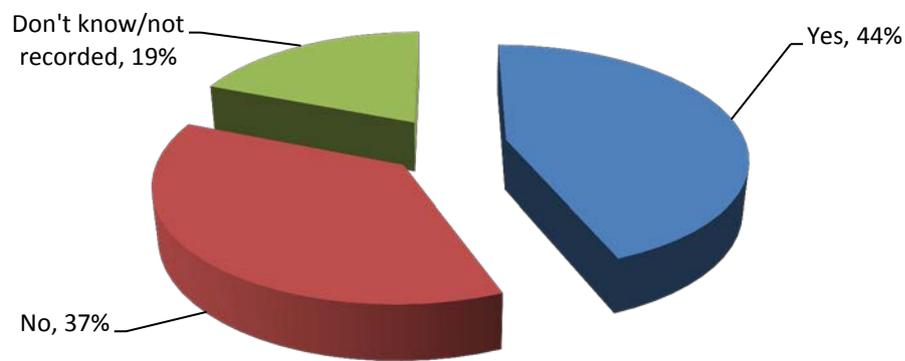
Modern slavery

The Safeguarding Adults Board also supports a pan-Sussex Modern Slavery partnership which has clear Terms of reference in place to develop a greater understanding of how agencies are identifying and responding to this type of abuse. Sussex Police reported 22 cases where Modern Slavery was considered as a factor within the investigation, however it is unclear as to whether the victims of crime included adults who had 'care and support needs' as identified by the Care Act.

Mental capacity

This pie chart below displays the mental capacity of every person involved in a Section 42 enquiry. A person's mental capacity in regards to safeguarding is assessed as the person's ability to contribute to making decisions about their protection, including their participation in the safeguarding enquiry, as well as their mental capacity at the time of the incident causing a safeguarding concern and enquiry.

Whether adults lacked mental capacity to make decisions relating to safeguarding enquiry



The proportion of adults who lacked mental capacity was **44%**, which is a significant increase from 2015/16 where this figure was 16%. Those that did not lack capacity went down from 45% in 2015/16 to **37%** in 2016/17. The large increase in the recording of adults who lacked capacity could be attributed to the significant improvement of recording of mental capacity by West Sussex County Council, adults' mental capacity was recorded as either "Don't know" or "Not recorded" went down from 39% in 2015/16 to **19%** in 2016/17 which is exactly line with national figures.

6. Training and Development

A priority for the Safeguarding Adults Board Training subgroup has been around training within the Private, Voluntary and Independent (PVI) sector. Given the size, complexity and diverse nature of the local care market this is a very challenging task. A learning and development officer was appointed for one year in response to the need to embed the Care Act and ensure a consistent level of safeguarding training across the sector.

The training sub group developed the [Safeguarding Training Standards](#) to set as a benchmark for the level of safeguarding training and understanding expected in the PVI sector. Safeguarding Together Road-shows were held across West Sussex to cascade the information to the PVI sector.

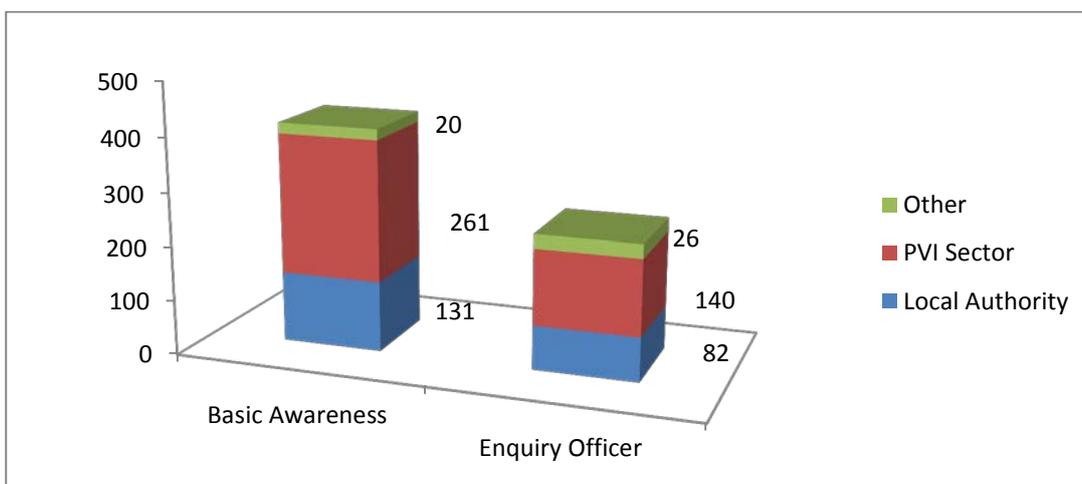
This work continues to present a challenge to the Training sub group as there are over **26000** members of staff working in the PVI sector and over **800** establishments providing care and support services to adults in West Sussex. Safeguarding training can be accessed through the local authority and through online courses, but for many providers the training is delivered in-house.

Learning gateway

West Sussex County Council hosts the Learning and Development Gateway, which offers free training and development opportunities for all providers of Health and Social Care across the county.

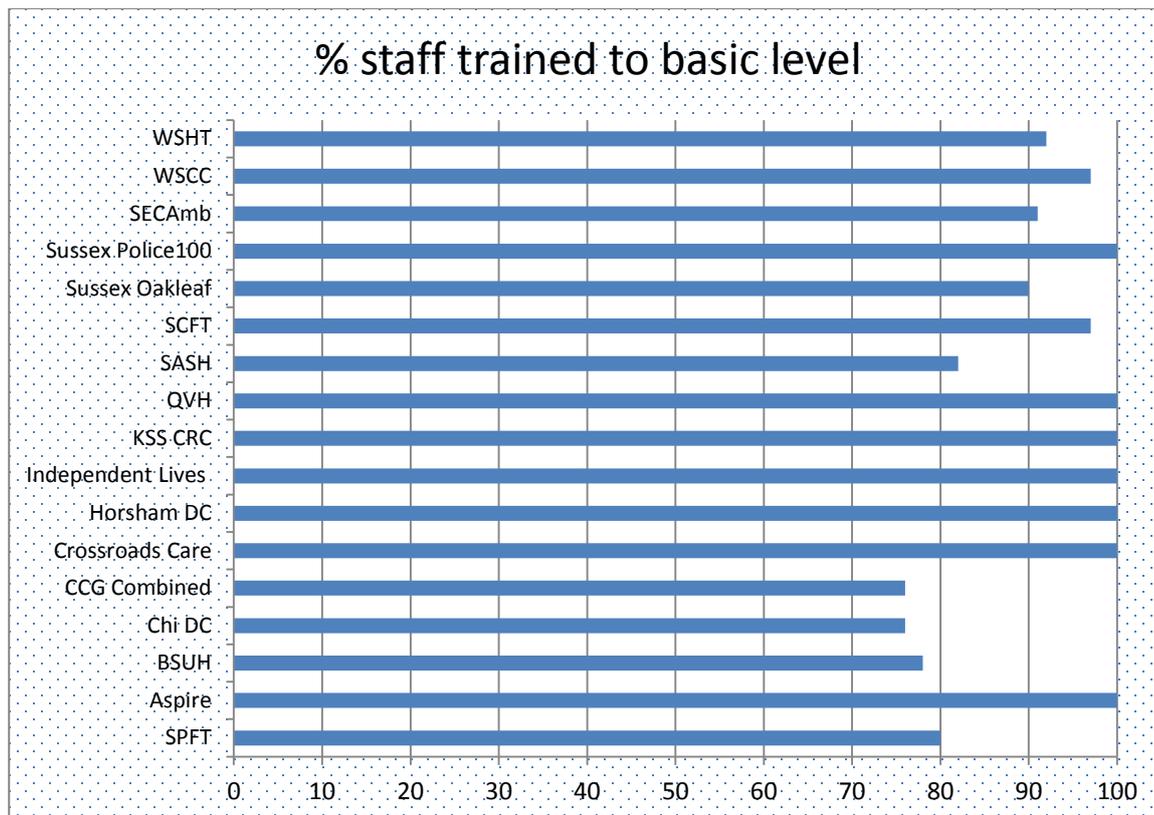
Safeguarding training session provision and attendance during 2016/17 (information source: West Sussex Learning and Development Gateway)

One of the key responsibilities of all agencies is to evidence that their staff were suitably trained at an appropriate level of safeguarding, including basic awareness, enquiry officer and enquiry manager training:



*please note that Police and Health do not necessarily access training through the Learning Gateway

Basic safeguarding awareness training



This chart shows the declared percentages of basic awareness level safeguarding training completed by partner agencies within their annual assurance document for 2016/17. Please note that this is not a complete representation of all agencies particularly those within the PVI sector. This information cannot be validated as there is currently no consistent way of identifying who the training is offered to within each agency i.e. front line and ancillary workers, volunteers etc. It is also unclear as to how often agencies provide staff with safeguarding refresher training.

While both charts provide evidence of training for staff supporting adults with care and support needs and shows there is a level of training taking place across the county, it also highlights the need for additional work to be done to ensure that **all** workers know how to prevent and raise concerns about abuse and neglect.

4. Safeguarding Adult Reviews

The Safeguarding Adults Board has a legal responsibility to consider the undertaking of a Safeguarding Adults Review (SAR) when an adult at risk dies from or suffers from serious harm. Reviews would be considered where there is an opportunity to 'promote effective learning and improvement action to prevent future deaths or serious harm occurring again' [SAR Protocol](#).

Safeguarding Adults Review Overview

Referrals for SARs are managed through the Boards Safeguarding Adult Review Sub group, and it has been a very busy year for the group, necessitating monthly meetings. While this reflects pressure on front line services and local demographics outlined earlier in this report, it also reflects efforts by the Board post the Care Act 2014 to raise the awareness of safeguarding across West Sussex; resulting in increased SAR referrals.

During 2016/17 the Safeguarding Adults Board commissioned three Safeguarding Adults Reviews;

Alan: The review had followed events in July 2013 where Police had attended a reported incident that a 41 year old male (Alan) had fallen from a multi-story car park. Alan was transferred to hospital but subsequently died of his injuries.

The Safeguarding Adults Review was undertaken by an Independent Author who was commissioned by the West Sussex Safeguarding Adults Board and commenced work in April 2015. The review had followed parallel reviews by the Independent Police Complaints Commission (IPCC) and a Health Serious Incident Report (SIR). While in July 2015 the Coroner had concluded that "Alan had taken his own life following a prolonged period of abuse and intimidation by a known individual. The statutory agencies failed through a lack of communication".

The Safeguarding Adult Review report author concluded that it was not clear why Alan killed himself. However, "it may be that timely, coordinated and joined up multiagency intervention at an early stage would have reduced the likelihood of this outcome".

The report highlighted that while agencies did support Alan over a number of years, and were in touch with each other work was not undertaken in a coordinated way.

The report identified a number of areas of learning and recommendations for improvement, both for individual agencies and across agencies including;

- development of a multi-agency escalation policy which is adopted by all Safeguarding Board partner agencies
- that MARAC (multi agency risk assessment conference) representatives ensure that their internal case management systems and records are clearly marked to identify victims or perpetrators of domestic abuse
- Managers must have robust staff supervision systems in place to monitor both the quality, frequency and attendance
- All staff working as care co-ordinators must ensure they are fully aware and understand their role and responsibility in relation to the care programme approach (mental health).

The [review](#) was published on 30th September 2016.

Two further Safeguarding Adult Reviews (SARs) were commissioned in September and October 2016, one of which has been completed but awaiting publication (parallel processes have delayed publication) and the other is in the process of completion, and they will both form part of the 2017/18 Annual Report.

The Safeguarding Adults Review Panel approved two further SAR referrals in 2016, but these were not commissioned until April 2017 and will form part of next year's Annual Report.

During 2016/17 the Safeguarding Adults Review Panel considered a further **six** referrals but these did not meet the SAR criteria; one was referred on to the Children Safeguarding Board; another was referred on to be considered for a Domestic Homicide Review; One referral is being reviewed to identify multi-agency learning and the three other referrals had no multi-agency involvement.

Learning Reviews:

Where a case referred to the SAR case Review Panel did not meet the threshold for a Safeguarding Adults Review, but where panel members felt that there were important opportunities for learning, other types of reviews could be undertaken.

The Safeguarding Adults Board organised a learning event in May 2016 following its decision to conduct a multi-agency learning review in relation to Mr M; an elderly gentleman with care and support needs who died at home. During the weeks leading up to his death, several agencies had attempted to make contact with Mr M to offer various levels of support.

Mr M was reluctant to engage with professionals including housing officers and Police community support workers. Only one professional was able to effectively work with Mr M.

The event discussed how the 'self-neglect' procedures could have been used in this case and in similar cases to facilitate a professionals meeting and utilising fire service and the police powers of entry to homes where there is a perceived or identified risk to a person's health and safety.

This has led to a review of the self-neglect procedures and development of a self-neglect toolkit.

Learning from Pan Sussex and national reviews:

As well as sharing learning from our own Safeguarding Adults Reviews and Learning Reviews, the Board team regularly provides briefings from reviews that have taken place outside the geographical area, but where agencies in West Sussex can learn lessons to support positive safeguarding of adults in West Sussex.

The West Sussex Safeguarding Adults Board Manager works closely with colleagues in East Sussex, Brighton and Hove, and Surrey Boards to explore shared learning from Reviews and to this end a Pan-Sussex learning event is planned for 2017/18.

The Independent Chair has also participated in a national workshop aimed at developing a national archive of review reports, and improving the quality of Safeguarding Adult Reviews.

9. Safeguarding Adult Board Funding

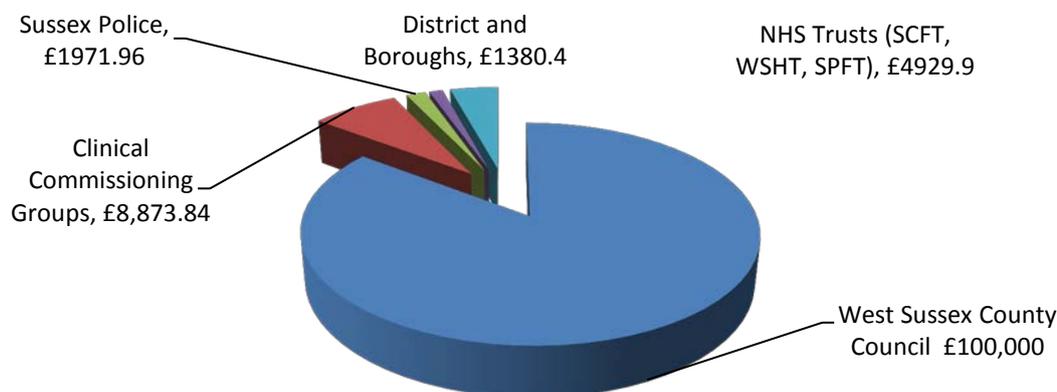
The Safeguarding Adults Board has an agreed annual budget of £207,000. In 2015/16 the WSSAB budget generated an underspend of £131,000, due to delays in recruiting SAB team officers. The Board agreed that monies would be carried forward into 2016/17.

Partners did **not** make their full financial contribution to the 2016/17 budget, with the exception of WSCC's contribution of £100,000 from the Better Care Fund.

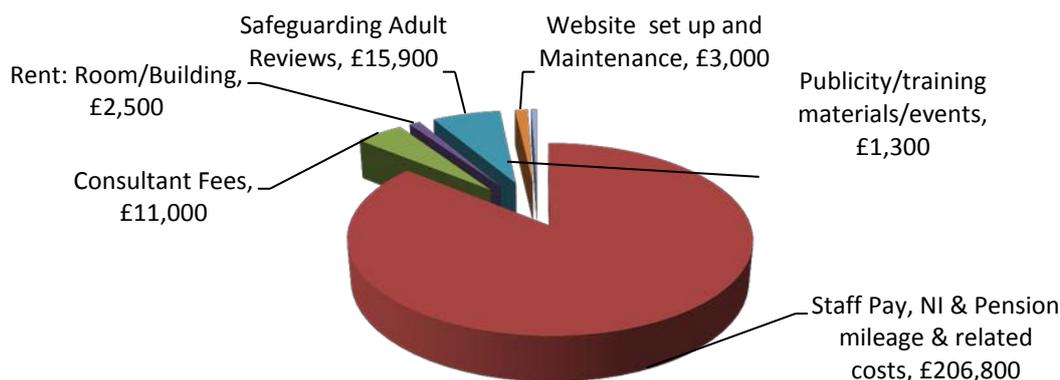
At the December 2015 Board meeting partners agreed to fund a Learning & Development Officer Post for one year. Agencies contributed to an additional proportional percentage in 2016/17 to meet the shortfall for this post.

The total funding for the Safeguarding Adults Board during 2016/17 was £240,500.

Board Contribution



Board Expenditure



This was a very busy period for the Safeguarding Adults Board including a number of complex Adult Safeguarding Reviews, work related to the Orchid View Serious Case Review 2014 and the continued implementation of the Care Act 2014.

These financial pressures continue to impact on the Board into 2017/18, and statutory partner agencies will be bringing forward plans to address these challenges (in 2018).

10. Looking forward to 2017/2018

This section highlights issues which the subgroups have identified as key themes going forward and will now form part of the revised business plans for 2017/18.

Training

- Undertake audits to understand how safeguarding training is embedded in the PVI and Statutory sectors
- Develop a multi-agency training strategy
- Deliver further Roadshows in the autumn to cascade Safeguarding Standards Training to the PVI sector
- Identify a consistent method to capture safeguarding training as a key performance indicator across partner organisations to ensure that **all** staff have basic awareness training

Building Relationships

- Develop a Pan Sussex Communications Plan for Safeguarding week during 27th November to 1st December 2017
- Hold a Pan Sussex Challenge Event
- Establish links with Gatwick Airport and immigration centres

Communications and engagement

- Develop a programme of events and campaigns to increase the public's awareness and understanding of safeguarding
- Develop a communications strategy
- Ensure learning from SARs are cascaded effectively to agencies
- Continue to build and strengthen relationships with other strategic boards
- Raise awareness of FGM, domestic abuse and Modern Slavery as a part of the key safeguarding work and practice
- Develop effective ways to capture peoples experiences of safeguarding
- Develop a programme of events and campaigns to increase the public's awareness and understanding of adult safeguarding
- Develop a Pan Sussex communications plan for Safeguarding Week during 27th November to 1st December 2017

11. Contacting West Sussex Safeguarding Adults Board

We want to hear from you about this year's Annual Report, to find out:

- How accessible did you find the report?
- What sections did you find interesting?
- What would you like to see more or less of?

Please contact us at: safeguardingadultsboard@westsussex.gov.uk

Website: www.westsussexsab.org.uk



Appendix 1

Acronyms and Abbreviations 2016 – 2017

ADASS	Association of Directors of Adult Social Services
AS	Adults Safeguarding
B&HSAB	Brighton and Hove Safeguarding Adults Board
CaBS	Care and Business Support Team
CCG	Clinical Commissioning Group
DoLS	Deprivation of Liberty Safeguards
E-learning	Electronic learning
EO	Enquiry Officer
ESSAB	East Sussex Safeguarding Adults Board
FGM	Female Genital Mutilation
H & W Board	Health and Wellbeing Board
IPO	Intervention and Prevention Officer
IO	Investigation Officer (terminology used pre-Care Act)
IT	Information Technology
MA Audit	Multi-Agency Audit
NHS	National Health Service
PREVENT	UK's Counter-Terrorist strategy
PVI	Private, Voluntary and Independent
QA	Quality Assurance
QSG	Quality Surveillance Group
Reg 28	Report to Prevent Future Deaths
SAB	Safeguarding Adults Board

SAR	Safeguarding Adults Review
SASH	Surrey and Sussex Hospitals NHS Trust
SCFT	Sussex Community Foundation NHS Trust
SCR	Serious Case Review
SECamb	South East Coast Ambulance Service NHS Foundation Trust
SPFT	Sussex Partnership NHS Foundation Trust
Stat	Statutory
TOR	Terms of Reference
WSHT/WSHFT	Western Sussex Hospitals Foundation Trust
WSSAB	West Sussex Safeguarding Adults Board

Appendix 2:

West Sussex Safeguarding Adults Board Attendance 2016/17

Title / Agency	Role on Board	Attendance	
		Number of attendances	Percentage of meetings attended
Independent Chair		5/5	100%
West Sussex County Council WSCC – Adult Operations www.westsussex.gov.uk/	Chair, Q & P Sub Group	5/5	100%
West Sussex County Council - Public Health www.westsussex.gov.uk/		0/5	0%
West Sussex County Council – Communities & Public Protection www.westsussex.gov.uk/		2/5	40%
West Sussex County Council Fire and Rescue WSCC www.westsussex.gov.uk/		1/5	20%
West Sussex County Council - Education www.westsussex.gov.uk/		1/5	20%
Coastal West Sussex CCG, Crawley CCG, Horsham & Mid Sussex CCGs www.horshamandmidsussexccg.nhs.uk/	Chair, SAR Sub Group	5/5	100%
Sussex Police www.sussex.police.uk/		5/5	100%
Aspire https://www.aspiresussex.org.uk/		1/5	20%
Brighton & Sussex Hospitals Trust www.bsuh.nhs.uk/hospitals/our-hospitals/royal-sussex-county-hospital/		2/5	40%
Queen Victoria Hospital www.qvh.nhs.uk/		3/5	60%
Surrey and Sussex NHS Healthcare Trust SASH www.surreyandsussex.nhs.uk/		3/5	60%
Sussex Community Foundation Trust www.sussexcommunity.nhs.uk/		4/5	80%
Sussex Partnership NHS Foundation Trust		4/5	80%
Western Hospitals NHS Foundation Trust www.westernsussexhospitals.nhs.uk/our-hospitals/worthing-hospital/		5/5	100%
South East Coast Ambulance NHS Trust www.secamb.nhs.uk/		4/5	80%
Arun District Council, District & Borough Councils (representing all District and Boroughs in West Sussex)		4/5	80%

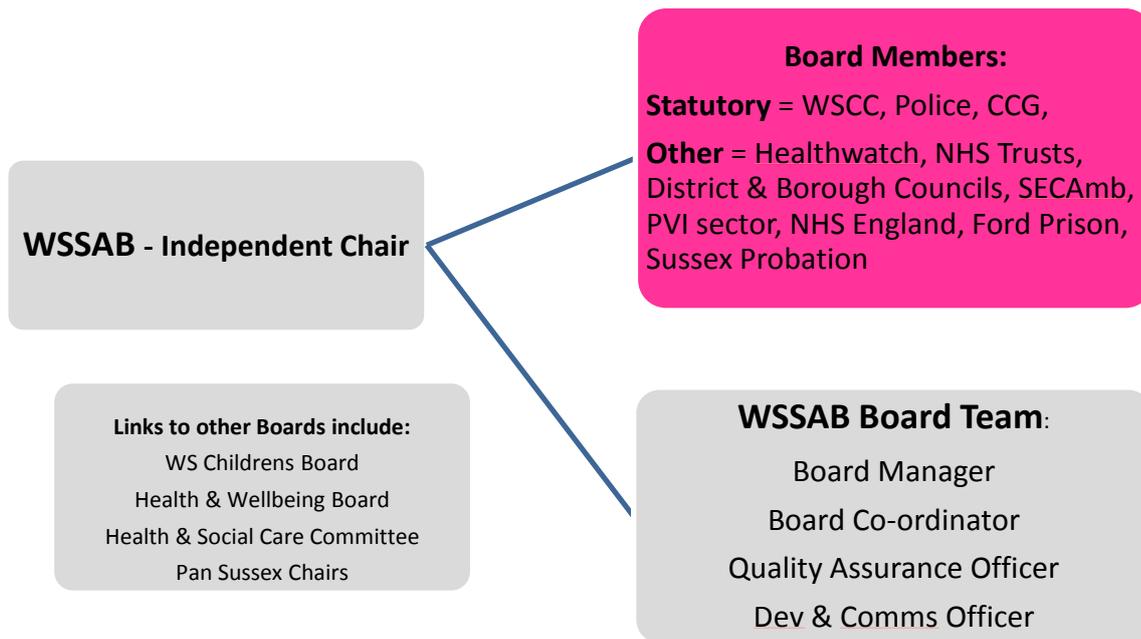
www.westsussex.gov.uk/about-the-council/get-in-touch/district-and-borough-councils/				
Healthwatch www.healthwatchwestsussex.co.uk		Chair, Engagement Sub Group	4/5	80%
HMP Ford Prison www.justice.gov.uk/contacts/prison-finder/ford			2/5	40%
KSS CRC Ltd www.ksscrc.co.uk			2/5	40%
National Probation https://www.gov.uk/government/organisations/national-probation-service			3/5	60%
Carers Support www.carerssupport.org.uk/			2/5	40%
West Sussex Partners in Care westsussexpartnersincare.org/		Chair, Training Sub Group	3/5	60%
Supporting Community based Solutions http://www.independentlives.org/			3/5	60%
Attends one SAB meeting per year	Care Quality Commission http://www.cqc.org.uk/			
	NHS England https://www.england.nhs.uk/			

NB: The Board is scheduled to meet quarterly. An Extraordinary Board meeting was held in July 2016/17.

Appendix 3

Safeguarding Adults Board Structure

To support the Board’s work and achieve its strategic plan and priorities, a team of people are employed through multi-agency funding:



To fulfil its role West Sussex Safeguarding Adults Board **also** involves a much wider range of organisations and individuals **including**:

- West Sussex Fire & Rescue Service
- Sussex Community NHS Foundation Trust
- Western Sussex Hospitals NHS Foundation Trust
- Brighton & Sussex University Hospital NHS Trust
- Surrey and Sussex Healthcare NHS Trust
- Sussex Partnership NHS Foundation Trust
- Healthwatch West Sussex
- District and Borough Councils

- HMP Ford Prison
- National Probation Service
- Kent, Surrey and Sussex CRC
- Public Health
- WORTH services
- South East Coast Ambulance Service NHS Foundation Trust
- Queen Victoria Hospital NHS Foundation Trust
- West Sussex Partners in Care
- Aspire Sussex
- Carers Support West Sussex
- Independent Lives

Safeguarding is protecting an adult's right to live in safety, free from abuse or neglect. It is **everyone's business** to prevent abuse by raising concerns if you have them.



www.westsussexsab.org.uk