

# Thurrock Safeguarding Adults Board

Annual Report 2019/20



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To make this annual report user friendly we have kept the information brief, giving enough information to let everyone know what the TSAB has been working on, but not too much to make this document ineffective.

**To raise a concern** email [safeguardingadults@thurrock.gov.uk](mailto:safeguardingadults@thurrock.gov.uk) or call **Thurrock First 01375 511000**

[www.thurrocksab.org.uk](http://www.thurrocksab.org.uk)

## FOREWORD

I am pleased to present the Thurrock Safeguarding Adult Board's Annual Report for 2019/20. In many ways this has been a very successful year, although two very serious events have left an indelible terrible impact on local communities and the agencies of the Safeguarding Adult Board.

The first was the tragic death of 39 Vietnamese people in a container lorry in the Waterglade industrial park, Grays, on 29th October 2019. The response by Essex Police, the Council and many other local services to this dreadful crime has rightly been widely acclaimed. The second is the still on-going impact of the Covid-19 pandemic, which began during the first Quarter of 2020. This pandemic has raised wholly exceptional challenges that have continued into 2020/21. The local response to this pandemic; unprecedented in recent times, has been extraordinary. Officers from all relevant agencies; community groups; and large numbers of the public have worked together to show unremitting and compassionate determination to help those affected by the disease.

Looking at other matters during the year as a whole, in line with the Vision of the Board, members have worked hard to raise awareness amongst statutory partners, stakeholders and the communities we serve to recognise what safeguarding is and how to report concerns. As a result, the number of concerns reported in 2019/20 increased by 25% compared with the previous year.

We have focused on presenting the performance figures of the Board's activities in a much more user-friendly way, as I hope you will see later in this Report. It can be seen that demand has continued to grow significantly in several areas, and it reflects extremely well on the staff of our core agencies that they have managed to still provide a very professional response.

All the members of the Board and the supporting Operational Group took part in the programme of unannounced night visits to our residential care homes in Thurrock. This event is intended to help ensure that residents receive proper care in a safe environment. The results of these visits were fed back to care home managers.

I am very grateful for the continued level of funding provided by the core agencies of Thurrock Council, NHS Thurrock CCG and the Police, Fire and Crime Commissioner, despite the budgetary pressure they face. This is essential for the Board to function effectively and this financial support is greatly valued and appreciated.

As we move forward into 2020/21, we look to build on the progress made in 2019/20, notwithstanding the impact of dealing with the Covid pandemic and its aftermath, to improve further the work of the Board in safeguarding adults in Thurrock.



Jim Nicolson

Independent Chair

## INTRODUCTION

The Thurrock Safeguarding Adult Board (TSAB) has produced this Annual Report to explain the role of the Safeguarding Adult Board (SAB); what we have achieved during 2019/20; and what we plan to do in the coming years. The Annual Report is one of the important ways that TSAB communicates with all those people involved in adult safeguarding in Thurrock.

We have publicly demonstrated our commitment to protecting adults from abuse and neglect for more than a decade. The Care Act 2014 requires all local authorities to have a SAB; at this point the TSAB became a statutory Board, which gave it more powers to look at the quality of services that protect and support adults with care and support needs. It also gave SABs specific responsibilities, to:

- Prevent abuse and neglect happening
- Ensure that the safeguarding adult system works well to prevent abuse and responds swiftly and effectively when abuse and/or neglect does happen.
- Ensure that the adult's wishes and wellbeing are at the centre of everything that we do.

**The TSAB's vision is** *that people are able to live a life free from harm, where the community has a culture that does not tolerate abuse, works together to prevent abuse, and knows what to do when abuse happens.*

**Adult safeguarding** applies to **adults with care and support needs**, who cannot protect themselves from abuse and, or neglect as a result of those needs.

When someone is worried about an adult in this way, they can raise a **concern**. Staff in the adult social care department will assess the information and decide what action to take next. They talk to the adult who is the subject of the concern to find out what they want to have happen. They may also talk to other agencies who know the adult, or have had dealings with them, weighing up the risk to the adult, and others.

The adult social care department might then decide to start a **Section 42 enquiry**.

For more information about the adult safeguarding process or to read the Southend, Essex and Thurrock (SET) Safeguarding Adults Guidelines visit <https://www.thurrocksab.org.uk/information-and-resources/policies-procedures/>

## ROLE OF THE SAFEGUARDING ADULTS BOARD (SAB)

TSAB has a strong and consistent multi-agency membership. The aim of the TSAB is to ensure that different agencies work well together to prevent, and tackle abuse and neglect of adults with care and support needs. The Care Act 2014 and the accompanying Statutory Guidance set out the responsibilities of the SABs, which form a national network.

We all live our lives in different ways, coming into contact with education, work, health, social care, private companies etc. at different times, as a result no one agency can protect people from abuse on their own. Usually, it is a team effort, with different people having important information that when brought together, can help to protect an adult from an abusive situation, or neglect. The TSAB's role in this is to make sure that this happens well.

Some of the actions we take are to:

- Develop policies, procedures and guidance to make sure that all agencies are aware of their roles and responsibilities.
- Make sure our workforce is aware of abuse types, know how to spot it and work towards prevention.
- Make sure everyone knows what to do if they are worried about an adult with care and support needs.
- Provide a supportive working environment with opportunities to learn and develop innovative solutions using a strengths based approach.
- Discuss information that tells us what is happening in Thurrock so that we can target our efforts towards specific locations, abuse types and vulnerabilities.
- Work with the Community Safety Partnership on crime prevention that particularly affects adults with care and support needs.
- Work with the Local Safeguarding Children's Partnership to ensure that as children become young adults, they remain protected from abusive situations until they are able to safeguard themselves.

### **SABs have three core responsibilities:**

1. To produce and publish an Annual Report
2. In collaboration with stakeholders and Healthwatch, produce a Strategic Plan, and
3. Conduct Safeguarding Adult Reviews if the need arises.

The SABs ethos is based upon the six safeguarding principles:

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**Empowerment**

People being supported and encouraged to make their own decisions and informed consent.

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**Prevention**

It is better to take action before harm occurs.

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**Proportionality**

The least intrusive response appropriate to the risk presented.

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**Protection**

Support and representation for those in greatest need.

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**Partnership**

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

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**Accountability**

Accountability and transparency in safeguarding practice.

## THURROCK AS A PLACE

Thurrock is located on the north side of the River Thames, immediately to the east of London.

As of June 2018, the population of Thurrock is estimated to be 172,525, of which 51% are female and 49% are male and is home to 9% of Essex residents. In terms of population density, there are 1,055 people per square km, which is considerably higher than the England average of 430.

Thurrock has a relatively young population, with a larger proportion of its residents aged 0-19 and a smaller proportion aged 60+ when compared to the national population profile. This is reflected in the median age of the Thurrock population being much younger than the UK average (36.9 years compared to 40.1 years). However, it is important to note that the Thurrock population aged 60+ is projected to increase by 22.6% in the next ten years, which is a higher growth rate than the all-age population will reach 200,000 by 2035.

### Care profile

The [Thurrock Joint Strategic Needs Assessment](#) (JSNA)<sup>1</sup> and the Market Position Statement are tools that help health and care organisations to plan services for their population. In Thurrock there are a suite of documents based on particular themes which summarise some of the key issues facing Thurrock. The majority of residents in residential care are older people with physical support needs and access/mobility issues, however Thurrock also has above average need for residential placements for young adults with a learning disability, which is to be expected given that there are two special schools in Thurrock.

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<sup>1</sup> <https://www.thurrock.gov.uk/healthy-living/joint-strategic-needs-assessment>

### **CASE STUDY: Financial abuse by family member**

A safeguarding concern was raised by the customer finance department due to unpaid care bills. The team had contacted the Care Home and found that AA had not been receiving her personal allowance since moving in to the home 18 months previously. AA was having to use toiletries that were left by other residents who had moved out of the home or had sadly passed away.

I carried out the Initial safeguarding enquiry by way of speaking to the customer finance team who advised that AA's outstanding care fees were in excess of £7000, payments had not been received since moving in to the home. Attempts had been made to contact the son (BA) without success. It was established that BA registered with the DWP as his mother's Appointee 6 months previously. Due to further enquiry being required the concern was progressed to S42 enquiry.

In view of the concerns raised the DWP was informed and the benefits stopped immediately. I then visited AA in the Care Home to discuss the concerns with her. AA was not aware of and did not acknowledge the concerns. Her view was that her son was visiting daily and that he was paying her bills and bringing her money. From the information available this was not the truth and on further assessment it was established that AA lacked capacity around the concerns raised.

I obtained AA's bank statements from the Care Home and found numerous outgoing transactions to restaurants and for services. On speaking to the staff and from speaking to AA it was evident that she had not been responsible for the transactions. Having made attempts to speak to BA (telephone calls, home visit and hand delivered letter) without success I spoke to AA's bank and requested that the account was frozen to protect her private pension. The case was also reported to the police.

According to our records there were no other family or friends so a referral was made for an advocate. AA was assessed as lacking capacity to manage her finances.

Outcomes achieved:

- The Corporate Appointee Team manage AA's finances.
- Application to the Court of Protection for finances to be completed.
- Police investigation underway due to the allegations of theft.
- Thurrock Council's legal department to consider action to recoup outstanding fees from BA.

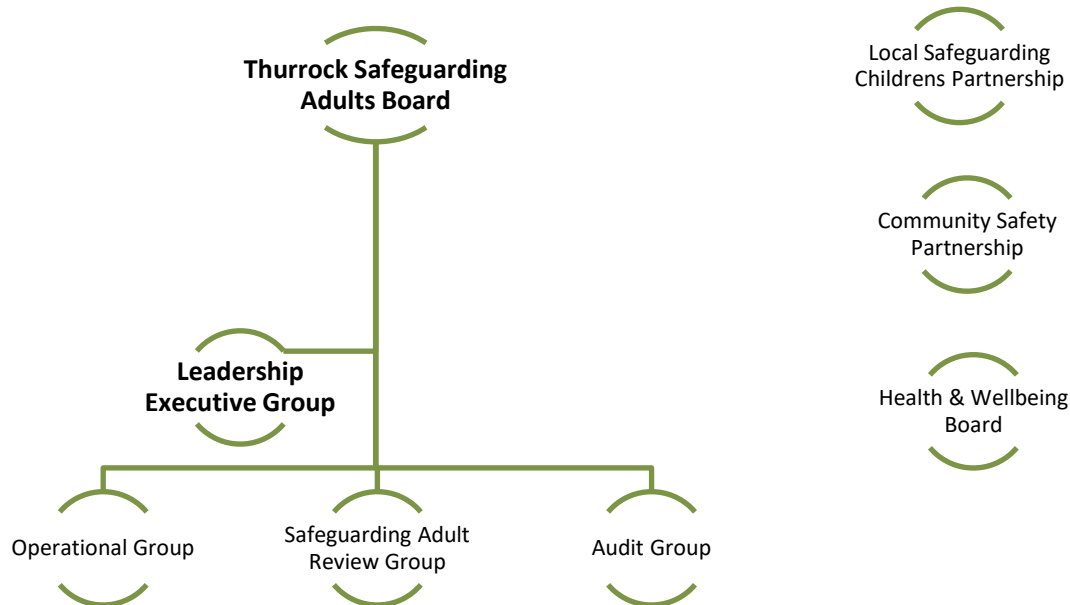
The outcome for AA is positive, she now has access to her personal allowance which enable the home to purchase the items she needs, including chiropody and hairdressing services. Her care bills will be paid and the risk to her placement (through non-payment of funds) will be removed.

## HOW THE SAFEGUARDING ADULTS BOARD WORKS

As a relatively small area, Thurrock benefits from a professional safeguarding network whose members know each other well and are able to respond to incidents quickly. The SAB joins up with Essex and Southend Safeguarding Adult Boards to develop joint guidance and policy to support its workforce, as many colleagues work across the boundaries of each local authority area.

The Thurrock SAB operates on three levels, unlike other areas that have many role-specific sub-groups the majority of the SABs work is undertaken through the Operational Group. The Safeguarding Adult Review (SAR) sub-group only meets if a case is referred to be considered for a SAR. All terms of reference can be found at [www.thurrocksab.org.uk](http://www.thurrocksab.org.uk).

The Audit Group was reinstated during 2019/20 however activity was postponed during the initial response to the Covid-19 pandemic to reduce demand on the groups' members, as all provide a frontline service. It is expected that the Audit Group will be reinstated as services begin to resume a steady state in service delivery.





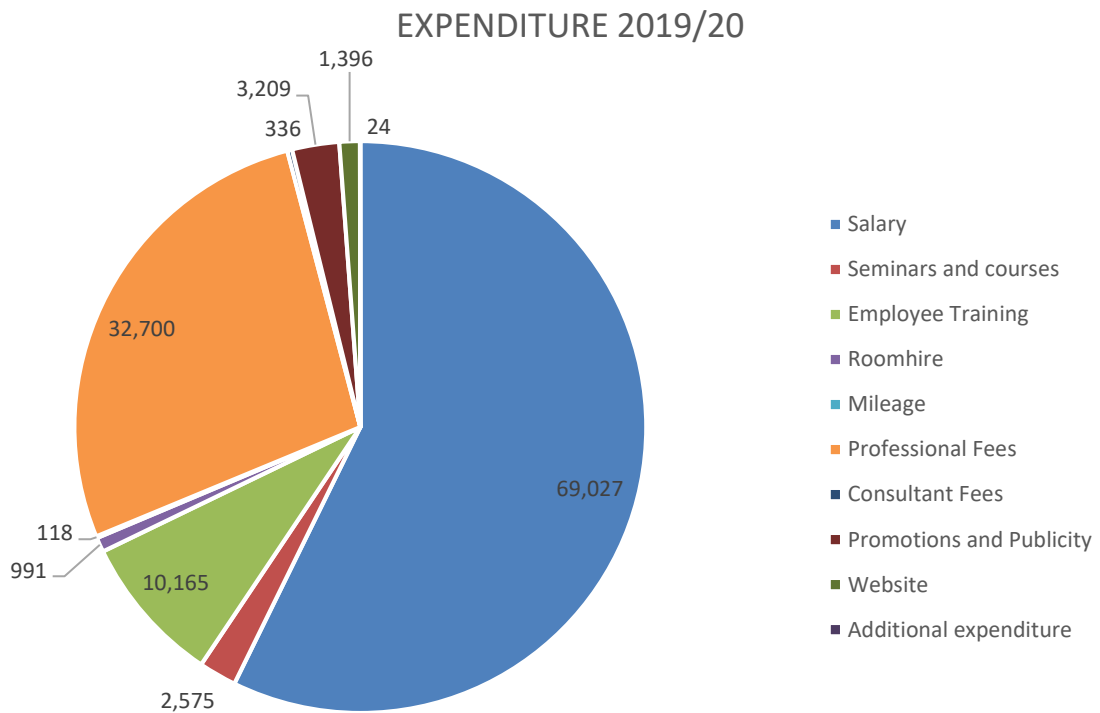
## THE SAB BUDGET

The TSAB receives funding from Thurrock Council (£54,025); NHS Thurrock Clinical Commissioning Group (£18,750); and the Police, Fire and Crime Commissioner for Essex (£18,750).

The budget for 2019/20 was £133,998, this included a carry forward from 2018/19 (money not spent from the previous year) of £79,973.

£15,000 is held separately in the event a SAR is commissioned.

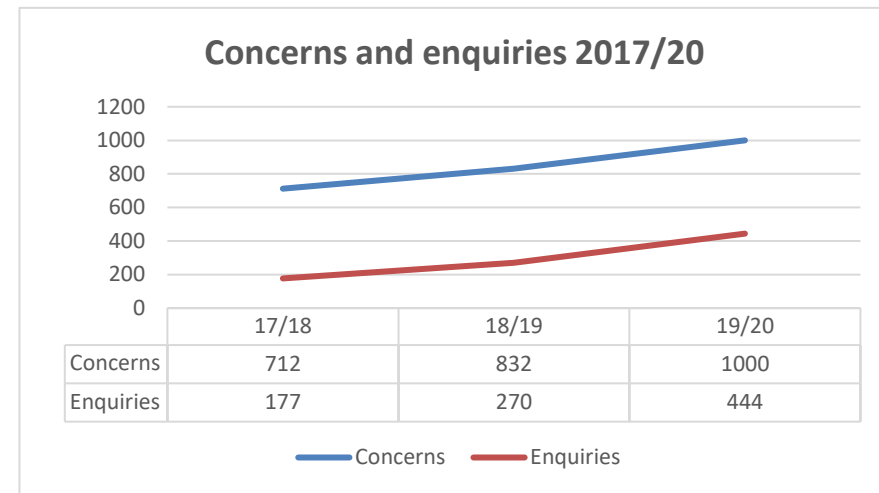
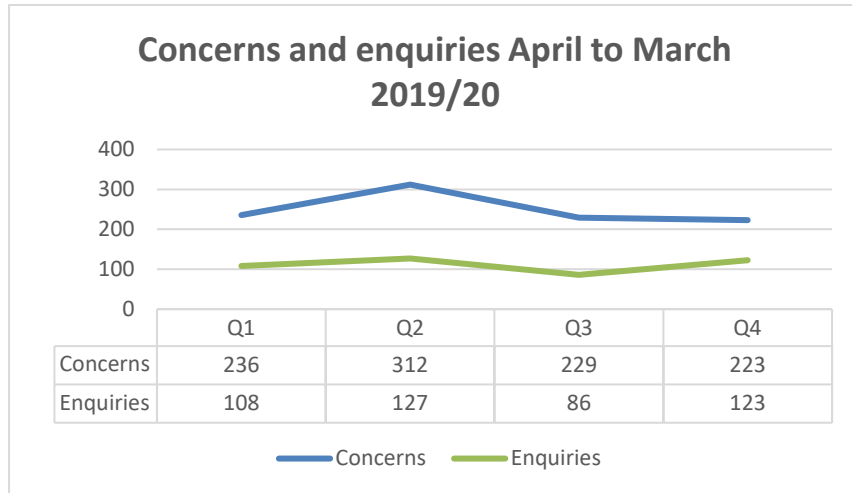
The agreed funding from NHS Thurrock and the OPFCC for 2019/20 is currently being processed and will therefore show in next year's annual report.



The majority of the budget is spent on staff costs, training and communications/ engagement activity. All of which raise awareness of adult safeguarding, support professionals, and people with care and support needs.

Total spent during 2019/20 is £110,541

## THE PICTURE OF ABUSE AND NEGLECT DURING 2019/20



### Concerns

- Concerns increased by 17% from 2017/18 to 2018/19 and by 20% from 2018/19 to 2019/20.
- The number of safeguarding concerns is fairly stable over the year.

### Enquiries

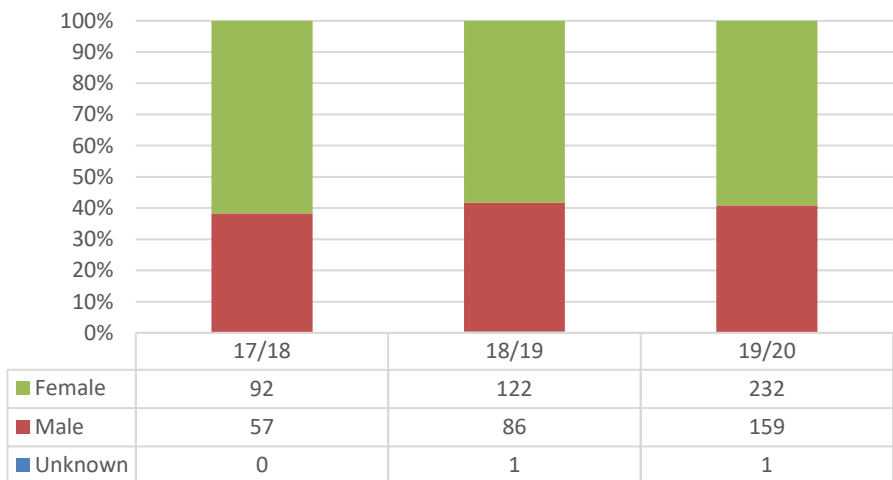
- Up 52% from 2017/18 to 2018/19.
- Up 65% from 2018/19 to 2019/20.

### Conversion rate (rate of concerns that become enquiries)

- 2018/19 = 32%.
- 2019/20 = 44%.

The conversion rate has increased for this year meaning that more concerns were progressing to safeguarding enquiries.

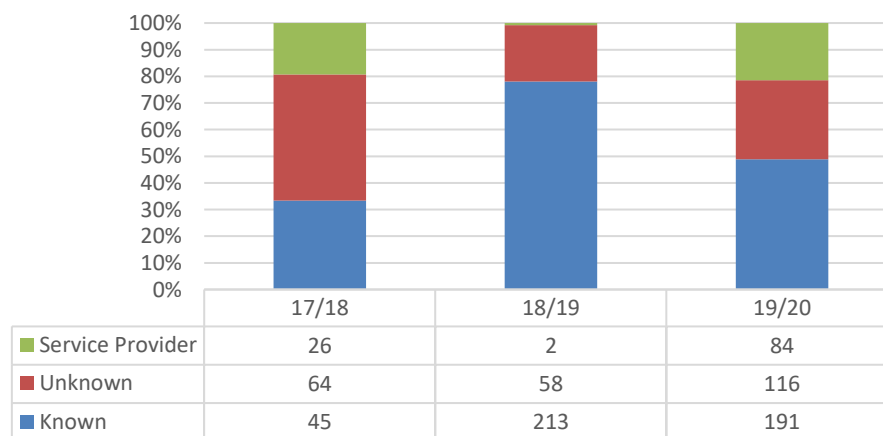
**Concluded enquiries by gender**

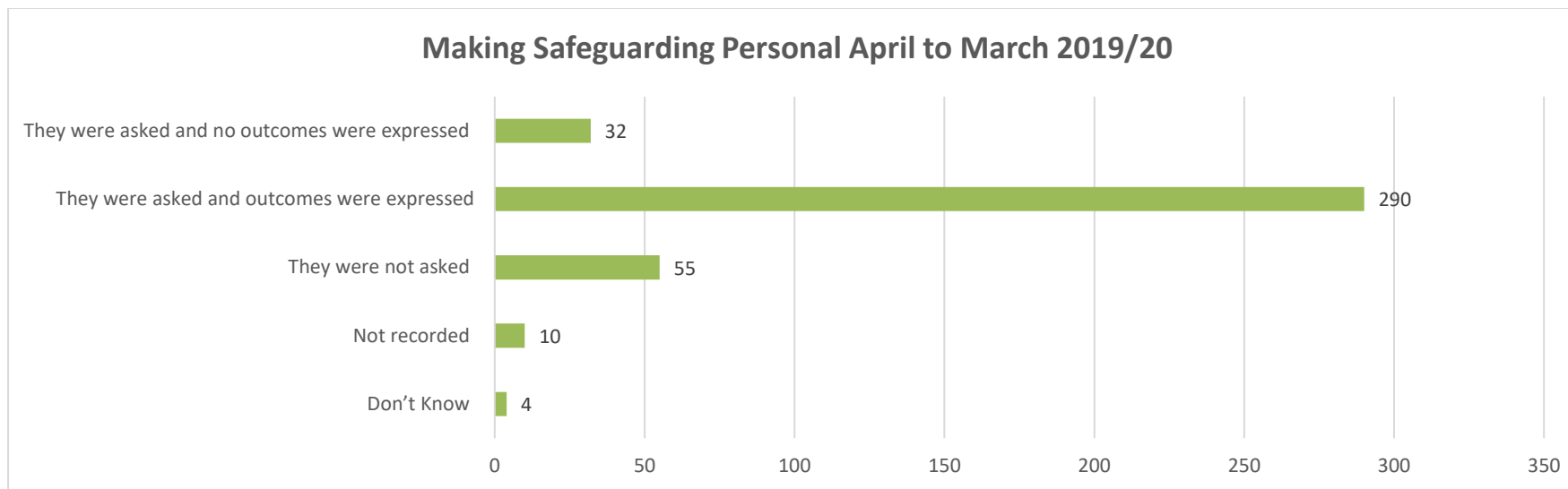


During the year, 444 safeguarding concerns progressed to enquires and 391 of these were concluded. This does not mean that social care are no longer involved with the individual, but that the safeguarding enquiry has concluded.

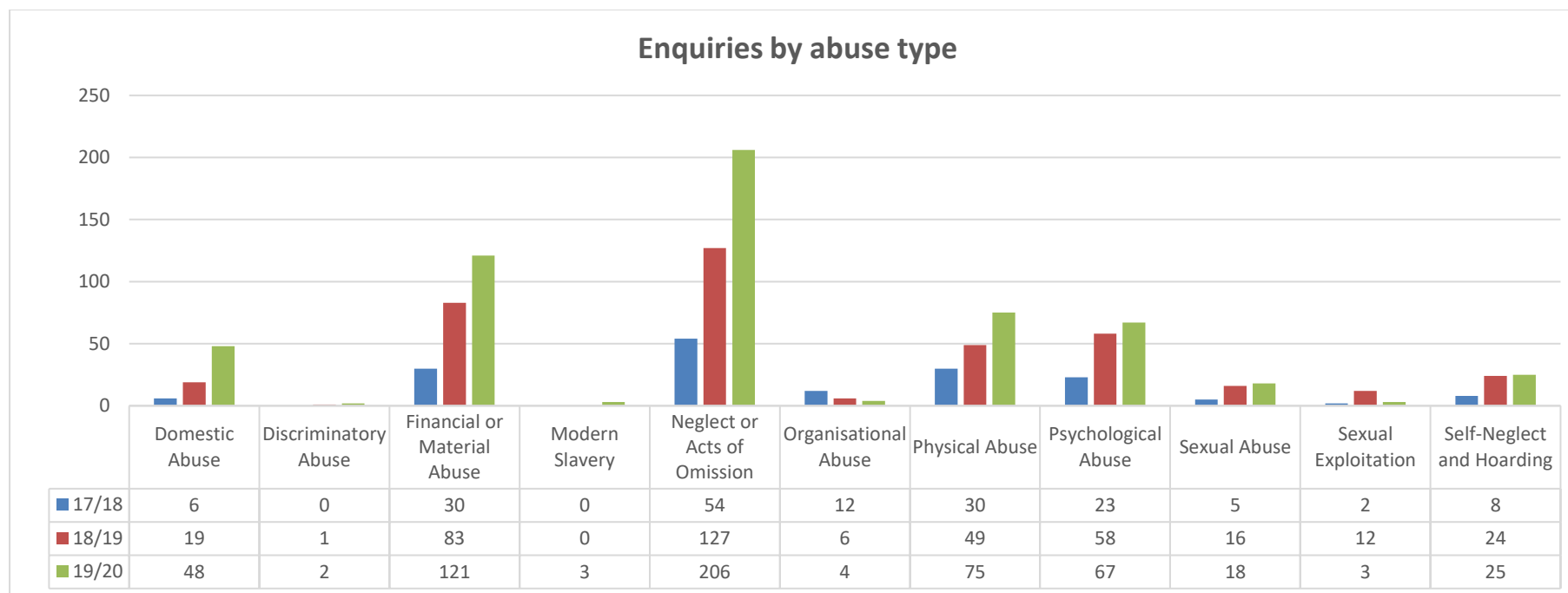
Enquiries by gender and person alleged to have caused harm remain consistent despite the increase in enquiries and concerns. Most commonly, the person alleged to have caused harm is known to the victim, with approximately 50% of all safeguarding enquiries in 2019/20.

**Enquiries by person alleged to have caused harm**





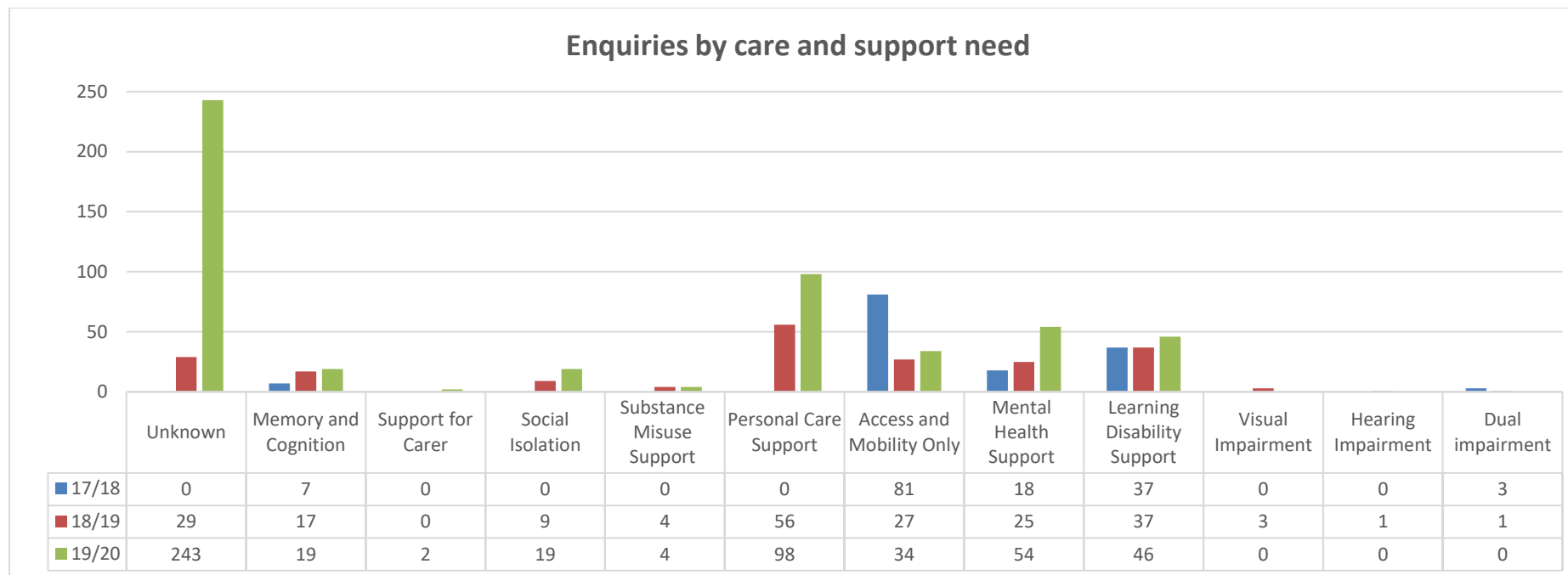
Of the concluded enquiries, the adult was asked what they would like to happen in 82% of cases.



The graph and table above shows the abuse types from concluded enquires. The most common abuse types are;

- Financial or material abuse
- Neglect or acts of omission
- Physical
- Psychological/emotional.

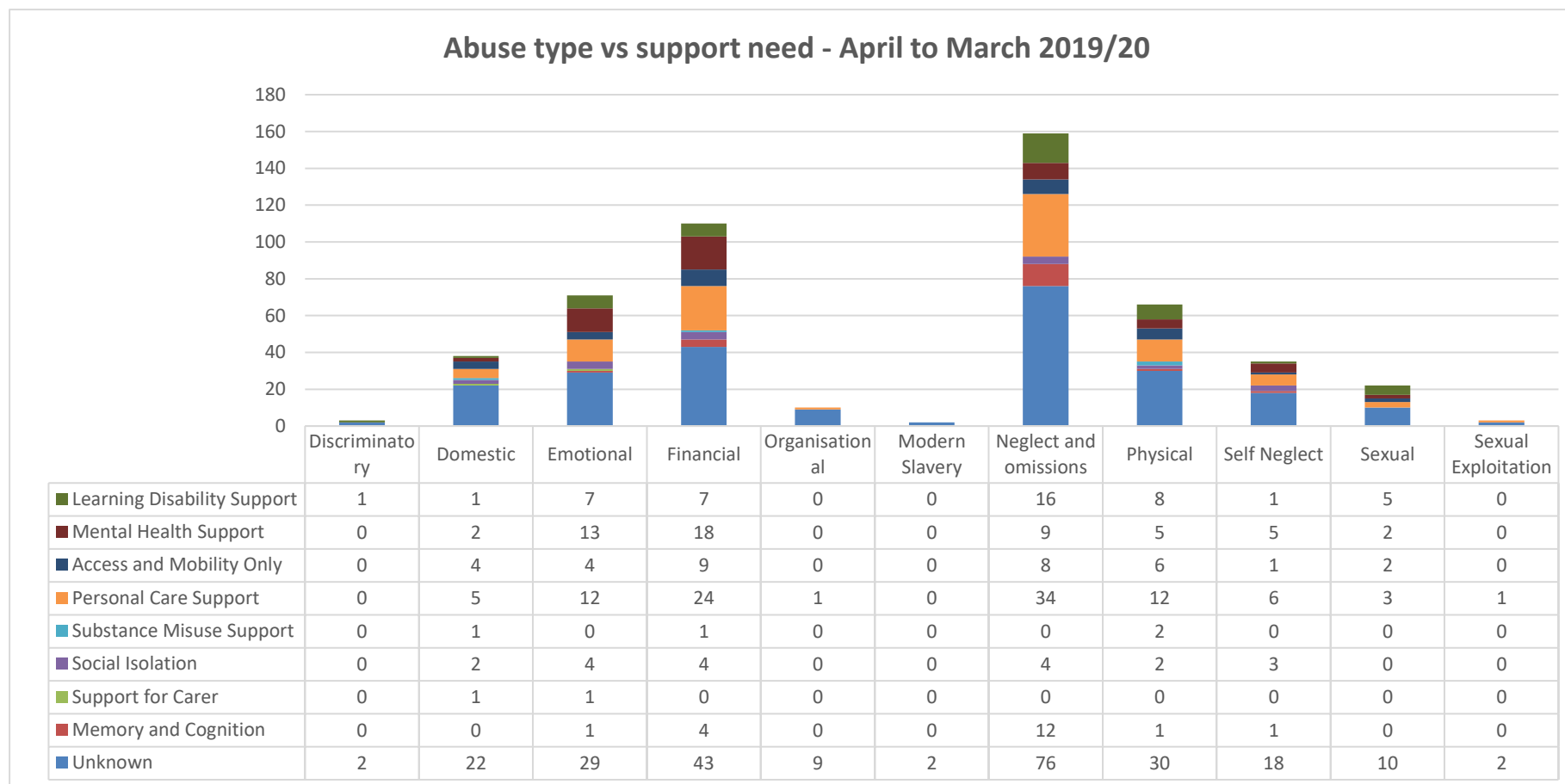
Some enquiries will feature more than one abuse type for example domestic abuse may be recorded as domestic and emotional.



The graph and table above shows the abuse types from concluded enquires. The most commonly recorded support need of people subject to safeguarding enquiries is:

- Learning Disability
- Mental Health condition
- Access and Mobility
- Personal Care

During 2018/19 a category of 'not recorded' was included, this has increased significantly from 2018/19 to 2019/20. This will be monitored during 2020/21.



Data from the Thurrock Council Social Care department 2019/20. These figures will not match the SAC return for Thurrock as the SAC reports on individuals whereas this reports on activity, for example one individual may have multiple concerns raised which are captured in this data. This data is a more accurate representation of safeguarding activity in Thurrock.

## WHAT THE TSAB ACHIEVED DURING 2019/20

### Strategic Plan 2017/20

The table below provides an update on year three of the current Strategic Plan, what we have achieved and actions for the rest of the 2019/20.

Strategic Objective Communications Strategy	
Planned activity during 2019/20	What we achieved
<ul style="list-style-type: none"> <li>• Implement social media.</li> <li>• SET coordination of Safeguarding Adults Week.</li> <li>• Increased information on <a href="http://www.thurrocksab.org.uk">www.thurrocksab.org.uk</a>.</li> <li>• Improved stakeholder engagement in Strategic Plan development.</li> </ul>	<ul style="list-style-type: none"> <li>• Developed a social media plan, implemented in February 2020.</li> <li>• Distributed public information to health and care settings as well as public locations such as libraries.</li> <li>• Attended 11 public events, including the Orsett Show and supported Safeguarding Adults Week.</li> <li>• Commissioned Thurrock Centre for Independent Living to lead community engagement in the Strategic Plan 2020/23.</li> <li>• Continue to add to the content on the website and improve accessibility.</li> </ul> <p>This work will continue, business as usual.</p>

Strategic Objective Prevention Strategy	
Planned activity during 2019/20	What we achieved
<ul style="list-style-type: none"> <li>• The Prevention Strategy will be approved by the TSAB mid-2019.</li> <li>• The action plan will be regularly monitored via the Operational Group.</li> </ul>	<p>The Prevention Strategy was led by the Principal Social Worker, Thurrock Council and signed off in July 2019. The Strategy pulled together initiatives from a range of agencies all with the aim of preventing abuse, neglect, empowering the community to maintain and improve their own wellbeing and safety.</p> <p>Prevention is a consistent thread throughout the Strategic Plan 2020/23 as opposed to being an isolated objective, to ensure it is embedded in all work.</p>

Strategic Objective Understand the scale of adult sexual exploitation, and the gaps in the transition from children's to adults services for those at risk	
Planned activity during 2019/20	What we achieved
<ul style="list-style-type: none"> <li>• Deliver the multi-agency sexual exploitation training to adult social care staff.</li> <li>• Deliver the Exploratory Study and make recommendations to the SAB.</li> <li>• Raise awareness of sexual exploitation (and exploitation</li> </ul>	<ul style="list-style-type: none"> <li>• Developed training package with the NWG, pilot delivered to multi-agency groups.</li> <li>• Project experiences shared with the NWG Network.</li> <li>• Explored opportunities to strengthen perpetrator disruption.</li> <li>• Sexual exploitation profile raised during the TSAB Annual Conference which focussed on Trauma Informed Care.</li> </ul>



<p>generally) of adults with professionals and the community.</p>	<ul style="list-style-type: none"> <li>• The publication of the study has been delayed as some agencies were unable to provide data due to prioritising responses to Covid-19. The Report will be published during 2020/21.</li> <li>• To ensure the outcomes are embedded within business as usual the work-stream will continue under the Violence against Women and Girls Governance Group and report back to the TSAB.</li> </ul>
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**As well as implementing the Strategic Objectives, the TSAB also worked on the following projects.**

### **TSAB Conference**

Hosted the Annual TSAB Conference with the theme Trauma: safeguarding adults who have complex and challenging needs, delivered by Zoe Lodrick (Sexualised Trauma Specialist). The conference received outstanding feedback and provided insights that could be further developed and taken forward in every organisation that supports adults with care and support needs. To demonstrate our commitment and determination to improve practice and organisational responses to this area of abuse, and to support delivery of the 2020/23 Strategic Plan, Zoe Lodrick has been commissioned to deliver the content for the next TSAB Conference.

### **Board effectiveness**

Following the TSAB Development Session during 2019, we improved the efficacy of the TSAB by making the following improvements:

- Improved stakeholder engagement in development of the Board agenda and Strategic Plan.
- Review frequency and format of Board meetings, opting for a community location and allowing time for in-depth discussions at board meetings.
- Improved the use of data and reporting that information to the TSAB. Analysis and interrogation are to be refined during 2020/21.
- Established and implemented an audit programme.

Outstanding is the development of an induction pack for new Board members to improve their understanding of the role and increase their participation in the agenda, this will be progressed during 2020/21.

### **Hoarding and self-neglect panel**

During 2020/21 there will be a review of learning and development needs to ensure the workforce are aware of all options and best practice, to support people who hoard or self-neglect to achieve a safe and healthy living environment, along with a review of the Hoarding and Self-Neglect Panel.

### Out of hours care home visits

The Thurrock SAB has been committed to ensuring good quality care in its residential homes in Borough. Since 2015 it has been committed to a bi-annual programme of visits to those homes, both for residents with learning disability and older people. The latest programme of visits was conducted during October and November 2019. These are not inspection or monitoring visits, but citizen lay people visits to gauge the atmosphere, physical surroundings and happiness of residents in those homes. This has been welcomed by providers who have been wholeheartedly behind the visits and allowed us access to the Home. This reassures Board members of resident's wellbeing, safety and general standard of care received.

Any safeguarding incident on visiting is reported immediately through normal channels; overwhelmingly care has been found to be good. The measure is 'would I like myself or loved ones to be cared for in this home'?

### Training

The safeguarding training offer is aimed at a multi-agency audience and is reviewed every year to address the priorities in our Strategic Plan, emerging risks and to respond to the needs of the workforce.

Training delivered during 2019/20	Training planned or in development, to run during 2020/21
Safeguarding Adults Basic Awareness	Safeguarding Adults Basic Awareness
Safeguarding Adults Level 2	Safeguarding Adults Level 2
J9 (raising awareness of domestic abuse/violence)	Safeguarding Adults Level 3
Mental Capacity Act	J9 (raising awareness of domestic abuse/violence)
Challenging Myths, Changing Attitudes (raising awareness of sexual abuse/violence)	Challenging Myths, Changing Attitudes (raising awareness of sexual abuse/violence)
Domestic violence/abuse including DASH	LGBTQ+ awareness raising for commissioners and providers
Sexual Exploitation pilot – transition age young people and adults	Adult Sexual Exploitation Training for Taxi Drivers (added to the existing CSE programme)
Cuckooing	
Safeguarding Adults Level 2 and S42 enquiries for Providers	

### Community and stakeholder engagement

The TSAB team attended the events listed below to raise awareness of adult abuse and neglect, and of the TSAB. During 2020/21 we will refine this approach to make better use of our limited resources, attempting to meet larger groups of people or specific communities with each event.

Community/Stakeholder Engagement Events during 2019/20	Community Engagements Events planned during 2020/21
The Orsett Show	The Orsett Show
Thurrock Garden Centre – Stand to coincide with National Dementia Day	Tilbury Carnival
TSAB Professionals Conference	TSAB Professionals Conference 2020
National Safeguarding Adults Week <ul style="list-style-type: none"> <li>○ Stand in the Civic Offices Reception Area (4 days)</li> </ul> Stand at the South Essex College, Grays	National Safeguarding Adults Week
Winter Warmers Project	Winter Warmers Project
Faith Leaders Event	Faith Leaders Event
Sexual Violence & Abuse JSNA Summit	Purfleet Fun Day
	Thurrock Housing Conference
	Essex Partnership University Trust Conference 2020

### **CASE STUDY: Risk of self-neglect / no access to funds due to poor communication**

This was referred as a safeguarding concern by a bank. TA is 54 years of age and he lives alone in a council flat. He lives with a stroke which has affected his speech and the right side of his body. The bank informed that TA had a block placed on his account as he attended the bank with somebody else but he was not able to speak for himself or verify his identity. The staff were concerned that he may be at risk of financial abuse.

A home visit was carried out by a safeguarding practitioner and with support to communicate, TA expressed his views, his desired outcome was to have this resolved and to be able to access his money. TA informed the practitioner that he had a bank card and knew the pin number, which he would normally use to access money; nobody else had access to his pin number. TA said he liked to be independent and that he had a mobility car, which he drove to do his own shopping and get other essentials.

TA also had a personal assistant who provided him with some support, such as making phone calls, sorting out and responding to correspondence and managing his bills, including setting up direct debits. TA's personal assistant also made contact with the safeguarding team to request help for TA because the bank had placed a block on his account; therefore, TA was not able to access his money for food and daily living, including petrol.

Outcomes achieved:

- Contact was made with the bank to explain TA's communication needs, and TA was given alternatives to ensure he could communicate with the bank such as writing things down.
- An appointment was arranged for TA to attend the bank in person with identification for staff to verify his identity to enable him to have access to his money.
- TA's immediate needs were taken care of i.e. food supply and daily essentials arranged and delivered to TA.
- With TA's consent, a referral was made for advocacy support to ensure that future support was in place so that he would always be able to access his money and banking facilities safely. A communication system was also put in place. This enabled TA to continue managing his finances independently.

## SAFEGUARDING ADULT REVIEWS

There were no cases raised with the SAB to be considered for a Safeguarding Adult Review during 2019/20. Therefore, there were no SARs during this period, or reviews of any other kind.

Learning from past experiences is vital to ensure all agencies stay abreast of best practice and emerging risks; the Operational Group discusses the findings of SARs that have taken place in other local authority areas so that we can still learn. If the Group feels that the SAR presents the opportunity for significant learning and improvement in Thurrock, a Learning Event is planned and a report given to the SAB including recommendations.

## PLANS FOR THE FUTURE – 2020/21

During the coming year, April 2020 to March 2021, our main focus will be to refine the Strategic Objectives 2020/23 which are in the new Strategic Plan by creating an action plan explaining what we want to achieve and how we will make that happen. We will also:

- Analyse the impact of the pandemic on vulnerable people and plan to address any additional safeguarding needs that emerge as a consequence.
- Work with agencies to test how well the safeguarding system works by reviewing different parts of the process, looking for evidence of good practice and areas for development.
- Continue to work with the Community Safety Partnership, and improve our connections with the Local Safeguarding Children's Partnership. The TSAB and CSP has cross referenced their Strategic Plans, ensuring alignment between joint priorities. Also to be completed with the LSCP.
- Improve resilience within communities and individuals, empowering them to feel more capable and confident in protecting their right to feel and be safe, and seek support and action when abuse or neglect has taken place.
- Take a broader approach to safeguarding by discussing a more diverse range of topics that will engage all board member agencies, make better use of their knowledge and expertise, and considering groups of people who do not usually come to our attention such as offenders.
- Target community engagement to increase impact for each event monitor how the website is used so that we can improve accessibility, content, and reach, and introduce TSAB content on social media platforms.

### FURTHER INFORMATION

If you want to know more about any project or topic within this report please send an email to [TSAB@thurrock.gov.uk](mailto:TSAB@thurrock.gov.uk) or visit [www.thurrocksab.org.uk](http://www.thurrocksab.org.uk). To raise a concern email [safeguardingadults@thurrock.gov.uk](mailto:safeguardingadults@thurrock.gov.uk) or call **Thurrock First 01375 511000**.

“To work in partnership, preventing abuse and ensuring excellent practice and timely responses to the safety and protection of individuals or groups within our communities”