West Sussex
Safeguarding Adults
Board
Making Safeguarding Personal

DRAFT Annual Report 2020/21

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Foreword from Annie Callanan

This is my fourth Annual Report and, marks my third year as Independent Chair of the West Sussex Safeguarding Adults Board. This last, unprecedented, year with COVID-19 has required us to adapt ways of working to recognise pressures and respond to increasing demand. Whilst it has been a year of challenge, it has also, been a year of progress. Despite the postponement of some of our planned work, it was possible, with the commitment of our Statutory Partners, Board Members and with the diligent and efficient work of the Board Support Team, to progress improvements in many areas. I thank everyone for their support for making this possible particularly, given the significant pressures across services.

In March 20, we temporarily postponed some of our Subgroup meetings in recognition of the pressures for the Partnership due to the pandemic. This decision was revisited in June 20, when all meetings fully resumed; with the support of our Partners, we continued progressing all workstreams to safeguard adults in West Sussex. In January 21, once again, we reduced the frequency of some Subgroup meetings. However, I am able to report that all work has continued to be progressed with oversight and sign off by key Partners. This has ensured continuation, as far as possible, to the vital work to protect adults at risk of abuse and neglect and, ensure compliance with the Care Act.

As well as continuing to hear case studies at Board Meetings, we have streamlined membership across Subgroups, to drive forward workplan objectives. The Safeguarding Adults Review Subgroup have improved processes for Safeguarding Adults Reviews, which are being considered for adoption by East Sussex and, Brighton and Hove Boards. In our Learning and Policy Subgroup, we carried out a Training Needs Analysis which gives us significant assurance of safeguarding training and knowledge across the Partnership. Our Quality and Performance Subgroup developed a new process for focused audits and held challenge meetings, with success and positive feedback from those involved. Within our Quality Assurance and Safeguarding Information Subgroup, and across all Subgroups, we have strengthened our use of data to understand and gain assurance of safeguarding activity including, considering areas needing detailed exploration. Our new Multi-Agency Risk Management Subgroup enables support for high-risk cases where non-engagement and self-neglect are often features.

Despite the significant challenges responding to COVID-19, we have demonstrated that objectives can be progressed and adults in West Sussex are safer as a result. We acknowledge that there is more to do and have plans in place to progress postponed actions, alongside new objectives for the coming year.

Annie Callanan

About us

The West Sussex Safeguarding Adults Board was established in 2011 and comprises a core membership of statutory partners from West Sussex County Council (WSCC), the NHS West Sussex Clinical Commissioning Group (CCG) and Sussex Police. We also have a number of other partners.

The purpose of a Safeguarding Adults Board (SAB) is to safeguard adults with care and support needs. It does this by:

- assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance;
- assuring itself that safeguarding practice is person-centred and outcome-focused;
- working collaboratively to prevent abuse and neglect where possible;
- ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred;
- assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

Every Safeguarding Adults Board has three core duties that it must do to fulfill its statutory requirements: Have a Strategic plan, produce an Annual Report and carry out Safeguarding Adult Reviews. You can find out more about these on our website.

Case study

This case study illustrates how a young man was supported by an advocate, and, a safeguarding enquiry led to an understanding of his needs and wants, at that time, to be more independent.

Please note that the name used, Barry, is not that of the individual. Direct quotes have had names removed to protect confidentiality.

Who Barry is

Barry is a 20-year-old man. He has a diagnosis of Autistic Spectrum Disorder and Learning Disabilities. Barry loves drawing and is very, artistically, talented. He often gets up early to draw and also draws every evening and weekend. He is particularly good at drawing American trucks and adds each drawing to a collection on his wall. Barry also likes building Lego vehicles of his own designs.

Before lockdown in March 2020, Barry was living with his Father. Unfortunately, Barry's Father lost his home and so, Barry and his Father moved into his Mother's home with his three Brothers, all of which are younger than him. Barry said that "the little one's jobs were to annoy me; they wind me up and I didn't get my peace and quiet."

The safeguarding concern

Whilst living with his Mother there was a safeguarding concern raised about the management of Barry's finances. Due to the safeguarding concern being raised, Barry was referred to an Advocate to help him make decisions about what he wanted from the safeguarding process.

The Advocate met with Barry and asked him about his finances. She asked if he could remember talking to the social worker about this. He said, "I do, yes, but I don't really understand Mum needs my money to pay the bills and buy food" and, "I don't mind Mum using the money, I don't have any money."

The Advocate also spoke with Barry about his home life. During this conversation, Barry expressed his wish to have more control over his life, learn to look after himself and to move out of the family home. The Advocate made a recommendation to the Social Worker, who was undertaking the safeguarding enquiry, that Barry should have a mental capacity assessment completed around his management of his finances and requested a review to take place regarding his wishes to move out and live more independently. Barry said the advocate "helped me be more independent."

The outcome of the safeguarding enquiry

Following involvement from the Advocate and with Barry's wishes taken into consideration, the Safeguarding Enquiry was competed by West Sussex County Council. The outcome of the enquiry was that there was no financial abuse occurring. As Barry's main focus and goal was to become more independent, he worked with a Social Worker following the enquiry, to look for suitable places for him to move to.

With the support of his Social Worker, Barry was found a Shared Lives Placement which is where individuals live within another family's home and is supported by those family members. The family are known as Shared Lives carers; they have 3 dogs which Barry likes to help walk. Barry said the Social Worker "helped me find somewhere to live and helped me be more independent."

Barry's feedback

Barry shared the following for the purposes of this case study.

"I like living with my Shared Lives Carers. Life is very different. I have peace and quiet" … "they help me to learn to be more independent and help me with rules like tidying up, rules are good. When you have your own place, you have your own rules" … "I am happy now, I still go and stay with my family but I'm not there all the time so, my brothers don't wind me up as much." When asked about what Barry would like for the future, he said that he would "like to learn to be more independent."

Barry goes to college and shared that he is on a course about "learning how to be independent …. sometimes I go four days, sometimes three days. We don't always go in on a Thursday, to do home learning." Barry has just learnt how to independently use the bus to go to college after being supported with travel training by his Shared Lives Carers.

Barry's hopes for the future

Barry said, "When I finish college, I want to go and work in Tesco, work on the tills and stack shelves. I have 2 years left at college. You have to have a job to earn money and if you want money you have to work." Barry also said, "I want to have my own flat, not a high up one though. I am scared of heights. I would also like a pet snake."

In conclusion Barry shared, "I was worried that when I moved out of Mum's I wouldn't see my family again, but now I'm not worried about that. I know I can see them, and they can come and see me. Family is very important, and I feel happy and safe."

Our Subgroups

The Safeguarding Adults Board has six Subgroups, comprised of five working subgroups, and a sixth decision-making Chairs Subgroup. The work undertaken by each Subgroup links with the Board Strategic Plan.

Subgroups consist of members from across the Adult Health and Social Care sector and, Sussex Police. Further details of our Board Members, can be found here.

Safeguarding Adults Review (SAR) Subgroup

This Subgroup:

- Meets monthly and is chaired by a representative from Sussex Community NHS Foundation Trust.
- Considers SAR referrals and, the process thereafter.
- Is attended by a core group of Statutory Partners and, Sussex Partnership Foundation Trust (SPFT) and Sussex Community Foundation Trust (SCFT).

Our SAR Subgroup Achievements this year includes:

- Progressed the WSSAB SAR protocol with East Sussex and Brighton & Hove Safeguarding Boards to create a Pan-Sussex version Pan-Sussex Safeguarding Adults Review Protocol;
- Developed & agreed a new process & recording system to track open and closed Reviews & referrals.
- Revised Summary of Involvement and Individual Management Review processes & forms which have been agreed for use on a Pan-Sussex basis.
- Produced guidance for SAR referrers.
- Produced process mapping stages and timescales for Reviews.
- Produced templates for Review Terms of Reference (ToRs).
- Produced template report for Reviews.
- Produced Expectation Guidance for SAR Reviewers.
- Agreed actions resulting from the National SAR Analysis Project recommendations.
- Produced and published Safeguarding Adults Review (SAR) Learning Briefing.

Quality and Performance Subgroup (Q&P)

This Subgroup:

- Meets bi-monthly and is chaired by a Sussex Police representative.
- Has oversight of, and response to, required Board assurance such as multi-agency audits and, analysis of and response to safeguarding data.
- Is attended by Statutory Partners and senior leads across the partnership.

Our Q&P Subgroup Achievements this year includes:

- Revised our audit process for Board priorities.
- Organised and facilitated a Statutory Agency Challenge Audit Meeting, to gain assurance of safeguarding activity.
- Further worked to develop and understand safeguarding data, using this to identify patterns, trends, and areas for further consideration.
- Undertook a project to look at hard to reach communities, including ways in which we may need to ensure that these individuals are aware of how to report & respond to safeguarding concerns.
- Analysed the impact of the COVID-19 on safeguarding activity, including frauds and scams, domestic abuse, and modern slavery.
- Became a member of 'Friends Against Scams,' a National Trading Standards initiative.

Quality Assurance and Safeguarding Information Group (QASIG)

This Subgroup:

- Meets monthly and is co-chaired by a representative from WSCC and the CCG.
- Responds to known risk and, takes preventative actions regarding potential and emerging risk in the provider market.
- Is attended by Statutory Partners and senior leads across the partnership.

Our QASIG Achievements this year includes:

- Further considered & analysed data to look for outliers & to identify potential areas for further exploration.
- Development & analysis of data to include information from other Board Partners, alongside WSCC data, to further identify concerns in the provider market.
- Continued information sharing across Partners, enabling comprehensive collaborative work & support to providers where there are issues or concerns.

Learning and Policy Subgroup (L&P)

This Subgroup:

- Meets bi-monthly and is chaired by a representative from the CCG.
- Responds to learning from SARs and audits and, develops policies and procedures.
- Is attended by Statutory Partners and senior leads across the partnership.

Our L&P Achievements this year includes:

- Developed & agreed a process for learning and assurance from Reviews.
- Revised & undertook a Training Needs Analysis of all Board Partners and Care providers.
- Created an exemplar of a Learning Briefing Action Plan for Partners to reference when they develop action plans to take forward learning from Reviews.
- Developed the use of data regarding Care Providers that report high & low levels of Safeguarding concerns to identify where there may be a knowledge gap or a training need. Also, created a questionnaire to send to identified Providers.
- Agreed Making Safeguarding Personal (MSP) Toolkit guidance.
- MSP learning briefing developed by East Sussex Safeguarding Adults Board promoted with Partnership to facilitate learning and understanding across agencies.
- Developed and published a Professional Curiosity Learning Briefing

Multi-Agency Risk Management Subgroup (MARM)

The is our new Subgroup which discusses and considers available options for increasing the safety of adults with care and support needs who may be refusing services and where, despite all options having been explored, the level of risk remains high.

This Subgroup:

- Meets monthly and is chaired by a representative from WSCC.
- Ensures comprehensive multi-agency communication and information sharing to support agencies in managing the most challenging and concerning cases.
- Is attended by Statutory Partners, members across the partnership and Voluntary sector.

Our MARM Achievements this year includes:

- Agreement of scope, criteria, membership, and Terms of reference for this new Subgroup.
- Meetings held in January and March 2021.
- Full engagement and active participation from across the Partnership has resulted in supporting managing the risk of 4 of the most complex cases so far.

Chairs Subgroup

This Subgroup:

- Meets prior to each Board meeting and is chaired by our Independent Chair
- Is a decision-making forum which shares progression of Subgroup work plans and enables effective workflow between Subgroups.
- Is attended by Subgroup Chairs and Statutory Partners.

The Terms of Reference for each of our subgroups can be found here.

Our Board Achievements

This year we are pleased to share the following achievements:

- Supported and worked with East Sussex and Brighton & Hove Safeguarding Boards to create a:
    - Pan-Sussex Information Sharing Protocol;
    - Pan-Sussex Adult Death Protocol;
- Reviewed and updated all published documents to meet the Accessibility Standards' deadline of September 2020.
- Updated the Terms of Reference for all Subgroups.
- Reviewed Memberships of all Subgroups.
- Further developed the Threshold Guidance, to include information related to COVID-19.
- Established Board representation for GP service, Ford Prison, Gatwick Immigration Centre and, the Department for Work and Pensions.
- Included case studies at Board meetings to ensure the voice of the user.
- As part of the Board's Communication and Engagement Strategy, initiated a Service User Engagement Task and Finish group. This is led by our Healthwatch Partner and our Lay Person to reach community groups in order to promote what safeguarding is and how to refer.

Our Board Priority Achievements Transition and Safeguarding

We use the word Transition to refer to young people moving into adulthood who have been involved with services.

This year we wanted to learn more about safeguarding for young people. We will continue to take forward the actions as a result of our learning this year, to have assurance on this pathway.

To learn we revised our audit process by:

- Developing a new, bespoke focussed audit tool.
- Holding a multi-agency audit meeting, providing an opportunity to consider audit responses and allow inter-agency challenge. This meeting was attended by key partners from West Sussex County Council Adults and Children's Social Care, Police, Clinical Commissioning Group, Sussex Partnership Foundation Trust, Sussex Community Foundation Trust and District and Borough Housing.
- Creating a plan for actions across several agencies. This action plan aims to improve safeguarding processes for young people. It includes, developing guidance on safeguarding referrals and, taking forward preventive work to reduce the risk of safeguarding concerns occurring. This plan is monitored by the Quality and Performance Subgroup.
- Developing a new follow-up case file Audit tool to seek assurance of measures agreed at the audit meeting.

We also, published a special edition newsletter for sharing across the Partnership, including articles from:

- Sussex NHS Commissioners on Transition of Care Leavers.
- West Sussex County Council Adult Social Care on assessment and planning.
- Sharing of learning from East Sussex Safeguarding Children Partnership: Serious Case Review of Child T, which identified learning around transition points, and, the risks around the management of complex health needs at times of transition.

We have been leading on producing a Protocol with the West Sussex Safeguarding Children Partnership on Safeguarding Young People 17.5+. This will be a West Sussex Protocol initially, however, there is a commitment to take this forward as a Pan-Sussex Protocol.

Our Safeguarding Adults Review and Learning and Policy Subgroups have considered learning required nationally from SARs which have been undertaken for young people.

Mental Health and Safeguarding

We have revised our audit process and tool in preparation for taking forward a mental health and safeguarding audit.

We have promoted learning in a special edition newsletter shared across the Partnership, including articles from:

- Sussex Partnership Foundation Trust on Safeguarding and NHS Mental Health Services.
- Author, Maria Alfieri on Overcoming Shame and Finding Connection.
- Sharing of learning from Lewisham Safeguarding Adults Board SAR of Mr Tyrone Goodyear. The review examines the circumstances and issues including homelessness, mental ill-health, and suicide prevention.

Our Learning and Policy subgroup have audited what mental health and safeguarding training is available across the partnership, as part of the training needs analysis. The outcome of this is that we are assured that for almost all of our Partners, this training is provided.

Homelessness and Safeguarding

We have revised our audit process and tool in preparation for taking forward a homelessness and safeguarding Audit.

We have worked with WSCC and District and Boroughs to develop a Homelessness and Safeguarding section to our Safeguarding Thresholds Guidance.

We are leading on creating a safeguarding and homelessness section to the Pan-Sussex policy and procedures.

We have been drafting a special edition newsletter on homelessness and safeguarding to promote learning in this area.

Please note, in 2021/22 the West Sussex Safeguarding Adults Board will continue to progress outstanding workstreams for our 2020/21 Board priorities alongside our action plan to deliver our 2021/22 Board priorities.

Safeguarding Adult Reviews (SARs)

Safeguarding Adults Reviews (SARs) are a legal duty under the Care Act 2014.
The purpose of a SAR is to determine what agencies involved with an individual might have done differently that could have prevented harm or death. It is not an investigation and is it not to apportion blame. Instead, it is to learn from situations, and to ensure that any learning is applied to future cases to prevent similar harm occurring again.

The criteria for a SAR is:

- an adult has died, and abuse is known or suspected; or
- has experienced abuse which has resulted in permanent harm, reduced capacity, or quality of life, or
- would have likely died but for an intervention, and
- agencies could have worked more effectively together.

SAR Referrals and Reviews in 2020/21

In 2020/21 the SAR subgroup received 6 referrals of which, 3 met the criteria for a Review. Of the 3 referrals that proceeded, 2 were Desktop Reviews, chosen due to the in depth analysis and consideration of concerns by other agencies prior to referral and, 1 was a Review in Rapid Time, which was carried out over a 3 week time period to enable timely learning.

There were 3 open Reviews received prior to April 2020 which continued to be progressed in 2020/21. These were, a SAR, a Thematic SAR for 3 individuals and, an Organisational Learning Review for a Residential Service.

There were in total, 6 Reviews being progressed in 2020/21, all of which were referred by West Sussex County Council Adult Social Care and were all regarding concerns about neglect or acts of omission.

Regarding the 3 referrals which did not proceed for a SAR, the reasons were that:

- no abuse or neglect was identified
- possible abuse or neglect occurred as a child resulting in the referral being considered by the Safeguarding Children Partnership in consultation with WSSAB
- no multi-agency learning was identified

Demographics

Of the 6 reviews in 2020/21, 5 were for older adults and 1 for an older adult with a mental health diagnosis. There were 2 Reviews carried out for provider services for older adults (male and female residents) and one Thematic Review with respect to 1 female and 2 males. For the Reviews carried out for just one individual, all were White British, 1 was female, and 2 were males.

Learning and Themes from Reviews

The Independent Reviewers for the 6 reviews being progressed in 2020/21 have identified key themes and areas of learning for the WSSAB to take forward. In summary these are:

- Person-centred approaches and, making safeguarding personal
- Health optimisation
- Recognising and working with cases of self-neglect
- Assessing and managing risks, including conducting risk assessments
- Knowledge and implementation of the Mental Capacity Act
- Safeguarding practice, including implementation of the Care Act 2014
- Multi-agency working and information sharing
- Staff management and supervision
- Professional curiosity
- Partnership working including with the private and voluntary sector, housing, and GP's
- Identifying unusually low or high levels of reporting of accidents, incidents, and safeguarding concerns
- Promote and sustain whistleblowing and the raising of safeguarding concerns in care services
- Increase customer and family members' understanding of quality and "what good look like" in care homes

These Reviews will be published on our website later in 2021 and, will be reported on fully in our next annual report for 2021/22.

SARs Assurance Process

To ensure learning from SARs is taken forward to practice, an assurance process is followed. The process was confirmed this year and involves the following:

1. The SAR Subgroup agrees the Review's recommendations for learning & creates an action plan based on these.

2. L&P Subgroup then considers how to best take forward the actions for learning. As a standard, L&P Subgroup produce and share across the partnership, a learning briefing and going forwards for this coming year, an accompanying podcast also. The learning briefing requires Board partners to commit to how they will take forward learning.

3. Around 6 months following learning being shared, the Q&P Subgroup collate & analyse feedback from the learning briefing, podcast to establish assurance that learning is embedding into practice.

4. Q&P Subgroup then provide feedback and assurance to SAR Subgroup.

5. SAR Subgroup provides feedback to the Board.

Statutory Partners' Initiatives to COVID

Given the unprecedented pressures created by COVID-19. The WSSAB and our Partner agencies have adapted ways of working, to recognise and respond to increasing demand.

At each Board Meeting during 2020/21 data and information has been presented regarding the initiates and key areas progressed and developed, as a direct result of COVID by our statutory Partners. Some examples of these are shown below:

West Sussex County Council (WSCC)

- Strengths-based working with customers & streamlined paperwork enabled practitioners to work in a more proportionate way, working creatively in both their interventions, care planning & support.
- Increased use and development of an online Provider Zone, to collate and share information, guidance & resources.
- Development of a Community Hub which provided community support for vulnerable people.
- The Safeguarding Hub took on additional duties, freeing up capacity in community teams.
- Initiated a process to rapidly seek assurance on infection control measures, where required.
- Increased Independent Domestic Violence awareness and advice, including extending phone support hours to include bank holidays and weekends; a wide social media campaign and working with pharmacies to get messaging on all pharmacy bags Pan-Sussex.
- Delivered an annual 'Get Safe Online Programme', running events and training sessions to support communities to be safe online and not fall victim to fraud. Delivery Officers within Community Safety and Wellbeing are trained as Friends Against Scams 'SCAMChampions' to deliver more wider fraud prevention activity across the County.
- As part of WSCC Modern Slavery Pledge, Modern Slavery training is now available to all WSCC staff and Partners via the Learning and Development Gateway.

Clinical Commissioning Group (CCG)

- Initiated a tiered command system, adopted across all NHS organisations and Integrated Care Partnerships, ensuring timely response to all COVID related requests and tasks.

- Increased funding in West Sussex to the Multi-Agency Safeguarding Hub to support liaison of Multi-Agency Risk Assessment Conference information to Primary Care Teams.
- Provided multi-agency support to accelerate funding for Health Independent Domestic Violence Advisor Service, due to a rise in domestic violence referrals.
- Increased support and supervision to health providers and safeguarding teams during national lockdowns.

Sussex Police

- Domestic abuse and the dynamics of abusive relationships during and immediately after lockdowns has been a key focus during the COVID-19 pandemic. This has included the introduction of a specialist team who are able to provide an initial response to non-urgent Domestic Abuse cases. Using innovative video technology, trained police officers are able to interact with survivors remotely, put safeguarding measures in place whilst also capturing evidence for further investigation and, are able to make referrals to relevant partner agencies.
- Continued to identify and support vulnerable victims of fraud, which increased during COVID-19, focusing on protection and prevention.
- Have raised awareness of the issue within communities through neighbourhood policing teams and the media, encouraging people to take preventative steps.
- Work with WSCC Community Safety and Wellbeing to utilise local intelligence and inform resource development and delivery of prevention work. Community Safety and Wellbeing have created Romance Fraud video resources.

Data

WSCC is the lead for safeguarding and records all safeguarding data. Concerns about abuse and neglect are reported using an online form and triaged by WSCC's Safeguarding Hub.

The figures provided within this report relate to the first submission for NHS Digital and may be subject to change post further analysis.

Safeguarding concerns received and enquires undertaken

In the previous year, 2019/20, there were 8,286 concerns received. Of these 3,493 proceeded to a Section 42 Enquiry. This represents a conversion of 42.2% of safeguarding concerns proceeding to a Section 42 Enquiry.

This year, 2020/2021, there were 2,154 concerns received. The number of concerns reported each month has ranged between 122 to 238. Of the 2,154 concerns raised 1,213 proceeded to a Section 42 Enquiry, this represents a conversion rate of 56.3%.

The number of safeguarding concerns reported to WSCC is fewer this year. This lower number is attributed to a change in the way in which WSCC receive and record concerns. Prior to the implementation of the Safeguarding Hub, all incoming concerns were recorded on a safeguarding concern form. However, a referral stage has now been added. A referral may lead to a safeguarding concern or another work pathway such as a care act assessment. The total number of referrals received in 2020/21 was 7,390.

Type of abuse people experienced

Of the concluded Section 42 Enquiries, concerns regarding neglect and acts of omission accounted for 47.7% of enquiries, financial abuse 15.5% of enquiries and, physical abuse 18.1% of enquiries. Together, these three categories represent 81.3% of all concluded safeguarding enquiries and have remained the top three categories for the last three years, this is constant consistent with the national picture.

Neglect and acts of omission has been the most reported form of abuse over the past three years. However, like other Local Authorities, we have seen an increase in the level of reporting regarding financial abuse, which has increased from 12.4% in 2019/20 to 15.5% in 2020/21 and domestic abuse, which has increased from 2.6% in 2019/20 to 5% in 2020/21. Other categories have remained relatively consistent.

Primary support needs of those safeguarded

Of the concerns received where the Section 42 criteria was met, those with physical support needs were the most likely to require an enquiry, accounting for 42.35%. The next category accounting for 15.07%, is those whose primary support need relates to memory and cognition, for example Dementia.

Gender and age and ethnicity of those safeguarded

Of the Section 42 enquiries undertaken in 2020/21, 61.08% were for women and 38.57% were for men. There were 0.36% of enquiries undertaken where an individual's gender was not documented.

As with last year, the majority of adults involved in a Section 42 enquiry were over 65 years old, which accounts for a total of 57.04%. The highest proportion of this figure was for those aged 85-94 years old which accounts for 29.82%.

In 2020/21 the vast majority of safeguarding enquiries were for adults who identified as white, totalling 78.2%. The data reflects the overall proportion of people's ethnicities in West Sussex and is consistent with last year. Enquiries completed for all other ethnicity categories, did not individually account for more than 1.4%. There was 18.4% of enquires where an individual's ethnicity was unknown, this was either due to this not yet being obtained or because of the individual declining to provide this information.

Location of abuse

Last year, 2019/2020, abuse in Residential and Nursing Homes accounted for 49.1% of enquiries and, 32.9% for those living in their own home. This is a difference of 16.2%.

This year, 2021/22, abuse in Residential and Nursing Homes accounted for 41.6% of enquires and, 37.5% for those living in their own home. Therefore, the most likely location to experience abuse remains Residential and Nursing Homes. However, the difference, which is 4.1%, is much smaller this year. Therefore, although West Sussex remains an outlier, the gap has reduced.

There are a number of factors that may have contributed to this change, such as: the support offered by West Sussex Care and Business Support Team; the work being undertaken by QASIG and; the implementation of the online safeguarding concern form enabling individuals to report concerns directly. We continue to monitor this data as we are aware that less people have been able to visit care homes during the pandemic and this could also be a factor.

Making Safeguarding Personal

As part of a Section 42 Enquiry, people are asked for their desired outcomes. 52.3% had these fully achieved and 39.4% of people had these partially achieved. There were 8.3% of individuals where desired outcomes where not achieved. The most common desired outcome requested, was for individuals to have access to help and the right support to feel safe.

How safeguarding changed risk

For 51.7% of individuals where a risk was identified, action was taken to reduce this risk. There were 25.2% of individuals where action was taken and the risk was removed and, 7.7% where actions were taken, and the risk remained. There was 9.5% of people with an identified risk where no action was taken, this would include adults who have capacity and choose to live with risk.

Deprivation of Liberty Safeguards (DoLS)

The Deprivation of Liberty Safeguards (DoLS) is part of the Mental Capacity Act and is a legal measure to protect people who lack capacity to make decisions about their care and treatment. DoLS has been scheduled to be replaced by the Liberty Protection Safeguards (LPS). However, due to COVID, further government guidance on the timescale for implementation is awaited.

The LPS will create a difference in administration and practice but the focus remains on continuing to ensure vulnerable people's care and treatment is in their best interests.

Details of DoLS referrals and assessment for 2020/21 are as follows.

Referrals received and the outcomes

In 2020/21 there were a total number of 8,687 DoLS referrals being progressed. From the 8,687 referrals, there was a total of 6,885 individuals who received DoLS assessments in 2021/22. Of these assessments, 4,807 were granted and 2,076 were not granted. There is a total of 1,804 assessments in progress.

Of the 4,807 referrals granted, the vast majority were granted for a period of 6 to 12 months.

Where referrals came from

The majority of DoLS referrals were made by social care, accounting for 7,169 referrals. Acute Hospitals are the second highest referring agency, accounting for 1,241 referrals.

Gender & Ethnicity

The majority of granted referrals were for females, accounting for 5,416. This is consistent with the national picture as women tend to live longer. The majority of granted referrals were for white people, accounting for 7,654 which, reflects WSCC's demographic.

Primary Support Reason for granted referrals

Those who were referred for a DoLS assessment are most likely to have had Dementia recorded as their primary support need. This accounted for 3,843 people.

Our priorities for 2021/22

Our Priorities for 2021/22 were considered and decided on during a bespoke Board meeting where we considered data, learning from SARs, training needs analysis results, and work undertaken in 2019/20. We decided on 3 priorities, which cover the learning from SARs we need to take forward and these are:

- **Priority 1: Collaborative Working** focussing on:
    - Information sharing
    - Monitoring of safeguarding concerns
    - Safeguarding pathways
- **Priority 2: Learning and Embedding into Practice** focussing on:
    - Risk assessment
    - Professional curiosity
    - Understanding of differences between quality & safeguarding
    - Understanding of safeguarding policy and procedure
- **Priority 3 Assurance and Engagement** focussing on:
    - Compliance with safeguarding policy and procedure
    - Person centred approaches
    - Consideration of protected characteristics
    - Engaging with the private and voluntary care sector, and families/representatives
    - Multi-agency auditing

Compliments and Complaints

In 2020/21 the Safeguarding Adults Board received no complaints.

A copy of our Complaints Process can be found on our website.

In 2020/21, we received three compliments:

- from WSCC on our accessibility work and the quality of our documentation.
- from Swindon Borough Council on our Thresholds Guidance Document, who adapted this for their own use.
- from WSCC on our newsletter content being easy to understand and informative.

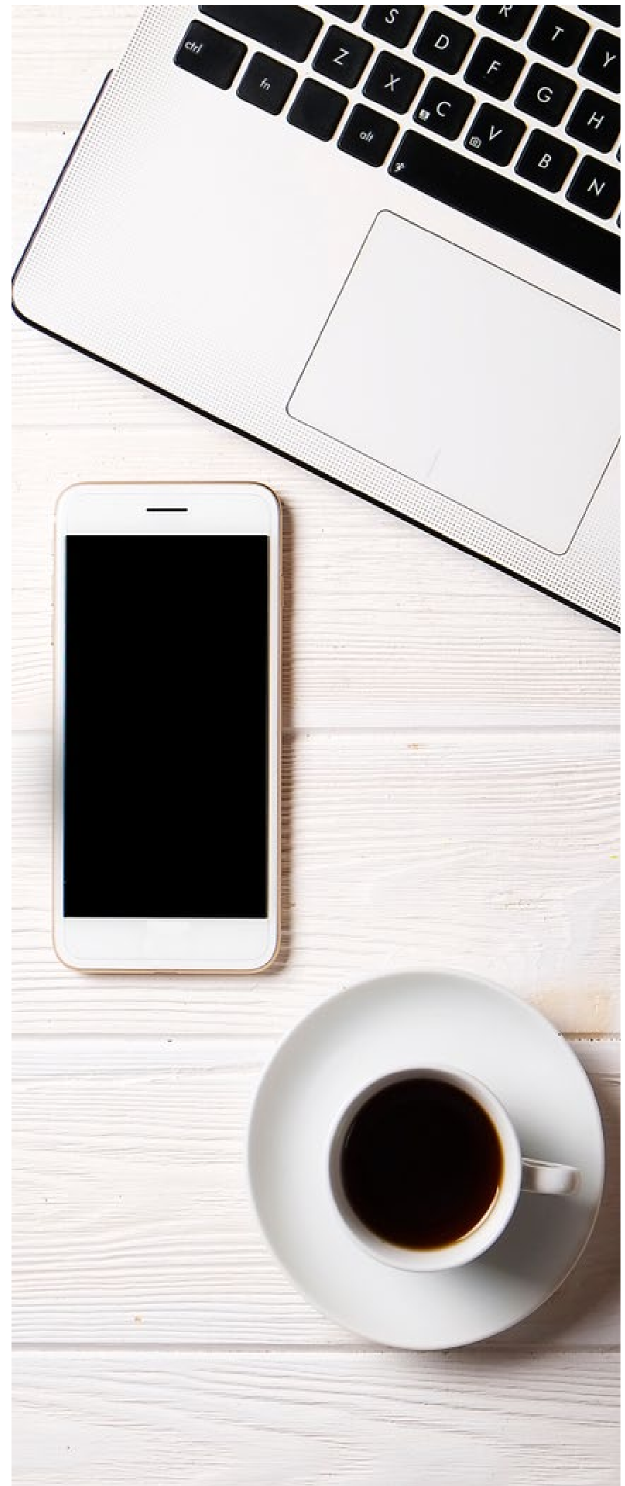
Report a concern

If you or someone you know with care and support needs are being harmed, neglected or exploited, or at risk of this, you can report concerns to WSCC.

If you think the danger is immediate, phone the emergency services on 999.

Otherwise, please

- Complete an online adult safeguarding concern
- WSCC Adults' CarePoint on 01243 642121
- NGT Text Relay for people with hearing loss (available as a downloadable App for tablets and smartphones): 018001 01243 642121
- Write to Adults' CarePoint at Adults' CarePoint, Second Floor, The Grange, County Hall, Chichester, PO19 1RG
- Phone Sussex Police on 101



Contact us

If you would like to find out more about this report, or the work of the Safeguarding Adults Board:

Email: safeguardingadultsboard@westsussex.gov.uk

Write to: Safeguarding Adults Board, 1st Floor, County Hall North, Parkside, Chart Way, Horsham, West Sussex, RH12 1XH

Phone: 03302 227952

If you would like to access West Sussex County Council's safeguarding training programme, or would like more information on safeguarding training in general, please visit the West Sussex Learning and Development Gateway.

Electronic copies of our Annual Report are available on our website.

Further information about DoLS can be found on the West Sussex County Council website.