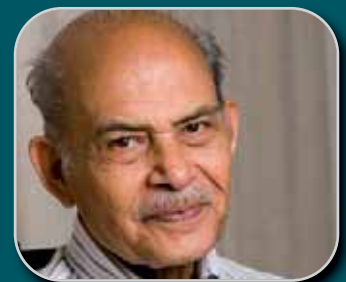


Thurrock Safeguarding Adults Partnership Board



A partnership between:

- Basildon & Thurrock University Hospitals NHS Foundation Trust
- Care Quality Commission (CQC)
- East of England Ambulance Trust
- Essex County Fire & Rescue Service
- Essex Police
- Essex Probation Service
- Independent Care Association
- Local Residential & Domiciliary Care Providers
- South West Essex Health
- South Essex Partnership University NHS Foundation Trust
- Thurrock Council
- Thurrock Community Safety Partnership
- Thurrock Links
- Thurrock Lifestyle Solutions
- Thurrock Disability Network

OUR VISION FOR SAFEGUARDING ADULTS

Thurrock is a place where every adult, in every home, in every community, matters. Our vision is.

“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.”

Safeguarding is everyone’s business and our vision is shared by all our partner agencies. It cannot be delivered by agencies acting in isolation. It can only be achieved by agencies working together, through common plans and strategies.

Thurrock’s Safeguarding Adults Partnership Board Annual Board works with agencies to improve practice, reports and responses to adult abuse and ensures that our policies and procedures underpin and provide a solid framework for the protection of vulnerable adults in our community.

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WHAT IS SAFEGUARDING ADULTS?

All persons have the right to live their lives free from violence and abuse. This right is underpinned by the duty on public agencies under the Human Rights Act 1998 to intervene proportionately to protect the rights of citizens. These rights include Article 2 “The right to life”, Article 3 “Freedom from torture, (including humiliating and degrading treatment) and Article 8 “Right to family life” (one that sustains an individual)

Any adult at risk of abuse or neglect should be able to access public organisations for appropriate assistance and interventions which enable them to live a life free from violence and abuse. This will include access to the civil and criminal justice system and victim support services. Remedies available should also include measures that achieve behaviour change by those who have perpetrated abuse or neglect.

Definition of Abuse

Abuse is a violation of an individual’s human and civil rights by any other person or persons. Abuse may consist of single or repeated act. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

“No Secrets”, Department of Health 2000

Definition of a Vulnerable Adult

An adult (a person aged 18 years or over) who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or serious exploitation.

“No Secrets”, Department of Health 2000

FOREWORD BY CHAIR

There were 409 referrals made to the council's adult safeguarding team in 2011/12; an increase of 17.5% on the previous year and over 400% on 2006/07. Abuse and maltreatment of the vulnerable is by its nature something that you have to work hard to uncover and neither I, nor the professionals in this field, believe that referrals for Thurrock have yet peaked. The increase in reporting therefore on the one hand signifies a degree of success and on the other gives us our motivation to continue raising awareness of the importance of this particular field of endeavour.

Two points are particularly worth noting about the referral numbers. The first is that more people from different partners are making referrals; which is a good thing, and the second is the growth in reports of financial abuse which is a worrying thing. Investigating financial abuse is a particularly challenging area for social workers and if this trend continues new and different ways of addressing it may have to be found.

On the national stage the government published a policy statement in May 2011 which introduced its 6 principles of adult safeguarding and provided a steer as to changes that it has in mind. It will make adult safeguarding boards statutory but the required legislation is unlikely before 2013.

In preparation for those changes membership of the Thurrock Adult Safeguarding Partnership has been broadened to include more representation from the care sector and from those who represent those communities who might be classified as vulnerable or at risk. We have much better engagement with health and welcomed Housing, Probation and the Fire Service as new partners.

The Partnership is supported by the Operational Group, which is chaired by Fran Leddra-Chapman and this group is charged with turning strategy into action. We also strong links with Thurrock's Community Safety Partnership and our Safeguarding Children's Board.

Next year the Partnership needs to improve its governance, probably through the new Health and Wellbeing Board, and to review and refresh its strategic aims. It needs to find a way of engaging with local GPs and to consider how we might improve advocacy and support for those who find themselves at the centre of the safeguarding process.

Acknowledgements

Among those who need to be thanked for the past year's efforts, I again want to recognise the good work of Jill Moorman and her team at the council who deal with an incredibly complex, and at times harrowing, workload in a manner which continually draws praise. Thurrock's model of expertise vested in a small specialist team that makes itself available to all for support and advice is particularly highly valued.

I also want to thank elected members, senior officers at Thurrock Council and members of both the Thurrock Adult Safeguarding Partnership and the Operational Group for their continued support over the last year. I want to thank Housing for the enthusiasm with which they are supporting the safeguarding agenda and Thurrock LINK deserves a special mention for their ongoing support, as does the Thurrock Coalition. I particularly want to thank Michelle Cunningham, Jo Hall, Neil Woodbridge and the directors of TLS for their hard work in staging the Stay Safe days across the year and I want to thank Louise Brosnan for her help in promoting adult safeguarding among the various providers of care in Thurrock. I thank Bill Clayton and Julie Thompson for their efforts in the provision of training and, last but not least, I thank those agencies who provided financial support for the work of the Board.

Graham Carey

NATIONAL CONTEXT

HIDDEN IN PLAIN SIGHT – Published September 2011 by the Equality and Human Rights Commission “confirmed that the cases of disability-related harassment which come to court and receive media attention are only the tip of the iceberg. Our evidence indicates that, for many disabled people, harassment is a commonplace experience. Many come to accept it as inevitable.” And there were

Seven core recommendations

- There is real ownership of the issue in organisations critical to dealing with harassment. Leaders show strong personal commitment and determination to deliver change.
- Definitive data is available which spells out the scale, severity and nature of disability harassment and enables better monitoring of the performance of those responsible for dealing with it.
- The criminal justice system is more accessible and responsive to victims and disabled people and provides effective support to them.
- We have a better understanding of the motivations and circumstances of perpetrators and are able to more effectively design interventions.
- The wider community has a more positive attitude towards disabled people and better understands the nature of the problem.
- Promising approaches to preventing and responding to harassment and support systems for those who require them have been evaluated and disseminated.
- All frontline staff who may be required to recognise and respond to issues of disability-related harassment have received effective guidance and training.

Thurrock Safeguarding Adults Partnership Board in conjunction with Community Safety Partnership are working to ensure that these recommendations are taken further within our work plans for the coming year.

The full report can be accessed in various formats from the website

<http://www.equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-disability-related-harassment/hidden-in-plain-sight-the-inquiry-final-report/>

WINTERBOURNE VIEW, a private hospital for people with learning disabilities was highlighted BBC Panorama in June 2011 and police subsequently charged 10 people in connection with ill treatment and neglect offences under the Mental Capacity Act.

As a direct response to this programme the Safeguarding Adults Team undertook unannounced visits to all of the homes for learning disabilities in Thurrock to reassure the Board of the safety and good practice relating to those people whose care is entrusted to our care providers. We are pleased to report that apart from a couple of unrelated issues which were addressed we were entirely satisfied with the care standards we found. We intend to develop this further by visiting older people's homes in the area during the coming year.

NO SECRETS

In May 2011 Department of Health issues a statement of Government Policy on Adult Safeguarding which built on and updated the information on No Secrets which has taken into account the review in 2008/9, the Mental Capacity Act 2005 and the drive towards personalisation of services.

No Secrets will remain as statutory guidance until at least 2013. There is an intention to seek to legislate for Safeguarding Adults Boards making existing Boards statutory, which is supported by the Law Commission, as a recommendation from their review of Adult Social Care Law.

Thurrock Safeguarding Partnership Board through the Operational Group are keeping a close eye on developments and emerging guidance to ensure that our policy and practice is updated and followed accordingly.

MENTAL CAPACITY ACT/ DEPRIVATION OF LIBERTY

Thurrock continues to attend Local (Essex and Southend) and Regional network meetings to ensure that knowledge and expertise and emerging case law is shared and discussed.

The current Mental Capacity Act and Deprivation of Liberty local policy and procedures are undergoing review in conjunction with Essex leads. These will also reflect the changes in responsibility for DOL assessments from health to local authorities due in April 2013.

INDEPENDENT SAFEGUARDING AUTHORITY (ISA)

Royal Assent has been received for The Protection of Freedoms Act (2012) and is waiting for its legislative timetable. The Key future changes include

- abolishing the registration and monitoring requirements of the Vetting and Barring Scheme
- redefining the scope of 'regulated activities'
- abolishing 'controlled activities'

Meantime the safeguarding regulations introduced in October 2009 still apply, including the following.

- a person who is barred by the Independent Safeguarding Authority from working with children or vulnerable adults will be breaking the law if they work or volunteer, or try to work or volunteer with those groups.
- an organisation that knowingly employs a barred individual to work with children or vulnerable adults will also be breaking the law
- if your organisation works with children or vulnerable adults and you dismiss a member of staff or a volunteer because they have harmed a child or vulnerable adult, or you would have done so if they had not left, you must refer this information to the Independent Safeguarding Authority

The Criminal Records Bureau continues to be responsible for the disclosure of criminal records and the Independent Safeguarding Authority for barring.

Full details can be found on the ISA website

<http://www.isa.homeoffice.gov.uk/>

The Safeguarding Team continue to ensure that where appropriate, carers are referred to the ISA.

Thurrock Human Resources revised Recruitment and selection policy – February 2012 includes Safer Recruiting Practice. The Council is committed to safeguarding the welfare of children and vulnerable adults. This procedure will ensure that we employ a workforce who fulfils its roles and responsibilities with full regard to this commitment. All training for the Recruitment and Selection Licence now includes information relating to Safeguarding Adults.

LOCAL CONTEXT

The management of the **ASK SAL** helpline was transferred to Essex Social Care Direct in March 2011 – there continues to be an active advertising campaign for this including posters, bus advertisements and radio adverts managed with thanks to Essex. Referral rates have been low for Thurrock but the availability of publicity material has been very useful in promoting awareness of adult abuse.

There was a full house for the **RISK AND SAFEGUARDING ADULTS CONFERENCE** held on 27th March 2012, jointly funded by SET (our thanks to Essex for the lion's share of the arrangements and organisation). Speakers included Alex Ruck-Keene who spoke about the Court of Protection Process and Dr Laura Richards who explained about Domestic abuse, stalking, harassment and honour based abuse. Belinda Schwehr had two topics – one Safeguarding and Personalisation and secondly on the legal developments regarding safeguarding incapacitated adults. Terry Bryan – the whistleblower at Winterbourne View gave a moving account of his experiences and finally Tim Spencer Lane advised on the Law Commission's review of health and social care professional regulation. The feedback from this was generally very positive and it is hoped another can be organised in around 18 months time.

There continues to be close working with our **SET** colleagues with a work plan which has ensured that there is a consistent approach to reviewing policy and procedures as well as communications and information. We, along with our **SET** colleagues also attend **REGIONAL SAFEGUARDING LEADS MEETINGS** and these further support multi agency working and consistent policy approach, including training now being delivered for Multi agency Serious Incident Report writers, which has been commissioned as part of the work on developing a regional template for Serious Incidents Investigations.

Safeguarding regularly attends the **LAG – Local Action Group** which is a multi agency forum to discuss issues of anti social behaviour and other neighbourhood issues in Thurrock, this has been an invaluable source of information and support for the team and has enabled us to engage other agencies in a timely way to support vulnerable victims.

There have been several cases this year when we have made referrals to **TRADING STANDARDS**, relating to rogue traders, and more worryingly postal, internet and telephone scams trying to con individuals out of their money. This has become an increasing occurrence which has not always been considered as a safeguarding issue in the past but is coming more to the fore now.

Our **CORPORATE FINANCE TEAM** continue to work closely with the safeguarding team when it comes to issues of financial abuse, they are currently managing the finances of a total of 28 cases almost 25% of their caseload – as a result of financial abuse – 12 people have been referred in this past year.

The Board have worked on a **BUSINESS PLAN** for 2011/12 which encompassed 5 key themes of **Partnership working, Community Engagement, Quality and Monitoring, Communication and Development**. The Board and Operational Group are currently developing a new Business Plan to take forward for 2012/13 still working with these key themes. This will be published once finalised.

The Child and Woman Abuse Studies Unit of London Metropolitan University were commissioned to develop an integrated policy and practice approach to **VIOLENCE AGAINST WOMEN AND GIRLS (VAWG)** in Thurrock which was published in March 2012. This built on work that had been begun in 2011, through a process of engagement, consultation and consensus building and combines a strategy and action plan. The result the strategy has been developed with aims for the first 12 months with a longer term 5 year plan.

The 12 month strategy includes

- Strategy in place with shared principles, definitions and achievable actions
- Data collection enhanced and standardised
- Co-ordination in place
- Support specialist provision to meet need
- Survivor/service user involvement
- Needs analysis completed
- Training plan for universal workforce developed
- Maintain and extend early intervention with children and young people.

And the 5 year strategy

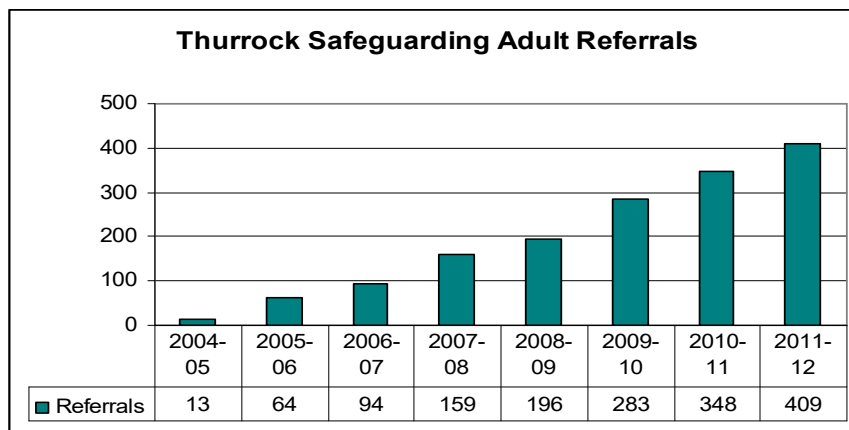
- Harmonised responses across borough
- Sufficient resources for, and increased access to, support for victim survivors
- Development of skills and innovative strategies to hold perpetrators to account
- Enhanced awareness of all forms VAWG
 - across communities
 - within the universal workforce
- VAWG increasingly recognised as unacceptable within Thurrock
- Primary prevention embedded in schools, further and higher education and the youth service

Both managers and front line workers in statutory services recognised that VAWG was not a marginal issue, rather it was a significant, and for some the most significant, element in their everyday workloads. This is part of why VAWG can be seen as integral to achieving all five of Thurrock's current priorities.

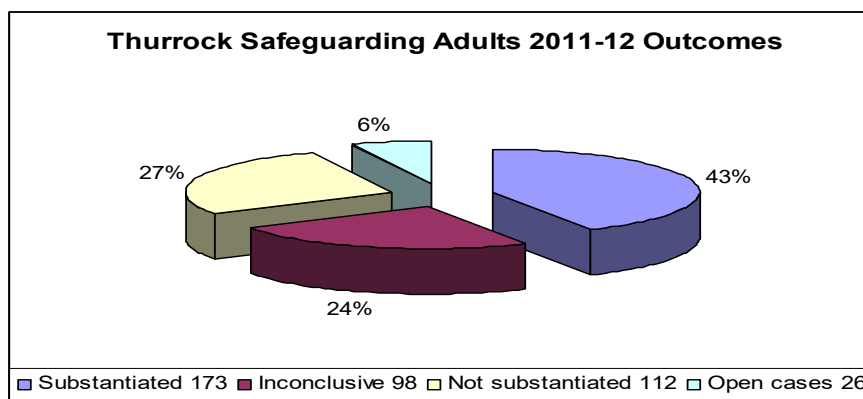
Jill Moorman
Safeguarding Adults Team Manager

SAFEGUARDING ACTIVITY

A total of 409 referrals were made between April 2011 and March 2012 which represents a 17.5% increase on the previous year where 348 referrals were received. Over 92% of referrals were for White British vulnerable adults. Cases remain open for an average of 45 days, and 26 are still under investigation, which reflects the complexity involved in safeguarding vulnerable adults work.



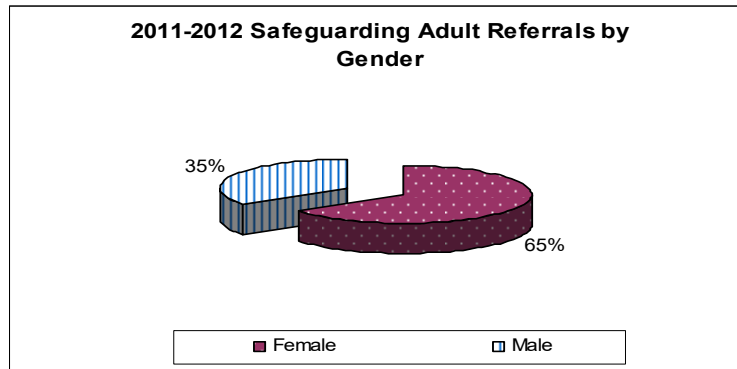
Of the 409* referrals, 43% (173) were substantiated, 24% (98) were inconclusive and 27% (112) were not substantiated.



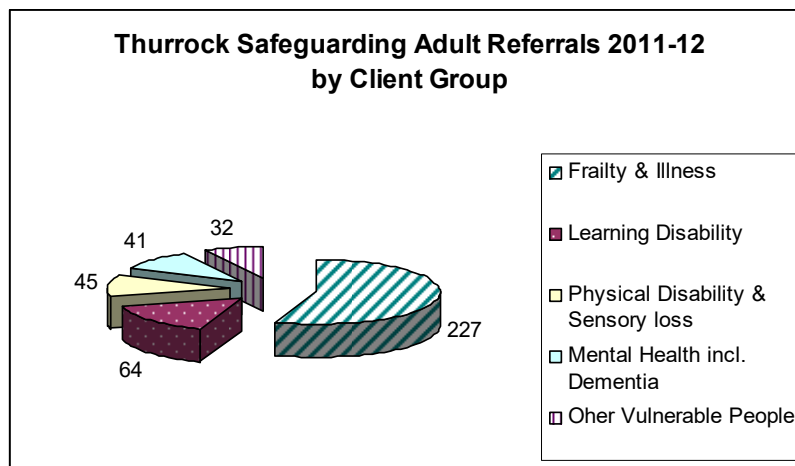
Referrals are predominately raise by staff working within social care, but we continue to see an increase in self referrals and those made by family or friends.

Sources of referral			
Social Care Staff	111	NHS Staff: Primary/Community Health	21
Domiciliary Care	65	Residential Care	20
Family member / Friend	53	NHS: Mental Health	16
Housing	44	Other: Voluntary Org, Education, Member of Public	11
Police / Fire Service	32	Self Referral	8
NHS Staff: Secondary Health	27	Care Quality Commission	1

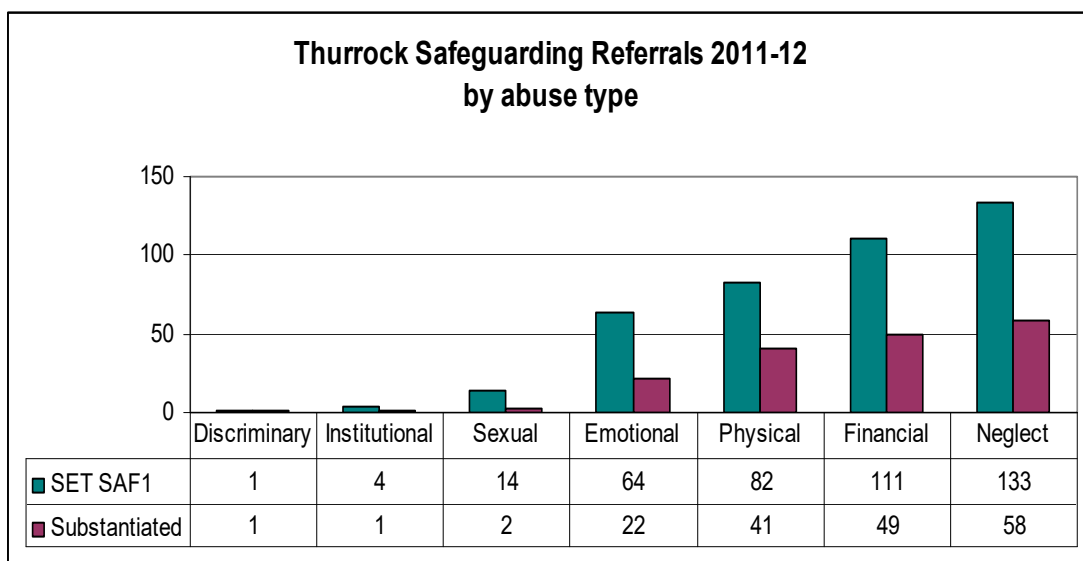
Two thirds of the referrals (267) related to females with 142 for males.



Although there was a large age range of between 18 and 103 years, 64% of referrals were for those aged 65 and over (262), with 105 of those relating to those aged 85+.



16% of referrals were for those with a learning disability (64) and 10% were for those with mental ill-health including 4 with dementia (41). Physically disabled and sensory loss service users accounted for 11% of referrals (45).



Neglect and acts of omission, financial abuse and physical abuse continue to be the main categories of reported abuse. We have seen a further increase in neglect or acts of omission referrals, and we continue to work closely with our Complaints and Contract & Commissioning teams to address these cases. Of the 133 referrals to date 58 have been substantiated. The discriminatory case was verbal abuse by a stranger to a service user in a public place.

Police action has been taken in 22 cases relating to financial abuse. In one case a criminal prosecution was obtained.

In 5 substantiated cases of physical abuse, training was the outcome for the perpetrator. In 2 cases where the perpetrator was a family member, they were offered community care services in their own right, and in 13 cases the family member were continually monitored, or there was management of access to the vulnerable adult. 2 physical abuse cases resulted in criminal prosecutions.

We have continued to work with trading standards and have been successful raising awareness and also stopping some bogus trader activity around drains and roof repairs. Although there have been limited prosecutions our work with joint visits with PCSOs has safeguarded individuals from continued targeting. Proactive work with housing and debtors has also meant that we have been able to identify people experiencing financial abuse and been able to safeguard them against potential eviction as well as ensuring their financial status. This work is not always captured in statistics but forms an integral part of the function of the team, and we continue to build good relationships with our partners; which enables us to identify potential abuse at an early stage.

Dani Mansfield
Safeguarding Adults Coordinator

MESSAGES FROM KEY PARTNERS

South Essex Partnership Trust (SEPT)

The Trust continues to regard Safeguarding as its highest strategic priority. It is at the heart of the Trust corporate objectives and Board of Directors. The Trust takes pride in delivering safe services and ensuring staff are competent in preventing and responding to Safeguarding concerns.

A number of initiatives have been developed in the past year to increase the quality of safeguarding further, these include:

The integration with the Community Health Services in South East and West Essex, which has provided great opportunities to share a variety of expertise from all areas of nursing, social care and other disciplines for use in the safeguarding agenda

A comprehensive audit on the Trust Safeguarding arrangements was completed in 2011 and presented to ESAB. The outcomes provided substantial assurance that the Trust has effective Safeguarding arrangements in place.

A set of key performance indicators have been formulated, and are presented weekly to the Trust Executive Team. A monthly report on key developments and outcomes is reported to the Board of Governors

Every member of staff is required to receive safeguarding training. Compliance over the past year has remained at 100%. Additional specialist training in investigations and reflective practice has been delivered to all Managers and senior investigating staff.

The Trust Safeguarding audit programme ensures investigations are audited for quality and lessons learnt identified. The Trust Learning Lessons Group disseminates learning from Safeguarding cases, audits, and serious case reviews to increase the skills and competency of staff

ESSEX POLICE

Essex Police remains committed to supporting the work of the Safeguarding Vulnerable Adults Boards across the county. Over the past year we have strengthened the resources within our Domestic Abuse and Safeguarding Teams in recognition of the increased reporting of both domestic abuse and safeguarding concerns.

With the Boards we developed a safeguarding awareness training package which has been delivered to over one hundred officers and staff and which

has been well received. This is being further developed to incorporate mental ill health considerations.

The force has also invested in eleven staff dedicated to hate crime with a particular emphasis on the identification and management of disability hate crime. These officers concentrate on supporting victims, ensuring the crimes are investigated appropriately and where applicable a multiagency approach to safeguarding and prevention is taken. Since these resources were put in place recording of disability hate crime has increased by 120%.

On behalf of the Boards we led the development of a multi-agency protocol concerning people with mental ill health or learning disabilities missing from home or care. This is being implemented across the county and has already significantly improved the reporting mechanisms and understanding of roles and accountability when a person is missing from a mental health unit. The protocol applies to all residential and supported accommodation and will be taken into use by providers of services across the county.

Inspector Nicola Burston

FAMILY MOSAIC

We want Family Mosaic to be a **Safeguarding Organisation** so we aim for the concept of Safeguarding to permeate every aspect of the business. The way in which we recruit, develop and manage staff should reflect this vision as should the way in which we interact with our customers.

If any staff member identifies a **Cause for Concern** regarding a child or vulnerable adult, we want them to act upon what they have seen and not leave it to somebody else. The message is, "If something is wrong, **Don't Walk On By.**"

To support staff, each region nominates a trained and experienced Safeguarding Coordinator. They are able to discuss any **Cause for Concern** with a colleague and help them to decide what to do. They will also log the concern on our central data base and check the progress of the case and any follow-up actions required.

If staff have concerns about the behaviour of a colleague or manager, our **Whistle Blowing Policy** has established a confidential email service concerned@familymosaic.co.uk for them to contact.

These systems are promoted to **all staff** through comprehensive training (face-to-face and e-learning) on both SOVA and Child Protection commissioned by our Corporate Safeguarding Advisory Group.

Moira Griffiths

ESSEX PROBATION

Essex Probation retains a small but significant role in supporting the Adult Safeguarding across the Essex, Southend and Thurrock Boards.

Against a background of change for Probation Trusts, now and in the future, Essex Probation will continue to develop and refine its policies and practice instructions in accordance with the SET Guidelines.

Laurel Juniper

NHS South Essex Cluster

NHS South Essex has continued to promote the agenda for Safeguarding Vulnerable Adults across the organisation. The Director of Nursing is the Vulnerable Adult lead at Board level.

Safeguarding Vulnerable Adults including MCA and DOLS training is mandatory for all staff with levels of training matched to roles and contact with patients.

NHS South Essex has developed a team of experienced professionals who manage concerns from the staff in the organisation and provide advice and support on a daily basis. The Safeguarding agenda, as part of the clustering process of the two PCT's; South West and South East, has remained a high priority for the Board. NHS South Essex has recruited more clinical and non-clinical staff to strengthen this role going forward.

We remain fully committed to the safeguarding of vulnerable adults and in particular to ensuring that safeguarding remains at the heart of commissioning as part of our overall aim to put patients and the quality of their care at the centre of all we do.

With the significant forthcoming change the NHS faces, NHS South Essex will be robustly supporting the transfer arrangements to our local CCG's and their Boards.

Thurrock Community Safety Partnership

Thurrock community safety partnership is committed to safeguarding our vulnerable adults. We work in partnership across the Council (in particular adult social care, trading standards and community protection), Police, Fire service, Drug and alcohol team and voluntary sector to address vulnerable adults who are affected by crime and anti-social behaviour and to safeguard

against them becoming victims of crime such as bogus callers and loan sharks.

We are very proud of the partnership work we have done through the learning disability partnership board hosting a number of stay safe events for people with a learning disability empowering them with the knowledge to safeguard themselves against crime and, in particular, encouraging them to report hate crime to us. We are slowly seeing an increase in reporting of hate crime by people with a learning disability and we will be continuing to champion this. We are working closely with adult social care to raise awareness of and reduce risk of vulnerable people being exposed to extremism.

Superintendent Luke Collison

STAY SAFE

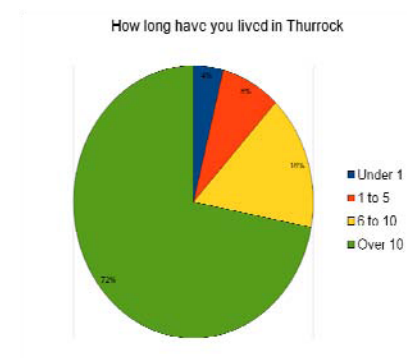


Hi my name is Sunny Saini I am co – chair for stay safe subgroup for Thurrock learning disability partnership board.



I started focus group to get all friends and customers to help me to design a survey to look at people who were the victims of crime.

The results from the survey I put in to presentation as a pie chart. I also made a film for the Police to look at. From this we decided to run some Stay Safe training events where I presented the results and we got the Police, Trading Standards, Fire Brigade, First Aid, Grahame Carey and Michelle Cunningham to present.



I also designed a stay safe booklet for the event that people write in their actions.



We also made a training DVD and alongside the booklet I hope it will help customers to keep safe by their support staff using it to train them.

We cover 7 topics in the training:- Home safety, Cold Callers & Loan Sharks, Fire Safety, Personal information, First Aid, Safety Outside and Hate Crime.



First aid



Sunny Saini

TRAINING REPORT

Safeguarding training has many associated subjects and, in Thurrock, along with Dignity in Care, we try to make links to it through all the training we deliver. This report will cover safeguarding specifically and an overview of associated activity. A summary of all activity is outlined in table 1 below.

Table 1: Safeguarding Training and associated activity

Count of First Name	Sector				Grand Total
Course	CWB	PVI	SEPT	(blank)	
Appropriate Adult Training	27	0	9	0	36
MCA and DOL	8	5	0	0	13
MCA and Reablement	18	0	0	0	18
Professional Boundaries	138	0	0	0	138
Safeguarding Adults Investigation Skills	10	23	8	0	41
Safeguarding Basic Awareness	168	168	0	32	368
Safeguarding for Housing Understanding Sexual Abuse Workshop	112	0	0	0	112
Housing Managers Briefing	24	0	0	0	24
	5	0	0	0	5
Grand Total	510	196	17	32	755

Throughout 2011-12 safeguarding training has been delivered to over 620 people this financial year using the following formats: -

- Multi-agency classroom sessions
- Single-agency classroom sessions
- Targeted onsite classrooms sessions
 - These have included, basic awareness, investigation skills and sexual abuse
- Workshops
 - For student support groups and Housing Managers
- External seminars
- eLearning
 - Including Foundation training and Safeguarding Service Users Finances.

Basic Awareness (classroom training): -

We have provided training to over 480 people training specifically of Safeguarding Adults, 112 of these were for Housing staff.

Count of First Name	Sector			Grand Total
Course	CWB	PVI	(blank)	
Safeguarding Basic Awareness	168	168	32	368
Safeguarding for Housing	112	0	0	112
Grand Total	280	168	32	480

Investigation Skills (classroom training)

This finished off a programme started late last year and in March saw a further 41 managers and supervisors attend a 1-day course.

Count of First Name	Sector			Grand Total
	CWB	PVI	SEPT	
Course				
Safeguarding Adults Investigation Skills	10	23	8	41
Grand Total	10	23	8	41

Understanding Adult Sexual Abuse

Training around this difficult subject was put together as a response to a request from the Safeguarding Adults Operational Board. It was delivered by an expert in adult safeguarding (retired Police officer) and a support worker for offenders. This gave an in-depth and rounded content. The course was very well received and as a result, another has been commissioned for late April 2012. This has now been opened up more widely to our PVI sector.

Count of First Name	Sector	
	CWB	Grand Total
Course		
Understanding Sexual Abuse Workshop	24	24
Grand Total	24	24

eLearning

Online training was launched in 2010. It is ongoing and available for all staff but designed for staff with no direct contact with vulnerable adults and to act a refresher for all staff. This training is accessible to all Thurrock staff and the PVI sector.

Safeguarding Adults eLearning Module

- This is a 40-60 minute programme covering the basic elements of Adult Safeguarding launched in June 2010
 - It consists of two parts, an eLearning module and an online basic assessment programme (quiz)
- This financial year, 55 people have taken the course. To date it stands at 188
 - This allows easy access to corporate partners such as Vertex as illustrated by the table below
- The average time taken is currently 55 minutes

Directorate	Vertex
Benefits	25
Business Administration	3
Business Finance	1
Council Tax	3
Customer Contact Centre	30
Customer Services	29
Human Resources	1
Revenues & Benefits	11
Grand Total	103

Safeguarding Service Users' Finances

- This eLearning course was created to support the creation of a revised protocol and the Managing Service Users Finances classroom programme.
- This financial year 35 people have taken the course
- To date 168 people have taken the quiz, 135 in CWB.

Associated Activities

Professional Boundaries Training

- These sessions explored the individual's views and pre-conceptions. The programme was a response to a safeguarding concern originally.
- The programme was extended to Housing staff this year.
- In addition the training was made available to Homecare providers for them to cascade to their own staff. This programme started February 2012.
- Additional sessions were delivered at fieldwork team meetings and student workshops.

Appropriate Adults Training

- Additional sessions were run this year as a refresh for staff.
- Staff trained as an appropriate adult are now coordinated through Thurrock's safeguarding team to ensure a consistent response to requests

MCA and DoL Basic Awareness

- Mental Capacity Acts and Deprivation of Liberty Safeguard training has continued this year.
- Targeted training was developed and delivered to the Homecare Reablement team. This was biased towards assessing capacity for day-to-day decisions.

Sheltered Housing Workshops

- One of the issues identified last year with sheltered housing resident was a lack of understanding of safeguarding terminology and abuse type.
- A simple programme was devised that was delivered by sheltered housing officers in a conversational-led format.
- This proved to be a success and the majority of complexes were engaged this way.

Safeguarding Training Audit

- A training audit was conducted across our PVI sector. This identified if they engaged with the Councils safeguarding training and, if not, how they accessed it or delivered it themselves.
- This was well received by the providers and did lead to some targeted onsite training if requested.
- It also raised the possibility of an accreditation scheme which is being reviewed at the Southend, Essex and Thurrock level for implementation in 2012-13.
- Observations were conducted and training material reviewed for the providers that sourced their own training. Recommendations were made for improvement but, by and large, the training accessed or delivered by the providers was at a comparable level to training provided by Thurrock Council.

Safeguarding Qualification

- A post grad qualification was developed in conjunction University of Essex and Eastern Region Safeguarding Leads
- Several staff across SET completed the pilot.
- The second cohort began this year and one member of the Fieldwork team has been supported with it.

Ongoing Activities

- Bournemouth University with Learn to Care have developed a national competence framework for safeguarding adults. These are aligned to staff groups and go from drivers to Heads of Services. The SET training strategy has been revised to support these competences.
 - Further work needs to take place to develop these for 2012-13

Bill Clayton
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