

Ealing Safeguarding Adults Board

Annual Report 2018-2019



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Message from the Chair

It has been my pleasure to be the Independent Chair of Ealing Safeguarding Adults Board since 2016, this is my third report in this role. I am pleased to present this Annual Report for 2018- 19.

In this report you will find an overview of the Board's work over the past 12 months. Producing this report has given us the opportunity to reflect on the impact we have had during this year and think about the plans for the year ahead.

Making Safeguarding Personal is a continuing theme for the Board's work and development. A key focus of our future work will be to ensure that the ethos of Making Safeguarding Personal is truly embedded across the partnerships in Ealing and in our Pan London work.

Our performance framework continues to be refined and we are working closely with regional and national colleagues to find ways to develop data that can be properly compared with our peers.

I am particularly keen to improve our engagement with adults who have experienced abuse or neglect, their carers, professionals and practitioners and members of the public.

Sadly, adults continue to experience abuse or neglect. Where this happens, we are determined to learn and improve our services and safeguarding practice across the partnership. The reform of arrangements in children's safeguarding has given us an opportunity to review and strengthen our adults' arrangements. Our safeguarding adult activity will support the development of new arrangements to drive change and improvement in how partners respond to individuals at risk of, or experiencing, any form of harm and exploitation, and support our endeavours to equip our front-line staff with the necessary experience and skills.
(Cont'd.)

Looking forward to 2019-20 we will:

- Take **Financial Abuse** as a priority. We will seek to understand the areas of concerns for us in Ealing to enable us to identify what work is required for maximum impact and effect.
- Make **Transitions and Exploitation** a priority so that responses to exploitation of children moving into adulthood are improved.
- Continue to monitor the application of the **Making Safeguarding Personal** approach across the partnership, which complements the principles of personalised and strengths-based approaches being championed across statutory services
- Step up our **Engagement** approach and seek the support of partners to engage with a wide range of people who use health and social care services, members of the public, staff and volunteers and professionals.
- Make **Provider Assurance** a routine business item so that we understand the quality of services in the Borough and the initiatives available to improve services.

Sheila Lock, Independent Chair

AT A GLANCE EALING

Ealing is the fourth largest Borough in London according to latest ONS data, with the 2018 population estimated to be 342,000, with numbers of males and females evenly spread.

Population growth in Ealing is showing a changing trend in recent years. After sharp rises during 2007-2011, the borough's population growth slowed down in 2012, before experiencing small declines in 2017 and 2018. The number of adults of working age is rising year on year at a rate greater than the England average, and the number of older adults, aged over 65 is also growing, although at a rate slower than the England average. Although Ealing's population profile is largely younger, it is also ageing steadily. Median age of the borough's population rose up to 36.7 years in 2018 from 36.3 years in 2017, although still much younger than the 2018 England and Wales median age of 40.0 years. The age structure of Ealing's population means that the Old Age Dependency Ratio (OADR), which is the ratio of older age (65+) population to working age (15-64) population, is 19.2 in the borough (up from 18.5 last year). This is also higher than 17.3 in London, although substantially lower than 28.7 for the UK overall.

Ealing also experiences a high degree of population churn with about a fifth of its population being replaced every year, posing additional challenges for public services.

The rises, nevertheless account for the increased pressure on services at a time when budgets have become more constrained. Life expectancy is not very different from London or England averages, but there is variation between wards: South Acton and Norwood Green have significantly lower life expectancies as compared to the national average. Acton Central, Hanger Hill and North Greenford have significantly higher life expectancies. The JSNA highlighted that rates of all disabilities in Ealing are predicted to rise significantly by 2020. Unpaid care, that is care provided by a friend, relative or neighbour, is broadly in line with that in London overall, the provision of such care is higher in the older age groups, the highest being in the 50-64 age band where nearly 17% of residents provide some form of unpaid care.

The rate of permanent admissions to care homes in Ealing is lower than the England average.

This is the context in which demand in the system needs to be seen. After seeing a significant rise in the number of safeguarding concerns raised over the last three years, this year sees a marginal reduction: the total number of concerns reported in 2017-18 was 1011, this year it is 1014.

The total number of concerns raised grew rapidly between 2013 and 2016 with the total number almost doubling in two years. This level of concerns raised reflects an increased understanding that safeguarding adults at risk is a responsibility we all share and the willingness of professionals and members of the public to report their concerns.

How our priorities led to better outcomes for adults in Ealing

During 2018-19 we identified a number of key areas we wanted to concentrate on as a Board, as a partnership and as individual organisations. These key areas or priorities were agreed as they would make a positive impact on adults in Ealing. They sat alongside our work to enhance the skills experience and knowledge of our workforce. They were:

Making Safeguarding Personal across the Partnership



We want to know that during a safeguarding journey the person will be put at the centre of any decisions. They will be able to make their own choices and their views and wishes will be respected when it comes to making decisions. People will have access to information that they can understand. And we want to hear people's experiences.

Safeguarding & Self-Funders



We want to know what the safeguarding risks are when individuals are looking for their own care and support. We recognise that this is usually at a time of crisis, of reduced or decreasing physical and mental health or a time of significant loss.

These factors and areas of vulnerability create a number of potential areas for exploitation that could easily result in adverse outcomes – especially for people who self-fund the care and support they need and may be acting without support or guidance from statutory services.

Managing and enhancing the partnership with Children' safeguarding arrangements

In recent years, safeguarding children and adults has become more complex and challenging. There is an increased focus on domestic abuse, modern slavery, trafficking and sexual exploitation requiring new safeguarding systems and approaches. We want to support the development of an approach which not only protects individual victims but also considers the community and the pursue work required. We also want to ensure learning together and efficiency

Safeguarding and Complex Cases



We want to know that across the partnership, those working with adults who have complex needs, unmanaged risks, and who may not be engaging with services are supported in such a way as to safeguard and promote their wellbeing.

What we said we would do

We wanted to know that during a safeguarding journey the person will be put at the centre of any decisions.

We wanted to hear the voices of the adult, carers and the public.

What we did

- ESAB looked at improving the data on the experience of people using services and data was brought to the Board. If we do not seek this feedback, we will not know if our safeguarding activity is making a difference. We believe that this shows our safeguarding activity is making a difference.
- Adult social care contacted a number of service users to hear their experiences. Whilst the number of people willing to share their experiences with us is low – their feedback shows professionals and practitioners supporting them through the safeguarding process do it with compassion and professionalism.
- We reviewed the information sheets available to ensure they were informative and accessible. Having access to good quality information is a key to empowering people and helping with decisions.
- We continued to monitor the number of people who were asked what outcome they wanted from the safeguarding and if, at the end, they were met. This data identified a gap when an enquiry is carried out by a partner agency which has led to a change in practice.

Maria and her son John have learning disabilities and live together. Maria is John's carer. John has been physically aggressive to Maria. Following an assault witnessed by a member of the public who reported the incident to the police, the police raised a safeguarding concern with the Local Authority.

A safeguarding enquiry was started, and Advocacy helped Maria:

- Tell the police and the Local Authority she did not want John to be arrested and charged.
- Access advice on how to keep herself safe when John is aggressive to her.
- Access support from a local support group and
- Understand the more detailed support she could have from Women's Aid should she wish to.

Advocacy also helped John:

- To access an Anger Management course and
- Join a local group of his peers

Maria and John are much happier, and their relationship is more stable.

What we said we would do

We wanted to know what the safeguarding risks are when individuals are looking for their own care and support.

What we did

- We used learning from case studies to identify issues. This research has identified the need for good information, provided consistently from all partners which will be progressed in 2019-20.
- We have sought to understand prevalence of self-funders.
- We identified the issues relating to Self-Funders are wide ranging but not necessarily safeguarding issues, however we recognise that self-funders could be at risk of exploitation and coercion.
- We have further developed work on provider concerns including home care and work closely with CQC and report to the Board
- We have planned to bring together to discuss the research and agreed we would produce information which all partners will be asked to follow when they are supporting or advising self-funders.
- We are committed to further work in 2019-20 and will link to the Birmingham research project with Age Concern

The University of Birmingham are undertaking a three-year research project on the experiences of older people who are funding their own care in Brighton, Lincolnshire and Solihull.

The main aims of the project are to understand older people's experience of self-funding; develop theoretical understanding of the ethical issues involved and engage with practitioners, health and care services commissioners and providers to transform understanding of self-funded care.

The project, now in year two, has been immensely successful in engaging with older people who are self-funders, carers of older people who self-fund, social care commissioners, service providers and many other stakeholders, and is well on track to achieve its objective of really hearing the voice of the older person and what it is like for them, with many thousands of pages of transcript telling their stories.

Equally positive is how the project has helped to escalate the issue in bringing older people's lived experience to the forefront. We are linked to this work by our chair and will learn and embed findings into local practice.

What we said we would do

We want to support the development of an approach which not only protects individual victims but also considers the community and the pursue work required.

What we did

- We supported the conference on wider exploitation across the partnership to consider the issues and to learn about local and best national practice.
- this event is central to the work on contextual safeguarding.
- We have worked closely with the safeguarding children contextual safeguarding arrangements so that arrangements are effective.
- We undertook a review of findings from other areas into exploitation, particularly Newcastle, so that we could apply lessons learned locally
- We have agreed to streamline working arrangements to mirror those implemented under Working Together 2018 for children

What people said from the Exploitation Conference.



A 19-year-old, previously known as high risk, disclosed to staff on an inpatient unit that she was frightened of her ex-partner and his gang associates. She alleged that she was assaulted, raped and forced to take drugs. Police were unable to proceed as there was no reliable identification and there were inconsistencies in her account. Initial presentation was one of high-risk domestic abuse and a MARAC (Multi- Agency Risk Assessment Conference) referral was made.

Due to concerns that she had previously been a victim of CSE, health, housing, police and CSE team worked together to safeguard her, whose priority was to find independent housing away from her ex-partner, recognising that her experience as a child victim of CSE increased her vulnerability as an adult victim of domestic abuse.

What we said we would do

We wanted to know that across the partnership, adults that have complex needs, unmanaged risks, and where services are unable to engage with individuals - are supported in such a way as to safeguard and promote their wellbeing.

What we did

- We heard assurance from Adult Social Care and from providers across health services that partnership working to support people with complex needs is effective
- We agreed to take forward discussion on Risk Enablement into 2019-20 so that the appropriate balance is struck between risk and choice and control.
- We have considered issues around specific areas of risk and vulnerability including mental health, self-neglect and substance misuse

"Brenda was referred to Adult Social Care (ASC) because of concerns for her safety. Brenda has learning difficulties. The referral was made due to the concerns about the condition of the property. It was very dirty, cluttered and smoky. Brenda was lying on a mattress with no bedding and the curtains were always drawn making the accommodation very dark. Brenda lived with her partner Martin who is her full-time carer and has a Care Agency providing 3 calls a day. Because of the state of the house the Care Agency refused to go into the house.

Following the referral, it was agreed a joint visit would be undertaken. This identified Brenda was depressed from the state of the house and her physical health. It was agreed that the Care Provider would be changed to help Brenda and Martin de-clutter, clean the home, and maintain a level of cleanliness.

Since the care provider has been changed. There is an improvement to the property, the bedroom is clean along with cupboards/storage areas as well as the bathroom and Brenda has been able to use the shower for the first time in a while. Brenda is feeling a lot better now the house is clean and is looking after herself much better, having a wash and changing bed sheets, she advised she needed professional involvement in order to get things started and she will ensure this is kept clean and tidy."

How the Board has overseen and led safeguarding in Ealing.

In addition to the Priorities the Board had for 2018-19 (see previous pages) the Board has overseen and led the following so that there was assurance of organisations and communities working together in the best way possible, so that people are able to live their lives free from abuse or neglect.

- We conducted challenge events to ensure compliance with the Disclosure and Barring service to be assured that safer recruitment practices are routinely followed to prevent unsuitable people working with vulnerable groups
- We monitored the quality of Health and Social Care Services in the Borough. We did this by receiving data in our performance report, receiving assurance reports from ASC and the CCG as commissioners and being advised of significant provider concerns. This data shows the quality of services in the Borough are higher than the regional and national average with only a small number of services requiring increased monitoring
- Addressing provider concerns is a priority across the Partnership, within the CCG the Designated Safeguarding and Clinical Quality Manager continued to work closely with the Continuing Healthcare and Complex Patient Team in order to strengthen existing multi-agency arrangements regarding the sharing of quality and safeguarding intelligence within the sector. This level of enhanced intelligence has positively contributed to identifying those Providers, at an earlier stage, where there have been quality and/or safeguarding concerns.
- Ealing Police shared with us the work they and the partnership are doing in relation to Modern Slavery. The numbers relating to adults with care and support needs is very low.
- The Local Safeguarding Children Board shared with us the changes to their arrangements following a review conducted by Sir Alan Wood and the publication of Working Together to Safeguard Children (2018) guidance. The changes to the LSCB do not directly affect us but provide an opportunity to streamline adult arrangements to improve effectiveness.
- In line with the above we have started a discussion on engagement. Bringing together practitioners and adult service users to look at what involvement and co-production actually means and how the Board can effectively engage with people who have experienced safeguarding, staff who work in safeguarding and the wider community.

Supporting the Board, we had work streams that completed the following work so that people are able to live their lives free from abuse or neglect.

Business

- Looked at strengths-based approaches to support making safeguarding personal.
- Considered the new Homelessness Reduction Act 2017, the duties and the safeguarding issues.
- Considered Prevent and the issues around adult returners
- In March 2019, the partners participated in a 'across the lifespan' Home Office led Prevent Duty Peer Review within the Borough. Initial feedback received reported that this was a positive area of practice which focused discussions on issues of risk and vulnerability
- Agreed to review the local Self-Neglect guidance to include a Clutter Rating so that across the partnership there is a common understanding which supports a consistent approach.
- Supported World elder Abuse Day and raised awareness

Performance, Audit and Review (PAR)

- Monitored the Board's Performance Report and Risk Register.
- Considered the findings from a number of national incidents to assure ourselves that practice is not the same in Ealing
- Received and monitored a number of post inspection reports
- Scrutinised a range of data from the partnership.
- Maintained oversight on learning lessons reviews
- Reviewed the group's Terms of Reference to strengthen its role in learning from local, regional and national SARs, and DHRs.
- Contributed to two NHS England reviews

Learning & Development

- Monitored the training offer for this year and identified areas required for 2019-20
- Linked closely to the PAR subgroup to ensure recommendations have been implemented, sustained and what difference they have made.
- Provided front line social care staff with training on strengths-based practice and motivational interviewing to support the principles of personalisation

Challenge Event and Audit

The Safeguarding Focus Group has met in a workshop to undertake discussion on section 11

What is our performance information telling us?

Safeguarding Concerns Reported in 2018-19

The performance of the Ealing system is monitored through reporting to the Performance sub group on a regular basis and this in turn is reported through the Board arrangements. The percentage of enquiries relating to gender, age and ethnicity is in line with the national average and Ealing's population.

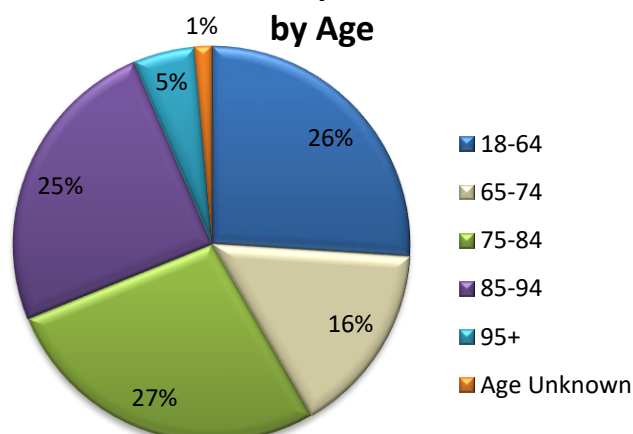
Neglect has been the highest reported type of abuse for the last 4 years and is in line with the national average.

Of those concerns raised, 98% were triaged within two days, showing that the local system is working to provide a timely response to those who raise concerns. 393 out of the 1011 concerns reported proceeded to enquiries, up 23% from 17-18 (320). Of these enquiries, 355 were Section 42, (Care Act 2014) a 41% increase from 17-18 (251). The number of Other enquiries decreased by 62% from 100 to 38.

The vast majority of concerns continue to be reflecting issues of risk and vulnerability in the 65-plus age range, with over 60% relating to females.

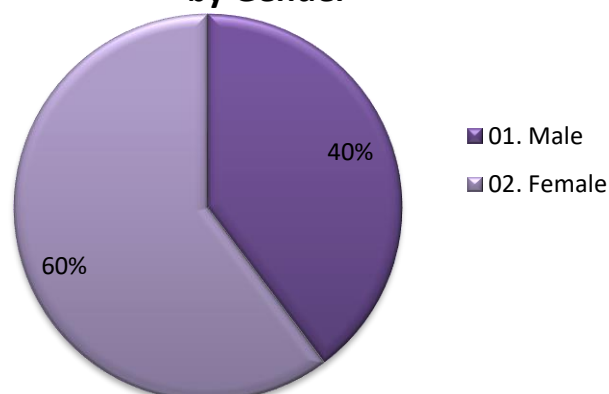
% of Concerns Reported in 2018-19

by Age

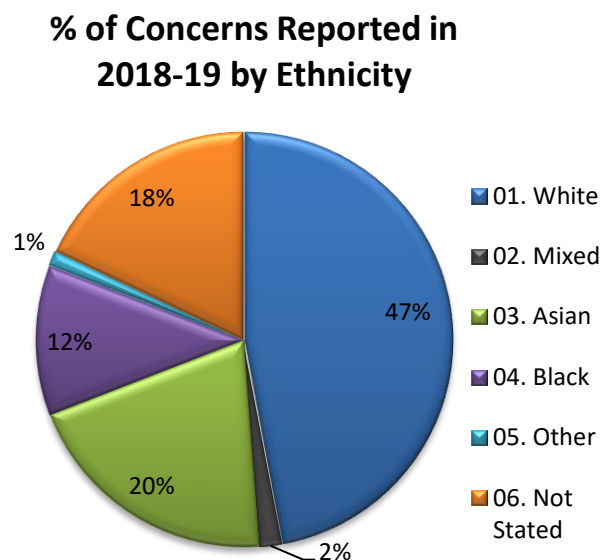
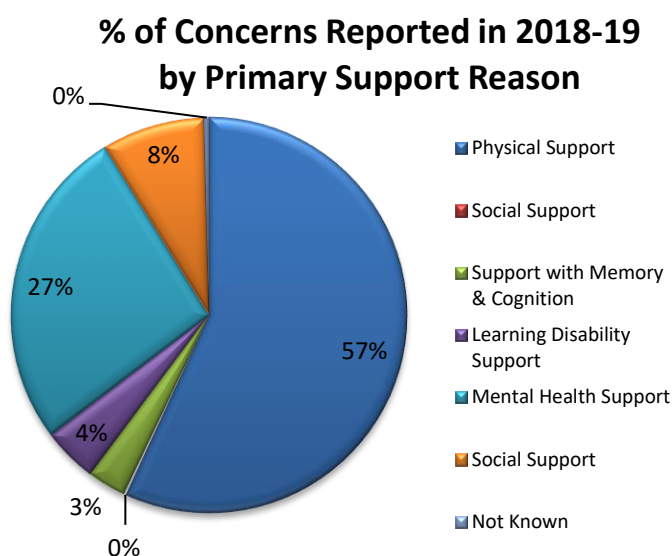


% of Concerns Reported in 2018-19

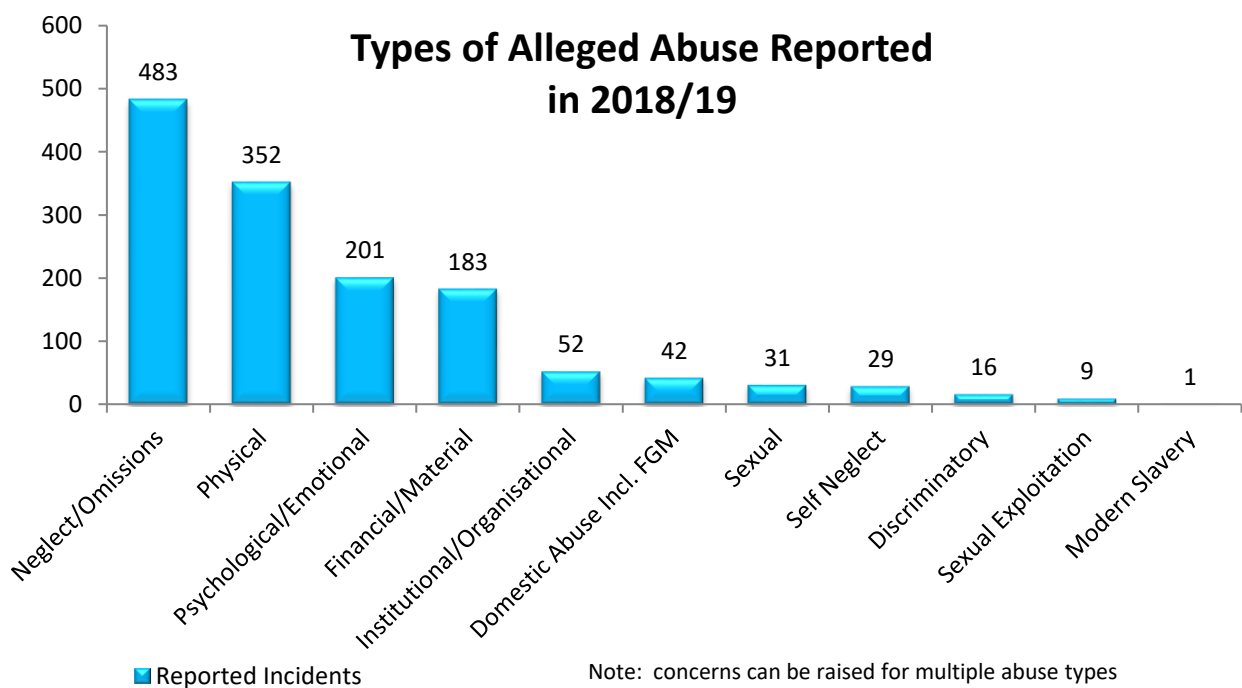
by Gender



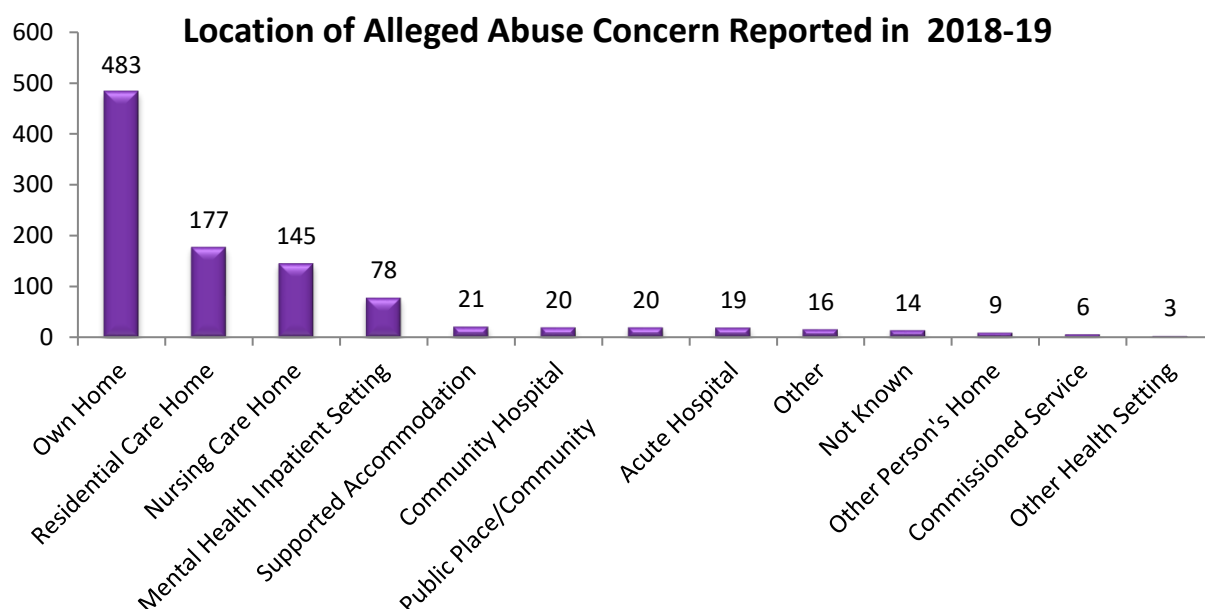
More than half (57%) of concerns relate to the need for physical support and is consistent with greater frailty in the over 65s. There is around 27% of concerns relating to mental health needs; again, this is in line with what is being reported regionally and nationally through Association of Directors Adult Social Services (ADASS).



As was the case last year, Neglect/Omissions is still the most reported abuse type. This reflects the level of concern regarding the ability of those referred to look after themselves.

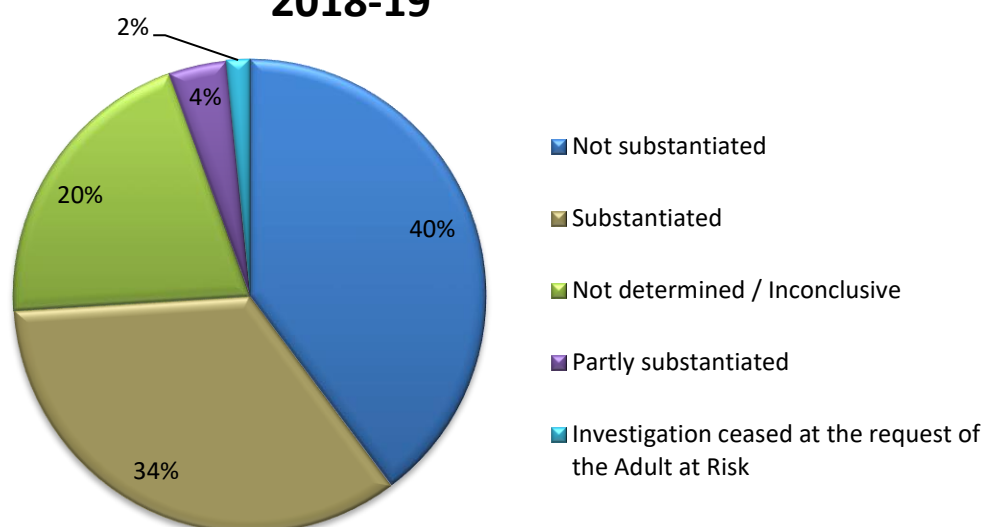


The majority of abuse takes place in an individual's own home – again this is in line with the regional and national average. Identifying abuse within private dwellings is more difficult due to the lack of scrutiny within people's own homes. 48% of the alleged abuse reported, occurred in the individual's home.



Of the referrals raised, 40% remain unsubstantiated, highlighting the difficulties relating to evidence, the wishes and views of the person themselves and the challenges in balancing perceived risk and need in older people.

% of Concluded Cases by Case Outcome in 2018-19

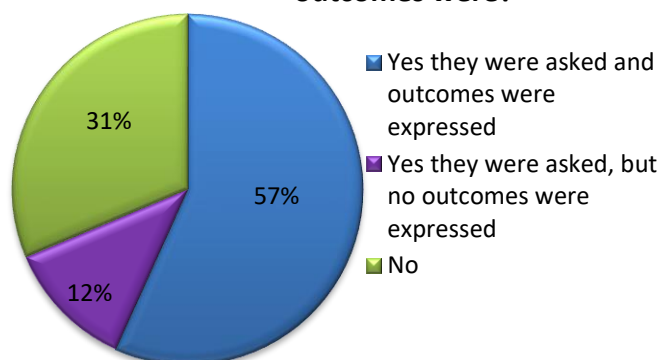


The number of people asked what outcomes they want from a safeguarding enquiry has remained fairly consistent for the last couple of years. Ascertaining individual's outcomes when another organisation has been caused to do the enquiry has been difficult and this impacts on the data. Receiving this data enables us to measure practice that supports an outcomes-focus and person led approach to safeguarding.

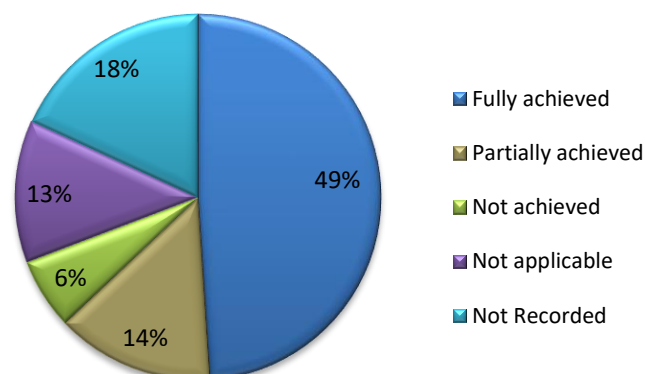
Of the number of people who expressed an outcome the majority felt their outcome at the end of the safeguarding process was fully or partly met.

This year we have received data from ASC regarding individuals and/or their representatives on if they feel they are safer because of the help from people dealing with the safeguarding concern. This feedback data this year is positive. Many areas are struggling to get this feedback.

For each concluded enquiry in 2018-19, was the individual or individual's representative asked what their desired outcomes were?



Of the concluded enquiries in 2018-19, with recorded outcomes expressed. What was the outcome?



For concluded enquiries, 69% (175) of individuals were asked what their desired outcomes were for the safeguarding investigation. Of those that expressed outcomes (145), 63% (92) had their outcomes fully or partially met.

Safeguarding 17-18 Benchmarking Summary

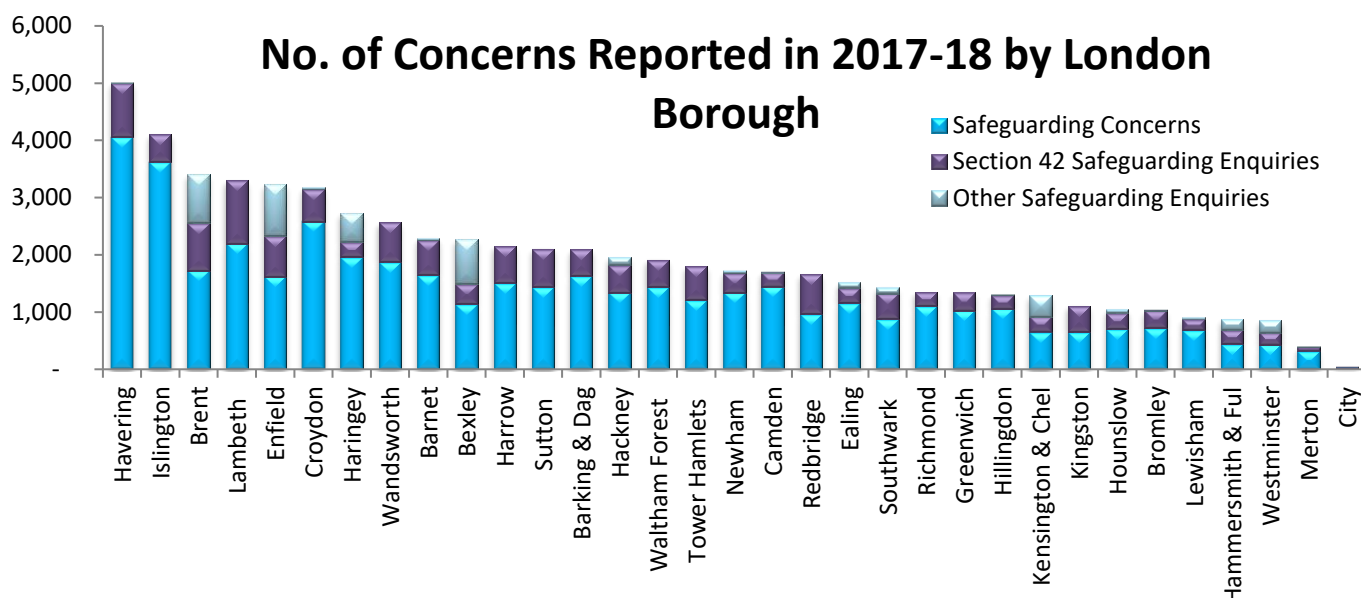
Key findings from the Safeguarding Adults Collection 2017-18 report (published by NHS Digital).

For the 2017-18 reporting year 394,655 concerns of abuse were raised during 2017-18, an increase of 8.2% on the previous year.

In Ealing the total number of concerns reported in 2017-18 was 1014, this is up 10% from 2016-17 (921).

There were 150,070 safeguarding enquiries that started in the year; a decrease of 1,090 (0.7%) on 2016-17. The number of Section 42 enquiries that commenced during the year fell by 1.1% to 131,860 and involved 107,550 individuals. The number of Other enquiries increased by 1.8% to 18,210 during the same period.

320 out of the 1014 concerns reported proceeded to enquiries, down 26% from 16-17 (474). Of these enquiries, 251 were Section 42, a 33% decrease from 16-17 (377). The number of Other enquiries increased by 3% from 97 to 100. The below chart shows the breakdown by London Borough.



Important note - in order to prevent the disclosure of individuals, figures between 0 and 4 inclusive are displayed as a "*" (star symbol). All other figures have been rounded to the nearest multiple of 5 and therefore aggregated figures may not equal the England and regional figures when summed

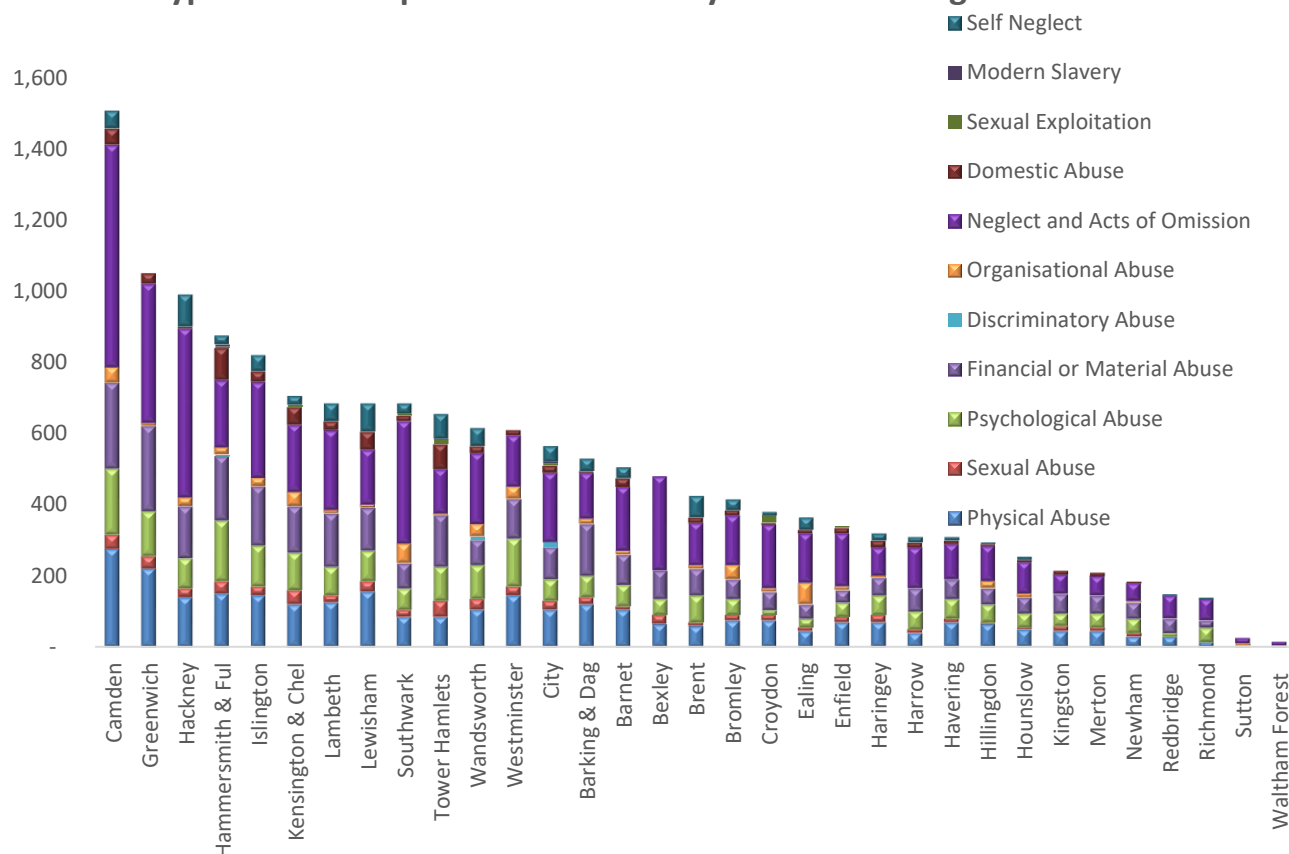
Older people are much more likely to be the subject of a Section 42 safeguarding enquiry; one in every 43 adults aged 85 and above, compared to one in every 862 adults aged 18-64.

In Ealing 33% of Section 42 enquiries were for adults aged 18-84 and 67% for adults aged 65 and above. (38% 65-84 and 28% 85+)

The most common type of risk in Section 42 enquiries that concluded in the year was Neglect and Acts of Omission, which accounted for 32.1% of risks, and the most common location of the risk was the person's own home at 43.5%. In 68.5% of Section 42 enquiries a risk was identified, and action was taken.

In Ealing Neglect and Acts of Omission was also the most common type of risk in concluded Section 42 enquiries, at 31%. The most common location of the risk was person's own home at 56%. In 64% of Section 42 enquiries, a risk was identified, and action was taken. Neglect and Acts of Omission was also the most common type of risk in the number of concerns reported. Which was also the case for the majority of London Boroughs.

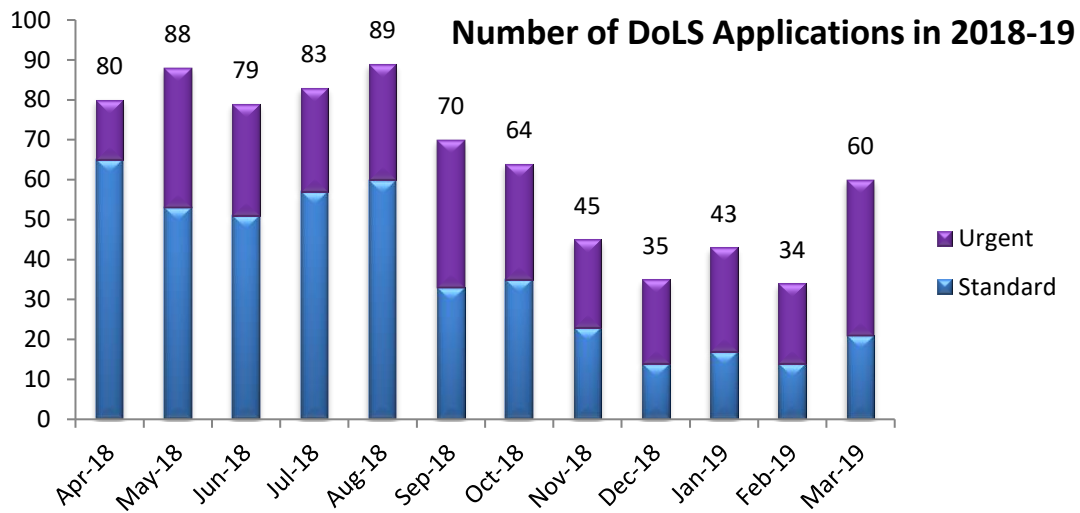
Types of Risk Reported in 2017-18 by London Borough



Note: Concerns can be raised for multiple abuse types

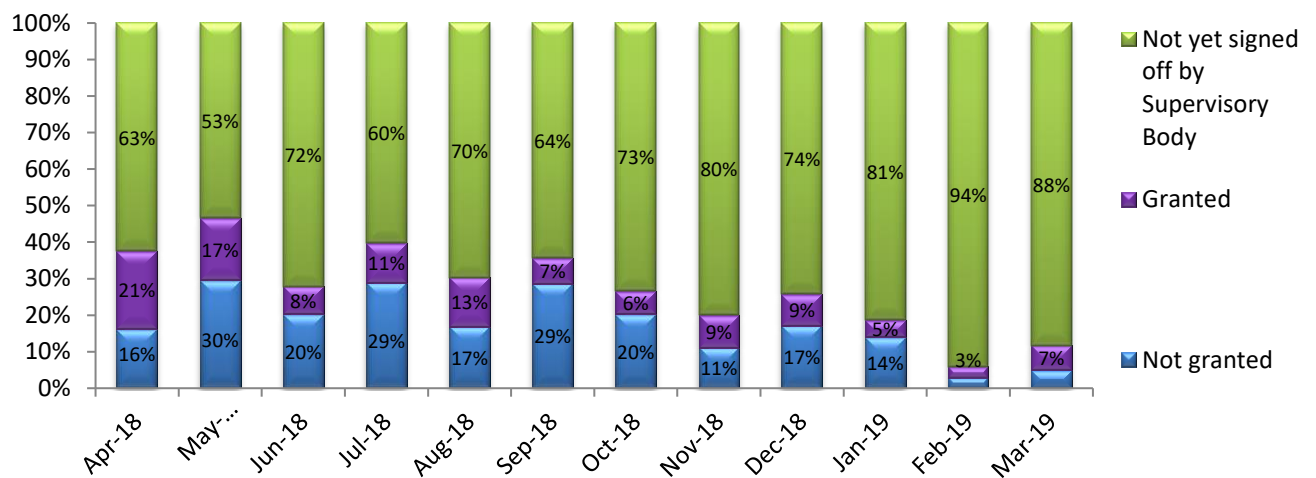
In order to prevent the disclosure of individuals, figures between 0 and 4 inclusive are not displayed.

DoLS Applications Received in 2018-19



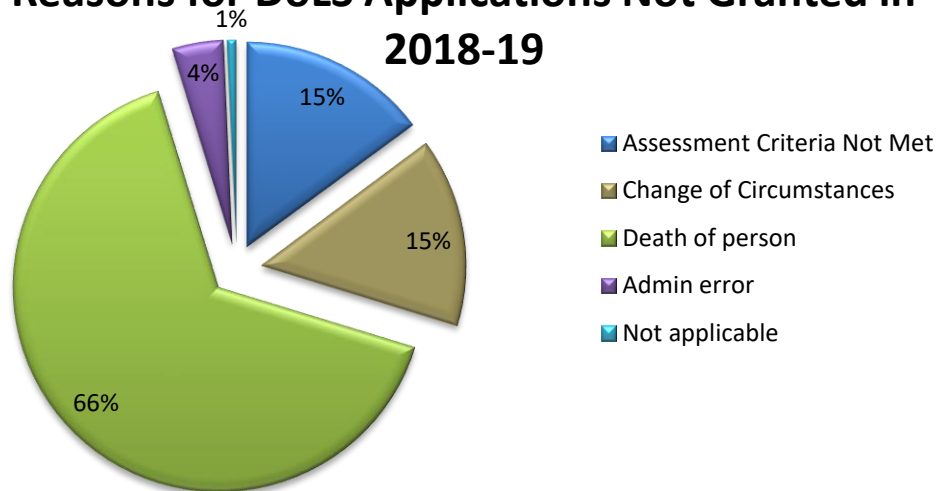
In Ealing the total number of Deprivation of Liberty Safeguards (DoLS) applications received in 2018-19 was 770.

Application Status of DoLS Applications in 2018-19

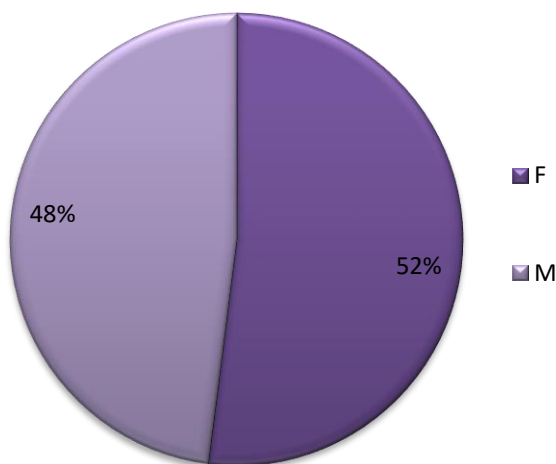


Of the applications received, as at 31/03/2019, 19% were not granted, 11% were granted and 70% are yet to be signed off by the supervisory body.

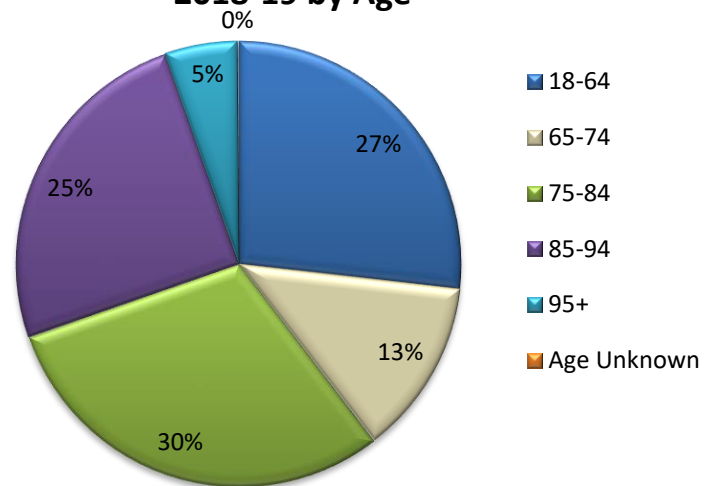
Reasons for DoLS Applications Not Granted in 2018-19



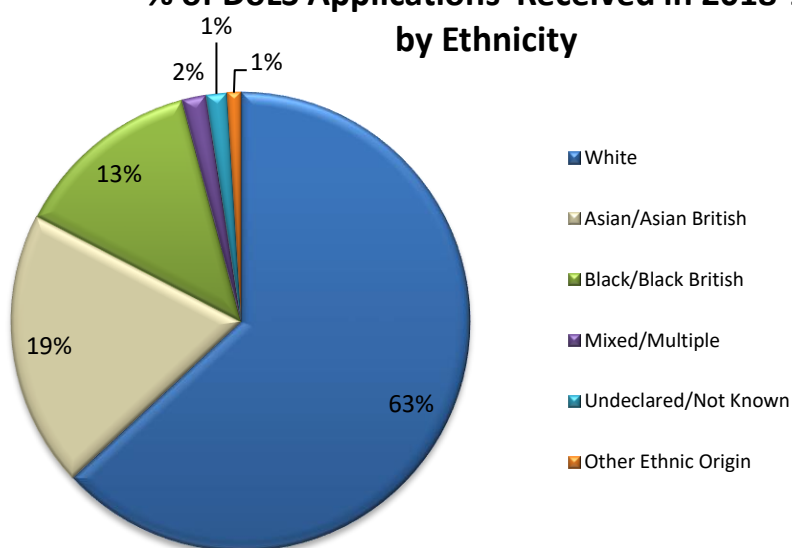
% of DoLS Applications Received in 2018-19 by Gender



% of DoLS Applications Received in 2018-19 by Age



% of DoLS Applications Received in 2018-19 by Ethnicity



We have scrutinised our data taking into account previous year's data, regional data and national data for 2017-18. Where there have been some anomalies agencies have been asked to provide an explanation.

The introduction of changes to the IT system within the council has contributed to increased concern regarding the accuracy of data and its reliability.

2017-18 DoLS Benchmarking Analysis

Key findings from the Safeguarding Adults Collection 2017-18 report (published by NHS Digital).

- There were 227,400 applications for DoLS received during 2017-18. This represents an increase of 4.7% on 2016-17 although the rate of increase is slowing compared to previous years.
- There were more DoLS applications received than were completed (181,785) in 2017- 18. The number of DoLS applications that were completed increased by 19.6% from 151,970 in 2016-17. The proportion of these that were granted was 61.1% in 2017-18.
- The reported number of cases that were not completed as at year end was 125,630. Of these just under 40% (48,555) were received prior to 1 April 2017.
- Analysis of the 2017-18 local authority data again shows a wide range of variation across the country in the volumes of DoLS applications, their outcomes and how they were administered.

Almost three quarters (72.7%) of DoLS applications received during 2017-18 were for people aged 75 and over.

Age profiles are also broadly similar across the regions although London has a greater proportion of younger people: 23.1% of individuals for whom an application was made in 2017-18 were aged between 18 and 64 compared to the national figure of 16.2%, which may be explained by the population profile in London.

In Ealing 25 per cent of applications were for people aged between 18 and 64, and 63 per cent for people aged 75 and over (up 2 percentage points from 16-17).

Gender

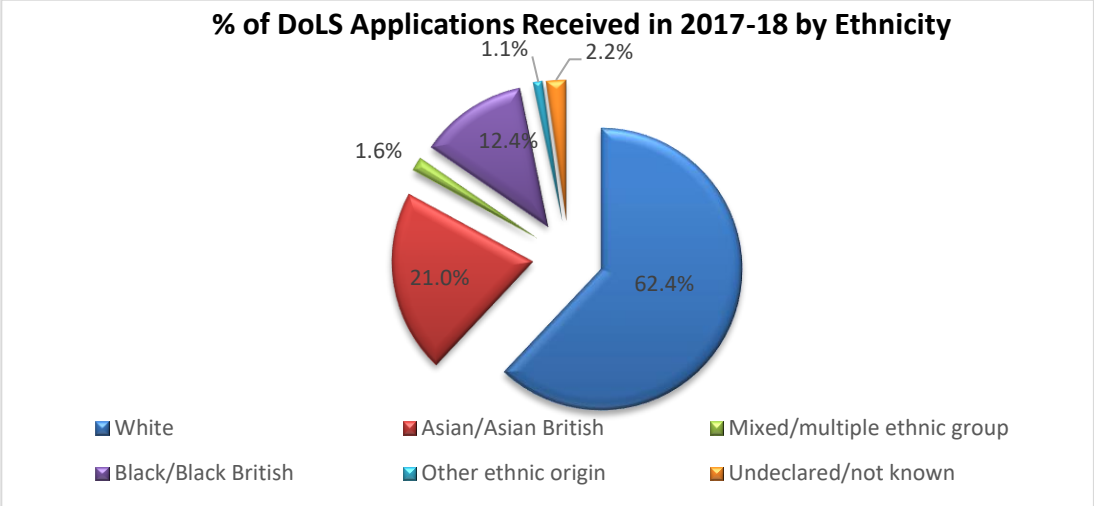
Nationally, females accounted for 59.6% of applications received during the year. This proportion was broadly similar across the regions although as in the previous year, London had a slightly higher proportion of applications for males with 43.6%, compared to the national figure of 40.4%.

In Ealing 48 per cent of applications were for males and 52 per cent for females.

Applications are predominantly received for individuals whose ethnic origin is white, although in London there are a greater proportion of people with a DoLS application from other ethnic groups.

Throughout the regions of England, the proportion of DoLS applications on the whole may not be representative of the population breakdown of those age 18 or over, particularly in the Asian/Asian British category, where this group accounts for 7.7% of the general population and 1.7% of people with a DoLS applications are from this group

See chart below for Ealing’s breakdown

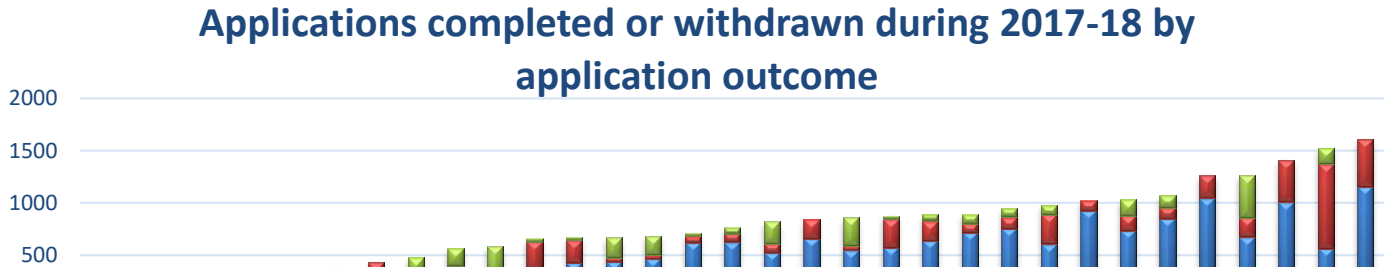


Please note: Figures have been rounded to the nearest multiple of 5 and therefore aggregated figures may not add up.

Received applications with urgent authorisations

Nationally the proportion of applications accompanied by urgent authorisations was 50.3%. This is a slight increase from 49.9% in 2016-17. At a regional and local level there was again significant variation in the proportion of applications with urgent authorisations, seen in figure 2.6; ranging from 33.0% in London to 69.9% in the South West.

In Ealing 23 per cent (down 1 percentage point from 16-17) of applications were accompanied by urgent authorisations and 77 per cent were standard. Barking and Dagenham had the highest percentage of urgent authorisations at 54%. Wandsworth had the lowest at 13%. Ealing ranked 27th. See chart below for London breakdown of applications received.



What are Safeguarding Adult Reviews?

The Care Act 2014 introduced statutory Safeguarding Adults Reviews; mandates when they must be arranged; and gives Safeguarding Adults Boards flexibility to choose a proportionate methodology.

A Safeguarding Adult Review is a multi-agency process that considers whether or not serious harm experienced by an adult or group of adults at risk of abuse or neglect, could have been predicted or prevented. The process identifies learning that enables the partnership to improve services and prevent abuse and neglect in the future.

In 2018-19 we have considered six referral requests. We did not progress them as Safeguarding Adults Reviews as they did not meet the Care Act criteria, but we organised a Learning Event for one in conjunction with the CCG Patient Safety lead. We have actively worked with NHS England on two further reviews that didn't meet the criteria but where issues nevertheless concerned us. At the time of writing this report the outcome is not known.

Safeguarding Adult Review Reports are published on our safeguarding webpage.

Our Learning

IH focused on supporting young adults into independence particularly where there are mental health issues.

The Review identified that there have been a number of important developments, during and since the case, which are enhancing the response to children and adults who are at risk because of mental health issues and where there is little familial support.

The learning and priorities for action centre around a combination of strategic partnership working and practice issues in responding to mental health and transition; the processes and eligibility criteria for identifying support when children transition into adulthood; and issues around medication.

What the ESAB Budget was used on

There is no dedicated budget for the SAB, something that we have decided to take action upon this year. We are able though to reflect expenditure which is picked up through the ASC budget. This is illustrated below.

2018/19	Contributions			Expenditure	
	LBE	3,970		Staff costs	21,862
	CCG- core funding	35,000		Independent chair	22,500
	CCG- contribution to SARs	0		SARs	0
	MPS	5,000		Miscellaneous	108
	LFB	500			
	TOTAL INCOME	44,470		TOTAL EXPENDITURE	44,470

Partners' work in 2018-19

We have reviewed and audited our Safeguarding policy and used our articles on our intranet to promote Making Safeguarding Personal. We have a transitions framework in place so that "Young people can expect service transition to be a flexible, managed process in respect of planning and assessments, continuity of care and follow-up. A period of shared or parallel care is good practice." Some of our adult services accept service users from age 16 and other mental health provision for young people extends to age 35.

Through training, supervision, advice and support calls have continued to reinforce a concept of risk enablement that requires professionals to consider client's preferences, histories, circumstances and lifestyles to achieve a proportionate response to risk as part of the safeguarding process. **WLMHT**

Our Trustees attended training, which included an update on safeguarding legislation, an opportunity to explore their duties and time to discuss some case examples. **CVS**

A dedicated audit of safeguarding cases identified: workers considered advocacy requirements, people were defining their outcomes at the beginning of the process, there was clear record keeping and analysis carers were being included in creating safeguarding plans and there was good evidence of joint working between the Local Authority and other organisations. But we also identified areas for improvement including: ensuring that people/their representatives are invited to all meetings during the safeguarding process, not just the case conference and there had been some delays in the process due to workload pressures. We are implementing a strengths-based approach to our work, which means working in collaboration with the person to support them to develop solutions and enable them to achieve the outcomes which are important to them. **ASC**

We have implemented the Identification and Referral to Improve Safety (IRIS) programme to protect those most vulnerable from Domestic Abuse. The programme is making a difference to timely identification, intervening early, and enabling people to help change their lives by putting them in touch with supportive services. There is evidence that there has been a positive change in practice in identifying and responding appropriately to victims of domestic abuse in the rate of referrals to IRIS and by practices where DHR process had identified they did not consider domestic abuse in the presentation of victims at GP appointments. **CCG**

Adult Social Care is leading on the delivery of **Better Lives**, a flagship initiative within the Council's Future Ealing Transformation Programme. "Better Lives" is focused on delivering the Corporate priority of "keeping residents physically and mentally healthy, active and independent". We are working with practitioners across all agencies to transform the way adult social care is delivered. Our social work practice is focused on people's strengths and community connections. We focus firstly on prevention and enablement, promoting independence while providing the right amount of support at the right time, with the right agencies. We have tailored strength-based and motivational interviewing training to all staff, and our providers and partners. This type of culture change also supports our Safeguarding duties and the principles of personalisation. **Better Lives Programme, Ealing Council**

The cohort most at risk of injury or death from accidental dwelling fires remains adults with care and support needs. The number of deaths and injuries from accidental domestic dwelling fires has decreased significantly. considers that engagement with SAB partners through serious incident reviews, safeguarding adult reviews and referrals for safe & well have contributed to this.

Scrutiny and review of Safeguarding, highlighted areas of strength including 'There is a clear determination, from the front-line, in support services and right through to senior management to "add value" to local communities, in all sorts of ways and to "do the right thing"' 'Significant practical progress and mutual benefit has been achieved in relation to adult safeguarding working with Police, Ambulance Service and the pan London local authority areas across the region **LFB**

The creation of the BCU arrangements bringing together Ealing, Hillingdon and Hounslow, in June 2018, has allowed a consolidation of resources invested in safeguarding, bringing together previously disparate services. This will over time allow us to bring together expertise and to support improved outcomes for individuals and communities. There has been an active response to improve adult safeguarding activity. The identification and investigation of 'mate' crime, where vulnerable adults are befriended, and their homes used for criminal activity has received a lot of attention, with work to improve recording, a shared approach to investigation with partners and effective ongoing support. A new system of 'flagging' risk on IT systems has been rolled out and identified as good practice. As such it is now being rolled out across the Metropolitan police.

Police

During 2018-19 we have been implementing the new homelessness duties to agree personal housing plans with individuals at risk of homelessness (aimed at prevention and relief of homelessness). We have also been working with partners to devise and refine pathways for various customer groups including mental health, domestic abuse, modern slavery, those leaving prison etc.

Housing

The Council's Commissioning Team has been working to support care providers struggling with quality and safeguarding issues. We have had some success through working in partnership with providers and health colleagues to see tangible improvements in a number of settings. Finding and retaining a skilled workforce is a major challenge to consistency of quality in care in Ealing. In residential and nursing settings, as well as care at home services, the shortfall in care worker capacity can have a pronounced impact on care quality and is directly implicated in settings where safeguarding concerns have been raised.

The Board's interest in the self-funded care market is shared by commissioners. Where the Council has monitoring and quality oversight of commissioned services, customers have a degree of assurance that their service provider's performance is scrutinised beyond the regulatory oversight of CQC. For self-funders who may use providers not contracted to the Council, there is less assurance available. Access to information, advice and support for all who use care services is essential and has been made available through two Community Advice Hubs.

Commissioning

Priorities for 19/20

Our priorities for 19/20 are based on the issues emerging from our performance and key areas where as a partnership we want to make a difference. We have 4 priorities

1. To focus on strong leadership and an effective partnership to support a safeguarding system that supports and protects individuals and that provides our staff with the skills and experience to work well and safely
2. To improve our understanding of performance across the partnership, to include not just data but the quality of services and the impact they have on changing lives
3. To develop clear strategies to raise awareness of risk from doorstep crime, scams and financial abuse
4. To create and implement an engagement strategy that allows us to be in touch with the views of individuals, practitioners and providers across the Borough

Other Supporting Documents

- Easy to Read Executive Summary
- 2019-20 Strategic Plan on a Page

Contact details and links

If you require any further information, please contact the Ealing Safeguarding Adults Board Business Team:

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