

2021 – 22

Cheshire East Safeguarding Adults Board Annual Report



OFFICIAL

Welcome from Independent Chair



Welcome to Cheshire East's Adult Safeguarding Board's Annual Report and I hope on behalf of the Board that you find it interesting and helpful. Working remotely has become the new norm as we continue to meet as a Board via Teams with all the challenges that we all know and love! That said we have continued to have excellent attendance and engagement by all members and you will read further down about some of the topics that we have discussed and presentations that have been made to the Board. As the Independent Chair I have met weekly with the Adult Safeguarding Manager and have felt fully aware of all developments and I pay tribute to Sandra Murphy for her leadership of the team. All agencies have seen unprecedented demand on their services as the Pandemic progressed from wave to wave of outbreaks and adult safeguarding was no exception. The strong and effective partnership working across Cheshire East has enabled partners to work together and to find new ways of responding to the challenges and I commend them for their response to this rise in demand and their focus on supporting adults at risk and in need of action.

This last year has also seen the NHS (one of our statutory partners) prepare for a major reorganisation with the abolition of the CCG's and the creation of the new Cheshire and Merseyside Integrated Care Board (ICB) with a go live date put back from April 2022 to July. The new arrangements are underpinned by the objectives reducing health inequalities and improving population health and by integrating health and social care. There are nine Places (Boroughs) in Cheshire and Merseyside of which Cheshire East will be one. The principle of Primacy of Place should ensure that Adult Safeguarding will remain for us in Cheshire East and continuing to work with all our partners.

You will see further down that we have commissioned a number of Serious Adult Reviews and the Board had training on the whole process by Professor Michael Preston-Shoot, who is a leading authority on Serious Adult Reviews. His training was both insightful and helpful for all of us and he also was the author of one of the reviews. We are extremely grateful for his advice and expertise.

Finally I express on behalf of the whole board our thanks to Katie Jones our Board Manager and to Claire Faulkner our board administrator for their outstanding support and assistance

Geoffrey Appleton
Independent Chair

THE BOARD

Cheshire East Safeguarding Adults Board is required, under the Care Act 2014, to produce an annual report each year. The report must set out what we have done during the last year to help and protect adults at risk of abuse and neglect in Cheshire East

The work of the Board is driven by its vision that People in Cheshire East have the right to live a life free from harm, where communities:

- **Have a culture that does not tolerate abuse**
- **Work together to prevent abuse**
- **Know what to do when abuse happens**

What is Safeguarding? Safeguarding adults is about protecting adults at risk of harm from suffering abuse or neglect. It is recognised that certain groups of people may be more likely to experience abuse and less able to access services or support to keep themselves safe

Who are we?

The Cheshire East Safeguarding Adults Board (CESAB) is a statutory multi-agency partnership comprising of Cheshire East Council, Cheshire Police and the NHS Cheshire Clinical Commissioning Group. As well as the three statutory partners, the following organisations also are partners of CESAB - housing, local Hospital Trusts, Cheshire and Wirral Partnership NHS Trust, North West Ambulance Service, Cheshire Fire, the local prison plus probation trust, Healthwatch Cheshire East and the faith sector. The Board meets every 3 months and has a number of sub-groups.

The purpose of the Board

The overarching purpose of the board is to help and safeguard adults with care and support needs. CESAB ensure that locally abuse is prevented and that partners respond when abuse does occur in line with the needs and wishes of the person experiencing harm.

Our aims

Working together and with adults at risk of abuse the board aims to ensure people are:

- safe and able to protect themselves from abuse and neglect.
- treated fairly and with dignity and respect.
- protected when they need to be.
- and able to easily get the support, protection, and services that they need.

Our annual report tells you:

What the Board has done in 2021-22

What the data for 2021-22 tells us about Adult Safeguarding in Cheshire East

Using case studies, tells you about some of the contributions of partners to adult safeguarding

Our priorities looking forward

This report will be published on our website www.stopadultabuse.org.uk for all partners and members of the public to access

As required by the Care Act, this report will also be shared with the Chief Executive Officer and Lead Member at Cheshire East Council as well as the Police and Crime Commissioner, Healthwatch Cheshire East plus Cheshire East Health and Wellbeing Board.

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What has the board done in 2021-22? due to Covid-19 restrictions, CESAB continued to meet remotely over Microsoft Teams during 2021–22. The board met quarterly during this period and focussed on the following themes -

Quarter 1

Drugs and Alcohol Misuse:



The July Board focussed on the local issues surrounding Drugs and Alcohol misuse and the impact this has on local Adult Safeguarding arrangements. The Board were joined by Mark Whitfield from Liverpool John Moores University, who highlighted recent research in this area, and Jon Findlay from Change Grow Live, the local provider of Drug and Alcohol support services in Cheshire East

NEXT STEPS – The Local Authority’s Adult Safeguarding Team will link with Change Grow Live to organise further training to frontline multi-agency practitioners.

Quarter 3

Mental Health - A presentation was given from the Local Authority’s Mental Health Team and by the local Mental Health Provider, Cheshire Wirral Partnership NHS Trust. The presentations focussed on Mental Health and Adult Safeguarding during the pandemic.

NEXT STEPS – The Board made a commitment about education and raising awareness of the mental health act so that all agencies have a firm understanding of the act. The Quality and Audit Group will also do a review of the application of the Mental Capacity Act in

Quarter 2

DISCRIMINATORY ABUSE

The board were joined by the Gypsy and Traveller Liaison Manager from Cheshire East and received an update regarding discrimination faced by the Gypsy and Traveller communities in Cheshire East, and across the North West region. A discussion regarding the difficulties this community were currently facing during the pandemic was also held.



NEXT STEPS – It was highlighted that Gypsy, Roma and Traveller History Month takes place every year in June and raises awareness of the Gypsy, Roma and Traveller communities in the UK. The Board agreed to promote this month to Frontline Staff and the wider public via its social media platform and newsletters.

The Quality and Audit Group will also conduct a deep dive review focusing on Discriminatory Abuse in Cheshire East.

Criminal Justice – The Board received presentations from the local Probation Trust, the Police and the local Prison. The Criminal Justice Partners in Cheshire East gave assurance to the board and demonstrated using case examples how partners are committed to providing the most effective and appropriate safeguarding arrangements in order to protect adults at risk within the criminal justice system from abuse or neglect throughout the Pandemic.

NEXT STEPS – Partners are keen for the Criminal Justice Partners to report back post-Covid 19 to give the Board assurance of Safeguarding Practice post the pandemic



Quarter 4

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Adult Safeguarding Training

Following a successful bid for funding to retain the post of Safeguarding Training Officer through to 31st August 2022 this report highlights the work I have undertaken during the boards reporting period 1st April 2021 to 31st March 2022.

With the continued recognition that the delivery of face-to-face training would still be restricted, the funding bid for the Academic year Sept 2021 to Aug 2022 (not yet completed) saw a target of delivering training to 600 learners from non-statutory partner organisations. This been set at the same rate as per the previous year.

The training landscape particularly within the care sector both care settings and domiciliary providers, remains extremely challenging for a myriad of reasons, not least due to staff recruitment and retention. That said it is still important to make a training offer to these organisations and we have focused the offer in an intelligence led way, taking information and concerns from both inhouse and external staff to focus my efforts on where hopefully we can make more difference.

This period also saw various restrictions still prevailing due to Covid and new variants emerging such as Omicron. Therefore, the training offer continues to be either face to face where safe to do so or live via TEAMS.

The training offered in the main has continued to be level one basic safeguarding and to address some of the issues in relation to access staff I developed a bitesize session which minuses staff abstraction, but which covers the key learning elements, to date this has been well received.

Recognising the huge risk to vulnerable adults a session has also been developed to raise awareness relating to scams and how to deal with them which is either delivered as a add on or standalone session.

In total during the period 1st April 2021 to 31st March 2022, I delivered my sessions to 809 non boards partners and 204 statutory board partners giving a total of 1013.

As a final note I am also pleased to say that whilst this reporting period is out of sync with the academic reporting period, I can report that I have met and exceeded the 600 target as mentioned which puts us in a healthy position to seek further funding for the academic year 2022/23.

P Broadhurst

Paul Broadhurst - Safeguarding Adults Board Training Officer



Complex Safeguarding Forum: A forum dealing with those individuals residing in Cheshire East with Complex Safeguarding concerns was launched in May. The Forum which is co-ordinated via the SAB Business Support Unit and is widely supported through a range of partners including Cheshire East Adults Social Care, Police, Fire, Health, Housing and Substance misuse representatives considers referrals received which require a multi-agency response to support those at risk of issues relating to self-neglect, hoarding and various types of exploitation. The forum has scheduled meetings on a 6 week cycle and agencies are encouraged to make referrals for those cases which identify individuals at high risk and require multi-agency involvement. A copy of the referral pathway is available on the website www.stopadultabuse.org.uk

Prevention and Public awareness: An important role of the SAB is to raise awareness so that communities play their part in preventing, identifying and responding to abuse and neglect.



Over 2021/22 CESAB produced regular newsletters and bulletin updates which were sent to all partners and posted on the website providing information on adult safeguarding. The Board are also producing more information in Easy Read format; this ensures it is easier for professionals, public and adults at risk to understand safeguarding, how to keep safe and how to respond when there is a concern. The Board continues to develop its social media presence across Twitter, Facebook, Youtube and Linked In



National Safeguarding Adults Week



CESAB were proud to support National Safeguarding Adults Week in November 2021. This event is co-ordinated by the [Ann Craft Trust](http://www.anncrafttrust.org.uk). This year's theme centred around 'creating safer cultures'. Due to Covid 19 restrictions, CESAB hosted a number of [free online lunch and learn events](#) during the week. These events were well attended with over 120 attendees logging into the online discussions throughout the week. CESAB are planning some face to face events for 2022

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Links with other Boards: In 2021/22 the SAB continued to establish effective working relationships between the other key partnership boards that have oversight of work undertaken to support residents of Cheshire East. Over the last year we have worked closely with the three other SABs within the Cheshire area as well as local multi-agency partnerships in Cheshire East such as the Community Safety Partnership, the Safeguarding Children's partnership, the Domestic Abuse Partnership and the Health and Wellbeing Board. The Chairs from the local partnerships have met quarterly throughout the year and the pan Cheshire Business Managers Group also regularly meet, this has resulted in a clearer understanding of respective roles and responsibilities, improve joined up working between partners, reduced duplication, and developed collaborative efforts to improve the resilience of Cheshire East communities, families, and individuals. The four SABs across Cheshire are working together to look at the national recommendations around Safeguarding Adult Reviews and the learning regionally from our local reviews.

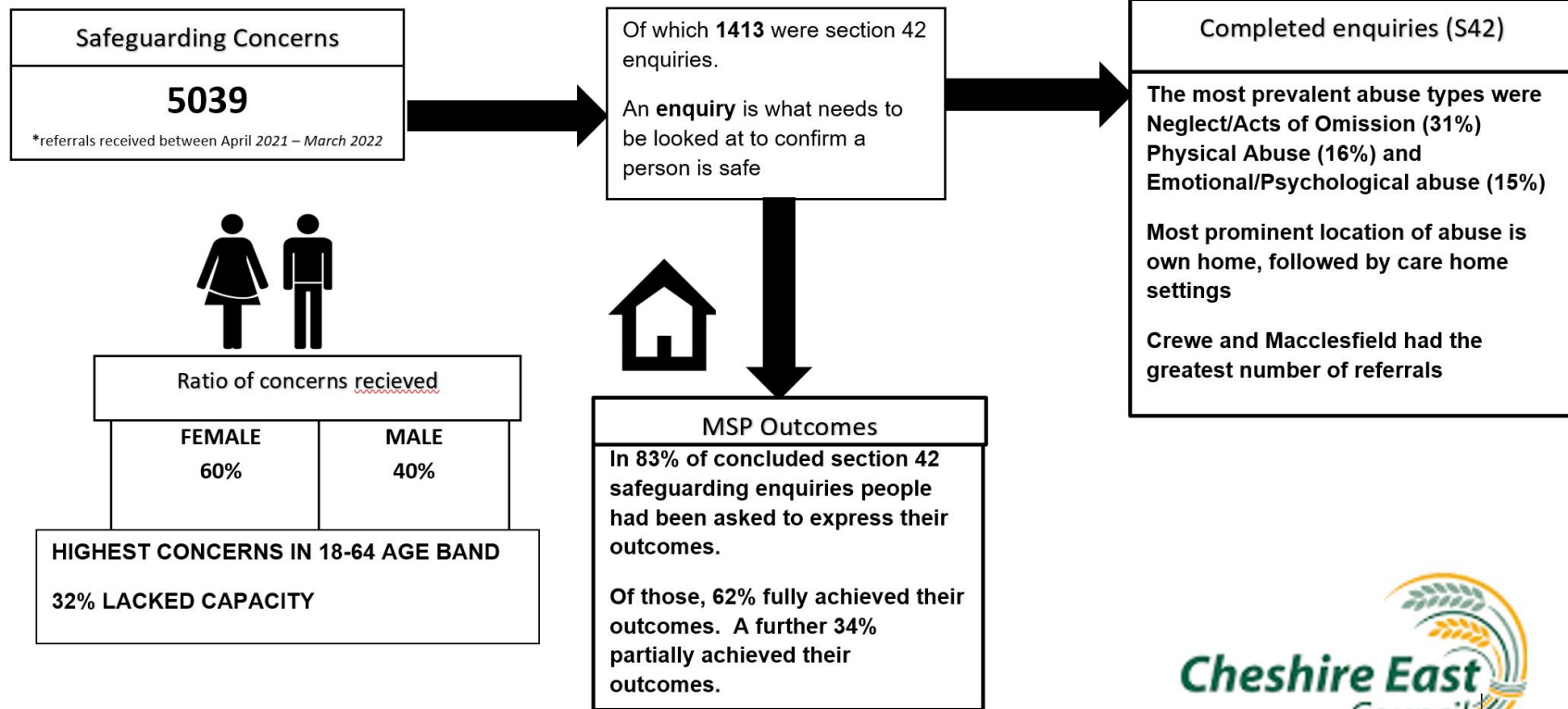
CESAB Support the Cheshire East Adult Social Care Conference – OCTOBER 2021

Cheshire East Adult Social Care hosted its Annual Conference in October 2021. In order to help everyone to understand the purpose and process of facilitating Safeguarding Adult Reviews and Domestic Homicide Reviews, delegates were joined by keynote speakers Prof Preston-Shoot, John Doyle and Dez Holmes. Each gave an inspiring message to promote the importance of Reflective Practice and key messages about the use of Professional Curiosity, Multi Agency Meetings, shared decision making, and comprehensive mental capacity assessments. Whilst also recognising complexity and promoting individual's wellbeing. Katie Jones, CESAB Business Manager also gave a presentation focusing on the Safeguarding Adults Review process in Cheshire East

Afghan Refugees: Cheshire East have like many local authorities supported the Home Office by welcoming Afghan nationals who had to leave their country because of the Taliban taking control of the country. The authority has provided safe accommodation for many families whilst they await a move to permanent accommodation. As part of the settlement process, during 2021, the SAB's Safeguarding Training Officer, Paul Broadhurst, has visited the families and talked to them about a wide variety of subjects, such as child safety, road legislation, scams, hate crime. Paul is pictured here with some of the Afghanistan nationals during one of the sessions.



Performance and activity Information 2021-22



Data comparisons to the North West England figures for 2021/22 available on request

Care Concerns 2021-22

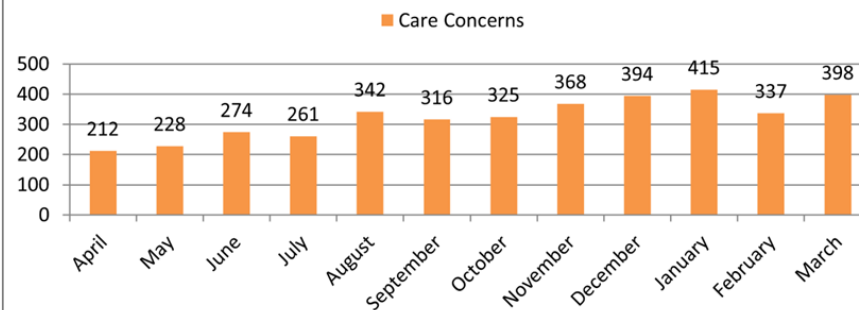
Analysis of a full year of care concern submissions

Care Concerns
3870

Care Concerns received between April 2021 and March 2022

275 providers were using the care concern process as at 31st March 2022

Care Concerns



Being able to look in detail at low level concerns has been beneficial in highlighting where small changes can have a larger positive impact on

There are 19 areas of concern

Falls are most common (21%)

Followed by medication Errors (19%)

Unexplained bruising is the third most common area of concern (17%)

OT referrals

Changes to support plans

Helping people to remain as independent as possible

What is a Safeguarding Adult Review (SAR)?

When an adult who needs care and support either dies or suffers serious harm, and when abuse or neglect is thought to have been a factor, Cheshire East Safeguarding Adults Board (CESAB) may need to review what has happened. This is called a Safeguarding Adults Review. There are two forms of review, a Statutory Safeguarding Adults Review (SAR) and a Discretionary Safeguarding Adults Review (D SAR). A Discretionary SAR takes place when only part of the criteria/conditions for a Statutory SAR have been met but the Safeguarding Adults Board feel there are multi agency learning opportunities. These reviews are to see whether any lessons can be learned about the way organisations worked together to support and protect the person who suffered harm.

Local update:

3 STATUTORY SARs

The Board received 8 referrals for a SAR over the last year; these were reviewed by our Serious Case Group that is chaired by Cheshire Police. The group concluded that three cases did meet the threshold for a full Statutory SAR. Two of these cases are currently still being reviewed and will be reported in the 2022/23 Annual Report, however one case is now published. This case was following the death of Mervyn, a hoarder who sadly died in a house fire. The full report can be found on the SAB Website, in addition to a video from Prof Michael Preston-Shoot, author of the review: [Safeguarding Adult Reviews in Cheshire East \(stopadultabuse.org.uk\)](https://stopadultabuse.org.uk) Findings from this Statutory Review are outlined on page 11 of this report

2 Discretionary SARs:

CASE 1 – focused on the welfare of a lady that self-neglected and misused alcohol. She also failed to engage with services

CASE 2 – focused on the self-neglect and the mental health of a young adult.

Both discussed included the impact Covid-19 was having on the ability of staff to monitor Self-neglect as closely. The cases also highlighted the importance of joint working in cases of self-neglect. Recommendations from these Discretionary SAR helped to inform the pathway for the new Multi-agency Complex Safeguarding Forum

Due to the pressures with the Covid-19 situation, CESAB issued a SAR Statement in April 2020 stating how SAR's will be conducted during the pandemic this included taking steps such as online meetings with slight extensions in timeframes. A full statement can be found on the website. This was reviewed by the Business Management Group in April 2021 with an agreement to carry forward into 2021/22 whilst the post pandemic impact on Safeguarding Services can be measured.

Key Findings from Mervyn SAR and Comments from the Independent Chair and Councillor Rhodes -

01 Background

- "Mervyn" died in hospital from serious burns sustained in a fire at his home. He was aged 86 and was White British. The inquest recorded a verdict of accident.
- Cheshire Fire Service investigation found evidence of significant hoarding. The only heating was an electric fire that was hazardous in the context of his living situation.
- Cheshire Fire Service had attempted to complete fire safety checks on six occasions from 2008. "Mervyn" when seen would not allow access to the property. When there was no answer, a calling card was left.
- His home was privately rented. His landlord raised concerns about his living conditions, which resulted in brief contact with Adult Social Care. "Mervyn" declined assessment and support. His case was closed.
- He had some contact with primary care for medication reviews but plans to follow-up some concerns were not followed through.

Mental Capacity

As with the 'Mervyn' SAR, self-neglect cases often raise complex challenges relating to assessment of mental capacity. In cases of self-neglect, the capacity to make some decisions may remain intact. However, the capacity to identify and extract oneself from harmful situations, circumstances, or relationships may be diminished. A key ethical and clinical branch point in identifying self-neglect involves determining whether the individual can both make and implement decisions regarding personal needs, health, and safety.

For further guidance on self neglect and mental capacity – www.scie.org.uk/self-neglect

Cheshire East SAB will now regularly include case law updates in future newsletters

07 Community Awareness

'Mervyn' was socially isolated. The conditions in which he was living were barely known, other than to the landlord. Cheshire East SAB are raising community awareness about socially isolated people who may be at risk of abuse and neglect (including self-neglect). This includes engaging with the local authority's Communities Team, and, private & social housing landlords, to ensure the local community, including the public, have an understanding of adult safeguarding and knowledge of referral pathways

Complex Safeguarding

The 'Mervyn SAR' highlighted the need for a whole system approach, including information-sharing and use of multi-agency meetings to agree responses to risk, including from non-engagement/Self-Neglect/compulsive hoarding.

CESAB have launched the Complex Safeguarding Forum. Complex Safeguarding is an approach/term to describe working with adults at risk to address non-traditional safeguarding issues such as Self-neglect, and, exploitation issues such as cuckooing, slavery and human trafficking etc.

Further Guidance and referral process - www.stopadultabuse.org.uk/pdf/multi-agency-complex-safeguarding-policy-and-guidance-pdf.pdf

Care Act

It was clear from the data presented during the Mervyn SAR that the majority of referred adult safeguarding concerns around self-neglect do not progress to an enquiry under Section 42 of the Care Act (2014).

In Mervyn's case it is arguable that there was a missed opportunity to refer an adult safeguarding concern when he declined the Social Worker's offer of care and support assessment.

Section 42 Care Act 2014 –

A local authority is under a duty, by way of section 42, to make enquiries (or cause to be made) if they reasonably suspect that an adult in its area has needs for care and support and is experiencing, or is at risk of experiencing abuse or neglect.

Further Guidance -
<http://www.stopadulthoodabuse.org.uk/pdf/coronavirus/north-west-policy-v5.4.pdf>

UNCLASSIFIED

Professional Curiosity

The 'Mervyn' case highlighted a need for professional curiosity in safeguarding adults with care and support needs.

Professional curiosity explores what is happening within an adult at risks life rather than making assumptions or accepting things at face value. It requires practitioners to:

- think 'outside the box', beyond their usual professional role, and consider circumstances holistically
- show a real willingness to engage with adults and their families or carers.

Further info: <https://www.researchintegrity.org.uk/advice/news-views/2020/4/separation-of-the-importance-of-ethical-considerations-in-safeguarding-adults/>

Legal Literacy

The 'Mervyn' SAR highlighted issues around Legal Literacy.

Legal literacy has three key components:

1. Sound knowledge of the legal rules and understanding of their relevance to practice.
2. Strong engagement with professional ethics.
3. Respect for principles of human rights, equality and social justice

Social Workers within Cheshire East are encouraged to make full use of the 'Legal Gateway' meetings for complex cases.

Ripfa have produced a Legal Literacy Practice Tool [Making Safeguarding Personal practice tool: legal literacy \(local.gov.uk\)](#)



The 7 Point Briefing on the left highlights the key messages from the 'Mervyn' Safeguarding Adults Safeguarding Adults Review.

Councillor Jill Rhodes, Cheshire East Council's chair of adults, health and integration committee, said: *"This is a very sad case that highlights the serious risks to individuals who suffer from social isolation and self-neglect. I extend my sincere condolences to those who knew this gentleman. He was 86 and died alone in a house fire. He was a known hoarder, and this presented a serious risk in the event of a fire. It is a tragic case. The review, which has been carried out by the Cheshire Safeguarding Adults Board, has provided an important opportunity for all the agencies involved, including police, fire service and health service, to analyse the circumstances leading to his death, to look at what could have been done differently and explore opportunities to improve the way in which agencies work together to protect people at risk. In complex cases, it is essential that those agencies work together effectively, sharing information and supporting the individual to minimise the risks of harm to themselves. This review has helped identify key opportunities for improving our multi-agency approach and our own internal processes. Cases of social isolation and self-neglect are, sadly, on the increase and that, in turn, raises the risk of harm for individuals".*

Geoffrey Appleton, independent chair of Cheshire East Safeguarding Adults Board, said:

"Firstly, I want to pass on my thanks to everyone who contributed to the review and pass on my condolences to those who knew this gentleman, who we have referred to as Mervyn, which is not his real name. The aim of this review is not to apportion blame but to promote effective learning and improvement to prevent future death or harm and to improve how agencies work singly and together to achieve positive outcomes for adults and their families. The report recognises the challenges that complex cases can present. There has been an increase in adult safeguarding referrals where hoarding and self-neglect are the primary causes of concern. These were identified as factors in this case. A number of agencies had varying levels of contact with Mervyn over a period of years. Recommendations include reinforcing a whole-system approach through multi-agency training and procedures, and auditing cases on a system-wide basis. It is also important that we collectively raise public and community awareness of the risks relating to social isolation, self-neglect and hoarding, and how to raise concerns. The Cheshire East Safeguarding Adults Board has a key role to play in coordinating the implementation of the review's recommendations. I would like to add that anyone worried about themselves, or who knows anyone in need of help in this way to contact us."

CASE EXAMPLES

Mike is a 67 year old man with a mild learning disability. He has always lived with and was cared for by his parents until they both died over the last 3 years. He now lives alone in the former parental home. The kitchen floor is always wet from a leak in the roof. The house is dirty. The house is cluttered with possessions and litter discarded on the floor such that it is difficult to walk through the house. Mike is incontinent, his legs are ulcerated and weeping. Mike refuses to let family and professionals visit the home, but he does allow the Fire Service to come into his house and do a routine Safety check. The Fire Service refer Mike to Adult Social Care. The Local Authority decided there is reasonable cause to suspect Mike meets the criteria for section 42 enquiry under the Care Act (2014) because there is reasonable cause to suspect that Mike has needs for care and support, is at risk of self-neglect, and there is reasonable cause to suspect Mike is unable to protect himself from self-neglect or the risk of it. The safeguarding enquiries leads to some care provision and short term nursing input to help Mike manage his incontinence and keep clean. This also leads to ongoing involvement with a voluntary sector organisation who are able to link Mike with a volunteer who identifies some interests he has. Through work with the social worker, Mike has built a better relationship with his family and now allows his brother to visit him and help support him with maintenance and repairs

Julie is a 33 year old woman, who attends the Accident & Emergency Department at the local hospital on a regular basis due to accidents and injuries caused by drug and alcohol misuse. she has had numerous referrals to the Substance Misuse team from her GP and housing manager due to falls, being at risk whilst misusing substances, risk from assault, being a danger to herself, plus she had been the victim of break-ins to her accommodation and robbery. Julie was at risk to losing her accommodation due to anti-social behaviour from others that regularly visited and frequented the property.

Julie was referred to the Complex Safeguarding Forum by her housing manager. Joint visits were arranged between the substance misuse team with her family, housing manager and with adult social care. By working closely with Julie and with the support of her mother, she has been able to continue with the leasehold on her accommodation. The housing risk factors identified have been greatly reduced from partners working jointly with Julie. Julie continues to receive regular support from the Substance Misuse Team, but her use of substances is declining, and she is engaging with all agencies on a more regular basis and is no longer regularly attending the Accident and Emergency Department

**Names and details in both cases have been anonymised, to protect identities*

FUTURE PLANS

Our priorities 2022-23: The Board recognises more can be achieved by working together in partnership and has committed to the following areas for the year ahead, based on feedback, learning and analysis of current strengths.

Three Year Strategic Plan: Safeguarding Adults Boards have a statutory duty under the Care Act (2014) to produce and share a three year strategic plan. The previous plan expired at the end of 2021. The Board will work with its partners and the community to plan ahead for the next three years and publish a plan for 2022 – 2025. This plan will detail how we will work in the future to keep people safe. It will also reflect on the lessons learnt through the Safeguarding Adults Reviews the SAB has conducted and the quality audits the board has overseen.

The Cheshire East Safeguarding Adults Board will continue to protect and prevent adults with care and support needs from the risk of abuse, or neglect and support and promote their wellbeing, with all partners working together effectively, ensuring that the safeguarding system is always improving through shared learning.

It will achieve this by

- Promoting person centred safeguarding (putting adults at the centre of our work)
- Strengthening system assurance (ensuring that organisations are working well together to support adults)
- Embedding improvement and shaping future practice (helping the organisations we work with to keep getting better)

All CESAB partners are dedicated to working collaboratively towards achieving the priorities set out by the board. CESAB will also involve service users and carers throughout our work so that our work is always informed by their experience and views.

What do you do if a bad thing is happening to you or someone else?

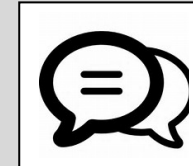
Abuse is wrong. Tell someone.

Call Cheshire East Adult Social Care

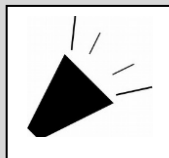


**0300 123 5010 (8.30am - 5pm)
0300 123 5022 (at all other times)**

**If you are hearing or speech
impaired, you can use **Text Relay****



**If someone is hurt or it is an
emergency, please **ring 999****



**If you are scared, **tell someone you
trust** who can report it for you.**

Cheshire East Safeguarding Adults Board, First Floor - Macclesfield Town Hall, Market Place, Macclesfield, Cheshire, SK10 1EA.

email: lsab@cheshireeast.gov.uk



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