



## Introduction – Forward by Geoffrey Appleton, Independent Chair



I have great pleasure in introducing what is now my third annual report as the Independent Chair of the Safeguarding Adults Board for Cheshire East which I hope you will find helpful and informative. We ended our year as Covid-19 was impacting on every element of our daily life and lockdown prevented us meeting as Board at the end of the financial year. Next year's annual report will go into more detail and reflection and who knows what a new normal will then look like. Nevertheless, work continued to support adult safeguarding throughout March - but more of that in our next annual report.

I mentioned last year that we had introduced themed boards with an opportunity to have an in depth examination and understanding of an area of our work. The report highlights the areas and I would say that each one has provided so much learning for individual members and partners that has shaped, for the better, service delivery and practice. I would commend the work done by the sub groups and thank the chairs of those subgroups for such valuable work. One area to highlight is the work of our Adult Safeguarding Training Officer and he has made such a positive impact in his work delivering training on safeguarding to care/nursing home and voluntary sector providers, and they have responded so well to him and his work and this in turn has led to providers themselves identifying their learning and development needs and a greater sense of trust and openness.

The year has also seen a much greater sense of synergy and sharing of intelligence between the Care Quality Commission and the Quality Commissioning and Contracting leads and examples were given at our January Board where that sharing was leading to more effective and timely interventions with providers where there were concerns which in turn led to improvements and solutions. You will read in the report the work on Modern Slavery and the fact that such work is required is a timely reminder that slavery is not something to be studied in history and condemned but rather a new way of some people exploiting fellow citizens. I am pleased to report that the partners work tirelessly to respond to this modern day scourge on our society. A similar approach is found in partners response to County Lines where young adults and children are exploited by career criminals who are leeches on society and cause so much damage to those they use. The fact that they describe their foot soldiers as BICS (disposable razors) says everything about their methods. There is now much more understanding of the warning signs in society and training of front line workers such as train companies to be alert to possible examples. I am pleased that our Board is working more closely with both the Children's Safeguarding Partnership and the Safer Cheshire East Partnership which is making all of our work more effective and is avoiding duplication.

I want to place on record my thanks to all members of the Board for their continued support and commitment to the work of adult safeguarding particularly at a time when resources are ever more stretched. I also want to thank Debbie Kirkup, our Business Administrator who retired at the end of 2019 for all her hard work and dedication to the work of the Board and to wish her well in her retirement.

*Geoffrey*

This report will be published on our website [www.stopadultabuse.org.uk](http://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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## Cheshire East Safeguarding Adults Board (CESAB)

The overarching purpose of the Cheshire East Safeguarding Adults Board (CESAB) is to help and safeguard adults with care and support needs. It does this by:

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

CESAB leads adult safeguarding arrangements across Cheshire East and oversees and coordinates the effectiveness of the safeguarding work of its member and partner agencies. The Board is responsible for developing and actively promoting a culture with its members, partners and the local community that recognises the values and principles contained in 'Making Safeguarding Personal'. The Board also covers a range of issues which can contribute to the wellbeing of its community and the prevention of abuse and neglect, and works closely with the Safer Cheshire East Partnership, the Cheshire East Children's Safeguarding Partnership as well as the Cheshire East Domestic Abuse Partnership

CESAB has three core duties;

- To develop and publish a strategic plan setting out how we will meet our objectives and how our member and partner agencies will contribute*
- publish an annual report detailing how effective our work has been*
- commission safeguarding adults reviews (SARs) for any cases which meet the criteria for these.*

**Membership** – Cheshire East Council are responsible for the establishment of CESAB. The Care Act 2014 specifies that there are three core members: the local authority, the clinical commissioning groups (CCGs), and the police. The Safeguarding Adults Board is chaired by an Independent Chair and as well as the above statutory partners membership to the Board includes representation from the following agencies: housing, local Hospital Trusts, Cheshire and Wirral Partnership NHS Trust, North West Ambulance Service, the local prison plus probation trusts, CQC, Healthwatch Cheshire East and the voluntary and faith sector.

**The work of our members** All Board partners submitted Single Agency Reports to CESAB highlighting their agency's Safeguarding work over 2019/20 and their future plans/strategic directions. Highlights from this information have been incorporated into this multi-agency report but the full single-agency statements will be available on our website.

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 abuse -

Abuse can happen anywhere including at home, in care homes, at hospital or in public. It could be a single act or can take place over a long period of time. Some adults are more at risk of abuse than others as they are not able to protect themselves from abuse. This could be because they are elderly, disabled or rely on others to meet their care needs.

Abuse could be:

- physical
- sexual
- neglect and self-neglect
- financial
- psychological
- domestic abuse
- human trafficking
- modern day slavery
- organisational



## 2019/20 Themes

CESAB meets quarterly and themes each board meeting. Over 2019/20 the board focussed on the following themes –

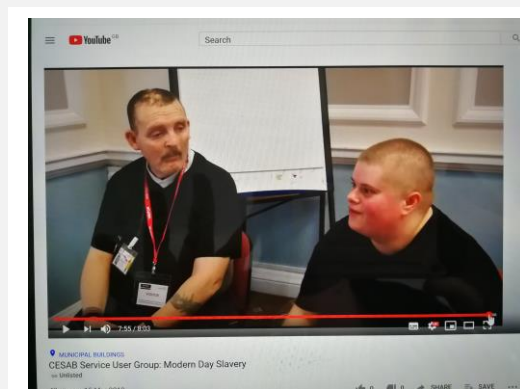
- **Modern Slavery**
- **Sexual Abuse**
- **Organisational Abuse**

*Unfortunately, the Board meeting planned for March 2020 had to be cancelled due to the Covid-19 pandemic. The annual Spring Conference was postponed for the same reason. The Board will meet remotely in July 2020 and the Safeguarding Adults Conference will be rescheduled as soon as government advice states that it is safe to do so.*

## Modern Slavery -

Quarter One's meeting focused on Modern Slavery. The themed meeting started with a video made by the Service User Sub-group in which members of CESAB's Service User Group put questions to a Social Worker who had recently dealt with a case that involved modern slavery. This video has since been used at training events

The Chair of the Cheshire Anti- Slavery Network also gave a presentation to the Board and Cheshire Police presented a PowerPoint about County Lines and Modern Day Slavery in Cheshire East.



### Slavery Case Examples from Cheshire Police -

- 1. In 2012, workers from Lithuania were kept in appalling conditions in and subject to a climate of fear, threats and violence whilst working to provide eggs to some of the UK's most prominent retailers and restaurants. The workers were used to catch chickens on sites all over the UK. This labour provider subjected migrant workers to debt bondage, giving them no option to leave the squalid house in which they were forced to live and sleep. Their mattresses were infested with bed bugs and fleas. Two people were arrested for human trafficking offences and reportedly perpetrated one of the worst cases of exploitation ever uncovered in the food supply chain.**
- 2. Four men from the Czech Republic were offered work in the UK. When they arrived, their documents were taken from them and they were forced to live in a house together, in squalid conditions. Every day, they were driven to work in a bread factory. The gang master who had seized their documents registered all four men with the worker's registration scheme and forced the men to pay all their wages to him. When one of them began to question his lack of wages, he was chained to a radiator and beaten. He was also burned with cigarettes. The four men eventually escaped the situation when, on the journey travelling in the back of a van, one man feigned illness in order to make the driver stop. When the doors were opened, the four ran in different directions and escaped**

### *So, What Next? What is Cheshire East Safeguarding Adults Board doing about Modern Day Slavery?*

*Modern Day Slavery was only added as a category of abuse within Adult Safeguarding in the Care Act 2015. The Board is, therefore, keen to continue its understanding on the nature of Modern Day Slavery within Cheshire East and ensuring that all staff are aware of the issues around Modern Day Slavery through training. There is a dedicated section on the Board's webpages and the Board will continue to link with Cheshire Police with their annual Modern Day Slavery social media campaign. Police in Crewe have set up pioneering Exploitation Unit to tackle crime gangs and traffickers. The exploitation unit is the first of its kind in Cheshire and deals specifically with crimes which affect vulnerable people, such as child exploitation, sexual exploitation and modern day slavery. The Board will receive updates on its progress.*



## Sexual Abuse -

Quarter two focused on Sexual abuse. The Quality and Performance Sub-group had conducted a multi-agency audit of Adult Safeguarding cases that centred around sexual abuse. This was a fully comprehensive audit that gave the Board full assurance that the cases in Cheshire East could evidence positive information sharing and multi-agency working. Two Social Workers from Cheshire East Council also attended the Board to present case studies they have dealt with to show the Board examples of the type of enquiries they deal with.

**CASE EXAMPLE - The Fire Service became worried after visiting the property of an elderly woman who lived with her son. She appeared malnourished, dirty and very agitated. They referred the case to Adult Social Care**

**The Social Worker discovered that the woman had been repeatedly sexually assaulted by her son. The house was found to also be dirty, with barely any food and bills had gone unpaid.**

**With the support of the Police, Social Worker and the Housing Provider, the lady decided move to sheltered accommodation where she can live independently but also with onsite support and assistance if needed.**

### *So, What Next? What is Cheshire East Safeguarding Adults Board doing about Sexual Abuse?*

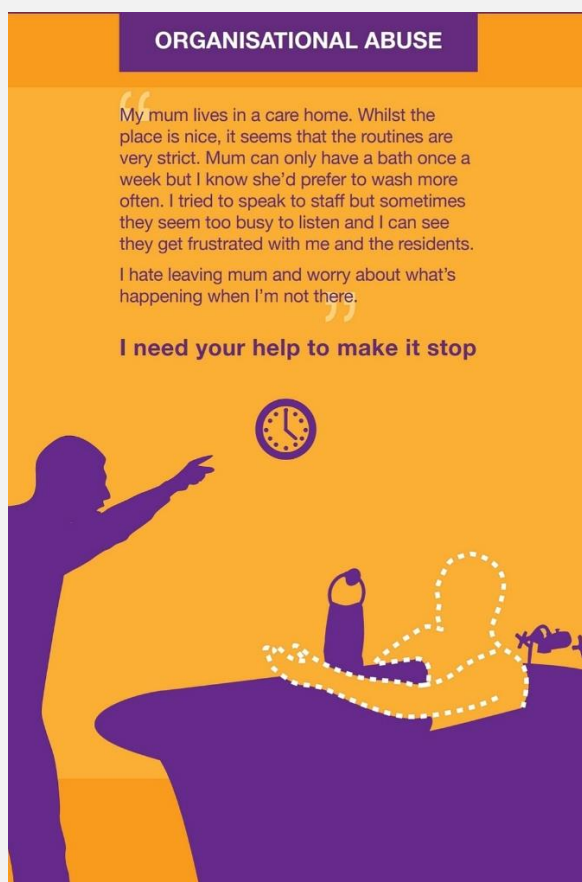
*As a direct outcome of the Adult Sexual Abuse themed meeting information regarding the partnership between St Mary's Sexual Abuse Referral Centre (SARC) and the Rape & Sexual Abuse Support Centre (Cheshire & Merseyside) has been briefed to the Adult Safeguarding Practitioners Forum.*

*The Rape & Sexual Abuse Support Centre (Cheshire & Merseyside), is a community based specialist sexual violence organisation (RASASC). St Mary's SARC offers forensic and immediate medical support for people of any age and gender who have been raped or sexually assaulted. RASASC go on to provide aftercare support, including help through the criminal justice system, ongoing health and social support, and specialist counselling. RASASC have bases in Crewe and Macclesfield and will visit a place of the victim's choice. Individuals do not always have to go through the Police to access the service.*

*Adult Safeguarding Practitioners are also encouraged to access the training commissioned by Cheshire East's Safeguarding Children Partnership around sexual violence, from RASASC. This course covers the work of the SARC and RASASC and is appropriate for both adult and children's safeguarding practitioners.*

*In 2019/20 the Domestic Abuse Hub secured the involvement of Adult Social Care in the eMARAC process (an online system to look at Domestic Abuse risks as a multi-agency). This has developed co-ordinated work to safeguard adults at risk from Domestic Abuse. Following the themed board, CESAB and the Domestic Abuse Partnership have also collaborated on a critical report into complexity to provide evidence for changing how we respond to the most chaotic and disadvantaged service users. Work has also begun to support people and families experiencing dementia who are abused in a family or relationship context.*

## Organisational Abuse -



The third quarter Board focussed on Organisational abuse. The Board received presentations from The Adult Safeguarding Providers Team, The Quality and Audit Team, The Safeguarding Data Officer, The Safeguarding Training Officer and The Care Quality Commission (CQC). The Board heard how Organisational Abuse includes poor care practice within an institution or specific care setting like a health provider or a care home. This may range from isolated incidents to continuing ill-treatment. Organisational abuse may also occur as a result of poor practice from a care provider, including services provided in an individual's own home. CQC gave a case example and highlighted how the Local Authority, GP practice, the Clinical Commissioning Group, the Police, and, North West Ambulance all worked together to ensure a positive outcome for service users.

### Examples of Organisational abuse may include:

- failure to respect or support a person or group's right to independence, dignity or choice
- lack of person centred care planning or a ritualised care routine
- no flexibility in bedtimes or getting up or deliberately waking someone up
- inappropriate confinement, restraint or restriction
- lack of personal clothing or possessions
- stark living areas, deprived environment or lack of stimulation
- lack of choice in decoration or other aspects of the environment
- lack of choice in food or menus or menu planning
- unnecessary involvement in personal finances by staff or management
- inappropriate use of nursing or medical procedures, e.g. using un-prescribed medication
- inappropriate use of power or control

### ***So, What Next? What is Cheshire East Safeguarding Adults Board doing about Organisational Abuse?***

*In the 12 months prior to this themed Board, Cheshire East Council formed the Adult Safeguarding Providers Team, this team works alongside the Quality & Audit team. It has been noted that since these two teams have been working together large investigations are decreasing and assurance is provided in a timely manner. The Independent Chair is going to meet with these two teams and invite them to present a progress report at a future CESAB meeting. Regular data from this team will also be submitted to the Performance and Quality Sub-group.*

## Sub-groups of the Cheshire East Safeguarding Adults Board

There were four sub groups reporting to the SAB during 2019/20 –

- **The Service User Group**
- **The Serious Case Group**
- **The Learning & Development Group**
- **The Quality & Performance Group.**

The Board also has a **Business Management Group** to provide strategic leadership to the Board, and a **Statutory Partners Group** to ensure all statutory partners are meeting their legislative duties under the Care Act 2014.

The Board also has a task and finish **Communications/Prevention Group** to plan communication and engagements from the Board to both the public and partners. The Board also has a task and finish **Policy and Procedures Group** that meets if there's any policy reviews or changes needed. 2019/20 saw the introduction of two new policies, *the North West ADASS PIPOT Policy*, and, *the LGA/ADASS Framework for S42 Making Decisions on the Duty to carry out safeguarding Adult Enquiries*, both of which have been fully adopted by board partners and are available on our website.

### The Service User Group



The CESAB Service User Subgroup provides the Board with a perspective and challenge from individuals who have experience of adult safeguarding and/or care and support services in Cheshire East. The group have been key in the development of Health and Social Care policy and practice across Cheshire East. Over 2019/20 the group has linked with the Local Government Association sharing their experiences of Adult Safeguarding to a national audience. The Service User Group were keen to ensure that the group was diverse and representative of adults in Cheshire East, during 2019/20 they wanted to reach people who were least able to participate in the group and worked with an Arts Worker to engage with people that live in a care home settings. More details from this project can be found later in this report.



## The Serious Case Sub Group



The Serious Case Group is chaired by Cheshire Police, and is responsible for commissioning and monitoring Safeguarding Adult Reviews (SARs) and other multi-agency learning reviews in cases where there have been poor outcomes for service users. This is to ensure that lessons are learned to improve partnership working. In 2019/20 the Board did not hold a formal SAR due to all referrals not meeting the criteria, but two reflective reviews/learning events were held due to these cases warranting a wider formal multi-agency review process. Both cases were identified as there was significant learning to be gained across the multi-agency network, but the criteria for a formal SAR was not met. Learning from these events was shared at the Safeguarding Practitioners Forum and the Safeguarding Managers Network.

## Quality & Performance sub group

This group is chaired by the NHS Clinical Commissioning Group. The work of the Quality and Performance subgroup is to establish whether Board standards of safeguarding activity across the partnership are being met, to support the development of well performing safeguarding quality assurance systems and to promote best practice across the partnership. The subgroup carries out the work by undertaking or overseeing multi-agency audits, monitoring action plans, providing performance information on activity, and giving advice or making recommendations to the Board. Throughout 2019/20 the group worked within the Board's themes of Modern Slavery, Sexual abuse and Organisational abuse, ensuring themed analysis was available at each CESAB meeting. The group also oversees an annual MSP self-assessment process from all Board partners. An overarching Safeguarding data report is provided on page 12 of this document.



## Learning & Development Sub group



This group is chaired by the Local authority. The subgroup meets regularly to plan and review the programme of training and partner agency involvement. It aims to be a dynamic group working together to promote effective multi-agency training practice. The Training subgroup is accountable to the Board, the members of which all have a adult safeguarding training brief within their own agencies, this group ensures all training across the partnership is at a set standard and that there is a commitment to good inter-agency learning development practice. Throughout 2019/20 it has overseen the work of both the Safeguarding Training Officer and the Basic Awareness Modern Day Slavery Training

## Safeguarding Adults Board Training Programme

In 2018/19 the Board secured a 12 month external funding bid to employ a Safeguarding Adults Training Officer to facilitate and deliver Adult Safeguarding Basic Awareness training to Care Providers and the Faith & Voluntary Sector.

We secured further funding to extend this project in 2019/20. Through training, the Training Officer develops learners' skills and modifies attitudes which will lead to improved services in the field of adult safeguarding. The post also raises the awareness of adult safeguarding issues within the wider community, consequently promoting safer communities for adults at risk.

The training is free to delegates and overall the project has trained a total of 2247 individuals, 1002 of which were trained during 2019/20. Unfortunately, the project had to pause face to face training sessions in March 2020 due to Covid-19 retractions but the use of online conference facilities and e-learning will be explored for the interim until government guidelines permit full training sessions to commence again.



## Hate Crime Awareness Week



Hate crime is any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice based on a personal characteristic. The week of action took place between the 12th – 19th October 2019. It brought people together, to stand with those affected by hate crime'. Hate crime can take many forms including:

- Physical attacks - such as physical assault, damage to property, offensive graffiti, arson.
- Threat of attack - including offensive letters, abusive or obscene telephone calls, malicious complaints.
- Verbal abuse or insults - offensive leaflets and posters, abusive gestures etc.

Board members took the opportunity to share their support throughout the week by joining in with a national social media campaign and by pledging their commitment at the October Board meeting

## 10 Year Celebration!

CESAB was formed in 2009, at the October 2019 meeting partners celebrated the Board reaching its 10 year milestone.

The Board has faced several challenges over this period and seen lots of changes, the key one being in April 1st, 2015, when the No Secrets 2000 guidance was replaced by Section 42-46 of the Care Act 2014. This placed the board on a statutory footing and ensures all partners focus on Making Safeguarding Personal.



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## The Service User Group Spoken Word Project



The Cheshire East Service User Group are keen to ensure that the group is diverse and representative of adults in Cheshire East, during 2019/20 they wanted to reach people who were least able to participate in the group and worked with a care home in Nantwich.

A professional poet ran sessions with the staff and residents in the care home setting, together they put pen to paper and created their own Spoken Word Piece about their experiences of living in a Care Home. They made their Spoken Word into a video which is now used in training sessions

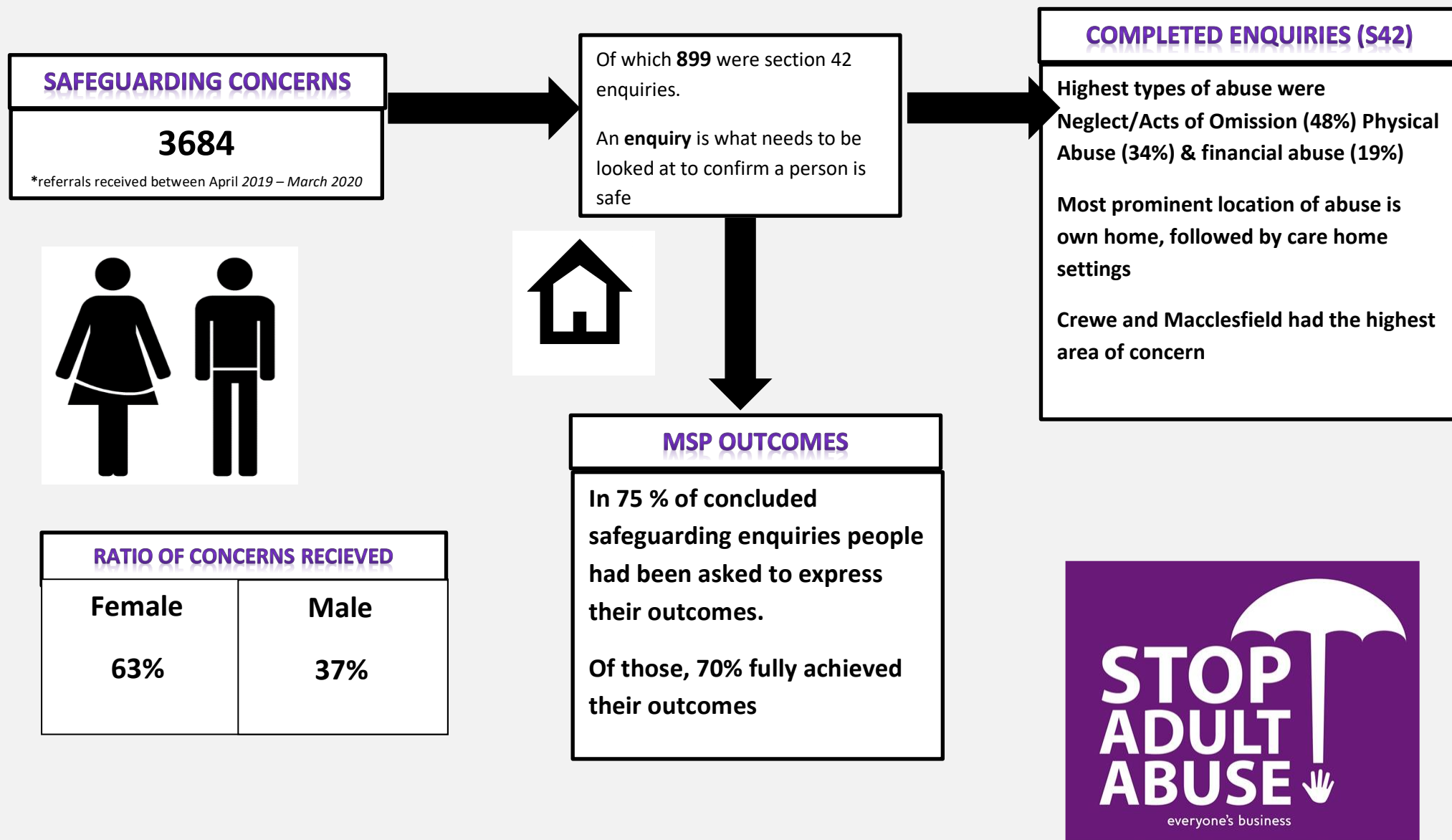
## Joint Frontline Visits

In January 2020 Board members from both CESAB and the Cheshire East Children's Safeguarding Partnership completed a series of frontline visits to partner settings, this was to gain assurance that the safeguarding procedures in Cheshire East are robust and whether frontline Safeguarding practitioners receive enough support for them to carry out their job effectively. From our meetings with frontline workers we have discovered that both adults and children's practitioners are extremely dedicated and hardworking. The visits highlighted that the safeguarding procedures for both children's and adults in Cheshire East are, overall, robust, and that frontline workers do receive a lot of support. However, the visits have identified some areas for improvement, for CESAB this largely focusses on Children's practitioners developing their knowledge of Making Safeguarding Personal, all future Adult Safeguarding e-bulletins will now be shared across both adults and children's workforce. Both CESC and CESAB need to further promote their escalation policies, CESAB have agreed to review its constitution document including its escalation protocol during 2020/21



Further frontline visits will be scheduled for October/November 2020, these being dependant on the Covid-19 working practices at the time.

## Performance and Activity Information 2019-2020



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## Next Steps – CESAB priorities for 2020/21

The Board held a Development Day in October focussing on the Board's three year Strategic Plan and the work it had achieved to date. The findings of these discussions, plus consultation with our Service User Group, helped to identify key areas for the Board to consider as part of its setting of priorities for 2020/21. However, as CESAB's Development Day and forward plan was originally produced pre-Covid-19, The Independent Chair and Statutory Partners took the decision on 01/05/20 to revise the priorities for 2020/21 in response to the pandemic as business is unlikely to return to pre Covid-19 activity for some time

CESAB understand that It is inevitable that organisations will be impacted by COVID-19, The revised priorities will provide assurance that the SAB, both as a whole and as individual agencies, are working hard together in order to keep adults at risk safe throughout the COVID-19 pandemic and during its recovery stage

**The Board will do this by focusing on the 5 priorities below –**

	<b>Business Priority April 2020 - March 2021</b>	<b>Action/Measure</b>
<b>Priority 1</b>	<b>SAB Functioning during Covid-19</b>	CESAB will demonstrate that its core legal duties (i.e. Care Act Compliant, SAR processes, Annual Report) are achieved during the pandemic and where appropriate post Covid-19.
<b>Priority 2</b>	<b>Making Safeguarding Personal approaches continue throughout the COVID-19 pandemic</b>	We will seek assurances from all partner organisations that Service User involvement and the principles of Making Safeguarding Personal (MSP) continue to be embedded in their Safeguarding activities during the pandemic
<b>Priority 3</b>	<b>Cross-cutting themes during Covid-19</b>	The Board will demonstrate assurance that emerging cross-cutting themes that may have an impact on adult Safeguarding throughout Covid-19 are responded to and fully addressed. There are a number of areas, such as Contextual Safeguarding, which cross between adult safeguarding, children's safeguarding and community safety and the Board will seek assurance that the issues are being managed at the right place and updates brought to each respective Board
<b>Priority 4</b>	<b>Safe Services throughout the COVID-19 pandemic</b>	We will seek assurance that care providers, the care workforce, unpaid carers, and Board partner agencies are supported in their ongoing hard work to maintain services, and that services provided are high quality and safe throughout the pandemic.
<b>Priority 5</b>	<b>Promoting Positive Practice</b>	The Board will recognise outstanding practice by organisations in Cheshire East during the Covid-19 Pandemic by holding an awards ceremony (following latest Social Distancing Guidance) in Winter 2020/Spring 2021

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

**Cheshire East Safeguarding Adults Board** First Floor - Macclesfield Town Hall, Macclesfield, Cheshire, SK10 1EA Tel: 01625 374753

email: [lsab@cheshireeast.gov.uk](mailto:lsab@cheshireeast.gov.uk)



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