



Annual

Report

2024/25



West Sussex
Safeguarding Adults
Board
Making Safeguarding Personal



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Annie Callanan, Independent Chair

As I write this foreword for the seventh Safeguarding Adults Board Annual Report since my arrival as Independent Chair, I am reminded of the hard work and commitment that relies on our partnership's collaborative work together.



The Safeguarding Adult Board is made up of the three statutory partners with leadership roles in their own agencies for safeguarding in West Sussex. They are the local authority, which is the agency with lead responsibility for provision of safeguarding services, the Integrated Care Board, and Sussex Police. There are 27 other Board members who are senior representatives and decision makers from a wide range of agencies including Sussex Community NHS Foundation Trust, Sussex Community NHS Partnership Trust, South East Coast Ambulance Service, Department of Work and Pensions, the provider regulator Care Quality Commission, Healthwatch, West Sussex Probation Service, West Sussex Fire and Rescue Service, hospitals, private and voluntary sector representatives from West Sussex Partnership in Care, Turning Tides, Age UK, Independent Lives, and Carers Support West Sussex.

All are involved in progressing the work of the Board and improving services for those who are vulnerable, have care needs, and are in need of support from abuse or neglect. We start each Board meeting with a safeguarding case study and we involve families and carers in our work when we review cases where we have found multi-agency learning is needed for services to improve.

You will read about our five subgroups. These are led and attended by senior professionals who work across all agencies engaged with our work, and who help us challenge and support each other so that we arrive at the best and most informed decisions we are collectively capable of. Board Members support the work of our subgroups to collaboratively and individually take strategic decisions to improve lives of vulnerable adults in West Sussex.

I commend this report to you. It would not be possible without the Safeguarding Adult Board Support Team who work tirelessly to make sure we do our best work and whose skills, experience, and expertise you will read about in this report.

About us

Every local authority across the country has a responsibility to establish a multi-agency Safeguarding Adults Board. The purpose of these Boards is to oversee and seek assurance on the effectiveness of adult safeguarding work in its locality.

Our Board is no different, and since 2011 our statutory partners, West Sussex County Council, NHS Sussex Integrated Care Board, and Sussex Police have been working collaboratively with a host of other member organisations and individuals.

We continue to have oversight and seek assurance of safeguarding adults with care and support needs. By this we mean, adults who have care and support needs as a result of a physical or learning disability, mental health needs, or illness.

It's our role to ensure that local safeguarding arrangements are in line with the Care Act (2014) and statutory guidance. This includes making sure that safeguarding practice is person-centred and outcome-focused.

We also hold agencies to account, ensuring that they provide prompt and proportionate responses when abuse or neglect has occurred, and that they are working collaboratively.

Find out more

Visit our website for more information:

- [A list of our members](#)
- [Our strategic plan](#)
- [Our annual report](#)
- [Our Safeguarding Adults Reviews](#)



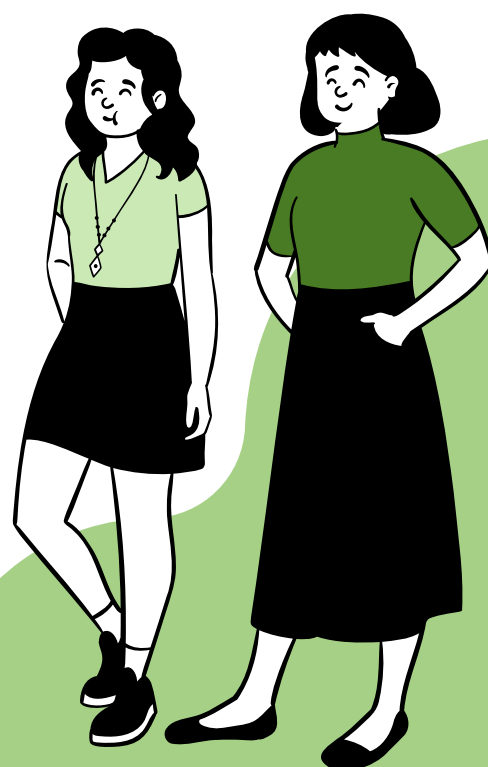
established **2011**

About our Board Support Team

The Board benefits from a Board Support Team with a wide range of skills, experience and expertise with backgrounds in social work, psychology, central government, and learning and development including education.

The team has experience working with adults from a range of service user groups, including older adults, learning disability, acquired brain injury, mental health and substance misuse, as well as children. This is both within front line work and senior management in health, social care, and education settings across the public, voluntary and provider sectors.

The team is passionate about safeguarding, taking a continually creative approach to support the Board to achieve innovative outcomes and products which reflect current thinking and research, and strives to support all workstreams to be service user focussed.



Reflective practice

Below is a reflective practice piece by a newly Qualified Social Worker, who attended our Multi-Agency Risk Management subgroup, for support with working with an adult at significant risk of harm.

As a newly Qualified Social Worker, imposter syndrome certainly takes its toll. Often, when working with risk, I feel apprehensive. Since embarking on my Assessed and Supported Year in Employment, I have discovered the power of not managing risk in isolation. It can feel extremely overwhelming working within a statutory remit, especially when working in an autonomous role; the sense of accountability can sit heavily on your shoulders and when making decisions in a person's best interest or attempting to manage a tricky situation, it can feel very daunting. It's said that practitioners who generally work closely with risk can often become risk averse for this exact reason.

I referred into the Multi-Agency Risk Management subgroup whilst working with an individual who was at significant risk of harm, in hope that I would either be reassured that the safety measures I had implemented were proportionate, but also to seek suggestions on additional measures that I could consider implementing, or tools that would support me to support this individual.

The forum was well organised and, in my experience, a safe place to openly discuss the worries I had for this individual. It felt non-judgemental, understanding, and empathetic to this individual's circumstances. The advice I received was person-centred and realistic to achieve.

"The forum was well organised and, in my experience, a safe place to openly discuss the worries I had for this individual."

With the various disciplines attending the forum, this meant that I was provided with meaningful advice, tools, and additional measures to explore. And, I was provided with the reassurance that I had been seeking. Leaving this meeting, I was provided with a recording which enabled me to reflect upon the information discussed and analyse it from a different perspective; I found this extremely useful.

Since leaving this meeting, I personally feel more confident in terms of my decision-making and ability to rationalise. The safety plan remains active for this individual and appears to be working well. I found that by not managing risk in isolation, I feel more resilient and confident working with high-risk situations. For any professional considering an onward referral to this subgroup, my advice to you would be to ensure that you are prepared and that you hold a good understanding about the person you are supporting, to ensure that the session is meaningful and remains both strengths-based and person-centred.

With thanks to Abigail Badger-Clark, newly Qualified Social Worker, West Sussex County Council, for this reflective practice piece.

“I personally feel more confident in terms of my decision-making and ability to rationalise.”

Our subgroups

To progress the work streams identified in our annual business plan we have five working subgroups, plus an overarching Chairs subgroup. The subgroups are made up of staff from across our partnership, all bringing unique skills and experience from their substantive roles.

Our Safeguarding Adults Review subgroup leads on Safeguarding Adults Reviews, and any other multi-agency learning reviews (where abuse and neglect has been identified and there is indication of multi-agency learning). They meet monthly and are Chaired by a representative from West Sussex County Council.

Our Quality and Performance subgroup monitors how effective adult safeguarding practice is in our area. To do this, they monitor, report on, and evaluate safeguarding data and evidence from across the partnership. This subgroup meets quarterly and is Chaired by a representative from Sussex Police.

The Quality Assurance and Safeguarding Information subgroup was created to develop a single picture of the quality and safety of the local care market. The focus of this group is on information-sharing between agencies and promoting collaborative working. They meet monthly and the group is co-chaired by representatives from West Sussex County Council and the Integrated Care Board.

Find out more

Visit our website for more information:

- [Our subgroups](#)
- [Our strategic plan](#)

The Learning and Policy subgroup take the lead on monitoring and evaluating the effectiveness of training and learning. This includes leading on the development of Safeguarding Adults Board learning resources, such as learning briefings and podcasts. The group meets quarterly and is chaired by a representative from the NHS Sussex Integrated Care Board.

We also have our Multi-Agency Risk Management subgroup. This subgroup offers multi-agency support and advice for cases where adults remain at considerable risk, despite attempts to reduce this risk. The group meets monthly, led by a Chair from West Sussex County Council and vice Chair from Turning Tides.

Finally, we have our Chairs subgroup. This group is formed of the Chairs of each of the subgroups and the Independent Chair of the Board. The group meets before each Board meeting, to share developments from the subgroups and prepare for the Board meeting.



5 working
subgroups
of the Board



over **100** representatives
from across the
partnership

Our achievements

We are pleased to share a number of achievements with you this year. Each of these workstreams are related to our annual business plan and progressed with the support of our Board subgroups and Board Support Team.

This year, our annual business plan has been focused on two priorities; self-neglect and multi-agency working.

In April 2024 we developed the 'Multi-Agency Working' section of the Sussex Safeguarding Adults Policy and Procedures. This section sets out the expectations for multi-agency working when safeguarding adults. The section was needed given the identified need in our Safeguarding Adults Reviews to improve on our practice approach to multi-agency working.

In 2023/24 we carried out a staff survey to understand staff experiences of working with adults who self-neglect. We did this because self-neglect was one of our priorities for 2023/24 and 2024/25. In July 2024 we published the results of this survey.

We published the Strategic Provider Concerns Group Protocol. The purpose of the Strategic Provider Concerns Group is to provide strategic direction and support where there is evidence of significant provider concerns in relation to organisational abuse and neglect in a domiciliary or care home provider, or another provider organisation.

Find out more

Visit the Sussex Safeguarding Adults Policy and Procedures website for more information:

- [Section 1.1.3 Multi-agency working](#)

Find out more

Read the protocol:

- [Strategic Provider Concerns Protocol](#)

In October 2024 we led on the development of the new Sussex Self-Neglect Practice Guidance for Staff. This piece of work was prompted by a recommendation from our Self-Neglect Meta-Analysis report. You can read about this in the 'Pan Sussex working' section of this report.

In November 2024, we published our long-awaited Complex Needs Toolkit. Our self-neglect meta-analysis identified that, although the Sussex Self-Neglect Procedures provide a clear self-neglect pathway, there are a series of potential issues with implementing procedures into practice. We therefore developed a Complex Needs Toolkit for use by all staff, which includes guidance and information around working with adults with complex needs, including those who self-neglect. The toolkit includes various accompanying templates, which can be used and adapted by all agencies, in areas including multi-agency working, risk assessment, and mental capacity.

In addition to work related to our Board priorities, we have also progressed a number of other workstreams.

We continued to circulate and publish our bi-monthly newsletter, 'Pass It On...News', which shares updates about the work of the Board. Additionally, we circulated 45 weekly 'Partnership News and Training' bulletins to our Board and subgroup members. These bulletins highlight news and training opportunities from across the partnership.

Find out more

Access the toolkit:

- [Complex Needs Toolkit](#)

Find out more

Access our published bi-monthly newsletters:

- [Our newsletters](#)

In August 2024 we published our 'Language and Terminology' learning briefing and podcast. These resources discuss the impact of our language, including language as a barrier to understanding, and value-laden or prejudicial language. Through these resources you can learn how to change your language and terminology to improve your relationship with service users. This piece of work was prompted by a recommendation from our Self-Neglect Meta-Analysis report.

We once again consulted with the Burnside Day Centre Digital Communications Group, on our Easy Read Annual Report 2023/24. The group provided us, and our easy read supplier, with invaluable feedback, and supported us to create a document that is accessible and fit-for-purpose. We would like to thank Burnside Day Centre for their continued support.

In November 2024 we published our 'Person-centred care: the importance of discussions and recording' learning briefing. This briefing contains information and tips about recording in a person-centred way, including actively involving the adult in discussions, and ensuring that written evidence of the adult's views and thoughts are recorded. This piece of work was developed as a result of recommendations from two of our published Safeguarding Adults Reviews.

In February 2025 we published our multi-agency guidance regarding supporting adults at risk of choking. This guidance is intended to support staff in adults social care, health, and care settings, in identifying, assessing, and working with adults who may be at risk of choking.

Find out more

Access our 'Language and Terminology' resources:

- [Language and terminology resources](#)

Find out more

Access our Easy Read Annual Report:

- [Our annual reports](#)

Find out more

Access our discussions and recording learning briefing:

- [Recording discussions learning briefing](#)

Find out more

Access our choking guidance:

- [Managing a choking risk](#)

Pan Sussex working

This year we have made great strides in progressing our work with the Brighton & Hove and East Sussex Safeguarding Adults Boards. By working collaboratively together, we are improving the experience and support received by our Sussex-wide agencies.

We met with colleagues in Brighton & Hove and East Sussex on a bi-monthly basis, to discuss key developments in adult safeguarding, including updates to legislation and best practice. We developed a work plan so that we could agree the timescales and responsibilities for making updates to the Sussex Safeguarding Adults Policy and Procedures.

This year we added a new 'Multi-Agency Working' section to the Sussex Safeguarding Adults Policy and Procedures, setting out expectations for agencies to work together, collaboratively, for better outcomes for adults with care and support needs.

Find out more

Visit the Sussex Safeguarding Adults Policy and Procedures website for more information:

- [Section 1.1.3. Multi-agency working](#)

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Safeguarding
Adults Board

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In June 2024 we launched a new Sussex Safeguarding Adults Policy and Procedures website, which was designed and developed by the West Sussex Safeguarding Adults Board Support Team. The site created a home for the Sussex Safeguarding Adults Policy and Procedures that is easy to navigate, easy to digest, accessible, and promotes a unified approach to safeguarding adults across Brighton & Hove, East Sussex, and West Sussex.

We promoted and distributed the new easy read adult safeguarding leaflet, produced by East Sussex County Council for the Sussex Safeguarding Adults Boards. Easy read documents are designed to be used by people with a learning disability, or by people who have difficulty with understanding standard written information.

We developed a standard 'press release' style flyer and used this to notify staff across Sussex of important updates or additions to the Sussex Safeguarding Adults Policy and Procedures.

We updated the Policy and Procedures to better reflect scenarios in which abuse might take place, as well as provide information about the new Patient Safety Incident Response Framework.

Find out more

Visit the new Sussex Safeguarding Adults Policy and Procedures website:

- [Sussex Safeguarding Adults Policy and Procedures](#)

Find out more

Take a look at the new easy read adult safeguarding leaflet:

- [Our leaflets and posters](#)

Find out more

View our press releases:

- [Amendment history](#)

Find out more

- [Section 2.1. Sussex Safeguarding Adults Procedures](#)



We updated the safeguarding and quality chapter of the Sussex Safeguarding Adults Policy and Procedures to provide more detail on where roles and responsibilities for care and support services sit, further information on quality monitoring arrangements, new sections on both responsibility for quality and organisational risk, as well as links to other guidance and Sussex Safeguarding Adults Boards Protocols.

In October 2024 we launched the new Sussex Self-Neglect Practice Guidance for Staff. This guidance provides staff with practice guidance when working with adults who are self-neglecting. It has been created in recognition that in a lot of situations, self-neglect practice sits outside of safeguarding; that is, it does not meet the threshold for a Section 42 safeguarding enquiry under the Care Act 2014. In January of 2025, we also published an updated section 2.8. self-neglect chapter.

We updated the safeguarding and information-sharing chapter. The updates included adding new content around consent, promoting the importance of robust multi-agency communication, and content on what happens when a person moves across geographical areas and the risk of abuse or neglect remains.

Find out more

- [Section 2.6. Sussex Safeguarding Adults Procedures](#)

Find out more

- [Sussex Safeguarding Adults Protocols and Guidance](#)
- [Section 2.8. Sussex multi-agency procedures to support adults who self-neglect](#)

Find out more

- [Section 2.11. Adult safeguarding and sharing information](#)

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Adults Board

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Safeguarding Adult Reviews

As set out in the Care Act (2014), Safeguarding Adults Boards have a duty to arrange a Safeguarding Adults Review when certain criteria are met.

Safeguarding Adults Reviews are intended to identify and promote learning, and to use this learning to improve adult safeguarding practice.

A Safeguarding Adults Review will be considered if:

- an adult has died, and the Board knows or suspects that the death resulted from abuse or neglect; or,
- an adult has experienced serious abuse or neglect which has resulted in permanent harm, reduced capacity, or quality of life, or the individual would have been likely to have died but for an intervention; and,
- there is concern that partner agencies could have worked more effectively to protect the adult.

This year we received two referrals for Safeguarding Adults Reviews, neither of which met the criteria for the commissioning of a Safeguarding Adults Review. This was due to there being no clear evidence for multi-agency learning.

Find out more

Visit our website for more information:

- [Our Safeguarding Adults Reviews](#)
- [Our Sussex Safeguarding Adults Review Protocol](#)

Learning themes from our published reviews

This year we have published two Safeguarding Adults Reviews. Alongside each of our reviews we have published and promoted learning materials, including learning briefings, podcasts, and recorded presentations, to support the learning needed across our partnership.

In June 2024 we published a meta-analysis of Safeguarding Adults Reviews featuring self-neglect.

The analysis included seven reviews from across Sussex, and the circumstances of two adults who were referred to our Board, both of whom had a history of self-neglect.

A thematic analysis of findings from recent reviews involving self-neglect was commissioned to consider changes to practice, process, policy, and procedure. A number of findings were reported, including areas for improvement related to multi-disciplinary working, mental capacity, risk management, and overcoming barriers to practice. In consideration of the report's recommendations, it was identified that learning should focus on multi-agency working and developing interventions relating to mental capacity.

Find out more

Visit our website for more information:

- [West Sussex Safeguarding Adults Reviews](#)

In October 2024 we published a Safeguarding Adults Review in respect of Tom.

At the time of publication, Tom was 41 years of age and refused to be defined by his disabilities. He has a diagnosis of cerebral palsy, complex postural needs, and has a sight impairment. Tom requires a carer to be available 24 hours a day and uses a motorised wheelchair at all times. Tom is currently living in his own accommodation in Chichester, after living in an emergency place of safety, a residential care service, since August 2020.

Prior to his move, Tom lived in the community with his now ex-wife and his live-in carer. From 2016, Tom began to experience neglect and emotional/psychological abuse by his then wife, and paid carer. The abuse and neglect became significantly worse over time, and Tom became isolated from his family and friends. In 2020, Tom's friend became concerned about Tom's circumstances, following contact from Tom. This led to Tom's friend contacting Tom's mother, who subsequently made a safeguarding referral to West Sussex County Council.

The safeguarding process identified concerns about serious neglect, coercive control, and intimidation. Tom was also underweight, and not being supported with his personal care or to get out of bed. His then wife and paid carer were also having an affair and would leave Tom alone in the house for long periods of time.

The concern being raised led to a robust and coordinated response arranged by adult social care to support Tom to safely move into temporary residential accommodation in August 2020.

Find out more

Visit our website for more information:

- [West Sussex Safeguarding Adults Reviews](#)

Tom's ex-wife and paid carer were arrested in the first case of its kind in the UK. On 12 May 2023, both were found guilty of holding a person in slavery or servitude and jailed for eight years with a further three years on licence.

In August 2023, a Safeguarding Adults Review referral was made to the Safeguarding Adults Board by West Sussex County Council, and a review was commissioned. A number of learning themes were identified as part of the review. These included:

- Strength-based and person-centred approaches
- Sharing of information and multi-agency working
- Professional curiosity
- Case note recording
- Monitoring of direct payments

The Safeguarding Adults Board has significantly benefitted from, and very much appreciate, Tom's involvement, support and invaluable contributions throughout the review process. This included meetings with the reviewer and Board support staff, participating in panel meetings, contributing to the production of this review, and meeting with the Board in person.

The review has several recommendations which are being taken forward with oversight from the Safeguarding Adults Review subgroup. These centre on the learning themes noted above.

The Board has also developed several learning resources related to Tom's review. These include a learning briefing, podcast, and a written interview with Tom. These are all accessible on the Safeguarding Adults Board website.

2024/25 data

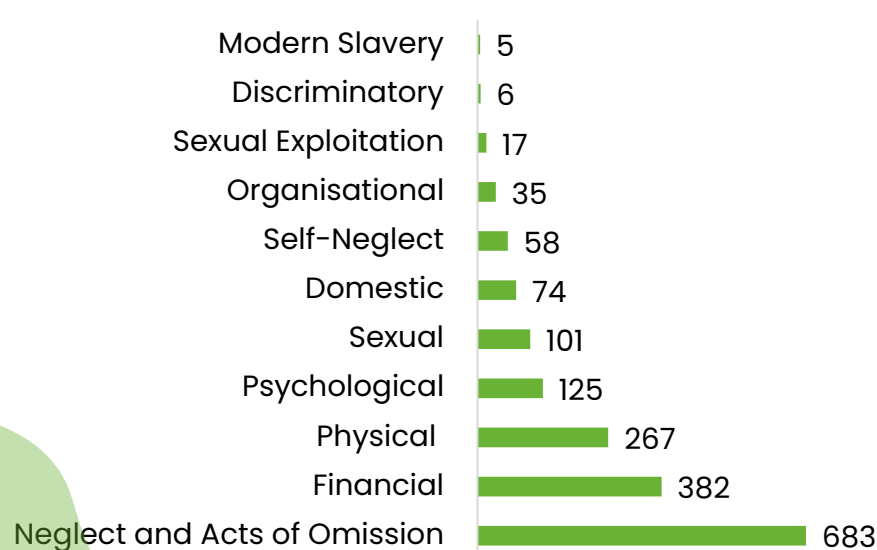
West Sussex County Council is the lead for safeguarding in West Sussex. Concerns about abuse and neglect are reported to them and triaged by their Safeguarding Hub. This data provides an overview of safeguarding activity and the demographics of those safeguarded in our county¹.

Safeguarding concerns received and enquiries undertaken

In 2024/25, there were 2,285 safeguarding concerns initiated. Of the concerns initiated, 1,654 met the safeguarding criteria and proceeded to a safeguarding enquiry (known as a Section 42 enquiry).

Types of abuse people experienced

It is important to note that with this data, one adult may have experienced more than one type of abuse. Therefore, multiple abuse types may be entered for one adult. This year, of the concluded safeguarding enquiries, concerns regarding neglect and acts of omission accounted for 683 adults, financial abuse for 382 adults, and physical abuse for 267 adults. Together, these three categories total 1,332 adults. Neglect and acts of omission have been the most reported form of abuse over the past seven years.



¹ The figures provided within this report relate to the first submission for NHS Digital and may be subject to change post-further analysis.

Primary support needs of those safeguarded

Of the concerns received, where the Section 42 criteria was met, those with physical support needs were the most likely to require an enquiry. This accounted for 556 adults. The next most common category was those who had no recorded support reason; this accounted for 472 adults.

Gender, age, and ethnicity of those safeguarded

Please note that the Board acknowledges the limitation of the gender categories currently available.

Of the unique people subject of a Section 42 enquiry undertaken in 2024/25, 577 were for men and 819 were for women. There were 32 enquiries undertaken where an adult's gender was not documented. Consistent with previous years, the majority of adults involved in an enquiry were over 65 years old, which accounts for a total of 877 adults. The highest of this figure was for those aged 85–94 years old, which accounts for 326 adults.

The vast majority of enquiries were for adults who identified as white, totalling 1,123 adults. The data reflects the overall proportion of people's ethnicities in West Sussex and is consistent with previous years. There were 238 enquiries where an adult's ethnicity was unknown, and this was either due to this information not yet being obtained, or because the adult declined to provide this information.

Location of abuse

This year, for completed enquiries, abuse and/or neglect in residential and nursing homes accounted for 518 adults, and 831 adults living in their own home.

Making Safeguarding Personal

As part of a Section 42 enquiry, adults are asked for their desired outcomes. In total 1,052 adults expressed desired outcomes. Of the concluded enquiries this year, 485 adults had these fully achieved and 470 adults had these partially achieved.

How safeguarding changed risk

For the enquiries concluded this year there were 783 adults where action was taken to reduce risk. There were 370 adults where the risk was removed, and 137 adults where actions were taken, and the risk remained.

Deprivation of Liberty Safeguards

West Sussex County Council is responsible for Deprivation of Liberty Safeguards in West Sussex. These safeguards are part of the Mental Capacity Act and is a legal measure to protect people who lack capacity to make decisions about their care and treatment.

Referrals received and the outcomes

In 2024/25 there were 6,277 Deprivation of Liberty Safeguards applications received. Of these applications, 1,676 were granted and 2,692 were not granted. At the point of this data being sourced, there were 1,909 not yet complete.

Gender, age, and ethnicity

The majority of Deprivation of Liberty Safeguards authorisations (i.e., where the Deprivation of Liberty Safeguards has been granted) were for females. The majority of adults who received a granted Deprivation of Liberty Safeguards were aged between 86–95 years old. In terms of ethnicity, most adults with a granted Deprivation of Liberty Safeguards were white.

Primary support reason for Deprivation of Liberty Safeguards authorisations

Adults were most likely to have had the mental health need of 'dementia', recorded as their primary support need. The second highest category was 'no disability recorded'.

Our awareness events

This year, in line with our Communication and Engagement Strategy, we hosted and participated in a number of events aimed at raising awareness of adult safeguarding.

West Sussex Safeguarding Adults Board Conference

In October 2024 we held our first in-person Conference since before the Covid-19 pandemic. The Conference focussed on self-neglect and 'Ten years on from the Care Act'. We were also privileged to be joined by Tom; the adult involved in one of our Safeguarding Adults Reviews this year. Tom generously shared invaluable insights of his experiences of adult social care, safeguarding and the criminal justice system.

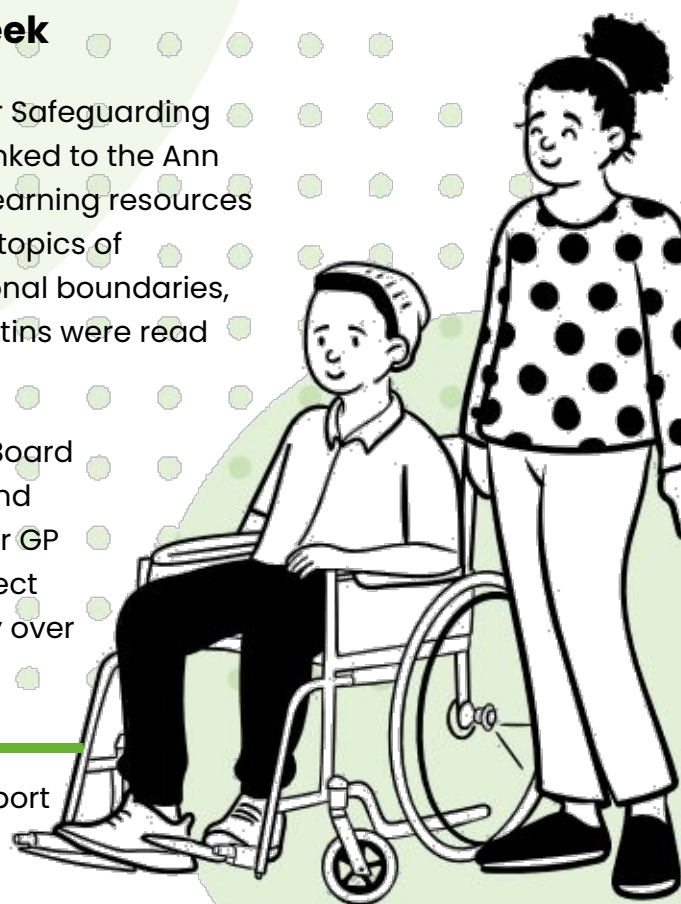
West Sussex Safeguarding Adults Practice Awards

This year we launched our Safeguarding Adults Best Practice Awards. These awards were designed to empower practitioners by recognising and celebrating exemplary safeguarding practice. At our conference, we were delighted to celebrate with our ten award winners, which included both individual staff and whole teams from across our partnership.

NHS Sussex Integrated Care Board Safeguarding Fortnight and Ann Craft Trust Safeguarding Adults Week

Following the success of last year's daily bulletins for Safeguarding Adults Week, we once again shared daily bulletins linked to the Ann Craft Trust themes. These bulletins included useful learning resources and articles by member agencies, and covered the topics of professional curiosity, partnership working, professional boundaries, exploitation, and learning. Across the week, the bulletins were read more than 3,000 times.

Additionally, as part of NHS Sussex Integrated Care Board Safeguarding Fortnight, we, alongside East Sussex and Brighton & Hove Safeguarding Adults Boards and our GP Board member, supported a Working with Self-Neglect online training session. The session was attended by over 100 staff from across the partnership.



Our year in numbers



Our website

2,322

visitors per month, on average, to our Safeguarding Adults Board website.

27,931

total visitors between 1 April 2024 and 31 March 2025.



Our newsletters

Six

Pass It On...News newsletters circulated, with a combined readership of 3,453.

45

Partnership News and Training bulletins shared with Board and subgroup members.



Over 3,000

readers of our Safeguarding Adults Week daily bulletins.



Multi-agency working and learning together

60

attendees at our Safeguarding Adults Board Conference.

Over 100

attendees to the NHS Safeguarding Fortnight self-neglect training supported by West Sussex, East Sussex, and Brighton & Hove Safeguarding Adults Boards, in collaboration with NHS Sussex.

Around

480

attendees to our self-neglect staff briefing sessions.



Our meetings

Four

full Board meetings, each involving around 30 organisations and agencies.

48

planned meetings across our subgroups including; Multi-Agency Risk Management, Quality Assurance and Safeguarding Information, Safeguarding Adults Review, Learning and Policy, Quality and Performance, and Chairs.



Our priorities for 2025/26

In a meeting of the Board in March 2025, Board members discussed and agreed the following Board priorities for 2025/2026. Each of these will be progressed with reference to our three strategic objectives, which you can read about in our strategic plan.

Family involvement in safeguarding processes

We have an increasing demographic of adults with care and support needs remaining in their own homes for longer. This means there is increasing involvement of family members and unpaid carers to support those adults. We will therefore be focussing on how we can better involve families in safeguarding processes.

To achieve this we will look at how we can better engage with families, working closely with family-facing organisations to celebrate and promote successful family-centred working, and use learning from this to inform a whole family approach to adult safeguarding.

Self-neglect in relation to mental capacity

This year, we will be looking at the impact of mental capacity on self-neglect, and at the criteria for considering self-neglect as safeguarding.

We will be seeking assurance that our tools and resources are embedded in practice. We will also be looking to improve understanding of the Mental Capacity Act 2005 and increase confidence in its implementation where there are concerns that an adult is self-neglecting.

Find out more

Visit our website for more information:

- [Our strategic plan](#)

Compliments and complaints

This year we did not receive any complaints about the work of the Safeguarding Adults Board. We were pleased to receive a number of compliments about our work and resources.

The London Borough of Tower Hamlets Strategic Board praised our “fantastic” Safeguarding Adults Review subgroup members’ pack, which includes detailed information on the criteria, commissioning process, methodologies, and publication process for Safeguarding Adults Reviews in West Sussex.

Ahead of the publication of our 2023/24 Annual Report, members of the Health and Wellbeing Board praised the Board for being “a truly multi-agency endeavour”, “a net exporter of good policy and practice” and noted that the Annual Report itself was “a superb Annual Report, really easy to read, and really compelling.”

We were grateful to receive an overwhelmingly positive response to our Safeguarding Adults Board 2024 Conference. The evaluations we received after the event indicated that almost 74% of attendees were “Very satisfied” with the event, with the other 26% “Satisfied”. Further to this, almost 79% of people who responded to the evaluation felt that the Conference was “Very well structured”, with 100% stating that they would attend another event by us.

Your feedback

We welcome your feedback and the opportunity to improve our ways of working.

The Board has a role in coordinating and ensuring the effectiveness of local arrangements to safeguard and promote the welfare of adults with care and support needs. It is not accountable for the operational work of Board members or any other organisation working with adults with care and support needs.

The Board follows the [West Sussex County Council complaint process](#), which is informed by the 2009 Adults’ Statutory Complaints Regulations.

We received positive feedback from the Quality, Practice & Service Development Team (Adults) in West Sussex County Council about our Multi-Agency Risk Management subgroup. In relation to one particular case, they stated that, “[the Multi-Agency Risk Management subgroup] were able to give advice around risk, least restrictive options and support coordinating actions including reviewing and advising on Risk Enablement plans.”

Resources shared nationally

We know that different areas across the country are facing their own unique challenges. However, when we can, Safeguarding Adults Boards nationally work together. This includes the support of sharing resources to use or adapt to meet individual Board's needs.

We have worked with a number of Safeguarding Adults Boards across the country to share the resources that we have developed. This year, we have shared the following resources with other Safeguarding Adults Boards:

- Annual business plan format
- Annual report format
- Audit tools
- Board members' pack format
- Chairs report format
- Communication and engagement strategy
- Complex needs toolkit
- Person-centred approaches learning resources
- Professionals' feedback form
- Risk report template
- Safeguarding Adults Review subgroup members' pack
- Safeguarding Adults Review process for embedding learning
- Safeguarding Young People 17.5+ protocol
- Self-neglect policies and procedures
- Staff briefing session slides
- Staff role profiles
- Trauma-informed approach resources

Report a concern

If you or someone you know with care and support needs, is experiencing or at risk of experiencing abuse or neglect, please report this to West Sussex County Council.

To report your concerns, submit the West Sussex County Council [online adult safeguarding concern form](#). There, you will also find a link to our Safeguarding Thresholds document which has lots of helpful guidance of when to make a safeguarding referral and, when a safeguarding referral is not appropriate, what other options are available.

If you would like to speak to someone about your concerns, phone West Sussex County Council Adults' CarePoint on 01243 642121. Alternatively, call via Relay UK: 18001 01243 642121 (for deaf callers from a textphone or NGT Lite app downloaded to a computer, tablet or smartphone).

Write to Adults' CarePoint at Adults' CarePoint, Second Floor, The Grange, County Hall, Chichester, PO19 1RG.

Important

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

You can also contact Sussex Police by calling 101 in non-emergency situations.

Contact us

We welcome contact from anyone wanting to find out more about this report, or the work of our Board.

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

For our Board's safeguarding learning resources, please visit our [website learning page](#) for a host of learning briefings, podcasts, and recorded presentations.

For the Sussex Safeguarding Adults Policy and Procedures, please see [our new Sussex website](#).

Contact us

Visit

www.westsussexsab.org.uk

Email

safeguardingadultsboard@westsussex.gov.uk

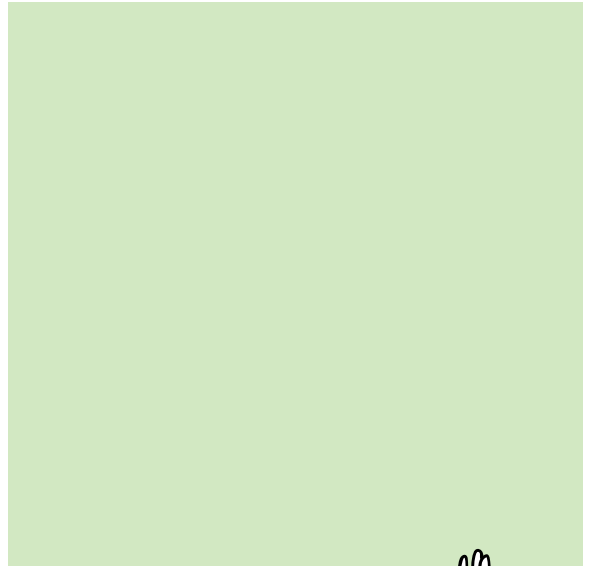
Phone

03302 227952

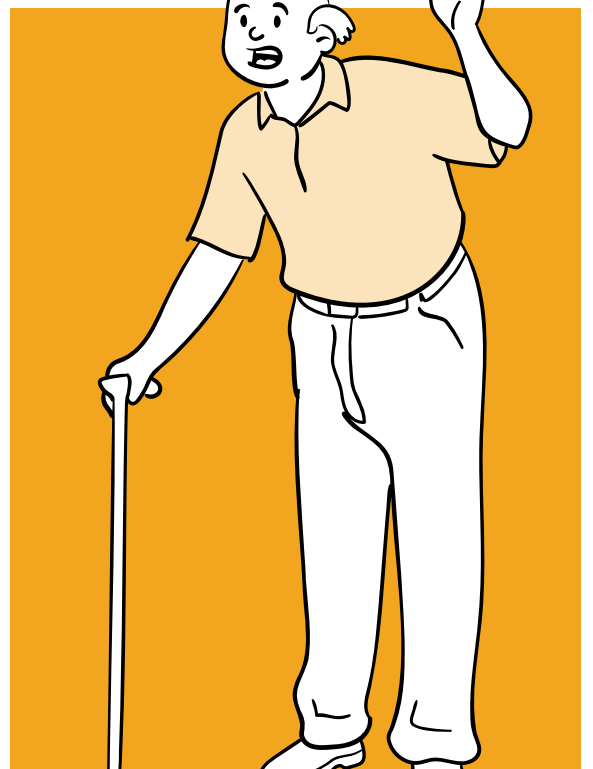


Visit

www.westsussexsab.org.uk



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