



Cheshire West and Chester Local Safeguarding Adults Board (LSAB)

Annual Report 2023-24

‘Our vision is to promote partnership working by working together to help people feel safe and free from abuse and neglect.’

‘Our mission is to put the adult at risk of abuse or neglect, at the heart of everything we do.’

www.cheshirewestandchesterlocal-safeguarding-adults-board

Welcome from our Chair – Ian Cardwell

As I have noted in previous Annual Reports, the Board and its partners have faced extraordinary demands on their services in recent years. While the effects of the COVID pandemic have eased somewhat, new challenges have emerged that have disproportionately affected those in our community who require care and support, leaving them vulnerable to neglect or abuse. These challenges include the ongoing cost of living crisis, mounting pressure on health and care systems, and increasing strain on services due to staffing shortages and difficulties in recruitment and retention.

The dedication and professionalism shown by the professionals, volunteers, and caregivers across Cheshire West is commendable. Thanks to their efforts, the Board and its partners have continued to provide high-quality support to adult service users.

One of the Board's key responsibilities throughout the year has been to ensure that, despite the resource challenges faced by all partners, adult safeguarding services continue to operate as usual. This includes not only delivering vital care and support but also promoting safeguarding practices throughout the broader community, including our contributions to National Safeguarding Week.

The Board has remained diligent in its oversight and governance roles, holding partners accountable for delivering effective services and pushing them to ensure their work positively impacts the lives of those they support. We have maintained a focus on the principles of 'Making Safeguarding Personal,' ensuring that service delivery remains person-centred, with service users at the core of decision-making.

A key priority for the Board has also been raising awareness of safeguarding issues, enabling risks to be identified and addressed. This has involved engaging with the wider community to ensure that the dangers faced by at-risk adults are understood by all. While progress has been made, there is still work to be done, and the Board will continue to prioritise this crucial aspect of our work.

In support of this awareness campaign and our commitment to effective governance, the Board has leveraged the expertise of our own Service User

Group. One significant outcome has been the creation of a streamlined, easy-to-read version of key documents, including our Annual Report.

This Report will provide a detailed account of our achievements over the past 12 months and outline areas where improvements are necessary. We will analyse the data we have gathered to identify trends and address the safeguarding challenges ahead. Additionally, we will report on our efforts to review cases, particularly through Safeguarding Adult Reviews, to enhance service delivery.

As we conclude this Report, we will also outline our forward-looking plans. This includes presenting our revised three-year Strategic Priorities for 2023–2025, along with our Business Plan for the upcoming year.

In closing, I would like to extend my sincere thanks to all Board members, especially the Chairs of our sub-Groups, for their ongoing professionalism and dedication. I also want to acknowledge the Safeguarding Unit for their hard work and support throughout 2022/2023.



Ian Cardwell - Independent Chair

The Board

Cheshire West and Chester Safeguarding Adults Board – Who we are

The overarching purpose of the Safeguarding Adults Board 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.

The Safeguarding Adults Board must lead on adult safeguarding arrangements across Cheshire West and Chester and oversee and coordinate the effectiveness of the safeguarding work of its member and partner agencies. Under the provisions of the Care Act 2014, the Board is required to:-

- Develop and publish a strategic plan setting out how they will meet their objectives and how their member and partner agencies will contribute.
- Publish an Annual Report detailing how effective their work has been.
- Commission Safeguarding Adult Review (SARs) for any cases which meet the criteria for these and where there is opportunity for multi-agency learning.

The focus of the Safeguarding Adults Board is to ensure that in the borough safeguarding arrangements work effectively so that adults at risk can live their lives free from abuse or neglect.

An adult at risk is a person aged 18 or over who has needs for care and support and as a result of those needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. In this report we will call an adult at risk the 'adult'.

The Partners of Cheshire West and Chester Safeguarding Adults are made up of representatives of:-

[Age UK Cheshire](#)

[Cheshire Police](#)

[Cheshire Fire and Rescue](#)

[Cheshire West and Chester Public Health](#)

[Cheshire West and Chester Adult Social Care](#)

[Cheshire West and Chester Elected Members](#)

[Cheshire West and Chester Children's Social Care](#)

[Cheshire West and Chester Community Safety Partnership](#)

[Cheshire West and Chester Domestic Abuse Board](#)

[Cheshire Wirral Partnership NHS](#)

[Countess of Chester Hospital NHS Foundation Trust](#)

[Cheshire and Merseyside Integrated Care Board](#)

[Disability Positive](#)

[HealthWatch Cheshire West](#)

[Mid Cheshire Hospitals NHS Foundation Trust](#)

[National Probation Service - Cheshire](#)

[North West Ambulance Service](#)

[NHS England](#)

[Weaver Vale Housing Trust](#)

The purpose of the Board

Our overall purpose is to help and safeguard adults with care and support needs. The Board ensure that, locally, abuse is prevented and that, when it does occur, partners respond in line with the needs and wishes of the person experiencing harm.

A key role of the Board is to ensure that there is a partnership approach to safeguarding by promoting collaboration between all the partners for effective communication, information sharing and awareness raising.

Our aims

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

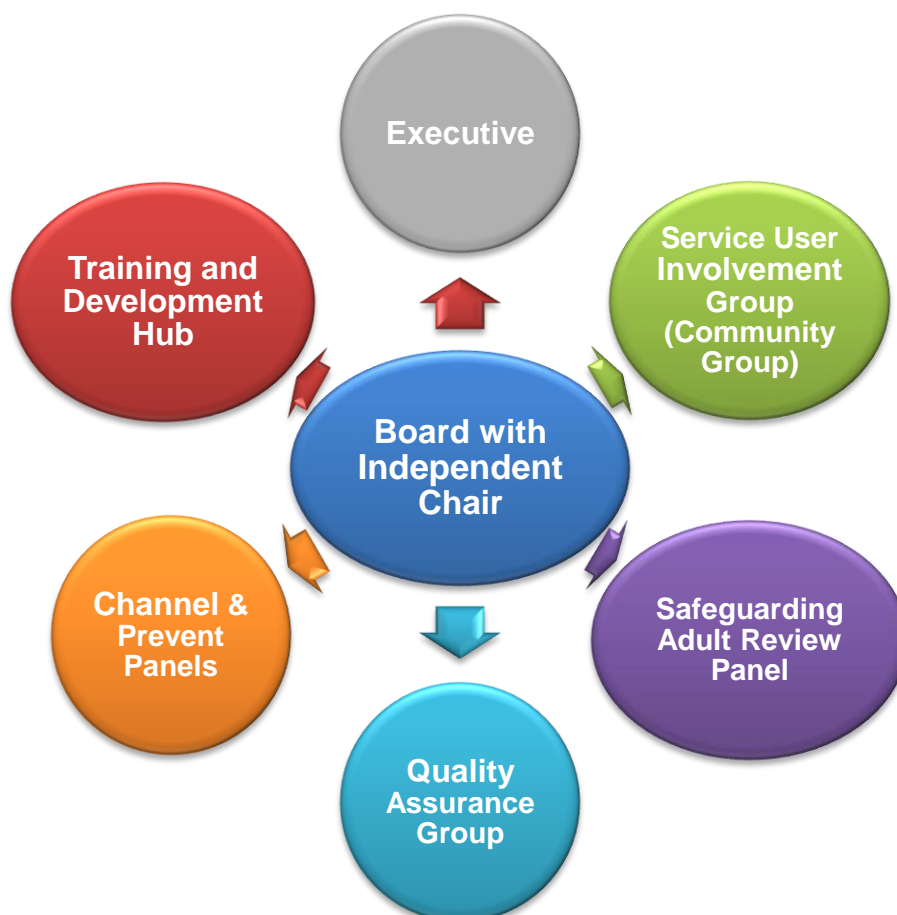
- safe and able to protect themselves from abuse and neglect
- treated fairly and with dignity and respect
- protected when they need to be
- able to easily get the support, protection and services that they need.

What is Safeguarding?

Safeguarding means protecting people’s health, wellbeing and human rights and enabling them to live free from harm, abuse and neglect.

The work of the Board is driven by its vision to promote partnership working by working together to help people feel safe and free from abuse and neglect.

The structure of the Board – how we work?



Each group has its own terms of reference and work plan based on the strategic priorities of the Board and the objectives in the Business Plan and provides quarterly updates to Board in respect of progress on these objectives. The Safeguarding Adult Review Panel convenes when a safeguarding adult review referral is received.

What impact did the Board make in 2023-24?

The Boards Strategic Plan 2021-24 sets out the priority areas over the next 3 years. To deliver those priorities several annual objectives are agreed. What we have done to achieve our objectives for 2023-24 are set out below:

Objective 1 – Ensure the delivery of effective safeguarding services, with a focus on Making Safeguarding Personal, informed by the voice of adults who are at risk of neglect and abuse.

Our Impact – Self neglect audit Cheshire West and Chester Safeguarding Adults Board undertook an audit to understand more about self-neglect in Cheshire West and Chester. The audit was completed in Quarter 4, 2023-24, followed by two professionals’ workshops in May & July.

Recommendations from the audit include: -

1. Cheshire West & Chester SAB to undertake a multi-agency audit with the theme of mental capacity, to formulate recommendations from this audit and to use these recommendations to positively impact multi-agency practice.
2. Enabling professionals to have sufficient time to build a relationship with individuals experiencing self-neglect and/or hoarding.
3. The provision of longer-term interventions, specifically for adults experiencing self-neglect and/or hoarding, as opposed to time-limited interventions.
4. Cheshire West & Chester local authority and SAB partners to consider implementation of a multi-agency specialist team to support adults experiencing self-neglect and hoarding.
5. Cheshire West & Chester SAB partners to discuss how each organisation’s communication systems and processes could be used more effectively to reduce duplication and ensure better multi-agency communication and information sharing within and between agencies.

Our Service User group produced an easy read executive summary of our Annual Report and updated the safeguarding booklet with additional forms of abuse which improves practice by ensuring we are providing people with information about safeguarding in an accessible format so that they can understand forms of abuse and what they can do.

The partners provide evidence of Making Safeguarding Personal via the Data Scorecard submitted to our Quality Assurance group. This is also evidenced by case studies submitted to the board, for example in the annual report. Other examples are Cheshire Police and the Domestic Abuse Board Facebook seminars, which allow the public to understand Domestic Abuse in more detail, where to go for support and assistance and these seminars usually attract approximately 2,000 views per seminar.

Objective 2 – Maximise the impact of delivering safeguarding services, in collaboration with other key partners (including the Safeguarding Children’s Partnership), to develop a cross-cutting approach to safeguarding adults, children and families at risk of neglect and abuse.

Our Impact - We work closely with the Safeguarding Children's Partnership, Community Safety Partnership and the Domestic Abuse Board with representatives attending the Board and a joint executive with children's which has led to effective collaboration between partners which has resulted in improved outcomes for service users through maximising the impact of resources and reduced duplication of work or missed opportunities. We have also worked with our Pan Cheshire colleagues to share learning from Safeguarding Adult Reviews and joint activities as part of Adult Safeguarding Week.

Objective 3 – Raise awareness of safeguarding adults during the cost-of-living crisis and the increasing demands of service providers.

Our Impact – We offer a range of safeguarding training courses which has led to increased skills & knowledge for partners resulting in more effective safeguarding services and improved outcomes for service users, this has been demonstrated due to the number of increased safeguarding concerns.

We continued to produce regular e-bulletins to ensure people understand the impact of the work of our partners of the Board who provide content for the e-bulletin, and we also produce a quarterly training bulletin for partners so that people know what training is on offer and any learning updates or changes.

The website continues to be developed with revised policies and guidance updated, increased training opportunities and any safeguarding updates both locally and nationally. The highest number of views are in relation to the training page and the professional's area, where policies and procedures can be located.

Objective 4 – To continuously improve the effectiveness and culture of the Board, through a range of development tools, including self-assessment, peer review and benchmarking.

Our Impact – We held our annual boards development day in February 2023, the focus of the day was to look at making an impact in 2023/24 – setting our strategic priorities and annual objectives. The first part of our Development Day related to the commencement of an important part of our governance function - our business planning year for 2023/24. The Development Day represents a key part of that process as it represents the first 'formal' consultation event of the annual planning cycle, with Board members and partners helping to identify the key priorities for the coming year and what actions we can take to achieve them, so that they have the maximum impact

for service users, safeguarding professionals and the wider community of Cheshire West.

As well as providing focus for the Boards activities, we also carry out this process as part of our statutory requirements, set out in the Care Act 2014. We are required to set our 3-year Strategic Priorities and, in order to deliver those Priorities, develop a number of Annual Objectives to deliver those priorities in the following 12 months - monitored through our Annual Business Plan which is presented at our Board meetings.

The second part of our day focused on a self-assessment exercise as part of getting ready for assurance. The impact of the day allowed us to identify what we are doing well, what else do we need to do and what do we need to get good at for the future Care Quality Commission inspection which formed part of our ongoing business plan.

National Safeguarding Adults Week

We took part in the National Safeguarding Adults Week which ran from the 20th to the 24th November 2023. The theme for the week was **‘Looking after yourself and others**. The week is a time for organisations to come together to raise awareness of important safeguarding issues. The aim is to highlight key safeguarding issues, facilitate conversations and raise awareness of safeguarding best practice. Partners undertook a range of activities within their settings and a variety of events and useful resources including webinars focusing on various forms of abuse and exploitation was promoted. We also delivered training on adopting a trauma informed approach to safeguarding adults in which 30 plus people attended.

Training and Development

We are committed to a culture of continuous learning and improvement. There are large numbers of people working with adults both employed and as volunteers, and it is important that they are sufficiently skilled to spot the signs of abuse and understand safeguarding issues. We need to know who in the workforce needs to be trained, hold their organisations to account to ensure that they receive appropriate training and to seek evidence that the training and learning opportunities have made a positive difference to safeguarding practice.

The importance of multi-agency training is reinforced through research and reinstated through local and national case reviews. Effective safeguarding is underpinned by strong multi-agency working and professionals

understanding and acting upon their respective roles and responsibilities in relation to safeguarding adults.

In addition to the range of e-learning courses available we also provided training in Safeguarding Adults for Providers and Managers, Basic Awareness for Safeguarding Adults, Prevent and Far Right Extremism and Domestic Abuse. We have seen an increase in safeguarding referrals and quality concerns and attribute some of that in terms of increase in awareness as a result of attending training.

Policies and Procedures

The following safeguarding policies have been either produced or revised to keep people informed of what they are expected to do.

- Adult Safeguarding Procedures
- Multi agency guidance on prevention and early intervention in adult safeguarding
- Cheshire East and West Prevent Strategy
- Quality Assurance Framework
- Guidance for missed appointment for adults with care and support needs
- Cheshire all age exploitation strategy

Safeguarding Adult Review (SAR)

Safeguarding Adult Reviews are a multi-agency process that considers whether serious harm experienced by an adult at risk of abuse or neglect could have been predicted or prevented. The purpose of Safeguarding Adult Reviews is set out in the statutory guidance (Section 44) within the Care Act 2014. The reviews seek to 'promote effective learning and improvement action to prevent future deaths or serious harm occurring again'. The aim is that lessons can be learned from the case and for those lessons to be applied to future cases to prevent similar harm re-occurring. The purpose of a Safeguarding Adult Review is not to hold any individual or organisation to account as other processes exist for that purpose.

During this period the Safeguarding Adult Review panel received eight referrals of which one met the criteria for a SAR. This involved a person who

was cuckooed and then physically and financially abused, the learning and recommendations are not yet published.

We published two reports during this period, which can be found on our website. Case one was around the care of an adult with a learning disability and how the lack of appropriate care and agency involvement led them to being admitted to hospital with a life-threatening injury. Case two looked at how well agencies worked together to safeguard an adult and the issues of the management of medication in the community, hospital discharge protocols and the impact of delays on a terminally ill patient

Performance Activity

There continues to be an increase in safeguarding concerns reported to the Local Authority: from 1270 in 2021/2022 to 1770 in 2022/23, representing an increase of 39%. Analysis of safeguarding concerns evidence that this increase was due to improved recording on the adult social care recording system and changes to local safeguarding processes. Notwithstanding, safeguarding concerns continue to rise with 2500 safeguarding concerns received in 2023/24, a 41% increase compared with the previous year and a 97% increase over the 3-year period from 2021/2022 to 2023/2024. The volume is increasing as a result of changes to recording practices that are now more aligned with other local authorities that share similar demographics. There exists a debate regarding whether a rise in safeguarding concerns is positive or negative. Generally, a rise indicates that safeguarding training and awareness raising is having an impact on the number of safeguarding concerns received. This means that the Safeguarding Adults Board is meeting its core objective in ensuring that safeguarding truly is everybody's business, as more people are aware of what adult safeguarding is, and how to report safeguarding concerns.

Section 42 and Other Enquiries

Section 42 and discretionary safeguarding enquiries (commonly referred to as "other" safeguarding enquiries have seen a smaller increase; from 670 in 2021/2022; 680 in 2022/2023 and 1035 in 2023/24. In percentage terms, in 2021/2022, 53% of safeguarding concerns progressed to either a discretionary safeguarding enquiry or a safeguarding enquiry under section 42 of the *Care Act* 2014. Although the number of safeguarding enquiries increased in 2022/23, this represented a reduction in percentage terms; from 53% to 38%. In 2023/24, safeguarding enquiries accounted for 41% of all adult safeguarding concerns received.

Consistent with trends identified over the last three years, Neglect and Acts of Omission and Physical Abuse continue to be the most reported categories of abuse in Section 42 and discretionary adult safeguarding enquiries, accounting for 50% of concluded cases in 2023/2024 (Neglect and Acts of Omission 29%, Physical Abuse 21%). Neglect encompasses many factors, including failing to provide access to appropriate health, social care or educational services, ignoring medical or physical care needs and withholding the necessities of life such as medication, adequate nutrition and heating. It is important to note that this trend is not unique to Cheshire West and Chester and is reflected in regional and national data trends, including those local authorities that are most similar to Cheshire West and Chester in terms of demographics. Physical abuse encompasses hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions. In 2023/2024, Psychological abuse (also known as Emotional abuse) was the third most reported category of abuse, accounting for 15% of safeguarding enquiries concluded within the year. Psychological abuse encompasses emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or support networks. In the previous year, financial abuse was the third most reported category of abuse, although psychological abuse was the third most reported category of abuse in 2021/2022. More than one category of abuse can be reported for each safeguarding concern or enquiry.

The most reported location of abuse is the individual's own home, recorded in 50% of concluded safeguarding enquiries. This is consistent with trends identified over the last three years. A slight increase in abuse reported in a person's own home has been noted, from 44% of concluded safeguarding enquiries in 2021/2022 to 50% of concluded safeguarding enquiries in 2023/2024. This is consistent with regional and national trends. Care homes were the second most reported location of abuse in 2023/2024, which is consistent with regional and national trends. More adults are receiving services in their own home, and there are increasing numbers of people being cared for in residential and nursing care homes which might explain the reasons why a person's own home and care homes are the most reported locations of abuse. There have been no reported incidents taking place in services in the community over the last three years. Community services include community centres, day care centres, leisure centres, libraries, schools, GP surgeries and dental surgeries.

Making Safeguarding Personal

Making Safeguarding Personal is about having conversations with people about how to respond in safeguarding situations in a way that enhances

involvement, choice and control as well as improving quality of life, wellbeing and safety. The *Care Act* 2014 advocates a person-centred rather than process driven approach to safeguarding. The individual or their representative are asked their wishes as part of the safeguarding enquiry. The number of people who expressed their wishes at the outset of the safeguarding enquiry was 79%, which is a 7% decrease when compared with the previous year. Of these, 96% had their outcome fully or partially achieved, the same as the previous year, which is very positive. 475 people were asked how satisfied they were with the safeguarding process. 455 people (96%) said that they were satisfied with the safeguarding process which is consistent with 2022/2023. Making Safeguarding Personal is central to the support provided by the Partnership.

Cohort of Gender and Age

Females continue to account for the highest ratio of clients subject to Section 42 and discretionary enquiries, although the proportion has decreased slightly this year, from 63% in 2022/2023 to 58% in 2023/24. The most reported age group continues to be working age individuals aged 18-64 (36%) which is consistent with the previous year. The second most reported age group in 2023/2024 is adults aged 75-84 which represents a change compared with the previous year, when the 85-94 age group was the second most reported. In 2021/2022, adults aged 75-84 were the second most reported age group, therefore, trends have been broadly consistent over the last three years.

Case Studies

Countess of Chester

Referral received to the Safeguarding Team from the Emergency Department for a patient. Concerns were raised by carers and the ambulance crew in relation to the patient's family member. Carers raised concerns to the hospital staff that the patient's family member was not giving her all her prescribed medication and felt they could be withholding some medication due to their beliefs that she doesn't need them. The family member had been irate with the carers that their mum was going into hospital. The family member appeared very agitated and restless whilst in the Emergency Department. The Safeguarding Team visited the patient completed an assessment and made a referral into Adult Social Care with the consent of the patient to ensure safeguarding remained personal. Social Care shared information that services within the community had raised similar concerns regarding her family member in relation to coercion and control over her, including withholding medication and not allowing health professionals into her home, they had installed cameras to monitor this. A strategy meeting

was convened, and the case was heard. The Safeguarding Team and Hospital Independent Domestic Violence Advocate liaised closely with the patient, ward staff, Local Authority and Police. Patient agreed to remain in hospital until safeguards were in place to support a safe discharge. The Police arrested her family member and bail conditions were put in place to prohibit her family member going to her house, her locks were changed and the cameras removed. The patient was discharged home with a robust package of care in place, a follow up strategy meeting was planned and the case remained open to Adult Social Care for ongoing care and support.

Disability Positive

This involved an incident with a parent whose son was accessing a service, who were verbally aggressive to staff and exhibited high anxiety when dropping son off. The following day the parent shared concerns about his deteriorating mental health in an email to the Team Manager. The son who has a diagnosis of autism and anxiety, at times requiring 1-1 support to manage periods of anxiety appropriately. Staff observations are that when the parent exhibits high anxiety, this leads to son exhibiting anxiety and anger towards others. The Team Manager contacted parent and discussed referral to adult social care – from conversation with parent it was agreed to a make safeguarding referral due to high risk of parental breakdown and impact upon son, who is a vulnerable adult. A referral was made to Adult Social Care and followed up within 24 hours to advise have received referral. Team Manager contacted Adult Social Care and they confirmed they had tried to contact parent but had no response. Confirmed they would try again. Follow up from Adult Social Care to advise they had spoken with parent and were now supporting family.

Trading Standards

Safeguarding the financial interest of elderly, vulnerable consumers – case study. Hard work of officers within the Public Protection Service resulted in a full refund of £19,000 and the defendant sentenced to 18 months imprisonment for carrying out fraudulent building work.

The defendant who took the lead gave a false name, stating that he had some 15 years' experience, the prosecution case alleged that he held himself to be suitably qualified knowing that he was not sufficiently experienced to carry out the work. Throughout the course of the work there were further attempts to extort more money for unnecessary things. Expert evidence stated that the quality of the work was non-existent, not that of a competent contractor and had no value. Work was ultimately left incomplete and telephone calls went unanswered. Financial analysis showed that very little money was spent on building supplies.

Officers within the Public Protection Service investigated this incident which resulted in the matter being brought before Crown Court. The homeowner said in response to the refund and the custodial sentence that this was “an unexpected but outstanding result and that persistence means that hopefully other people will be protected from this trader.”

Scam- case study

A consumer reported that he had been contacted via his phone by someone purporting to be from Amazon. They told him that someone had bought an iPhone on his account costing £850. They instructed him to download an app to get this money back.

Two payments totally over £1700 were then taken from his bank account. The consumer contacted his bank, but they advised that as the money had initially come from his PayPal account they could not refund.

The consumer was elderly and living alone since losing his wife, he tried to contact PayPal but could not get a response and he advised that the matter was having a profound effect on him. Through the intervention of Trading Standards officers, he received a refund within 2 weeks and a referral was made to Age UK for ongoing further support.

Strategic Priorities 2022-25

This year we undertook a review of our governance and scrutiny procedures, resulting in the publication of revised Governance Arrangements. This work was done to ensure the Board is equipped to deliver its statutory and local commitments and to add value to partnership working in safeguarding adults through effective oversight and scrutiny.

It is important to add that, in setting revised Strategic Priorities & Annual Objectives, the key aspects of the previous year’s work have (where relevant) been incorporated into the new priorities and objectives, so that good practice, learning and ongoing work is not ‘lost’ going forward.

It is proposed that the high-level Strategic Priorities for 2022/2 remain unchanged to continue to the progress we have made over the last 12 months. These Priorities remain relevant to the activity of the Board and represent a clear framework on which to assess progress. They form a comprehensive framework that captures all the key functions of the Board, focusing on three areas of equal importance; effective operational delivery; good governance; and active communication & community engagement.

Whilst the Strategic Priorities effectively remain the same, it is important to demonstrate that each has been properly reviewed in the context of the current operating environment. Each priority is set out below together with the rationale for its selections.

Strategic Priority 1: People and Outcomes – Ensuring Safeguarding services are delivered effectively and professionally, with Making Safeguarding Personal at the heart of how those services are delivered. This priority continues to be relevant, so that the Board’s focus on adult safeguarding remains firmly on the needs and expectations of the individual at risk.

Strategic Priority 2: Governance, Systems & Processes – Ensuring that there are effective governance, scrutiny and business processes in place to ensure that the safety and well-being of adults who are subject to, or at risk of, abuse and neglect is at the heart of Board members organisational priorities. This includes ensuring that the findings from Safeguarding Adult Reviews published during 2022-23 and other key areas of Practice improvement are implemented. The Board will continue to develop and strengthen its governance arrangements, it is important to maintain the focus on systems and processes.

Strategic Priority 3: Partnerships and Community Engagement - We will promote safeguarding adults in the community by listening to their concerns and raising awareness to prevent neglect and abuse before it happens, with a focus on diverse, isolated and under-represented communities. It is critical that effective communication and engagement with the community is maintained and that the concerns of adults at risk of abuse and neglect are listened to. We will also continue to work with other key groups, committees and partners, to build on our effective partnerships. We will continue to deliver training and development in areas where awareness and understanding needs to be improved.

Our objectives for 2024-25

To deliver those Priorities, several annual objectives are proposed that will ensure we move towards delivering our Strategic Priorities, which are:-

Objective 1: Ensure the delivery of effective safeguarding services, with a focus on Making Safeguarding Personal, informed by the voice of adults who are at risk of neglect and abuse.

Objective 2: Maximise the impact of delivering safeguarding services, in collaboration with other key partners (including the Safeguarding Children’s

Partnership), to develop a cross-cutting approach to safeguarding adults, children and families at risk of neglect and abuse.

Objective 3: Raise awareness of safeguarding adults during the cost-of-living crisis and the increasing demands of service providers.

Objective 4: To continuously improve the effectiveness and culture of the Board, through a range of development tools, including self-assessment, peer review and benchmarking.

Stop Abuse Stay Safe

Speak up if you are worried about something that is happening to you or someone else.

Don't just talk about it. Report it.

If you have a concern or need advice, contact the Community Access Team

- [Report a safeguarding concern](#)
- Phone: 0300 1237034
- Out of hours phone: 01244 977277 (EDT)
- Alternatively call Cheshire Police: 101 for non-emergencies or 999 in an emergency.

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

We must work together to make sure people feel safe and stay safe.

For information search online for the Adult Safeguarding Board at [Local Safeguarding Adults Board](#)

Responsible officer: Dawn Lewis
dawn.lewis@cheshirewestandchester.gov.uk