



Annual Safeguarding Report 2025



1. Foreword

It has been a busy and challenging year at Grace Eyre. We continue to take our safeguarding responsibilities very seriously and keep safeguarding at the forefront of our minds.

We work to make sure everyone understands that we all have a responsibility to ensure the services we provide are responsive to people's needs, that people are treated with dignity and respect and that where safeguarding concerns are raised, we take action to keep people safe and learn and improve.

This is our Second Annual Safeguarding Report and I was pleased to see good progress has been made on the actions from last year and we should see further benefit of these over the year ahead.



Anna Cooley
Chair Grace Eyre Board of Trustees
and Board Safeguarding Lead

2. Background

Safeguarding Adults at risk of harm is everyone's responsibility and we take this seriously at Grace Eyre. This is our second Safeguarding Annual Report. Each year we will look at the information on Safeguarding at a National and Local Level and the data we have gathered at Grace Eyre.

We will identify emerging themes and lessons we can learn and changes we can make to continually improve each year. We write a report every year.

- We want to support people who use Grace Eyre services to live their lives free from harm and the risk of harm
- We want to make sure we learn from safeguarding so we can prevent people from coming to harm in the future.

We will look at:

- National and local information about Safeguarding
- How many Safeguarding concerns were raised at Grace Eyre in 2024-25
- What types of concerns were raised
- What we learnt or changed because of the Safeguarding concern
- Whether there is any action we need to take.

A safeguarding concern is when there is reasonable cause to suspect that an adult who has care and support needs is at risk of or experiencing abuse and neglect.

A section 42 enquiry is a legal duty that the local authority must make enquiries, or have others do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect and is unable to protect themselves because of their care and support needs.

3. Our Priorities from 2023/24 – what we have done

We set ourselves some actions last year. Here is an update:

Priority	What we have done
Co-Produce a Keeping Safe and Speaking Up session for all people who use Grace Eyre Services. This could be a short video staff and people who use our services can watch.	We have made a short video that can be watched with people we support. This will be used to start conversations about Keeping Safe.
Revise our Supporting People with their Money policy and brief staff.	We have updated our Supporting People with their Money policy, and we have developed a Briefing Pack that will be rolled out to all staff. This will be part of new staff induction into the service when they start work at Grace Eyre
Grace Eyre's Finance Team to complete audits of money held in services.	Between the Finance Team and Heads of Service / Service Directors we have completed 65% of audits this year and are now on a rolling programme of checks that will be completed each year.

4. Safeguarding at Grace Eyre

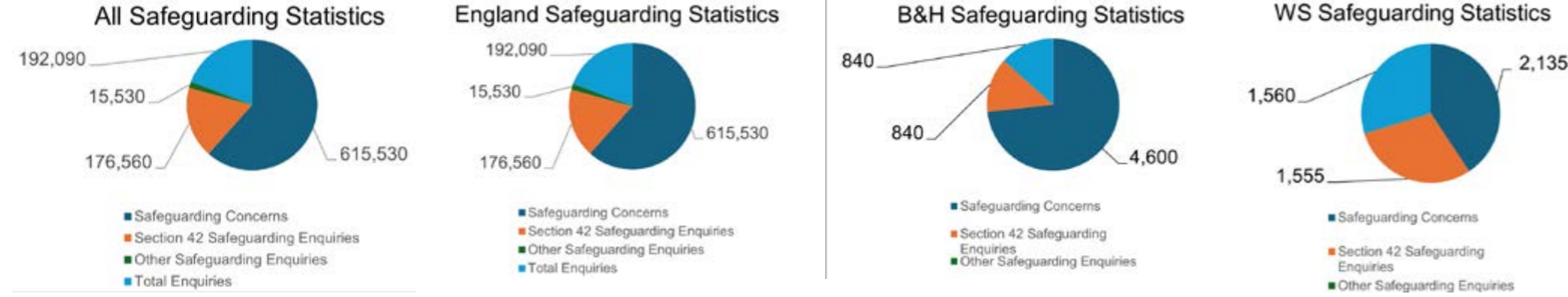
We continue to take the following actions:

- Follow safer recruitment processes
- Carry out DBS Checks on all staff and refresh every 3 years
- Encourage people to speak up if they are worried about someone's safety
- Train our staff
- Publish Safeguarding News updates and information every other month
- Offer 'Real Talk, Real Support' sessions for staff to talk through any safeguarding concerns.



National and local Information

National Statistics 2023-2024



All of England = 615,530 - an increase of 27,560 from 22-23 (587,070)
 All Brighton & Hove = 4,600 - an increase of 2,325 from 22-23 (2,275)
 All West Sussex = 2,135 - an increase of 375 from 22-23 (1,760)

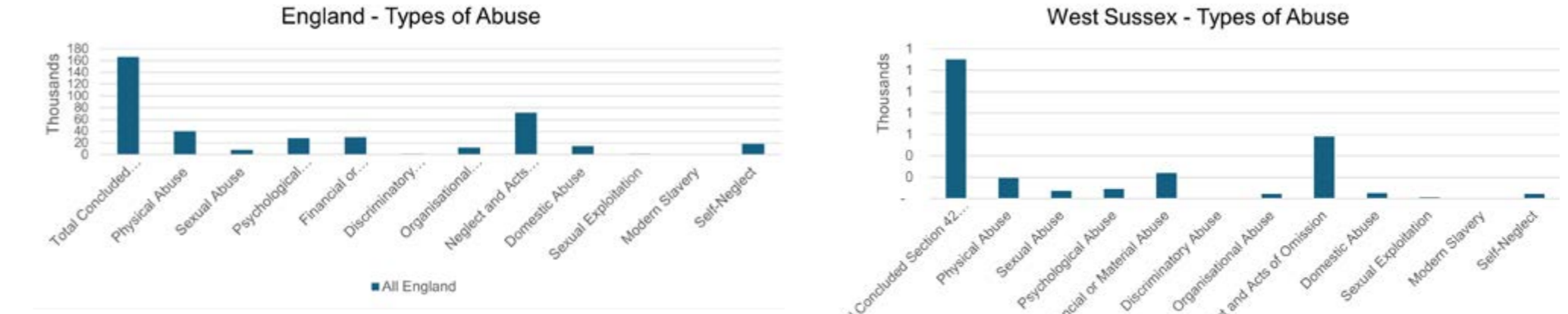
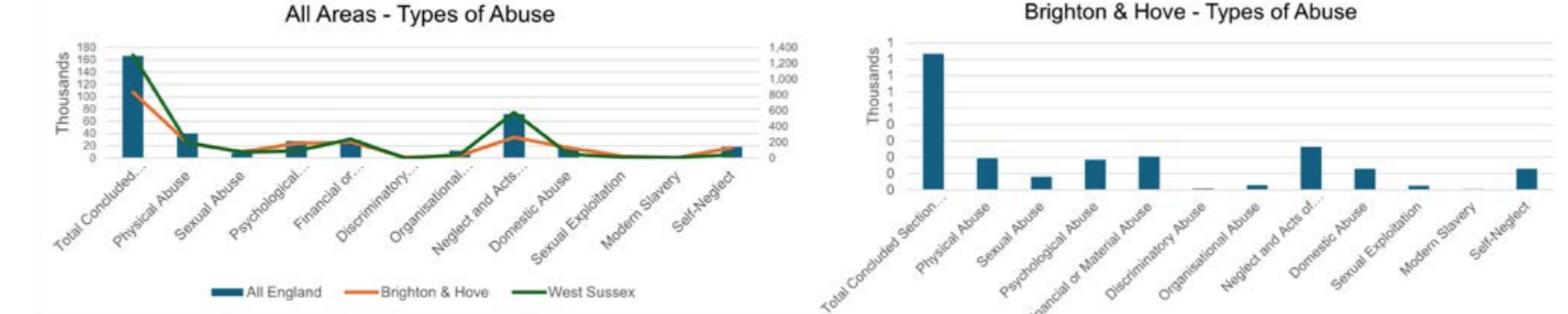
Section 42 enquiries:

This is the number of safeguarding concerns raised that met the threshold of an enquiry to take place to find out more about what happened. As required in the Care Act of 2014.

All of England = 176,560 - an increase of 3,280 from 22-23 (173,280)
 All Brighton & Hove = 840 - a decrease of 35 from 22-23 (875)
 All West Sussex = 1555 - an increase of 310 from 22-23 (1,245)

For more National Safeguarding statistics follow this link: [Safeguarding Adults - NHS England Digital](#)

Overall number of safeguarding enquiries opened in 2022-2023, by abuse and neglect category, in comparison with 2021-2022.



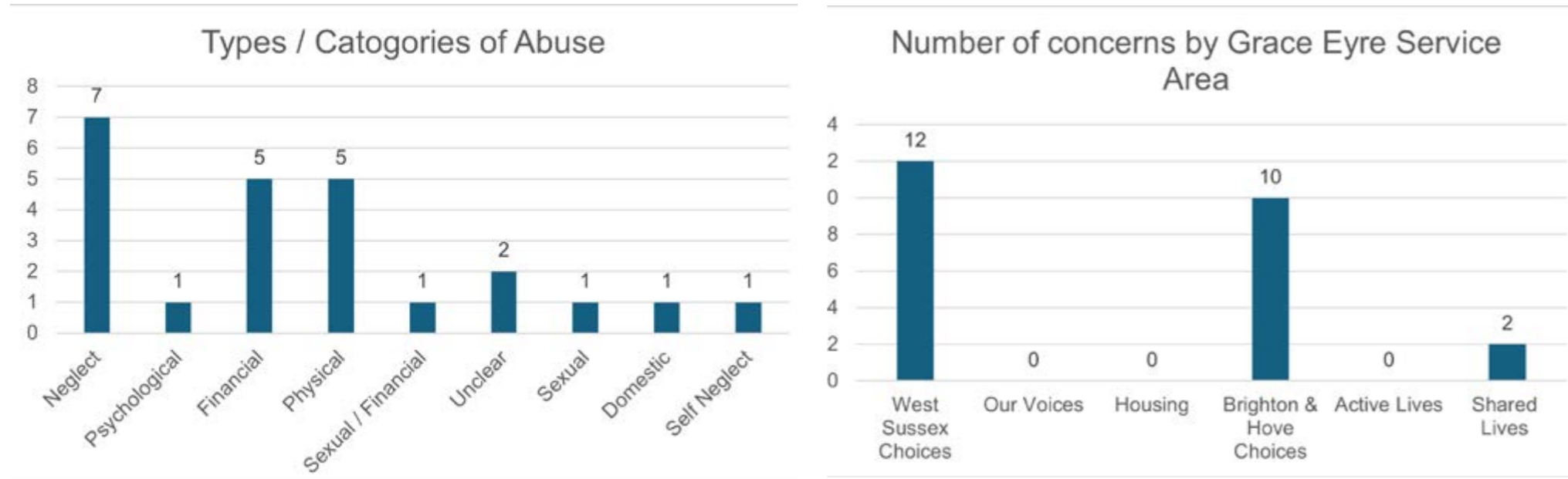
5. Grace Eyre Safeguarding Statistics 2024-25

This report looks at all potential safeguarding concerns between 1st April 2024 to 31st March 2025. During this period there were 24 safeguarding concerns that have been broken down in more detail below:

There were 12 safeguarding concerns reported in 23/24 so this is 100% increase. Awareness has been raised leading to more concerns being reported so we can keep more people safe.

We need to continue to make sure we recruit good staff that are well supported by Managers. Of the 24 Concerns raised, eight reached the threshold for a Section 42 Enquiry.

The "Categories of Abuse" are recorded as follows:



100% of concerns were investigated by Grace Eyre managers and in all cases managers have recorded any lessons that have been learnt onto the CRM system, Salesforce. In two cases, "Significant Events Reviews (SER) meetings were held where staff and managers meet together to identify any learning from an incident.

We can see that the top three types of abuse reported at Grace Eyre (Neglect, Financial and Physical) are the same those reported Nationally and more locally in Brighton & Hove and West Sussex.

We note that three Grace Eyres Support areas Choices Brighton & Hove, Choices West Sussex and Shared Lives account for all of the safeguarding concerns raised this year.



6. Summary of safeguarding concerns that met the threshold for a full investigation

There were 8 Safeguarding concerns that met requirements for Section 42 Enquiry this year. The key themes & learning were:

1. Staff must talk respectfully to people who use services at all times.
2. We have relooked at how we support people with their money and now have an Appointeeships Officer in post which will help us ensure we are providing the right support.
3. Regular checks of cash and bank balances in supported living services will identify any shortfalls quickly.
4. There has been an increase in reported online abuse and scamming – increase awareness of online safety amongst people we support.
5. We must always ensure we are providing people the support they have been assessed as needing.
6. Impacts of substance misuse leading to self-neglect.
7. Reporting serious allegations to the police & local authority safeguarding promptly and the importance of thorough recording.

7. Our Priorities for 2025/2026

- Managers to be more visible in services and use Team Meetings to develop good practice.
- Use the updated Supporting People with their Money Policy and Briefings for staff to further improve practice in this area
- Run Online Safety Courses and share Accessible information about online safety.



Appendix 1: General summary of concerns raised 2024-2025.

#	Date of Event	Type of Abuse/ Alleged Abuse	Meet Threshold / Section 42 Completed	Outcome & Learning
1	April 2024	Neglect	Unknown as we were not the care provider	Reported to CQC and local authority.
2	May 2024	Psychological	Yes	Incident was investigated and as a result the staff member was dismissed.
3	May 2024	Financial (by neighbour)	Yes	Grace Eyre put in a video doorbell and provided training for the person in how to request help should further incidents happen.
4	May 2024	Financial (charged for care)	No	An internal Significant Event Review (SER) held identified lessons to be learnt including decisions made to support discharge & the recruitment of a specialist Appointeeship manager.
5	June 2024	Physical (accident when supported by another provider)	No	We have updated our own risk assessments. The incident was followed up with the provider where the accident happened local authority notified.
6	June 2024	Financial (online scam)	No	Notified Lifelong Services. Police involved. Staff have advised the person how to keep safe online. Luckily the person did not send any money or disclose any other personal information to the scammer.

#	Date of Event	Type of Abuse/ Alleged Abuse	Meet Threshold / Section 42 Completed	Outcome & Learning
7	July 2024	Sexual / Financial (online person asked to send explicit photos)	Not confirmed	Incident was reported and local authority, safeguarding team, police and the person's parents. CQC notified. Manager has talked with the person educate them on the risks of exploitation, but there is ongoing risk in relation to online safety which we have sought to reduce by working with family and social worker.
8	July 2024	Neglect (missed medical appointment and cleanliness of their accommodation)	Yes	Complaint was reported to CQC, and the local authority S.42 investigation and internal investigation leading to a dismissal.
9	July 2024	Neglect (accident when supported by another provider)	Yes	Grace Eyre reported to social services The person should be checked by a medical professional.
10	July 2024	Neglect (Person we support was left without a staff member when they require 24hr support)	Yes	Reported to CQC, local authority and police. Full investigation and an internal Serious Event Review (SER) undertaken. Staff member dismissed.
11	July 2024	Financial (missing money)	Yes	Reported to police, CQC and local authority. Did full investigation including internal finance audit. Key holding system changed.

#	Date of Event	Type of Abuse/ Alleged Abuse	Meet Threshold / Section 42 Completed	Outcome & Learning
12	July 2024	Financial (missing Money)	Yes	Investigation held resulting in suspension & dismissal of staff member. Local authority, police, CQC informed. Local authority FAST team now send regular statements significantly reducing risk.
13	July 2024	Unclear - historical allegation of abuse made	No	Reported to CQC and local authority.
14	July 2024	Neglect (person we support was found on main road after becoming disoriented)	No	Notified Lifelong Service, staff spoke the person and requested a health check-up. Requested a social services review due to concerns for suitability of current placement.
15	August 2024	Neglect (door left open by contractor, person left house)	No	Guidelines updated. Advise contractor to close door.
16	August 2024	Neglect (person left unattended in bath)	Yes	Reported to local authority and CQC. Incident investigated which led to disciplinary final warning for the staff member. Risk assessments and support plans were updated and team briefed. More regular spot-checking visits to houses by managers.

#	Date of Event	Type of Abuse/ Alleged Abuse	Meet Threshold / Section 42 Completed	Outcome & Learning
17	September 2024	Physical (person distressed during personal care)	No	Reported to CQC and local authority. Investigation completed. No further action taken.
18	September 2024	Physical (parental behaviour towards son of concern.)	unclear	Reported safeguarding to social services / funding authority & CQC.
19	October 2024	Unclear (concerns due to an assessment saying no contact with their father due to previous abuse)	No	Informed Lifelong services, risk assessment checked around contact and reviewed to allow contact.
20	October 2024	Self-neglect (visit to property alerted concerns of drug taking and poor condition of environment)	Yes	Informed Lifelong services. MDT Meeting held. Continuing to try to engage with individual. Working with family aim to reduce risk.
21	October 2024	Domestic (Somebody we support had bruises after incident with boyfriend)	No	Manager contacted Front Door for Families and social services to raise safeguarding. Children & Families have put in more support.
22	November 2024	Physical (incidents between two people who share a house and are supported by Grace Eyre)	No	We notified CQC and people's social workers about this and updated the guidelines that staff follow.

#	Date of Event	Type of Abuse/ Alleged Abuse	Meet Threshold / Section 42 Completed	Outcome & Learning
23	November 2024	Physical (Altercation between two people who use service)	No	CQC notified. Raised safeguarding and police were called. One person to move to a more suitable service.
24	March 2025	Sexual (allegation of assault by member of staff on person who uses service)	Yes	Fully investigated by the Police who found no case to answer Police informed complainant.



Further information:

For more National Safeguarding statistics follow these links:

[Safeguarding Adults, England, 2023-24 - NHS England Digital](#)

Safeguarding Adults Boards:

These websites have lots of useful information including links to how to raise a Safeguarding Adults Concern and the Sussex Wide Safeguarding protocol and guidance documents.:

Sussex Safeguarding Adults:

[Home | Sussex Safeguarding Adults Policy and Procedures](#)

Brighton & Hove:

[Home - Brighton SAB \(bhsab.org.uk\)](#)

West Sussex:

[Home | Safeguarding Adults Board \(westsussexsab.org.uk\)](#)

East Sussex:

[Home - East Sussex SAB](#)



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