



**CABINET
AGENDA**
for the meeting
on
14 December 2020
at
6.30 pm

To: Croydon Cabinet Members:

Councillor Hamida Ali, Leader of the Council
Councillor Stuart King, Deputy Leader (Statutory) and Cabinet Member for Croydon Renewal
Councillor Muhammad Ali, Cabinet Member for Sustainable Croydon
Councillor Jane Avis, Cabinet Member for Homes & Gateway Services
Councillor Janet Campbell, Cabinet Member for Families, Health & Social Care
Councillor Alisa Flemming, Cabinet Member for Children, Young People & Learning
Councillor Oliver Lewis, Cabinet Member for Culture & Regeneration
Councillor Manju Shahul-Hameed, Cabinet Member for Economic Recovery & Skills
Councillor David Wood, Cabinet Member for Safety, Communities & Resilience
Councillor Callton Young OBE, Cabinet Member for Resources & Financial Governance

Invited participants:

Councillor Louisa Woodley, Chair of the Health & Wellbeing Board
All other Members of the Council

A meeting of the **CABINET** which you are hereby summoned to attend, will be held on **Monday, 14 December 2020 at 6.30 pm. This meeting will be held remotely**

JACQUELINE HARRIS BAKER
Council Solicitor and Monitoring Officer
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4 December 2020

PLEASE NOTE: Members of the public are welcome to remotely attend this meeting via the following web link: <https://webcasting.croydon.gov.uk/meetings/11223>

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If you require any assistance, please contact Victoria Lower 020 8726 6000 x14773 as detailed above.

AGENDA – PART A

1. Apologies for Absence

2. Disclosure of Interests

In accordance with the Council's Code of Conduct and the statutory provisions of the Localism Act, Members and co-opted Members of the Council are reminded that it is a requirement to register disclosable pecuniary interests (DPIs) and gifts and hospitality to the value of which exceeds £50 or multiple gifts and/or instances of hospitality with a cumulative value of £50 or more when received from a single donor within a rolling twelve month period. In addition, Members and co-opted Members are reminded that unless their disclosable pecuniary interest is registered on the register of interests or is the subject of a pending notification to the Monitoring Officer, they are required to disclose those disclosable pecuniary interests at the meeting. This should be done by completing the Disclosure of Interest form and handing it to the Democratic Services representative at the start of the meeting. The Chair will then invite Members to make their disclosure orally at the commencement of Agenda item 3. Completed disclosure forms will be provided to the Monitoring Officer for inclusion on the Register of Members' Interests.

3. Urgent Business (If any)

To receive notice of any business not on the agenda which in the opinion of the Chair, by reason of special circumstances, be considered as a matter of urgency.

4. Croydon Renewal Improvement Plan update (To Follow)

Cabinet Member: Leader of the Council, Councillor Hamida Ali
Officer: Interim Chief Executive, Katherine Kerswell
Key decision: no

5. Quarter 2 Budget Monitoring (To Follow)

Cabinet Member: Cabinet Member for Resources and Financial Governance, Councillor Callton Young
Officer: Executive Director Resources, Jacqueline Harris Baker
Key decision: no

6. Review of the Capital Programme (To Follow)

Cabinet Member: Cabinet Member for Croydon Renewal, Councillor Stuart King
Officer: Executive Director Resources, Jacqueline Harris Baker
Key decision: no

- 7. Brexit - Planning for the future (To Follow)**
Cabinet Member: Leader of the Council, Councillor Hamida Ali
Officer: Interim Chief Executive, Katherine Kerswell
Key decision: no
- 8. Croydon Safeguarding Children Partnership Annual Report 2019/20**
(Pages 7 - 80)
Cabinet Member: Cabinet Member for Children, Young People & Learning, Councillor Alisa Flemming
Officer: Interim Executive Director of Children, Families & Education, Debbie Jones
Key decision: no
- 9. Croydon Safeguarding Adult Board Annual Report 2019/20** (Pages 81 - 122)
Cabinet Member: Cabinet Member for Families, Health & Social Care, Councillor Janet Campbell
Officer: Executive Director of Health, Wellbeing & Adults, Guy Van Dichele
Key decision: no
- 10. Stage 1: Recommendations arising from Scrutiny** (Pages 123 - 134)
Lead Member: Chair of Scrutiny & Overview Committee, Councillor Sean Fitzsimons
Officer: Executive Director of Resources, Jacqueline Harris Baker
Key decision: no
- 11. Stage 2 Response to Recommendations arising from Children & Young People Sub-Committee on 15 September 2020** (Pages 135 - 140)
Cabinet Member: All Cabinet Members
Officer: Executive Director of Resources, Jacqueline Harris Baker
Key decision: no
- 12. Investing in our Borough** (Pages 141 - 146)
Cabinet Member: Cabinet Member for Resources & Financial Governance, Councillor Callton Young
Officer: Executive Director of Resources, Jacqueline Harris Baker
Key decision: no

13. Exclusion of the Press and Public

The following motion is to be moved and seconded where it is proposed to exclude the press and public from the remainder of a meeting:

“That, under Section 100A(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information falling within those paragraphs indicated in Part 1 of Schedule 12A of the Local Government Act 1972, as amended.”

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Agenda Item 8

REPORT TO:	CABINET 14 DECEMBER 2020
SUBJECT:	Croydon Safeguarding Children Partnership Annual Report 2019/20
LEAD OFFICER:	Di Smith Independent Chair/Scrutineer, CSCP Debbie Jones Executive Director, Children, Families & Education
CABINET MEMBER:	Councillor Alisa Flemming Cabinet Member for Children, Young People and Learning
WARDS:	All
CORPORATE PRIORITY/POLICY CONTEXT/ AMBITIOUS FOR CROYDON To safeguard children and promote their welfare in line with the Council's ambition for independence of children and their families. Corporate Plan for Croydon 2018-2022	

FINANCIAL IMPACT There are no direct financial implications arising from this report
FORWARD PLAN KEY DECISION REFERENCE NO: Not a key decision

<p>The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below</p> <p>1. RECOMMENDATIONS</p> <p>The Cabinet is recommended to</p> <p>1.1 Cabinet is asked to note the Croydon Safeguarding Children Partnership (CSCP) Annual Report for 2019/20 which sets out:</p> <ul style="list-style-type: none">• The transition achieved to the new multi-agency safeguarding arrangements.• The CSCP contribution to the improvement journey of Children's Social Care.• The Good Ofsted inspection outcome for Children's Social Care• The progress relating to the priorities of the CSCP• The assessment and scrutiny of safeguarding arrangements against the six safeguarding standards• Summary of safeguarding issues across the CSCP

2 EXECUTIVE

- 2.1. The CSCP Annual Report 2019/20 fulfils the statutory duty required of all LSCPs to publish an annual account of the work undertaken to safeguard and promote the welfare of local children. It is customary for LSCPs to publish their reports in the autumn following information gathering over the summer.
- 2.2 This is the first Annual Report of the CSCP as the legislation in respect of Local Safeguarding Partnerships came into effect from September 2019. This report covers the period from 1 April 2019 to 31 March 2020. The report also includes, wherever relevant, work undertaken in respect of Covid 19 and Black Lives Matter up until August 2020.
- 2.3 The Annual Report contains an evaluation of the progress made by partners through the transition from the previous Board to the new Partnership arrangements and reports on their priorities.

3. STATUTORY ROLE OF THE LSCP AND INDEPENDENT CHAIR/SCRUTINEER

- 3.1 The statutory roles, objectives and functions of LSCPs are set out in Section 14 of the Children Act 2004, (as amended by the Children and Social Work Act 2017). The three safeguarding partners have a shared and equal duty to make arrangements to work together to safeguard and promote the welfare of all children in a local area. The three safeguarding partners are:
- a) the local authority
 - b) a clinical commissioning group
 - c) the chief officer of police

They partners are kept appraised of work of the CSCP and of child safeguarding matters through the Lead Representative Safeguarding Partners/ Oversight and Accountability Group. Each partner is represented by their Deputy on the CSCP Executive which meets monthly, although met weekly from March to July 2020, during the Covid 19 pandemic lockdown period.

- 3.2 The three safeguarding partners have agreed on ways to
- co-ordinate their safeguarding services;
 - act as a strategic leadership group in supporting and engaging others;
 - and to implement local and national learning including from serious child safeguarding incidents
- 3.3 The purpose of these arrangements is to support and enable local organisations and agencies to work together in a system where:
- children are safeguarded and their welfare promoted
 - partner organisations and agencies collaborate, share and co-own the vision for how to achieve improved outcomes for vulnerable children
 - organisations and agencies challenge appropriately and hold one another to account effectively
 - there is early identification and analysis of new safeguarding issues and emerging threats

- learning is promoted and embedded in a way that local services for children and families can become more reflective and implement changes to practice
- information is shared effectively to facilitate more accurate and timely decision making for children and families

3.4 The three safeguarding partners have continued to employ the independent chair as the CSCP Scrutineer to ensure that the scrutiny is objective, acts as a constructive critical friend and promotes reflection to drive continuous improvement.

4. PERFORMANCE OF THE CSCP

4.1 Throughout 2019/20 the CSCP has continued to make a significant contribution to the development, monitoring and implementation of the Improvement Plan and to the work of Croydon Children's Improvement Board. The role of the CSCP has been pivotal in terms of securing improvements in multi-agency working and promoting and embedding learning from serious case reviews.

4.2 The Annual Report also outlines progress and achievements in relation to the three CSCP priorities; Neglect, Vulnerable Adolescents and Children with Disabilities.

4.3 The report provides account of the work of each of the individual partner agencies in respect of safeguarding children, their success and the areas that require further attention. Specifically noting the success of Children's Social Care in achieving a Good Ofsted result in their February 2020 inspection.

5. PRE-DECISION SCRUTINY

5.1 The CSCP Annual Report was presented to Scrutiny Committee on 3 November 2020, the main points highlighted from the meeting are:-

- They recognised the progress that priority groups have had, however more detail in relation to the measurable outcomes of the work should be included next year
- In relation to the Neglect priority group greater context was required to understand the 'partially met' outcomes.
- In relation to the Vulnerable Adolescent priority group a stricter adherence to a 'Public Health Model' was recommended.
- The poor performance of ante-natal and follow up visits through mid-wifery and health visitors compared to other boroughs was raised as a concern and requested more information in relation to actions to address this.
- The lack of information in relation to the impact of work for children with an autistic spectrum dis-order and the 'voice of the child' for children with a disability was noted.
- The positive impact and role of the partnership in improving outcomes for children was noted and thanked.

6. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 6.1 There are no resource implications arising from this report, as this is a retrospective report. The CSCB operates within a budget to which partner agencies contribute.
- 6.2 The total budget within which the Board is operating in 2020/21 is £418,000, with Croydon Council being the majority contributor at £328,000 which 79% of the budget.
- 6.3 It is anticipated that the budget will be fully spent in 2020/21, with the majority of that (69%) on staffing.

Approved by: Kate Bingham, Head of Finance Children Families & Education on behalf of Lisa Taylor – Director, Finance, Investment and Risk and Section 151 Officer

7. LEGAL CONSIDERATIONS

- 7.1 The Head of Social Care and Education Law comments on behalf of the Interim Director of Law and Governance.
- 7.2 Section 16E of the Children Act 2004 requires the safeguarding partners for a local authority area in England to work together to exercise their functions in relation to safeguarding and promoting the welfare of children in their area. The safeguarding partners include the local authority.
- 7.3 Section 16G of the Children Act 2004 requires the safeguarding partners to prepare and publish a report at least every 12 months on what the safeguarding partners and relevant agencies have done as a result of the children's safeguarding arrangements, and how effective the arrangements have been in practice.
- 7.4 There is also statutory guidance on the working of local safeguarding arrangements in Working Together to Safeguard Children (2018, updated 2019).
- 7.5 The matters set out in this report comply with the above legislation and guidance.

Approved by: Doutimi Aseh, Head of Social Care and Education Law on behalf of the Interim Director of Law and Governance & Deputy Monitoring Officer.

8. HUMAN RESOURCES IMPACT

- 8.1 Whilst there are no direct human resources implications arising from this report the information presented will help to shape and influence HR practice, policy and procedures in relation to roles and responsibilities that are safeguarding children.

Approved by: Nadine Maloney, Head of HR, Children, Families and Education

9. EQUALITIES IMPACT

- 9.1 The role of the CSCP is to safeguard all children and promote their welfare. The CSCP has played a leading role in challenging inequalities and in safeguarding protected groups. For example the three CSCP Priority Groups have championed the needs of
- children with disabilities,
 - vulnerable adolescents and
 - Children suffering neglect.
- 9.2 The vulnerable adolescent priority group has encouraged agencies across Croydon to identify and challenge disproportionality in particular in respect of BAME children. This has evidenced over-representation in many areas, such as school exclusion and criminal justice yet under-representation in receiving support. This is a core approach across the work of the CSCP.
- 9.3 The CSCP has recently provided Unconscious Bias Awareness training, funded by Crystal Palace Football Club. Hundreds have already completed the training and commitment given that every Croydon School staff team will complete this online course.
- 9.4 The CSCP Annual Report was presented to Scrutiny Committee on 3 November 2020, the main points highlighted from the meeting are:-
- They recognised the progress that priority groups have had, however more detail in relation to the measurable outcomes of the work should be included next year
 - In relation to the Neglect priority group greater context was required to understand the 'partially met' outcomes.
 - In relation to the Vulnerable Adolescent priority group a stricter adherence to a 'Public Health Model' was recommended.
 - The lack of information in relation to the impact of work for children with an autistic spectrum dis-order and the 'voice of the child' for children with a disability was noted.

Approved by: Yvonne Okiyo, Equalities Manager

10. ENVIRONMENTAL IMPACT

- 10.1 Not applicable

11. CRIME AND DISORDER REDUCTION IMPACT

- 11.1 Not applicable

12. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

- 12.1 Cabinet is asked to note the CSCP Annual Report 2019/20.

13. OPTIONS CONSIDERED AND REJECTED

13.1 Not applicable

14. DATA PROTECTION IMPLICATIONS

14.1 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

NO

14.2 HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?

NO

The Director of Early Help and Children's Social Care comments: There is no individual or confidential information contained within the report. Information has been provided in summary form from each of the relevant agencies.

Approved by: Nick Pendry, Director of Early Help and Children's Social Care.

CONTACT OFFICER:

Maureen Floyd, CSCP Manager
Mobile: 07742405203

APPENDICES TO THIS REPORT:

Appendix 1 – CSCP Annual Report 2019/20

BACKGROUND PAPERS:

None

Croydon Safeguarding Children Partnership Annual Report 2019/20



Page 13



CSCP

CROYDON SAFEGUARDING
CHILDREN PARTNERSHIP

Foreword – CSCP Executive



In summer 2019, in preparation for the move to the Croydon Safeguarding Children Partnership, we set out how the safeguarding partners in Croydon would work together with other organisations, including schools, to safeguard children and young people. The new safeguarding partnership arrangements were developed in response to the Children and Social Work Act 2017 and Working Together 2018 and replaced the Croydon Safeguarding Children Board from September 2019.

We are ambitious for the children and young people of Croydon and we want them to grow up safe, happy and healthy and to be nurtured and protected by their family and the community around them. Working together we have shown our commitment to supporting families and the local community to provide our children with the very best support and opportunities.

Strong partnership working is essential to making sure that children and young people get the help and protection they need. The Croydon Safeguarding Children Partnership has committed to securing the very best outcomes and we will support and challenge one another to ensure all our children and young people thrive.

This annual report gives detailed information about our partnership and our collective approach to safeguarding and in particular, our positive joint response to the challenge of the Covid 19 pandemic.

Debbie Jones
(Interim Executive Director
for Children, Families
and Education,
Croydon Council)

Elaine Clancy
(Chief Nurse,
NHS Croydon CCG & CHS)

Neil Cochlin
Detective Superintendent
Safeguarding,
Metropolitan Police Service,
(South Area
Basic Command Unit)



Contents

PART ONE	PAGE NO.
Foreword from CSCP Executive	2
Comments from Independent Chair/Scrutineer	4
Introduction	6
CSCP Structure Chart	7
Scrutiny and Assessing Effectiveness of Safeguarding Arrangements	8
Priority Groups	9
Six Safeguarding Standards	15
SW London Child Death Overview Panel	27
Local Authority Designated Officer Report	29
Private Fostering Report	30
CSCP Budget 2019/20	32

PART TWO	PAGE NO.
Croydon Health Services	33
Antenatal Contacts	36
Health Visitor Development Checks	38
Child & Adolescent Mental Health	42
Complex Adolescent Panel	46
Missing Children	47
Children at risk & impact of crime	48
Youth Offending Service	51
Early Help & Children's Social Care	55
Education	62
Glossary	66



Comments from the CSCP Independent Chair & Scrutineer, Di Smith

This is the first Annual Report of Croydon Safeguarding Children Partnership and reflects work undertaken since September 2019 when the new safeguarding partnership arrangements were implemented. The format of the report is no longer mandated and local areas can now determine their own approach. This has enabled the CSCP to prepare a report that reflects the richness of multi-agency safeguarding work undertaken in Croydon and includes an evaluation of the effectiveness of the partnership arrangements.



In February, Ofsted inspected children's social care services and found significant and widespread improvement. The overall judgement was that services were found to be good which reflects the enormous effort and hard work of leaders and frontline staff committed to improving outcomes for Croydon's children. Although the inspection did not include a specific review of the CSCP, the inspectors commented positively on the effectiveness of partnership engagement which they said had been re-invigorated by the improvement board and the work of the CSCP. The emerging work in understanding the risks to adolescents was highlighted by Ofsted. They made positive reference to the role of the Vulnerable Adolescents Review in raising the profile of this work and informing improved approaches to reducing risk of exploitation.



One of the strongest elements of the CSCP has been the work of the Executive Group which holds collective responsibility for the new safeguarding arrangements forming the 'engine room' of the partnership. Here is where the statutory partners set the safeguarding agenda and the strength of this has been demonstrated during the Covid 19 pandemic both in their response to lockdown and then the easing of restrictions and reopening of schools. During the period of lockdown they met every week to provide updates, share information and monitor the impact on Croydon's vulnerable children and families and to determine an effective partnership response.



Good use has been made of virtual meetings and the Executive Group has actively promoted the sharing of partnership guidance and emerging best practice in relation to safeguarding during the pandemic. It is becoming clear that the challenges of Covid 19 will be with us for some time and the CSCP is focussed on capturing the learning and shaping a partnership approach to safeguarding that is responsive to the challenges of the changing landscape.

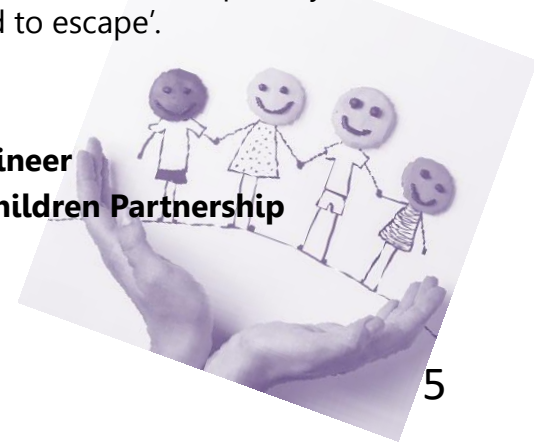
The broad multi-agency membership of the CSCP has meet three times since the new arrangements came into place. These well attended meetings have enabled wider safeguarding partners to be actively engaged in shaping the work being undertaken to safeguard children in Croydon. The meetings have kept partners up to date with developments on the three priorities; Neglect, Vulnerable Adolescents and Safeguarding Children with Disabilities. They have also provided interactive sessions, for example moving away from thinking about 'thresholds' or 'referrals' towards considering how different agencies can work together to meet the needs of the child or young person and their family. In July, the broader CSCP meeting became a virtual meeting enabling all partners to come together to reflect on the profound impact of Covid19 and to consider Black Lives Matter and the implications for Croydon's young people experiencing discrimination and injustice. The quality of the discussion was rich and focussed and sharpened enormously by contributions from the BME forum sharing with us the voices of Croydon's young people including their concerns about education, exploitation and County Lines, lack of money

and opportunity and youth unemployment.

As Independent Chair/Scrutineer my role has provided continuity during the transition from the 'old' CSCB to the new arrangements and the establishment of the Croydon Safeguarding Children Partnership. During this period I have acted as constructive critical friend and promoted reflection and learning within the Executive and the Safeguarding Practice Review Groups. Now that the CSCP has become established it will be important that the partnership considers the next stage in the development of its independent scrutiny arrangements for 2021 and beyond. This should involve revisiting the need for a role which combines Independent Chair and Scrutineer.

In addition, I recommend that the CSCP commission some independent scrutiny work to provide greater insight and to add value in key areas of partnership working. One area that would benefit from independent scrutiny would be to consider the local safeguarding system in the context of ethnicity, culture and faith. A review of this important area would build on the learning from Croydon's Vulnerable Adolescents Review and respond to the recommendations of the report by the National Panel, 'It was hard to escape'.

Di Smith
Independent Chair/Scrutineer
Croydon Safeguarding Children Partnership



Introduction

2019/20 has seen significant changes for the work of the CSCP. The implementation of the new arrangements as a partnership, evolving from the previous Board arrangements; an Ofsted Inspection, the Black Lives matter campaign and all agencies coping with the Covid 19 Pandemic. These have been unprecedented times and the CSCP has risen collectively, positively and extremely well to the challenge.

Part One

The Executive, comprising the three partners plus education steered by the Independent Chair/Scrutineer, increased the frequency of their meetings under the new partnership arrangements to monthly; with the onset of the pandemic these moved to weekly meetings from March 2020.

A **new CSCP structure** was agreed from April 2019 see Structure Chart. This shows reporting arrangements, **the 3 priority groups and the groups responsible for scrutiny and effectiveness arrangements of the 6 safeguarding standards.**

The budget of the CSCP with contributions from partners and details of spend is detailed.

The LADO and Private Fostering reports remain under the oversight of the CSCP Executive and summaries are noted.

Part Two provides more detailed information across a whole **range of safeguarding issues for Croydon children.** These are detailed by both agency specific and collective issue specific, for example missing children, or health visitor development checks.

As a result of these extraordinary times, some reporting of events since April 2020 has been included





Croydon Safeguarding Children Partnership Arrangements 2019/20

Lead Representative Partners - oversight and accountability group
Meets 3 times a year; Croydon Council CE, CCG Accountable Officer,
Borough Commander South BCU

Croydon Safeguarding Partners Executive Group
Three Statutory Safeguarding Partners:
Croydon Council, Police, Croydon CCG plus Education
Meets monthly
Independent Chair/Scrutineer – Di Smith

Local Child Death Overview Group
(feeding into SW London CDOP)
Chair – Rachel Flowers (PH)

Safeguarding Practice Review Group
Independent
Chair – Di Smith

Quality Improvement Group (incl. multi-agency audit and performance management)
Chair – Nick Pendry (CSC)

Learning and Improvement Group
Chair – Shade Alu (Desig Dr.)

Priority - Neglect
Meets bi-monthly
Chair - Rob Henderson
(Croydon Council)

Priority - Vulnerable Adolescents
Meets bi-monthly
Chair – Neil Cochlin (Police)

Priority - Safeguarding Children with Disabilities
Meets bi-monthly
Chair – Elaine Clancy (CCG/CHS)

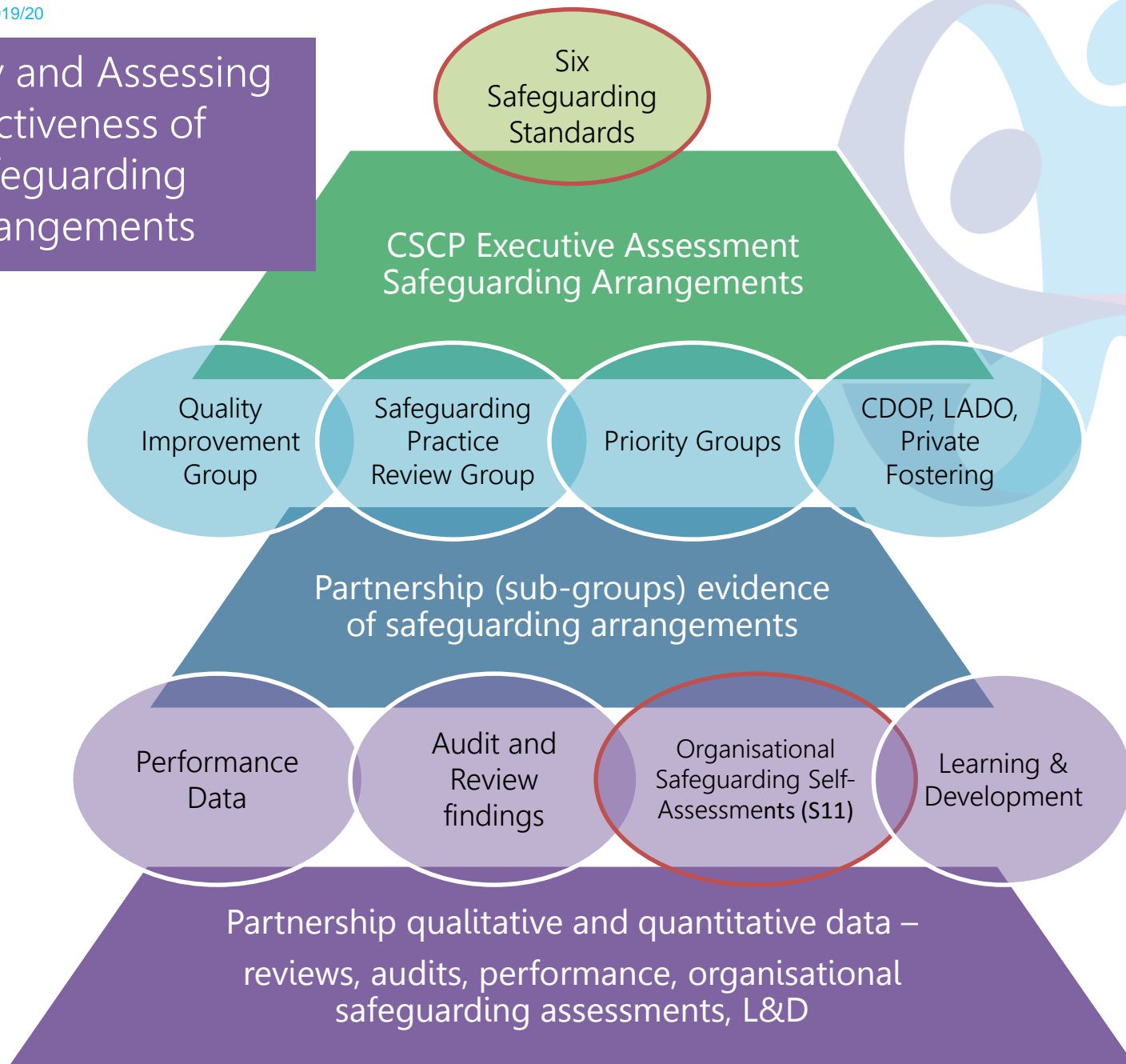
Croydon Safeguarding Children Partnership Meeting
broad multi-agency membership – meets three times a year.

Links with other Croydon Strategic Partnership Boards:

- Children and Families Partnership
- Safer Croydon Partnership
- Croydon Safeguarding Adults Board (joint SAB/CSCP Exec meeting x3 per year)
- Health & Well-being Board



Scrutiny and Assessing Effectiveness of Safeguarding Arrangements



CSCP PRIORITY

- NEGLECT

CSCP PRIORITY

- SAFEGUARDING CHILDREN WITH DISABILITIES

CSCP PRIORITY

- VULNERABLE ADOLESCENTS

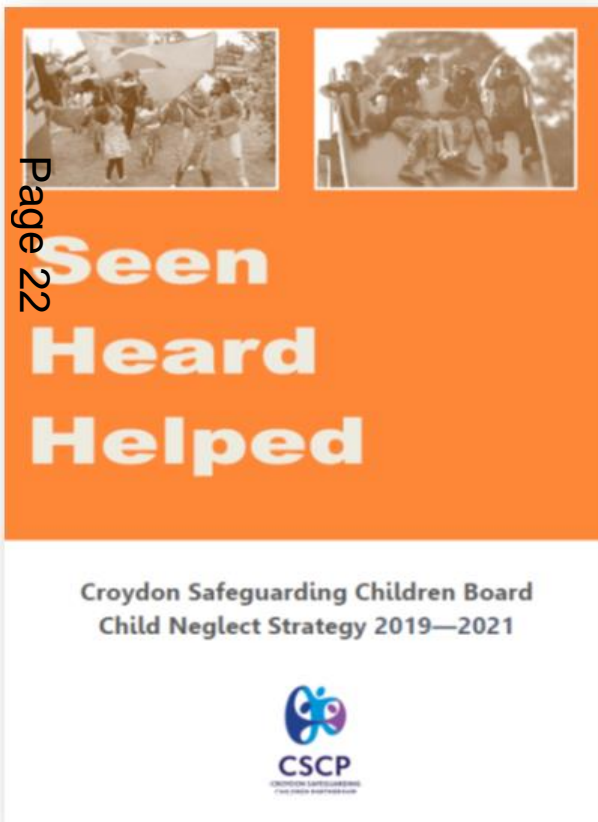




CSCP Neglect Priority Group

Implementing the CSCP Neglect Strategy

CSCP Neglect Strategy identifies three priority areas to provide a shared approach and direction to preventing and tackling child neglect. The three strategic priority aims are:



Page 22



The CSCP ensures that neglect is seen and understood through increased awareness of the needs of children at risk or experiencing neglect..



That all safeguarding partners understand how neglect can be prevented through early recognition of neglect and use of the Croydon Early Help arrangements



The CSCP develops the quality and effectiveness of interventions to protect children and young people.

The Partnership Neglect Priority Group was established to enable and oversee the implementation of the strategy. Chaired by the Croydon Director of Children's Social Care, membership of the group reflected the range of services and agencies involved in spotting and responding to neglect.

A multi-agency neglect workshop was held to gain a system wide view of neglect from different perspectives; appreciate what's working, and what need to be created. This positive partnership input shaped the areas of focus for the CSCP Neglect priority Group.



CSCP Neglect Priority Group

The priority group agreed the following activity to meet fulfill the aims of the strategy. During the last quarter Covid-19 had a direct impact on the progress of planned work.

Seen

Develop a 'screening' tool to help those in contact with children infrequently, or if regular they are unlikely to complete a Graded Care Profile 2 (GCP2). In partnership with early years, social care and health colleagues a 'Croydon Child Wellbeing Tool' has been developed and will be released Summer 2020. The tool is based on the GCP2 and encourages those with concerns about a child's wellbeing to use the tool in conversation with the parent/carer. Other activity under the SEEN priority includes a parent awareness campaign, practice guidance and community champions – these will be developed during 20/21.

OUTCOME – Enable greater awareness of child neglect (partly achieved)

Heard

Increase use of the GCP2 tool and make use of Early Help locality arrangements. GCP2 Champions pool has increased with 371 trained to date (128 trained in 19/20). Work is still in development to improve monitoring completions of GCP2 and assess effectiveness, this will be taken forward in 20/21. Data on neglect in Early Help services is now reported on and will enable the partnership to monitor early identification of neglect.

OUTCOME – Prevent escalation of needs through Early Help interventions and use of GCP2 to accurately identify needs (partly achieved)

Helped

Within a community of practice approach, assess quality of plans and interventions and ensure professionals are trauma informed. Improve data insight to evidence impact and work towards a 'no further action' culture. Further progress to be made to introduce a community of practice and dip sampling to identify effective practice, methodology and design for this agreed though not yet actioned. Neglect dataset has been agreed to help monitor and track impact of strategy.

OUTCOME – Ensure quality, effectiveness and timeliness of interventions to support children and families affected by neglect (not yet achieved)

Desired Impact 2020/2021

Needs spotted sooner and helped earlier > Reduced need for children to require statutory interventions > Fewer children subject of re-referrals





Safeguarding Children With Disability Priority Group



The SCWD Priority Group began in July 2019 with a vision:

*To assure itself that everyone supporting CWD, SEND or Hidden Disabilities are aware of the additional risk of harm to these children.
That their core functions specifically reference the risk as well as promotes best practice to champion positive outcomes.*

The business plan focused on 3 topics. Brief details and achievements for far are shown below:

Page 24

Mapping

- Map CWD to influence commissioning/service delivery

- Multi-agency workshops & meetings with stakeholders
- Influenced the data partners collect with the intention it is used intelligently to map services and influence commissioning
- Supported the JSNA SEND & Revised the Section 11 Tool

Framework

- Develop a multi-agency framework for safeguarding CWD including strengthening capacity of families to help themselves

- Agreed definition of CWD for M/A use to support the vision
- Draft Framework (due for completion in 2020/21)
- Influenced content of Local Offer Website
- Feedback from the voluntary sector

Awareness

- Raise Awareness of CWD, hear the VOC
- Strengthen the pathways and training/support available

- Question agreed for 10,000 Croydon Family Resources Survey
- Emerging theme communicated to the partnership (CWD/SEND who are Exploited)
- Raised visibility of the work and the vision



In September 2019 a multi-agency SEND Strategy was developed in Croydon. The lead has been a key member of the priority group. Excellent collaboration has ensured appropriate cross over and the development of a robust safeguarding theme throughout the SEND Strategy Delivery Plans.



Vulnerable Adolescent Priority Group

The Vulnerable Adolescent Review into the lives of 60 Croydon adolescents, five of whom had died in 2017, was published in February 2019. The newly formed CSCP decided this seminal report should be a cornerstone of the direction that services for adolescents should take in Croydon. There have been considerable changes effected as a result and many of the findings have been reinforced by publications and incidents since. The Child Safeguarding Practice Review Panel publication, It was hard to escape, Safeguarding children at risk from criminal exploitation echoed many of the issues. Also the Black Lives Matter movement and the impact of Covid 19 have highlighted the disproportionality across the BAME community and for those in poverty which accords with our VAR60 findings. Here is a list of some of the changes achieved and issues being addressed:-

Early intervention & prevention is critical

From June 2019

- Complex Adolescent Panel (CAP)

Completed by Sept/Oct 2019:

- Youth engagement service realigned to Early Help
- Delivered in line with EH localities
- 6 locality based events with the voluntary sector to develop a shared understanding on working better together and earlier with families who need integrated support.



Operational from Sept 2019:

- Targeted Youth Support
 - Engagement & Participation
 - Locality Detached & Outreach Programmes & Specialist delivery
 - Mentoring
- Commission of community organisations to joint deliver community work, in conjunction with schools to inspire children and young

people



- Croydon Local Intelligent Programme (CLIP);
- Team Around the School (TAS);
- Early Help Panel;
- Deputy Young Mayor sponsored a number of programmes

Joined with Crystal Palace Foundation, Choose your Future, Cut it Out and the BME forum, to engage with some of our most hard to reach young people around important messages such as;

- Careers & Employment
- Emotional mental health
- Knife Crime
- Obesity and health matters

Greater recognition of, and response to, children's emotional health and wellbeing is needed.



Working party set up, CSCP, Public Health, Community Safety, CAMHS to deliver: Whole child related workforce trained in trauma awareness – multi-layered multiagency training approach from basic to specialist & profession specific. Programme designed.

Bereavement worker recruited
Successful Trailblazer bid - CAMHS providing direct MH support into 17 schools as part of Empowering Parents, Empowering Children (EPEC) parenting groups

Adolescent Services keyworker capacity increased , recruited Youth Workers.



Vulnerable Adolescent Priority Group

An integrated whole systems approach is needed across agencies, communities & families
Page 26

- Close scrutiny of Health Visitor age-related development checks.
 - Increased 1:1 Early Help support
 - Increased capacity of Parenting Programmes:
 - Triple P:
 - From 2-3 programmes per term to 4-5 programmes per term
 - Teen Triple P:
 - 1 programme per term to 3 programmes per term
- Evening sessions and bespoke one to one parenting intervention.
- The Parenting offer has extended beyond Children Centres to add
- 5 schools,
 - Samuel Coleridge Taylor Centre
 - Croydon University hospital and CALAT.
- Successful pilot of Mellow Bumps at Croydon University Hospital
- In conversation with 2 further schools & a Family Centre to run Teen Triple P on their sites next term.
- Family Group Conference Model available in community

Schools should be at the heart of multi-agency intervention

Task & Finish group established with school representatives & education dept. staff

- Awareness raising conference held 2 July 2019 @ CPFC
- Recommendation for reintroduction of Behaviour Support Team made to Children's Transformation Team
- Pilot of Team Around the School for 2 schools
- Behaviour Support service created for each of the 3 Localities:
 - SEN support workers
 - Behaviour support workers,
 - Behaviour specialists,
 - Education psychologist
- Increased School Nursing capacity
- See trauma resources increase in school

Disproportionality linked to ethnicity, gender and deprivation needs attention and action

BLACK LIVES MATTER

The impact upon child outcomes of disproportionality issues of poverty & ethnicity shown by the VAR 60 has been proactively shared with the purpose of being embedded in community psyche.

- Multiple presentations of VAR findings to increase awareness
- Agencies examined their own data to challenge all forms of disproportionality.
 - Establish a data set about the most vulnerable children to inform risk management strategies and service provision. - Remains work in progress.
 - Intelligence-led analysis of hotspots, areas of concern & locality task force to address the concerns
 - Joint work across community, voluntary sector, early help & statutory agencies to proactively address the disproportionality identified in the VAR60.



Six Safeguarding Standards

1. The three core partner leads are actively involved in **strategic planning and implementation**
2. The wider safeguarding partners are **actively** involved in safeguarding children
3. **Children, young people and families are aware of and involved** with plans for safeguarding children
4. **Appropriate quality assurance** procedures are in place for data collection, audit and information sharing
5. There is a process for **identifying and investigating learning** from local and national case reviews
6. There is an active program of **multi-agency safeguarding children training**

The CSCP would like to acknowledge the work of the University of Bedfordshire in devising the six safeguarding standards which the partnership has used to review and evaluate the effectiveness of its work.



Executive Group

Safeguarding standard 1: The three core partner leads are actively involved in strategic planning and implementation

The regular, consistent meeting of the Executive has enabled them to address a whole range of issues collectively:-

- Engagement, negotiation, oversight & implementation of new of Child Death arrangements; Croydon is now a key stakeholder in the SW London Child Death Overview Panel & chaired the Panel for the first 6 months.
- Public Health Approach to Address Violence in Croydon
- Successful Young Londoners £1.2 million bid, assisted by findings from VAR60.
- Improved output on Health Assessments for Children Looked After
- Close scrutiny & liaison with housing in respect of vulnerable children & their families
- CSC Practice weeks to be joint by multiagency partners
- Quality of Merlins, liaison work between SPOC & Police
- Reporting lines agreed for all previous CSCB reporting
- Oversight of all SCRs & LCSPRs
- Implementation of Operation Encompass (DAV notification to schools)

- Co-location of CAMHS in SPOC
- Scrutiny of Health Visitor mandatory checks
- Funding for a Police –led Child Exploitation Team
- Early Help Steering Group –proposals to move to locality based working in line with Health localities accepted and implemented
- Collective agreement & implementation of Trauma Informed Training
- Development of the Children & Young People’s Plan
- Oversight of Rapid Reviews to National Panel
- Joint engagement with Safeguarding Adults Board
- Development of Joint Protocol; Parental Mental Health and Substance Misuse / DA Protocol’
- Oversight & approval of CSCP Annual report
- Planning for CSCP partnership meetings
- Establishment of the Lead Representative Safeguarding Partners Oversight and Accountability Group
- Adoption of University of Bedfordshire’s

model for Independent Scrutiny

- Food poverty a specific issue
- Proposals for 2020 priorities
- Budget agreed for 2020/21
- Review of the Police access and referral points carried out by Price Waterhouse Cooper
- CSCP Dataset issues raised with Exec by exception
- Ofsted inspection feedback
- Analysis of 11 years of Croydon CDOP reports
- Covid 19 Pandemic - focus for CSCP is to work together to protect those children identified as being at the highest potential risk.
- Multi-agency meetings effected using MS Teams

Page 28



Croydon Safeguarding Children Partnership Meeting

Safeguarding standard 2: The wider safeguarding partners are actively involved in safeguarding children. Broad multi-agency membership – meets three times per year

JULY 2019 Presentations:

Update on multi-agency safeguarding arrangements: Relevant agencies taking part in the CSCP

Update on child death review process under the new arrangements. Private fostering annual report 2018/19

Report from Executive Director Children, Families And Education; 'Who we are and where we are going?'

Activity: Celebration of the achievements of the CSCB

* VA Review leading to real change, nationally recognised. *Positive constructive challenge. *More data helped us know ourselves. Continuity of the CSCB members. *Neglect - positive steps. *Children with disabilities on our agenda. *Despite multiple SCRs; no compromise on quality. *SCRs focused minds, & influenced strategic and political decisions. *Quality of the support given to ensure the quality of the work was not compromised. *Communications have started to improve and have become more joined up. *Better quality of free training on offer which is being used by a wider reach into the community and professionals. *Contextual safeguarding and the complex adolescent panel are all positive.

NOVEMBER 2019: CSCP Responsibilities Presentation from Di Smith

Introduction to the role of the Partnership; its structure, membership and work programme of the CSCP Executive

Update from Priority Groups

- Neglect
- Vulnerable Adolescents
- Safeguarding Children with Disabilities

Interactive session: 'right time, right place by the right people' - move away from thinking about 'thresholds' or 'referrals' but to consider how different agencies could work together to meet the needs of the child or young person and their family.

Plenary

February 2020: CSCP Responsibilities

Presentation Roles and responsibilities of CSCP attendees;

Role of the Independent Scrutineer

CSCP Annual self-assessment

- Annual Report
- Section 11 arrangements

Update on Young Londoner Bid

Interactive session: Learning for the Partnership from SCRs (SPRs) and Learning Reviews

Feedback from Ofsted Inspection. Update on Children & Young People's Plan. Presentation on Family Safeguarding

Plenary



Croydon Safeguarding Children Partnership Meeting

CSCP Meeting July 2020:

It was important to recognise the profound impact that Covid 19 had upon the work of all agencies. In addition, the tragic death of George Floyd and the important Black Lives Matter movement highlighted ongoing discrimination and injustices here in Croydon and in wider society which need to be tackled proactively.

The first part of the meeting sought to give an opportunity to reflect on what had happened and the second to provide a forum for ideas, thoughts, and actions to address concerns and plan steps to tackle the shortcomings of current circumstances.

There was important contribution from the BME forum, who had held a number of forum with children, enabling them to give voice to their concerns during those difficult and uncertain times. They were worried about their education, about youth violence, about the increased likelihood of County Lines due to lack of money and opportunity, about unemployment, and in particular youth unemployment.

CSCP Partnership Meeting

Covid 19 Pandemic & Black Lives Matter

Page 30

PART ONE – REFLECTION

A moment in time March – June 2020

Introduction: Di Smith – CSCP Scrutineer

Summary & learning

Feedback from Statutory Partners & Schools

Rob Henderson, Elaine Clancy,
Neil Cochlin & Shelley Davies

Feedback from Community

- CVA – Steve Phaure
- BME Forum – Andrew Brown

PART TWO - INSPIRATION

Open forum:

- **Emerging themes**
- **Key messages**

How do we build on this learning?

How do we make a difference?

What can we change?

What are our priorities?

Next steps?

BME Focus Groups; what did the children say?

We don't want to be treated special, we want to be treated equally.

For example. if our names are different from yours;

We want to be able to have the opportunity to get that job, to have that job interview.

We want to walk down the road without getting stopped by the Police.

We would like to be able to wear our own clothes without being judged in clothes shops.

We would like to be taught more Black History, not just in October but over the whole year, not just sports and music.

We would like the same work experience opportunities that white students are being offered.

We are angry and frustrated.



Safeguarding Standard 3: Children, young people and families are aware of and involved with plans for safeguarding children

The CSCP has been reliant upon the contributions and engagement from partner agencies in liaising with children and families. The direct engagement with children and families remains primarily in the realm of Safeguarding Practice Reviews and Serious Case Reviews, where patience and consistent engagement has encouraged and enabled family members to feel safe enough to share their experiences with the CSCP and provide commentary upon the multi agency services they have received.

Page 31

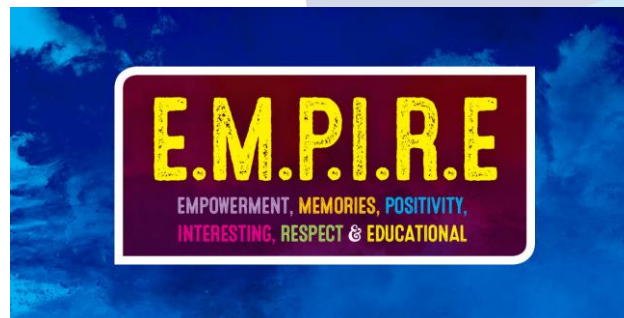
Achievements:

- Engaging with the NSPCC GCP2 has enabled families to be more involved in plans and targeting areas of concern.
- It is understood that since lockdown, there has been much greater attendance from family members at online Child Protection Case Conferences and being engaged in the safeguarding their children.
- Similarly, less Children Looked After have gone missing and been available and enabled to actively engage in their statutory reviews.
- The primary focus of the now fully established Family Group Conferencing service has been for the family to drive forward child plans

Partners have been focused on engaging with children and families to help shape their services, for example:

<https://youngcroydon.org.uk/>

A dedicated website for children and young people provides information as to all services for children and enables them to get in touch.



E.M.P.I.R.E. is the Croydon children in care council. The purpose of Empire is to empower looked after children, young people and care leavers with the confidence and power to influence policy change, shape the service and have their voice heard.

Empire gives looked after children the chance to identify common issues with the care they receive and make proposals for improvements. All of which are presented to the Corporate Parenting Panel at Croydon Council, Chaired by the Cabinet Member for Children, Young People, Education. Their voices are encouraged and influential, children spoke about their experiences of foster care for Foster Care Fortnight addressing

- Why is it important to foster children?
- What makes a great foster carer?

Their voices can be heard here:

<https://youngcroydon.org.uk/childrenincarecouncil/>



Quality Improvement Group (QIG)

Safeguarding Standard 4: Appropriate Quality Assurance Procedures are in place for data collection, audit and information sharing

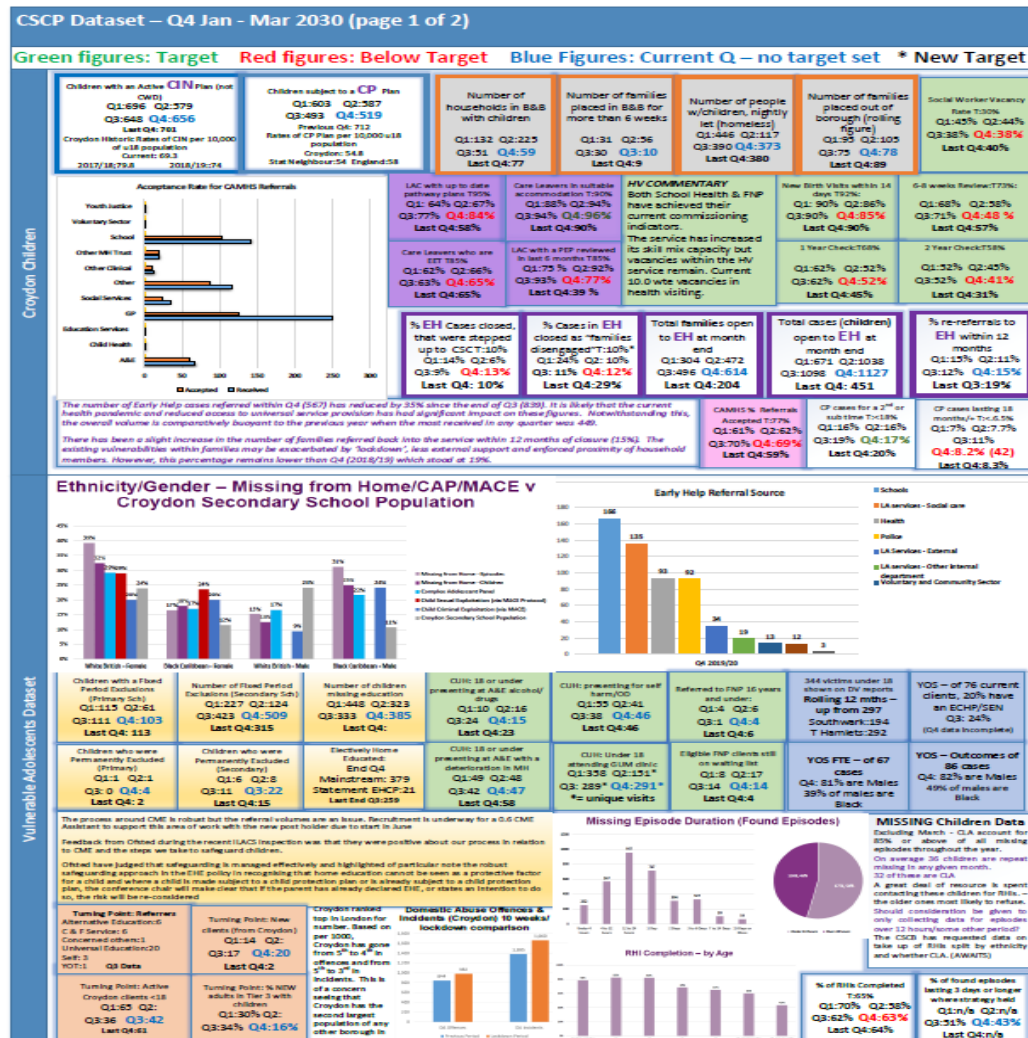
Data Collection:

- There is a robust system for requesting, collating and presenting the data.
 - The CSCP reviews partnership data quarterly via a pre-meeting and via a separate session in the QIG meeting.
- Data collected has influenced the JSNA for SEND Children.

Page 32

Data challenges have ensued:

- new data has been included, such as children attending A&E with a deterioration in mental health, ethnicity data and children with disability within cohorts such as YOS.
- further scrutiny (and subsequent improvement) around Early Help cases where the families disengage, pre-birth assessments and the placement of families in B&B accommodation for too long.





Quality Improvement Group (QIG)

Audits

There is a process for scheduling and agreeing the scope and content of audits. The reports regularly come to QIG for partner discussion and scrutiny. Audits this year include:

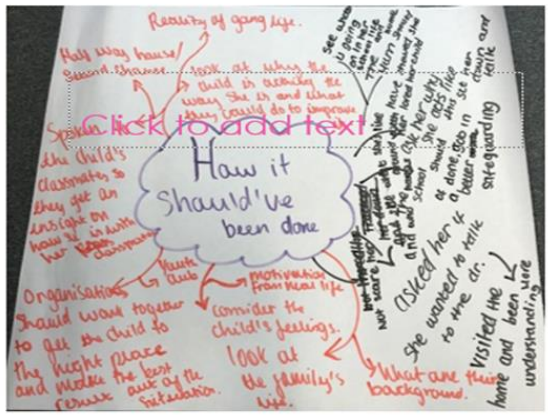
Neglect: - a comprehensive audit, with quarterly sessions selecting Early Help, CIN, CP and CWD cases found insufficient improvement in partnership recognition and response to neglect. A separate multi-agency priority group has followed up on the audit findings.

CSE: - Two audit sessions, as well as the findings of a mock audit carried out by young people at the Croydon Takeover Challenge informed this report. Additional audit activity to include CCE is planned for 20/21.

Child Protection Pathways: 5 core principles for working together were reviewed, and an additional on line survey completed by 171 professionals provided insight in the quality and engagement of the partnership at Case Conferences. The action plan, includes revised training for Conference Chairs and attendees, single agency deep dives to understand quality of referrals and respectful challenge of inconsistent quality reports. The partner activity at the November CSCP Meeting was useful to raise awareness of the challenges SPOC faces when referrals are poor quality.

pages 33

CSE Audit - Findings



- ▶ In a lot of places, the answers didn't meet up with the standards
- ▶ Need to get her to understand the reality of gang life
- ▶ Organisations should work together to get the child to the right place and make the best result out of the situation
- ▶ She needs a second chance to get it right (half way house)
- ▶ Plans should be around what's really happening – not just one solution

Early Help & Understanding Thresholds Audit:

This was planned but not completed. The Early Help Service has now been included as part of full audit programme within the CSC QA Framework.

Single Agency Audits: good practice from partners such as YOS was shared and challenges faced by others such as CAMHs were discussed in multi-agency meetings. Children's Social Care also provided regular updates about the attendance and quality of reports from the partnership members and CLA Audits.

Section 11: The audit tool was updated to capture a more Croydon specific focus on how partners meet the standard. The Safeguarding Children with Disability Priority Group included changes to reflect how this particularly vulnerable cohort is safeguarded.



Quality Improvement Group (QIG)

Themes From Audits

- The most noted themes from the annual audit activity are:
- Thresholds/Pathways - not adequately understood
- Insufficient sharing of information between agencies/poor communication
- Drift & Missed Opportunities
- The quality of referrals and shared information – not robust enough

Activity to improve includes:

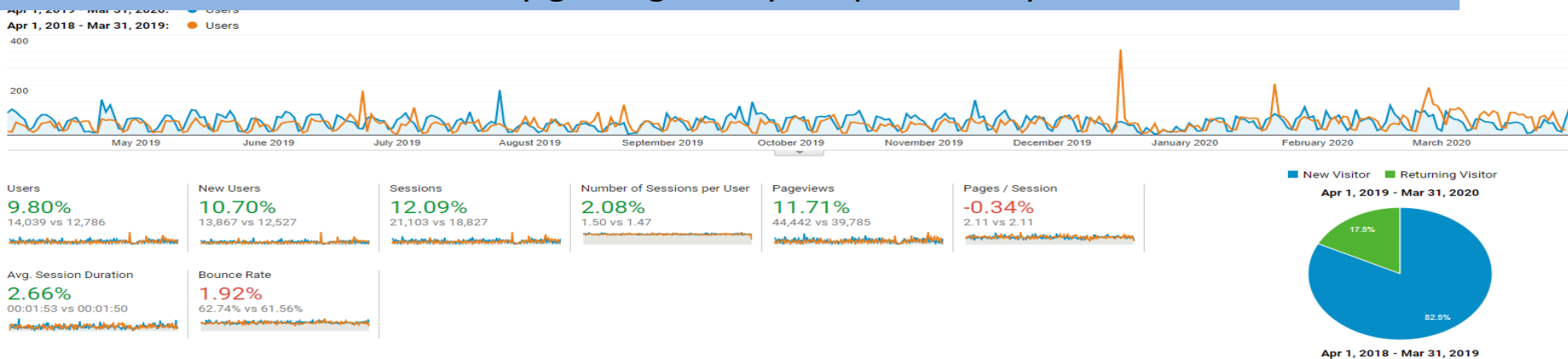
- Briefings on Safeguarding Practice Reviews (SPRs) and Learning Reviews were disseminated on single page sheets.
- There was an **Embedding The Learning** Session in a QIG meeting where partners shared how they had responded to the VAR60 Report.
- Bespoke sessions for various partners have occurred to update on SPRs and the Section 11 responsibility.
- A refresh of the **Escalation Policy** and subsequent relaunch in the CSCP Newsletter
- New **Supervision Standards** for use by all partner agencies.





CSCP Website & Communications :

The website reach is consistently gaining each year, particularly for users and new users.



As well as regular newsletters available to both professional and public subscribers, there was a swift and informative response to Covid19.

The CSCP produced an e-guide to help professionals and the public understand what local services were running and where additional guidance or support could be found, including safeguarding training for volunteers.



- NHS Covid-19 Message for Parents
- Keeping alert for children at risk of neglect and abuse and what to do if you are worried about a child
- FIC opening times and where to get help if you or anyone you know is at risk or experiencing domestic abuse
- Early Help in Croydon – accessing Family Solutions Specialist Services
- Safeguarding Children with Disabilities E-Learning
- Support for vulnerable families in Croydon
- Safeguarding awareness for volunteers
- Safeguarding e-learning
- Think Young Carers
- Safeguarding Guidance for Schools
- Information for parents/carers of children with SEND needs
- Parent/carer resources for home learning and staying safe online
- Private Fostering arrangement information
- Help and information points for children and young people
- Help and information for vulnerable adults/relatives/neighbours



Safeguarding Practice Review Group

Standard 5: There is a process for identifying and investigating learning from local and national case reviews

Working Together 2018 introduced Local Child Safeguarding Practice Reviews (LCSPRs) with Serious Case Reviews coming to an end. The SPR Group replaced the previous SCR sub-group.

New processes and procedures compliant with WT 2018 & Child Death Overview Panels statutory and operational guidance (2018), were implemented to respond to child deaths and Serious Incidents. Those that are of concern are reported to Ofsted and the National Child Safeguarding Review Panel. Agencies submit information about their work with the child to inform the Rapid Review which the SPR Group considers to determine if it meets the criteria to undertake a Local Child Safeguarding Practice Review (LCSPR).

From April 2019 interim arrangements were initially in place and SCRs were still applicable.

Between April 2019 and March 2020 the SPR group considered seven children's cases for review and agreed to conduct one Serious Case Review and three LCSPRs.

The CSCP published two Serious Case Reviews

Child Q – Where were you when I was 6? A 16 year old Looked After Child who died from injuries sustained from riding a moped and crashing into a Police car.

And **Child Y** a 15 year old child with a Child Protection Plan who was stabbed to death by other young people.

Both of these boys' histories were included in the Vulnerable Adolescent Review published in February 2019. The learning from all of the three publications has been a key determinant for setting up the Vulnerable Priority Group. That learning has been further reinforced by the publication of the **National Panel Review into child exploitation, It was hard to escape.**

Covid 19 has had an impact upon completion of reviews as the face to face practitioner learning events have not been able to take place. Options for undertaking these via online resources are being actively explored.

Agencies have been required to prioritise in providing emergency Covid responses which has impacted on their ability to engage in the detailed examination of cases that LCSPRs require. The National Panel has recognised these challenges and relaxed their recommendation that reviews be completed within 6 months.

Reviews currently in progress have identified learning in respect of perinatal mental health, and head injuries in young children.





CSCP Safeguarding Learning & Development

Safeguarding Standard 6: There is an active program of multi-agency safeguarding children training

Multi-agency safeguarding learning gives an opportunity to not only promote knowledge of best practice and procedures, but also to increase knowledge of the whole safeguarding system as well as different roles and responsibilities within this. The CSCP provides a range of courses delivered in-person and as e-learning, which reflect core practice and local priorities, the training is free to access. During 19/20 engagement with the programme was positive and aggregate feedback indicates that the training met learners' needs and was viewed as good. Many also comment on the value of learning with other professionals and disciplines.

Included:

- Child Neglect
- Child Sexual Exploitation
- Domestic Abuse Awareness
- FGM Awareness
- Gangs
- Graded Care Profile2
- Parental Mental Health
- Parental Substance Misuse
- Referrals & Thresholds
- Risk Identification in Domestic Abuse
- Safeguarding Children Level 3
- Serious Case Review Briefings
- Trauma Informed Practice
- Working Together in Child Protection
- E-Learning – Safeguarding Level 1&2, CSE Level 1&2, and Safeguarding Children with Disabilities

Engagement with the programme



2,112 training places booked



1,117 Attendees



733 places cancelled (appx 200 Covid related)



262 'No shows'



2,209 e-learning courses completed – incl. 512 completions of new Safeguarding Children with Disabilities course

Settings which engaged with the programme



Local authority



Schools and Educational Services



PVI including Nurseries, Community Groups



Health services



Probation and Police Services



CSCP Safeguarding Learning & Development

Impact of training on safeguarding children practice –
selected participant quotes illustrating common learning themes

Early Help & SPoC

"Importance of recording information at school for use in referral"

"Better understanding of when to step up to a referral"

"Better understanding of Early Help services"

Domestic Abuse

"Understand safety planning and gain views of children"

"Will make school staff more aware and make use of FJC services"

"I will look out for signs...ask pertinent questions ensuring a safe environment when asking"

Child Neglect

"More observant for indicators of neglect when visiting"

"Challenged my thinking of what neglect is"

"Improved how I can support staff dealing with challenging neglect cases"

Trauma Informed Practice

"Able to consider possible emotions behind presenting behaviour"

"will discuss school behaviour strategies with school leaders"

"More confidence in presenting needs of children to intervention services"

Safeguarding Children (Level3)

"More alert to understanding different roles in safeguarding"

"Better confidence to professionally challenge safeguarding decisions"

"based on learning from this training, I challenged a decision, case was stepped up from early help!"

Parental Mental Health

"Help support children with anxiety" [due to parent's MH]

"Improved knowledge and importance of joint working (adult & children services)"

"More aware of how parental MH impacts on parent/child relationship"



SOUTH WEST LONDON CHILD DEATH OVERVIEW PANEL Annual Report April 2019 – March 2020

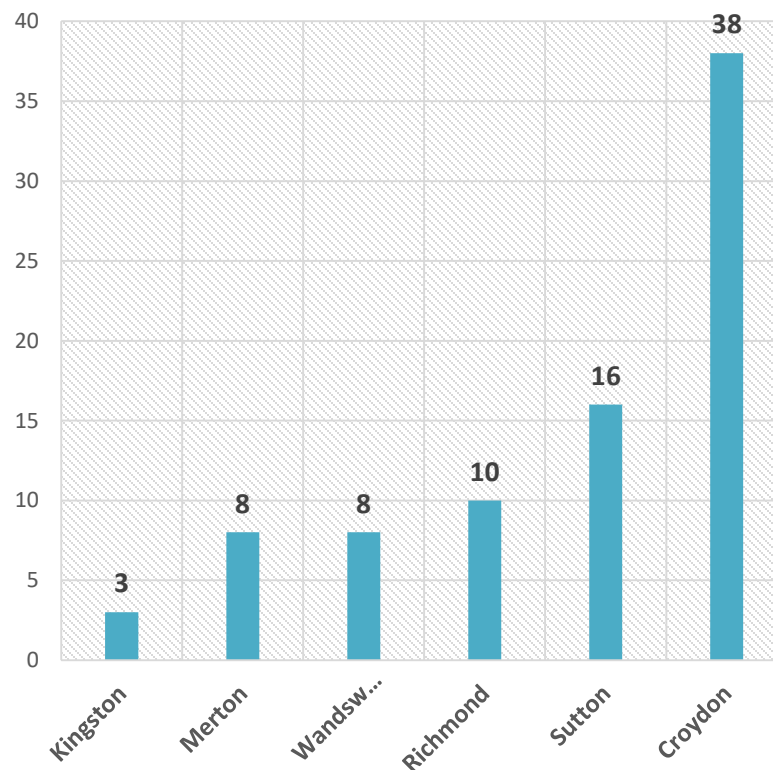
A report on organisational arrangements, operations, statistical analysis and commentary. A collaboration of the activities of South West London CCG Partnership Child Death Overview Panels of Croydon, Kingston and Richmond upon Thames, Merton, Sutton, and Wandsworth

The new working arrangements for Child Death Overview Panels statutory and operational guidance (2018), sets out the key features of a good Child Death Review (CDR) process to be followed by all organisations involved with the process of child death reviews as of 1st April 2019.. South West London CDR partners implemented this guidance and started regional operations in September 2019.

The geographical 'footprint' of child death review partners has been locally agreed to cover a child population that typically reviews a minimum of at least 60 - 120 deaths per year. The amalgamation of panels is to provide a larger cohort of information to enable better detection of themes, analysis of trends, and learning to prevent future child deaths.

During this reporting period, there were 83 notifications of death, and 83 child death reviews. As of 1st April 2020, there are 70 open cases remaining making a total of 153 cases recorded on the South West London Child Death Overview Panel database.

Child Death Notifications 2019/20

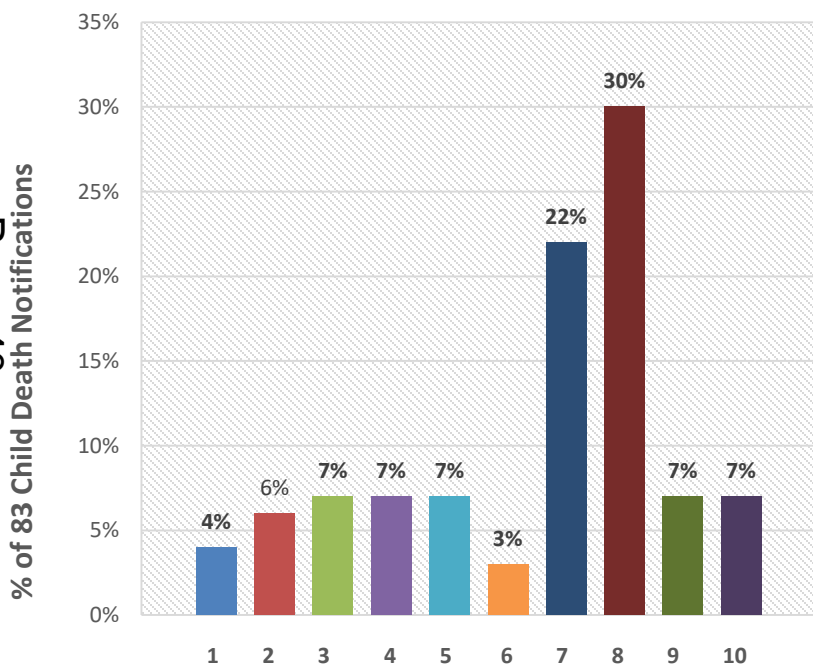




SOUTH WEST LONDON CHILD DEATH OVERVIEW

PANEL Annual Report April 2019 – March 2020 cont'd.

Child Deaths by Category 2019/20



- 1. Deliberate injury ■ 2. Suicide/Self inflicted ■ 3. Trauma
- 4. Malignancy ■ 5. Acute ■ 6. Chronic condition
- 7. Chromosomal ■ 8. Perinatal/Neonatal ■ 9. Infection
- 10. SUDI/SUDIC

- Seventy-four percent (74%) of child deaths were classified as expected. Eighty Two Percent (82%) of these deaths had no modifiable factors identified. Twenty Four percent (24%) of child deaths were unexpected in South West London, and eighteen (18%) percent had modifiable factors identified. Thirty-one unexpected child deaths had Rapid Response/Joint Agency meetings held across South West London.
- Recommendations and learning from panel reviews contributed to promotion in community education, improvements in organisational practice, improvements in education, training, and communication in local partner agencies, and learning that has had an impact on national government policy.
- <http://croydonlcsb.org.uk/wp-content/uploads/2020/10/SWL-CDOP-Annual-report-2019-20.pdf>



LADO Annual Report summary 2019/20

Local Authority Designated Officers

- Consultations remain around 700 per year.
- 28% result in Referrals meeting Threshold.
- 47% of consultations located in education.
- Increase in Health referrals. (25%)
- Increase in Faith referrals (20%)
- Continued increase in concerns in private Life.
- Training, awareness and briefing sessions continue over wide range of services (20-30)
- Regular input into Safeguarding Forums across sectors in Croydon (8)
- Involvement in London and National LADO Groups resulting in influencing wider Children's workforce sector and regulations and guidance.
- Involved in London & National LADO Groups, developing services (e.g. Charities commission, Football Association, KCSIE, D of E, Met Police PSA)

What did we do?

How well was it done?

- Ofsted complimented LADO Service recognising expertise in Tracking and pattern identification
- Service is well respected and valued by partner agencies
- Peer audit sessions introduced and peer observations

What difference did it make?

- Improvement in duration of investigations.
- Increase in referrals to DBS and professional bodies
- Increase in criminal prosecutions.
- LADO impact upon KCSIE, TRA, Police complaints, & NHS England.
- Prosecutions in historical abuse cases



Private Fostering

What is Private Fostering?

- A Private Fostering arrangement is one that is made *privately* for the care of a child under the age of 16 (or under 18 if disabled) by someone other than a parent or close relative with the intention that it should last for 28 days or more.
- Private foster carers may be from the extended family, such as a cousin or a great aunt. A private foster carer may be a friend of the family, the parent of a friend of the child, or someone previously unknown to the child's family who is willing to privately foster a child.

However, a person who is a close relative under the Children Act 1989, i.e. a grandparent, brother, sister, uncle, aunt or a step-parent will not be a private foster carer.

- The period for which the child is cared for and accommodated by the private foster carer should be continuous, but if a child receives an occasional short break this is not considered to break that continuity.
- In a private fostering arrangement the parent retains parental responsibility for the child or young person.
- Children supported under the Private Fostering arrangement also have a Child In Need Plan in place. To date any child living in a private fostering arrangement has an allocated child's social worker who works alongside the Private Fostering social worker to assess and then support children and ensuring their outcomes within the private fostering arrangements are met.

Are you living with someone else, other than your parents?

If you think you, or someone you know, is involved in a private fostering arrangement, or you need advice, please get in touch with **Croydon Children's Services Single Point of Contact on 0208 726 6400**

For queries only - please email: privatefostering@croйдon.gov.uk

For more information visit: croydonicsb.org.uk/parents-carers/private-fostering

USEFUL TELEPHONE NUMBERS:

Childline - phone 0800 11 11 (freephone)
You can ring this number and talk to a counsellor who is there to listen to you and talk through your worries. This is a free 24 hour helpline for children and young people. Or contact someone through the website - www.childline.org.uk

NSPCC - phone 0808 800 5000
Call this number if you are having problems at home or at school and want to talk to someone about it.

Children's Rights Director - 0800 528 0731
Find out about your rights and how to make yourself heard, or have a look at the website for children living away from home. www.rights4me.org

Somebody Else's Child website
www.privatefostering.org.uk

Croydon Multi Agency Safeguarding Hub
Bernard Weatherill House | 8 Mint Walk | Croydon CR0 1EA

[/lovecroydon](https://www.facebook.com/lovecroydon) [@yourcroydon](https://twitter.com/yourcroydon)

Delivering for Croydon | **CROYDON**
www.croydon.gov.uk

If you are 16 or below (18 if you have a disability) and living with somebody who the law classifies as a non-relative; like a Great aunt, Great uncle, cousin or a friend of the family; or your neighbour you are in what the law calls a Private Fostering Arrangement

Summary of Progress since Ofsted Monitoring Visit 2019

- The Local Authority completed a robust audit on all of the Private Fostering assessments and arrangements. Drift in cases was addressed,
- All children within Private Fostering arrangements now have a Child in Need Plan which complies with the children in need practice standards. Visits are completed every 4 weeks,
- Private Fostering is now divided between the Social Work with Families' team and the Private Fostering Social Worker based within the Fostering Service.

Private Fostering



Progress cont'd

- 39 assessments were completed that led to Private Fostering Arrangements being authorised. This was up on 2018/19 when 23 were assessed.
- Of the 39 Private fostering arrangements authorised over the period of 2019/200, 27 children were international students.
- During 2018/19 achievement of visiting within seven days of notification was at 30%, and decision upon the suitability within 42 days was at 33%.
- During the period of the last 6 months, this has risen to 54% for visits undertaken within 7 days and decisions upon the suitability within 42 days has risen to 87%.

Page 43

The data shows that there are more assessed and authorised private fostering arrangements for older than younger children.

During the latter period of 2019/20 public awareness has started to target early year's providers and services.

2020/21 Plan includes:

- Plan a bespoke audit of Private Fostering arrangements Dec 2020
- Improve quality of child in need planning as per Ofsted 2020 recommendation.
- Raising awareness & training with the wider all new staff and case holding teams
- Regular Private Fostering updates as part of Director's weekly Bulletin
- Focus on SPOC so initial visit timescales improves
- Continued quality assurance of privately fostered children by the designated private fostering lead and the panel,
- Increase contact with all agencies and schools to continue to raise awareness of Private Fostering

Are you caring for somebody else's child?

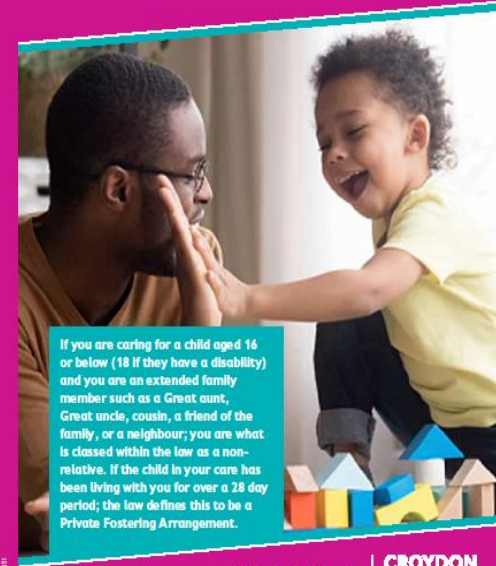
If you think you, or someone you know, is involved in a private fostering arrangement, or you need advice, please get in touch with
Croydon Children's Services Single Point of Contact on 0208 726 6400

You can also email:
privatefostering@croйдon.gov.uk

Website with useful resources to support you within your role as a Private Foster Carer:
www.croydonicsb.org.uk

Croydon Multi Agency Safeguarding Hub
Bernard Weatherill House | 8 Mint Walk | Croydon CR0 1EA

[/lovecroйдon](https://www.facebook.com/lovecroйдon) [@yourcroйдon](https://www.twitter.com/yourcroйдon)



If you are caring for a child aged 16 or below (18 if they have a disability) and you are an extended family member such as a Great aunt, Great uncle, cousin, a friend of the family, or a neighbour; you are what is classed within the law as a non-relative. If the child in your care has been living with you for over a 28 day period; the law defines this to be a Private Fostering Arrangement.

Delivering for Croydon **CROYDON**
www.croydon.gov.uk



CSCB/CSCP Budget & Expenditure 2019/20

CSCP Income	
South London & Maudsley NHS Trust	13,540
Met Police	5,000
Croydon CCG	33,850
Croydon Health Service	33,850
National Probation Service	2,000
CAF/CASS	550
Total Income	88,790
LB Croydon	240,729
Sub-total	329,591
Underspend returned to LB Croydon	42,000
Total Income	287,519

CSCP Spend	
Staffing & related costs	218,584
Serious Case Reviews	31,241
CSCP Training provided	16,735
Services recharge	8,550
Premises, equipment & catering	5,591
Miscellaneous	3,300
Mailroom, stationery, supplies	1,937
Website	1,000
Translation	531
Total spend	287,519

CSCP Budget – in 2018/19 there was a significant spend on Serious Case Reviews of almost £141,000 which resulted in an overspend of £51,000 which was covered by LB Croydon. In this year's budget we have kept spend to a minimum and have come in under budget by £42,000 which has been refunded to LB Croydon.



Safeguarding Teams

- The safeguarding teams from Croydon Health Services and NHS Croydon CCG (including Primary Care) have integrated under one management structure to form the Croydon Health Integrated Safeguarding Team (CHIST). Both organisations are committed to taking all reasonable steps to promote safe practice and to protect children and adults at risk within Croydon from harm, abuse and exploitation

CHIST have developed a quality assurance framework which ensures there is a robust governance structure in place to provide the CCG with assurance that the safeguarding team are undertaking their statutory duties.

- The CCG requires assurance that the quality of safeguarding practice across the Croydon health economy is fit for purpose. The safeguarding team, therefore, is required to ensure that there are effective means of supporting Croydon practitioners to maintain a satisfactory level of safeguarding knowledge, competence and skills.

Key issues for CHIST in 2019-2020

- Progress of projects in Croydon including FGM & LeDer
- The requirement to continue improving the health outcomes for CLA by strengthening arrangements within health and across the partnership.

- Preparation for the transition from Deprivation of Liberty Safeguards to Liberty Protection Safeguard, which will include children under 18 years.
- Croydon Health Economy received a Children Looked After and Safeguarding Review by CQC in February 2019. The robust action plan developed in response to the recommendations was implemented.
- Safeguarding assurance received from General practice to demonstrate they have appropriate training, policies and procedures in place to safeguard children.





Croydon Health Services

NHS Trust

Safeguarding Practice Reviews

Learning from completed reviews is embedded in practice through learning and development, supervision, newsletters and policy/procedure change when required. This work is completed at an organisational and Partnership level.

Key themes include: -

- Practitioners contributions to child protection processes
- Practitioners understanding of hidden substance misuse and how to respond
- Supervision
- Voice of the child
- Importance of relationships between GPs and health visitors
- Managing missed appointments in a safeguarding context.



Following the government's Covid lockdown restrictions, the way that health assessments for Children Looked After have been delivered has changed. This is in line with NHSE guidance, with assessments being completed virtually. Over the course of the coming year, the impact of the pandemic, as well as the capacity of the team, and effectiveness of risk stratification processes used will be reviewed to inform a recovery plan for the service.

CQC Inspection updated Action Plan was presented and accepted by CQC in December 2019. Four actions were green/amber and two Amber.

Children Looked After Health Assessments:

There is a risk around the health assessments of children who are looked after. If they do not have their health assessments there is the risk that health needs are not identified and remain unmet



Croydon Health Services

NHS Trust

Midwifery:

The significance of early intervention was identified during the completion of the Croydon Vulnerable Adolescent Review. This included the key role played by maternity services in the identification of women and families who require support at the pre-birth stage. Maternity services continue to play a lead role in the identification of women at risk of or who have been subject to FGM and the provision of support. This may include the need for a safeguarding response.

Page 47



Safeguarding Teams COVID 19 Response.

- Working as business as usual as far as is possible using technology such as Microsoft Teams
- Operational team being accessible to staff in order to provide maximum support
- Recognising the risk of hidden harm and being mindful of this in our work (and on-going monitoring of emerging risks)
- Partnership meetings with LA, Head of PHN and CAMHS – responding to the Priority 1 CYP.

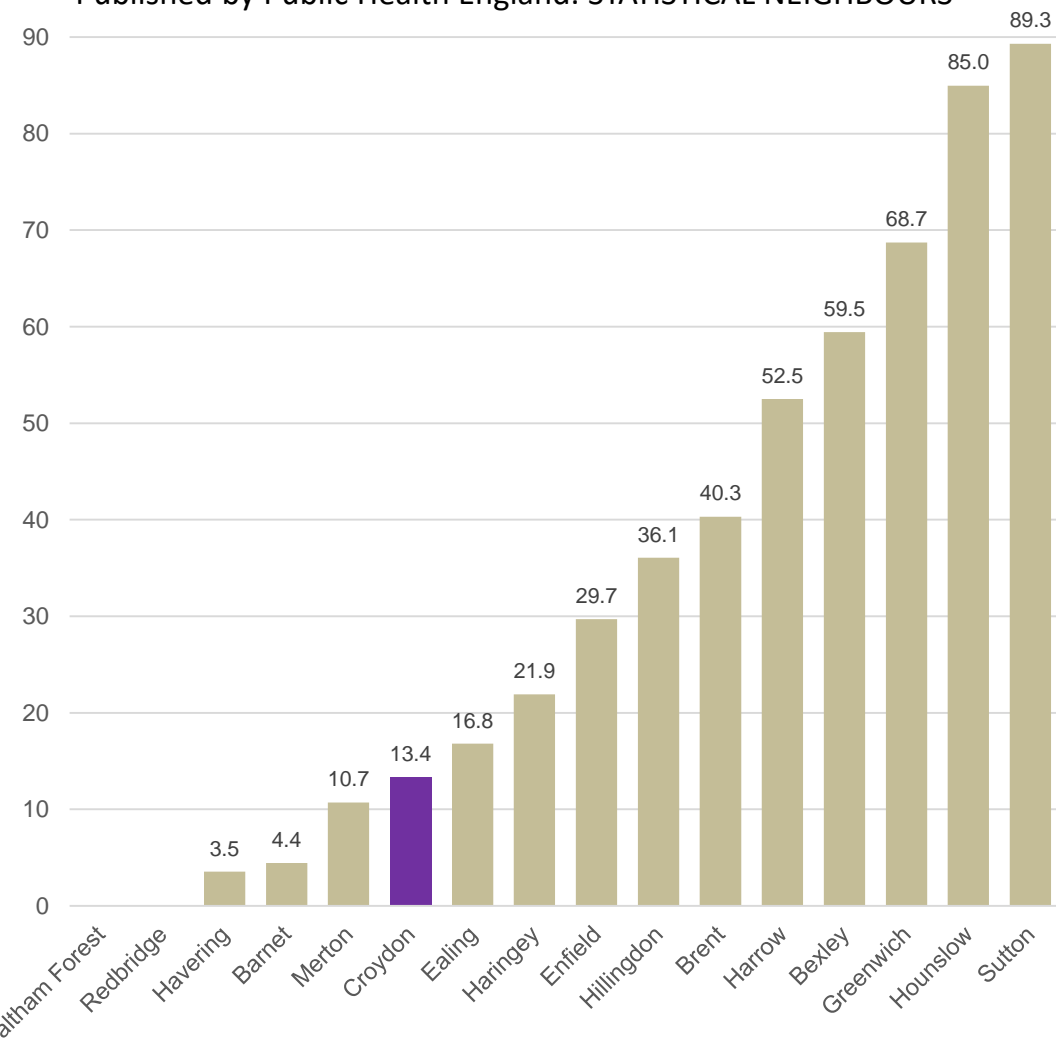


Ante-natal Contacts

Antenatal Contact (rate per 1,000 live births)

Source: Health Visitor Service Delivery Metrics. Quarter 1 2019/20.
Published by Public Health England. STATISTICAL NEIGHBOURS

Page 48



Update on 2018/19 comments:

Public Health is creating a bespoke approach (to ante-natal checks) which will be included in the monthly health visiting performance reports as part of a wider redesign of the performance reports

Public health were in the process of working with the commissioner to develop a new service specification and KPI's for the health visiting service. (This has been put on hold due to the pandemic of Covid 19.) This means there are no new reporting elements.

The Director of Public Health has expressed concern that the mandatory antenatal checks are not at a level to provide assurance.

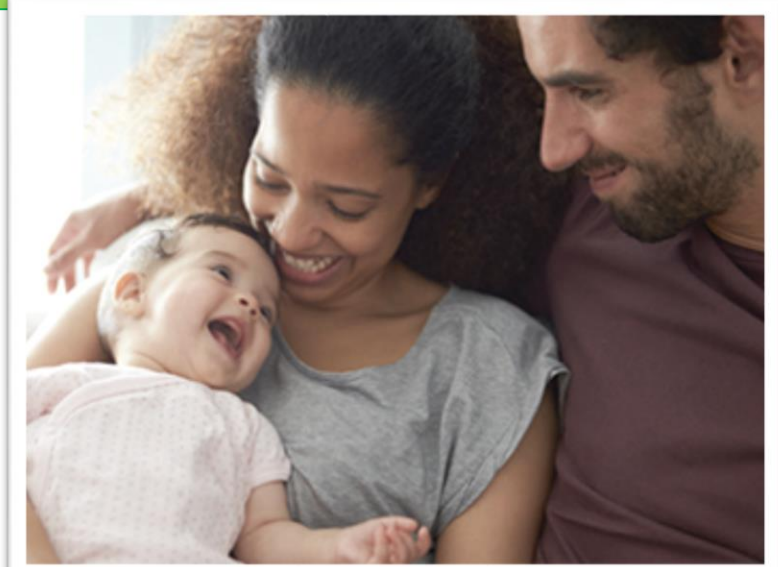
Performance is no worse than last year.

The DPH 2018 recommendations included that the health visiting and midwifery clinical pathways are joined up.

This is progressing and will also assist in the delivery of increased antenatal check



Ante-natal Contacts



Page 49

The HV service recognises the need to improve on antenatal contacts and continues to transform to meet the needs of the residents of Croydon.

- The HV service faces the challenge of a lack of interoperability between SWL CHIS and Emis. The impact of this, is information may not being shared in a timely manner.
- The HV service will always prioritise more vulnerable women once they are aware. To this end the HV service is working more collaboratively with midwifery services, attendance at monthly meetings, attendance at midwifery evenings at CUH. Both services have begun this piece of work.
- During the pandemic there has been closer collaboration, which we hope to build on and develop further. Both services are involved in the wider STP SWL LMS work to improve postnatal care.
- The HV service is aware of service delivery in other London Boroughs which consists of sending letters. The service does not consider this to be good enough for Croydon pregnant women, however we remain open to any ideas.



Health Visitor Developmental Checks

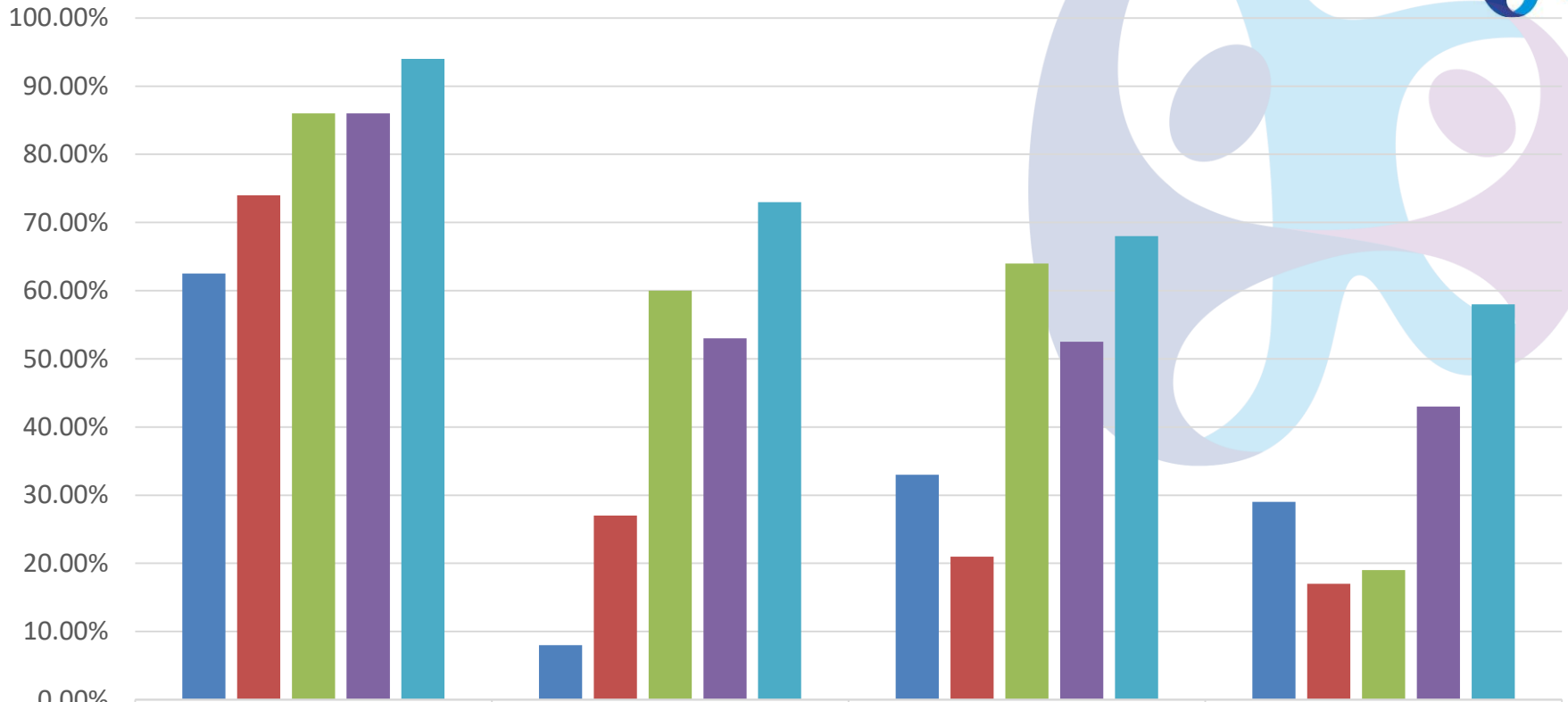
- The health visiting service ambition is to provide an efficient and effective quality service. The service recognises and acknowledges the challenges and are equally open to new models of service delivery.
- During 2019-2020 much work has been undertaken to review and amend systems and processes that will have a positive impact for children and families of Croydon.
The most vulnerable children and families are prioritized within the service to ensure all children are safeguarded. All health visiting staff are monitored for compliance with safeguarding training and access to safeguarding supervision.
- The service has never been fully recruited to, and currently it is at 9.0 WTE vacancy.
- During the recent pandemic the service has been restricted in what it can provide by national guidelines. The impact of this resulted in contacts/visits were restricted to new birth visits and contact with those stratified as vulnerable.
- The latest iteration of the community restoration plan included the 6-8 week review, which the service is now completing. The service is working to the national guidelines as well as making contact with children and families to assess need for those who were due to 1 and 2 year review.

- The service has seen an increase in telephone contacts from parents and an increase in the text messaging function of service delivery. Support for breast feeding has also increased and is more equitable as a result of the video consultation platform.
- The service is aware of comparisons made against other London borough's which follow different service delivery models based on financial and organisational infrastructures.





Health Visitor Developmental Checks 2016 – 2020



Page 51

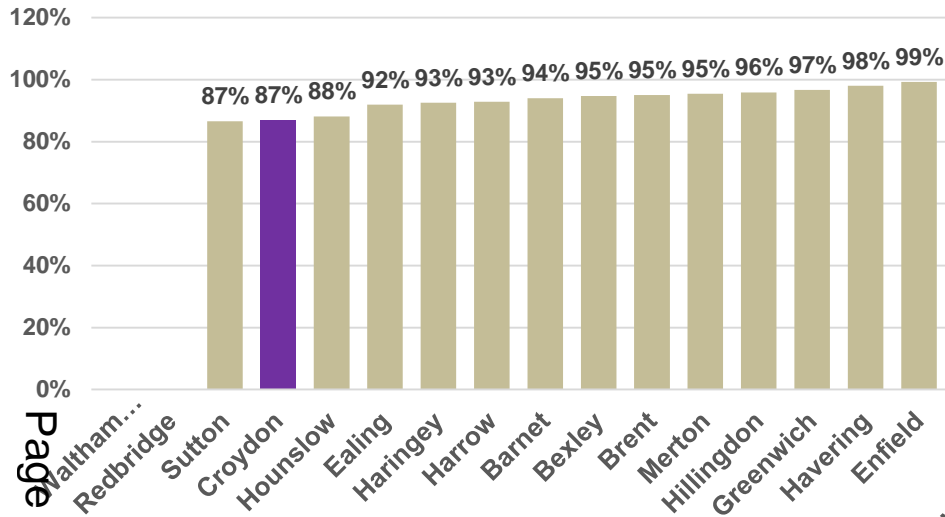
	New Birth Visit	6-8 week check	12 month check	2 year check
■ 2016/17	62.50%	8.00%	33.00%	29.00%
■ 2017/18	74.00%	27.00%	21.00%	17.00%
■ 2018/19	86.00%	60.00%	64.00%	19.00%
■ 2019/20	86.00%	53.00%	52.50%	43.00%
■ Target	94.00%	73.00%	68.00%	58.00%

■ 2016/17 ■ 2017/18 ■ 2018/19 ■ 2019/20 ■ Target

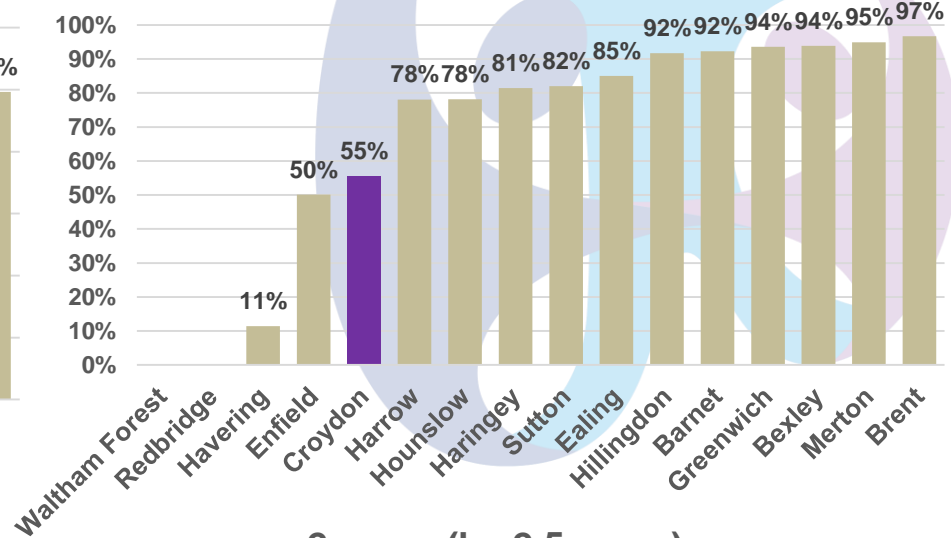


Health Visitor Service Delivery Metrics. Quarter 1 2019/20. Published by Public Health England.

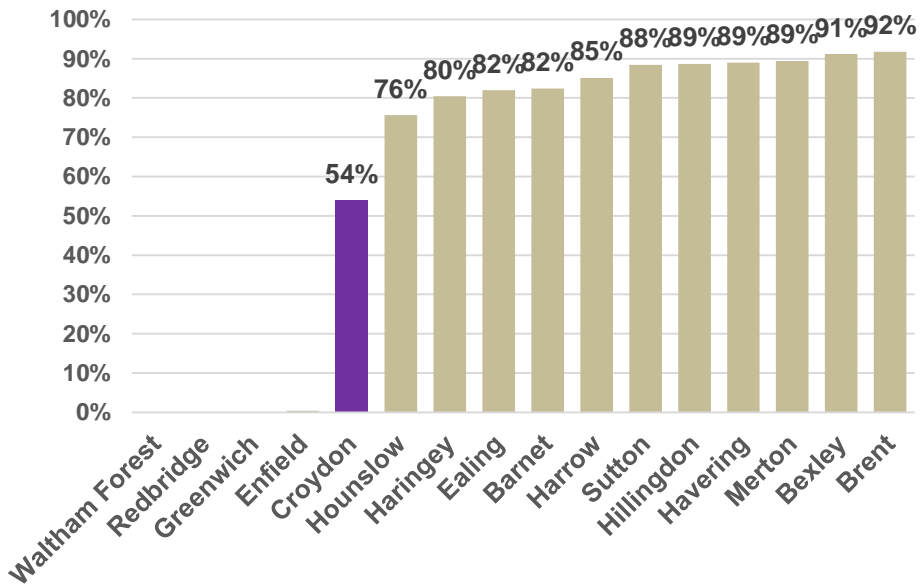
New Birth Visits



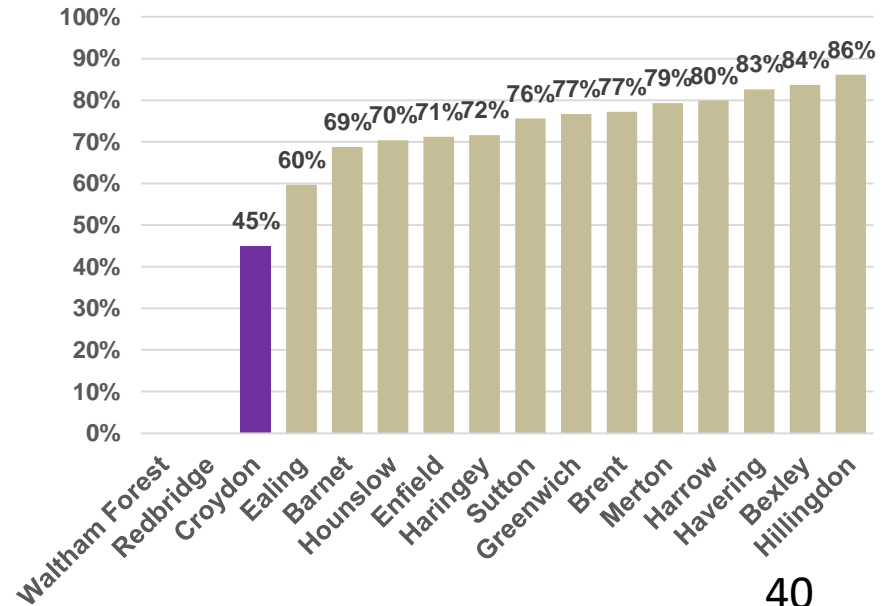
6 to 8 weeks



12 months (by 15 months)



2 years (by 2.5 years)

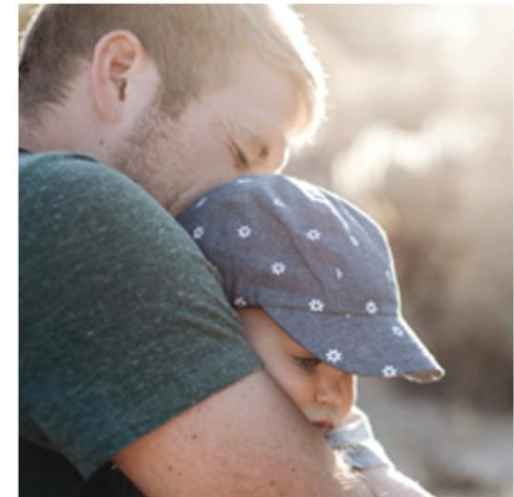




Developments in 2019/2020 to improve performance

Page 53

- **Transformation and remodelling of the health visiting teams**
- The desire to move to agile working in localities
- **Centralised Duty and monitoring of Chat Health texting system**
- Reconfiguration of the patient electronic health records.
- **Reviewed templates that support capturing of data and development of a standard operating procedure to support improved record keeping**
- Review of baby clinics including administration processes - redesign and reform.
- Development of standard operating procedures to support caseload management
- Collaborative working with early years to develop an integrated pathway for 2-2.5 year review
- **Monthly locality discussions between early years and locality HV teams to identify children of concern and action planning**
- Recruited qualified skill mix to support delivery of some of the mandated reviews
- **Teleconference with midwifery for discharge planning daily x 2**
- Monthly performance meetings
- **Embraced new technology such as video consultations**
- Revised and strengthened recruitment processes
- **It is anticipated the collective actions described previously will all contribute to keeping children and families safe in Croydon.**
- The service is working in partnership with its partners and commissioners to maintain the focus of improvement and transformation.





Child & Adolescent Mental Health Service: CAMHS

What we achieved

Page 54

- ✓ Development of a new Tier 2-3 service for young people in Croydon with a mild to severe Learning Disability
- ✓ Completion of YAG Manga group Questionnaire and focus group undertaken with Croydon foster carers
- ✓ Access to safeguarding supervision and supervision documented on patient's file
- ✓ Part of Mental Health in Schools trailblazer
- ✓ GP consultation line for access to advice from a CAMHS consultant psychiatrist
- ✓ Collaborating with Croydon SPOC to launch Emotional Wellbeing and Mental Health SPOC for all Tier 2-3 mental health referrals in Croydon, overseen by CSC and CAMHS

Covid-19 Response

- During the initial 6 weeks of lockdown (March to May) CAMHS closed to non-urgent referrals (e.g. routine ASD assessments) other than for CLA and YOS clients whose referral would be considered and seen regardless of clinical urgency.
- CAMHS moved to mostly doing remote working.
- Urgent assessments continued and any face to face contact was based on clinical risk, either in our clinic, at home or A&E. Our crisis and duty pathways were not affected.
- From May CAMHS reopened to all referrals and have continued to provide a service remotely or face to face based on assessment of clinical risk and need, e.g. if a young person requires an interpreter or is unable to engage online.
- Social distancing and PPE guidelines are followed in these appointments. Longer term we are planning a phased return to increased face to face contact in line with national and local guidance.
- been trying to be creative about how to continue to offer some adapted Neurodevelopmental assessments during the pandemic where possible (as I know this has particularly come up as a concern in other forums)
- CAMHS continue to find creative ways to continue to offer some adapted Neurodevelopmental assessments during the pandemic where possible

CAMHS: Child & Adolescent Mental Health Service



Referrals and Acceptance rates

Acceptance by source

- Average referral acceptance rate was up from 45% in 18/19 to 66% in 19/20, an improvement of 21%
- Approximately 20% of referrals were made from schools – with an acceptance rate of 73%. This demonstrates the viability of our schools based interventions
- BMAE percentages are lower, to explore how representative the average referrals acceptance (39%) is of the local population.
- Good progress has been made following the implementation of SPOC, to continue to increase the acceptance rate for CAMHS overall.
- Referral sources in order of highest number received/accepted are GPs, Other, Schools, A&E, Social Care

Team	A&E	Transition to AMH	Carer	Child Health	Education Services	GP	Social Services	Other	Other Agency	Other Clinical	Other MH Trust	Police	Safeguarding	School	Self	Voluntary Sector	Youth Justice	Total
Neuropsychiatry Service		1	1		8	11	91	4	120		18	5		116				375
Crisis Care	202			1			3		3				1		1			212
CWP Programme						1	113	1	44		9	1		43				212
C&A MH Service	2		1	4	5	210	19	78		17	5			73		1		415
Child Early Intervention				10			7	1	9			38			1	1	1	68
Croydon Looked After CAMHS							10	72	16	1				2				101
Consultation/Panels								1										1
CAMHS Getting Help Team	1						3							2				6
CAMHS Getting More Help Team												2						2
CAMHS Getting Support with Risk								1	4			1						6
CAMHS LD Team				8		4	1	13			1			3		2		32
CAMHS Shared Care Team														1				1
CAMHS SPoC	3					9	4	2			1	1		7				27
CAMHS T4								1										1
CAMHS Trailblazer							2		2					23				27
CAMHS YOS						1	2	16		1				1			1	8
SEADS						6			50					62				118
Total	209	1	1	31	23	453	107	357	2	46	53	1	1	334	5	2	8	1634

FYYear	2019/20											
SubServiceLine	01	02	03	04	05	06	07	08	09	10	11	12
Croydon CAMHS												
BMAE	50.00%	31.67%	23.53%	30.23%	60.00%	21.67%	34.00%	48.08%	47.62%	37.50%	57.69%	25.81%
Not stated	5.77%	5.00%	5.88%	4.65%	3.33%	1.67%	6.00%				3.85%	3.23%
White	44.23%	63.33%	70.59%	65.12%	36.67%	76.67%	60.00%	51.92%	52.38%	62.50%	38.46%	70.97%

Referral acceptance % by ethnicity

CAMHS: Child & Adolescent Mental Health Service



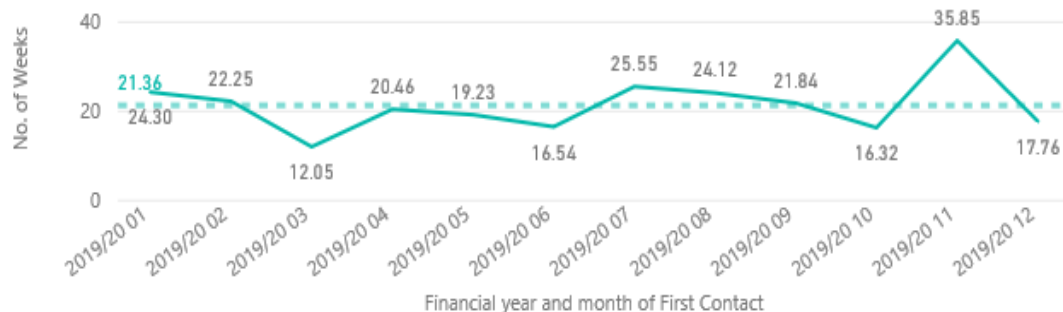
Waiting times

- Average waiting time had declined from 26 weeks to 21 weeks an improvement of 5 weeks
- Long waiting weeks are attributable to Neurodevelopmental assessments as detailed below
- 4 months delay was added due to Covid to the NPT wait for concluding appointments
- Staff ill health due to Covid
- Staff turnover and reduced capacity due to vacancies
- A whole systems review is in progress to improve access and waiting times
- Reviews are taking place to review the Neurodevelopmental pathways with other partner services

Page.56

Average wait time for first contact by month

Croydon - Average of Wait weeks for 1st Contact by FYYear and FYMonthNumber



Plans for 2020/2021

- Quality improvement initiative for foster carers
- Waiting list booklet for CYP and parents/carers
- Whole systems review of referral and assessment pathways



CAMHS: Youth Advisory Group



Throughout the year the service routinely gains feedback via the Trust PEDIC questionnaires which are completed by young people and carers who use the service.

Furthermore feedback and collaboration with young people regularly occurs via the bi-monthly Youth Advisory Group meeting.

Q1	<p>Two external facilitators joined the YAG to facilitate a Manga themed workshop and help design the YAG T-shirt. The Mental Health Awareness Week theme was of <i>Body Image</i>. The YAG helped with the following:</p> <ul style="list-style-type: none"> • update the display board in reception with information posters • suggestions on how to nurture a healthy body image. • tips from celebrities who have also struggles with mental health body image issues. <p>Young people from Croydon CAMHS have joined interview panels at Croydon CAMHS for staff interviews. The display board in the adolescent waiting room was updated with feedback from the YAG about social media use – pros/cons.</p>
Q2	<p>The YAG collaborated with the crisis team to develop a new Crisis booklet. The YAG provided feedback to one of the nurses about the potential idea of having a sexual health clinic linked with Croydon CAMHS. Updated our “You Said...We Did...” posters around the CAMHS building to communicate that we take their feedback seriously. Celebrated London Pride 2019 by decorating the reception areas with colour and rainbow displays, as well as signposting information for relevant support groups. Attended the Summer PIE event at the Anna Freud Centre where PPI events are celebrated, Croydon CAMHS and the lead for PPI gained awards for PPI work.</p>
Q3	<p>The YAG provided feedback on the proposed new referral pathway - SPOC. The annual PPI CAG event took place at the Anna Freud Centre “Building Bridges” and was attended by young people and their families from around the Trust. Croydon CAMHS hosted a Manga drawing workshop which was oversubscribed and received lots of positive feedback. Celebrated Black History Month by decorating the reception areas, building posters, information sheets, art resources and details of local community events celebrating BHM. Celebrated World Mental Health Day by decorating the reception areas with posters and displays highlighting the importance of looking after our mental health and detailing support sources. Attendees were offered everyone free pens and stress balls as part of the awareness campaign.</p>
Q4	<p>YAG met the Senior Children’s Commissioning Manager and heard about her role and updated her on the work of the YAG and their experiences. The YAG provided feedback on the development of the Children’s Wellbeing Practitioner (CWP) booklet for young people and families about their service. The service celebrated Children’s Mental Health Week, Chinese New Year, National LGBTQ+ month and International Women’s Day by decorating the building with posters and information leaflets.</p>



Complex Adolescent Panel (CAP) incorporating MACE effective from June 2019

A considerable number of adolescents, who were judged to be the most complex and at risk of harm, were being discussed in a range of different places. Following the findings of the Vulnerable Adolescent Review, Children's Social Care in conjunction with partners proposed a new Complex Adolescents Panel (CAP) to capture all of those children within one forum.

With effect from 1 June 2019, the weekly CAP replaced:

- weekly high risk missing meeting
- pre-MACE
- MACE
- monthly missing panel
- all initial CE risk management meetings

The CAP provides a forum where all the most complex children in the borough;

- Identified and discussed in one meeting
- Provided with a collective action and intervention plan
- Allocated resources that are available from panel members or via their connections/knowledge
- Manage risk in a shared way between agencies and practitioners
- Problem solve where possible amongst agencies
- Incorporate initial exploitation (MACE) discussions, and review high risk cases
- Gives senior managers in all agencies to have oversight of the most complex adolescents in the borough

Key Findings

- 156 Croydon YP judged to be at risk of child exploitation in 2019-20 – added to MACE Protocol and reviewed via Complex Adolescent Panel
- The number of children judged to be at risk of exploitation via MACE Protocol has increased month to month from June 2019
- There is now a more accurate profile of children at risk of exploitation in Croydon
- Complex Adolescent Panel held every week where exploitation cases are heard and MACE decisions are made
- Greater number of criminal exploitation cases now identified via Social Care/YOS/Police CCE Team
- Number of CSE cases on MACE Protocol remains low
- Approximately 30-45 children each month on MACE Protocol are judged as being at high risk of exploitation
- Evidence of National Referral Mechanism (NRM) Referrals being made for half of all cases on MACE Protocol –Higher prevalence for Child Criminal Exploitation cohort



Missing Children

446 children were reported missing in 2019-20

50% of those children were Missing from Home, the other 50% were children Looked After (CLA)

There were 3,282 missing episodes recorded for Croydon children between 1 April 2019 –31 March 2020

158 missing episodes lasted for 7 days or longer

A missing episode is one missing period, whether that be less than a day or 20 days, it is counted as one episode.

- Page 59
- Missing Episode Duration –54% of missing episodes started in year lasted for less than 24 hours
 - 80% of missing episodes related to Children Looked After missing from their placement
 - There was an increase in the number of missing episodes relating to children missing from home in Q4 2019-20 (January-March 2020)
 - 28 to 40 children were deemed as Repeat Missing each month, this related to them having at least 3 missing episodes in the month
 - For 11 months, April 19 to Feb 20 Children Looked After accounted for 85% or above of all repeat missing children
 - Counting only 24hrs episodes would reduce the volume of children deemed as repeat missing by 50%-60%

Return Home Interviews (RHIs) & Police Safe & Well checks

When a child has been missing the Police will conduct a Safe & Well check on their return, to ensure they are indeed safe and well. For children known to social care, they are offered Return Home interviews. whereby they will be visited and offered support. Also information will be sought to gain their perspective, seek to promote their safety, identify risks and determine the drivers for the missing episode.

RHI Offer and Completion Rates

- RHI Offer rate of 97% or above for all throughout the year
- RHI Completion Rate (where RHI is offered and accepted) was between 60-70% throughout year
- RHI Completion Rate is lower amongst older children especially those nearing 18th birthday





Children at risk & impact of crime

- Croydon has the second largest population and has the highest child population according to the Office for National Statistics. The ONS mid year estimates 2019/20 note there are 94,931 children living in the London Borough of Croydon. Barnet which has the highest overall population has a slight smaller child population
- Given the high child population it is therefore not surprising that Croydon has high numbers of children becoming known to the Police.
- During 2019/20 2641 children were Victims of Crime which is the highest number in London. (London Safeguarding Children's Board data 2019/20)
- Croydon consistently has the highest number of Missing Children in London. This is not solely related to the high child population, but Croydon is seen as a net importer of children as a result of having a substantial number of foster carers. As a result, approximately 400 children from other London Boroughs are placed in Croydon, many of whom are prone to going missing.
- Croydon noted the highest number of victims under 18 of Domestic Abuse Notifications; 249 victim during the period June 2019 to March 2020. Highest no of DA incidents in London.
- There have been 734 Racist Hate Crime offences in the last 12 months, with a hike in numbers since march 2020. The highest proportion of those crimes occur in central Croydon in the Fairfield Ward.

Page 60



- **Croydon Police Pilot – Operation Aegis**

This was a specific pilot with focus on Safeguarding, led by Keith Price Waterhouse in conjunction with retired officers and the Central Improvement Team.

The purpose was to improve safeguarding practice, the success of the pilot can be measured by the planned roll-out to all other London areas. CP training we delivered to all frontline officers, with specific attention of the Voice of the Child. Initial focus centred upon, Child Protection, Police Protection, Missing children, and exploitation. This broadened out to include Domestic Violence and sexual offences.

The result is a much more well-informed workforce, with daily DCI/DI safeguarding meetings to ensure wider knowledge and oversight of critical issues and incidents.



Children at risk & impact of crime

THINK : EVERY CHILD. EVERY TIME.



Police officers have a responsibility to ensure the safety and wellbeing of children.

When you arrest a child under 18. Remember three simple things;

1. Get an Appropriate Adult
2. Notify Social Services
3. Get a PAC Merlin

Ask three questions :



1. When you leave the police station, where will you go?

2. Have you any concerns about returning home?

3. Is there support that we can help you with or signpost?



Record this information and answers in CRIS det's under "QQIEverychild"

THINK ABOUT
SAFEGUARDING:
EVERY CHILD
EVERY TIME

- Every Child Every Time is a Croydon Police initiative building on the learning from Operation Harbinger, which focussed on children coming into custody and engaging with a detention sergeant.
- Croydon have set the onus squarely with the frontline officers and officers who will be dealing with the children in custody, who will have the greatest knowledge about these children.
- The main focus of this initiative is to encourage and promote the need for officers to have early discussion/strategy discussions with social care whilst the child is in custody.
- This is there to help inform and improve risk management going forward and improve multi-agency working around these vulnerable children.
- It also features extra safeguarding questions being asked by the officers in interview and by detention sergeants, before the child leaves custody to offer additional support and allow the child to air any concerns/risks unknown.
- It is also hoped that through engagement we may be able to improve the speed of how long children spend in custody(although availability of Appropriate Adults and solicitors still often hampers this)
- The principle of every child every time, is to keep every officer firmly focussed on the safeguarding issues for each child they come into contact with

Detective Chief Inspector David Williams,
Metropolitan Police Safeguarding Hub,
South BCU for Croydon, Bromley and Sutton



Children at risk & impact of crime

Prior to Covid 19 monthly meetings were in place between Police & Children's Social Care to look at collective issues across SPOC, such as Merlins and use of Police Protection. This is likely to be reinstated now that children are returning to school.

- Operation Encompass is a roll-out of a successful programme whereby schools are notified of DASV incidents involving their pupils, so they have an awareness of what the children are experiencing and are sufficiently informed to be able to touch base with those children and offer support and guidance.
- DRIVE is a Domestic Abuse Perpetrator scheme, which has been running as a pilot in Croydon for two years and has been funded for a further year, in addition to expecting roll-out across the Met.
- The purpose is to disrupt offending, and identify those suitable for an offenders programme.
- This work is undertaken in conjunction with RISE who look at the whole picture rather than any single presenting issue.
- RISE also offer programmes of support to Children who display violent or coercive behaviour.
- Operation Philomena has a focus on young people in Care Homes, and the risks they face. This would involve engagement by youth engagement officers, social services, Missing persons central and local units with care homes, setting expectations around how they manage children under their care, what measures in place to reduce incidents of going missing and to properly risk assess children with known vulnerable history so it can be better assessed whether the placement is the right place for them and will meet their needs. This follows a successful model used in Durham, called Operation Resolute, where they were able to reduce dramatically the repeat missing episodes of many of their children





Progress of the priorities identified for 2019/20

- **Partnership to support work to reduce disproportionality within the BAME group of children coming to attention of the YOS and gangs**

Representatives from the Violence Reduction Unit, South Area BCU Met Police and the YOS met to discuss the use of discretion with cannabis charges when carrying out Section 60 to avoid bringing children into the criminal justice system. We also support a piece of work with the Police as a trial where it was agreed this would happen – which it did successfully. We have also run a Young Male Group that had a number of guest speakers present which was really successful and we will continue to deliver this group. This area of work however needs continuous review.

- **Increase the opportunities for young people known to YOS aged 16-18 to access education, training and employment.**

We have seen a 30% reduction of those not in education meaning we are securing more positive outcomes for young people.

How we have done this?

We look at the data weekly to ensure those who are not in education are presented at a panel and we continuously seek opportunities (we are currently talking 25 young people).

We support young people with SALT assessment to identify needs to ensure we are placing people appropriately.

We have also started our Skill Mill programme – first London borough – employability programme. This programme has 8 young people over the course of the year offered employment with us to gain skills.

We are currently running an environmental programme with the first cohort that was given to us by Croydon Works. This partnership has really improved.

Separate to this we have formed a working relationship with Gloves not Guns and they are providing us with an outreach education worker who started a few weeks ago and has already secured outcomes.

We discovered that the old connections model was not fit for purpose for our young people many who needed much more intensive support.

Youth Offending Service



EDUCATION, TRAINING & EMPLOYMENT PRE & POST 16	Pre 16			Post 16			
	In full time ETE (25hrs +)	In ETE but not full time (<25 hrs)	Not in ETE	In full time ETE (16hrs +)	In ETE but not full time (<16 hrs)	Not in ETE	Missing / Incorrectly Recorded
Diversions	36	3	1	48	2	16	21
Cautions	20	1	0	7	0	5	11
Referral Orders	21	0	1	30	2	14	15
Youth Rehabilitation Orders	6	3	0	12	2	5	2
Custody Programmes	1	0	0	11	0	3	0

Page 64

COVID 19

As at August 2020 Covid does not appear to have impacted significantly upon the work or the YOS.

Numbers remain steady and on a similar trajectory to previous years.

Numbers from out of Court from April 2020 to August 2020

190 orders (48 cautions, 142 diversions)

The reoffending rate is 20.56% to date





Progress of the priorities identified for 2019/20

- **Increase support and response to children involved and at risk of 'county lines' and the associated issues of violence and child criminal exploitation.**

The gangs and County Lines prevention worker post is funded until March 2021. Since the advent of the Complex Adolescent Panel (CAP) this has been a steady referral route where young people at risk of exploitation are discussed. The Gangs Manager is a panel member at CAP and is able to steer those cases meeting the criteria to the preventions worker. This post is funded to work with 40 young people a year. As a more universal offer the Gangs Team deliver the county lines prevention workshop in the Boroughs secondary school. There is also the option of referring in to the pan London scheme Rescue and Response.

- Page 63
- **Increase capacity to deliver higher volume of gangs and SYV workshops in secondary school and the ongoing development of the schools workshop resources e.g. produce a new resource looking at use of social media and links to gangs and serious youth violence.**

Since Lockdown is has not been possible to deliver this piece and schools have not been in a position to book for future since returning in September. We have an agreement with all the Saffron Valley PRU sites that we will start delivery shortly to their students. The new social media resource has been filmed and the workshop questions will be added shortly.

- **Increase gangs prevention capacity and providing support and a presence to Early Help professionals in the locality hubs.**

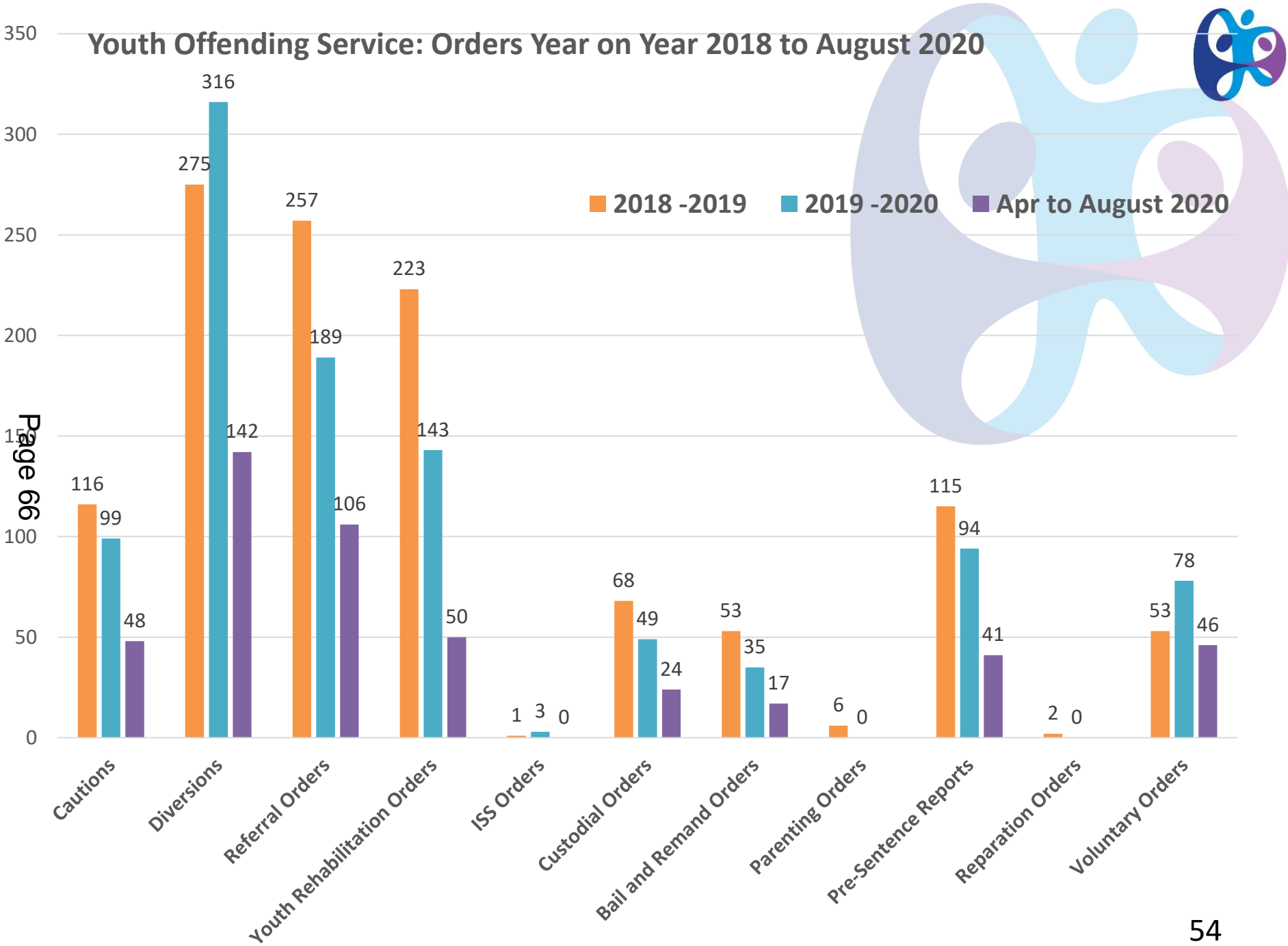
The gangs Prevention worker provides this capacity.

Once the hubs open again there is agreement with Early Help that the Gangs Team will hot-desk in each of the localities to offer assistance to staff around gangs. Presentations are given by the Gangs Team Manager at each localities quarterly Early Help team meetings to update on SYV and Gangs.

- **To build on the community SYV and gangs events and widen these to include more relevant partners.**

These events have been suspended since Lockdown and currently there are no plans to restart them. The partnership are actively looking at the current response to exploitation and SYV on the Shrublands Estate with a view to producing specific communications, workshops and public awareness events. Once Lockdown is eased we will look to run our regular events with Croydon Voluntary Action. Training via Teams has continued with delivery to foster carers, DWP, and is booked for all clinical staff at Croydon University Hospital.

Youth Offending Service: Orders Year on Year 2018 to August 2020



Page 66



Early Help & Children's Social Care (CSC)

Children's Early Help Social Care have been on an improvement journey and received regular Ofsted Monitoring visits throughout 2019. In February 2020 a full Ofsted inspection was undertaken and CSC were judged on Overall Effectiveness as Good.

[Link to Ofsted Report Croydon Inspection Feb2020](#)

Ofsted recorded the dramatic improvement on the previous 2017 inspection and noted that services for children and their families have been transformed. Mention was made of how previously identified weaknesses were tackled systematically and effectively.

Ofsted commented that areas that still need attention were identified and subject to the same relentless determination to deliver high quality services to all children in Croydon.

Areas for improvement

- Quality of written plans for children in need, children in care and care leavers
- Services provided to homeless 16-17 year olds
- Services for care leavers, particularly the range of suitable accommodation, responses to emotional health needs and preparation for independence.
- Placement sufficiency for children in care and accommodation for care leavers.



Page 67

WHAT IS THE CROYDON SPOC? Single Point of Contact

The SPOC is the ‘front door’ to Early Help and Children’s Social Care. It is a multi-agency service which works with a wide range of teams and partner agencies to agree the right support for children and families depending on their needs.

From 3 February 2020 its remit was expanded to include emotional wellbeing and mental health. Put simply, the SPOC offers easier access to advice and targeted support for all emotional wellbeing and mental health concerns about children and young people.

Early Help

Croydon Partnership
Early Help Network
Delivery Plan 2019 – 2021
Our ambition is that all children and young people in Croydon will be safe, healthy and happy, and will aspire to be the best they can be.

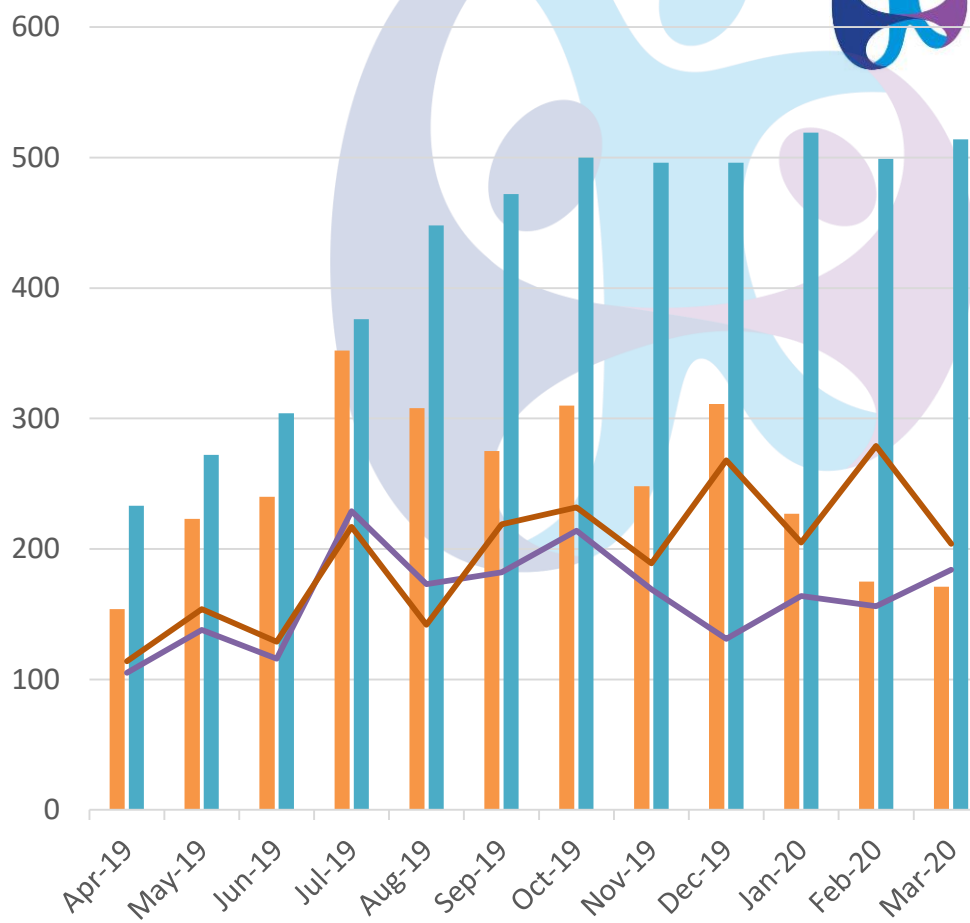
The future is theirs.’ [Link to Early Help Delivery plan](#)

Early Help aligned with Youth Services and has been relocated into the community in 3 locality hubs, spread across Croydon, delivering an integrated model of early help in conjunction with multiagency partners, Health in particular. .

The graph shows the steady increase in cases being supported through early help over the financial year.



Early Help 2019/2020



- Number of referrals into Early Help
- Number of cases (family) open to Early Help at the end of the month
- Number of Early Help assessments completed
- Number of Early Help cases closed



Early Help: Youth Engagement

Youth Engagement is responsible for:

- Development of the borough's Youth Engagement strategy, liaising with stakeholders, including children, young people and their communities, to ensure that their voices are reflected and incorporated with the strategy.
- Ensuring the delivery of high quality and effective intervention services for young people and oversee the planning, delivery and development of support to promote positive well-being and safety outcomes for children and young people.

What is working well?

- Youth Engagement Model embedded, with the ability to reach more children & young people, although Covid-19 has had an impact on Service Delivery.
- Troubled Families Lead embedded in structure. Payment By Results enables funds to be made Transformation Work
- The 'reach' to children/young people has increased in some areas due to the virtual option (Empire has increased three face to face sessions per week to 20 virtual sessions per week).
- The Youth Engagement Support Team has improved Assessment Completion and Team Around the Family meetings are in line with the Early Help Practice Standards
- The Teams adaptation to Microsoft Teams

Locality Working

Workers from Youth Engagement Support and the Locality Detached and Outreach team are now locality based (north, central and south)

working with a range of partners and practitioners to support children, young people and their families within their localities.

CLIP and Youth Engagement Support have been established within the Youth Service to prevent or reduce the need for statutory or specialist intervention, wherever possible and safe to do so.

Social Media

Across the service the various strands are now filming and taking pictures of sessions weekly to promote through Instagram and twitter. Partners are supporting by creating videos to post on social media as well as tagging us in their posts.

Reach: The number of unique users that saw our Instagram post or story on any given date

Impressions: The number of times your content, whether a post or a story was shown to users

The Young Croydon Website has been re-designed to be more user friendly. The website now has a 12 month calendar which promotes activities and events for young people within Croydon.

Dedicated website: <https://youngcroydon.org.uk/>



Early Help: Family Solutions Service

What is working well?

- Realignment of FSS service delivery, including launch of 'Step Down Clinics' liaison work underway to support relevant EH families into universal provisions where appropriate. #
- Increased collaboration between with colleagues in SPOC and Assessment Services
- Following two stakeholder consultation sessions in July 2020, the Terms of Reference which underpin the current administration of Early Help Panel meetings has been revised. The 8th September 2020 will see the launch of a new panel format, hosted by the North, South and Central locality on a fortnightly basis.

Page 70



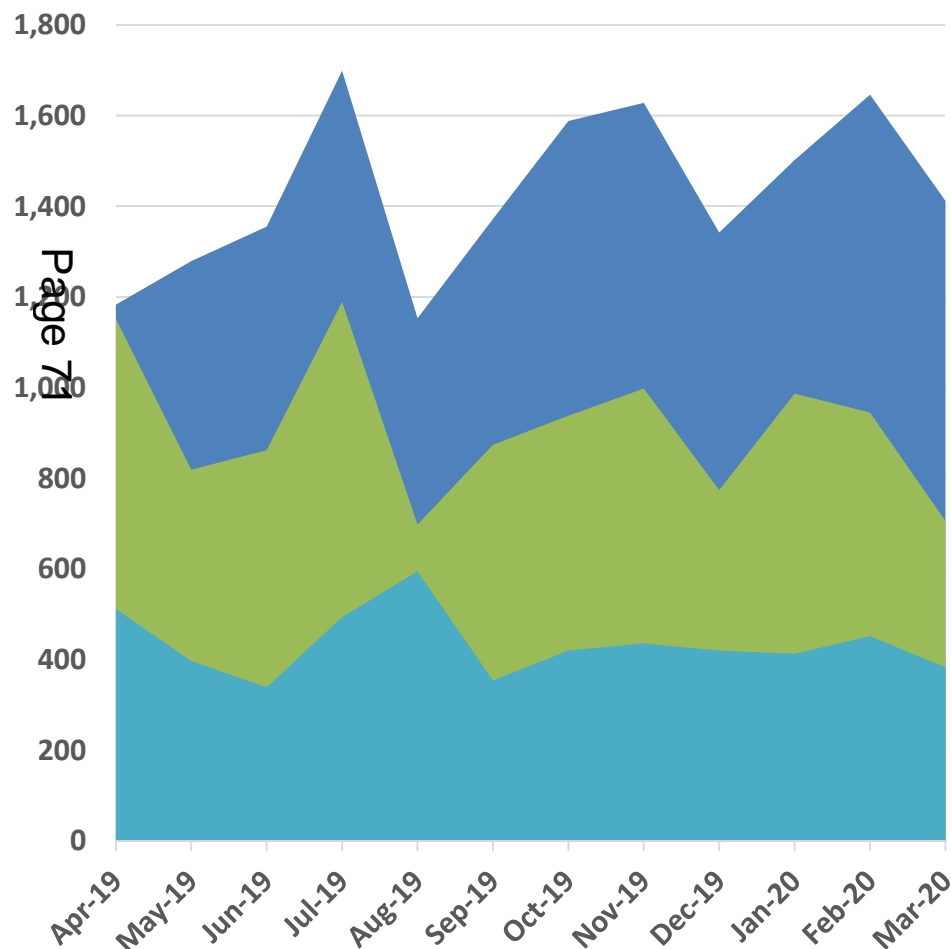
Priorities

- Ensure that risk within families remains overseen and managed in an appropriate way and that staff continue to experience ongoing support and supervision.
- Undertake joint QA activity and pursue random case oversights
- Locality Management to gain collective overview of learning and development activity undertaken by staff members within the past 12 months
- Review progress in amending current Early Help practice standards

Contacts & Referrals to Children's Social Care 2019/20



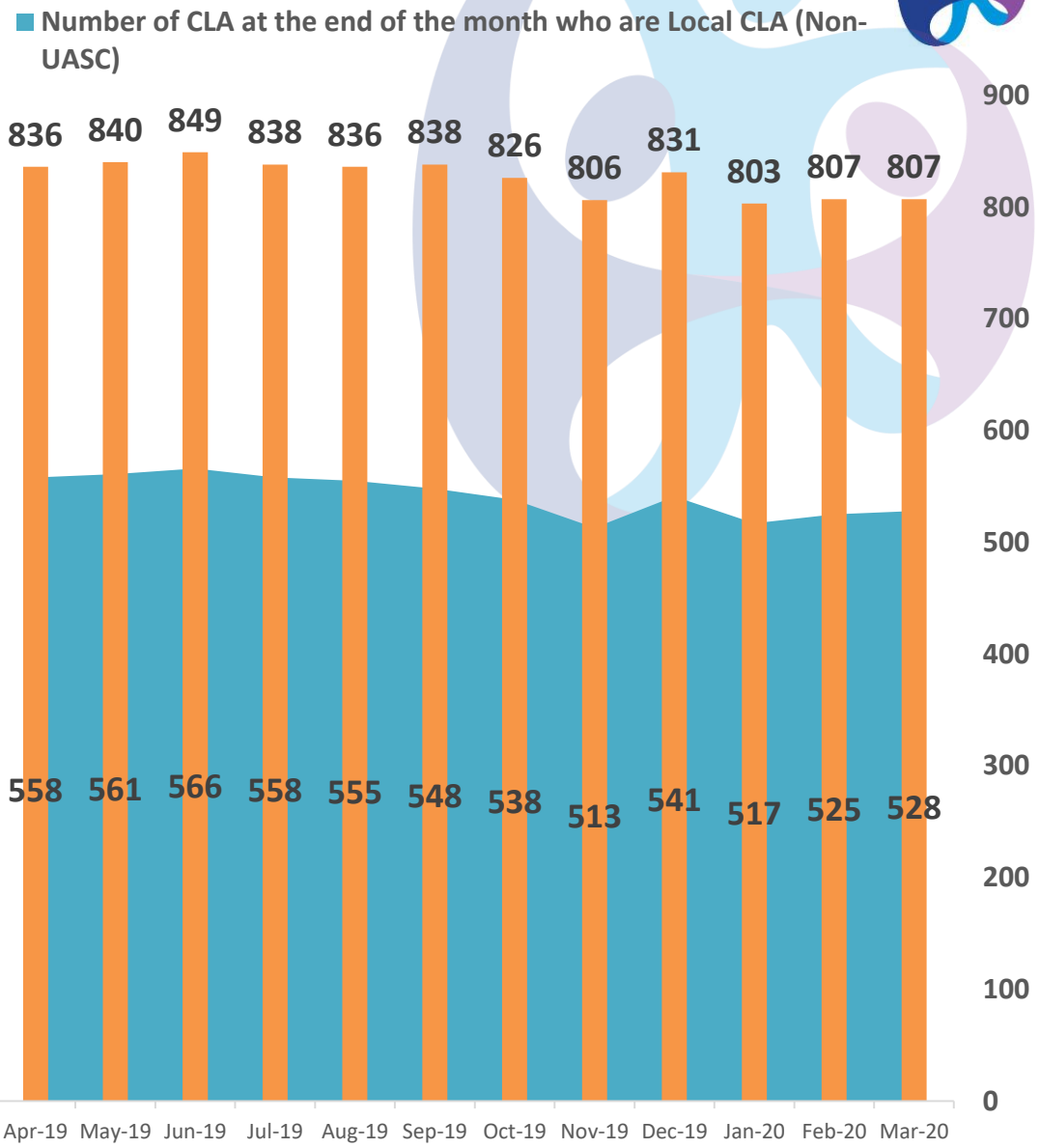
- Total number of children's contacts in month (SPOC Forms)
- Number of Contacts where the reason for contact was referral to children social care
- Number of referrals in the month



Ofsted noted:

- A vastly improved understanding of thresholds,
- together with co-located partners at the 'front door', known as the single point of contact (SPOC),
- Means that almost all children who are at risk of harm are swiftly identified and receive the right support.
- Well-established relationships and effective information-sharing with partners,
- with a shared focus on children's needs,
- Have strengthened decision-making and improved the quality and timeliness of strategy discussions.
- Responses to presenting need and risk are consistently triaged and prioritised, and for the vast majority of and for the vast majority of, children, the decisions are appropriate.
- The work of the assessment teams has been transformed by a whole -system review, additional capacity review,
- additional capacity review,, and
- effective management oversight at all levels.
- High -quality, child quality,, child-focused assessments, increasingly strengthened by the use of focused research now contain a good understanding of the child understanding of the child's lived experiences.
- Equality and diversity issues are well considered recorded in assessments Equality and diversity issues are well considered recorded in assessments Equality and diversity issues are well considered recorded in assessments and plans.
- Risk is well understood and clearly identified, and proportionate responses demonstrate a thoughtful and sensitive consideration of children's needs and vulnerabilities.

Children Looked After 2019/20



Inspection of Children's Social Care, Ofsted noted:

- Social workers work hard to enable children to remain in the care of their families.
- When this is not possible or appropriate, decisive action is taken, including effective pre-birth planning, so that the majority of children come into care in a timely manner.
- Children who return home from care, including those placed with parents, have robust plans in place to support such arrangements.
- All decisions for children to enter or leave care are overseen by a care panel which is chaired by a senior manager, to ensure sound and consistent decision-making.
- Social workers and independent reviewing officers (IROs) are focused on ensuring that children's health and emotional well-being needs are met.
- Children's services and health professionals are committed to improving the timeliness and quality of initial and review health assessments for children in care.
- A recently established operational health group is focused on improving processes and developing training across services.
- Children are now seen regularly, and records of visits increasingly outline a purpose and focus on key aspects of the care plan.
- Careful consideration is given to the diverse needs of all children and young people, and this is embedded in day-to-day practice. Social workers are skilled in direct work and in engagement with children.
- However, the effectiveness of this work is undermined by the high turnover of staff and the frequent changes of social workers for children in care.

Page 72



Children with a Child Protection Plan

Croydon started April 2019 with 712 children with child protection plans.

This number was unprecedented and had risen on a steady persistent increase from just below 400 children in April 2017. Whilst this was not unusual to see a hike in numbers following a poor Ofsted result, this number of children was out of proportion to statistical neighbours.

A new process was put in place to quality assure referrals for an ICPC to see if there could be social work intervention under a child in need plan and as a result of this, a number of ICPC requests were cancelled.

Children with CP plans for more than 12 months were subject to CSC review and those of 18 months or more subject to multiagency review. This enabled those children who needed more permanent solutions to be identified and intense work to be undertaken to support families to help make the changes they needed.

As a result of this, the numbers have reduced; by the end of March 2020 children with a CP Plan numbered 519, which is much more in keeping with the statistical neighbours figure.

Page 73



Education

Covid 19 Response:

Huge efforts were made by Croydon schools to ensure those most at need were able to access food and learning.

All schools supported those pupils who were financially vulnerable or had no recourse to public funds. This was done through delivering food or learning packs to doorsteps as a way of keeping in touch and ascertaining the safety of vulnerable children both in and out of Croydon, especially if contact has not been able to be made, while ensuring social distancing.

Schools also offered short sessions to single-parent families so that parents could go shopping, especially where supermarkets would not allow children in.

Printed home learning packs were delivered or collected, if the family had limited or no access to the internet or devices and checked which families required devices to support access to online learning, not only where they had no access but being sensitive to demands on larger families and/or where parents were working from home.

There was also follow-up by providing families with a device where needed and these being cleaned and checked for anti-virus software before delivery.



Safeguarding matters in schools:

13 complaints about schools lodged with Ofsted during April to Sept 2019

5 resulted in no further action.

3 were advised to follow their own complaints policy first.

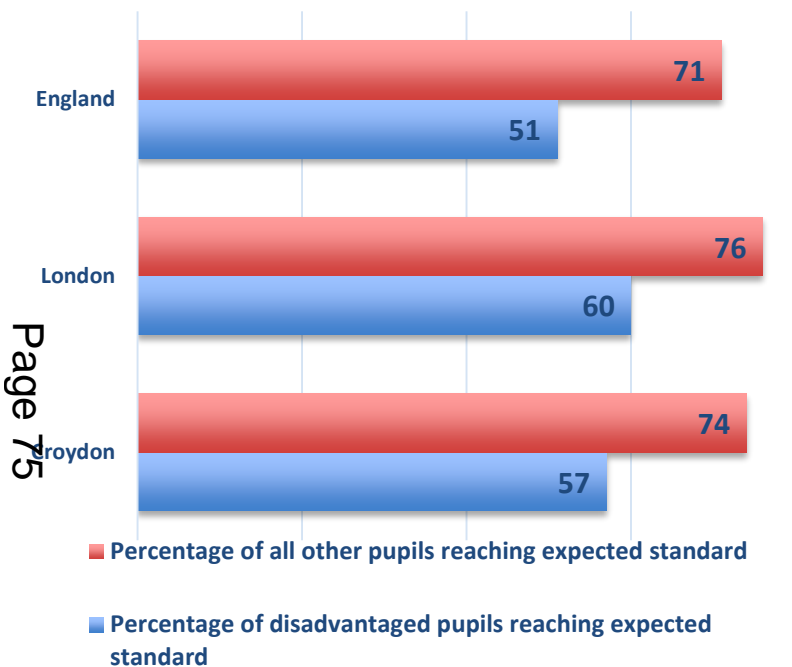
4 received letters to their Chair of Governors',
And the last one was very grateful for the advice from the local authority

Croydon published guidance on: Conducting a SEND Risk Assessment during the Coronavirus Outbreak
Government advice: [Link to Govt guidance re Covid 19 vulnerable-children-and-young-people](#)



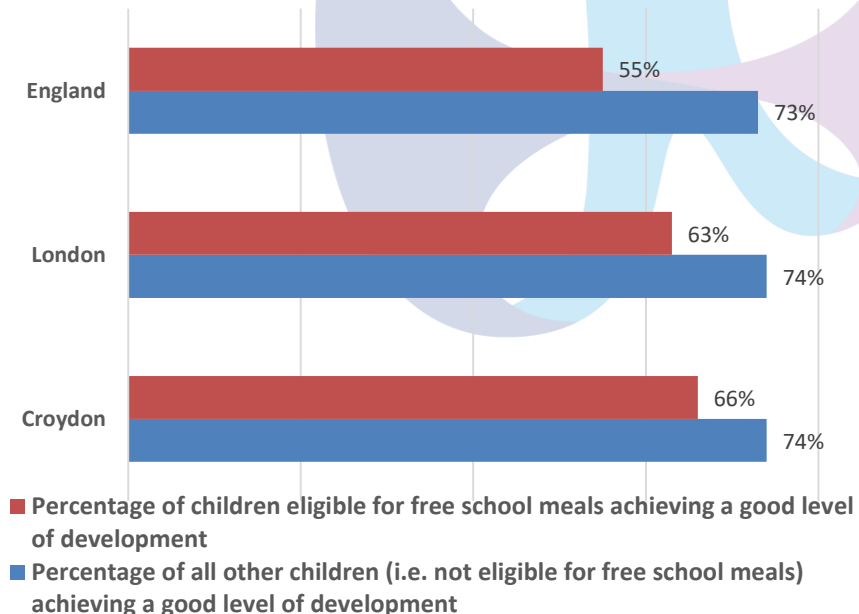
Education & development

Comparison between disadvantaged and other children 0 - 5 years old reaching expected standard



Page 7/5

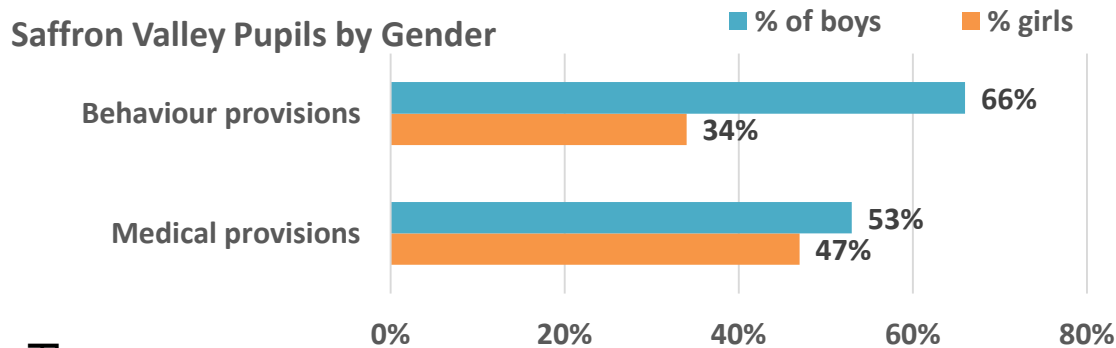
Good level of development: Comparison between children eligible or not for Free School Meals



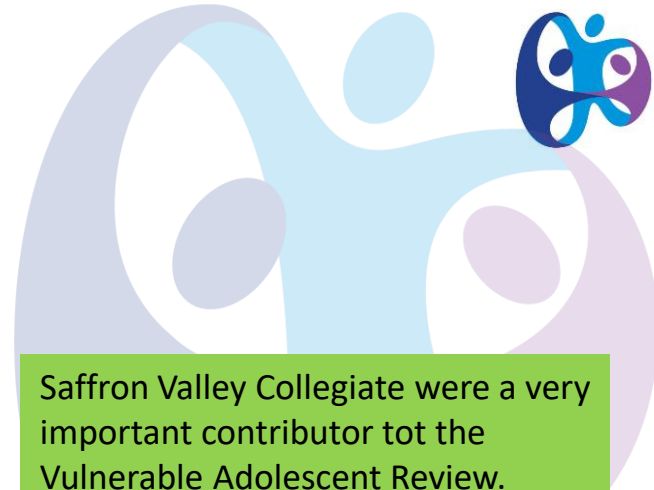
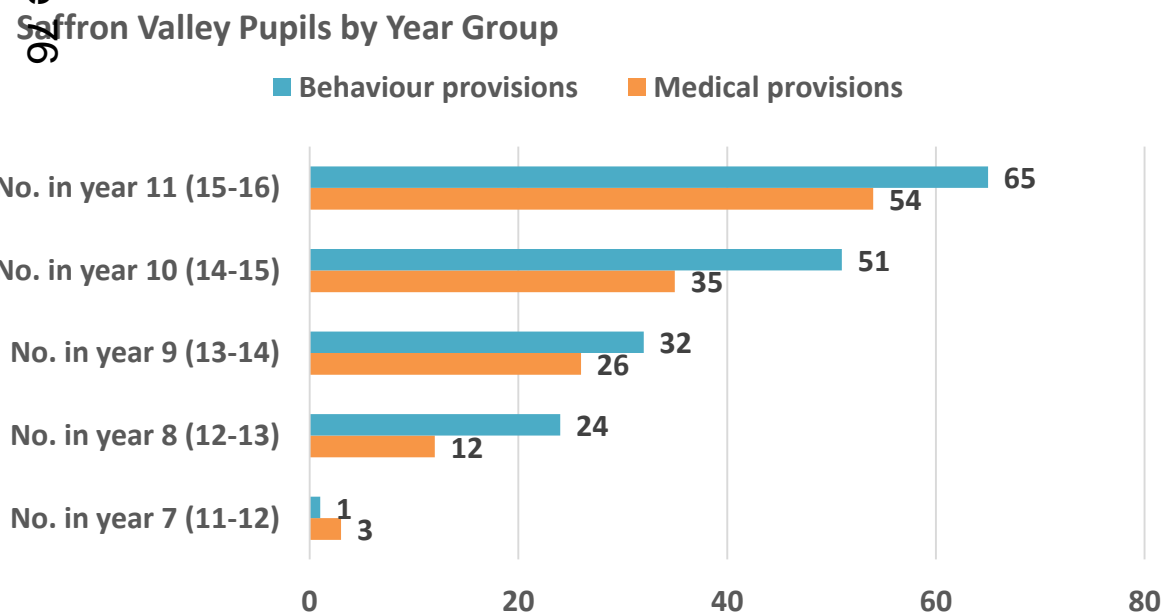
Impact of poverty on children’s attainment.

Croydon’s disadvantaged children, like those across the country do not fare as well educationally, nor in their development, as those children not experiencing poverty. However, the difference in Croydon, is not so marked as children in London or in England. (Info from Croydon Observatory). What is of concern is the disproportionate impact Covid 19 on the poorer section of the community, including children and their families. This was evident with the inability for some children to be able access online learning during the schools lockdown period.

Education – Pupil Referral Unit Saffron Valley Collegiate (SVC)



Page 76

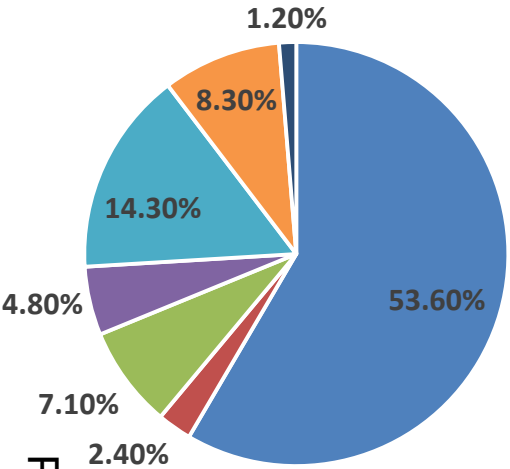


Saffron Valley Collegiate were a very important contributor tot the Vulnerable Adolescent Review. As the main receiver of those children excluded from mainstream schools they are well-placed to recognise the issues of disproportionality. The data provided demonstrates the gender differences of issues identified for girls and boys. There is a greater percentage of girls within the medical provision than in the behaviour provision where the boys are almost double the girls.

Although we know that teenage children in Croydon schools are almost 50:50 in the gender split.

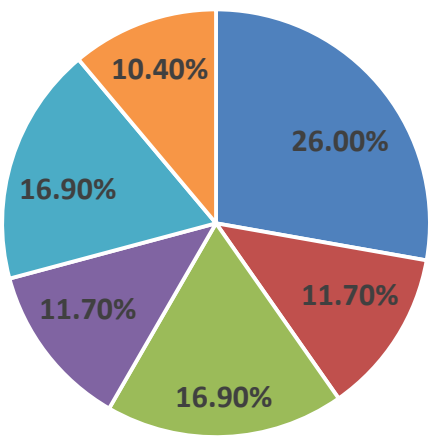
Education – Pupil Referral Unit Saffron Valley Collegiate (SVC)

Medical Provisions - 52.2% SVC
(includes mental health needs)



- White British
- Black African
- Black Caribbean
- Asian/ Pakistani (2) / any other Asian (2)
- Mixed background
- Any other background
- Refused

Behaviour Provisions - 47.8% SVC
(exclusion or risk of exclusion)



- White British
- Black African
- Black Caribbean
- Mixed background
- Any other background
- Refused

The ethnicity difference between the two provisions is marked.

More girls attend the medical provision than the behaviour provision and 53.5% of the children attending the medical provision are White British, but only 26% of those in the behaviour provision are White British.

40.3% of the children in the behaviour provision are Black African, Caribbean and Mixed background. But only 28.6% are Black African, Caribbean, Asian and Mixed Background in the medical provision.

These findings echo those found in the VAR60 cohort and have been instrumental in enabling agency challenge. The over-representation of Black boys being excluded and presenting to the Fair Access Panel for alternative schooling is being addressed proactively.

There is increasing recognition that the VAR findings need to be acted upon to seek to intervene much earlier in children's lives to prevent exclusion and loss of education that has been seen as almost inevitable conclusion for too many Black children.



GLOSSARY

Page 78

BAME	Black, Asian Minority Ethnic
BCU	Basic Command Unit
BHM	Black History Month
BLM	Black Lives Matter
CALAT	Croydon Ault Learning & Training
CAMHS	Child & Adolescent Mental Health Service
CAP	Complex Adolescent Panel
CCE	Child Criminal Exploitation
CG	Clinical Commissioning Group
DOP	Child Death Overview Panel
DR	Child Death Review
Hat	Child Health at home
HIST	Croydon Health Integrated Safeguarding Team
HS	Croydon Health Service
CIN	Child in Need
CLA	Children Looked After
CLIP	Croydon Local Intelligence Programme
CP	Child Protection
CPFC	Crystal Palace Football Club
CQC	Care Quality Commission
CSC	Children's Social Care
CSE	Child Sexual Exploitation
CWD	Children with Disabilities
CYP	Children & young people
DA/DASV	Domestic Abuse/ Domestic Abuse & Sexual Violence
ETE	Education, Training & Employment
FGM	Female Genital Mutilation

GCP2	Grade Care Profile version 2
HV	Health Visitor
ICPC	Initial Child Protection Conference
JSNA	Joint Strategic Needs Analysis
KPI	Key Performance Indicator
LADO	Local Authority Designated Officer
LCSPR	Local Child Safeguarding Practice Review
LeDeR	Learning Disabilities Mortality Review
M/A	Multiagency
MACE	Multiagency Child Exploitation Panel
MH	Mental Health
PH/PHN	Public Health/Public Health Nursing
PVI	Private, Voluntary and Independent
QA	Quality Assurance
RHI	Return Home Interviews
RISE	Refuge, Information, Support and Education Charity
S & L/ SALT	Speech & Language/ Speech & Language Therapy
SCR	Serious Case Review
SEND	Special Educational Needs & Disabilities
SLAM	South London & Maudsley NHS Trust
SPOC	Single Point of Contact
SYV	Serious Youth Violence
TAS	Team Around the School
VAR	Vulnerable Adolescent Review
VOC	Voice of the Child
WT	Working Together 2018
YAG	Youth Advisory Group
YOS	Youth Offending Service



The CSCP Annual Report 2019/20 has been drawn up by the CSCP Team from the contributions of CSCP partners.

It has been approved by the CSCP Executive, the Croydon Council Children & Young People Scrutiny Committee.

The report is published on the CSCP website at <https://croydonlcsb.org.uk/>

If you require any further information about any of the content please contact the CSCP team at cscp@croydon.gov.uk

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REPORT TO:	CABINET 14 DECEMBER 2020
SUBJECT:	Croydon Safeguarding Adults Board Annual Report 2019/20
LEAD OFFICER:	Annie Callanan, Croydon Safeguarding Adult Board Independent Chair Guy Van Dichele Executive Director, Health, Well-being and Adults
CABINET MEMBER:	Councillor Janet Campbell, Cabinet Member for Families, Health & Social Care
WARDS:	All
CORPORATE PRIORITY/POLICY CONTEXT/ AMBITIOUS FOR CROYDON	
<p>The Safeguarding Adult Board is a statutory function, whereby each Local Authority must establish a Safeguarding Adult Board for its area (S43 Care Act 2014). Safeguarding Adults is therefore a key corporate priority and is part of all the relevant key plans for adult social care.</p>	

FINANCIAL IMPACT
<p>There are no direct financial implications arising from this report as all priorities within the 2019/20 Croydon Safeguarding Adults Board Annual Report have been funded through the 2019/20 Adult Social Care budget.</p>
FORWARD PLAN KEY DECISION REFERENCE NO This is not a key decision

<p>The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below</p>
<p>1. RECOMMENDATIONS</p> <p>1.1 To note the Annual Report of the Croydon Safeguarding Adult Board and to receive the recommendations arising from the Scrutiny & Overview Committee held on the 10th November 2020.</p>

2. EXECUTIVE SUMMARY

- 2.1 The purpose of the CSAB Annual Report is to detail the activity and effectiveness of the CSAB between April 2019 to 31 March 2020. The report is submitted by the CSAB Independent Chair, Annie Callanan. It ensures that the statutory partners (Council, Health and Police), residents and other agencies are given objective feedback on the work and the effectiveness of local arrangements for safeguarding adults. The report includes the 2019/20 objectives and the underpinning priorities for each outlining what has been achieved and the work which needs to continue to be worked on.

2.2 A Safeguarding Adults Review (SAR) was undertaken during this year of reporting and a summary by way of a 7 Minute Briefing for this SAR is included on page 13.

3. Croydon Safeguarding Adult Board [CSAB] Annual Report 2019/20

3.1 The CSAB Annual Report is introduced by the Board's Independent Chair Annie Callanan who took up post in January 2018.

3.2 The report is due to be presented at Cabinet on the 14th December 2020. It is an important function of the Council to have oversight of the adult safeguarding activity in Croydon. The report provides an update on the multi-agency work by the CSAB partnership to safeguard adults in Croydon.

3.3 The information gathered for this report is submitted by all partners, agencies and residents. It reports on the activities they have undertaken aligning the work to the board's priorities.

3.4 The data pages (9 - 11) includes sources from the data submitted to the DHSC in October 2020 which looks at safeguarding contacts received during 2019/20 and whether they have progressed to a safeguarding enquiry. The figures show a comparison between 2018/19 and 2019/20 with regards to the type of alleged abuse, number of referrals and ethnicity. Where appropriate percentages and numbers have been included and a breakdown of the source of referrals.

3.5 The data reveals the gap between the Black, Asian and Minority Ethnic (BAME) rate per 1000 population is 2.1, an improvement from 2.7 in 2018-19. However, the Asian groups and those classed as Black African are the least referred for safeguarding. More work needs to be done to improve this further and the report sets out plans on how this work can be taken forward, a new sub group 'Voice of the People' has been established and are looking at ways to improve engagement and communication with Croydon residents.

Page 11 provides a breakdown of the types of abuse showing that 4 in 7 safeguarded adults were referred as experiencing abuse in their own home a decrease of 1% compared to last year. Similarly 10 in 17 were referred as experiencing abuse from someone they knew, a decrease of 2%.

3.6 National comparisons to neighbouring borough data is currently not available but can be shared when it has been published.

3.7 Each of the priorities are addressed by listing what has been done and what further work needs to take place. Below are some examples from the report:

Prevention: A further multi-agency audit was undertaken which included a challenge workshop, the theme was Dementia (page 18), this was well received and further audits planned. The Hoarding Project continues. The Local Authority has implemented Community Led Social Work focussed on prevention and moved to a Localities Model. Operation Nogi is an excellent

example of partnership working with response Police Officers carrying out visits to vulnerable elderly people following referrals from ASC and Trading Standards.

Commissioning: The CSAB Intelligence Sharing Sub Group continues it's excellent work with partners, gathering information and intelligence in order to improve the Croydon provider market. CCG and CHS have been working towards an integrated model to strengthen safeguarding arrangements across the health services in Croydon.

Making Safeguarding Personal [MSP]: This initiative ensures the safeguarding process focuses on the needs of the person and their voice is at the centre of the safeguarding enquiry. Age UK continue to ensure the Croydon resident's voice is heard clearly and their wishes and preferences met to the best of their ability. The CSAB Scorecard implies that improvement has been made at identifying those who are lacking capacity and ensuring they are supported.

Voice of the Croydon Resident: This is an important part of the work of the CSAB and although there has been some areas of improvement (Page 20). However, further work in this area is needed and this work will be taken forward by the new Voice of the People Sub group which will be chaired by Nicky Selwyn, Chair of CASSUP. The group will be exploring ways of capturing feedback from those who have used the services with a focus on demographic groups which are under represented in the safeguarding data. Raising awareness of the work of the CSAB and understanding what 'safeguarding' means to residents will be part of this groups work programme. Page 22 of the report provides examples of feedback from those who have used the services.

Communication and Engagement: The board has continued to raise awareness of the work undertaken, this has been carried out by the team members attending meetings, speaking with partners, workshops, forums along with the new website. At the start of the Covid-19 pandemic the CSAB website was used as an information hub for the partnership. The engagement from partners and wider agencies is excellent and can be evidenced in the contributions for the annual report, multi-agency scorecard data collection, attendance at meetings and strong partnership working which was demonstrated during Covid-19.

- 3.8 As this report covers the period up to the end of March 2020 Covid-19 pages (pages 5 – 7) have been included. Although this covers the early stages of the pandemic the CSAB wanted to share the good practice which took place across the partnership, the list of possible increases in vulnerabilities and what needs to be done going forward. During the Covid-19 period the CSAB continued to carry out the statutory functions with the Board and Sub groups continuing to meet.

4. CONSULTATION

- 4.1 The three strategic partners [Local Authority, CCG and Police] along with other organisations and agencies have contributed to the annual report. Resident feedback and the Lay Members comments have been included within the report.
- 4.2 Contributions are gathered either by both the completion of a template and by continuous recording throughout the year, using the CSAB structure of meetings, workshops, events and forums.

5. PRE-DECISION SCRUTINY

- 5.1 The report was presented to Scrutiny on the 10th November, the Independent Chair was supported by colleagues from the three statutory partners (Local Authority, Health and Police).
- 5.2 **In reaching its recommendations the sub-committee came to the following conclusions:**
- a) The Sub-Committee was reassured by the partnerships commitment and engagement with each other to safeguarding the vulnerable residents of Croydon. Work will continue across the partners and the wider partnership on the programme of work set out in the Strategic Plan.
 - b) The attendance of all partners at the meeting was encouraging as the sub-committee was presented with a view of all partners' involvement in the partnership. The CSAB will continue to build on what is already a strong relationship, continually reviewing membership of the board and sub groups ensuring the wider partnership are represented. Scrutiny raised a point around Healthwatch representation and since that meeting the CSAB can confirm that the Chair of Croydon Healthwatch has agreed to be a member of the board. Further work is taking place for them to identify representation on both the Intelligence Sharing and Voice of the People Sub groups.
 - c) There was a lack of evidence of staff awareness and adequate training on communicating with and understanding the needs of people with disabilities such as Autism. This suggestion will be taken forward to the newly established Training & Improvement Sub Group, also speaking to performance colleagues in order to draw on data and colleagues within Adult Social Care.
 - d) Whilst work had begun to unpick the experiences of the BAME community, Members were not reassured that the partnership yet has a clear pathway to managing the issues with communication and engagement with the BAME community. The CSAB would like to reassure Cabinet that this work is being progressed, since Scrutiny the Voice of the People sub group held their second meeting. Membership of this group had been increased with key representatives including the Chair of the BME Forum. The Leeds Safeguarding Adult Board Citizen Engagement Officer attended to share the work they have undertaken which included development materials such as

posters and a Citizen Led Practice Guidance Booklet which was co-produced with the community using established networks and forums. This work is being taken forward by this sub group.

The Scrutiny Sub-Committee made the following Recommendations:

1. That a training needs assessment be carried out and for the partnership to continue to challenge itself on increased awareness of and improving the experiences of people with disabilities.
2. That a briefing be provided to the sub-committee on what steps the partnership will take on improving the experiencing of BAME community. The CSAB will develop a briefing and share with the CSAB Chair's sub group prior to sharing with the sub-committee.

6. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 6.1 There are no direct financial implications arising from this report as all priorities within the 2019/20 Croydon Safeguarding Adults Board Annual Report have been funded through the 2019/20 Adult Social Care budget..
- 6.2 The CSAB is funded from allocations from the partners and therefore has a multi-agency budget. Croydon Council contributes £59k per annum and all other key partners contributions can be found on page 26 of the report.

Approved by: Josephine Lyseight, Head of Finance on behalf of Lisa Taylor, Director of Finance, Investment and Risk

7. LEGAL CONSIDERATIONS

- 7.1 The Head of Litigation and Corporate Law comments on behalf of the Director of Law and Governance that pursuant to Schedule 2 of the Care Act 2014, as soon as feasible after the end of each financial year, CSAB must publish a report on:
 - What it has done during the year to achieve objectives/priorities.
 - What has been done during that year to implement its strategy.
 - What each member has done during that year to implement the strategy.
 - The findings of reviews arranged by it under section 44 (Safeguarding Adult Reviews [SARs]) which have concluded that year (whether or not they began in that year).
 - The SARs arranged by it under that section which are ongoing at the end of the at year (whether or not they began in that year).
 - What has been done during that year to implement a findings of a review arranged by it under that section.
 - Where it decides during that year not to implement a finding of a review arranged by it under that section, the reasons for its decision.
- 7.2 The CSAB must send a copy of the report to the Chief Executive and the Leader of the Council, the local policing body the whole or part of whose area is in the local authority's area, the Local Healthwatch organisation for the local

authority's area, and the chair of the Health and Wellbeing Board for that area.

Approved by Sandra Herbert, Head of Corporate Law and Litigation on behalf of the Director of Law and Governance & Deputy Monitoring Officer

8. HUMAN RESOURCES IMPACT

- 8.1 There are no direct Human Resources implications arising from this report for Croydon Council employees.

Approved by: Debbie Calliste, Head of HR for Health, Wellbeing and Adults, on behalf of the Director of Human Resources

9. EQUALITIES IMPACT

- 9.1 A key priority for the Council is ensuring we work with our partners to make Croydon a stronger and fairer place for all our communities. The impact of the proposals that have been and/or will be delivered through the structures outlined in this report are expected to have a positive impact on residents with different protected characteristics, in particular the demographic groups which are under represented in the safeguarding data. This will include linking with other pieces of work undertaken across the partnership, a new sub group for the board 'Voice of the People' will take this work forward. [Page 20 of the report]
- 9.2 Quality assurance data provided in the annual report is designed as a summary set of information and is provided at a high level, without detailed breakdown of groups and various protected characteristics. However, as a multi agency board and with an independent identity the CSAB Performance Dashboard will still enable Croydon Safeguarding Adult Board to assess its impact against the Council's Equality Policy (2016/20) and statutory Equality Objectives (2016/20). Although partner agencies cannot be held accountable to these, as statutory agencies they will have their distinctive organisational equality objectives and policies, under the Public Sector Equality Duty.

Approved by: Yvonne Okiyo, Equalities Manager

10. ENVIRONMENTAL IMPACT

- 10.1 None

11. CRIME AND DISORDER REDUCTION IMPACT

- 11.1 None

12. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

12.1 That the Council notes the work and effectiveness of the CSAB in ensuring the safeguarding of adults at risk in Croydon. That the council to also note the planned work for 2020/21.

13. OPTIONS CONSIDERED AND REJECTED

13.1 None

14. DATA PROTECTION IMPLICATIONS

14.1 **WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?**

NO

14.2 **HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?**

NOT APPLICABLE

The Director of Operations, Annette McPartland

CONTACT OFFICER:

Annie Callanan
Independent CSAB Chair
Annie.callanan@croydon.gov.uk

APPENDICES TO THIS REPORT:

Draft CSAB Annual Report 2019/20

BACKGROUND PAPERS:

None

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Croydon Safeguarding Adult Board

ANNUAL REPORT - 2019/ 2020

“working together safeguarding, supporting and making services better for adults in Croydon who are at risk of abuse and neglect”



Foreword by Independent Chair	3
Covid-19: Good practice/Mary's Case/Post Covid-19/What needs to be done?	5
Croydon Statistics	9
Role of the Lay Member	12
Learning and Development	13
VB SAR – 7 Minute Briefing	14
Priorities 2019 – 2020	16
Prevention	17
Commissioning	20
Making Safeguarding Personal	21
Voice of the Croydon Resident	22
Communication and Engagement	24
Governance and Accountability Arrangements	25
CSAB Funding	26
CSAB Structure & Roles of the Sub groups	27
London Ambulance Summary Report	29
Priorities 2020 – 2021	31
Glossary	32
Contacts	33



Foreword by Independent Chair

Welcome to the 2019/20 Annual Report of the Croydon Safeguarding Adult Board

I am pleased to introduce the Annual Report of the Croydon Safeguarding Adults Board [CSAB] 2018 -2019. In this Report we identify areas where we have performed well, areas where we have much more to do and areas where we are, across all sectors, significantly challenged as we move into winter 2020.

We met to look carefully at the work we do as a Board on our annual Development Day, facilitated by a former Director of Adult Services and a current Board Chair. We decided that although we had made significant progress there was still work to do and so rather than move away from 2017 -2018 Priorities, we built on our achievements and honed them to reflect more challenging work.

Statistical information and Data Collection has improved year on year so that agencies are better informed about volume of work, recurrence of events and report progress, through provision of narrative from Operational Managers, in areas where real progress is being made. In that way agencies are better informed, able to work together to improve quality and to be assured as a Board of capacity for progress.

Our Lay Member who acts as an independent voice on the board has provided feedback (page 12) on the progress the board has made over the year. He plays an important role in the oversight and scrutiny of the CSAB decision making.

We have published a Safeguarding Adults Review (SAR) in relation to a case involving a 79 year old woman, found sometime following her death at home. It identified gaps in working across agencies to protect people who are vulnerable and this case has

helped all agencies to learn and led to changes in systems and practices.

Our priorities for 2018/19 were prevention, commissioning, making safeguarding personal, voice of the Croydon resident and communication & engagement.

It was agreed at the Development Day to establish a new Training and Improvement Sub group. The work of this group will involve establishing evidence that services are responding to Learning Events and Safeguarding Adults Reviews (SARs) as well as learning from multi agency audits. The work is focused on what works well and what works less well for those who use services and their families. It is our expressed intention as a Board to make sure we can evidence change and improvement in practice.

The CSAB has increased awareness of the Safeguarding Adult Board by supporting campaigns, an improved website and by publishing it's first newsletter which will in future months move to an online Blog. We have continued to build strong relationships across the wider partnership which has provided many opportunities for joint working and shared learning.

Further engagement work includes the work undertaken with Children's Services on areas such as Transitions between Children's and Adult services. We have further built on our relationship with SLAM leading to more opportunities and engagement providing shared insight into Mental Health Services.



We need to be better at engagement in order that we reflect the range of needs and wishes of Croydon residents including all BAME groups and individuals ensuring communities are not under represented in the data collections.

We were all, towards the end of the timeframe for this annual report, as individuals, families, institutions and services significantly challenged by the Covid-19 pandemic. Although this report covers the period up until the end of March 2020, we felt it to be important to share examples of the good practice and partnership working which took place across the sector at the start of the pandemic but also the challenges we face going forward.

As a Board we initially postponed two meetings but then took the decision very quickly it was important to the work of the board to hold all future meetings virtually and deliver on the board's statutory duties. The CSAB team offered their support to operational services wherever and whenever we could. We experienced staff, at every level in all agencies, step up and make sure that every vulnerable person in Croydon was and continues to be supported. The pressure was immense, the cost to individuals, members of staff who lost their lives and or members of their family and friends, members of our collective home or work community was unprecedented however, staff and volunteers in Croydon responded and services continued.

The SAB is aware the current climate remains significantly challenging not least due to the huge impact on all sectors of the Borough. Covid-19 will continue to challenge and we will, as a SAB, continue to work closely together to add value to governance and to maintain progress across all agencies in improving safeguarding services in Croydon.

I continue to appreciate the hard work of colleagues in making progress and looking forward to the year ahead as we continue to improve services and prevent abuse in Croydon.

Annie Callanan
CSAB Independent Chair



Covid-19: Good Practice across the partnership [March to July 2020 with further examples will be shared in the 2020/21 Annual Report]

Page 93

CUH have been innovative by introducing a Memory Box arrangement, which has been used for children. These was a response where families had not been able to visit at end of life.

LA Care Support Team deep dive work with Care Homes

SLaM launched an APP which enables clients to interact with their clinical teams

Support for care homes across the partnership establishing a health & care Covid-19 coordination group. Bringing together agencies and many homes felt supported. Cannot underestimate the scale of difficulties they faced.

A Summit in June held by SLaM with an emphasis on prevention around MH to look at working together to protect communities in response to Covid-19.

GP practices adopted a remote first/total triage system as directed by NHSE and used video calls to support care homes.

GPs shared their positive stores with the designated nurse at a virtual GP safeguarding leads forum. One practice over ordered on hand sanitizer which they then transferred into smaller bottles for patients use.

Evidence of strong partnership working around hospital discharge

Operation Nogi has been stepped-up due to the increase in Covid-19 related scams especially targeting the elderly and vulnerable. This will enable more vulnerable people in the community to benefit from these visits. Crime Prevention on how to avoid coronavirus scams

<https://www.met.police.uk/advice/advice-and-information/c19/coronavirus-covid-19/fraud-and-scams>

Challenges working under Covid-19

- Safeguarding adults during extraordinary times in a pandemic – no previous experience of this.
- Organisations and agencies were learning to work in a very different way.
- Social Worker’s personal challenge of recent recovery from Covid symptoms and supporting family members recovering from Covid.
- Due to Covid lockdown communication with responsible local authority was challenging. IT eg phones not set up for home working. Information requests therefore not provided in a timely manner.
- Responsible authority not doing visits due to lockdown or providing updates when carers not allowed access.
- Delays in setting up package of care.
- Very little information was known about Matthew, no previous involvement from ASC.
- Accessing interpreter service.
- Difficulties in communicating with Matthew’s GP to ascertain health, mental health and possible substance misuse.
- Mary was not registered with a Croydon GP.
- No new patients being accepted by Croydon GP or home visit being conducted due to Covid.

Mary’s Background

Mary is a 84 year old Asian female of Indian origin and of Catholic faith who at the time of enquiry was living with her brother ‘Matthew’ in Croydon after moving from another borough. Mary worked as a nurse in India. She has complex health needs dementia, chronic kidney disease, high blood pressure, type 2 diabetes and Hypothyroidism. Mary was in receipt of a care package when in her own home and Matthew viewed himself as her primary carer. He was obstructive around care provision and could be physically and verbally aggressive towards professionals and care staff require police involvement.

In March 2020 Mary had been admitted to her local hospital just prior to the referral received by Croydon Safeguarding team on 13 March 2020. Mary was discharged to live with Matthew in Croydon who said he would accept a package of care which was never set up.

A safeguarding referral was received on the 13/3/20 possible neglect. Funding authority contacted to visit Mary and it was determined that she lacked capacity around care and residence. There was a delay in organizing the care package. Safeguarding enquiry was triggered.

Outcome

The funding authority facilitated a safe discharge to a short term placement for Mary in her home town and arranged an urgent DoLs. Mary was reported to be settling well.

A follow up call with Matthew who was reported to be fine and was getting his door fixed.

What worked well

- Effective and swift contact with pharmacist in both authorities.
- LAS provided a person centred response in line with MCA and MSP.
- Good partnership working.
- Ongoing management support and guidance through the enquiry.
- Personal development and learning for the Social Worker.

Safeguarding Enquiry during Covid-19 : ‘Mary’

Summary of Work undertaken

- 25/3 welfare phone call of both Mary and Matthew.
- 27/3 Welfare Visit (1), main concern Mary without medication but Matthew wished to collect it rather than delivered.
- 31/3 call to Matthew - non collection of medication.
- 1/4 Welfare visit (2) medication collected, meals on wheels refused by Matthew.
- 9/4 Emergency Welfare visit (3) but difficult to get into the property with Matthew saying he wouldn’t answer the door in the future. Concerns still around medication but Mary looked content and well dressed.
- 15/4 virtual formal safeguarding risk management meeting to be arranged – concerns around acceptance of care and saying he was moving to an unknown address. Safeguarding plan to be developed.
- 16/4 note on Matthew’s door ‘gone away for 6-8 weeks’. Mary’s neighbour confirmed they were still at home. Matthew attended the pharmacy on the 14/4, GP confirmed dementia diagnosis and agreed LAS needed to attend. Police contacted and joint welfare visit arranged. Virtual interpreter arranged.
- Social worker attended and believed they were in the property, Police took decision due to lack of evidence not to force entry and left.
- SW spoke to neighbours, note no longer on the door, Police called back and forced entry, LAS called. Matthew was aggressive and hostile so Police needed to be called back to restrain Matthew.
- SW accompanied Mary in ambulance, provided a comprehensive handover to nurses & interim protection plan for the funding authority. CHS safeguarding team informed of situation.
- Called funding authority to provide updates, hospital details and outcome of visit.

Post Covid-19

Covid-19 has brought with it new ways of working to which partners have needed to adjust. During this time it was necessary to move to different ways of working across the partnership, there were many examples of working together to solve problems and finding new solutions to these new challenges. Flexible working across the whole sector was evidenced in the day to day working. However, it has also brought new demands in terms of safeguarding. This includes new vulnerabilities and the need for assurance that vulnerable adults are being safeguarded. These include:

- Page 95
- Impact on BAME communities and staff
 - 15,000 shielded residents
 - Mental health (children and adults)
 - Domestic violence
 - Exploitation
 - Peer abuse
 - Poverty
 - Suicide
 - Housing pressures
 - Rough sleepers stepping down to local authorities safely
 - Radicalisation
 - Emotional wellbeing
 - LD mortality
 - Level of referrals and complaints

Resources and capacity to address the wide range of matters is a key concern for partners



Post Covid-19

What needs to be done?

Scale of support care homes will need particularly the emotional impact on families and care home staff where residents have lost their lives.

Consider how we deliver to those who are not IT-literate or lack access. Enabling people to be in the digital world

To be aware of resources and capacity to address the wide range of increased vulnerabilities.

CSAB to organise a development session on how to respond as a board a year on from the impact of Covid

ASC to continue to review the triage function going forward

Opportunities for increased collaboration across organisations

Further analysis required to understand areas of most need now and going forward

The use of the NHS for those who have stayed away during Covid-19 and the impact of health conditions going forward

The SAR Sub group will be anticipating a possible increase in SAR requests. There is a pan London discussion about a thematic review to which Croydon will contribute.

Plans for possible second wave

Safeguarding Statistics for 2019-2020

The figures over the next three pages, are sourced from the data submitted to the Department of Health and Social Care in October 2020, which looks at safeguarding referrals received during 2019-20 and whether they progressed to a safeguarding enquiry for further investigation.

This dataset has also been configured to look at those safeguarding enquiries and to establish: where the adults at risk experienced abuse, the type of abuse, who was suspected to be abusing the adult, and the outcome of the enquiries.

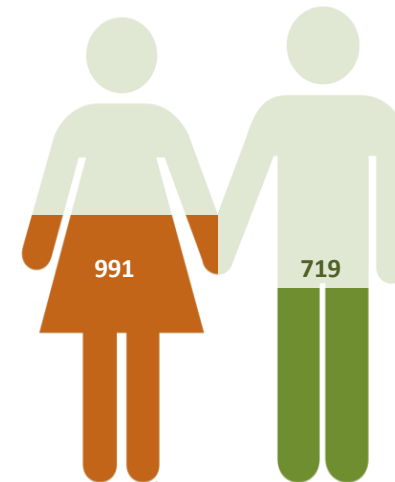
The graphics on this page and the next show the demographics of the adults who had at least one safeguarding referral during 2019-20 and the graphics on the following page represent the same referrals which were progressed to a safeguarding enquiry during 2019-20 and their outcome (where known).

Please Note:

- The figures show the comparison between 2019-20 and 2018-19 where possible.
- The location of abuse does not necessarily mean the adult was experiencing abuse from staff at these locations; for example, an adult may be experiencing abuse at a hospital, but it may have been from a relative visiting the adult who was alleged to be causing the abuse.
- Safeguarding referrals are known as 'safeguarding concerns' by the Department of Health and Social Care.

1%

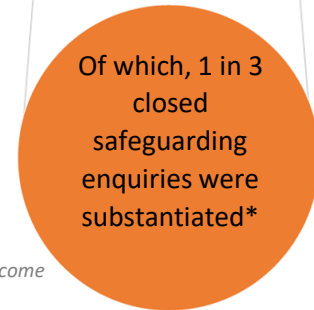
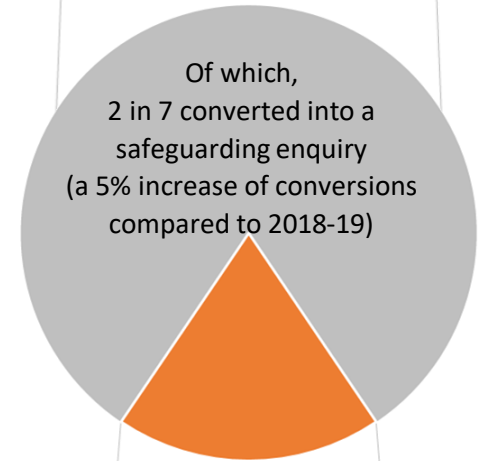
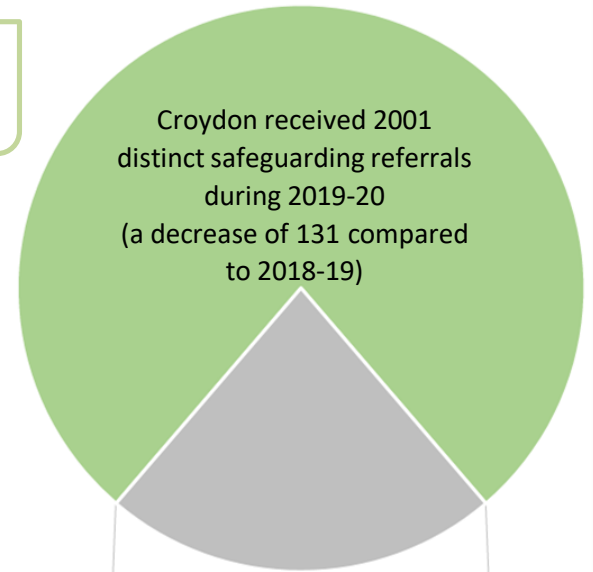
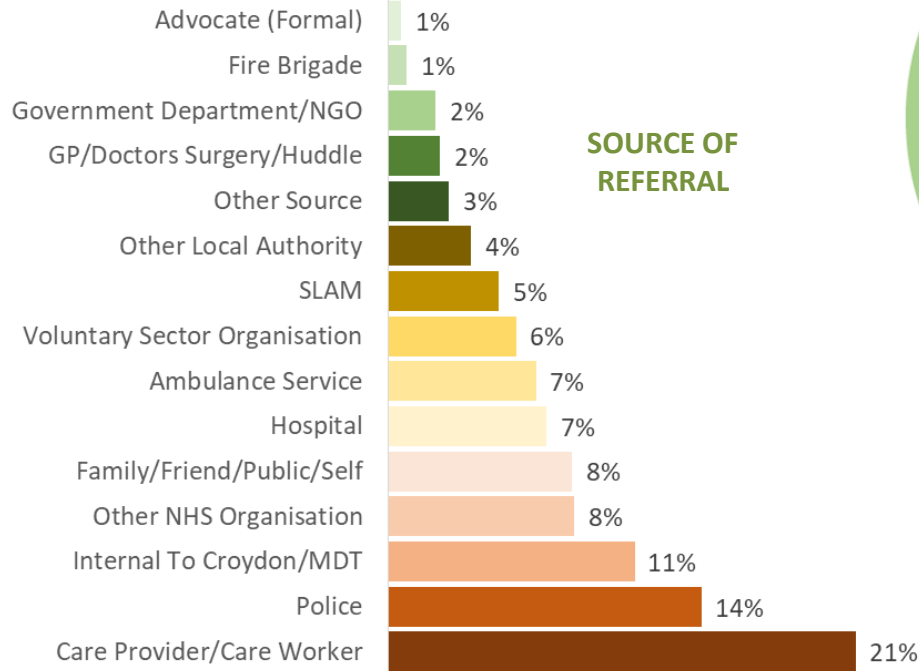
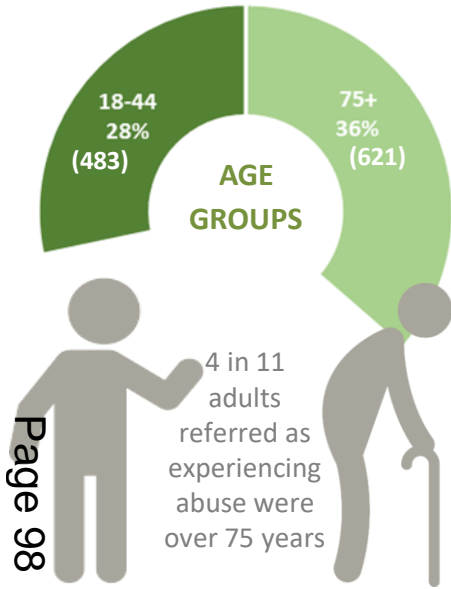
Of the adult population in Croydon had a safeguarding referral in 2019-20 (1711 compared to 1840 last year)



16% more females were reported as experiencing abuse than males, this gap has decreased slightly from 17% difference in 2018-19

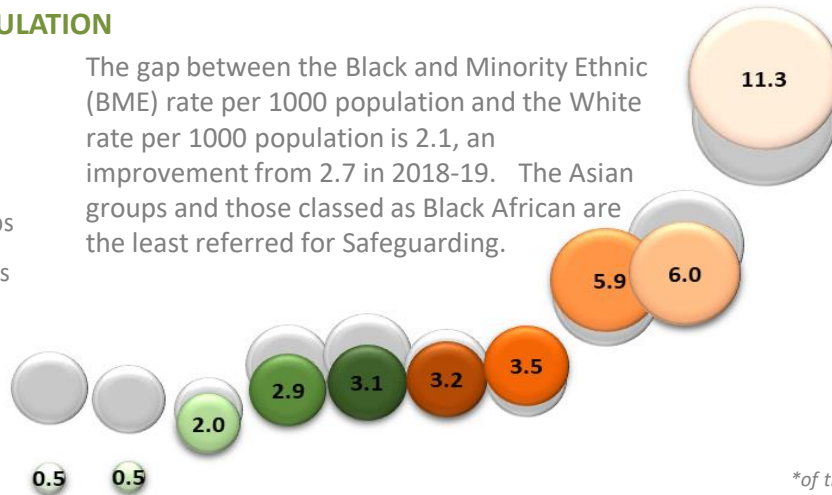


Safeguarding Referrals Received during 2019-20



ETHNIC GROUP RATE PER 1000 POPULATION

- Asian Chinese
- Asian Bangladeshi
- Asian Indian
- Black African
- Asian Pakistani
- Black Other
- Asian Other
- Black Caribbean
- White Ethnic Groups
- Other Ethnic Groups



*of those with an outcome

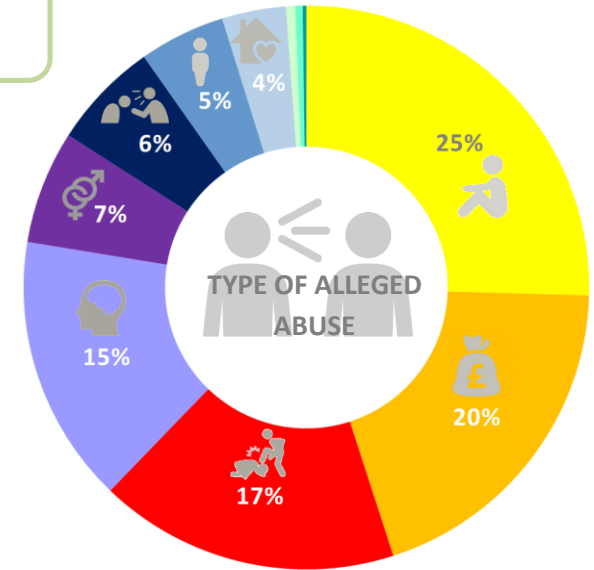
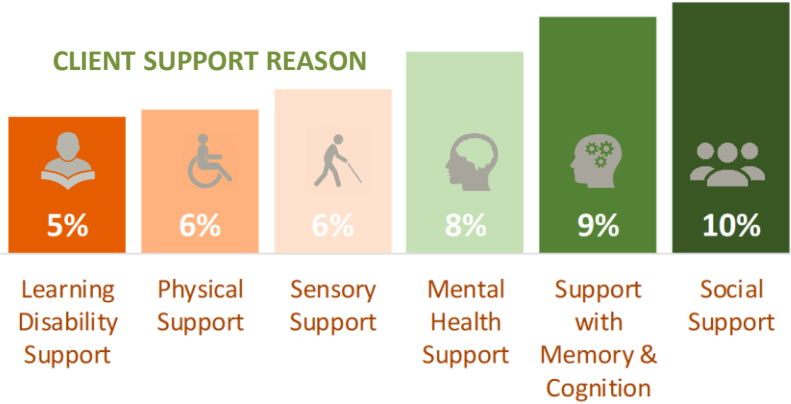


Safeguarding Enquiries Started during 2019-20

Of the

583

Safeguarding Enquiries started in 2019-20 (up from 511 in 2018-19)



Page 99



4 in 7 safeguarded adults referred as experiencing abuse in their own home (a decrease of 1% compared to 2018-19)



2 in 7 safeguarded adults referred as experiencing abuse whilst in a care home setting (a decrease of 1% compared to 2018-19)



1 in 19 safeguarded adults referred as experiencing abuse in a hospital environment (a decrease of 1% compared to 2018-19)



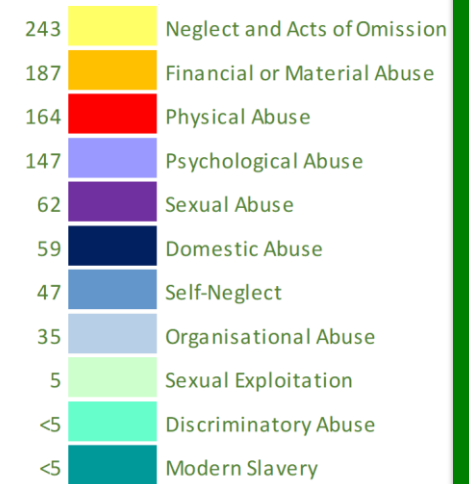
10 in 17 were referred as experiencing abuse from someone they knew (a decrease of 2% compared to 2018-19)



1 in 3 were referred as experiencing abuse from a formal carer (a decrease of 1% compared to 2018-19)



1 in 12 were referred as experiencing abuse from a stranger or unknown person (an increase of 3% compared to 2018-19)



Lay Member

They act as an independent voice and offer a wider perspective that recognises the diversity of our local communities in Croydon. Croydon SAB currently has one Lay Member. Lay Members play an important role in the oversight, scrutiny, decisions and policies made by the Croydon Safeguarding Adults Board.

“The importance of a Safeguarding Adults Review was demonstrated by the presentation to the Board of the VB SAR. Crucial lessons learned include speaking to the vulnerable adult and where energy bills are not paid working with the energy companies involved.”

“There has always been variations in how Local Authorities approach safeguarding, which makes comparison of numbers of alerts and conversion rates difficult. The initiatives by Croydon Adult Social Care, in consultation with partners, to improve the process are very welcome.”

“The Safeguarding Adults Review Sub group has looked at a significant number of cases to determine what form of investigation would be appropriate. We have the reports of the VB SAR (covered in this report) and have commissioned two further SARs. These along with other processes such as Learning Events, will go some way to reduce the level of abuse and neglect.”

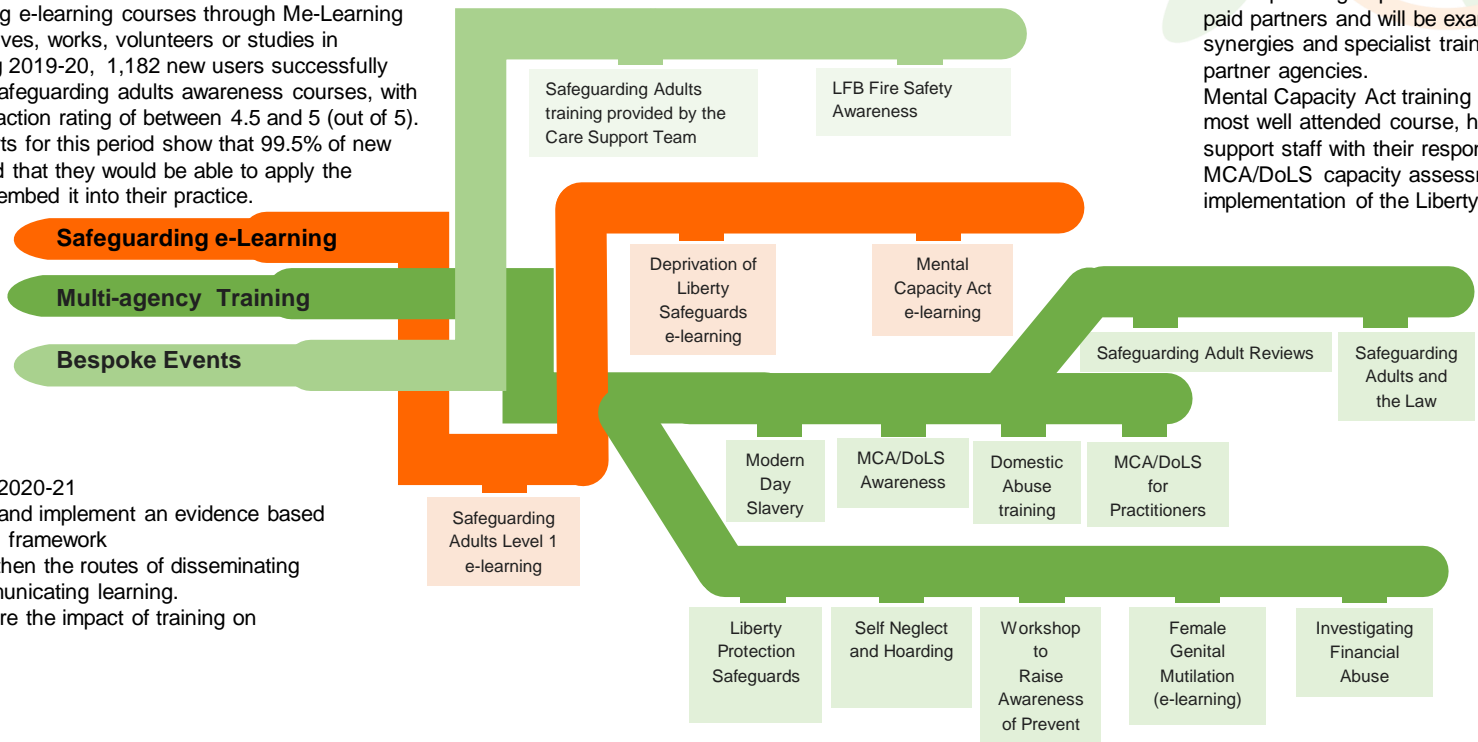




Learning and Development 2019 – 20

The Practice & Development group was responsible for delivering, developing and evaluating multi-agency training across the SAB partnership. This function is now the responsibility of the newly established Training & Improvement sub group. Over the past 5 years, the SAB partnership with Croydon Council has consistently provided free safeguarding e-learning courses through Me-Learning to anyone who lives, works, volunteers or studies in Croydon. During 2019-20, 1,182 new users successfully completed the safeguarding adults awareness courses, with an overall satisfaction rating of between 4.5 and 5 (out of 5). Evaluation reports for this period show that 99.5% of new users responded that they would be able to apply the knowledge and embed it into their practice.

A review of the multi-agency training in 2019-20 highlighted a lower uptake of training by the Police and Fire Service, compared with Local Authority and Health attendance. As a result and in line with the CSAB's strategic priorities for 2020-21, the Practice Development group seeks to meet the needs of all paid partners and will be examining in detail the synergies and specialist training requirements of all partner agencies. Mental Capacity Act training continued to be the most well attended course, highlighting the need to support staff with their responsibilities around MCA/DoLS capacity assessments and the implementation of the Liberty Protection Safeguards.



Page 101

- Priorities for 2020-21
- To agree and implement an evidence based evaluation framework
 - To strengthen the routes of disseminating and communicating learning.
 - To measure the impact of training on practice.



Recommendations

- Assurance that GP Practices do not de-register vulnerable individuals on the basis of non contact only.
 - Police officers using their body-worn cameras to record scenes regardless of the circumstances of a death in order to establish the home environment.
- To work with Housing and HMOs regarding to non-registered and unregulated houses.

- Continue to monitor and improve the Adult Social Care 'Front Door'. ASC to monitor the waiting list, numbers and the ongoing time delay and indicators of how many referrals have been identified as being on the wrong list.
- For the CSAB to work with EDF energy to raise awareness of the EDF support initiatives.
 - To monitor the recommendations set for SLAM.
 - To raise awareness of and monitor the use of the RVMP, including audits to measure outcomes.
 - Police and Mental Health to consider supporting the Croydon Adult Support (Front Door) Team with staff.
 - ASC to consider introducing an integrated adult MASH.

Case Summary

VB was 79 years old when she died. She was born in India and moved to England at the age of ten. She became a teacher and moved to London where she continued teaching until 1992. She was married for 45 years until the death of her husband in 2003. They owned a 4-bedroom premises in Croydon which she continued to live in after her husband's death. She informed the mental health service that it was rather a large house which was difficult to cope with but it had many memories and she could not cope with the stress of moving. This case posed difficulties for all agencies and it is relevant that none of the professionals ever had face to face contact with VB. Her nephew indicated that she could be difficult to engage with on a face to face basis.

Learning

- Short focussed Bite Size Mandatory Training sessions which will examine key issues for ASC – mandatory for ASC staff.
- Presentation on the case shared with ASC managers.
- Merlin management between Police and ASC taking place through daily meetings.
- Police use of wearing body-worn cameras.
- How do all agencies engage with people who resist support – how do we communicate?
- Ensure the person has been seen.
- The GP Practice has made changes in response to the review around deregistering patients if no response from letters there will be a follow up visit or phone call.
- Continued work with ASC Front Door.
- Engagement with EDF Energy colleagues.

For consideration:

- The author explored how EDF Energy respond to vulnerable adults. They have completed 'consumer vulnerability training', high consumption training and more recently dementia awareness. To date over 2,500 staff members have registered as a dementia friend. The Priority Services Team (PST) have had bespoke MIND training and Macmillan were invited to provide emotional resilience training to many of their teams. The PST is the first point of contact for front line staff.
- It is important to consider how the environment may be impacting upon a vulnerable person, so the reviewer has attempted to establish what processes are in place when multiple occupancy of rented property is being considered.
- It is important to highlight the role of the EHO as their actions should be considered as good practice. The officer was persistent which led to ASC identifying the case was on the incorrect waiting list.



CSAB Priorities 2019 - 20



Priorities 2019/20

The following objectives for the Board were agreed with the underpinning priorities:

Prevention	Commissioning	Making Safeguarding Personal	Voice of the Croydon Resident	Communication & Engagement
<p>A system which prevents abuse from happening and share lessons for proactive development</p> <p>Better to take proactive action before harm occurs</p> <p>Early Identification and provider market management</p>	<p>Where the abuse occurs we remove or reduce the abuse reoccurring.</p> <p>Commissioned services need to reflect needs of the population.</p> <p>Robust response to market failure [new Provider Market Policy agreed]</p>	<p>Where the person is at the centre of an enquiry.</p> <p>People being supported and encouraged to make their own decisions and empowered by advocacy</p> <p>People's needs to be listened to.</p>	<p>What is important to Croydon's residents and ability to address their needs.</p> <p>Local people have a voice by way of feedback and arranged interviews</p> <p>Service listening and meeting people's needs.</p>	<p>A system where people know how to get information and advice.</p> <p>Easy accessible information being made available both online and in print.</p> <p>Raising awareness of the CSAB including a refreshed web presence.</p>



Prevention

What we have done:

- Implementation of Community Led Social Work focussed on prevention and a move to a Localities Model.
- A robust process to enable tracking of decisions made and actions to be taken with regard to Safeguarding Adults Review requests.
- Under delegated commissioning the safeguarding team within the CCG provide safeguarding training to staff in GP practices across Croydon.
- Daily meetings taking place between Adult Social Care and the Police MASH officer with regard to Merlins received.
- Multi agency Dementia themed audit undertaken.
- Work underway for the Implementation of the adult safeguarding roles and competencies for healthcare staff published in August 2018 by 2021 [CCG].
- Local Authority Rough Sleepers programme.
- Mind – Suicide Prevention Project.
- Training delivered by the safeguarding team to the transition team, building a strong relationship.
- Hoarding Project [\[insert information\]](#)
- London Borough of Croydon Risk Tool used by the council and training offered to other partners.
- Operation Nogi is an excellent example of partnership working. It involves Response officers in South Area BCU carrying out visits to vulnerable elderly people following referrals from Adult Social Care and Trading standards.
- Age UK work closely with the Local Authority's S42 Safeguarding Team and other Social Care teams, Trading Standards, Police, and organisations from other sectors.
- Age UK's Safeguarding Lead delivers safeguarding training to external organisations when requested to so. CEO is now an additional safeguarding lead, this means safeguarding runs through all Age UK Croydon. Safeguarding lead continues to deliver internal courses to all staff, volunteers and trustees.

What needs to be done

- Continue the work with the Hoarding Project.
- Undertake an analysis of SAR themes.
- Identify ways to measure the impact of the prevention work undertaken for Croydon residents.
- Take forward recommendations from the themed audits held around self neglect and dementia. [see page 17]
- Continue to engage and work with the Violence Reduction Network specifically around Modern Slavery and BAME engagement.
- Evaluate the evidence of improvement and impact from learning and training.
- Further roll out of the LBC Risk Tool to all agencies.
- Continue partnership working on Operation Nogi. If you would like to refer someone to benefit from the scheme, email the Operation Nogi team at SNMailbox-OPNOGI@met.police.uk.
- Age UK have been asked to participate in the NOGI initiative; this is a joint initiative involving the Police, Trading Standards, Social Services, and AUKC, to protect vulnerable people in the borough of Croydon.
- Age UK Continue to address and have explained CV gaps, with rolling DBS updates from all staff and volunteers.
- Consider training on risk thresholds, multi agency workshops on "What is a safeguarding?"
- The Identification & Referral to Improve Safety (IRIS) Project will continue after being paused during Covid. This helps GPs respond better to Domestic Abuse.
- Undertake two further Multi Agency audits, a follow up to the Self Neglect audit and an audit on Mental Capacity.
- Increased training between LFB and safeguarding teams to develop a better understanding of risk and appropriate safeguarding referrals. [LFB]



Locality Model: focus on local early intervention and prevention

1. Croydon Council services in partnership with the NHS and Voluntary Sector are moving to an integrated model of support focussing on 6 Localities. This work will pick up pace over the next year.
2. Key principles of model include:
 - Community Led Social support focusing on people's strengths
 - Services are increasingly accessible locally
 - Services are easier to navigate
 - Collaboration between services
 - Collaboration with partners and the Voluntary and Community Sector at the local level
 - Connecting residents with local services across the agencies
3. Already established are Older People Locality teams, Huddles of professionals around GP Surgeries, and Integrated Service Networks.
4. New development of Integrated Service Networks + (ISN+). This includes:

A 'Talking Point' is running every Monday morning in Parchmore Community Centre where:

 - the Food Stop is also held with access to discounted food
 - residents can drop in without appointment to talk to Age UK, Adult Social Care, DWP and other partners
 - people can get healthy living support, housing and benefits advice and connections into community activities



Key Challenges

Recording : inconsistency of recording across the cases with better recording of discussions and sharing of information required. A big challenge regarding the different systems used across agencies.

Information Sharing/

Communication: Some evidence of intelligence sharing however, there were some cases where this was absent. Communication with families need to be an ongoing process although there was evidence of good communication.

MSP: Some good work with GP Huddles and referral pathway. However, needs to be more person centred with further consideration given around diversity, culture and interests of the person.

Assessments: There was evidence of good assessments however, there were concerns of lacks of assessments, timeliness and quality.

Commissioning: there was concern raised around inappropriate placements with some of the cases.

Background

The CSAB Performance Quality and Assurance Sub group undertook a multi agency Dementia Audit. Twelve cases known to Adult Social Care, where Dementia was identified were selected and the CSAB requested the involvement from the board's partners, agencies and voluntary sector.

The completion of the audit was followed by a workshop held on the 26 November 2019, it was crucial to this piece of work that those completing the audit were in attendance where all agencies would determine a collective audit judgement on each of the cases and provide a forum for challenge.

Workshop Format and Analysis

Workshop attendees were asked to grade the cases using the following rating:

Outstanding/Good/Adequate/Requires Improvement/
Inadequate

Ratings agreed at the workshop on the whole were consistent with those provided in the audit. There were no outstanding ratings however, three cases rated Good.

As cases were rated by two groups this provided some inconsistency with the ratings eg a rating of Good and Adequate by another group.

Other ratings included one case being seen as adequate and another requiring improvement.

For consideration:

- There was evidence of good information sharing so to consider how to share information across agencies more efficiently.
- More exploration required around additional support for staying at home. More person centred approach to be considered.
- To consider a system to alert GPs and Pharmacists when prescriptions are left uncollected.
- To find ways to address where carer's assessments are lacking and the timeliness of these assessments.
- To feedback to commissioners the concern around inappropriate placements.
- To capture the learning and recommendations from the workshop and share with the CSAB and across partners.
- To recommend follow up on cases which caused concern during the workshop discussions.
- Continue to undertake themed audits.



Commissioning

What we have done

- Under delegated commissioning the safeguarding team within the CCG provide safeguarding training to safeguarding leads within GP practices across Croydon.
- Commissioning of the Significant 7 training in care homes [CCG]
- Introduction of quality assurance officer within the Council to focus on service provider issues and to compliment the work of the Care Support Team and Quality Monitoring Teams.
- Multi agency monthly Intelligence Sharing meetings take place and this group has excellent engagement from all partners/agencies.
- Management of the provider market through market oversight.
- Provider Forum meetings held offering a forum for shared learning.
- With CCG colleagues CHS have been working towards an integrated model to strengthen safeguarding arrangements across the health services in Croydon, this integration will help with succession.
- Adult Safeguarding Roles and Competencies for healthcare staff published August 2018 – implementation by 2021 as mandated by NHSE.
- Accurate records of safeguarding referrals made or received, stats produced on a monthly basis, and quarterly for our board meetings. **[Age UK]**

What needs to be done

- Strengthening oversight of initiatives by NHS England in addition to ADASS.
- The Intelligence Sharing Sub Group to continue its excellent work with partners gathering information and taking action to improve the provider market in Croydon.
- Continue to develop the integrated model for safeguarding across the acute trust and the CCG [CHS].
- Consider the rise in the number of Provider Concerns in care homes which was highlighted at the Dementia Audit held in November.
- Age UK continue regular updating of their safeguarding policy.
- Hold a MH Provider Concerns workshop to understand current processes in place and address any gaps.

What does CQC have to say about Croydon's Provider Market?

[as at July 2020]

CQC Ratings	Care Homes	Dom Care Agencies
Outstanding	3	0
Good	104	72
Requires Improvement	22	9
Inadequate	1	1
Not rated	1	27



Making Safeguarding Personal

What we have done

- MSP is embedded as a topic in every single adult tool used by Croydon Adult Social Care.
- The NHS will include patients and their next of kin in Serious Incident Report processes under the duty of candour.
- Health colleagues have been supporting the S42 team with regards to health referrals.
- Multi Agency Dementia Audit undertaken in November 2019.
Health Task & Finish Group developed a Health Template to support S42 enquiries which was signed off by all partners.
Improved Advocacy support. Data implies (comparing 17/18 to 18/19) that improvement has been made at identifying those who are lacking capacity and ensuring they are supported.
- We continue to ensure the Croydon resident's voice is heard clearly and their wishes and preferences are met to the best of our ability. (Age UK)
- Liaison between the LFB and ASC [Professional Standards Team (PST)] to establish ongoing risk levels within hoarding properties. [Paused due to Covid-19]

What needs to be done

- Capture the voice of the vulnerable adult.
- Work further with the ASC Threshold Guidance Tool with regards to the tool being adapted specifically for partners use.
- Greater assurances are required as to how all Board Partners embed MSP in operational work.
- Ensure all referrals are captured so there are no gaps missing within the data such as younger adults.
- Address better support for independent living.
- Develop an overarching strategy and programme for homelessness to include vision, ownership and direction.
- Build on the multi agency training programme specifically around frontline staff in order to be able to see the whole person's needs.
- Improve the multi agency response to self neglect and how to improve practice going forward.
- Review having more minority group leaders represented within the CSAB structure in order to get the message out across to groups that any level of abuse is not accepted and should not be tolerated. [Age UK]
- Further support projects such as the 'Break Through Hoarding Project' in order to educate and inform people [LFB]
- Revisit the liaison work between LFB and ASC to establish ongoing risk within hoarding properties. Improve communication links in order to remove properties from LFB risk data base.



Voice of the Croydon Resident

What we have done

- Information and Advice Team provide support, assistance and advocacy to represent the residents of Croydon and empower them to represent themselves [Age UK].
- Robust processes in place for LD mortality review programme where carers voices are heard [CCG].
- Provider Forum meetings held, learning from SARs presented to this forum.
- Mapping of current BAME engagement, to ascertain work currently being undertaken and identify gaps.
- SAR Sub Group commissioned a homelessness workshop for 2020 following SAR requests received.
- Croydon Police and Adult Social Care visited Westminster colleagues to share actions and progress around links with SNT/Hostels and joint working when dealing with homelessness.
- Age UK have a representative at the quarterly CSAB meetings, highlighting issues raised through Croydon residents and the organisation

What needs to be done

- The voice of the resident is an area which needs improvement and to explore ways of capturing feedback from those who have used the services.
- Focus on demographic groups which are under represented in the safeguarding data.
- Look at current feedback mechanisms with a view to improve or introduce new systems.
- Voice of the Community T&F Group to be established as a Sub group of the CSAB: Voice of the People. A programme of work to be agreed but will encompass BAME engagement.
- Commissioning Team to continue their work with Healthwatch to capture the client voice.
- Homelessness Workshop to be scheduled in September 2020 following up on a SAR request.
- BAME engagement to be taken forward - strategic discussions, mapping of the work across partnerships and identifying a programme of work for the Voice of the People Sub group.
- Continue to learn from other SABs across the country who have embedded a work programme around engagement.

Voice of the Community

'Residents have expressed their gratitude to officers visiting them as part of Operation Nogi'. A 78 year old man who was almost conned out of £40k in an investment scam but information was given to him during a visit.

'I just wanted to express my thanks to xx for working so collaboratively with our Locality team in recent weeks to get a very positive outcome for xxxx. So thank you for helping us to get xxxxxx back to xxxx that we are in a position to take forward these necessary actions
[Feedback for a Newly Qualified Social Worker]

'Whenever I hear success stories, I always wonder, "Ah, but is it sustainable?" Having been lucky enough to get a place on the first, ground breaking, Hoarding Project, I can say that, from my personal experience, its positive effects have continued to make my life better. I still have underlying mental health issues; I still have days when I want to hunker down & shut out the world. But ever since the project, I have many more 'open curtains' days than 'closed curtains' ones. I'm so glad other people are being supported to 'open their curtains'.' [Hoarding Project]

*'I really wanted to offer my sincere thanks for the help he provided to my xxxx. He went above and beyond to make sure xxxx was able to receive a hot meal during the current covid crisis as well as offering support with xxxx medication. He has amazing communication skills and given the current circumstances was able to act swiftly in managing my xxxx situation. I am extremely grateful for the advice and support he has given in the last few days. He is an outstanding **adult social care worker and a credit to LB Croydon.** [S42 team]*

'Really proud of the positive impact this initiative is having on helping the most vulnerable elderly and isolated people within the community' [Police]

The adult at risk is better informed of what abuse is and how it can be reported. Also the adult is often too frightened to inform or report abuse but can be relieved it is now recognised and being dealt with. We continue to see a steady level of referrals which often become enquiries. [Age UK]

"I would like to thank the colleagues who make the Staying Put Scheme possible, Reablement Services & SlaM for their help in introducing me to the scheme. The Scheme has turned my life around. It's improved my physical and mental health enormously."

'Operation Nogi is building on the excellent work that council teams including Adult Social Care and Trading Standards already carry out to protect our older residents, particularly important during this unsettling time due to Covid-19'
[Councillor Hamida Ali]



Communication and Engagement

What we have done

- Raising awareness of the work of the CSAB through meetings, website, events.
- Attendance at national and London safeguarding networks.
- Development of integrated health and social care locality services for people under 65.
- First CSAB Newsletter published in December 2019 and discussions held to for further newsletters to be a form of a blog.
- Data collected is used well and evidence that it provides the ability to have multi agency discussions.
- Adopted the use of 7 minute briefings introduced by children services. This was used for the VB Safeguarding Adult Review. [page 10]
- Partnership working and continued relationship building which is evidenced by the data collection, themed audits and training.
- Joint executive meetings between the CSAB and CSCP established setting joint priorities.
- Sign off and implementation of the Data Sharing Agreement.
- CSAB Development Day held in January 2020 when new priorities were agreed.
- CSAB assisted in the revision of the LondonADASS Safeguarding Adult Risk Assessment Tool.
- Training undertaken for Age UK Croydon Leadership team in how to support their teams in the Safeguarding process.
- CSAB Website continued to be improved and during Covid-19 used as an additional information hub.
- March 2020 a new Sub group agreed for Training and Improvement.
- Working across the partnership to develop a more integrated safeguarding model.
- Continue to develop the website as a multi agency information hub.
- Continue to use the 7 minute briefings in order to share information, provide guidance and summaries for SARs.
- Provide clear evidence that all partners are involved in the data collection and to use this for future themed audits.
- Continue to communicate and engage with safeguarding adult board chairs and board managers across London and nationally. Forum for sharing of good practice.
- Adopt the new board structure, develop Terms of Reference for the new Training and Development Sub group.
- Undertake the LondonADASS Safeguarding Adults Risk Assessment Tool with partners and voluntary sector in September 2020. To be followed by challenge events.
- Improve the on-line safeguarding reporting process, to ensure we get confirmation of receipt of referral, and the name of the officer dealing with the query / issue. [Age UK].
- Redesign of the safeguarding leaflet in order to reach communities to raise awareness of safeguarding. The work to include various leaflets and posters.
- Take forward the priorities agreed at the January 2020 Development Day.
- Take forward further newsletters for the CSAB using a Blog.
- Improve communication links to provide feedback on referrals made to ASC in order that crews are informed if referrals were appropriate or not. [LFB]

Governance & Accountability arrangements



Care Act
2014

SAB Membership

includes:
Local Statutory
and voluntary
sector
organisation and a
Lay Member. Led
by an
Independent
Chair

Safeguarding Adult Board [SAB]
Statutory Partners are:
Local Authority, Police, Clinical
Commissioning Group

Core duties of the SAB

Publish an Annual
Report

Develop and
publish an Annual
Strategic Plan

Arrange
Safeguarding
Adult Reviews

The SAB will embed the requirements of the overarching Care Act to:

Assure that local safeguarding arrangements
are in place as defined by the Act and
working well across all relevant agencies

Prevent abuse and
neglect where
possible

Provide timely and proportionate
responses when abuse or neglect is
likely or has occurred



Funding arrangements for the CSAB

The Safeguarding Board is jointly financed by contributions from partner agencies and it is acknowledged that organisations give their time and resources to support the functioning of the board. The Board has again successfully managed a balanced budget, despite there being no increase in member contributions.

Page 114

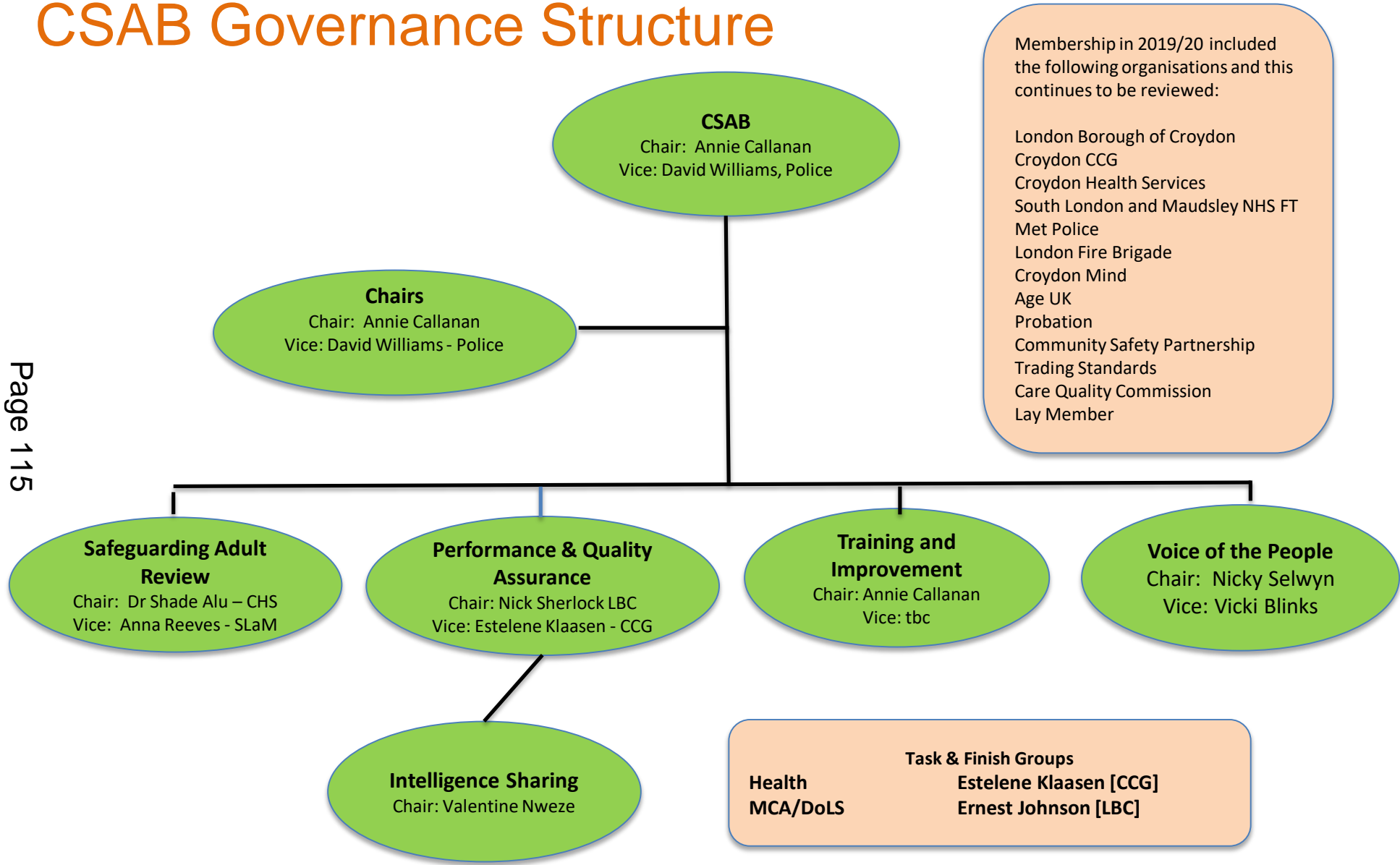
Income 2019/20	
£58,660	London Borough of Croydon
£21,670	Clinical Commissioning Group
£21,670	Croydon Health Services
£15,000	South London & Maudsley
£5,000	Met Police
£1,000	London Fire Brigade
Total	£123,000

2019/20 Expenditure:

£91,975	Staffing
£118	Expenses
£3706	Website design & support
£573	Premises hire and catering
£2841	Training
£6600	SAR budget [note currently 3 SARS in progress]
Total	£105,813

CSAB Governance Structure

Page 115



Membership in 2019/20 included the following organisations and this continues to be reviewed:

- London Borough of Croydon
- Croydon CCG
- Croydon Health Services
- South London and Maudsley NHS FT
- Met Police
- London Fire Brigade
- Croydon Mind
- Age UK
- Probation
- Community Safety Partnership
- Trading Standards
- Care Quality Commission
- Lay Member

Task & Finish Groups

Health MCA/DoLS	Estelene Klaasen [CCG]
	Ernest Johnson [LBC]



Role of the CSAB Sub Groups

All sub groups will be led by an agreed Board member to ensure governance and accountability. Each Sub group will produce a quarterly report regarding progress on their activity against the strategic priorities and this will inform the Safeguarding Annual Report.

Chairs Sub Group

The Chairs monitor and review the progress on the Board's Strategic Plan, to monitor and review the Board's business management and planning cycle and to ensure coordination of the Board's work through its sub groups.

Performance and Quality Assurance Sub Group

To support the work of the Croydon Safeguarding Adult Board (CSAB) by overseeing, supporting and monitoring the delivery of high quality multi-agency arrangements in Croydon to safeguard adults at risk of abuse.

Safeguarding Adults Review Sub Group

To consider requests of any case which may meet the statutory criteria and to make decisions on this basis' to make arrangements for and oversee all SARs; to ensure recommendations are made, messages are disseminated and that lessons are learned.

Training and Improvement Sub Group

To work in partnership as a multi-agency forum to explore and implement the training and learning needs of partners in order to deliver a co-ordinated training programme. The programme will be focused on improving the outcomes for adults at risk in Croydon. It will be important for this group to have oversight of training taking place across all sectors in order Identify gaps and duplication.

Intelligence Sharing Sub Group

To support the CSAB with regards to the prevention of safeguarding [Care Act 2014 and London Multi-agency Adults Safeguarding Policy and Procedures] by managing of the provider market through frequent market oversight. To allow colleagues from all aspects of health and social care to share good practice and concerns. To help avoid silo working, set actions and provide support and guidance to providers.

Voice of the People

To work to ensure the voice of the Croydon resident is heard and acted on. To support a person centred approach and focus on demographic groups which are under represented in safeguarding data. Raise awareness of safeguarding and what it means to the resident.



London Ambulance Service (LAS) precis of annual report 2019-20

Click link for full report <https://www.croydonsab.co.uk/information-resources/>



Safeguarding Annual Report 2019 – 2020





CSAB Priorities 2020 – 21



Priorities 2020/21

The following priorities were agreed at the Development Day in January 2020. Cross cutting themes will include the Voice of the Croydon Resident and Communication and Engagement

Prevention	Commissioning	Making Safeguarding Personal	Quality and Improvement
<p>Self Neglect - hoarding, housing, homelessness, rough sleeping and health needs.</p> <p>Mapping of work currently taking place around homelessness.</p> <p>Working group to be set up who will develop a work programme.</p> <p>Link with the work of the Violence Reduction Network</p> <p>Transition</p> <p>Professional curiosity.</p> <p>Early intervention.</p> <p>Raising awareness of the work of the CSAB.</p>	<p>Provider training</p> <p>Commissioning of services and engagement with providers</p> <p>Voice of Croydon resident</p> <p>Communication and Engagement</p> <p>Services to reflect the needs of the population.</p> <p>Robust response to provider failure.</p>	<p>Person centred approach.</p> <p>BME engagement</p> <p>Voice of the Croydon resident – is it heard and acted on?</p> <p>Communication and engagement.</p>	<p>Continue to use and development the multi agency dashboard.</p> <p>Impact of multi agency training.</p> <p>Impact of the learning from Safeguarding Adult Reviews and learning events.</p> <p>Lessons learned from SARs and audits.</p>

Page 119



Glossary

This is not an exhaustive list, but explains some of the key acronyms used in this report.

ADASS	Association of Directors of Adult Social Services	MASH	Multi-agency Safeguarding Hub
ASC	Adult Social Care	NHSE	National Health Service England
BAME	Black and Minority Ethnic	PST	Professional Standards Team
CCGs	Clinical Commissioning Groups	SAR	Safeguarding Adult Review
CHS	Croydon Health Services	SI	Serious Incident
CSAB	Croydon Safeguarding Adult Board	SLaM	South London and Maudsley NHS Foundation Trust
CQC	Care Quality Commission		
DBS	Disclosure and Barring Service		
DoLS	Deprivation of Liberty Safeguards		
ISC	Intelligence Sharing Committee		
LD	Learning Disabilities		
LFB	London Fire Brigade [Croydon]		
MCA	Mental Capacity Act		
MSP	Making Safeguarding Personal		



You can read more about the Croydon safeguarding adult board at our website

<https://www.croydonsab.co.uk/>

If you have any questions, comments or feedback about the CSAB Annual Report please contact:

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REPORT TO:	CABINET 14 DECEMBER 2020
SUBJECT:	STAGE 1: RECOMMENDATIONS ARISING FROM SCRUTINY
LEAD OFFICERS:	JACQUELINE HARRIS BAKER, EXECUTIVE DIRECTOR - RESOURCES STEPHEN ROWAN – HEAD OF DEMOCRATIC SERVICES & SCRUTINY
LEAD MEMBER:	COUNCILLOR SEAN FITZSIMONS CHAIR, SCRUTINY AND OVERVIEW COMMITTEE
CABINET MEMBER:	ALL
WARDS:	ALL
CORPORATE PRIORITY/POLICY CONTEXT: Corporate Plan for Croydon 2018-2022 The constitutional requirement that cabinet receives recommendations from scrutiny committees and to respond to the recommendations within two months of the receipt of the recommendations	
FINANCIAL IMPACT The recommendations in the appendix to this report may have a financial implication and as each recommendation is developed the financial implication will be explored and approved.	
FORWARD PLAN KEY DECISION REFERENCE NO: not a key decision	

The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations contained within this report:

1. RECOMMENDATIONS

Cabinet is asked to:

Receive the recommendations arising from meetings of the Children & Young People Sub-Committee held on 3 November 2020, Health & Social Care Sub-Committee held on 10 November 2020 and Scrutiny & Overview Committee held on 17 November

2020, and to provide a substantive response within two months (i.e. at the next available Cabinet meeting on **22 February 2021**).

2. STAGE 1: RECOMMENDATIONS ARISING FROM SCRUTINY

- 2.1 Recommendations that have been received from the Scrutiny and Overview Committee and its Sub-Committees since the last Cabinet meeting are provided in Appendix A. The constitution requires that an interim or full response is provided within 2 months of this Cabinet meeting.

3. CONSULTATION

- 3.1 The recommendations were developed from the deliberations of either the Scrutiny & Overview Committee or one of its Sub-Committees.

4. PRE-DECISION SCRUTINY

- 4.1 The recommendations set out in the appendix to this report directly arise from Scrutiny.

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 5.1 There are no financial implications arising directly from the content of this report.

6. LEGAL CONSIDERATIONS

- 6.1 The Head of Litigation and Corporate Law comments on behalf of the Director of Law and Governance that the recommendations are presented to Cabinet in accordance with the Constitution.
- 6.2 This requires that the Scrutiny report is received and registered at this Cabinet Meeting and that a substantive response is provided within 2 months (i.e. **Cabinet, 22 February 2021** is the next available meeting).

Approved by Sandra Herbert, Head of Litigation & Corporate Law on behalf of the Director of Law and Governance & Deputy Monitoring Officer.

7. EQUALITIES IMPACT

- 7.1 There are no equalities implications arising directly from the content of this report

8. HUMAN RESOURCES IMPACT

- 8.1 There are no human resource implications arising directly from the contents of this report

9. ENVIRONMENTAL IMPACT

- 9.1 There are no environmental implications arising directly from the contents of this report

10. CRIME AND DISORDER REDUCTION IMPACT

10.1 There are no crime and disorder implications arising directly from the contents of this report

11. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

11.1 There is a statutory requirement for Cabinet to receive the recommendations made by Scrutiny.

12. OPTIONS CONSIDERED AND REJECTED

12.1 None

13. DATA PROTECTION IMPLICATIONS

13.1 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

There are no Data Protection implications at this stage, but that the situation will be reviewed again at Stage 2 when Cabinet provide their response to the proposed recommendations.

13.2 HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?

No.

CONTACT OFFICER:

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Email: simon.trevaskis@croydon.gov.uk

BACKGROUND DOCUMENTS:

Background document 1:

Meeting of the Children & Young People Sub-Committee held on 3 November 2020

<https://democracy.croydon.gov.uk/ieListDocuments.aspx?CId=167&MId=2147>

Meeting of the Health & Social Care Sub-Committee held on 10 November 2020

<https://democracy.croydon.gov.uk/ieListDocuments.aspx?CId=168&MId=2161&Ver=4>

Meeting of the Scrutiny & Overview Committee held on 17 November 2020

<https://democracy.croydon.gov.uk/ieListDocuments.aspx?CId=166&MId=2154&Ver=4>

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Scrutiny Recommendations: Stage 1

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Cabinet Lead	Officer Lead
Children & Young People Sub-Committee	3 November 2020	Croydon Safeguarding Children's Board Annual Report 2019-20	<p>The antenatal visits in Croydon were significantly lower than our statistical neighbours and felt that there was neither recognition of this nor detail on how performance would be improved.</p> <p>Health visitor developmental checks are well below target and recently performance has deteriorated. Developmental checks are a clear opportunity to identify the potential for neglect yet this synergy with the Neglect priority group appears not to have been recognised.</p>	That the Partnership is invited to 19 January meeting of the Children and Young People Sub-Committee to provide further assurance that the significantly low number of antenatal and developmental check visits in the borough was being recognised, understood and that action was being taken.	Alisa Flemming	Debbie Jones
Children & Young People Sub-Committee	3 November 2020	Croydon Safeguarding Children's Board Annual Report 2019-20	The Children & Young People Sub-Committee and the Croydon Safeguarding Children Partnership Independent Chair/Scrutineer needed to find a synergy in their work, as there was a risk of duplicating their scrutiny functions.	The Chair of the Children & Young People Sub-Committee meets with representatives for safeguarding arrangements and the Cabinet Member for Children, Young People & Learning to discuss a forward course of action to ensure the bodies work productively alongside each other in fulfilling their functions.	Alisa Flemming	Debbie Jones

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Cabinet Lead	Officer Lead
Children & Young People Sub-Committee	3 November 2020	Croydon Safeguarding Children's Board Annual Report 2019-20	As the targets for neglected children had only been partially achieved, there was insufficient context in the report to explain the reasons for this.	That a written briefing be prepared for the Children & Young People Sub Committee providing further information and assurance on what the partly achieved and not achieved outcomes meant for the children and how they were being addressed.	Alisa Flemming	Debbie Jones
Children & Young People Sub-Committee	3 November 2020	Croydon Safeguarding Children's Board Annual Report 2019-20	There was a lack of evidence to show how children with and without disabilities were being meaningfully communicated with and how their experiences were understood. There was insufficient evidence to indicate whether children at risk had any influence on how the outcomes were measured.	When the Croydon Safeguarding Children Partnership returns to the Children & Young People Sub-Committee in 12 months additional information is provided on how the objectives for the children in the disability priority group were being put into practice and achieved.	Alisa Flemming	Debbie Jones
Children & Young People Sub-Committee	3 November 2020	Croydon Safeguarding Children's Board Annual Report 2019-20	The targets were not quantified so progress and results achieved were difficult to gauge	That future annual reports of the Croydon Safeguarding Children Partnership include much greater reporting of outputs and outcomes.	Alisa Flemming	Debbie Jones
Health & Social Care Sub-Committee	10 November 2020	Croydon Safeguarding Adults Board Annual Report 2019-19	There was a lack of evidence of staff awareness and adequate training on communicating with and understanding the needs of with people with disabilities such as Autism.	That a training needs assessment be carried out and for the partnership to continue to challenge its self on increased awareness of and improving the experiences of people with disabilities	Janet Campbell	Guy Van Dichele

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Cabinet Lead	Officer Lead
Health & Social Care Sub-Committee	10 November 2020	Croydon Safeguarding Adults Board Annual Report 2019-19	Although work had begun to unpick the experiences of the BAME community, Members were not reassured that the partnership yet has a clear pathway to managing the issues with communication and engagement with the BAME community.	That a briefing be provided to the sub-committee on what steps the partnership will take on improving the experiencing of BAME.	Janet Campbell	Guy Van Dichele
Scrutiny & Overview Committee	17 November 2020	Croydon Renewal Plan	The Committee welcomed the action taken by the executive leadership team to begin to recognise the extent of the workforce challenges, however it is essential that developing a full understanding of the situation be treated as a priority to allow processes to be put in place to ensure change can be driven forward effectively.	The Council's culture needs to change and the renewal plan must set in train meaningful proposals to enable this, including developing a mechanism that allows Scrutiny to judge whether progress is being made.	Hamida Ali/Stuart King/CalltonYoung	Katherine Kerswell

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Cabinet Lead	Officer Lead
Scrutiny & Overview Committee	17 November 2020	Croydon Renewal Plan	The confirmation of the situation regarding the Council's financial reserves in the S114 report was both disappointing and alarming, and as such it was imperative that the necessary steps be taken as part of the financial recovery plans to increase reserves to a prudent level based on an assessment of the risks facing the authority. Measures must be put in place to ensure that the reserves are maintained at the required level with alerts in place should they fall below acceptable levels.	That the Council should increase the level of General Fund reserves held from its current 3% to 5% target to a more prudent level recommended by Section 151 Officer of around £50m.	Hamida Ali/Stuart King/CalltonYoung	Katherine Kerswell
Scrutiny & Overview Committee	17 November 2020	Croydon Renewal Plan	The Committee welcomed the early opportunity to contribute towards the development of the Croydon Renewal Plan and recognised that it was still an emerging plan that had yet to evolve into the full set of strategies and action plans to allow for in-depth scrutiny.	The Council should review its other existing plans and other reviews that are currently being undertaken to avoid duplication or inconsistency.	Hamida Ali/Stuart King/CalltonYoung	Katherine Kerswell

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Cabinet Lead	Officer Lead
Scrutiny & Overview Committee	17 November 2020	Croydon Renewal Plan	It was vital that clearly defined steps be taken when designing the future operating model of the organisation, as there were concerns that without this the Council could repeat past mistakes which had led to poor budget setting processes, weak financial monitoring and a failure to deliver promised saving either at pace or at all.	That the Council, as part of its proposals, is clear on defining its future operating model.	Hamida Ali/Stuart King/CalltonYoung	Katherine Kerswell
Scrutiny & Overview Committee	17 November 2020	Croydon Renewal Plan	It was evident that the appropriate tools required to maintain sound financial management had not been in place to date and in driving forward improvements, robust measures to close the budget gap must be sought and implemented.	The Leader and Cabinet must ensure that a robust monitoring and accountability framework is an integral part of the plan, which is transparent to the residents of Croydon, the Council's workforce, and councillors.	Hamida Ali/Stuart King/CalltonYoung	Katherine Kerswell

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Cabinet Lead	Officer Lead
Scrutiny & Overview Committee	17 November 2020	Croydon Renewal Plan	<ol style="list-style-type: none"> 1. The Committee concluded that the lack of the senior leadership's maintenance of line of sight and openness had been exposed by recent events and the executive leadership team must now prioritise addressing this. 2. Careful consideration needed be given to the role of the public in the Council's improvement journey and the communication strategy it would adopt to ensure effective dissemination of information to residents. 3. Engagement with staff should be sought in order to incorporate their views and ideas in shaping the Council's plans. 	<ol style="list-style-type: none"> 1. That the Engagement Plan is appended to the Croydon Renewal Plan as it would evidence how engagement with staff, councillors and the community will be included in its renewal plan. 2. The Council reassess the mechanisms and processes in place for access to information for Councillors 	Hamida Ali/Stuart King/CalltonYoung	Katherine Kerswell

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Cabinet Lead	Officer Lead
Scrutiny & Overview Committee	17 November 2020	Croydon Renewal Plan	It was important that the political and executive leadership of the Council supported the Scrutiny & Overview Committee in maintaining a line of sight over the Council's new priorities and principles and in seeking assurance on the trajectory of its plans and visions as appropriate.	The Council set outs how both the Scrutiny & Overview Committee and the General Purposes and Audit Committee will be facilitated to carry out their governance roles in regards of the Croydon Renewal Plan, including defining the remit of both Committees, the information that will be provided and the level of support that can be expected.	Hamida Ali/Stuart King/CalltonYoung	Katherine Kerswell

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For General Release

REPORT TO:	CABINET 14 DECEMBER 2020
SUBJECT:	STAGE 2: RESPONSE TO RECOMMENDATIONS ARISING FROM: CHILDREN & YOUNG PEOPLE SUB- COMMITTEE ON 15 SEPTEMBER 2020
LEAD OFFICER:	Jacqueline Harris Baker, Executive Director of Resources and Monitoring Officer Stephen Rowan, Head of Democratic Services and Scrutiny
CABINET MEMBER:	All
WARDS:	All
<p>CORPORATE PRIORITY/POLICY CONTEXT/ AMBITIOUS FOR CROYDON Corporate Plan for Croydon 2018-2022</p> <p>The constitutional requirement that Cabinet receives recommendations from scrutiny committees and to respond to the recommendations within two months of the receipt of the recommendations.</p>	
<p>FINANCIAL IMPACT</p> <p>The recommendations in the appendix to this report may have a financial implication and as each recommendation is developed the financial implication will be explored and approved.</p>	
<p>FORWARD PLAN KEY DECISION REFERENCE NO.: not a key decision</p>	

The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below:

1. RECOMMENDATIONS

- 1.1 Cabinet is recommended to approve the response and action plans attached to this report at Appendix A and that these be reported to the Scrutiny and Overview Committee or relevant Sub-Committees.

2. EXECUTIVE SUMMARY

- 2.1 This report asks the Cabinet to approve the full response reports arising from the Stage 1 reports presented to the Cabinet meeting held on 19 October 2020 including:

- Action plans for the implementation of agreed recommendations, or
- Reasons for rejecting the recommendations

and that these be reported to the Scrutiny and Overview Committee or relevant Sub-Committees.

- 2.2 The Constitution requires that in accepting a recommendation, with or without amendment, from a Scrutiny and Overview Committee or Sub-Committee, the Cabinet shall agree an action plan for the implementation of the agreed recommendations and shall delegate responsibility to an identified officer to report back to the Scrutiny and Overview Committee or Sub-Committee, within a specified period, on progress in implementing the action plan.

3. SCRUTINY RECOMMENDATIONS

- 3.1 The Scrutiny recommendations are contained in the schedule in the appendix to this report.
- 3.2 The detailed responses including reasons for rejected recommendations and action plans for the implementation of agreed recommendations are contained in the appendices.

4. CONSULTATION

- 4.1 The recommendations were developed from the deliberations of either the Scrutiny & Overview Committee or one of its Sub-Committees.
- 4.2 The recommendations in the appendix to this report may involve further consultation and as each recommendation is developed these implications will be explored and approved.

5. PRE-DECISION SCRUTINY

- 5.1 The recommendations in the appendix to this report are the result of Pre-Decision Scrutiny.

6. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 6.1 The recommendations in this report may have a financial implication and as each recommendation is developed the financial implication will be explored and approved.

Approved by: Matthew Davis, Head of Finance for and on behalf of Lisa Taylor, Director of Finance, Investment & Risk

7. LEGAL CONSIDERATIONS

- 7.1 The Head of Litigation and Corporate Law comments on behalf of the Director of Law and Governance that the Constitution requires that Cabinet both receives recommendations from Scrutiny Committees and responds to the recommendations within two months of their receipt.

Approved by: Sandra Herbert Head of Litigation and Corporate Law on behalf of the Director of Law and Governance and Deputy Monitoring Officer.

8. HUMAN RESOURCES IMPACT

- 8.1 The recommendations in the appendix to this report may have a Human Resources impact and as each recommendation is developed these implications will be explored and approved.

9. EQUALITIES IMPACT

- 9.1 The recommendations in the appendix to this report may have an Equalities impact and as each recommendation is developed these implications will be explored and approved.

10. ENVIRONMENTAL IMPACT

- 10.1 The recommendations in the appendix to this report may have an Environmental impact and as each recommendation is developed these implications will be explored and approved.

11. CRIME AND DISORDER REDUCTION IMPACT

- 11.1 The recommendations in the appendix to this report may have a Crime and Disorder reduction impact and as each recommendation is developed these implications will be explored and approved.

12. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

- 12.1 These are contained in the appendix to this report.

13. OPTIONS CONSIDERED AND REJECTED

- 13.1 These are contained in the appendix to this report.

14. DATA PROTECTION IMPLICATIONS

- 14.1 **WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING**

OF 'PERSONAL DATA'?

The recommendations in the appendix to this report may involve the processing of 'personal data' and as each recommendation is developed these implications will be explored and approved.

14.2 HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?

NO

The recommendations in the appendix to this report may require a DPIA and as each recommendation is developed these implications will be explored and a DPIA carried out where necessary.

CONTACT OFFICER:

Stephen Rowan, Head of Democratic Services and Scrutiny
T: 020 8726 6000 X 62529
Email: stephen.rowan@croydon.gov.uk

APPENDICES:

Appendix A: Scrutiny Stage 2 Responses

BACKGROUND DOCUMENTS:

Background document 1: Reports to Children & Young People Sub-Committee on 15 September 2020.

<https://democracy.croydon.gov.uk/ieListDocuments.aspx?CId=167&MId=2146>

SCRUTINY RECOMMENDATION	CONCLUSIONS	DEPARTMENT AND CABINET MEMBER RESPONDING	ACCEPT/ REJECT RECOMMENDATIONS (inc. reasons for rejection)	IDENTIFIED OFFICER	ANY FINANCIAL IMPLICATIONS	TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (ie Action Plan)	DATE OF SCRUTINY MEETING TO REPORT BACK
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Report: Early Help & Children's Social Care (Considered by Children & Young People Sub-Committee on 15 September 2020)

<p>1. That the department devise a clear plan as to how it will protect the currently unknown number of Children In Need whose behaviour may have escalated, especially in the case of further lockdown restrictions.</p>	<p>Reassurance was needed that there would be flexibility in resources and capacity to meet the needs of families with additional needs in the coming months in light of the expected financial challenge as well as pressures of a second wave of COVID 19.</p>	<p>Councillor Alisa Flemming Children Families & Education</p>	<p>Accept</p>	<p>Nick Pendry</p>	<p></p>	<ul style="list-style-type: none"> • Social workers in schools project in place. • Case numbers up by one for each social worker and will come back if further additional resource is required. • Head of Safeguarding and Assurance will liaise with Education and Health in relation to vulnerable children on a regular basis and ensure we are all aware of safeguarding risks. • The Safeguarding Executive group is meeting fortnightly. • Safeguarding horizon document outlines our contingency for increased Covid/reduced staffing levels 	<p>19 January 2021</p>
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Report: Children's Social Care & Education Dashboards (Considered by Children & Young People Sub-Committee on 15 September 2020)

<p>1. That the council make provision for Councillors to enable access to LGInform to enable access to compare and analyse data.</p>	<p>It was important that Councillors have access to benchmarking tools in order to be able to compare and analyse data and assess performance locally, regionally and nationally.</p>	<p>Councillor Callton Young Resources</p>	<p>Accept - LG Inform is accessible under the LGA support offer to local government as a free service.</p>	<p>Sarah Warman</p>	<p>N/A</p>	<p>Completed</p>	<p>19 January 2021</p>
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REPORT TO:	CABINET 14th DECEMBER 2020
SUBJECT:	INVESTING IN OUR BOROUGH
LEAD OFFICER:	RACHEL SONI, INTERIM DIRECTOR OF COMMISSIONING & PROCUREMENT JACQUELINE HARRIS-BAKER, EXECUTIVE DIRECTOR RESOURCES
CABINET MEMBER:	COUNCILLOR CALLTON YOUNG CABINET MEMBER FOR RESOURCES AND FINANCIAL GOVERNANCE
WARDS:	ALL
CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON: Effective outcome based commissioning and prudent financial transactions contribute to all corporate priorities. The Council’s Commissioning Framework (2019 – 2023) sets out the approach to commissioning and procurement and puts delivery of outcomes at the heart of the decision making process. As the Council develops more diverse service delivery models, it is important to ensure that our contractual and partnership relationships are not only aligned to our corporate priorities but also represent value for money for citizens and taxpayers, contributing to the growth agenda for Croydon.	
FINANCIAL SUMMARY: There are no direct costs arising from this report.	
KEY DECISION REFERENCE NO.: There are key decisions mentioned in this report, but approval of the Recommendations would not constitute a key decision.	

The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below

1 RECOMMENDATIONS

1.1. The Cabinet is requested to note:

1.1.1. The update on emergency orders approved under Regulation 19.3 of the Council’s Tenders and Contracts Regulations at a value between £500,000 and £5,000,000 by the nominated Cabinet Member for Finance and Resources (at the time of the decision), in consultation with the Leader, as set out in section 4.1.1.

1.1.2. The list of delegated award decisions made by the Director of Commissioning and Procurement, between 20/10/2020 – 24/11/2020, as set out in section 4.1.2.

2 EXECUTIVE SUMMARY

2.1 This is a standard report which is presented to the Cabinet, for information, at every scheduled Cabinet meeting to update Members on:

- Update on emergency orders made under Regulation 19.3 of the Council's Tenders and Contracts Regulations at a value between £500,000 and £5,000,000 by the nominated Cabinet Member for Finance and Resources (at the time of the decision), in consultation with the Leader;
- Delegated contract award decisions made by the Director of Commissioning and Procurement 20/10/2020 – 24/11/2020;
- Contracts between £500,000 and £5,000,000 anticipated to be awarded under delegated authority from the Leader by the nominated Cabinet Member, in consultation with the Cabinet Member for Resources and Financial Governance and with the Leader in certain circumstances, before the next meeting of Cabinet;
[As at the date of this report there are none]
- Contract awards and strategies to be agreed by the Cabinet at this meeting which are the subject of a separate agenda item;
[As at the date of this report there are none]
- Property lettings, acquisitions and disposals agreed by the Cabinet Member for Resources and Financial Governance in consultation with the Leader since the last meeting of Cabinet;
[As at the date of this report there are none]
- Delegated contract award decisions under delegated authority from the Leader by the Cabinet Member for Families, Health & Social Care in consultation with the Cabinet Member for Resources and Financial Governance related to the Adult and Young People Social Care Dynamic Purchasing Systems (DPS);
[As at the date of this report there are none]
- Partnership arrangements to be agreed by the Cabinet at this meeting which are the subject of a separate agenda item.
[As at the date of this report there are none]

3 DETAIL

3.1 Section 4.1.1 of this report lists an update on emergency orders made under Regulation of the Council's Tenders and Contracts Regulations at a value between £500,000 and £5,000,000 by the nominated Cabinet Member for Finance and Resources at the time of the decision, in consultation with the Leader.

- 3.2 Section 4.1.2 of this report lists the delegated award decisions made by the Director of Commissioning and Procurement, between 20/10/2020 – 24/11/2020.
- 3.3 The Council's Procurement Strategy and Tender & Contracts Regulations are accessible under the Freedom of Information Act 2000 as part of the Council's Publication Scheme. Information requested under that Act about a specific procurement exercise or contract held internally or supplied by external organisations, will be accessible subject to legal advice as to its commercial confidentiality, or other applicable exemption, and whether or not it is in the public interest to do so.

4 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

4.1 Contract Awards

- 4.1.1 Update on emergency orders made under Regulation 19.3 of the Council's Tenders and Contracts Regulations at a value between £500,000 and £5,000,000 by the nominated Cabinet Member for Finance and Resources (at the time of the decision), in consultation with the Leader.

Contract Title	Contract Revenue Budget	Contract Capital Budget	Dept/Cabinet Member
PPE Procurement for COVID-19 Update (To Note)	£801,088 (Original decision taken May 2020)*		Resources & Financial Governance / Cllr Young

*original decision was taken by Cabinet Member for Finance and Resources / Councillor Hall

- 4.1.2 Revenue and Capital consequences of delegated decisions made by the Director of Commissioning and Procurement for contract awards (Regs. 19, 28.4 a & b) between £100,000 and £500,000 and contract extension(s) previously approved as part of the original contract award recommendation (Reg. 28.4 d) and contract variations (Reg.30).

Contract Title	Contract Revenue Budget	Contract Capital Budget	Dept/Cabinet Member
Condition Surveys for Education Estate Portfolio Contract Award		£134,204 (Decision taken on 4 th Nov 2020)	Children, Young People & Learning / Cllr Flemming

Contract Title	Contract Revenue Budget	Contract Capital Budget	Dept/Cabinet Member
Next Steps Accommodation Contract Award	£209,124 (Contract length 5 months) (Decision taken on 24 th Nov 2020)		Homes and Gateway Services / Cllr Avis

CONTRACT VARIATIONS & EXTENSIONS					
Contract Title	Value of Contract to Date	Value of Extension Term	Total Revenue value including extension term	Contract Capital Budget	Dept/Cabinet Member
Timebridge and Addington Valley Academy Professional Services Contract Variation	£263,358	£168,026 (12 month extension)		£431,384 (Decision taken on 4 th Nov 2020)	Children, Young People & Learning / Cllr Flemming

Approved by: Matthew Davis, Head of Finance – MTFs, on behalf of Lisa Taylor, Director of Finance, Investment and Risk and Section 151 Officer.

5 LEGAL CONSIDERATIONS

- 5.1 The Director of Law and Governance comments that the information contained within this report is required to be reported to Members in accordance with the Council's Tenders and Contracts Regulations and the council's Financial Regulations in relation to the acquisition or disposal of assets.

Approved by: Sean Murphy, Director of Law and Governance and Monitoring Officer.

6 HUMAN RESOURCES IMPACT

- 6.1 There are no immediate HR issues that arise from the strategic recommendations in this report for LBC staff. Any specific contracts that arise as a result of this report should have their HR implications independently assessed by a senior HR professional.

Approved by: Sue Moorman, Director of Human Resources

7 EQUALITY IMPACT

- 7.1 An Equality Analysis process has been used to assess the actual or likely impact of the decisions related to contracts mentioned in this report and mitigating actions have been defined where appropriate.
- 7.2 The equality analysis for the contracts mentioned in this report will enable the Council to ensure that it meets the statutory obligation in the exercise of its functions to address the Public Sector Equality Duty (PSED). This requires public bodies to ensure due regard to the need to advance equality of opportunity; foster good relations between people who share a “protected characteristic” and those who do not and take action to eliminate the potential of discrimination in the provision of services.
- 7.3 Any issues identified through the equality analysis will be given full consideration and agreed mitigating actions will be delivered through the standard contract delivery and reporting mechanisms.

8 ENVIRONMENTAL IMPACT

- 8.1 Any issues emerging in reports to the relevant Cabinet Member will require these considerations to be included as part of the standard reporting requirements, and will not proceed without full consideration of any issues identified.

9 CRIME AND DISORDER REDUCTION IMPACT

- 9.1 Any issues emerging in reports to the relevant Cabinet Member will require these considerations to be included as part of the standard reporting requirements, and will not proceed without full consideration of any issues identified.

10 DATA PROTECTION IMPLICATIONS

- 10.1 Will the subject of the report involve the processing of ‘personal data’?

NO

- 10.2 Has a Data Protection Impact Assessment (DPIA) been completed?

NO

Data Protection Impact Assessments have been used to assess the actual or likely impact of the decisions related to contracts mentioned in this report and mitigating actions have been defined where appropriate.

Approved by: Rachel Soni, Interim Director of Commissioning & Procurement

CONTACT OFFICER:

Name:	Bianca Byrne
Post title:	Head of Commissioning and Procurement (Corporate)
Telephone no:	63138

BACKGROUND DOCUMENTS:

The following public background reports are not printed with this agenda, but are available as background documents on the Croydon Council website agenda which can be found via this link [Cabinet agendas](#)

- *PPE Procurement for COVID-19 Update (To Note)*