

REPORT TO:	CABINET 18 NOVEMBER 2019
SUBJECT:	Croydon Safeguarding Adult Board Annual Report 2018/19
LEAD OFFICER:	Guy Van Dichele Executive Director Health, Wellbeing & Adults
CABINET MEMBER:	Councillor Jane Avis Cabinet Member for Families, Health & Social Care
WARDS:	All

CORPORATE PRIORITY/POLICY CONTEXT/ AMBITIONS FOR CROYDON

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.

FINANCIAL IMPACT

There are no direct financial implications arising from this report.

FORWARD PLAN KEY DECISION REFERENCE NO.: This is 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 below

1. RECOMMENDATIONS

- 1.1 To note the Annual Report of the Croydon Safeguarding Adult Board and the report will be further considered by Cabinet on 18 November 2019.

2. EXECUTIVE SUMMARY

- 2.1 The purpose of the CSAB annual report is to detail the activity and effectiveness of the CSAB between April 2018 to end of March 2019. The report is submitted by the Independent Chair of the Board, Annie Callanan. It ensures that residents, Council and other agencies are given objective feedback on the work and the effectiveness of local arrangements for safeguarding adults. The report includes 2018/19 objectives and the underpinning priorities for each includes what has been achieved and the work which needs to be done.

3. Croydon Safeguarding Adult Board [CSAB] Annual Report 2018 - 19

- 3.1 The CSAB Annual Report is introduced by the Board's Independent Chair Annie Callanan who took up the post at the end of January 2018.
- 3.2 The CSAB Annual Report is due for presentation at Cabinet on the 21st October 2019. It is an important function of the Council to have oversight of the adult safeguarding activity in Croydon and the report gives an update on the multi-agency work undertaken by the CSAB to safeguard adults in Croydon.
- 3.3 The information within the report is submitted by partners and organisations on the activities they have undertaken in aligning the work to the Board's objectives.
- 3.4 The report includes data (pages 5 – 7) sources from the data submitted to the Department of Health and Social Care in July 2019 which looks at safeguarding contacts received during 2018 – 19 and whether they have progressed to a safeguarding enquiry. The figures show a comparison between 2017/18 and 2018/19 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 following feedback from last year's Health and Social Care Scrutiny Committee.
- 3.5 The data reveals that 17% more females were reported as experiencing abuse than males, this gap has decreased from 18% difference in 2017/18. The gap between the Black and Minority Ethnic (BME) rate per 1000 population and the White rate per 1000 population is 2.7 an improvement from 2.9 in 2017/18. The Asian groups are the least referred for Safeguarding.
- 3.6 National comparisons or comparison to neighbouring borough data is currently not available but can be shared in late autumn when published.
- 3.7 The report sets out the following objectives/priorities identifying what has been achieved and what else needs to be done:
 - **Prevention:** A further group of nine recruited for the Hoarding Project with seven clients completing the project. The amounts that Mind De-clutter buddies have been able to help clients remove has been significant and led to a better quality of life on a day-to-day basis.
 - **Commissioning:** Introduction of Quality Assurance Officer within the Council to focus on service provider issues and to complement the work of the Care Support Team and Quality Monitoring Teams. The Intelligence Sharing Sub Group of the CSAB to continue its excellent work with partners gathering information and taking action to improve the provider market in Croydon.
 - **Making Safeguarding Personal (MSP) :** This is the initiative that ensures the safeguarding process focuses on the needs of the person and their voice is at the centre of the safeguarding enquiry. MSP is embedded as a topic in every single adult tool used by Croydon Adult Social Care including

the ASC Threshold Guidance Tool and further work to take place 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.

- **Voice of the Croydon Resident:** This is central to the work of the CSAB and Age UK have a representative at the CSAB meetings highlighting issues raised by Croydon residents and the organisation. However, 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 with a focus on demographic groups which are under represented in the safeguarding data.
- **Communication and Engagement:** Implementation of Locality Services – Health and Social Care for over 65s ensuring there is a more locality focussed support. A new CSAB website has been developed and in a period of a ‘soft’ launch with a final launch in November 2019. Work will continue on the on-line safeguarding referral form and on statutory services providing more feedback to the referrer.

4. CONSULTATION

- 4.1 The three strategic partners (Local Authority, Police and the CCG) along with other organisations and agencies have contributed to the annual report.

5. PRE-DECISION SCRUTINY

Scrutiny Health & Social Care Sub Committee meeting on the 24 September 2019

- 5.1 The Independent Chair, Annie Callanan attended the Sub Committee meeting to introduce the report and answer members questions. The first question raised was around the performance of the board and in response it was advised that the accountability arrangements were in a much better place with continual improvement being seen. A strength of the current CSAB was having everybody around the table and engaged in the process.
- 5.2 The following points were raised by members:
- An invitation was extended to the members of the Sub Committee to attend a future CSAB meeting as observers.
 - Comparative national data to be shared when made available [December/January]
 - It was highlighted that 70% more females reported abuse than males and the meeting were advised that steps are being taken to investigate the reasons for this including engaging with men to get a representative view.
 - The level of referrals made and the low number that were sustained was questioned. It was confirmed that there was a move across the sector to work with partners on what a good referral was.

- The CSAB within its report recognises the need to capture the voice of vulnerable adults which was also questioned by the Sub Committee who felt that capturing the voice should start at the point of referral with work needed to understand how views can be captured at this stage.

5.3 The Sub Committee's conclusions were:

- The progress made since the previous report from Croydon SAB a year ago was welcomed and at the close the Chair thanked the Independent Chair of the CSAB for attending and welcoming the progress that had been made over the past year.
- The invitation to visit a meeting of the CSAB was welcomed with the Committee looking forward to taking up the opportunity.

6. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

6.1 There are no direct financial implications arising from this report.

6.2 The CSAB is funded from a multi agency budget. Croydon Council contribute £59k per annum. All other key statutory partners contributions can be found on page 20 of the Annual Report.

Approved by: Lisa Taylor, Director of 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 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 that 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 Doutimi Aseh, Head of Social Care and Education Law 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: Deborah Calliste 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 older people (page 6 of the report), women (page 5 of the report) and the BME communities (page 6 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.
- 9.3 The Performance and Quality Assurance sub group to ascertain if feedback is captured of those service users with protected characteristics in relation to Making Safeguarding Personal.
- 9.4 The 2018/19 Annual Report demonstrates what has been achieved and what further work needs to be done to strengthen safeguarding arrangements and promote the welfare of adults at risk in Croydon in relation to equalities and inclusion as shown in the points below:
- The gap between the Black and Minority Ethnic (BME) rate per 1000 population and the White rate per 1000 population is 2.7 an improvement from 2.9 in 2017-18. The Asian groups are the least referred for Safeguarding.
 - Easily accessible information being made available online and in print
 - To identify ways to measure the impact of the prevention work undertaken for Croydon residents.

- To support partners to strengthen arrangements with regards to the transition from children services to adults especially for LAC, LD clients and people with physical disabilities [CCG].
- Capture the voice of the vulnerable adult.
- Focus on demographic groups which are under represented in the safeguarding data.

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 effectiveness and the work of the Croydon Safeguarding Adult Board in ensuring the safeguarding of adults at risk in Croydon.

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?

NO. There is no individual or confidential information contained within the report.

Approved by: Annette McPartland Director of operations health wellbeing and adults.

CONTACT OFFICER:

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

APPENDICES TO THIS REPORT:

Appendix 1 – CSAB Annual Report 2018 - 19

BACKGROUND PAPERS:

None