



Appendix A

Croydon Safeguarding Adult Board **DRAFT ANNUAL REPORT - 2017 / 2018**

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



This report gives an overview of the work of the CSAB from April 2017 to March 2018 showing what our plans were, what we achieved and what further work needs to be done to strengthen safeguarding arrangements and promote the welfare of adults at risk in Croydon.

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Foreword by Independent Chair

Welcome to the 2017/18 Annual Report of the Croydon Safeguarding Adult Board

I have been the Independent Chair of the Croydon Safeguarding Adult Board [CSAB] since end of January 2018 and am pleased to introduce the CSAB Annual Report 2017 – 18. I am a qualified social worker and have operated in senior positions in Social Care and Health at local and national level. I am very aware of the pressure on local services and the commitment of services to preventing abuse and responding effectively to adults who are at risk.

As a CSAB we challenge and support each other and we are working as partners to make real improvement across all services.

We held a Development Day in June 2018 where we set next year's priorities and reviewed our partnership. We created a more streamlined and focussed structure for the board and it's sub-groups.

Holding those who are at risk of abuse as our focus, we agreed that we need further work on our existing priorities. Building on achievements to date, we will continue to focus on:

1. Prevention and early identification of adults at risk of abuse.
2. Commissioning to ensure adults at risk services that protect them from abuse and there is a robust response to market failure.

3. Voice of service users is central to the work of the CSAB and all partners and influences policy and practice.
4. Making Safeguarding Personal is central to the commissioning and delivery of services to adults at risk.
5. The CSAB ensures there is effective communications with Croydon residents, between professionals, agencies and between different Boards and Partnerships.

This report sets out what has been achieved against each of the priorities and what needs to be done in 2018/19 with feedback from the residents of Croydon being crucial to the work of the CSAB

We will, in the next year, appoint a Vice Chair for the Board and to continue to make sure we communicate more effectively with Croydon residents, professionals, partners and agencies through various ways including the planned new CSAB website and quarterly newsletters.



Annie Callanan
CSAB Independent Chair





Safeguarding Statistics for 2017 - 2018

The figures on the next 2 pages , are sourced from the data submitted to the Department of Health in July 2018, which looks at safeguarding contacts received during 2017-18 and whether they progressed to a safeguarding enquiry.

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 alleged, who was allegedly abusing the adult, and the outcome of the enquiry.

The figures show the comparison between 2016/17 and 2017/18 with regards to the type of alleged abuse, number of referrals and ethnicity.

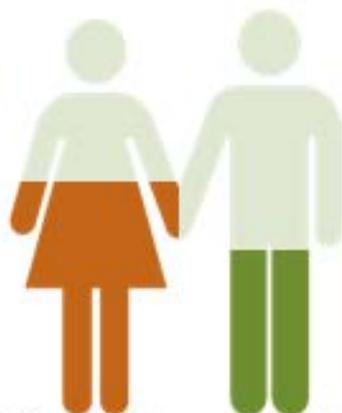
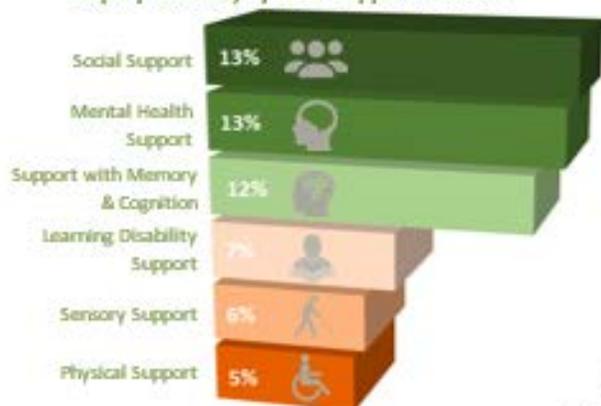
Please note that the location of abuse does not necessarily mean the adult was experiencing abuse from staff at these locations; for example, an adult may be experiencing abuse at a hospital, but it maybe from a relative visiting the adult whilst they were in hospital who was alleged to be causing abuse.

The graphics on the first page show the demographics of the adults who had at least one safeguarding contact during 2017-18 and the graphics on the next page represent the same contacts which were progressed to a safeguarding enquiry during 2017-19 and their outcome where available.



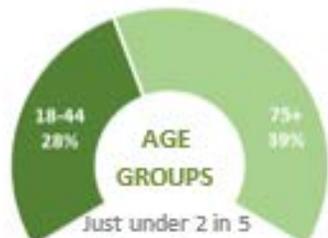
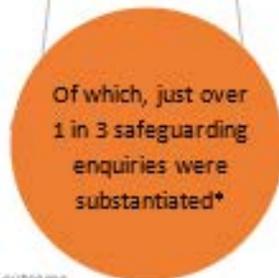
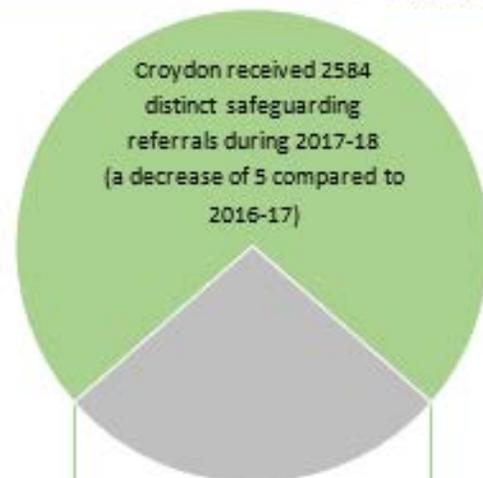
Safeguarding Referrals Received during 2017-18

Percentage of adults with a Safeguarding Enquiry started, by their Support Reason

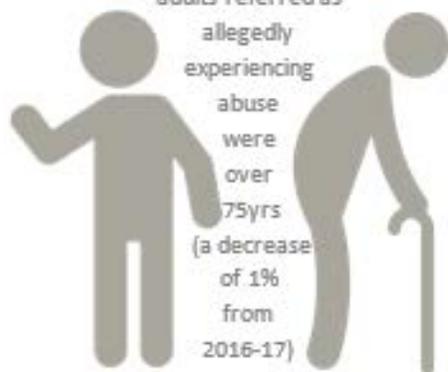


18% more females were reported as experiencing abuse than males, this gap has increased from 16% difference in 2016-17

1%
Of the adult population in Croydon had a Safeguarding referral in 2017-18



Just under 2 in 5 adults referred as allegedly experiencing abuse were over 75yrs (a decrease of 1% from 2016-17)



ETHNIC GROUP RATE PER 1000 POPULATION

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



The Black and Minority Ethnic (BME) rate per 1000 population of Croydon, of those referred is 4.5 (same as the rate for 2016-17). The main increase is with the Black Other group (+1.0 rate per 1000) and the main decrease is with the Black/Black British Caribbean group (-1.1 rate per 1000)

*of those completed with an outcome

Safeguarding Enquiries Started during 2017-18

Of the
596
Safeguarding Enquiries started
in 2017-18

5 in 9 safeguarded adults
allegedly experienced
abuse in their own home
(a drop of 1%
compared to 2016-17)



3 in 10 safeguarded adults allegedly
experienced abuse whilst in a care
home setting (a similar rate in
2016-17)



7 in 100 safeguarded adults allegedly
experienced abuse in a
hospital environment
(a decrease of 1%
compared to 2016-17)



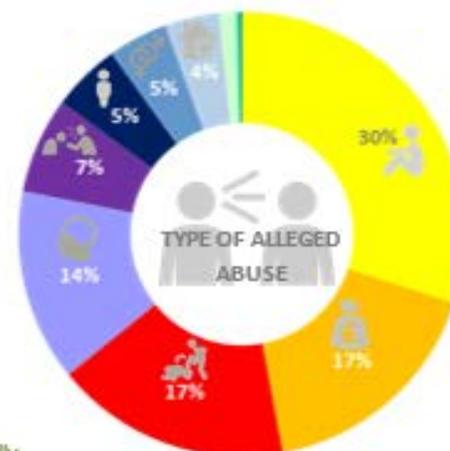
5 in 9 were allegedly
experiencing abuse
from someone they
knew (a decrease
of 2% compared
to 2016-17)



7 in 20 were allegedly
experiencing abuse from a
formal carer (an increase of 1%
compared to
2016-17)



9 in 100 were allegedly
experiencing abuse from a
stranger or unknown person
(a similar rate
in 2016-17)

236	Neglect and Acts of Omission
134	Financial or Material Abuse
134	Physical Abuse
110	Psychological Abuse
55	Domestic Abuse
39	Self Neglect
34	Sexual Abuse
31	Organisational Abuse
9	Sexual Exploitation
<5	Discriminatory Abuse
<5	Modern Slavery

Lay Member

Lay Members play an important role in the oversight and scrutiny and decisions and policies made by the Croydon Safeguarding Adults Board. They act as an independent voice and offers a broad perspective that recognises the diversity of our local communities in Croydon.

The work of the Board is invaluable in creating an environment where all agencies take safeguarding seriously.

The Adult Safeguarding Board is progressively developing it's work to fulfil it's enhanced responsibilities under the Health and Social Care Act.

Being a large body, much of the work inevitably has to be done in sub- groups / working groups.

A reporting system to the Board is in place where the sub-groups provide quarterly report on the work undertaken including identifying risks..

You said, we did ...

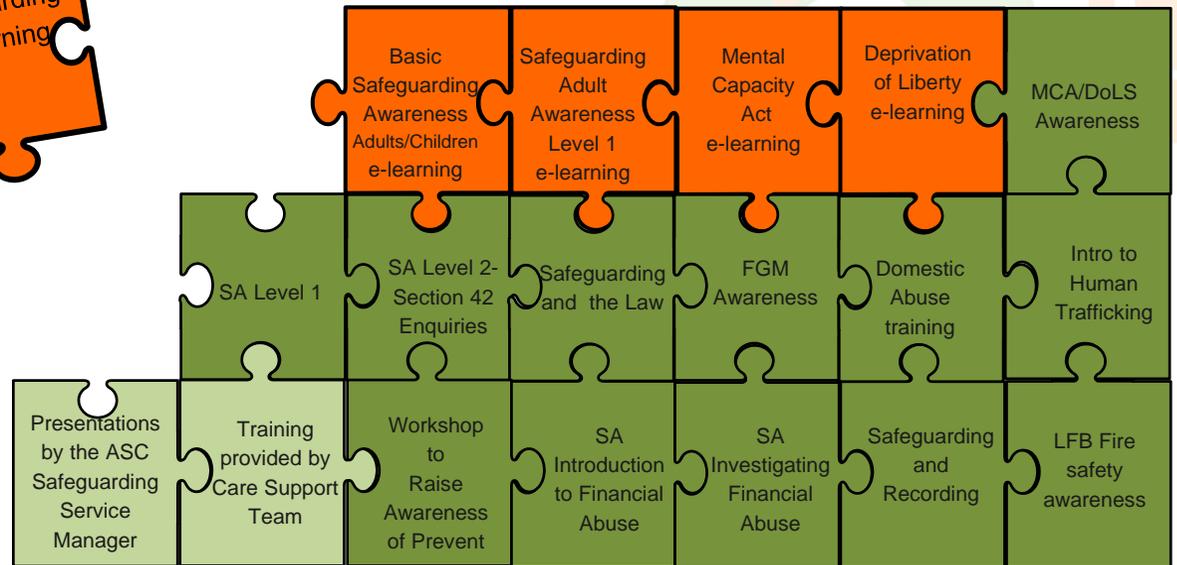
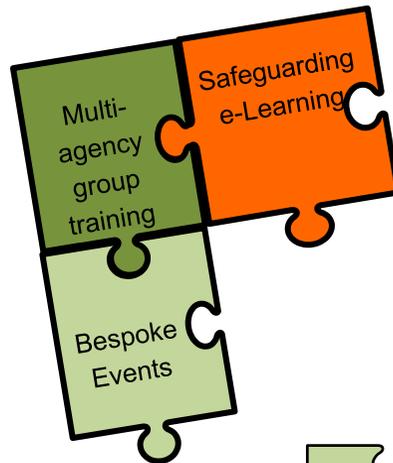
The Safeguarding Adult Review Committee need to do more to ensure that the right level of investigation/inquiry is carried out when someone dies or is seriously harmed when being considered for a Safeguarding Adult Review (SAR)

A more robust process is in place including the revision of the SAR Framework and Terms of Reference for the SAR group.



Learning and Development 2017 – 18

The CSAB Learning and Development programme for 2017/18 was well received and the feedback was generally very good. The aim of the programme was to deliver high quality L&D activities to staff at all levels and disciplines to enable them to respond appropriately to safeguarding, MCA and DoLS concerns. It also aimed to ensure that learning and development interventions respect diversity, promote equality and place the adult at risk as the central focus (making safeguarding personal).



The 2017/18 programme offered a diverse range of courses, delivery methods and tools. From multi-agency group training to bespoke events and a range of e-learning programmes. All courses offered were informed by developments in practice, the latest legislation, national and local guidance and local policy and procedures. Synergies with the Children’s board were identified for collaborative work and programme delivery. Internally sourced subject matter experts added to the rich mix of trainers and facilitators.



Learning and Development 2017- 18



Attendees comments

Excellent content. It has inspired my knowledge and practical application of safeguarding (Safeguarding & the Law)

We need to do more joined up collaborative work (SA Level 2 - Section 42 enquiries)

This course will have a positive impact on my practise (Investigating Financial Abuse)

This course will enable me to escalate if others are not engaging as they should in the S/G process

Clearly presented in a way I am able to use in relation to work (Safeguarding & Recording)

A lot of information was given – helpful to draw upon in the future (MCA/DoLS Awareness)

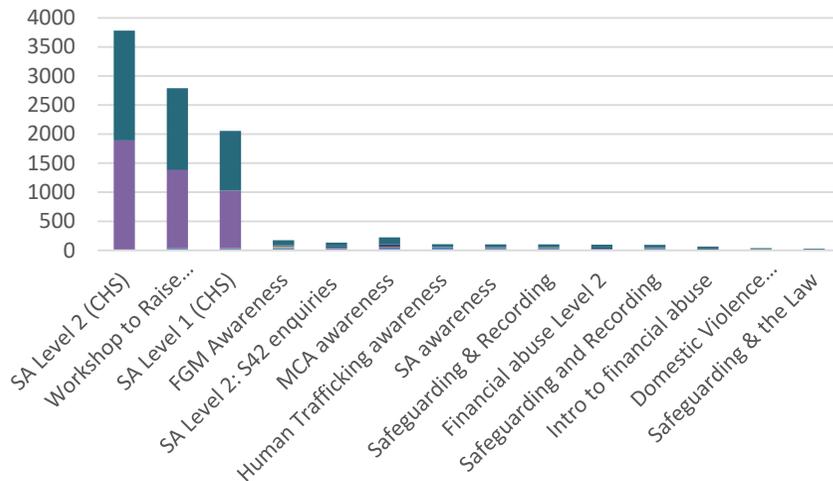
Excellent. Very relevant to my work. Police, NHS, Social Services staff present-shared understanding of the law



Learning and Development 2017- 18

During 2017-18 the overall attendance decreased to 4896, 21% lower than 2016-17. A notable difference attributed to the promotion of e-learning courses and the increase in single agency learning and development interventions.

Chart 1. Total attendance per event/course



The 2018-19 Learning and Development programme delivery will focus on reflection of practice, identifying lessons learnt and developing strategies for interventions resulting in the service user being supported on a person-centred manner.

Chart 2. Safeguarding e-learning completions

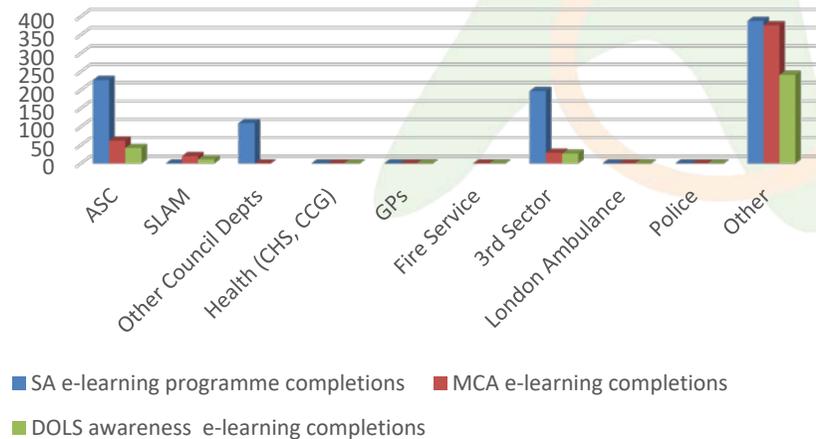


Chart 3 - Overall attendance - Bespoke events





CSAB Priorities 2017 - 18

CSAB Priorities 2017 – 18

In March 2017 the CSAB agreed the priorities the Board would focus on for the coming year:

1. Prevention and early identification of adults at risk of abuse.
2. Commissioning to ensure adults at risk services that protect them from abuse and there is a robust response to market failure.
3. Voice of service users is central to the work of the CSAB and all partners and influences policy and practice.
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5. The CSAB ensures there is effective communications with Croydon residents, between professionals, agencies and between different Boards and Partnerships.



CSAB Priorities 2017 - 18

Prevention and early identification of adults at risk

What we have done:

- Trading Standards continue to roll out and refresh awareness training to a range of partners and community groups as part of a preventative approach to tackling doorstep crime.
- Identified and protected repeat victims of doorstep crime [Trading Standards]
- Awareness raising events delivered to practitioners on Modern Slavery.
- Hoarding Project completed it's first year programme.

"I am so grateful to the Hoarding Project – it's made my life so much calmer and so much richer. My 'clutter buddy' empowered me, supported me, celebrated my achievements and I really felt she was in my corner. Well, I can open my curtains now, I don't refuse to let my friends into my home. I think of my house as a home now, not a hovel and my daughter is 'allowed' to bring friends home."

Prosecution of serial rogue traders targeting vulnerable adults

Trading Standards

What needs to be done

- To ensure that everyone is aware of the service and how to access an advocate.
- To collate evidence with regards to advocacy services in order to be aware of why and where is the service not being used.
- Wider partner awareness training and enhance awareness of range of doorstep crimes targeting those at risk [Trading Standards].
- Raising awareness of Modern Slavery and Trafficking with hotels and estate agents via a mail drop and event.
- Hoarding Project taken in its next group of service users.
- Home Office Pilot bid for funding for victims coming out of NRM and resettle with support.





CSAB Priorities 2017 – 18 [tables to be updated]

Commissioning to ensure adults at risk services that protect them from abuse and there is a robust response to market failure

What we have done

- Around 15 – 20% of the provider market is in a quality and advice discussion with the market at any time.
- In addition 5% of companies are in provider concerns at present with several being exited from the process a stronger and more robust agency as a result. Where the CQC deem necessary, or through provider decision, the provider may cease to operate.
- The Intelligence Sharing Committee meets monthly 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 in a “stitch in time saves nine” type philosophy.
- The tracker used to monitor the activities of the Intelligence Sharing Committee has been refreshed and updated monthly.
- A new Safeguarding Quality Assurance officer post in the Council has been created solely to help manage the market, the quality assurance framework and provider concerns processes.

What needs to be done

- Domiciliary care has always been a more difficult aspect of the market to manage. As such closer attention is being placed on complaints and brokerage data to try and ascertain if these matters could be forerunners for poor practice and safeguarding cases.
- To ensure there are officers assigned to populate the list and to continue to maintain the tracker in a monthly fashion.
- Continued cross referencing in each committee meeting with Rapid Response team data and LAS data to ensure that the safeguarding statistics are cross referenced to form a more robust assessment of quality and where concerns lie in the market.

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

Ratings issued by CQC	Amount of Services
Outstanding	2
Good	158
Requires Improvement	31
Inadequate	1



CSAB Priorities 2017 - 18

Voice of service users is central to the work of the CSAB and all partners and influences policy and practice.

What we have done

- Ensuring that the safeguarding service is reaching all part of the community. The Safeguarding Adults Leaflet and posters have been revised and will be available electronically and in hard copy for distribution.
- E-learning information accessible via the CSAB website.
- Development of a Safeguarding Questionnaire to inform how accurate the system is at recording people's experience of the safeguarding service and help with MSP data feedback

What needs to be done

- Voice of the Service User video to be posted on the CSAB website and shared widely.
- Reviewing processes and the CSAB groups in order to strengthen the voice of the service user.
- To increase service user involvement at CSAB level

"I felt a huge relief in being supported through what could otherwise have been a complicated process"

"I am grateful for your support and the feeling of empowerment"

"I feel that I am now back in control"

"Thank you for taking the time to explain what is happening in a way that I can understand"

[Age UK – Croydon]

<https://www.youtube.com/watch?v=R4G4fgoRR5w>

The East Cheshire Safeguarding Adult Board have agreed for Croydon to use their Service User video: **The Spoken Word**



CSAB Priorities 2017 - 18

Making Safeguarding Personal is central to the commissioning and delivery of services to adults at risk.

What we have done

- Interviews held post safeguarding process and operational teams are made aware that feedback is being sought.
- Council undertook a safeguarding audit that included recommendations on how to improve MSP practice.

Interviews carried out post safeguarding process :

- *All agreed safeguarding was necessary*
- *All agreed they could say what they wanted as a desired outcome/end goal*
- *All felt included due to being invited to meetings*
- *Three said they were well supported*
- *Best part of the process was being involved, asking questions, achieving outcome, being informed and support from social worker.*
- *Worse part of the process was being anxious to attend meeting, communication poor, drawn out process and length of safeguarding process.*

What needs to be done

- Interview samples are currently small therefore increase size of sample.
- Themed multi agency self neglect audit to be undertaken in November 2018.

"I am now de-hoarding my home and my grandchildren can now visit"
[Hoarding Project delivered by Mind in Croydon]

"Prevented family members visiting, my back room is now clear and my daughter can visit"
[Hoarding Project delivered by Mind in Croydon]



CSAB Priorities 2017 - 18

The CSAB ensures there is effective communications with Croydon residents, between professionals, agencies and between different Boards and Partnerships

What we have done

- Work underway designing the new CSAB website.
- Revision of the Safeguarding Leaflet with both online access and hard copies being made available.
- Engagement with the BME community.
- CSAB represented at the International Women's Day event.
- Modern Day Slavery conference held in October 2017.
- Annual Report produced in a more visual and accessible way.

Going the extra mile to achieve confidence to a vulnerable community – older people [Croydon Police]

What needs to be done

- Distribution of the Safeguarding Leaflets via GP surgeries, council, health and all CSAB partners.
- More use made of social media eg twitter, Instagram and Facebook.
- Quarterly Newsletters to help raise awareness of the work of the CSAB.
- Continued enhanced engagement with the BME community.

Partnership work between Trading Standards and Adult Social Services to safeguard adults at risk against scams and mass marketing fraud recognised as area of best practice.

Governance & Accountability arrangements

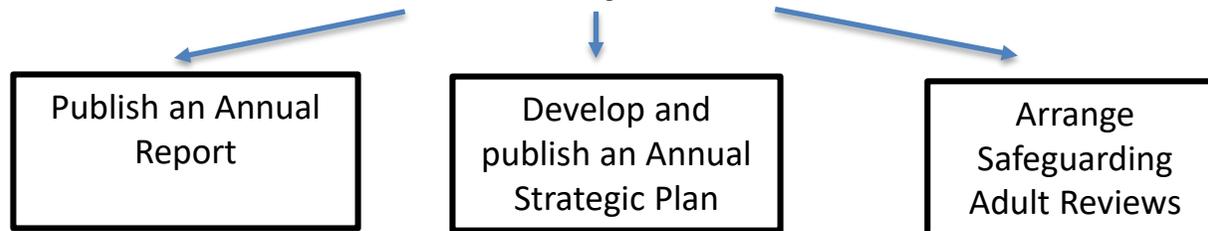
SAB Membership includes:
Local Statutory & voluntary sector organisation and a Lay Member. Led by an Independent Chair



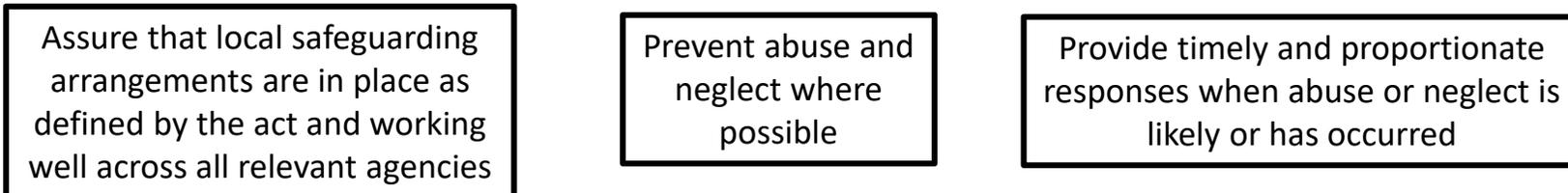
Care Act
2014

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

Core duties of the SAB



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





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 change in member contributions.

Income 2017/18

£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

2017/18 Expenditure:

£63,382.66 Staffing

£1,112.08 Supplies & Service Recharge

£640 Website

£600 Conference

£619.15 Premises Hire

£18,000 Staff Development/Training

£30,000 SAR budget

Total £114,713.89



CSAB Structure – the role of Committees

A significant amount of the CSAB work is undertaken by the Committee's of the Board, the Committees help progress the programme of work set out in the Strategic Plan

The Executive and Committees are accountable to the Safeguarding Adult Board and this is reflected in the CSAB Governance Framework and Committee Terms of Reference.

The Committee Chairs meet with the Independent Chair of the Board to report and discuss progress with a quarterly report shared with the board members.



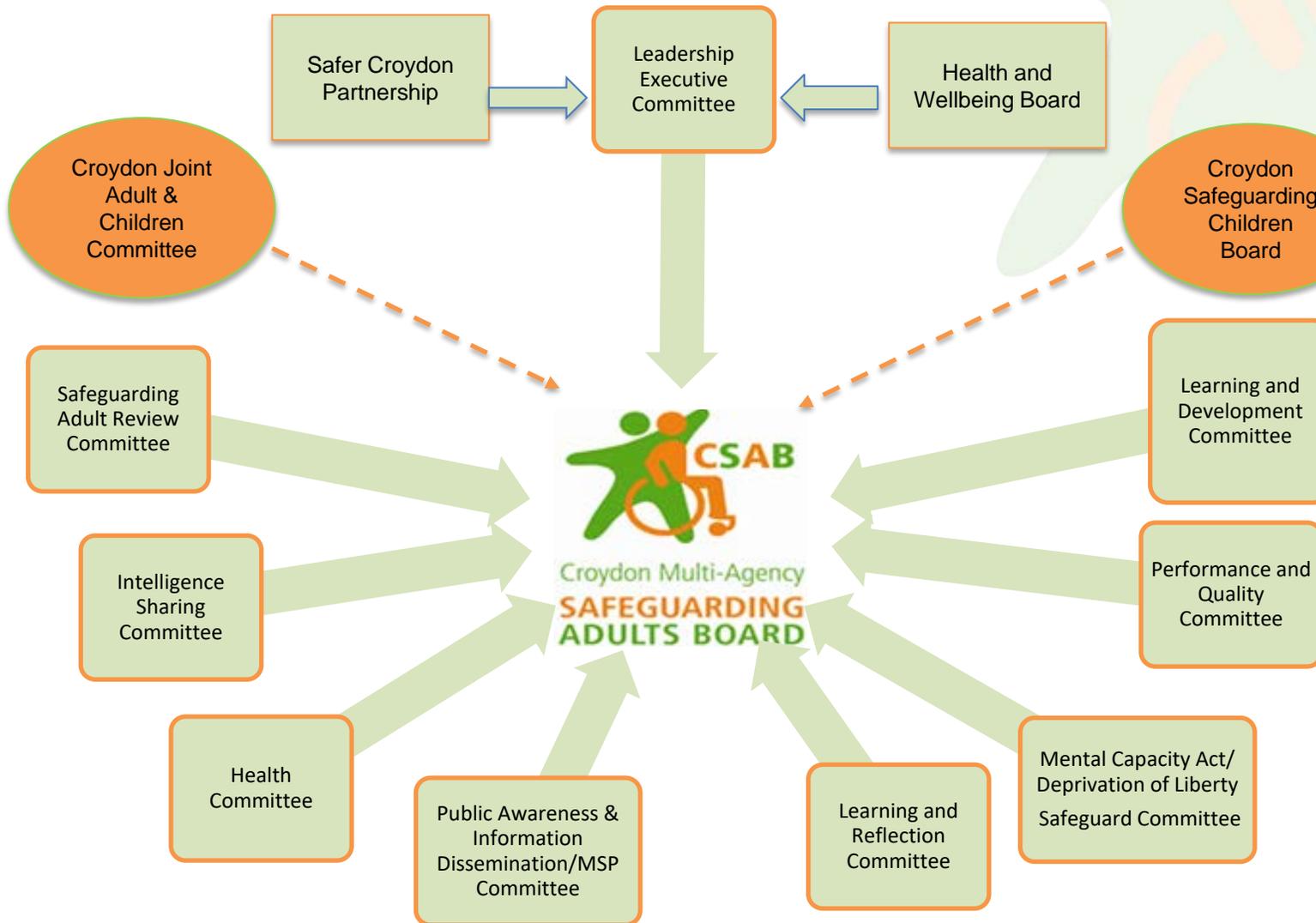
Membership

Membership in 2017/18 included the following organisations and continues to be reviewed:

- London Borough of Croydon
- Croydon CCG
- Croydon Health Services
- South London and Maudsley NHS Foundation Trust
- London Ambulance Service
- London Fire Brigade
- Croydon Mind
- Age UK
- Probation
- Community Safety Partnership
- Trading Standards
- Lay Member



CSAB Governance Structure





CSAB Priorities 2018 - 19



Priorities 2018/19

At the CSAB Development Day, 5th June 2018 the following objectives for the Board were agreed with underpinning priorities:

Prevention	Commissioning	Making Safeguarding Personal	Voice of the Croydon Resident	Communication & Engagement
<p>Early Identification and provider market management</p> <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>Robust response to market failure [new Provider Market Policy agreed]</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>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 to by way of feedback and arranged interviews</p> <p>Services meet 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>



Glossary

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

ACPO	Association of Chief Police Officers	LSP	Local Strategic Partnership
ADASS	Association of Directors of Adult Social Services	MCA	Mental Capacity Act
ASC	Adult Social Care	MAPPA	Multi-agency Public Protection Arrangements
CRU	Central Referral Unit	MARAC	Multi-agency Risk Assessment Conference
CCGs	Clinical Commissioning Groups	MSP	Making Safeguarding Personal
CSAB	Croydon Safeguarding Adult Board	MASH	Multi-agency Safeguarding Hub
CSPs	Community Safety Partnerships	NHS	National Health Service
CPS	Crown Prosecution Service	OPG	Office of the Public Guardian
CQC	Care Quality Commission	PALS	Patient Advice and Liaison Service
DASH	Domestic Abuse, Stalking and Harassment and 'Honour' – Based Violence.	SAR	Safeguarding Adult Review
DASV	Domestic and Sexual Violence	SI	Serious Incident
DBS	Disclosure and Barring Service	SLaM	South London and Maudsley NHS Foundation Trust
DoLS	Deprivation of Liberty Safeguards		
DHRs	Domestic Homicide Reviews		
FGC	Family Group Conferences		
IDVAs	Independent Domestic Violence Advocates		
ISC	Intelligence Sharing Committee		



You can read more about the Croydon safeguarding adult board at our website
<http://www.croydonsab.co.uk/>

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

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