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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

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.

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 to receive the recommendations arising from the Scrutiny & Overview Committee held on the 10th November 2020.

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

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APPENDICES TO THIS REPORT:

Draft CSAB Annual Report 2019/20

BACKGROUND PAPERS:

None