

REPORT TO:	CABINET 16 November 2022
SUBJECT:	Croydon Safeguarding Adult Board Annual Report 2021/22
LEAD OFFICER:	David Williams, Independent Chair, CSAB Annette McPartland, Corporate Director of Adult Social Care and Health
CABINET MEMBER:	Cllr Yvette Hopley, Health & Social Care
WARDS:	All
FINANCIAL IMPACT	
There are no direct financial implications arising from this report as all priorities within the 2021/22 Croydon Safeguarding Adult Board Annual Report has been funded through the Adult Social Care budget and allocations from the statutory partners for the CSAB (Health and Police).	
FORWARD PLAN KEY DECISION REFERENCE NO.: This is not a key decision	
The Executive Mayor, in Cabinet, is recommended:	
1. RECOMMENDATION	
	To note the content of the Annual Report for the Croydon Safeguarding Adult Board. The report will be considered by Cabinet on 16 November 2022 and to receive the recommendations arising from the Health and Social Care Scrutiny Committee taking place on 18 October 2022.

2. EXECUTIVE SUMMARY

- 2.1 This is a copy of the Croydon Safeguarding Adults Board (CSAB). The report was ratified by CSAB (as outlined by S43 Care Act and the statutory guidance) on 26 October 2022.
- 2.2 The purpose of the CSAB Annual Report is to detail the activity and effectiveness of the CSAB between April 1 2021 to 31 March 2022. The report is submitted by the CSAB Independent Chair, David Williams who was appointed to this role on the 5 September 2022 so was not in post during the period of time which the report covers. It ensures that the statutory partners (Council, Health and Police), residents and other agencies are given the opportunity to provide objective feedback on the work and effectiveness of local arrangements for safeguarding adults. The report covers the 2021/22 priorities demonstrating what has been achieved and the work which needs to continue throughout 2022/23. It is important to note that the remit for producing these reports is that it is produced as a public facing document.

- 2.3 The Performance and Quality Assurance sub group has continued to focus on collecting, monitoring and improving the data for the CSAB Dashboard. The data has improved with partners working together to ensure data is fit for purpose and is used to progress the board's priorities. It is also important to note that this work continues in order to further improve the data collection.
- 2.4 Engagement and communication across the partnership is key to the work of the CSAB which has been excellent during this year and this is evidenced in both attendance at the CSAB and sub group meetings but also by the willingness of all partners and agencies to contribute to the Annual Report.
- 2.5 Four Safeguarding Adult Reviews (SARs) were undertaken and completed during the year with the full reports and 7 minute briefings published on the CSAB website. Summaries for Mr Hong, Duncan, O1 and Madeleine are included within this report.
- 2.6 The CSAB will continue to use tools and learning in order to mitigate the risk of safeguarding across the partnership. This will include the continuation of themed multi-agency audits, learning events such as the Homeless workshop, shared learning from SAR recommendations and the LondonADASS Safeguarding Adult Partnership Audit Tool.

3. Croydon Safeguarding Adult Board [CSAB] Annual Report 2021/22

- 3.1 The Annual Report is introduced by the Board's Independent Chair David Williams who took up post on 5th September 2022. The Chair will be supported at the October meeting by the statutory partner leads for Health, Local Authority and Police.
- 3.2 The Report is due to be presented to Cabinet on the 16th November following the report being shared at the CSAB quarterly meeting in October. It is an important function of the Council to have oversight of the adult safeguarding activity in Croydon. It provides an update on the multi-agency work by the CSAB partnership to safeguarding adults in Croydon and how the agencies work together.
- 3.3 Information is submitted by partners, agencies and residents, on the activities they have undertaken throughout the year aligned to the board priorities. It is also an opportunity to share with the CSAB their priorities going forward.
- 3.4 Safeguarding statistics can be found on pages 7 – 9, this includes data submitted to the Department of Health and Social Care (DHSC) in July 2022. The data within this report looks at safeguarding referrals received during 2021/22 and whether they have progressed to a safeguarding enquiry for further investigation. Where appropriate percentages and numbers have been included along with a breakdown of the source of referral.
- 3.5 The data shows a drop in contacts which become adult safeguarding concerns / referrals. This is a result of the changes in process. Croydon Adult Support team now screen all 'at risk contacts' to ensure they are appropriate for a safeguarding response. What we have found in the past is many such contacts are better dealt

with outside the safeguarding process in a more supportive / preventative model which generally results in better outcomes for Croydon residents. It also is positive for the safeguarding system ensuring that the safeguarding process of S42 Enquires is focused on those people who would benefit from this intervention. This change in process has enabled a stronger focus on prevention.

- 3.6 The data is telling us that Asian/Asian British are underrepresented for safeguarding referrals compared to the ethnicity of Croydon's population. Black/African/Caribbean/Black British safeguarding referrals are 1% below the Croydon's population percentage. This is in line with national data and there has been much work undertaken in Croydon to raise awareness within the community. The CSAB Voice of the People sub group has been leading this work and will continue as more work needs to be done.
- 3.7 Some other highlights from the data around the types of alleged abuse which shows there has been a slight increase of 1% with regards to the category of neglect and a decrease from 20 – 18% in relation to financial abuse, both percentages are in line with the national picture. However, we are concerned that there will be an increase in financial abuse, going forward, given the cost-of-living crisis. This has previously been the pattern at times of financially difficult across society. Domestic Violence has increased from 6% to 10% from last year and like the national data and again we expect that this will increase going forward.
- 3.8 A breakdown of where alleged abuse takes place is similar to last year's data showing that 75% of closed safeguarding enquires were in the community and 25% located in Care Homes.

National comparison data is currently not available and it is estimated that this will be published later this year. These are provisional figures within this report and currently proceeding with the ratification process.

- 3.9 The report covers work undertaken and identifies further work needed under each of the priorities. Below are some examples taken from the report for each of the priorities:

Prevention (Page 17)

SARs have continued to be commissioned and learning taken forward across the partnership showing good work between ASC and Mental Health. Learning has been in the form of events, team meetings and training via Bitesize training. The work around the ICN+ continues to grow and page 19 shows the latest information. The Southwest London Integrated Care System has come into existence replacing the CCG from the 1st July 2022. The change in process outlined 2.4. is also a contribution in supporting this priority.

Commissioning (Page 21)

The CSAB Intelligence Sharing subgroup has continued its regular meetings having oversight of the provider market. Engagement and information from all agencies and partners has been excellent. The Local Authority commissioning are now part of ASC ensuring a more integrated development of services and a

response to safeguarding issues. They produce a monthly report showing quality of provider provision in the borough.

Making Safeguarding Personal (Page 22)

Reshaping of the LA safeguarding process ensuring that all referrals receive a measured and personalised response. Introducing an 'at risk' contact stage to see if there is a better way of managing the matter than going through the s42 process. Outcome has been to have a more balanced response with better outcomes. Working in partnership with Ingram Court Youth Hostel, NHS SWL CCG hosted a health and wellbeing day for young people experiencing homelessness to reduce barriers to accessing health services.

Quality and Improvement (Page 23)

The Performance and Quality Assurance sub group have continued to focus on collecting and monitoring data on the CSAB Dashboard. ASC data is more accurate and is telling us that we are focusing on the right areas – fewer concerns but more enquiries. Work has included refreshing indicators in order that these are in line with the CSAB priorities and inform planning and practice. The Police continued their focus on providing support and advice to investigating officers to improve their knowledge around mental health, including working with partners to ascertain the single points of contact.

There has been a positive change in who submits Safeguarding Adult Review requests, these are now being received from across the partnership.

A well received presentation given to the CSAB members by the S42 team outlining the referral process and providing case examples. This was rolled out to the GP Forum, Health colleagues and to the London Lived Experience Group.

Voice of the People (VOTP) (Page 25)

Members of the VOTP sub group have presented 'Keeping you Safe' to forums and groups in Croydon to raise awareness of the safeguarding process and the work of the CSAB. These have included provider forums, Care Home Managers, Domiciliary Care Forum, BME Forum with further events in the community planned. The S42 team presented the work they are doing around the Service User feedback questionnaire.

The Chair of this sub group is highly engaged in the London Lived Experience Group and Croydon have shown their support from the outset of this work.

Communication and Engagement (page 26)

The CSAB has excellent engagement across the partnership and this is evidenced by the attendance at both the Board meetings and sub groups. Partners are represented across all agencies and with partners keen to take on the roles of Chair and Vice Chair of the sub groups.

Strong links made with other SABs in London with increased engagement with both national and London networks, this enables the CSAB to share information developed in Croydon and to learn from other SABs.

At the February CSAB Development Day the feedback from all sub group chairs emphasised to the external facilitator that all members for each of the groups were highly engaged and supported the work of the CSAB.

The Development Day set out priorities for 2022/23 (page 28) which were tweaked slightly from this report's priorities. The Board has seen the recruitment of a new Independent Chair, David Williams who is now able to announce that Andrew Brown the CEO, Croydon BME Forum has agreed to be his Vice Chair. The CSAB continued to carry out its day-to-day work using different ways of working i.e. virtual meetings. This has proven a success with attendance at meetings high.

4. CONSULTATION

- 4.1 The three strategic partners [Local Authority, Health and Police] along with other organisations, voluntary sector, residents and agencies have contributed to the annual report. Resident feedback and the Lay Member comments have also been included within the report.
- 4.2 Contributions are gathered by partners completing a contributions templated and also by continuous recording of work undertaken using the CSAB meeting structure of the board and it's sub groups. Contributions are also sourced by attending events and workshops.
- 4.3 The Annual Report was signed off by the CSAB at the quarterly meeting on the 26 October.

5 PRE-DECISION SCRUTINY

- 5.1 The report was presented to Scrutiny on the 18th October 2022 by David Williams, the CSAB Independent Chair and supported by Adult Social Care, Health and Police colleagues.
 - a) The Sub-Committee recommended that information in the report from the 2011 Census was replaced with more up-to-date information or predictions, and that ethnicity data distinguished between 'White – Other' and 'White – British'. Following the meeting performance colleagues confirmed the 2021 census data was used for this year's report, but need to bear in mind the data hadn't been fully released. The full demography data won't be released until November so the data pages will be changed along with the ethnicity data mentioned above prior to publication.
 - a) The Sub-Committee requested the inclusion of more quantitative data in the next Croydon Safeguarding Adult Board (CSAB) Annual Report including trends and comparisons over previous years and with other similar local authorities. Following Scrutiny the CSAB members signed off the report on the 26th October with agreement and actions to take this recommendation forward, it was agreed to be more focused on outcomes, particularly being mindful of evidence based results for future reports with more anecdotal evidence from service users and professionals.

6 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 6.1 There are no direct financial implications arising from this report as all priorities within the 2021/22 Croydon Safeguarding Adult Board Annual Report have been funded through the 2021/22 Adult Social Care budget and the partner allocations.
- 6.2 The CSAB is funded from allocations from the partners and therefore has a multi agency budget and the budget breakdown can be found on page 33 of the report.

Approved by: Mirella Peters, Finance Manager

7. LEGAL CONSIDERATIONS

- 7.1 Pursuant to Schedule 2 of the Care Act 2014, as soon as feasible after the end of each financial year, the CSAB must publish a report on:
- What it has done during the year to achieve its priorities.
 - What has been done during that year to implement its Strategic Plan.
 - 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) which have concluded that year (whether or not they began in that year).
 - What has been done during the year to implement the 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 Lead 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 & Education Law on behalf of Stephen Lawrence-Orumwense, Director of Legal Services and Monitoring Officer.

8. HUMAN RESOURCES IMPACT

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

9. EQUALITIES IMPACT

- 9.1 The Council has a statutory duty, when exercising its functions, to comply with the provisions set out in the Sec 149 Equality Act 2010. The Council must, in the performance of its functions, therefore have due regard to:

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

9.2 A key priority for the Council and the CSAB is ensuring we work with our partners to make Croydon a stronger and fairer place for all our communities and be a more inclusive borough free from racism and discrimination. 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 and this work was a priority for the board this year. This will include linking with other pieces of work undertaken across the partnership, the board's 'Voice of the People' has continued to develop this work with one of it's priorities being to raise awareness across all communities. [Page 25 of the report]. The membership of this sub group has grown and includes representation from the BME Forum, Mind in Croydon, ARC and people with lived experience and through this group the board has been able to attend events and link with other community groups which includes a Memory Café, Rotary Association and the BME Forum.

9.3 Quality assurance data provided in the annual report is designed as a summary set of information and is provided at a high level, these are sourced from the data submitted to the Department of Health & Social Care in July 2022. The 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 of abusing and the outcome. 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 and statutory Equality Objectives. 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: Denise McCausland, Equality Programme Manager

10. ENVIRONMENT AND CLIMATE CHANGE 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 vulnerable adults in Croydon but also to note the planned work to take place in 2022/23.

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

(If yes, please attach a copy).

There is in place across all London Boroughs a robust Data Sharing Agreement with all partners on the Board including the Metropolitan Police and South West London CCG. This agreement has been developed by London ADASS and is a London wide agreement and signed off by all partners.

This annual report evidences that over the last year further improvement and development of the reach and impact of the work of the Board has continued.

(Approved by: Simon Robson, Director of Adult Social Care Operations, and Deputy DASS)

Guidance Notes

There are no data protection implications within this report.

CONTACT OFFICER: Denise Snow, CSAB Manager

APPENDICES TO THIS REPORT – Attached CSAB Annual Report 2021/22