

**For General Release**

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| <b>REPORT TO:</b>      | <b>CABINET 16 December 2013</b>  |
| <b>AGENDA ITEM:</b>    | <b>6</b>   |
| <b>SUBJECT:</b>        | <b><i>Annual report of the Croydon Safeguarding Adults Board, 2012/13</i></b>          |
| <b>LEAD OFFICER:</b>   | <b><i>Hannah Miller, Executive Director for Adult Services, Health and Housing</i></b> |
| <b>CABINET MEMBER:</b> | Councillor Margaret Mead, Cabinet Member for Adult Services and Health                 |
| <b>WARDS:</b>          | <b>All</b>   |

**CORPORATE PRIORITY/POLICY CONTEXT:**

The annual report of the Croydon Safeguarding Adults Board 2012/13 addresses how Croydon adult social services are doing with regard to protecting Croydon residents who are the most at risk in our community. The protection of vulnerable people in Croydon is one of the key priorities set out in Croydon's corporate plan and concerns the protection of people who are vulnerable from harm as well as striving to prevent harm. This links with another key priority to assist people to take responsibility by building resilience in the community. The report outlines work that takes place to build awareness of abuse, so that communities can intervene and ensure rapid referral of anyone suspected of being harmed or of causing harm. The report also highlights multiagency work with other statutory and partner agencies such as the police and health services in order to make enquiries and address concerns. It also addresses the work with providers of support and care to encourage good practice and dignity in care that reduces the risk of harm occurring and improves people's quality of life.

**FINANCIAL IMPACT**

None as a result of this report

**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 The Cabinet is requested to be aware of the contents of the annual report, the work that is happening regarding safeguarding adults at risk and the on-going planning to strengthen this area of joint work by the council and its statutory and voluntary partner agencies.**

## **2. EXECUTIVE SUMMARY**

2.1 This annual report of the Croydon Safeguarding Adults Board (CSAB) covers the period from April 2012 to the end of March 2013 (The report is provided as an e-copy:<http://www.croydon.gov.uk/contents/departments/healthsocial/pdf/1028604/csa-report-12-13>).

The Safeguarding Adults Board is now chaired independently by Jane Lawson who has been in post since January 2011. This reflects the direction of travel towards giving Safeguarding Adults Boards greater formality, accountability and responsibility with boards set to become a statutory body under the Care Bill. The report reflects a great deal of commitment and hard work across agencies in Croydon in support of the safeguarding adults' agenda. The growing membership of the Croydon Safeguarding Adults Board is committed to ensuring robust partnership responses to safeguarding adults at risk, strengthening safeguarding work in all areas of the community. This commitment is reflected in the reports submitted by partner agencies for inclusion within the annual report.

2.2 The Board promotes constructive challenge, innovation and reflective and evidenced based practice, drawing on the increasing body of knowledge and experience emerging in the field of safeguarding adults. The period 2012/13 has seen a number of milestones and developments in safeguarding adults nationally including the publication of the final report of the Mid Staffordshire NHS Foundation Trust Public Inquiry chaired by Robert Francis QC; a statement of Government policy on adult safeguarding and new advice and guidance to Directors of Adult Social Services, issued by the Association of Directors of Adult Social Services. The priorities of the CSAB reflect this national learning.

## **3. DETAIL OF YOUR REPORT**

3.1 The year 2012/2013 has seen a rise in referrals in line with most other neighbouring authorities. The number of safeguarding referrals investigated during 2012/13 was 868. Research indicates that much abuse in the community remains unreported and the Croydon data suggests that safeguarding incidents for the black and ethnic minority groups are still going largely unrecognised. During the past year work has been ongoing with BME community groups to raise awareness of adult safeguarding issues and to encourage awareness of how to make referrals and who can help. As a result of this work the BME community group, facilitated by the BME forum, suggested changes to the safeguarding poster which have been implemented. This suggests that referral rates have not yet peaked and there is still an unknown potential for further increases. Croydon's population continues to rise as does the overall level of deprivation.

3.2 This 2012/13 annual report for the first time includes comparative safeguarding data with other neighbouring and similar local authorities. The comparative data relates to 2011/12 information which is the latest available and reflects the decrease in safeguarding referrals in Croydon in 2011/12, a trend which has been reversed for 2012/13.

### 3.3 The data tells us that:

- The most common group subject to abuse allegations are older / elderly white women with physical disabilities / frailty.
- The most common locations of abuse are the clients' own homes and care homes.
- The most common category of person alleged to have caused harm are family members and care staff (the former may also be carers).
- The most common types of abuse are physical, financial and neglect.
- A small majority of allegations are not substantiated compared with those that are either substantiated or are inconclusive- although this does not necessarily indicate that the allegations themselves are false – simply that it is not always easy to know at first sight whether someone who may have suffered harm or sustained an injury has been abused.

3.4 Robust systems for the exchange of information within the borough are essential in developing good partnership working. The Croydon Safeguarding Adults Board and its subgroups which are multiagency and which include key statutory agencies – social services, health and the police and many voluntary and community groups - are at the heart of promoting effective information sharing and the development of good practice. The dignity in care movement is a strong contributory force to the aim of preventing abuse. One of the ten dignity challenges is to have a zero tolerance of all forms of abuse. In 2012/13 joint work with providers of care and commissioners has been underpinned by the dignity agenda to improve the experience of people using services. The development day in June was a successful event which enabled board members from both statutory, voluntary and provider agencies to work together to agree the priorities for the forthcoming two years in terms of the protection and empowerment of adults who are at risk of harm. These priorities are set out in the main report on pages 6-7 and performance against these objectives will be evaluated in the 2013/14 report.

3.5 This year has seen the development of a range of practice initiatives – focusing on supporting people who are at risk of neglecting themselves, action planning resulting from the Winterbourne abuse scandal to ensure Croydon's learning disabled residents are protected from such harm, reviewing and strengthening arrangements for advocacy, learning for serious case reviews and critically evaluating safeguarding practice by means of an external file audit. With respect to the external file audit, performance was overall found to be good as was the capacity to improve.

This report also contains individual contributions from the subgroups and partner agencies, focusing on key aims and activity, learning and development, links with national initiatives and key preventative measures.

## 4. CONSULTATION

4.1 This report represents collaborative contributions from a number of statutory and voluntary agencies representing adults who are potentially at risk of harm and who may be recipients of community services. The report is produced on behalf of the adult safeguarding board and consultation takes place through board meetings.

## 5 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

5.1 There are no specific financial considerations attached to this report.

(Approved by: Paul Heynes, Head of Finance – DASHH, Interim Chief Executives Department on behalf of the Director of Finance)

## **6. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER**

6.1 The Solicitor to the Council comments that there are no legal issues arising from the report

(Approved by: J Harris Baker, head of social care and education law and deputy monitoring officer on behalf of the Council Solicitor & Director of Democratic & Legal Services)

## **7. HUMAN RESOURCES IMPACT**

7.1 There are no immediate human resources issues that arise from the recommendations in this report for LBC staff

(Approved by: *Michael Pichamuthu* on behalf of Heather Daley, Director of Workforce)

## **8. EQUALITIES IMPACT**

8.1 This annual report concerns the protection and well-being of the most vulnerable adults in the community by nature of age, disability and including consideration of differing cultural equalities. The report concerns people who are protected under the equalities act due to a number of protected characteristics including learning disability, mental illness and who are vulnerable adults. The report helps to identify work that has been achieved as well as the on-going work to improve the empowerment and protection of these groups. Some issues currently being addressed include changes to adult safeguarding awareness as a result of consultation with BME groups and a revised safeguarding poster. In the light of the issues that stemmed from the Winterbourne abuse scandal, Croydon is keeping all learning disabled clients currently within hospital provision under close review and was in fact doing so already prior to the abuse scandal. These clients have the protection of advocacy and /or the protection of the Mental Capacity Act, Deprivation of Liberty Safeguards or fall under the Mental Health Act which includes rights to regular tribunal hearings and representation to review their case. The Croydon self-assessment framework with regard to this client group has received very favourable feedback from the Local Government Association and NHS England. .

## **9. ENVIRONMENTAL IMPACT**

9.1 None as a result of this report

**10. CRIME AND DISORDER REDUCTION IMPACT**

10.1 The report considers Croydon adult services responses and that of partner agencies to people who are the victims of harm which in some cases amounts to criminal acts and how we can work together to reduce and prevent harm.

**11. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION**

11.1 not applicable for this report

**12. OPTIONS CONSIDERED AND REJECTED**

12.1 not applicable for this report

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**CONTACT OFFICER:** Kay Murray, Head of professional standards

**BACKGROUND PAPERS - LOCAL GOVERNMENT ACT 1972: none**

*Appendix e-copy: Croydon Safeguarding Adults annual report 2012/13*  
(The appendix is provided on the Council website agenda for this meeting)