

<b>REPORT TO:</b>	<b>CABINET 17<sup>th</sup> July 2017</b>
<b>AGENDA ITEM:</b>	<b>9</b>
<b>SUBJECT:</b>	<b>Croydon Safeguarding Adults' Board Annual Report 2016-17 Croydon Safeguarding Children Board Annual Report 2016 - 17</b>
<b>LEAD OFFICER:</b>	Barbara Peacock Executive Director People  Sarah Baker Independent Chair, Croydon Safeguarding Adults Board (CSAB) and Croydon Safeguarding Children Board (CSCB)
<b>CABINET MEMBER:</b>	<b><i>Cllr Louisa Woodley, Cabinet Member for Families, Health and Social Care</i></b> <b><i>Cllr Alisa Flemming, Cabinet Member for Children, Young People and Learning</i></b>
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:</b>	
<p>The 2004 Children Act and the 2014 Care Act legislated for the requirement for local Children and Adults Safeguarding Boards. Both Boards are independently chaired and made up from members of local statutory and voluntary agencies, and partners, with the purpose of safeguarding and promoting the welfare of children and protecting adults at risk from harm and exploitation, in the local area. The Croydon Safeguarding Adults Board (CSAB) and the Croydon Safeguarding Children's Board (CSCB) are each required by statute to publish an Annual Report.</p> <p>The key role of each Board is to enable agencies to hold each other to account to secure effective safeguarding arrangements for children and adults in the local authority area. This role accords with most of Croydon Council's Corporate Plan 2015-18 independence priorities, namely: -</p> <ul style="list-style-type: none"> <li>To protect children and adults at risk from harm and exploitation</li> <li>To help families be healthy and resilient and able to maximise their life chances and independence</li> <li>To help people from all communities live longer, healthier lives through positive lifestyle choices</li> <li>To prevent domestic abuse and sexual violence where possible, support victims and hold perpetrators to account.</li> </ul>	
<b>FINANCIAL IMPACT N/A</b>	
<b>KEY DECISION REFERENCE NO.: This is not a Key decision</b>	

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 That the Cabinet notes the annual report of the Croydon Safeguarding Children Board (printed separately) and that this report will be scrutinised by the Children and Families Scrutiny Panel.
- 1.2 That the Cabinet notes the annual report of the Croydon Safeguarding Adult Board (printed separately) and that this report will be considered by the Adult Social Care Review Panel.

## **2. EXECUTIVE SUMMARY**

- 2.1 The purpose of the report is to detail the activity and effectiveness of the Croydon Safeguarding Adult Board (CSAB) and the Croydon Safeguarding Children Board (CSCB) between April 2016 and March 2017. The reports are submitted by the independent chair of the Safeguarding Boards, which ensures that the Council and other agencies are given objective feedback on the effectiveness of local arrangements for safeguarding adults and children. The reports set out the key priorities for the Boards for the current year.

## **3. DETAIL - CSAB (Croydon Safeguarding Adult Board)**

- 3.1 The Adults' Annual Safeguarding Report is due for presentation at the Adults Social Services Review Panel on 13 July 2017. It is an important function of Council's oversight of this vital activity that the safeguarding activity of our most vulnerable residents is given rigorous scrutiny by elected members.
- 3.2 The report will be presented by the Independent Chair of the Board, Sarah Baker. The independence of the Chair ensures that agencies receive the challenge and scrutiny required to ensure improvement. The report gives a comprehensive update on the multi-agency activity to safeguard adults.
- 3.3 The report identifies that key areas of development during the year April 2016 - March 2017 have been:
  - Care Act compliance
  - Making Safeguarding Personal – Ensuring advocacy services are commissioned and accessible to vulnerable adults
  - Mental Capacity Act
  - The CSAB partners gain greater understanding of the different communities in Croydon and apply this knowledge to service commissioning and delivery
  - Awareness Raising and Engaging Communities with a focus on Financial Abuse and Social Isolation

The report includes data on safeguarding adults' referrals and activity. The data reveals that there continues to be an increase in the number of safeguarding concerns (referrals) received by Croydon Council is approximately 2100 this year. On one level this is positive as we are raising awareness about adult safeguarding. Continue to be over 2100 a year. However it is noticeable that the number of cases going on to be Section 42 Enquiries has fallen. A section 42 Enquiry is a formal investigation if there is evidence of abuse or neglect and the adult is unable to protect themselves. Last year 66% of concerns raised went on to be Enquiries, this percentage is now around 41%. This is a positive move as it brings Croydon in line with other Local Authorities both in London and Nationally. This change has been driven by the safeguarding triage process based in the Centralised Duty Team. Previously some concerns were subject of enquiries which was not always the best option for the person at the centre of the safeguarding concern. Triage ensures that the wishes and feelings are considered and that the most appropriate route is chosen to meet the person's needs and to protect them.

#### Key Achievements:

- "Walk in My Shoes" – this has focused on co-production work with people/carers and partners on reviewing and planning future Learning Disability Services.
- Successful continuation of hospital based Independent Domestic Violence Advocates services to raise awareness among staff, patients and their families.
- Croydon Age UK Renewed the Quality of Advice Standards Charter Mark and the Advice Quality Standard for their Information and Advice service.
- In partnership with NHS and the Voluntary Sector the Council through its Transformation work has developed a range of initiatives to support people and prevent the need for safeguarding services. These include: My support broker – a new way to support people to be independent.
- Services for carers, through small discreet projects such as the Hoarding Project. This is a small project in partnership with MIND to look at new ways in addressing self-neglect issues.
- Production of a Self-Neglect Policy
- Effective joint working on an early warning system that joins up information so that concerns are identified and prevention is supported.
- A robust system is in place for joining up intelligence to identify concerns.
- The joint working approach adopted by Croydon Adult Social Care and Croydon Trading Standards continues to be regarded as a model approach by other local authorities both within and outside of London.

#### 3.4 The business plan for 2017/18 sets the priorities going forward:

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

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

3.5 Safeguarding Adults continues to be a major priority for the Council, which is led by the Adult Social Care & All Age Disability Division. A key focus continues to be on Making Safeguarding personal. The Division is currently reviewing its safeguarding processes to ensure that adult safeguarding is fully embedded across the Council and partners. A key area is the work with social care providers to ensure that quality services are provided for Croydon residents

The Board recognises the importance of the partnership in working together to meet the above objectives.

#### **4. DETAIL – Croydon Safeguarding Children’s Board (CSCB)**

- 4.1 The Children’s Safeguarding Annual Report is due for presentation at the Children and Family Scrutiny Panel on 28 November 2017. It is an important function of Council’s oversight of this vital activity that the safeguarding activity of our most vulnerable residents is given rigorous scrutiny by elected members.
- 4.2 The report will be presented by the Independent Chair of the Board, Sarah Baker. The Chair is required to be independent and this ensures that agencies receive the challenge and scrutiny required to ensure improvement. The report gives a comprehensive update on the multi-agency activity to safeguard children.
- 4.3 The CSCB business plan evidence that partners have successfully completed 8 of the 10 priorities set out in the business plan and made good progress against the remaining two priorities. The CSCB has been proactive in responding to emerging issues including a Joint Area Targeted Inspection and the partner’s service response to CSE and Missing (May 2016).

Key achievements include;

- 852 young people completed a survey using face to face interviews with members of the youth council across the three youth council forums in Croydon. Crime and safety, things to do and unemployment were the main concerns.
- CSCB dataset redesigned, following workshop, agreed more relevant and concise. The quality of the data and analysis significantly developed and improved and is now well embedded. Quarterly submission of data with commentary produced by agencies across the CSCB. Use of the Huddle

portal for professionals which enables collective scrutiny, mutual challenge and support. This enables increased ability to monitor trends, identify best practice and highlight risks in the system.

- In December 2016, the CSCB and the Croydon Safeguarding Adults Board jointly published the Pre-Birth Assessment Multiagency Guidance.
- In January 2017, the CSCB published Joint Working Practice on 'Safeguarding children and young people whose parents/carers' parenting capacity is impacted by mental health, substance misuse, learning disability and domestic abuse'.
- The CSCB endorsed a project to work with Fathers through Working with Men a national charity, with the aim to build capacity and confidence in men to better care for and participate in their children's lives.
- Over the past year we have worked, alongside a range of external partners, including Safer London, MsUnderstood, the University of Bedfordshire, NHS and the NSPCC, to deliver a range of CSE training for staff, focus groups of students, programmes, resources and guidance based on data and local intelligence to protect those most at risk of harm and to inform future delivery.

The CSCB Annual report sets the context of children living in Croydon and associated needs assessment pages 8-12

Children leading the report is an active decision by the Board to give a greater priority to gaining children's views, and to understand how their views are captured across the partnership and how they shape services. Pages 13-15.

Details of how the Board is structured to make sure that the legal duties and requirements are carried out effectively. Pages 16-22

Examples of what has been achieved by the Board in 2016/17 including progress on the Business Plans. Pages 23-39

The findings of Joint Targeted Area Inspection conducted in May 2016 and the CSCB review in November 2016. Pages 40-42

Details of the work completed in respect of the Board duties and responsibilities to understand how effective the partnership is at safeguarding in order to learn and improve the outcome for children. Pages 43-61

A snapshot of the range of safeguarding issues affecting Croydon Children and what is being done to address them. Pages 62-99

An account of the Learning and Development programme completed to improve the skills of the children's workforce. Pages 100-105

The plans for the future direction and intentions of the Board. Pages 106-107

- 4.4 The report sets out the agreed priorities for the Board this year 2017/18:

- (i) The CSCB develops and leads a strong partnership to deliver the safeguarding agenda across Croydon in line with statutory guidance. Partners understand and comply with their statutory responsibilities
  - (ii) Neglect - Children at risk of neglect are seen, heard and helped. They are effectively protected from harm of neglect by a robust and coordinated multi-agency intervention and support.
  - (iii) Early Help - Children receive effective early help and appropriate interventions when needs are identified.
  - (iv) High Risk Vulnerable Adolescents - Understand the concept of risk taking, The impact of early maltreatment: the relationship between childhood experiences and adolescent risk-taking, Risk factors for anti-social and offending behaviours, Building resilience
  - (v) Children with Disabilities - Children with disability are seen and heard. They are effectively protected from harm by a robust and coordinated multi-agency intervention and support.
- 4.5 The Board recognises the need for further improvement in the current year and beyond. The report outlines where there remains further work to do and what actions are planned to address these. The work of the Board is to bring agencies together to meet the requirements to protect children and to promote their wellbeing.

## **JOINT WORK**

- 4.6 Many safeguarding issues are closely connected and relate to both Adults and Children. The development and work of the Joint Adults and Children's committee where strategic partners from Croydon Council, Clinical Commissioning Group (CCG) and Borough police meet to discuss cross cutting agendas. This year we have focused on Domestic Abuse and Sexual Violence, Prevent and Radicalisation and Substance misuse. Each meeting has generated a greater understanding of the issues faced by vulnerable adults and children in Croydon and instigated new initiatives to take these agendas forward.

Croydon Safeguarding Adults & Children Boards, Croydon Council and Crystal Palace Football Club (CPFC) agreed to hold a Safeguarding Awareness training event, for business leaders in Croydon. Designed to promote the importance of incorporating safeguarding into their business strategy, including the use of the CSCB training material easily accessed via the CSCB website.

- 4.7 The review of the Local Strategic Partnership led by the Leader, Chief Executive Officer and including the chairs of strategic boards is aiming to ensure that safeguarding is central to strategic work and decision making across Croydon, demonstrating clear leadership alongside a partnership commitment to safeguarding across Croydon.

## **5. CONSULTATION**

- 5.1 Relevant local agencies contributed to the annual report.

## **6. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS**

- 6.1 There are no direct financial implications arising from the recommendations in this report.

Approved by: Lisa Taylor- Assistant Director of Finance Investment and Risk and Deputy S151 Officer

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

- 7.1 The Solicitor to the Council comments that there are no direct legal implications arising from the recommendations in this report.

Approved by: Roy Nunes, Interim Head of Social Care and Education Law on behalf of the Director of Law and 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, HR Business Partner, on behalf of the Director of Human Resources.

## **9. EQUALITIES IMPACT**

### **9.1 CSAB**

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 (p x & p.x of the report), women (p.x of the report) and the BME communities (p.x & p.x of the report).

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 with various protected characteristics. However, as a multi-agency Board, and with an independent identity (p4 of report), the new performance dashboard will still enable the Croydon Safeguarding Adults 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.

The equality objectives for 2016-20 with which this work is particularly aligned are on community safety (domestic abuse), and social isolation.

It also aligns with the Independence and Liveability objectives of the Corporate Plan.

Going forward, the Board will need to consider which agency carries the corporate risk to show 'due regard', under the Public Sector Equality Duty of the Equality Act, as and when projects and programmes arise from the work of Croydon Safeguarding Adults Board.

## 9.2 **CSCB**

Quality assurance data provided in the annual review report is designed as a summary set of information and is provided at a high level, without detailed breakdown of groups with various protected characteristics

Promoting equality and diversity is absolutely inherent in the report as it makes a positive impact on the lives of vulnerable children and young people - a key equality target group.

## **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 of the Croydon Safeguarding Adult Board in ensuring the safeguarding of vulnerable adults in Croydon.

## **13. OPTIONS CONSIDERED AND REJECTED**

13.1 None

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### **CONTACT OFFICER:**

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### **APPENDICES TO THIS REPORT (PRINTED SEPARATELY):**

1. Annual report of the Croydon Safeguarding Children Board
2. Annual report of the Croydon Safeguarding Adult Board

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