Croydon Safeguarding Adults Board

Annual report
2022 / 2023

"Working together safeguarding, supporting and making services better for adults in Croydon who are at risk of abuse and neglect."

Contents

Foreword by the Independent Chair

I am pleased to introduce my first Annual Report as the Independent Chair of the Croydon Safeguarding Adults Board [CSAB]. In this Report we can show you what services and the board have done well and identify what still needs to be done, with the aim to help support and protect the most vulnerable in our community. This is , despite significant challenges that services and the community face, including the continuing cost-of-living crisis as we move forward this year.

It has been a real privilege to lead this SAB and to see the effort and engagement by all members and groups in Safeguarding Adults work over this year. I would especially like to thank the Chairs and Vice Chairs of all the sub-groups who helped maintain our focus on the priorities set and help drive the safeguarding agenda .

As you can see from the data on pages 7 & 8, this collection of information and narrative, has improved year on year to both inform our work and identify gaps in service across all sectors. However, we recognise as a board, we still need to improve in what information we gather , but the progress we have made would not have been possible without the tireless effort of Nick Sherlock, Head of Adult Safeguarding and Quality Assurance and chair of our Performance sub-group. I offer my personal thanks to him in recognition of his commitment to improving outcomes for vulnerable people in Croydon, particularly after he recently confirmed he was to retire this year after 44 years of service to the public and community.

I would also like to thank both our Lay Member, David Congdon and Nicky Selwyn who chairs the Voice of The People group. Both are there to ensure that the perspective of those with lived experience are truly represented within Croydon and play an important role in challenging and giving oversight in the decision making of the Board (page 10).

We have published 2 Safeguarding Adults Review's (see. Pages 11 & 12), both tragic cases relating to young adults, which has helped inform one of our priorities under Cross Sector Working. With these type of cases on the increase nationally and locally, I am pleased to say work is already well under way in bringing the work of the Adult Board closer to that of the Children's Partnership, with representation at Transitional Working Group in March, aiming to look at our joint response to young adults moving into adult and mental health services. We are also participating in the development of the 11-25 strategy and in February took part in a multi-agency learning event between FJC, SAB and CSCP, reviewing how we share learning and identify gaps from the various serious reviews across all sectors, with individual cases discussed monthly and learning shared.

In addition, going forward we will be represented at joint executive meetings and share the chairing between CSCP, SAB and CSP, so we can develop working relationships across all sectors and identify opportunities for joint working where necessary. As part of this engagement, we have already started to work closely with the Children's Scrutineer, Keith Makin to help share good practice.

As the work of the board grows, we continue to hold events to help inform, monitor, and improve multi-agency working, particularly in areas and themes identified from recent SAR's. So, we were very pleased to organise a Homelessness workshop in March this year , facilitated by Patrick Hopkinson, bringing together strategic leads from housing, health, social care, Crisis and community partnership, resulting in actions across all agencies, building of new contacts and insights that will help inform the ongoing Rough Sleepers and Homelessness Strategy in 2024.

In addition, the Learning and Practice Development sub-group, (formerly the Training and Development group) now takes a thematic approach, where the group focuses on areas of risk identified across various SAR's and requires agencies to provide assurance that services are responding to Learning Events and the newly created Action Plan which follows the recommendations set out in those reviews. This is part of the continued effort of the board to ensure we can evidence change and improvement in practice.

We as a Board are also keen to reflect on our own performance and effectiveness so we made our own bid to the PCH, to have the work of the Board reviewed. This was led by Fiona Bateman , an already established Board Chair, Chair of London SAB and esteemed SAR author, who spoke to both practitioners, service user groups and board members in early 2023. She completed her review which was presented and accepted by the board in March and has resulted in a thorough action plan for 23/24. (See pages 21,22 and 23).

The work of the Intelligence Subgroup, ably led by Estelene Klassen and Stephen Hopkins, has resulted, and shown a marked improvement in providers service, commissioned in Croydon (see page 22). This group shares vital information from nursing and home care services, as well as concerned family members, to ensure that providers are supported and when necessary, challenged to improve the service they offer. Part of this role includes close liaison with CQC to maintain standards of care required.

This report reflects how all SAB members, and the vital work of the sub-groups continues to focus on the needs of the public and the community they serve. Through their commitment and willingness to both challenge and support each other , they demonstrate the need to work together in strong and flexible partnerships to improve services and prevent abuse and neglect in Croydon.

Additionally, I would like to personally thank the safeguarding adults board team of Denise Snow and Lesley Weakford who have provided support and resilience to both the Board and me to keep us all on track. Although there is still more work to do, I commend this report and when you read, please reflect on everything that is happening in Croydon to make services safer and the efforts by all to continue this journey of improvement.

David Williams, CSAB Independent Chair

Voice of the People

We are very happy with the care our father is getting at XX , also very impressed with the diligent and swift follow up action you and the nursing home took following us expressing concerns. Thank you again for this and for all you do as part of the adult safeguarding team
[Feedback from a family member for S42 Social Worker]

We don't all have care co-ordinators or get the right support due to high caseloads and/or discharged from services too soon.
[Hear Us]

Support from my social worker was the best part of the process. The police were understanding, helpful and supportive and kept me informed. To improve it is important for professional networks to take into consideration the historical factors, patterns of behaviour and sharing of information and looking at the bigger picture when dealing with safeguarding issues to ensure the best possible outcome for all parties.
[S42 Service User Feedback]

"Yes I was listened to, got the desired outcome, invited to meetings, supported through the process. A thorough investigation was carried out and everything was brought into the open. Process took about 3 months. Keep up the good work"
[ASC S42 Safeguarding Feedback Interview]

Thank you for your thorough investigation and holding the care home to account, your efforts were much appreciated. The safeguarding enquiry looked at all the aspects that the Coroner covered today.
[Family member re Social Worker]

Police utilising information from Streetsafe and Walk and Talks to fix ongoing problems through partnership work carrying out a you said, we did approach.

What does safeguarding have to offer me? Both professionals and service users are unclear?

Would like more accountability to understand the role of anyone involved in the safeguarding process
[Age UK]

The positive experience was that the safeguarding representative did his job in contacting the home and asking the questions of them to ensure my Mum's care and the Care home procedures were adequate. Then contacted me to let me know and I was listened to.

We need better supported housing, we don't want to be housed in B&Bs where risk of exploitation is higher. If we have physical or mental health issues we need more support and a more suitable environment.

The data is telling us the lack of housing or appropriate housing in Croydon contributes to risk or safety issues for vulnerable adults.
[Hear Us]

Good Practice Across the Partnership

Health and Social Care working in partnership to improve the quality of safeguarding referrals. Development of top 10 tips to aid health colleagues in the completion of detailed safeguarding referrals.

NHSE introduced a case tracker to enable ICBs to identify, track, report and monitor the number of SIs that have occurred due to a safeguarding failure, & to record and capture lessons & outcomes from safeguarding reviews.

Croydon Council Commissioning Team are undertaking resident feedback from homecare providers to ensure that the voice of our residents are heard.

Compliment received from consultant at CUH to S42 SW around an ongoing complex s42 enquiry involving adult with complex health needs and concerns around self neglect and neglect by mother primary carer in relation to life sustaining medication, safe discharge planned and long term plan around supporting living.

"This is great news, I agree that sounds like a suitable move for Miss A. Thanks so much for your help in getting the ball rolling with this, I think it's going to have a hugely positive impact **on Miss A's** welfare. Your input has really been invaluable

Police continued to support efforts to tackle Serious Youth Violence working in Partnership with Croydon Council and the Violence Reduction Unit. The Police have and will continue to engage with local initiatives such as My Ends project this includes young people, Croydon Council, local police and head teachers. Engagement is key as the Police and Local Authority continue their commitment to working with grassroots organisations to deter young people from youth violence.

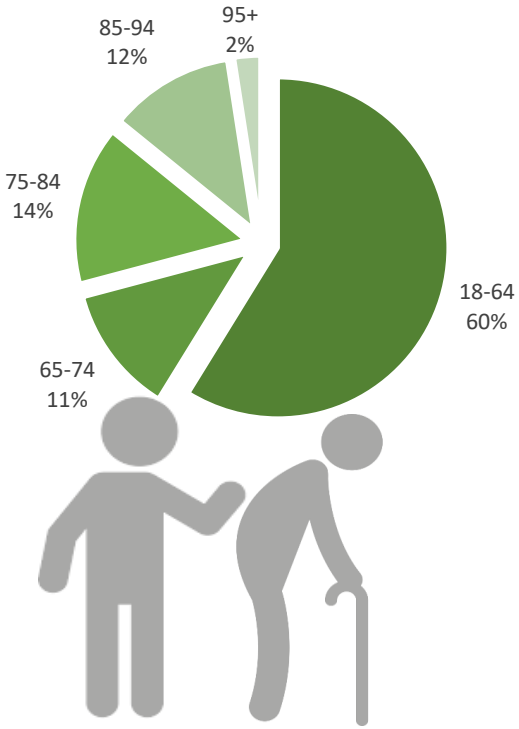
"It's been such a pleasure working with you, you have always been supportive, so I want to wish you both the best and say thank you"
[Colleague from Shirley Oaks Hospital to SWL ICB Colleague]

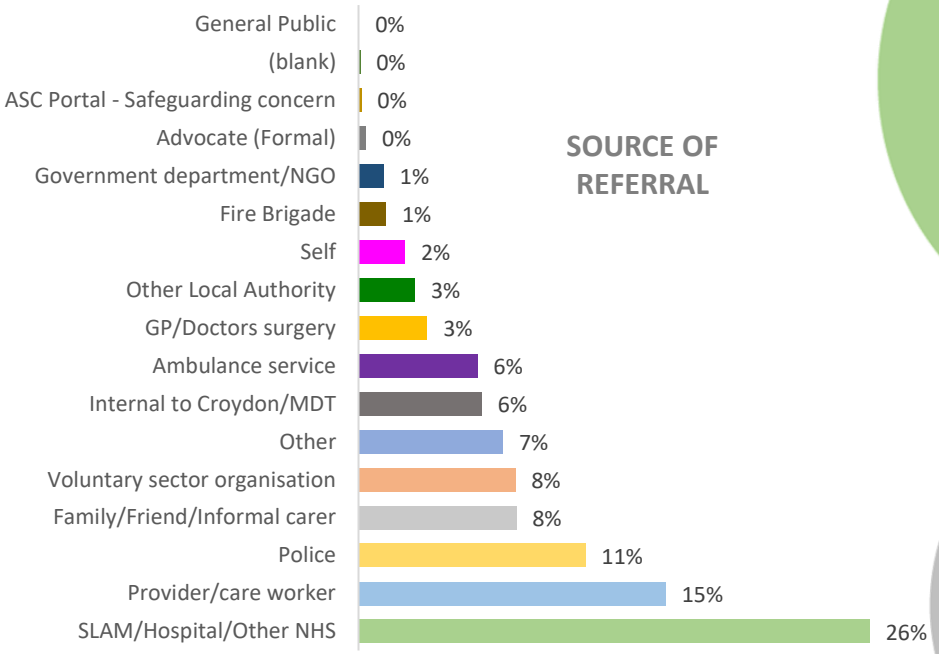
Mind in Croydon made more than 20 safeguarding alerts to Croydon Council in 2022/23.

The FJC, CSCP and CSAB working together on how best to share the learning across DHRs, SARs and SPRs based on the cross cutting themes from all of these reviews. A series of learning events and the use of a shared tracker will take this work forward.

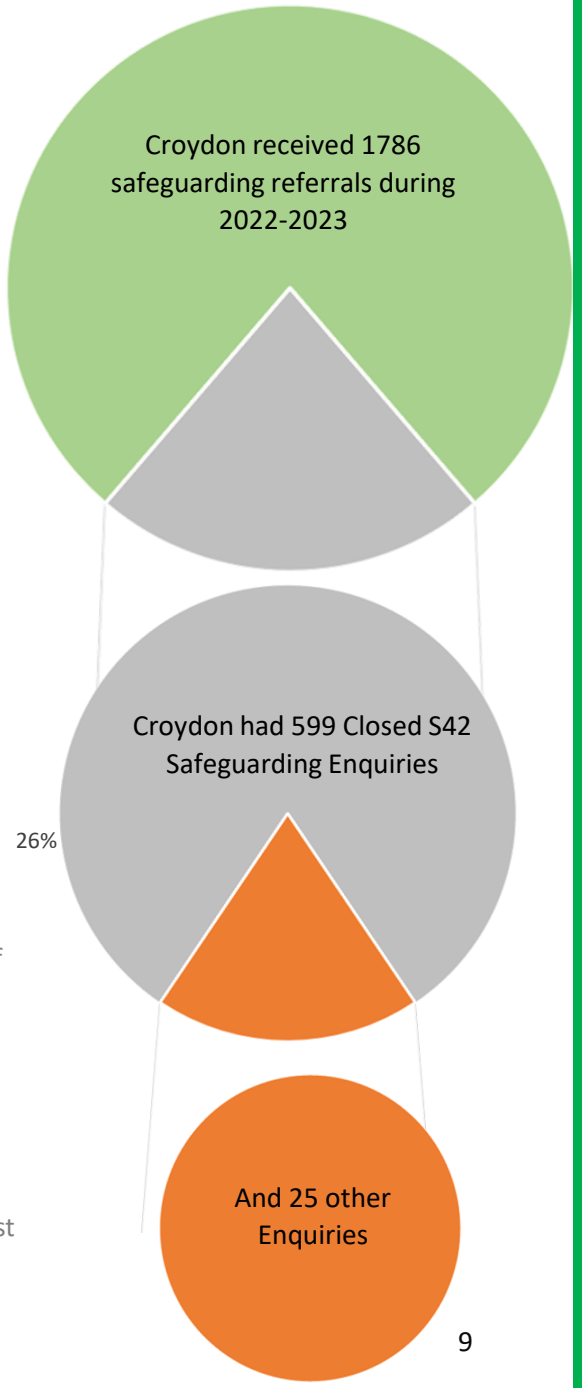
Safeguarding Statistics 2022 / 2023

Safeguarding Referrals Received during 2022-23





SOURCE OF REFERRAL



ETHNICITY OF REFERRALS vs ETHNICITY OF CROYDON POPULATION

Ethnicity	Referral*	Population
White	2.29 %	3.93%
Black / African / Caribbean / Black British	3.03%	5.13%
Asian / Asian British	6.54%	17.23%
Mixed / Multiple	15.27%	21.49%
Other Ethnic Group	45.75%	52.21%

**Of those with a declared ethnicity. Where 403, 27.15% either refused or notknown*

Compared to the ethnicity of Croydon population, Asian / Asian British are underrepresented for Safeguarding Referrals.

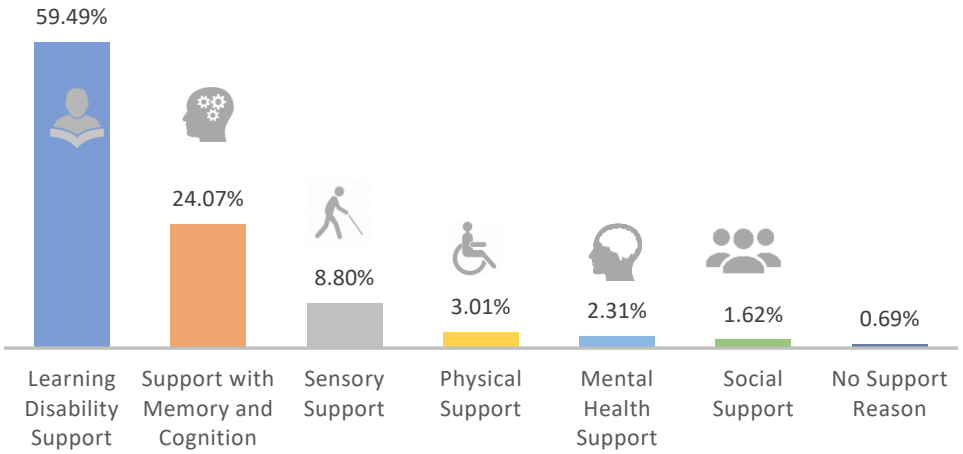
However, Black / African / Caribbean / Black British safeguarding referrals are just 1% below its Croydon population percentage.

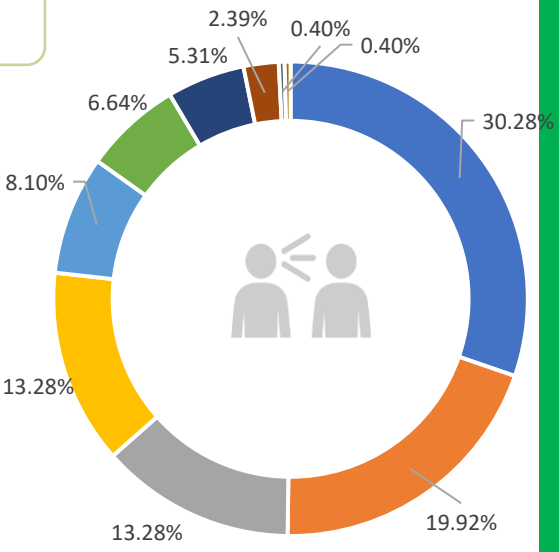
Safeguarding Closure which Ended during 2022-2023

Of the

599

Safeguarding Enquiries started in 2022-23 (down from 698 in 2021-22)





Of which, 75% of closed safeguarding enquiries were located within the community *(compared to 76 % in 2020-2021)*

Of which, 25% of closed safeguarding enquiries were located in a Care Home *(same as 2021-2022)*

Of which where a risk was identified, 94% resulted in risk reduction or removal *(same as 2021-2022)*

Of which, 98% of adults felt they lacked mental capacity but they were all supported by an advocate, family member or friend *(same as 2021-2022)*

Of which, those that were asked their desired outcomes, 95% were either fully or partially achieved. *(up by 1% from 94% in 2021-2022)*

228	Neglect & Acts of Omission
150	Financial or Material Abuse
100	Psychological Abuse
100	Physical Abuse
61	Domestic Abuse
50	Self-Neglect
40	Sexual Abuse
18	Organisational Abuse
3	Discriminatory Abuse
3	Sexual Exploitation

*** the total number of abuse type will be higher than 599 as a client can have more than one abuse type***

The Role of the Lay Member

A Lay Member will act as an independent voice and offer a wider perspective that recognises the diversity of our local communities in Croydon. Croydon SAB currently has one Lay Member who provides this contribution to the Annual Report and sits on both the Board and the SAR Sub Group. Lay Members play an important role in the oversight, scrutiny, decisions and policies made by the Croydon Safeguarding Adults Board.

I am a member of the Croydon Safeguarding Adult Board and the Safeguarding Adult Review (SAR) Sub group. I find the work of the SAR group very valuable, looking at some of the most challenging cases.

David Congdon

Safeguarding Adult Reviews
There are a number of common themes often involving homelessness, MH, self neglect and suicide. A significant number of SARs have been commissioned and it is vital that the lessons are incorporated into improved practice.

Not all suicides can be prevented but opportunities for positive intervention must not be missed

Croydon VOTP/London Safeguarding Voices

I currently chair the CSAB Voice of the People sub group working to deliver the workplan in line with the Board's priorities which you will find within this report. I also have the opportunity to be part of the London Safeguarding Voices Group (LSV).

The LSV group has focussed on Making Safeguarding Personal (MSP) especially the public understanding of what safeguarding is and referral pathways. I was able to be part of the co-production of the LondonADASS Safeguarding Conference in 2022 and now planning the 2023 conference.

I represent Croydon on this group and we are planning presentations to SABs currently not represented to explain the work of the LSV and encourage participation.

Nicky Selwyn

My personal contributions to this work locally, regionally and nationally include:

- Expert by experience member of a Peer Review Panel for Richmond and Wandsworth.
- Sharing of 'Keeping you Safe' materials produced by the Croydon VOTP, including learning and progress of the citizen-focussed work and materials.
- Shared learning from SARs to support LSV work.
- Championed the name change from the London Safeguarding Voices Group to London Safeguarding Voices an also suggested a less onerous and more effective meeting schedule for the group which is currently being trialled.

Safeguarding Adult Reviews [SARs]

What is a SAR?

Safeguarding Adult Boards (SABs) as a mandatory duty under Section 44 of the Care Act 2014, must arrange for there to be a Safeguarding Adult Review of a case involving an adult in its area with care and support needs (whether or not the local authority has been meeting any of these needs) if:

- There is reasonable concern about how the SAB, partner agencies or other persons with relevant functions worked together to safeguard the adult AND
- The adult died as a result of abuse or neglect (or suspected abuse or neglect) OR
- The adult experienced serious abuse or neglect.

However, the overall purpose of a Safeguarding Adult Review is to promote learning and improve practice, not to re-investigate or to apportion blame.

The CSAB published two SARs during this year and the summaries for both of these reviews outlining the background and recommendations are within this Annual Report. The link below will take you to the full reports and the 7 Minute Briefings for all SARs published in Croydon.

https://www.croydonsab.co.uk/about-us/safeguarding-adult-reviews/

Madeleine
Sylvia

Safeguarding Adult Reviews – Madeleine

About Madeleine

Madeleine was of mixed ethnicity (White British/Black Nigerian), she was 18 years old when she died and was well known to many services. She had a long history of mental health (CAMHS) support from a very young age, including being an inpatient when she was 9. She was first assessed by social care services when she was 12 and at 16 she was taken into care. She experienced 8 different placements in 5 months and was then placed in secure accommodation in Scotland. Shortly before her 18th birthday she moved from there to an Independent Living placement in Croydon. Despite having reached adulthood, coordination of her care needs remained the responsibility of LB Wandsworth's Children's Social Care. On the evening of the 13 August 2020, whilst at her placement, Madeleine took Ketamine. Staff called 111 for advice. She was taken to hospital and died on 16 August 2020.

Transitions and Transitional Safeguarding

Multi-agency support was not robust in either transition planning or in mitigating Transitional Safeguarding issues. In complex cases, transition planning requires careful multi-agency working and this was lacking with Madeleine, particularly around mental health and placement provision. The Transitional Safeguarding issues across the children's and adults divide were not fully understood for her. In situations like this, practitioners should not walk away and close down involvement when support is declined which is what happened here, but should remain curious and tenacious in seeking ways to engage young people particularly where there are complexities, eg. mental health and substance misuse, which compound their experience of services. Unfortunately there were many gaps in the service that Madeleine received.

Listening to the voice of those receiving services

Madeleine's voice was not heard by many of the people working with her: care planning was done about her, without her. This increased her anxiety and feelings of hopelessness. Neither were her family supported to understand her diagnosis or offered effective support to address behaviours and complex needs

Recommendations

- To review case files of young people with complex needs who require robust transition planning to protect them against harm. This must include information about how the voices of young people have been included within the care plans.
- To support practitioners in improving their legal literacy, particularly in relation to mental capacity for young people and knowledge about autism and how practitioners can make reasonable adjustments to services and care plans, in accordance with guidance and legislation.
- To improve multi-agency care planning for young people who transition into adult services and involve young people at every stage.
- To review protocols of oversight of young people with care and safety needs who are the responsibility of one local authority but placed in another.
- To provide more extensive information and guidance about the Transitional Safeguarding needs of care experienced by young people.

Safeguarding Adult Reviews – Sylvia

About Sylvia

Croydon Safeguarding Adult Board (CSAB), in collaboration with Bromley Safeguarding Adults Board (BSAB) and Kingston Safeguarding Adult Board (KSAB), have commissioned this Safeguarding Adult Review (SAR) after Sylvia was tragically found dead in September 2021, of a suspected drug overdose. Sylvia was a 19-year-old British Sri Lankan woman who was known for her smile, charm, love of dancing, and artistic expression. Her youth worker described her as a "beautiful soul" and provided support to her throughout her youth. Sylvia and her siblings became known to Kingston's Children's Social Care in 2007 due to concerns about her lack of education since age 11, exploitation, drug use, and missing episodes. Despite a care order in 2016, suitable placements were difficult to find, leading to frequent moves and a stay in a specialist unit for young people at risk of child sexual exploitation.

What Happened?

In 2018, Sylvia was detained under the Mental Health Act 1983, due to her drug-induced psychosis, and was placed in a Child and Adolescent Mental Health Services (CAMHS) bed with the South London and Maudsley (SLaM) Mental Health Trust. She was later diagnosed with schizophrenia, emotionally unstable personality disorder, substance misuse, and a possible mild learning disability. Sylvia, who was detained in a hospital under the Mental Health Act, went missing in 2021 and was found attempting to jump into a canal. Despite being granted s17 leave on the hospital grounds, accompanied by two staff members, she managed to evade her escorts and disappeared. Tragically, she was found deceased two days later in a flat in Croydon from a suspected drug overdose.

Recommendations

- The Children's and Adult Social Care departments for each partner SAB should introduce contextual risk assessments when arranging placements for children or adults with care and support needs who are known to be at risk of sexual or criminal exploitation or substance misuse.
- To support practitioners in improving their legal literacy, particularly in relation to working with young people who have complex health, mental health and social care needs so they are fully cognisant of their duties and powers, including safeguarding responsibilities, mental capacity assessments, and S117 aftercare support.
- Family members should be seen as valued partners in the safeguarding process for young people and young people's participation should be sought, recorded, and monitored (reviewed via case file audit), when it is safe to do so.
- To raise the profile of repeated missing episodes as a safeguarding issue, to ensure front line staff understand the police response to missing episodes and promote sustainable joint responsibility for managing risk where people go missing frequently.
- To review how services are commissioned to ensure young people are supported through the transition period either by designing bespoke services for young people 16+, extending children's services post 18, or joining waiting lists for adult services pre-18.
- Partners should agree a joined-up approach across the wider partnership to improve transition planning, including for care experienced young people. This may involve setting up a transitions panel or identifying a lead practitioner to coordinate the professional network, to enable the young person's needs and choices to be met during and post-transition

CSAB Priorities 2022/2023




CSAB Priorities

Prevention	Commissioning	Quality and Improvement	Cross Sector Working
Ambition: Making safeguarding everybody's business. Improve awareness of safeguarding across all citizens, communities and partner organisations. Systems are in place which prevents abuse and neglect from happening.	**Ambition:** Services reflect the needs of the Croydon residents. Where abuse occurs we remove or reduce the abuse from re-occurring. To improve and sustain quality of care providers in all sectors in order to improve safeguarding practice.	**Ambition:** Data is used appropriately to understand where risk exists within the system, robust multi-agency safeguarding data which is used to inform planning and practice. We use learning to enhance practice.	**Ambition:** Vulnerable young adults are transitioning safely into adult services, including preparing for adulthood workstreams in Croydon. To work together to share the learning from SARs and other projects.
What we will do			
• Raise public awareness: types of abuse, how to keep themselves safe, how to refer. • Learning from SARs and hold learning events. • Improve professional awareness and response around the complexity of health & care needs within the homeless cohort. • To continue to proactively seek feedback from people who experience safeguarding and their carer's and this is acted upon. • Continue the work of the VOTP sub group developing leaflets and publications with the involvement of citizens.	• Provider market oversight from Commissioning Team and the Intelligence Sharing Group. • Oversight of initiatives across the partnership regarding integration and new ways of working. • Work with partners around unregulated services learning from planned work taking place across London. • Work in partnership developing any new strategies which will improve outcomes for care home residents. • To support providers through information sharing at forums, training and updates on policies and procedures.	• Implement and monitor a multi-agency quarterly performance dashboard and to continue to review indicators. • Work together to make sure adult safeguarding standards keep people safe and minimise risk of harm. • Work together to make sure adult safeguarding standards keep people safe and minimise risk of harm. • Improve multi agency response to self-neglect and how to improve practice. • Commission, participate in and support SARs ensuring learning from both local and national reviews is widely shared.	• Sharing learning from Safeguarding Adult Reviews with the CSCP where appropriate. • Seek assurance that young people experience a safe transition to adult services. • Seek assurances that vulnerable young adults are transitioning safely into adult services, including preparing for adulthood workstreams. • CSAB to continue to engage with colleagues on a regular basis with the CSCP. • CSAB should consider providing more extensive information and guidance around Transitional Safeguarding.

CSAB Priorities 2022 - 2023

PREVENTION

What has been done

- Homeless Workshop for Strategic Leads across the partnership held on 9th March 2023. This was a well attended event which produced clear recommendations and outcomes.
- Age UK have emphasised Making Safeguarding Personal throughout their training programme and all staff, volunteers and board members must attend at least one annually. The impact has been when discussions around safeguarding are taking place they are referencing the usefulness of the training.
- SLaM incorporated Transitional Safeguarding awareness into adult safeguarding training. The session requested students to reflect on how they will translate the learning into practice. A SLaM psychologist who attended the November 2022 training reported that "since attending the course I have been more aware of my responsibilities and built this into my regular conversations and supervision with staff".
- Designated Nurse contributed to the Transitional Safeguarding work undertaken by the London Modern Slavery Leads Network, 7 minute briefing and resources shared widely through SANN.
- MPS continued to focus on domestic abuse and rape and a dedicated Risk Management Team continues to use tools available to provide DVPN (Domestic Violence Protection Orders) whilst working with partners in MARAC, This Unit has seen a number of successes this year with high harm offenders targeted and action taken to support vulnerable victims.

What needs to be done

- Age UK to include SAR cases into their training and to share more widely SAR reports across staff.
- Age UK to send offers of training relating to safeguarding to all staff.
- Age UK to continue to help the public to have a greater understanding of what abuse is, how to recognise it and how to report it across all communities.
- CHS to strengthen transitional safeguarding processes across the system, this should take a partnership approach and include adult and children services.
- Raise greater awareness among providers of the Risk & Vulnerability Multi Agency Risk Panel (RVMP).
- Need to measure the safeguarding data against other Councils and use other comparative data (public health/ deprivation / domestic violence) to look at 'hot spots' in order to inform the preventative agenda. To consider how we use and present data.
- Improvement in the use of data to support the preventative agenda.
- On going focus on self neglect and hoarding – the recent SARs have shown how difficult it is to intervene and manage these situations for operational staff across agencies.
- Police to continue to ensure they are capturing all learning from Safeguarding Adult Reviews and making sure this is disseminated across the BCU to provide tools and experience to maximise opportunities to safeguard adults.

CSAB Priorities 2022 - 2023

PREVENTION

What has been done

- MPS continued to support plan for tackling local violence against woman and girls in line with the MPS strategy. The creation of the Predatory Offenders Unit provided a valuable tool in tackling some of the high harm offenders. This unit has had some outstanding success in targeting some high harm offenders and the Unit has seen a number of successes this year with high harm offenders targeted and action taken to support vulnerable victims.

- Health recommissioned the Identification and Referrals to Improve Safety (IRIS) programme in Croydon for 12 months. Bromley and Croydon Women's Aid awarded a grant to deliver specialist domestic abuse training to clinical and non-clinical staff in all GP practices. They recruited the 2nd advocate educator in May 2023 with the train 4 trainer training provided by IRISi in May 2023. This is work in progress.

- Work began on the Safer Croydon Partnership VAWG Strategy with the Violence Reduction Network presenting the work to the CSAB quarterly meeting,

What needs to be done

- Continue to monitor and drive VAWG initiatives with the aim to eradicate VAWG in London, and for every woman and girl to be able to participate fully in life in our city without experiencing or fearing harassment, abuse or violence from men [Police].

- The Local Authority has received funding for 12 months to create a temporary S117/Personal Health Budget (PHB) Project Team. Work has commenced by beginning a desktop review of all S117 cases open to ICB/SLP, Older Adults, Transitions, Mental Health and Disabilities, ensuring that everyone to whom the Council and ICB/SLP owe a S117 aftercare duty has a care plan setting out their section 117 aftercare and when this will be reviewed.

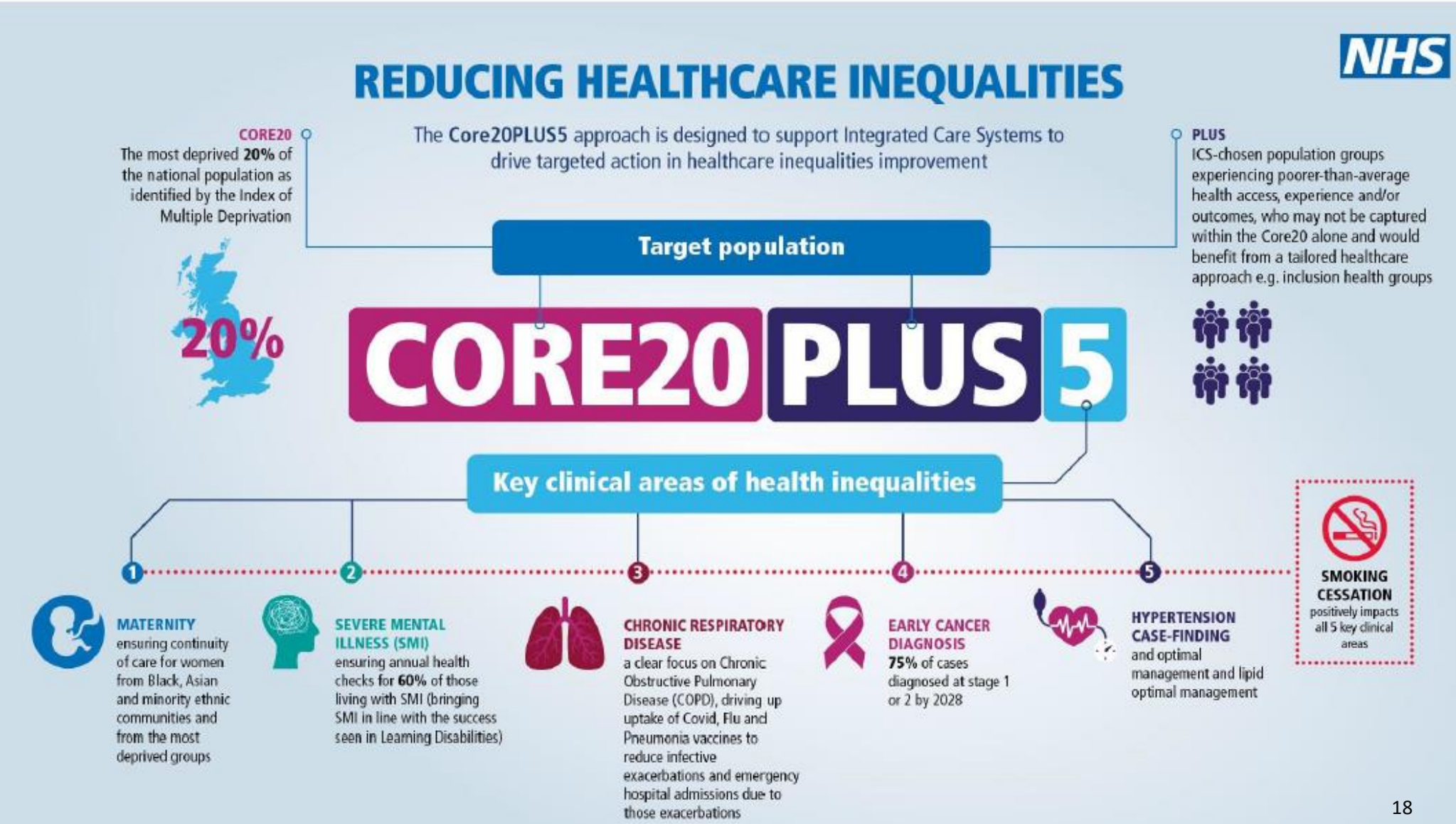
- Bromley and Croydon Women's Aid programme to continue with the start up of the steering group meetings and the local team will then start delivering training and accept referrals from GP practices.

- The new VAWG Strategy will outline Croydon's ambition to make domestic abuse and violence against women and girls 'everyone's business' whilst implementing a co-ordinated community response to tackling the issues surrounding VAWG. Implementation of the strategy is planned for April 2024.

- LB Croydon ASC development a multi agency Self Neglect Protocol.

Prevention

The Core20PLUS5 is a national NHS England approach to inform action to reduce healthcare inequalities at both national and system levels. SWL ICB use the data to focus preventative work and highlight the most vulnerable.



CSAB Priorities 2021 - 2022

PREVENTION

What has been done

- CHS has increased the number of domestic abuse champions across the Acute Trust. Delivery of Elder Abuse training to the Safeguarding Adults National Network (SANN) and ICB colleagues. CHS will be evaluating training delivery and monitoring of Domestic Abuse referrals to see if there has been early intervention and support.
- ASC ongoing redesign of safeguarding processes which is shortening the times between a concern being reported and the triage process in order to decide the appropriate action.
- ASC have focussed on reducing waiting lists in Older People and Disability Services as SARs had shown how large waiting lists were. The evidence is that there has been a reduction in waiting lists.
- CHS Safeguarding teams have produced posters, information leaflets and update Think Family resources to raise awareness across Acute and Community of safeguarding. These are available on the ward, community clinics and available on the CHS intranet.
- Oliver McGowan Mandatory Training on Learning Disability and Autism provided for health and social care staff. This is new training and is the Government's preferred training.
- Trauma Informed Practice Training held with the aim to address the need for partnership organisations to become more trauma informed. The training received extremely positive feedback asking for more sessions for this to be considered mandatory training. Future dates have been arranged for 2023..

South West London Integrated Care System

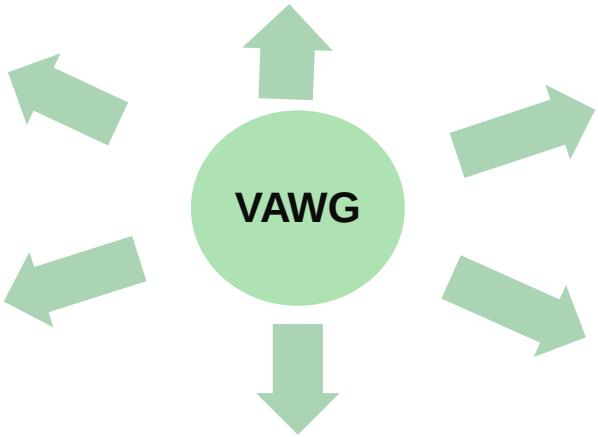
Integrated Care Systems [ICS] have four key purposes:

- Improving outcomes in population health and healthcare
- Tackling inequalities in outcomes, experience and access
- Enhancing productivity and value for money
- Supporting broader social and economic development

Croydon are part of the SWL ICS along with the boroughs of Sutton, Merton, Kingston, Richmond & Wandsworth.

Croydon SAB Chair and Manager meet quarterly with the SWL SABs with Croydon taking on the chairing and support for these meetings for 2023/24.

Violence Against Women and Girls [VAWG]



Working to increase the usage of Streetsafe through Op Gwen (focusing on working with seldom heard groups) and launching an awareness campaign utilising SNTs. Streetsafe feeds into our tactical deployments through the TTCG meetings and Op Verona patrols

Police carrying out a minimum of 6 walk and talks every month across Croydon and Bromley. Going forward SNTs have been mobilised to carry out one walk and talk per quarter

London NHS Safeguarding Team hosted a free virtual conference in November 2022, with the overall aim of equipping health professionals at all levels with tips on how to improve their practice and strategies regarding VAWG.

The new Safer Croydon Partnership VAWG Strategy will set out the actions that Croydon intend to take to increase support for survivors, bring perpetrators to justice and ultimately reduce the prevalence of violence against women and girls.

Creating self-defence workshops to empower women and girls. Currently there have been around three sessions for girls in Bromley and one session in Croydon with the women who are staying in the Hestia refuge.

The creation of the Predatory Offenders Unit provided a valuable tool in tackling some of the high harm offenders. This unit has had some outstanding success in targeting some high harm offenders and the Unit has seen a number of successes this year. [MPS]

CSAB Priorities 2022 - 2023

COMMISSIONING

What has been done

- A dedicated Police Mental Health Team that works with partners to provide best practice and assist in reducing calls to service and providing the best possible response. Expanded the one front door strategy to include vulnerable adults and children and reduce delays and increase the pace of information sharing between partners. Volumes and trends are monitored to make sure that Police are meeting targets in identifying harm, sharing information and identifying dedicated units to target the root cause of crime and vulnerabilities.
- Refresh of the Provider Concerns Policy. It was important to enforce the importance with regards to collaborative working between Quality Team, Complaints and Safeguarding. Also added to the Policy the introduction of non-engagement of a provider with the quality team and/or safeguarding under thresholds for Provider Concerns so this has been added to the thresholds under 'major' concerns.
- Croydon Place – Service Provision: The Two Hour Urgent Community Response (UCR) Service provides care home residents with urgent assessments, care and treatment for a short time. The service is designed to reduce preventable hospital admission and for resident to recover in their care home residence,and supporting their independence.
- MPS continued to provide support and advice to officers working with Mental Health leads to make sure officers are delivering an effective service with inputs to improve service delivery. The success is monitored by an internal mental health dashboard which is used to monitor performance, identify trends and provides input to a dedicated central improvement team to determine what training and inputs are required to assist front line staff.

What needs to be done

- Out of Borough placement monitoring due to be implemented, moving to an automated reporting of CQC rating changes if they move to 'requires improvement' and 'inadequate' for out of borough placements for early intervention with relevant host authorities.
- Croydon Council to continue improvements on the monthly provider report by adding list of CQC registered providers within Croydon that are requiring improvement or inadequate.
- Hear Us would like to see improved solutions/response to geographical barriers eg Croydon resident housed outside borough or in hospital and better communication.
- Strengthen collaboration between health and social care to drive quality improvements required for LeDER.
- Police continuation of the Crisis Assessment Team (CAT) care program on the BCU with Police and Mental health professionals working together to attend urgent crisis calls, assisting with early diversion and assessment. This will reduce the need for Police to use Section 136 Powers (a power to detain those being suspected of being mentally ill in Public places and allows them to be conveyed to a place of safety).
- Continue to develop the monitoring of the whole care market and reporting of this on a regular basis.
- Reduce the amount of providers who have Requires Improvement and Inadequate as their ratings.
- To work with CQC around the providers requiring improvement and inadequate to look at prioritising improvement work, this is especially relevant around Home Care where we need to see if they are inactive services.

CSAB Priorities 2022 - 2023

What has been done by Croydon Council Commissioning:

- Reviewed the provider business failure policy to ensure that is reflective of potential risks of failure and key interventions to be put in place. A clear policy enables them to react and intervene where required.
- Developed quality monitoring risk rating for ASC providers to ensure oversight of all regulated care providers are monitored in a timely manner. This is evidenced via a new monthly report that is under continuous review. This compliments the work of the CSAB Intelligence Sharing meetings (ISC).
- Developed a professional's feedback form to receive feedback ahead of the bi-month ISC meeting. This has enabled early intervention by acting on feedback from multiple professionals and multiple partners which supports our residents.

Croydon Provider Ratings

Care Homes	Outstanding	Good	Requires Improvement	Inadequate	Not yet inspected	Total
April 22	3	99	23	1	0	**126**
April 23	2	105	15	1	1	**124**

Homecare	Outstanding	Good	Requires Improvement	Inadequate	Not yet inspected	Total
April 22	1	67	9	0	56	**133**
April 23	1	94	15	1	29	**140**

Supported Living	Outstanding	Good	Requires Improvement	Inadequate	Not yet inspected	Total
April 22	0	22	1	1	11	**35**
April 23	0	28	6	0	6	**40**

TOTALS	Outstanding	Good	Requires Improvement	Inadequate	Not yet inspected	Total
April 22	**4**	**188**	**33**	**2**	**67**	**294**
April 23	**3**	**227**	**36**	**2**	**36**	**304**

- Provider ratings have been improved with the Commissioning team's support, we have recently seen an inadequate provider move to a good CQC rating following support from the Quality & Market Management Team and Market Facing Safeguarding Quality Officer. Data collected shows improvements [see table above]. Lower number of providers within provider concerns due to improved intelligence of issues that are happening to support early identification of poor performance.

CSAB Priorities 2022 - 2023

QUALITY & IMPROVEMENT

What has been done

- At Croydon's request the Local Government Association [Partners in Care and Health] undertook a three day bespoke review of the CSAB in preparation for CQC inspection. The review looked at the effectiveness of the board [see pages 23-25].
- Age UK present to their Board data where they can compare their safeguarding data for Croydon with national statistics. The board are now able to see the impact they are having in relation to safeguarding as the graphics are more informative.
- SLaM have identified key data to help monitor and improve their response to safeguarding young people within adult mental health services. Focussed on collecting data on self neglect. The data is presented quarterly to the CSAB.
- The appointment of a Care Home Health Facilitator based in Croydon, Learning Disability Team. This has enabled representation for people living with LD at various forums and support to provider services caring for this cohort of people.
- Development and implementation of a new bespoke strategy meeting tool to assist partners and police in scheduling strategy. This has saved many hours of time for all agencies where strategy meetings were unable to go ahead because there were scheduling issues that meant meetings could not take place. The tool is monitored internally and shared at a multi agency improvement group, all partners have an input into the tool and its effectiveness enabling changes where necessary.

What needs to be done

- To take forward and deliver the recommendations from the Partners in Care and Health (PCH) LGA review report.
- Work on the CSAB Dashboard to continue to improve the quality of data collected across the partnership,
- Police to provide increased data sharing with partners to share information and identify opportunities to work smarter and more efficiently. This includes data on areas such as modern day slavery and child abuse with the data tailored for external partners. This will prove useful for partner initiatives around safeguarding projects including self-neglect.

Partners in Care and Health Independent evaluation of safeguarding practice in Croydon

Fiona Bateman

Safeguarding Circle

Key Findings

- CSAB is able to evidence that it complies with their statutory responsibilities to publish a strategic plan and annual report. These are shaped by learning from previous SARs and from their available data and discussions with partners, including citizens. The range of policy and practice guidance available to partner organisations' staff is good.

- CSAB also has effective mechanisms in place to track actions arising from SAR recommendations and report what each organisation has done to apply lesson (via their sub-groups) to the main board.

- Currently CSAB receives some relevant data to assist members undertake their responsibilities under the Care Act. Suggestions have been made how this can be improved. In particular there are too few performance indicators to demonstrate safeguarding adults activity of partner organisations. Given the upcoming CQC assurance framework, there is a significant reputational risk to the Council and partner organisations (particularly the ICB and police as statutory partners) if it isn't possible to adequately evidence that their data collection and ability to analyse their safeguarding function is robust.

- The Local Authority has mechanisms in place to ensure managerial oversight of decisions within the s42 enquiry process. Data could be collated and reported to the CSAB to demonstrate compliance with Care Act guidance. Reporting that data and expanding capacity would enable CSAB and member organisations to better understand why there continues to be a perception that feedback is not routinely provided to referrers and overcome any remaining barriers.

- CSAB would benefit from brief quarterly reports from multi-agency safeguarding panels/ forum on any notable improvements to practice and issues raised, particularly if any gaps in public awareness or partner training needs are identified.

Recommendations

1	The Local Authority, working with CSAB statutory partners (ICB and Police), should urgently explore and agree suitable resources to ensure CSAB have adequate insight into all key performance measures. This should be designed so that reports are accessible for CSAB members. As a minimum all Safeguarding Adults Collection ['SAC'] KPI data should be provided in table/ pie chart formats alongside the Croydon demographic profile and that indicates if data is improving or worsening.
2	To provide assurance that the safeguarding risks assessment guidance is utilised during referral and triage, it would be prudent to identify means by which concerns are graded against green, amber and red descriptors and report on the timeliness of response within those categories.
3	CSAB should receive quantitative data from closure forms completed at triage (including number of green, amber and red concerns) and at the closure of a s42 enquiry on the percentage where feedback has been provided. Consideration should also be given to strengthening the integrated scorecard so that it includes indicators from CSAB members to enable the partnership to '*hold partners to account and gain assurance of the effectiveness of its arrangements*'.
4	CSAB to agree a simple reporting format for chairs of quality assurance panels and practitioner forums to report key qualitative data to the CSAB.
5	Whenever a new service is commissioned by the Council or ICB, especially if this is intended to provide statutory functions within the safeguarding process (e.g. advocacy), the contract of service should provide clear obligations for senior management to induct key personnel within the new services and will also need to be introduced to senior leaders and significant persons within partner agencies. Presently, CSAB has details on its website about how to raise a concern during office hours and outside of these. CSAB partners should consider providing assurance about how, within their own organisation, they maintain up to date information about key personnel.

CSAB Priorities 2022 - 2023

QUALITY & IMPROVEMENT

What has been done

- Safeguarding Adults National Network (SANN) commissioned a Task & Finish Group to collate a resource about People in Position of Trust (PiPOT) process. 7 minute briefing has been produced and shared.
- CHS reviewed MCA and Best Interest forms and amended on electronic records to improve quality assurance of DoLS compliance and the application of MCA 2005.
- CHS data is saying that there has been improved compliance with safeguarding mandatory training at all levels in line with the intercollegiate documents for adults & children and young people. Training data presented to the ICB and CHS Governance has improved.
- The safeguarding data for ASC is recorded in the national return known as the Safeguarding Adult Collection (SAC) which provides a comparison with the national and local data. The feedback and data suggests that ASC safeguarding are responding appropriately. Data is showing improvements in response for example the period between receipt of concern and triage.

What needs to be done

- Increase involvement with workstreams across adult and children services ie 11 – 25 partnership strategy & improvements in transitional safeguarding.
- CHS continue to work to improve the application of MCA 2005 and Best Interest Principles via training and learning opportunities, supervision, visible presence in clinical areas to raise awareness and support practice.
- Development of variety of robust safeguarding supervision models to support the delivery across both Acute and Community, work to be completed by the CHS Safeguarding Team in collaboration with Trust colleagues.
- Local Authority to agree and communicate a clear PiPOT process for local providers to adhere to.
- A key area to focus on within ASC Safeguarding is feedback to people, especially when it is decided to look at other ways of addressing issues other than a S42 Safeguarding Enquiry.
- ASC currently developing a Quality Assurance Frameworks to be completed shortly.

CSAB Priorities 2022 - 2023

QUALITY & IMPROVEMENT

What has been done

- Safeguarding Practice in Older People Team following the Head of Safeguarding and QA raising concerns around open safeguarding cases before S42 around timeliness and number cases. They have now in place weekly data report from ASC performance team highlighting how many cases open to each locality team with a weekly comparison report. Cases shown as still opened a communication is sent to the Social Worker to ensure they are on track and taking the appropriate action. This has reduced the number of days cases are open so are now in a position with the handful of cases opened to email the allocated SW giving them a deadline to resolve it. This is the best way of spotting SWs who may need support from senior staff.

- Croydon Police used feedback direct from participants in schemes undertaken over the year with regards to VAWG. This information is captured on detailed quarterly returns. This is discussed at the Tactical Tasking & Coordination Group [TT&C] which is a part of the police response to operational priorities. The process enables senior managers, through this TT&C Group, to consider and agree tactical options and align resources to priorities. This means they can allocate resources effectively and make sure they are supporting victims, targeting perpetrators and having the right conversations with seldom heard groups to deliver an effective response.

What needs to be done

- Take forward the proposal to hold a workshop on referrals across the partnership covering both the S42 process and the criteria for safeguarding enquiries but also the Safeguarding Adult Review request process.

- CSAB to continue to monitor the LGA Action Plan following the recent review by the Partners in Care & Health. The work around data collection has begun and progress made however, across the partnership new initiatives are coming into place which requires further work with an example of exploring how PowerBi can be used to enhance the CSAB Dashboard and presentation of data.

- The Learning and Practice Development sub group will continue to review themes from SARs at their quarterly meetings with Mental Health being the next theme specifically around hospital discharge, Section 75 and information sharing.

- CSAB to continue to monitor the Comprehensive Action Plan for Safeguarding Adult Reviews. It has been agreed to circulate the plan widely on a monthly basis across the partnership requesting updates on the recommendations, how has the work been progressed and what has been the challenges.

CSAB Priorities 2022 - 2023

CROSS SECTOR WORKING

What has been done

- Age UK have anonymised real life cases in training which also includes SARs. This has enabled staff, volunteers and members to have a clearer understanding of SARs.
- Statutory services acknowledged that Age UK staff's 'professional judgements' to be taken more seriously with staff feeling more confident when making a referral.
- SLaM have actively engaged with CSAB in exploring and reflecting on the gaps and needs for young people transitioning into adult services. This has led to the appointment of a transitional safeguarding mental health worker within Croydon Mental Health Services and works across the health and social care sector.
- In ASC the Transitions team recruited a new Service manager and two new team managers, giving the team stability.
- MPS review incidents involving vulnerable adults and care homes, increasing the volume of SAR referrals. The police have chaired SAR Panels and are key partners in reviews.

What needs to be done

- Ongoing awareness of transitional safeguarding training (in combination with CAMHS and children's safeguarding training) to be explored with SLaM.
- Improvement of recognition and response to self neglect, improving number of referrals made in relation to self neglect, use of data on number of referrals to be audited and an action plan to be instigated to improve recognition and response.
- Data suggests we need to work in partnership to bridge the gap between referral and communicated outcomes eg referrer receiving an outcome in a timely manner. [SLaM].
- Now that Liberty Protection Safeguard (LPS) has been put on hold by the Government there is a need to refocus back on DOLS and shorten the waiting list.
- To ensure that Mental Capacity principles are embedded in the frontline practice across all agencies.
- Improvements are on their way with regards to Transitional safeguarding due to two recent Safeguarding Adult Reviews and an action plan, working across both children and adults.

CSAB Priorities 2022 - 2023

CROSS SECTOR WORKING

What has been done

- WAVE training has begun across the Police BCU to allow staff in licensed venues to know how to spot vulnerable people and what to do when they do. This is part of our focus on the night time economy.

- A focus by ASC on transition: a working group with Children Services to ensure there is a seamless approach to the transition and active work to reduce waiting times. There has been a reduction in the waiting list/time for transition service in ASC. It was recorded as 212 on 04th April 2022 and reduced to 11 cases on the 20th of April 2023. It is currently (as at May 2023) sitting at 10 cases.

- Hear Us took part in the PCH [LGA] review providing feedback from service users and carer perspectives which was included in the final report.

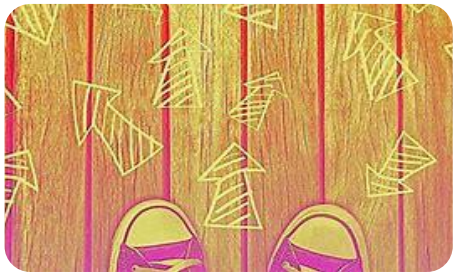
What needs to be done

- CSAB to continue engaging with work across the partnership which includes the Drug & Alcohol Related Deaths Panel, Self Harm & Suicide Prevention Strategy and BCU Death Overview Panel.

- MPS to maximise the new BCU Organisational Learning hub that has been set up to capture learning, feedback and results of reviews. This will be put into a specific format where it can be captured, evaluated and disseminated. This tracker will also mean that we can continue to monitor learning over a longer period of time and check is has been delivered in an effective manner.

- CSAB to build on the links and discussions with colleagues around Asylum Seekers and Displaced People in order to learn more around the work currently being undertaken and address how the Board can be involved.

Partnership Working – Adults and Children



Transitional Safeguarding

Working group jointly with Adult Services, Children Services and the CSCP to ensure there is seamless approach to transitions and actively work to reduce waiting times.

Take forward the recommendations from both the Madeleine and Sylvia SARs. (including joint delivery with the CSCP where appropriate)

11 – 25 Strategy group includes ASC

Learning Events

Learning events to be planned, one held in April 2023 looking at cross-cutting themes across DHRs, CSPRs and SARs.

A new VAWG workshop has been created that is being presented to schools to open the conversation with young people through the Schools team and SNTs. The workshop focuses on bystander training, Streetsafe and includes wider conversations about VAWG. [Police]

Joint Working

Commitment from Police to tackling Serious Youth Violence and ensuring violence reduction means putting communities, young people and their families at the heart of tackling the issue.

Joint Executive Meetings specifically to tackle cross cutting themes such as Transitions, Harmful Practices, Mental Health

To continue to engage and share information via regular meetings between the CSCP and CSAB Managers.

CSAB Priorities 2022 - 2023

VOICE OF THE PEOPLE

What has been done

- Adult Social Care have been working on a new online referral portal. This was presented at the VOTP sub group meeting with volunteers coming forward to test out the new online form. The feedback from the VOTP was positive, that it works and easy to use. The portal was also presented to the April CSAB meeting and after monitoring by ASC feedback will be required to a future board meeting on results in 6 months.
- The VOTP sub group have continued to expand their membership which now includes Advocacy for All.
- Hear Us accepted the invitation to the membership of the VOTP sub group. Attending these meetings has helped the Hear Us designated safeguarding lead feel more supported and confident regarding safeguarding procedures and issues within their organisation. Sharing information with staff (8) and volunteers (10).
- Police are developing a Domestic Abuse information leaflet with partners in Croydon which will be translated to ensure we are educating and reaching seldom heard communities.
- The Croydon VAWG Strategy and themes will be shaped by a comprehensive Call for Evidence on VAWG and this will include a victims and survivor survey to better understand lived experience.

What needs to be done

- Age UK to recruit more ethnic minority representatives for their Board.
- Improve number of people offered an advocate.
- To hold a Lived Experience challenge event – how do we communicate purpose and identify tangible outcomes [SLaM].
- The CSAB VOTP resources are being developed and should be designed to be as accessible as possible.
- CSAB VOTP group to continue to raise awareness of 'Keeping you Safe' by attending forums/meetings.
- VOTP group to look at undertaking a new project around transitional safeguarding.

Communication & Engagement

mind in Croydon

In January 2023 we started rolling out a Peer Support InReach Project, recruited a team of Peer Support Workers with direct, lived experience of mental health issues, to work as part of in-patient wards in Croydon, Greenwich, Lambeth, Lewisham and Wandsworth to provide support to people as they leave hospital and journey towards being settled in the community and living independently. The team use their lived experience to help people to build skills to manage their home and finances, connect with family and friends, pursue social and vocational interests, to get more involved in their local community and to stay healthy and mentally well. The support is person-centred and may include mentoring, coaching, facilitating access to community activities, practical support with managing bills, shopping, work or study and emotional support. The team meet people before they leave the ward, work with them to develop their own support plan and visit them at home as they transition back into the community. The project is still developing and the impact is measured in the service being offered to all inpatients across rehabilitation wards across six locations.

We have reflective practice for our staff . In some teams this is led by Consultant Clinical Psychologist, we know that the trauma that many of our client's experience can be difficult to process for the staff supporting them . We want to keep our workforce well and able to support the population of Croydon in this vital work. This is reducing staff sickness rates.

We realised that we could be doing much more to ensure that our work was truly reflective and informed by people with lived experience of mental health so sought funding to support the running of a **Lived Experience Panel**. The panel commenced in March 2023 and was able to feedback and inform on what they like about Mind in Croydon Services and where we could do things better. They were also able to help inform new ways of working and strategic direction. We hope this will make our services better and tailored to reflect the needs of Croydon residents.

We have committed to:

- use our platform to raise ideas and concerns of people with lived experience to stakeholders including mental health professionals and commissioners;
- to bring new service ideas to the panel for their consideration; and
- to feedback findings from the panel to Senior Management and Trustees of Mind in Croydon.

CSAB Priorities 2022 - 2023

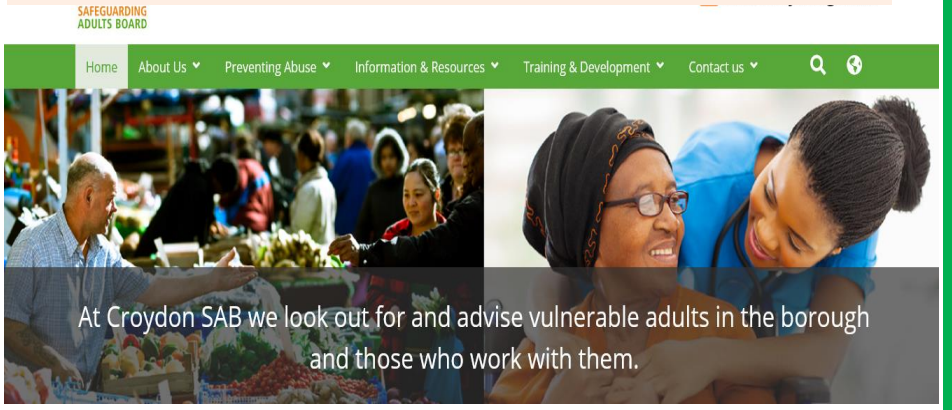
COMMUNICATION & ENGAGEMENT

What has been done

- Members of the CSAB and VOTP Chair presented 'Keeping you Safe' presentation to Hear Us at their Service User Mental Health Open Forum. Hear Us reported that mental health service users, carers and staff are now more aware of how to make a safeguarding referral and feel more confident. This was reflected in the Hear Us evaluation and feedback from attendees. 31 people attended and confirmed improved general awareness of safeguarding.
- CSAB Independent Chair and Board Manager has continued to engage in both national, regional and local networks. These include London and National SAB Chairs, London and National Board Managers, South West London Chairs and South West London Chairs and Managers group. The latter of the groups Croydon has agreed to chair and support for the next 12 months.
- Health colleague used the Madeleine SAR in a learning workshop during National Safeguarding Adults Week
- Working across Croydon, Bromley and Kingston SABs on the Sylvia SAR proved to be a valuable piece of work highlighting excellent communication and engagement. Joint working during the SAR and on publication along with planned shared learning.

What needs to be done

- ASC work on the new portals due to go live in May 2023, the portals facilitating access for the public to ASC, particularly safeguarding, have been redesigned with the full involvement of partners and people. Evidence of impact will be measured via feedback and usage of the new portals.
- CSAB to raise awareness around the Data Sharing Agreement signed by all statutory partners and Mental Health.



CSAB Priorities 2022 - 2023

COMMUNICATION & ENGAGEMENT

BME Forum Partnership Working

Off The Record, joint working and planning for the Cultural Competency training workshop with SLAM staff. We look to fulfil a total of 3/4 training sessions virtually with Off The Record.

Working in partnership with **Clear Community Web** to help the elderly in growing and developing confidence in IT skills, looking at Mobile Phone Boot Camp where we have over 25 in attendance in each session.

AGE UK, this involves working with the older community supporting their needs through mental health, wellbeing support, practical help, frailty support and advice. Supporting the mature age group, our work intertwines with the needs and demands of the elderly in the region, working in partnership

Working alongside **Dementia Action Alliance** learning and exploring how we could work together to make Croydon a Dementia Friendly Community.

BAME Domestic Abuse Partnership is a strategic meeting in working together in partnership to support and reduce domestic abuse within the Croydon Borough. We look at ways to help safeguard and support those that are affected by domestic abuse.

Andrew Brown
Chief Executive BME Forum
CSAB Vice Chair

www.Cbmeforum.org

CSAB

Crisis Together we will end homelessness

Croydon age UK

South West London Integrated Care System

asian resource centre croydon

METROPOLITAN POLICE

South London and Maudsley NHS Foundation Trust

healthwatch Croydon

CROYDON www.croydon.gov.uk

mind in Croydon

NHS Croydon Health Services NHS Trust

HEAR US CROYDON

CROYDON BME FORUM

Governance & Accountability

Safeguarding Adult Board [SAB]
Statutory Partners are:
Local Authority, Police, SWL CB

Care Act 2014

Core duties of the SAB

- Publish an Annual Report
- Develop and publish a Strategic Plan
- Undertake Safeguarding Adult Reviews

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

- Assure that local safeguarding arrangements are in place as defined by the Act and working well across all relevant agencies.
- Prevent abuse and neglect where possible
- Provide timely and proportionate responses when abuse or neglect is likely or has occurred

CSAB
Chair: David Williams
Vice: Andrew Brown

Chairs/Vice Chairs
Chair: David Williams
Vice: Andrew Brown

Safeguarding Adult Review
Chair: Dr Shade Alu – CHS
Vice: Anna Reeves - SLaM

Performance & Quality Assurance
Chair: Nick Sherlock - LBC
Vice: Estelene Klaasen – SWL ICB

Voice of the People
Chair: Nicky Selwyn
Vice: Vicki Blinks

Learning & Practice Development
Chair: Stuart Hart - Police
Vice: tbc

Intelligence Sharing
Chair: Estelene Klaasen, SWL ICB
Vice Chair: Steve Hopkins - LBC

Task & Finish Groups
Health: Estelene Klaasen – SWL ICB
MCA/DoLS: Ernest Johnson - LBC

CSAB Sub Groups

All sub groups will have a Chair & Vice Chair agreed by the Board to ensure governance and accountability. Each Sub group develops a work plan reporting to the board on progress against the strategic priorities, themes from SARs and this will inform the Safeguarding Annual Report. Both the Health and MCA Task & Finish Groups undertake specific projects as and when required.

Chairs/Vice ChairsSub Group

The Chairs monitor and review the CSAB Strategic Plan progress and priorities. Have oversight of the Board's work through its sub groups.

Performance & Quality Assurance

Working together to oversee, support and monitor the quality of care across the partnership in order that safeguarding standards keep people safe and minimise risk.

Safeguarding Adult Review

Considers requests which may meet the statutory criteria, to make arrangements for and oversee all SARs. Key element of the group is to seek assurance that recommendations are acted upon and learning is shared widely.

Learning & Practice Development

The group to have a clear focus around themes from SARs looking at a different theme for each meeting. How do we measure outcomes and can we evidence this and what difference has it made to practice and for our residents.

Voice of the People

Support a person centred approach and focus on demographic groups which are under represented in safeguarding data. Raise awareness of safeguarding and what it means to the resident with the voice of the resident heard and acted on.

Intelligence Sharing

Support the CSAB with regards to prevention by managing the provider market through frequent market oversight. It allows colleagues from all aspects of health and social care, including CQC representation, to share good practice and concerns.

Six Safeguarding Principles

Empowerment
Talk to me, hear my voice

Protection
Work with me to support me to be safe

Prevention
Support me to be safe now and in the future

Proportionality
Work with me, to resolve my concerns and let me move on with my life

Partnership
Work together with me

Accountability
Work with me, know you have done all you should

Types of Abuse	
Physical abuse	Might involve being hit, slapped, kicked, hurt in other ways, being locked in a room or held down, or misuse of medication.
Emotional abuse	When you are made to feel sad, afraid or not important. This could be by shouting at you, calling you names, making fun of you, not letting you see your family or friends or bullying you on social media.
Sexual abuse	Made to take part in a sexual activity when you don't want to. Includes sexual harassment, in appropriate looking or touching or being shown sexual videos or pictures when you don't want them to.
Financial or material	If someone takes something that belongs to you without asking, or makes you give them things. It might involve theft, fraud and exploitation.
Neglect	When you don't get the help you need. It might be someone not giving you your medication or not providing your care needs, not giving enough food or denying your religious or cultural needs.
Discriminatory [Hate Crime]	When someone treats you badly because you are different to them based on your age, gender, sexuality, disability, race or religious belief.
Modern slavery	Includes human trafficking and forced labour. When someone is forced to work with little or no pay, or threatened with violence if they do not work.
Self neglect	When a person is unable to care for themselves & feels unable to accept support, significantly effecting their health and wellbeing.
Organisational	If abuse is caused by an organsiation
Domestic Violence/Abuse	When abuse happens between partners or by a family member

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 increase in member contributions.

Income 2022/2023

£15,000	South London & Maudsley
£21, 670	SWL ICB
£21,670	Croydon Health Services
£101,928	London Borough of Croydon
£5,000	Met Police
Total	**£165,268**

2022/2023 Expenditure:

Staffing
IT Equipment
Website design & support
Training
SARs [includes SAR legal costs] Reserves have been carried over and the budget for 2022/23 proposes to utilise some of the reserves for future SARs as the national/local picture shows a trend of commissioning SARs is increasing.
Total £

Glossary

ADASS	Association of Directors of Adult Social Services	**LPS**	Liberty Protection Safeguard
ASC	Adult Social Services	**LSV**	London Safeguarding Voices
BME	Black and Minority Ethnic	**MASH**	Multi agency Safeguarding Hub
SWL ICB/ICS	South West London Integrated Care Board South West London Integrated Care System	**MCA**	Mental Capacity Act
CHS/ CUH	Croydon Health Services/Croydon University Hospital	**MPS**	Metropolitan Police Service
CAMHS	Child & Adolescent Mental Health Service	**MSP**	Making Safeguarding Personal
CSCP	Croydon Safeguarding Children Partnership	**PCH**	Partners in Care and Health
CSAB	Croydon Safeguarding Adult Board	**PiPOT**	Person in position of trust
CQC	Care Quality Commission	**SANN**	Safeguarding Adults National Network
DASS	Director of Adult Social Services	**SAR**	Safeguarding Adult Review
DoLS	Deprivation of Liberty Safeguards	**SLaM**	South London & Maudsley NHS Foundation Trust
DVPN	Domestic Violence Protection Orders	**VAWG**	Violence Against Women and Girls
IRIS	The Identification & Referral to Improve Safety	**VOTP**	Voice of the People
LD	Learning Disabilities		
LFB	London Fire Brigade [Croydon]		
LAS	London Ambulance Service		
LGA	Local Government Association/		

How to contact the CSAB

Denise Snow, Board Manager
Denise.snow@croydon.gov.uk

Lesley Weakford, CSAB Co-Ordinator
Lesley.Weakford@croydon.gov.uk

csab@croydon.gov.uk

https://www.croydonsab.co.uk/