

LONDON BOROUGH OF CROYDON

REPORT:	CABINET	
DATE OF DECISION	22 November 2023	
REPORT TITLE:	Croydon Safeguarding Adult Board Annual Report 2022/23	
CORPORATE DIRECTOR / DIRECTOR:	Annette McPartland, Corporate Director of Adult Social Care and Health	
LEAD OFFICER:	David Williams, Independent Chair, CSAB	
LEAD MEMBER:	Cllr Yvette Hopley, Health & Social Care	
CONTAINS EXEMPT INFORMATION?	NO	
WARDS AFFECTED:	N/A	

1 SUMMARY OF REPORT

1.1 Cabinet is asked to note the content of the Annual Report for the Croydon Safeguarding Adult Board [CSAB]. The report was ratified at the CSAB on the 26 July 2023 as outlined by S43 Care Act and the Statutory Guidance. This report includes the following recommendations from the Health & Social Care Scrutiny Committee which took place on the 3 October.

- work is required around the accessibility for everyone to be able to read and access the document, this work has been taken forward within the local authority which includes speaking to those who can provide lived experience of reading the report in order that we are able to publish a report alongside the pdf version which will improve accessibility.
- Prevention of Future Death Report notices not included within the report. These reports are published online and since October 2021 there were only four, none of which were sent to the LB Croydon as the Coroner didn't deem them the relevant body to receive the report.
- The questions raised around the data pages including ensuring that the source of the data is stated will be actioned prior to publishing and further discussions are taking place around the accuracy of some of the figures which the Chair indicated he had already had these discussions, again this will be addressed before publication.

2 RECOMMENDATIONS FOR CABINET

The Executive Mayor in Cabinet is asked to:

1. Note the Croydon Safeguarding Adult Board Annual Report 2022-2023.
2. Consider whether there are any considerations or concerns of the Annual Report.
3. Give consideration as to whether the Annual Report provides sufficient reassurance on the performance and effectiveness of the Croydon Safeguarding Adult Board.
4. Note that the CSAB and the Local Authority will be reviewing the funding from the partners.

3 BACKGROUND AND DETAILS

- 3.1 The report will be introduced by David Williams with the strategic partners present – Adult Social Care, Health and Police at Cabinet. It will provide an update on the multi agency work undertaken across the partnership from the 1st April 2022 to 31st March 2023. The report covers the 2022/23 priorities demonstrating what has been achieved and the work which needs to continue throughout 2023/24. It is important to note that the remit for producing this report is that it is a public facing document.
- 3.2 The Performance and Quality Assurance sub group continues the robust work to develop the CSAB Dashboard which has improved year on year both to inform the CSAB work and to identify gaps in service across all sectors. Following the recent review by the Partners in Health & Care (LGA) we have been taking forward the recommendations and developed an Action Plan which is regularly monitored. We have already held positive meetings with both Health and Police colleagues to identify data which can be both collected and fit for purpose in relation to the CSAB's priorities.
- 3.3 Engagement and Communication across the partnership has been key to the work of the CSAB. The level of engagement is evidenced within the report with more agencies being represented on the board's sub groups along with their involvement with the process for safeguarding adult reviews. It can also be seen in both attendance at the CSAB quarterly meetings and sub groups but also at events organised by the Board.
- 3.4 Section 44 of the Care Act 2014 mandates that Safeguarding Adult Boards (SABs) must arrange for there to be a Safeguarding Adult Review [SAR] 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 has seen an increase in Safeguarding Adult Reviews (SARs) which can be seen as a positive due to work carried out raising awareness of the work of the board. Two are included in this report as they have been published during the period for this report and full reports for Madeleine and Sylvia, along with 7 Minute briefings, can be found on the CSAB website. They were both around the theme of transitional safeguarding and the CSAB are currently in the process of organising multi agency Bitesize Training sessions like the Catherine and VB SARs sessions which proved a success.

- 3.5 The CSAB will continue to engage across the Croydon Partnership, regionally and nationally through meetings and networks. We are also working closely with colleagues from the Children's Partnership which will include transitional safeguarding.
- 3.6 CSAB Safeguarding Statistics can be found on pages 8 – 9 of the report. Page 8 shows the number of safeguarding referrals received during this time with a total of 1786 with 599 closed S42 safeguarding enquiries indicating the source of the referrals. These numbers are down from last year due to the modification of the process by the local authority, whereby there is a screening of all 'at risk' contacts on being received. This has led to the number of safeguarding concerns dropping but more importantly a timely and preventative response to a significant number of cases.

75% of closed safeguarding enquiries were located within the community which was a similar figure to the previous year (76%), 25% were located in care homes which was the same percentage in 2021/22. You can see from the data on page 9 that those asked if their desired outcomes were either fully or partially achieved saw an increase of 1% from the previous year (95%).

The data is telling us that Asian/Asian British people are underrepresented for safeguarding referrals compared to the ethnicity of Croydon's population. This is in line with national data and there has been much work undertaken in Croydon to raise awareness within the community. The CSAB Voice of the People sub group has been leading this work and examples of this can be seen from information within the report. It has continued to engage with community groups and engaged with the BME Forum and Asian Resource Centre, the Chief Executive of the BME Forum, Andrew Brown is Vice Chair of the Croydon SAB. Bespoke workshops are currently in the planning phase with the Asian Resource Centre to raise awareness around 'Keeping You Safe' for 2023/24.

- 3.7 The report covers work undertaken and identifies further needed to be undertaken across each of the Board's priorities and some examples have been listed below:
- a) **Prevention** [pages 16 – 19]. SARs have continued to be commissioned with requests coming into the CSAB SAR sub group from across the partnership. There

are three further SARs which are near completion and will be reported in next year's annual report. As part of the quality and improvement assurance the CSAB developed a SAR Comprehensive Action Plan which monitors the progress on the recommendations from all completed SARs. SLAM has incorporated transitional safeguarding awareness into their adult safeguarding training and also as a result of the Madeleine SAR, appointed a transitional safeguarding mental health worker within Croydon Mental Health Services and works across the health and social care sector. Work has also begun on the Safer Croydon Partnership Violence Against Women and Girls (VAWG) Strategy with the Violence Reduction Network presenting the work at the CSAB quarterly meeting.

- b) **Commissioning** [pages 21 – 22]. Croydon Council commissioning team developed a quality monitoring risk rating for Adult Social Care providers to ensure oversight of all regulated care providers are monitored in a timely manner. This work compliments the market oversight work of the CSAB Intelligence Sharing sub group which meets bi-monthly with representatives across a wide range of agencies including the CQC. This group has introduced a professional's feedback form in order to receive feedback on providers ahead of the Intelligence Sharing meetings. Other SABs have shown an interest in the way in which this group operates with requests to learn more about its work.
- c) **Quality & Improvement** [page 23 – 28]. The Performance and Quality Assurance sub group have continued to improve the data with the focus of collecting more robust data across all partners which tells us areas which requires further focus and identifies gaps. At Croydon's request the LGA (Partners in Health & Care) undertook a three day bespoke review of the CSAB (pages 24-26), the reviewer provided the board with recommendations and an action plan has been developed to take these forward.
- d) **Cross Sector Working** [pages 29 – 30]. The report evidences many examples of how agencies have been working together, these include working with the CSCP around transitional safeguarding, Hear Us engaged with the LGA review, Police colleagues have chaired SAR Panels and the BME Forum have undertaken many projects working with agencies across the partnership [page 35]. Also, page 6 provides examples of good practice across the partnership.
- e) **Voice of the People** [page 32]. The Voice of the People Sub group continues to grow and focus their work around producing citizen led resources with the leaflet due to be completed in September 2023. Membership now includes Advocacy for All, Hear Us, Mind in Croydon and Crisis. They provided feedback to ASC on their new online portal and was part of the LGA review process with the independent reviewer attending one of the quarterly meetings and their work mentioned in the final report. The 'Keeping you Safe' presentation continues to be shared with groups/network etc with further presentations planned for 2023/24 including the Asian Resource Centre.

- f) **Communication and Engagement** [pages 34 – 35]. There is excellent engagement with the CSAB with high attendance at meetings and events held with volunteers always keen to take part in the work of the CSAB. Strong links are in place with other SABs both regionally and nationally with Croydon being very proactive in work undertaken by these networks. The CSAB have recently taken on the role of Chairing the South West London SAB Chairs and Managers network which follows the same footprint as the SWL ICB.

4 CONSULTATION

- 4.1 The three strategic partners [Local Authority, Health and Police] along with other organisations, the voluntary sector, residents and agencies have contributed to the annual report. Resident feedback and the Lay Member comments have also been included within the report.
- 4.2 Contributions are gathered by partners completing a template and also by continuous recording of work undertaken using the CSAB meeting structure of the board and it's sub groups. This year the template included additional questions following the feedback from last year's Scrutiny, we asked agencies to provide evidence on how they measured impact on services and for residents in order to report on the effectiveness of the Board. Contributions are also sourced by attending events and workshops.
- 4.3 The Annual Report was signed off at the CSAB quarterly meeting on 26th July and was shared across the sub group meetings during the months of March – August 2023.

5 CONTRIBUTION TO COUNCIL PRIORITIES

The CSAB sets its priorities each year which are highlighted throughout the Annual Report which includes safeguarding vulnerable adults in Croydon from harm/abuse.

6 IMPLICATIONS

6.1 FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report as all priorities within the 2022/23 Croydon Safeguarding Adult Board Annual Report has been funded through the Adult Social Care budget and allocations from the statutory partners for the CSAB (Health and Police).

Approved by Mirella Peters, Head of Finance, Adults Social Care & Health on behalf of the Director of Finance. (29/09/2023)

6.2 LEGAL IMPLICATIONS

- 6.2.1 Pursuant to Schedule 2 of the Care Act 2014, as soon as feasible after the end of each financial year, the CSAB must publish a report on:
- What it has done during the year to achieve its priorities.
 - What has been done during that year to implement its Strategic Plan.
 - What each member has done during that year to implement the strategy.
 - The findings of reviews arranged by it under section 44 (Safeguarding Adult Reviews) which have concluded that year (whether or not they began in that year).
 - What has been done during the year to implement the findings of a review arranged by it under that section.
 - Where it decides during that year not to implement a finding of a review arranged by it under that section, the reasons for its decision.
- 6.2.2 The CSAB must send a copy of the report to the Chief Executive and the Lead of the Council, the local policing body the whole or part of whose area is in the local authority's area, the Local Healthwatch organisation for the local authority's area and the chair of the Health and Wellbeing Board for that area.

Comments approved by Doutimi Aseh, Head of Social Care & Education Law on behalf of the Director of Legal Services and Monitoring Officer. (Date 29/09/2023)

6.3 EQUALITIES IMPLICATIONS

- 6.3.1 The Council has a statutory duty, when exercising its functions, to comply with the provisions set out in the Sec 149 Equality Act 2010. The Council must, in the performance of its functions, therefore, have due regard to:
- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 6.3.2 A key priority for the Council and the CSAB is ensuring we work with our partners to make Croydon a stronger and fairer place for all our communities and be a more inclusive borough free from racism and discrimination. The impact of the proposals that have been and/or will be delivered through the structures outlined in this report are expected to have a positive impact on residents with different protected characteristics, in particular the demographic groups which are underrepresented in the safeguarding data and this work has continued for the board. The 'Voice of the People' sub group has continued to develop their work raising awareness across all communities. The membership of this sub group has continued to grow which includes

Hear Us, Mind in Croydon, BME Forum, Advocacy for All etc. It continues to go out into the community sharing the 'Keeping you Safe' presentation with further visits planned for 2023/24.

6.3.2 Quality assurance data provided in the annual report is designed as a summary set of information and is provided at a high level, these are sourced from the data submitted to the Department of Health & Social Care in 2023. The dataset has also been configured to look at those safeguarding enquiries and to establish where the adults at risk experienced abuse, the type of abuse, who was suspected of abusing and the outcome. As a multi-agency board and with an independent identity the CSAB Performance Dashboard will still enable Croydon Safeguarding Adult Board to assess its impact against the Council's Equality Policy and statutory Equality Objectives. Although partner agencies cannot be held accountable to these, as statutory agencies they will have their distinctive organisational equality objectives and policies, under the Public Sector Equality Duty.

Comments approved by Naseer Ahmad on behalf of the Equalities Manager. (Date 28/09/2023)

6.4 HUMAN RESOURCES IMPACT

There are no direct HR implications arising from this report. However, the information presented in this report will help to shape and influence our workforce practice, policies and procedures.

Approved by: Debbie Calliste, Head of HR, Adult Social Care and Health on behalf of the Chief People Officer.

OTHER IMPLICATIONS

That the Council notes the work and effectiveness of the CSAB in ensuring the safeguarding of vulnerable adults in Croydon but also to note the planned work to take place in 2023/24.

Approved by Annette McPartland, Corporate Director, Adult, Social Care and Health

Date: 29th September 2023

7. APPENDICES

7.1 CSAB Annual Report 2022/23.