

<b>Committee(s):</b> Safeguarding Sub Committee Community and Children Services Safer City Partnership Health and Wellbeing Board	<b>Dated:</b> 19/09/2018 02/11/2018 23/11/2018 29/11/2018
<b>Subject:</b> The City and Hackney Safeguarding Adults Board (CHSAB) Annual Report 2017/18 Presented by Dr Adi Cooper Independent chair of the CHSAB and Melba Gomes, Interim CHSAB Manager	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Melba Gomes, City and Hackney Safeguarding Adults Board Manager	

### Summary

The City and Hackney Safeguarding Adults Board (CHSAB) is a statutory Board and it is a statutory requirement to produce an annual.

In summary during 2017/18:

- City of London partnership concluded its financial abuse awareness event. The CHSAB has taken up the mantle and is planning a follow-up campaign in 2018/19 to raise awareness among residents about how to keep safe and avoid financial abuse.
- City of London continues to build on its work with people who are socially isolated. We are involved in an initiative to address social isolation and loneliness for residents, which has the potential to reduce the likelihood of people becoming the subject of an adult safeguarding concern.
- City of London ran successful 'Rough Sleeping' event, signposting rough sleepers to appropriate services.
- City of London staff from all partner agencies attended the 'Learning from Safeguarding Adults Reviews (SARs)' workshops and have taken the learning back into their organisations.
- The Assistant Director for People and Community Services is the chair of the SARs sub-group and has led the group towards an evaluation of learning that identifies key themes to address in the strategic plan.

### Recommendation

Members are asked to:

- Note the report.

## **Main Report**

### **Background**

1. The London Borough of Hackney and the City of London have diverse, vibrant communities. Many organisations and individuals provide effective adult safeguarding, and are also committed to the Safeguarding Adults Board and the partnerships it represents. The CHSAB is a multi-agency partnership of statutory and non-statutory stakeholders. This report sets out an appraisal of the safeguarding adults activity of those agencies across the City of London and Hackney boroughs in 2017/18.
2. The Care Act 2014 sets out a clear statutory framework for how local authorities and other key partners – such as care providers, health services, housing providers and criminal justice agencies – should work together to protect an adult’s right to live in safety, free from abuse and neglect. It introduces new safeguarding duties for local authorities including: leading a multi-agency local adult safeguarding system; making or causing enquiries to be made where there is a safeguarding concern; carrying out SARs; arranging for the provision of independent advocates; and hosting Safeguarding Adults Boards.
3. In setting out a statutory requirement for Safeguarding Adults Boards for the first time, the Care Act establishes three core duties for those Boards. The Board must:
  - publish a strategic plan for each financial year that sets out how it will meet its main objectives and how members will achieve this
  - conduct any SARs as required
  - publish an annual report detailing what the Safeguarding Adults Board has done during the year to achieve its main objectives and implement its strategic plan.

This annual report is provided in line with this requirement.

### **Key Achievements**

4. In line with its strategy, key achievements for the Board in 2017/18 include:
  - We trained Safeguarding Champions to promote the message to the community that safeguarding is everybody’s business.
  - The Chair of the Board and the Board Manager visited community groups to tell them about safeguarding and the work of the Board.
  - We responded to the views of service users and set up a User/Carer/Patient sub-group of the Board to enable us to hear the views of users and carers.
  - We reviewed our website with service users and amended the content to be clearer about safeguarding and service users’ rights.

- We supported staff to develop their learning to be able to work effectively with people who use safeguarding services.
- We reviewed the information we received and sought improvements where required, for example, through audits or analysis.
- We met our legal duty to commission SARs and we considered referrals, one of which progressed to a SAR. We will report on this in the 2018/19 report.
- The City of London arranged an event on Financial Abuse which was very well received.
- We held a winter-long campaign to address the needs of rough sleepers.

## **5. What didn't we do so well?**

- Although we have raised awareness of safeguarding adults far and wide, we have not reached all groups. It has not been easy or possible to reach all groups of people from different ethnic backgrounds and faiths.
- We started hearing from adult social care and health service users through the Safeguarding Champions and the user groups, but we have not heard from people who use Safeguarding Adults services.
- We laid the foundation for a prevention strategy, but we have not been able to put anything in place to enable people to ask for early help or intervention.

## **6. What we have yet to find out**

- We have done much work to pass on the learning from the SARs and we heard from staff about what will help to improve services. However, we will not know until 2019 if this has made any difference to practice.
- City and Hackney are involved in a project on social isolation. We await its findings.
- We need to find out more about how we can work with other Boards in City and Hackney to prevent abuse and neglect.

## **Comments from Service Users and Residents on the Annual Report 2017/18**

### **7. CHSAB website:**

- "You heard us ...we said we don't understand 'abuse', you used 'harm'. That's good."
- User feedback said that the website and safeguarding should be on the front page of the Council's website. Users said it is currently hard to find, except through Google search.

### **8. People told us that they want:**

- regular communication from the Board, as there was much in the report that they could not relate to
- simple safeguarding information so they can be informal ambassadors in the community for safeguarding
- safeguarding information advertised across the boroughs
- an effective service user group to be 'critical friends' to the Board

- partners to have a better understanding of advocacy so as to improve its use in the Safeguarding Adults service.

## **2017/18 Data**

### 9. Summary data

- 32 concerns were raised
- 22 led to Section 42 enquiry
- of the 19 concluded cases, 11 expressed their desired outcomes and all were fully or partially achieved (nine were fully achieved)
- there were five repeat concerns.

## **Priorities for 2018/19**

### 10. We will:

- continue to raise awareness
- engage with service users to get feedback
- aim to make services personal
- meet our duties to commission SARs
- improve services in line with learning gained, including through commissioning relevant training
- evaluate improvements through multi-agency case file audits and self-audits
- promote advocacy to support people
- aim to devise a prevention and early intervention protocol
- gather appropriate data to provide reassurance and improve services.

## **Corporate & Strategic Implications**

11. Safeguarding is a Corporate and Departmental priority.

## **Appendices**

- None

## **Background Papers**

CHSAB Annual Report 2017/18

## **Melba Gomes**

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