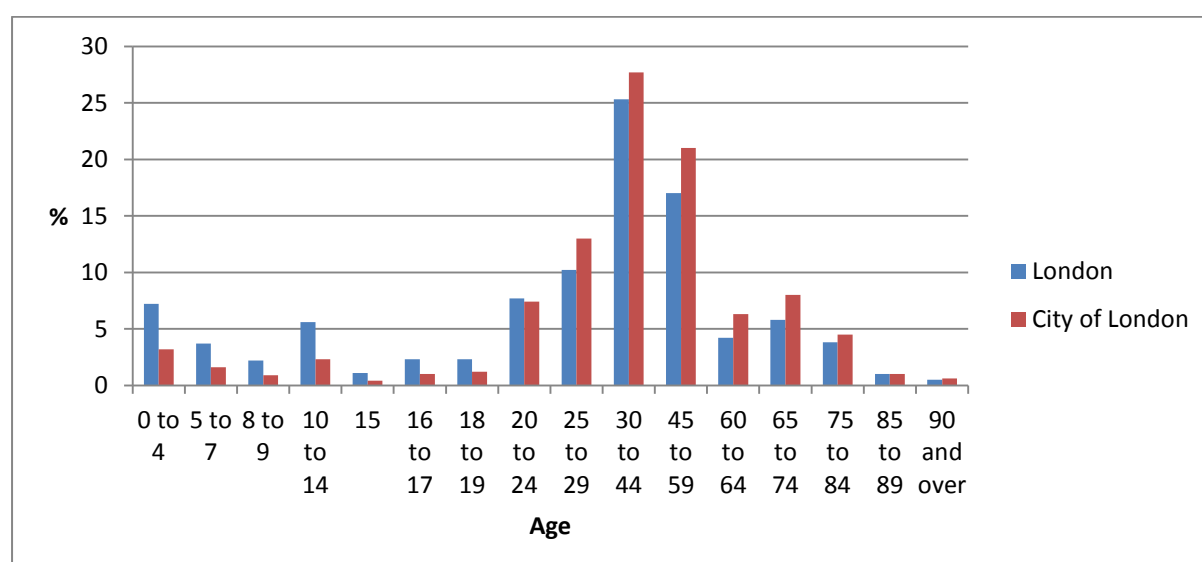


The City of London Safeguarding Adults Annual Report 2012/13

Welcome to the 2012/13 City of London Safeguarding Adults Annual Report. This annual report details what we have achieved during 2012/13 and our plans for the future. The report provides background demographic information regarding the City of London before setting out the progress made in 2012/13 and highlighting areas of partnership work.

The City of London

The official resident population estimate for the City is 7,375 people (ONS) and is predominantly working age: just over three quarters (76%) are aged between 20 and 64 years (ONS estimates). Ten per cent (1,200 people) of residents are aged under 20 years and the remaining 15% are aged 65 years or more. The City's population is 55.5% male and 44.5% female.



Source: 2011 Census: Age structure, local authorities in England and Wales (ONS)

The GLA projects a 13% increase in the City's population between 2011 and 2021. The largest growth in absolute numbers will be in the working age population but the largest proportionate growth will be in the older, pensionable age population. Since the last Census in 2001, the population over the age of 65 has increased by approximately 5%. In 2001 the main ethnic group in the City was White (85%), with Asian (10%), Black (3%), and Other (2%) making up the up the population. In 2011, the largest ethnic group in the City continues to be White (79%), followed by Asian (14%), and then Black (4%) and Other (2%). The marginal trend of a smaller White percentage and larger Asian percentage are then projected through to 2031 where the White ethnic group is projected to decrease to 74%, the Asian increase to 17%, and Other to 5%.

In terms of the health of the population of the City of London, there is just one GP practice within the City (the Neaman Practice). Many people are registered with

GPs outside of the City area in Hackney or in Tower Hamlets or in any of the other surrounding boroughs.

The Neaman practice in the City had 8,751 registered patients in November 2011, which would have included residents from Islington as well.

Our key residential communities are based in the Barbican, Mansell Street, Middlesex Street, Golden Lane Estate and Guinness Trust Housing Estate.

A recent survey of residents living on the Golden Lane and Middlesex Street estates found that people living on these estates have a slightly different age profile to the general profile for the City, with greater numbers of older people, as well as high disability rates in the oldest groups.

The Portsoken ward contains two social housing estates at Mansell Street and Middlesex Street. Some of this residential accommodation was originally in Tower Hamlets, but was transferred to the City under The City and London Borough Boundaries Order 1993. This relatively recent addition to the City means that the Portsoken area's links to Tower Hamlets are still strong, and the area is not co-terminus with some services. The catchment area of the City's only GP practice does not cover the Mansell Street and Middlesex Street estates. This means that residents of these two estates must register with GPs from Tower Hamlets. A Tower Hamlets GP practice currently provides services to Portsoken residents from the Green Box Community Centre, located on the Mansell Street Estate.

In 2010/11, the City of London Corporation provided social care services to 296 people with a wide range of needs, both at home and in care homes. Approximately 79% of clients received services in the community. The majority of clients (62%) were older people, aged 65+ years. In this older age group, there were more women than men (52% vs. 48%). In the younger age group, under 65 years, there were fewer women than men (31% vs 69%).

These clients were 91% white, 3% black, and 3 % of mixed or other ethnicities. Compared to the GLA ethnic profile for the City, white clients are over-represented and Asian clients under-represented in this social care client group, though the numbers are relatively small so variations do not necessarily reflect inequalities in access.

Life expectancy in the City is still the highest in the country (82.2 years for men and 89.2 years for women). There is, however, a lack of data around key medical conditions that may affect the City's resident population.

There are estimated to be over 67 people in the City of London with dementia and this number is set to increase by more than 40% in the next 20 years¹. Adult Social Care (ASC) and the GP practice have confirmed that they currently know of 15

people referred and living in the community and 5 people in nursing care but acknowledge that there may be many more people who are not formally diagnosed via primary health or who have not accessed statutory social care.

Safeguarding Adults Governance

This year has been one of considerable change and development in the profile and governance of Adult Safeguarding within the City of London.

Safeguarding Adults has been placed alongside safeguarding children in terms of reporting to the new City of London Safeguarding Subcommittee, which has member representation and sits directly underneath the DCCS Grand committee.

In 2012/13 the previous City of London Adults Safeguarding panel changed its name and terms of reference to become a formal Sub Committee of the City and Hackney Safeguarding Adult Board. The new Safeguarding Adults Sub Committee as it is now defined, meets bi-monthly at the Guildhall, and has been formally recognised as a sub group of the City and Hackney Safeguarding Adult Board (CHSAB). There have been considerable changes within the City and Hackney board, with the retirement of the previous Independent Chair and the departure of the safeguarding Adults Coordinator this year and the subsequent appointments of a new Independent Chair and a new safeguarding coordinator. There is a wish to streamline the membership of the board and focus more on its strategic aims and objectives. There will be City of London Member representation at the board in the future, alongside the Director of Community Services and the Assistant Director of People.

The new Sub Committee is chaired by the Assistant Director for People.

The Safeguarding Adult Sub Committee seeks to ensure that there is effective coordination and delivery of safeguarding services within the City of London by:

- Monitoring the effectiveness of what is done to safeguard and promote the welfare of adults, including the review of local policies and procedures in line with regional and national developments.
- Monitoring and evaluating the effectiveness of what is done by all statutory and voluntary partners individually and collectively to safeguard and protect adults from harm through a Quality Assurance Framework, and advise them on ways to improve.
- Reviewing the City of London's safeguarding performance and champion good practice.
- Performance Data: Collect and analyse information data about safeguarding adults and produce reports in accordance with governance procedures.
- Developing a City specific work plan in line with the City and Hackney Safeguarding Adults Board.

- Reviewing all training activities across agencies in line with the City and Hackney Safeguarding Adults Board.
- Ensuring regular awareness raising activities within the City of London are in place.
- Developing and implementing a training strategy to meet the training needs of staff across all City of London agencies to work effectively together, and offer a consistent and effective response to safeguarding.
- Ensuring that systems are in place in all City of London agencies for the investigation of allegations of breaches of safeguarding practices, concerning persons working in services and monitor compliance with procedures; and seek assurance that they are Pan London compliant.
- Ensuring that the work of the Adult Safeguarding Sub-Committee addresses the diverse needs of people from all communities including Rough Sleepers.
- Engaging with the local planning and commissioning of adult services to ensure that they take account of the need to safeguard and protect adults from harm.
- Undertaking serious case reviews in accordance with the national guidance of best practice.
- Undertaking work as appropriate with the Safeguarding Children Board.
- Linking in with the City and Hackney CCG.

Membership

The members of the City Safeguarding Adults Sub Committee are key partner agencies concerned with adult and community services. There is representation from each of the key community services including;

- The Neaman Practise
- Toynbee Hall
- City of London Housing, Homelessness and Rough Sleepers
- The City's Commissioning and Performance Manager
- City of London Police
- London Fire Brigade
- Healthwatch
- Voiceability
- Adult Advisory Group Representative

The Policy and Procedural Framework

The success of the committees and their respective reporting structures together with improvements in safeguarding practices can only happen if partner organisations, staff, service providers, residents who are service users, their families and the wider community provide their support. During this year the City of London has further strengthened the safeguarding partnership through a range of collaborative working arrangements.

The partnership arrangements for safeguarding adults in the City of London have been developed in accordance with the government guidance for adult protection (No Secrets 2000), best practice standards developed by the Association of Directors of Social Services (Safeguarding Adults 2005) and in response to learning and experience both locally and nationally.

The Pan-London Policy and Procedures, 'Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse' has further defined the roles and responsibilities of all partners.

The City of London seeks to be proactive in its response to safeguarding adults and aims to promote a broad understanding of safeguarding. This is reflected in a focus on the prevention of abuse as well as a robust response to incidents of abuse. The importance of strong strategic links with other key partners is recognised as essential in order to ensure that all our residents are safeguarded both within the community, and in their homes. Doing this means tackling both the causes of abuse, the processes of dealing with abuse and the prevention of abuse.

The role of the Adult Social Care Service, together with the committee's is to ensure that adults at risk who are the statutory responsibility of the city are safe. As a partnership, we are committed to:

- Preventing adult abuse and neglect happening in the community and service settings.
- Promoting the safeguarding interests of 'adults at risk'(1) , to enable their wellbeing and safety.
- To respond effectively and consistently to instances of abuse and neglect.

As part of the Health and Social Care Act 2012 , Adult Safeguarding Boards are to be made mandatory. Given the strong partnership and firm commitment established in the City of London, we will be well placed to respond to the formal implementation of legislation.

(1) "Adult at Risk; anyone with social care needs, who is or may be at risk or significant harm". This definition, proposed by the Law Commission and accepted by ADASS (Advice Note April 2011) replaces the terminology of 'vulnerable adult'

Responding to Safeguarding Alerts

All alerts and referrals of safeguarding are managed through the Adult Social Care Team (ASC). An alert is a concern that an adult at risk is or may be a victim of abuse or neglect. An alert may be a result of a disclosure, an incident, or other signs or indicators. A referral is when an alert (following a decision made by Team Manager), is accepted to be a safeguarding issue and is managed through the safeguarding process.

The team is made up of a Service Manager, Team Manager, 3 Social Workers (2 of whom are also Approved Mental Health Practitioners), 1 Substance Misuse Social Worker, a Reablement Service of 4 staff, including the Occupational Therapist and 2 Business Support Staff. Safeguarding alerts are managed by 1 of the 3 Safeguarding Alert Managers (Social Workers).

The role of the Service and Team Manager is to strengthen partnerships within the intra-and inter-agency environments, the development of robust Safeguarding and Deprivation of Liberty Safeguards (DoLS) policies and procedures and services, and ensure consistent implementation, practice, monitoring and evaluation of these.

Analysis of Adult Safeguarding

The number of safeguarding alerts received from 1/4/12-31/3/13 was 20, with 6 alerts regarding residents placed outside the city.

People placed by the ASC team outside the city and who are subject to safeguarding, are not counted for DOH reporting purposes by the placing and responsible local authority, but are reported by the host authority as they take the lead when a safeguarding action takes place within their authority.

Adult Social Care report on this data as part of the Adult Social Care Outcomes Framework (ASCOF). Adult Social Care team, alongside colleagues from performance, continue to work to improve the recording processes in line with those recommended by the Department of Health. Whilst the current data set meets the requirements of the NHS Information Centre national data set, the implementation of a new electronic social care recording system, "Framework I", will further enhance data collection and reporting processes. This will be in place in August 2013.

Of the 14 City of London alerts, 12 were progressed to referrals with a strategy meeting and protection plan.

Of those 12 cases, 10 were substantiated, and 2 were unsubstantiated.

Nature of abuse

5 Financial

4 neglect

2 physical

1 emotional/psychological

Gender

8 women (2 alerts raised regarding same woman)

4 men

Ethnicity

8 White UK

4 others

Relationship to alleged perpetrator

7 alerts regarding paid carer

3 alerts regarding partner/carers

1 financial abuse by bogus optician

1 financial abuse by "friend"

Referral source

3 social care staff

3 self-referrals

3 family members

2 housing

1 police

Service user group

3 Physical Disabilities

1 Substance misuse/mental health

8 Older persons

The most frequent referrals are for women aged 85 to 94 years. This reflects both local and national demographic trends. There are a number of initiatives, which remain in place to improve the quality of services for older people. These initiatives include the continued monitoring of hospital discharges, service specifications, care review visits, provider forum and training relating specifically to safeguarding adults. Of the 12 Provider Domiciliary Care Agencies (DCA's) that attended the forum, all

signed up to workforce development initiatives focusing on safeguarding and dementia with Skills for Care.

An increase in referrals is not necessarily linked to a reduction in training or reducing quality of the workforce per se, but may be due to better training, ease of reporting and improved screening at the alert stage. One area for improvement is the notification to referrers of the outcomes of referrals, especially to other organisations. Work is underway to raise awareness with social workers to ensure that this happens consistently.

Deprivation of Liberty Safeguards(DOLS)

With the transfer of the Supervisory body responsibilities from the PCT to the local authority of all DOLS within a hospital setting, the City of London Adult Social Care Service has had to respond to the new statutory responsibility towards Bart's Hospital. There have been no requests for urgent or standard DOLS since April 2013, when this change came into force. One of our key aims for the 2013/14 Safeguarding work plan is to raise awareness within the hospital utilising our Independent Mental Capacity Advocate (IMCA) service and our newly trained Best Interest Assessor (BIA).

The City of London has been involved as the placing and responsible authority in relation to the commissioning of two Best Interests Assessments.

Learning and Development

Adult Social Care are in the process of working on a best practice model which has come out of the Winterbourne findings, to emphasise quality reviews of placements for all our service users, not just those with a learning disability, and we will be developing our review documentation to reflect the quality outcomes we want to see, and the safeguarding of each individual placed in a care home setting.

Adult Social Care has continued through contract monitoring and review, to raise awareness with commissioned services to be aware and have clear understanding of safeguarding. This has been incorporated with the Toynbee 50+ service, CSV, volunteer befriender and shopping scheme (training volunteers), Crossroads Care and Elder Voice (the City of London carer's advice and information organisation).

Training via the Hackney workforce development team has also been invaluable for the GP Practice who had a safeguarding awareness raising morning at their practice. Housing and estate staff are engaged in regular estate meetings to discuss "Adults at Risk" meetings alongside Adult Social Care colleagues. It is notable that two alerts came via housing staff which illustrates increased understanding around adult safeguarding.

During 2012/13 following the death of a service user known to Adult Social Care, East London Foundation Trust and the Rough Sleeping Service , a review was

undertaken to identify lessons learned. The report findings were presented to the Sub Committee and lessons learned helped shape a protocol for City of London rough sleepers when they are in need of urgent psychiatric inpatient care and treatment.

Prevention and Keeping People Safe

Preventing the abuse or neglect of vulnerable people continues to be a key priority for the Adult Social Care service and the partnerships developed are working together to deliver this.

Studies have indicated that when people feel disempowered, not only does their general health suffer but they are also less able to protect themselves. People may be at their most vulnerable when they seek or need health and or social care services. It is essential therefore that in these circumstances there is sound practice that promotes a culture where people are always treated with respect, compassion and sensitivity, these being key factors to safeguard against abuse.

In the City of London our policy is to minimise the use of residential and nursing care by redirecting resources through individual budgets to community based support. We also aim to develop our partnership working with housing colleagues, through a supported living review, to increase housing options for vulnerable residents through the development of supported living services. All these activities support people to remain living as safe independent residents, connected to their communities, neighbours and friends and contribute significantly to the prevention of abuse or harm.

Within local communities social isolation is a key factor which can lead to abusive situations remaining undetected and therefore much of our safeguarding work is focussed on raising awareness of abuse and encouraging and supporting neighbours and citizens. A great example of this is the development of a good neighbour scheme on one of the estates and the partnership working between housing and adult social care to develop adult safeguarding strategies and training for people who wish to volunteer within their community.

The Adult Social Care service continues to work with Council and partner agencies to strengthen arrangements for community safety, such as with working closely with the Multi Agency Risk Assessment Conference (MARAC) and the Multi Agency Public Protection Arrangements (MAPPA).

London Fire Brigade

The experience of the London Fire Brigade being a member of the Sub Committee membership has provided a valuable forum in which to build on relationships with local partners responsible for supporting vulnerable adults in the borough.

One of the key benefits that has arisen out of London Fire Brigade's membership is that fire safety is on the agenda in terms of risks to adults at risk and how joined up interventions can result in better outcomes. As a result of increased awareness amongst partners, and coupled with closer joint working, the number of referrals for Home Fire Safety Visits has increased, and risk assessments are highlighted by social care, with Telecare solutions offered when risk highlighted.

The Voice of the User

In working to prevent abuse and to keep people safe, it is essential to have the 'voice of the user' to understand what makes people feel unsafe or insecure, what it is that makes them feel vulnerable and what interventions they need to address these issues. During 2012/13 the Adults Advisory Group (AAG), which has representation on the Adult Safeguarding Sub Committee, has been kept informed and consulted on a number of policy and practice areas, including the work of the Safeguarding Sub Committee. The AAG is chaired by Member of the Court of Common Council and is represented by service users and residents from across the City.

Feedback survey following a safeguarding intervention.

It has been shown that people who have been the subject of safeguarding interventions do not necessarily feel any safer. In order to gather data systematically on this and to both improve the safeguarding experience and its effectiveness, an outcomes measure need to be created and piloted. It is hoped that this can be developed within the city of London with the implementation of Framework I.

Key Priorities for the City of London Safeguarding Adults Sub Committee for the year ahead

The role of the City of London Safeguarding Adults Sub Committee is to ensure that adults at risk in the City of London, and also those who are placed outside the City by the adults social care service, are safe. The following will be key priorities moving forward;

Continue to develop effective partnerships with key agencies such as the Clinical Commissioning Group , primary health care ,Care Quality Commission , Police, housing and advocacy around safeguarding priorities in the City of London

Continue to develop a high level of safeguarding competence in the workforce and to partners, delivered through:

- An agreed training strategy to meet the training needs of staff across all agencies;
- The implementation of systems to monitor and evaluate the outcomes, impact and quality of safeguarding work through a Quality Assurance Framework.

Continue to raise awareness of adult safeguarding in the wider community with a preventative focus on carer's needs as both supporters of adults at risk and, sometimes, as those causing risk. The need therefore to offer support and respite to carers under pressure. To be delivered through:

- Provision of support and guidance to communities and organisations to ensure that in the City of London we are actively identifying and preventing the circumstances in which neglect and abuse occur and promote the welfare and interests of adults at risk;
- Raising awareness, knowledge and understanding of abuse and neglect in order that communities and organisations know how to respond effectively;
- Engagement and dialogue with other Partnerships with responsibilities for the safety and welfare of residents, to ensure that policy & procedures, training and all other activities are co-ordinated and consistent so that we are all able to respond effectively to adults at risk.
- Developing and maintaining a strong and evolving network of stakeholders through engagement with users of safeguarding services, their carers and/or advocates and service providers.