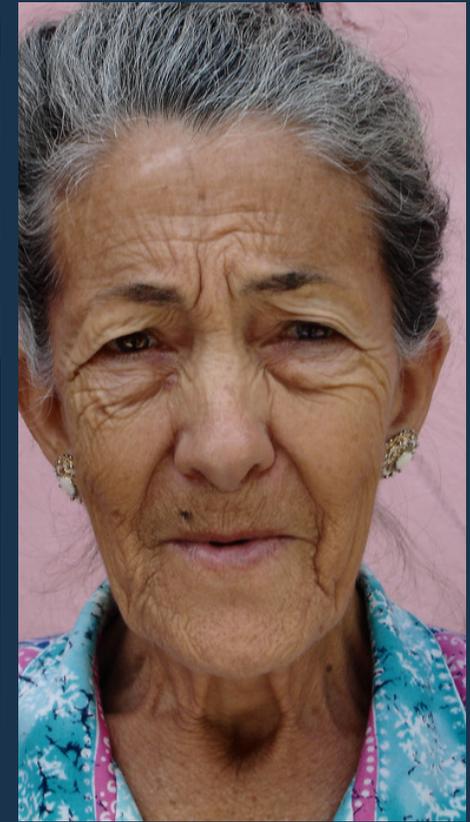


BROMLEY SAFEGUARDING ADULTS BOARD

Annual Report
2017-18

“Bromley is a place
where preventing abuse
and neglect is
everybody’s business”



www.bromley.gov.uk/bsab

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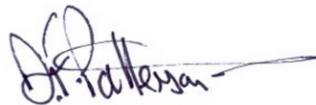
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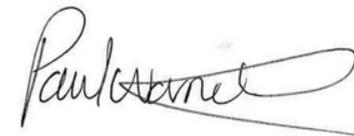
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Mr Doug Patterson,
Chief Executive
London Borough of Bromley



Dr Angela Bhan,
Managing Director
*NHS Bromley Clinical
Commissioning Group*



Paul Warnett,
Detective Superintendent
Metropolitan Police

1. FOREWORD

It is my pleasure to present the Bromley Safeguarding Adults Board Annual Report outlining the work that the Board has achieved from 2017/18.

This year has proved both challenging and exciting for the Board and for me personally, having completed my first full year in the role. It is my hope that we have driven initiatives that will have a real positive impact on tackling and raising awareness of abuse and neglect in the Borough.

In our last annual report we announced that our key priorities for the year would be self-neglect, hoarding, domestic abuse and fire safety in homes. I am pleased to confirm that we have made progress in all these areas.

Our successes include:

- A safeguarding awareness commercial for the public highlighting different forms of abuse and how to report concerns
- Delivering training to professionals on domestic abuse, self-neglect and hoarding and sexual violence
- The Self-Neglect and Hoarding Panel now has monthly meetings to safeguard individuals who self-neglect or hoard

We have worked on a number of other initiatives to ensure that we deliver the aims set in our Safeguarding Adults Strategy 2016-19. This includes setting up and conducting our Safeguarding Adults Review Committee so that we can identify how to improve our safeguarding

practice as well as raising awareness of adult safeguarding through our Safeguarding Awareness Week and Community Roadshow.

Whilst a lot has been achieved in the past year, we recognise that there is always more scope to improve awareness and understanding of self-neglect and hoarding and domestic abuse. Organisations such as Safe Lives estimate that 120,000 women over the age of 65 have experienced some form of domestic abuse, whilst findings from Safeguarding Adults Reviews highlight the lack of understanding around the management of people who self-neglect. With this in mind, we have made the decision to keep the same priorities for the Board in the forthcoming year so that we can have confidence that people in Bromley know how to identify and manage these issues.

I would like to take this opportunity to thank everyone that has been involved in or assisted the work of the Board. I greatly appreciate all the hard work that everyone has put in and I look forward to working with our partners in the coming year to continue to develop excellent adult safeguarding practice and awareness in Bromley.



Lynn Sellwood, Independent Chair

2. EXECUTIVE SUMMARY

The Board's primary objective is to ensure that all citizens in Bromley are protected from abuse and the fear of abuse.

The core profile of an adult at risk in Bromley remains the same - female, over 75, suffering neglect or an act of omission in their own home by someone known to them.

However, the Board recognises that abuse can happen to anyone and it is our duty to ensure that all residents in the Borough are safe regardless of whether they fit into the core demographic.

We hope our work in 2017/18 is reflective of the Board's values. We are proud that we were able to deliver the following:

- develop our safeguarding commercial so that we can drive awareness around safeguarding and the importance of reporting abuse
- deliver 16 different safeguarding courses as well as ad hoc learning sessions and a safeguarding conference, which were collectively attended by nearly 1,000 professionals in the Borough
- develop over 10 multi-agency policies that can be implemented throughout the Borough

We are aware that there is more work to be done. Modern Day Slavery remains an area of priority nationally with Anti-Slavery International estimating that 13,000 people are modern day slaves. In addition, in Bromley we have seen a significant increase in safeguarding enquiries around domestic abuse, self-neglect and sexual exploitation.

In the forthcoming year we will continue to focus on our key strategic priorities of self-neglect, hoarding, domestic abuse and fire safety in homes. We will focus on the following, which we feel are crucial in ensuring our success in supporting adults at risk:

- Developing closer relationships with professionals and residents in the community through the development of our communication strategy as well as identifying opportunities for direct involvement and engagement with the public
- Ensuring that the adult at risk is always prioritised by reviewing our work around Making Safeguarding Personal
- Collaborating with wider Board partners and the voluntary sector on important issues of Modern Day Slavery, Self-Neglect and Suicide Prevention

The Board and its partners remain dedicated to protecting adults in Bromley, and with the support of the Borough's residents and professionals we believe that we can 'Make Safeguarding Everyone's Business.'



3. LOCAL CONTEXT – WHO LIVES IN BROMLEY



→ 17% are 65+

→ 19% from a BME background



Black African and Caribbean Community are the fastest growing group



46,300+
people have a
long-term health
problem or disability



32,400+
people aged 18 to 64
have a mental health
diagnosis



2,900+
people have a severe
mental health diagnosis
registered with GPs



23,390 calls received by the Council's
Adult Early Intervention Service → 1,949 calls per month,
on average

8,630+ referrals to the Council's Adult Social Services

4,370

people aged 65+
diagnosed with
dementia

4,800+

adults aged 18 to 64
with a learning disability

→ 1,700+ accessing long term support

→ 174 in residential care

→ 8 in nursing care



55 care
homes

22 nursing
homes

4. NATIONAL CONTEXT

This year marks the 70th anniversary of social care and the NHS, a system created to ensure that all people have access to good health and social care regardless of their status.

Local Authorities continue to work towards integrated health and social care with the NHS. This aims to ensure that patients are at the centre of care in the hope that this will improve patient outcomes, satisfaction and costs. It was the Government's aim to have a financially workable health and care system in place by 2020. It was, however, recently recognised that the current system is extremely fragile.

Despite this, there has been some progress towards integrated care, with spending on the health and social care due to rise by 9% and 81% of adult social care providers being rated as good or outstanding by the CQC – Bromley being in top 20-40% for nursing home satisfaction. It remains a challenging time for Local Authorities with increasing demand for adult social care meaning that some people are still not able to access much needed services.

Former Health Secretary, Jeremy Hunt, outlined an intention to release a Green Paper on Social Care by Summer 2018 setting out proposals on how to improve care and support for elderly older people in a society with an increasingly ageing population.

Seven key principles were outlined:

- Quality
- Whole person-integrated care
- Control
- Workforce
- Supporting family and carers
- A sustainable model
- Security for all

The Government believe having these core values at its heart will help drive a successful reform of the system.

Whilst the picture of adult safeguarding remains broadly similar, there has been increasing recognition at a national level that self-neglect and hoarding are very serious issues affecting people in the UK.

A review into learning from Safeguarding Adults Reviews, which are designed for professionals to learn lessons where adults have been seriously harmed or died as a result of abuse or neglect, highlighted a lack of understanding and meaningful support towards vulnerable adults who self-neglect or hoard.

The Board is committed to learning from this and ensuring that we engage all agencies and provide meaningful support to any Bromley residents that may be self-neglecting or hoarding.



OUR IMPACT

The Trading Standards team received a call from Mrs A, an 80 year old, living alone with limited mobility, via the rapid response number. Mrs A raised concerns regarding an aggressive builder who she had engaged to undertake some work on her garage roof for the total of £1,400 to be paid via cheque.

At the conclusion of the work he demanded cash, and increased the sum to £1,700. When the resident refused to go to the bank he shouted at her, ripped up the cheque and left the house saying he would be back.

Trading Standards arranged for two of their officers to visit Mrs A following the phone call. They found Mrs A to be socially isolated and lonely. She did not talk to her neighbours, her family were elderly and her last two friends had recently passed away. They also understood that she had been burgled a few weeks previous.

The officers called the trader who apologised profusely explaining that he had been under pressure for family reasons. He was told not to return to Mrs A's property without first arranging for a Trading Standards officer to be present, and there would be no payments made until the work had been checked for value and quality.

Trading Standards officers spoke to the local police to ask them to visit Mrs A to ensure her safety following the burglary. A referral was also made to adults safeguarding.

Over the next few days the officer re-visited Mrs A with an LBB surveyor who inspected the work and found it to be poor quality, unfinished and overpriced. The trader was later advised he would not be receiving any payment for the work and he was given a warning.

A referral was also made to Age UK who contacted Mrs A a few days later to arrange engagement with a befriending service.

The officer provided Mrs A with a number of local reputable traders and supported her in getting quotes to rectify the work. Following the intervention of the team the resident said she had "no idea that you existed and I will be forever grateful for all the help and support I have received".

5. KEY PRIORITIES

1. Self-Neglect

Self-neglect occurs when an individual is unable, intentionally or unintentionally, to keep a socially acceptable level of self-care.

As a consequence they may be in poor health or their wellbeing may be negatively affected. There may be a wider impact for the public who may experience the negative effects of self-neglect.

In Bromley self-neglect makes up approximately 10% of safeguarding cases. We recognise that this is a growing and complex matter in adult safeguarding.

In response we have:

-  Delivered self-neglect and hoarding training for professionals in the Borough, as well as smaller focus sessions during our safeguarding awareness week
-  Created a dedicated self-neglect page on our website with information on subject:
<https://bromley.mylifeportal.co.uk/bsab/self-neglect>

2. Hoarding

Hoarding is considered the excessive collection of items and storage of them in a chaotic manner.

Often the items collected are of little value and can lead to unmanageable levels of clutter that impacts the individual's living space and potentially those around them, e.g. neighbours or family members.

Hoarding can impact the health of the person or put their life at risk in some cases, e.g. risk of fire. There are many reasons why people hoard and it can be a difficult problem to tackle as some people do not realise they have a problem or may be ashamed of this.

It's estimated that hoarding affects 2-5% of the population (www.helpforhoarders.co.uk/what-is-hoarding), which taken in a local context could be up to 16,545 residents in the Borough.

In Bromley we have:

-  A Hoarding and Self-Neglect Panel, where professionals will meet to discuss a joint approach to helping adults who self-neglect or hoard
-  Since November 2017, reviewed 27 new cases and a total of 8 cases have been concluded with a successful outcome
-  Drafted new guidance for professionals around self-neglect and hoarding

A CASE STUDY: HATE CRIME



Mr B was a victim of hate crime, following an incident where he was verbally abused by a member of the public whilst on the bus.

Mr B was very scared after the incident and initially did not disclose this to anyone else.

Mr B attended an Advocacy for All coffee morning the following day, where he was supported to disclose the incident. A staff member at Advocacy for All contacted the British Transport Police to report the matter and supported Mr B in arranging and attending police interviews.

Further emotional support was provided to Mr B to support him going forward.

The story was later used in the in the charity Dimensions Twitter campaign '#IamwithSam' which raises awareness about disability and autism hate crime.

3. Domestic abuse

Domestic abuse is more than just violent physical behaviour towards a partner or ex-partner.

It can include an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence. Domestic abuse can also take place between family members or by a carer, which is also known as proximity abuse.

The majority of domestic abuse is committed by men towards women, which is why we have a Violence Against Women and Girls programme in place designed to tackle issues around this area.

In Bromley there were 2,568 domestic abuse incidents reported and an estimated 4,426 victims of domestic abuse.

In Bromley we have:

-  Provided 4 domestic abuse based courses for staff
-  Discussed 166 cases at the Multi-Agency Risk Assessment Conference
-  3 Independent Domestic Violence Advisors in place to support victims of domestic abuse. Each IDSVAs is a specialist dealing with either young persons, complex needs or the community and police.

4. Fire safety in homes

The Grenfell tragedy is a stark reminder of how important it is for people to feel safe in their homes.

We work with the London Fire Brigade to reduce the risk of fires. We do this by referring people to the London Fire Brigade for a home fire safety visit where we have concerns that a person's living environment may pose a risk to them.

We also offer equipment, such as fire proof blankets to individuals with care and support needs to reduce the risk of fires.

In Bromley we have:

-  Conducted 3,311 Home Fire Safety Visits
-  Worked with London Association of Directors of Adult Social Services, London Fire Brigade and other London Boroughs to identify how to improve fire safety in homes and care settings
-  Implemented the Checklist for Person Centred Fire Risk Assessment to help risk assess people who may be vulnerable to fires



OUR IMPACT

J is a 62 year old client who is disabled and alcohol dependent.

We received a referral from the Multi Agency Risk Assessment Conference (MARAC) in August 2017 after becoming aware that she had been assaulted multiple times by her husband. He was remanded for these assaults.

The complex needs IDSVAs were in place to provide emotional support. Due to her disabilities they were able to arrange it so that J could give evidence from her home via video link. This was arranged by the IDSVAs and police. The husband was found guilty of assault.

J's husband was released and moved back into the property. The Independent Domestic and Sexual Violence Advocate (IDSVAs) completed a full safety plan and contacted social services to ensure J had support due to her disabilities and living conditions. Multi-agency plans were put in place between social care, the IDSVAs and J.

There was another violent incident and J was re-referred to the MARAC. J's husband pleaded guilty to the offence and received a 4 month custodial sentence.

J's husband was diagnosed with dementia and towards his release date the prison phoned J to see whether J's husband could live back at the property as they were unsure where else to place him. This prompted the IDSVAs to bring the case back to the next MARAC.

Following advocacy from BCWA J was issued with a CareLink alarm and home security.

After multi agency planning, he was moved to suitable accommodation to support his dementia and she has remained safely in her property with ongoing carers support.

A CASE STUDY: DOMESTIC ABUSE

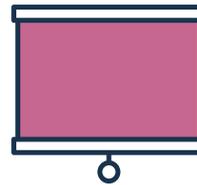
5. BSAB KEY ACHIEVEMENTS FOR 2017-18



Engagement

- We were involved in a Community Roadshow which took place at The Glades Shopping Centre in February 2018. We used this opportunity to showcase the Board's safeguarding commercial, obtain feedback from the public and hand out leaflets on behalf of the Board and our partner organisations. The commercial can be found on our website: <https://bromley.mylifeportal.co.uk/bsab>.
- Our Service User Engagement Group is now live and is focussing on local events for the Board to link in with and how to involve the public in the Board's work.
- We have undertaken 10 training sessions for professionals in the Borough; this includes Bromley Dementia Hub, Bromley Adult Education College and Probation Services.

Annual conference



- The Board's Annual Conference took place on 3 October 2017, with the theme of 'Implementing Better Care'.
- There were speakers from a wider range of organisations including, the Alzheimer's Society, the Social Care Institute for Excellence, Human Trafficking Foundation and NHS England.
- In total there were seven presentations on topics like frailty, dementia and self-neglect; as well as six focus sessions on areas including pressure ulcers, domestic abuse and alcohol and drug use.
- The event was attended by 151 professionals across the Borough. The feedback was overwhelmingly positive with 96% of attendees reporting that they were satisfied with all speakers presenting on the day.



Communication

- We have set up our Communications Task and Finish Group, who will focus on developing the Board's newsletter for professionals, a poster campaign for the public and refreshing our communication strategy.
- We have distributed over 250 Alerters Guides and 375 support service leaflets on how to raise concerns as well as how to access other specialised services in the Borough.
- We have revamped our website, adding more information about adult safeguarding, re-organising our practitioner library and including additional links to other organisations concerned with adult safeguarding.

Recruitment to the Board



- We have recruited two Lay Members to the Board who will assist in holding our Board members to account as well as help develop the strategic direction of the Board.
- We continue to link in with organisations in the Borough and we have welcomed, Bromley and Croydon Women's Aid, Probation Services, CRC Probation, Bromley Third Sector Enterprise and Bromley Adult Learning College to the Board.



Safeguarding Adults Reviews

- We delivered a training session, Models for Safeguarding Adults Reviews, for staff on our Safeguarding Adults Review Committee.
- Six cases have been submitted to the Safeguarding Adults Review Committee, of which four cases were rejected and two are currently being investigated further.
- We have reviewed and made amendments to our process to ensure that the Committee works efficiently.

Audits



- London Borough of Bromley and The Priory attended a Challenge Event where they presented an audit of their adult safeguarding, outlining areas of good practice and areas for improvement.
- The Board audited 10 cases to ensure the quality of adult safeguarding practice. These audits focussed on areas such as mental capacity and making safeguarding personal.
- The Board has drafted the Quality Assurance Framework, setting out how the Board is run and expectations, roles and responsibilities for all Board members.



Joint work with the Children's Board

- We have worked with the Children's Board to identify three key areas for us to work jointly: inter-generational abuse in the family home, transitional care and strategic issues and concerns.
- We have provided support and guidance relating to adult safeguarding in relation to a Learning Review being undertaken by the Children's Board.
- We attended the 'gangs around the table' consultation where we provided the Board's perspective on how adults are affected by this and how we can safeguard them from gang associated dangers.

Local consultations



- We are currently involved in a consultation around self-neglect and hoarding and identifying creative ways of tackling this in the Borough.



National consultations

- A representative from the Board attends London ADASS' fire safety in homes and care settings group to help identify how to improve safeguarding in this area.
- The Board has attended 10 conferences and consultations where we have made submissions on how we should manage a broad range of issues such as Making Safeguarding Personal, Risk, Human Trafficking and Service User Engagement.
- We have provided written responses to consultations, including the CQC and Home Office.

South London and Maudsley NHS Foundation Trust Project at Bethlem Royal Hospital



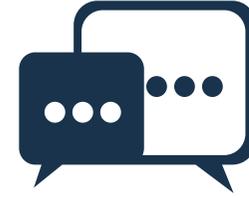
- A project plan has been developed and a project group for Trust staff and safeguarding leads in Borough's linked in with the Trust to attend.
- The group has collated and analysed data from the Trust for incorporation into work streams.
- A Team Leader, Care Manager and part time Business Support Officer have been appointed to manage referrals from Bethlem Royal Hospital.



Policies and procedures

- 12 policies have been produced or updated by the Board, including the Protocol for Feedback to Persons Reporting Safeguarding Concerns and Alerters Guide.
- The Board is in the process of drafting 8 policies, which includes the Mental Capacity Act Guidance and Self-Neglect and Hoarding Protocol.

Complaints and appeals



- The Board has received one complaint and one appeal relating to the Adult Safeguarding process. Both these matters have been reviewed and resolved accordingly.



A CASE STUDY:

FINANCIAL ABUSE AND NEGLECT



OUR
IMPACT

Mrs C is an elderly lady with multiple health concerns living in her own home with her grandson, who is 35 years of age. Mrs C's grandson had been living with her since he was young.

Concerns were raised regarding Mrs C because there were fears that she was self-neglecting, as her house was in a poor condition and she did not appear to have any food within the house. Mrs C was admitted to hospital due to health concerns. Her house was given a deep-clean before she returned home and she was provided with an increased package of care to help support her.

Shortly after returning home, Mrs C's care manager raised concerns that she was being neglected and her grandson appeared to have been taking large sums of money out of her account, even when she was in hospital.

Immediate action was taken to address the issue of financial abuse. The care manager spoke to Mrs C's grandson and ensured that he returned the bank card to Mrs C. Mrs C was asked whether she wanted the police to get involved, however she declined this; Mrs C had the capacity to make this decision. The care manager contacted the Lasting Power of Attorney for Mrs C to make a plan around clearing Mrs C's debts and managing her finances. It was also agreed that a cleaner would be put in place to help ensure that Mrs C's property remained clean and tidy and a skip was arranged to get rid of any rubbish from the house.

7. WORK OF THE SUB GROUPS

Policy and Procedures

- National policies and changes in legislation communicated for implementation by Board partners.
- A Protocol for Feedback to Persons Reporting Safeguarding Concerns, Adult Protection Plan and Safeguarding Provider Enquiry Led Report was developed for professionals.
- PREVENT documents submitted to group for approval.

Chair

Paul Sibun

*Adult Safeguarding Manager
Bromley CCG*

Performance, Audit and Quality

Chair

Heather Smith

*Adult Safeguarding
Head of Department
Kings College Hospital*

- Themed meetings around our key priorities and SAR cases, which include case studies for discussion to help aid learning from practice.
- The Board's Quality Assurance Framework presented to the group for approval.
- Two challenge events were held, reviewing the safeguarding practice of London Borough of Bromley and The Priory Hayes Grove.
- KPIs and safeguarding audits presented to the group.

Training and Awareness

- A multi-agency training programme 2017/18 offered 13 classroom based courses, amounting to 45 learning sessions being delivered to professionals.
- E-learning packages are in place offering 16 adult safeguarding courses.
- A total of 2,231 professionals in the Borough working with adults at risk undertook classroom based or e-learning courses.

Chair

Antoinette Thorne

Head of Training & Development
London Borough of Bromley

Communications

Chair

Lynn Sellwood

Independent Chair

- A terms of reference and work plan has been developed for the task and finish group.
- The safeguarding commercial has been circulated to Board partners and has been used on organisations websites, in GP practices and sheltered housing schemes.
- The Board's website has been updated and the Practitioner's Library for professionals updated.
- The group have identified social media engagement, a newsletter for professionals and poster campaign for the public as key areas of focus.

Service User Engagement

- A terms of reference and work plan has been developed for the task and finish group.
- The group have mapped different groups with whom to initiate engagement.
- A questionnaire was developed for the Safeguarding Awareness Week which received 75 responses, this has given the Board an understanding of the public's knowledge on adult safeguarding.

Chair

Colin Maclean

CEO

Community Links Bromley

Commissioned Services Intelligence Group (CSIG)

Chair

Dirk Holtzhausen

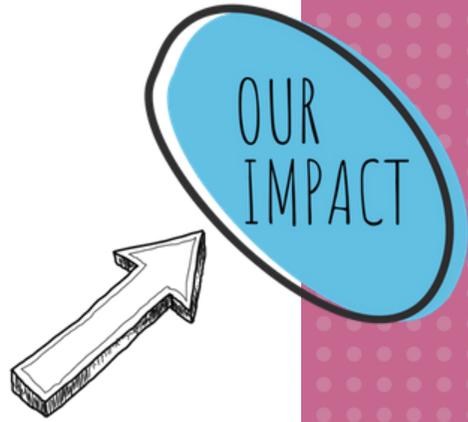
Safeguarding Adults

Development Manager

London Borough of Bromley

- The CSIG meets bi-monthly to ensure that there is good quality care and safeguarding practice in all commissioned services.
- The group will assess service providers by reviewing all safeguarding concerns received by London Borough of Bromley.
- Attended by representatives from Care Quality Commission, CCG, health, police and commissioning.

A CASE STUDY: LEARNING DISABILITIES



Mr D is a young adult diagnosed with a severe learning disability, epilepsy and can only communicate non-verbally. He uses a wheelchair and requires full support for his personal and day-to-day care.

One of the residents at the residential home Mr D was placed at died unexpectedly, and the residential home owner also made the decision to cease trading. This led to a safeguarding concern being raised to look into the circumstances of the resident death, the sale of the residence and the consequent impact this may have on Mr D's future care.

The Care Manager undertook relevant Mental Capacity Assessments, obtained his views and taking into account his personal values and beliefs. Mr D's mother was included in the decision making around his future care as his acting advocate. A risk assessment looked at his health and care requirements and the level of support he required. It was agreed that he would move placement and a suitable alternative was found. Mr D has settled into his new residential home well. Concerns regarding the other resident's death were fully investigated and it was found that the residential home had acted appropriately in respect of this resident.

Self-Neglect and Hoarding Panel

- Monthly meetings to consider high-risk individuals who are self-neglect and hoarding
- In the past six months 27 cases have been presented to panel, all of these cases were referred to a home fire safety visit
- All meetings are multi-agency, and include Adult Care Service, Housing, Health and London Fire Brigade

Chair

Sara Bean

*Tenancy Sustainment Team
Leader*

Clarion Housing



A CASE STUDY:

DOMESTIC & PSYCHOLOGICAL ABUSE



OUR IMPACT

Ms E lives in a flat with her child; her tenancy support worker made a safeguarding referral following concerns that her ex-partner had attempted to access her home without consent. The tenancy support worker expressed concerns that Ms E was at risk of psychological, physical and sexual abuse.

A care manager engaged with Ms E to establish what action they wanted to be taken. Consideration was given to whether Ms E was potentially being coerced into any specific decision-making as this can be a key feature of domestic abuse.

The care manager and tenancy support worker were able to assist Ms E by arranging locks to be fitted on all the windows in the house to prevent Ms E's ex-partner accessing the property. Ms E was referred to Women's Aid for support and also provided with further advice on how to protect herself.

8. WORK OF OUR BOARD MEMBERS

Care Management Services

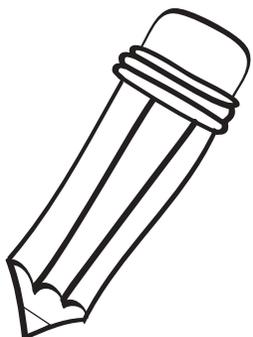
Alex Pringle, Operations Manager

Achievements:

- We have established the specialist mental health safeguarding project team to lead on all Bethlem Royal Hospital safeguarding enquiries, make threshold decisions, and closely liaise with South London and Maudsley NHS Foundation Trust regarding safeguarding matters; this team also manages safeguarding referrals from the Priory.
- We have created a central point for safeguarding referrals relating to all hospitals in the Borough. This provides a consistent approach to implementing thresholds, makes the referral process easier for hospitals, and also ensures that alerts are dealt with more efficiently.
- We have expanded our Adult Early Intervention Service by recruiting more staff to complete preliminary enquiries, which has boosted the throughput and output of the service. As a result adults receive services in a more timely manner and thorough safeguarding preliminary enquiries enable focussed signposting and advice.
- As a result of an internal audit and concerns about the consistent quality of Mental Capacity Act Assessments, assessment and care management teams now discuss a MCA assessment in all team meetings. All staff are now required to attend MCA training.

Priorities 2018/19:

- We will focus on ensuring that Making Safeguarding Personal (MSP) is embedded into practice. We will achieve this by continuing to provide training on the matter and have as a standing agenda item for all 121s and team meetings.
- We will continue to put action plans in place to help the improvement of adult safeguarding processes where issues are identified during safeguarding audits and Safeguarding Adult Reviews.
- We will continue to ensure that the Board's key priorities are embedded into practice. We will ensure that staff are aware of and make routine referrals to the self-neglect and hoarding panel, all self-neglect and hoarding cases will be escalated to the senior team and we will work to ensure all adults at risk have working fire alarms, fire resistant bedding and sprinkler systems in place to protect them from fire hazards.



A CASE STUDY:

SELF-NEGLECT AND HOARDING



OUR IMPACT

Mr F is an elderly man who was referred to safeguarding following concerns about his living environment. The conditions were dirty, with pests in the home and black refuse bags in all the rooms. This meant that he was unable to move around his flat safely. It was of particular concern that Mr F was a smoker; this presented a fire risk particularly given the level of hoarded material in the property.

Mr F did not have any next-of-kin to support him and he did not initially engage with services there to support him. When the fire brigade and housing officers had attempted to contact Mr F he would not answer the phone or he would leave the property before they arrived to visit him. At appointments with agencies attempting to help him he either did not attend or became verbally abusive.

A care manager worked with Mr F over time to get him to engage with services. This involved a number of home visits to Mr F, where over time he agreed to have his flat cleared out and deep cleaned. He also started engaging with his GP to start counselling sessions to prevent a relapse and housing. The care management team continue to monitor Mr F to help prevent a relapse.

Violence Against Women and Girls (VAWG) Service

Victoria Roberts, VAWG Strategic Partnership Manager

Achievements:

- The newly commissioned VAWG Service began on the 1st June 2017 and is delivered by Bromley and Croydon Women's Aid. The service will continue to respond and grow to the needs of the local community. The Independent Domestic and Sexual Violence Advocate service is delivered under the collocation model, this will ensure that services in Bromley work across boundaries in strong partnership and deliver essential services to primary victims/survivors, young people and perpetrators and intervene early.
- The new VAWG service collocates IDSVA's (Independent Domestic and Sexual Violence Advocates) in two key adult safeguarding areas:
 1. Adult Early Intervention Team
 2. Bromley Drug and Alcohol Service
 The collocated IDSVA's take referrals directly from the teams and engage in discussions with professionals to provide support and advice for individual cases. The IDSVA's also attend team meetings and deliver bite size training and awareness sessions.
- The Domestic Abuse training programme delivered the following training courses in 2017/2018:
 - 6 domestic abuse foundation courses
 - 3 domestic abuse intermediate courses
 - 1 domestic abuse advanced course
 - 2 'What is sexual violence' courses

Priorities 2018/19:

- Service user beneficiary panels will be held to discuss the overall services we deliver and to establish what we are doing well as a borough and how we can make improvements to existing and future services.
- We will continue to work closely with Adult Social Care (ASC) and Strategic Adult Safeguarding to ensure we deliver a coordinated response to the needs of vulnerable adults or those with additional barriers to accessing support.
- Ensure that all new and existing ASC operational and frontline staff receive appropriate domestic abuse training.

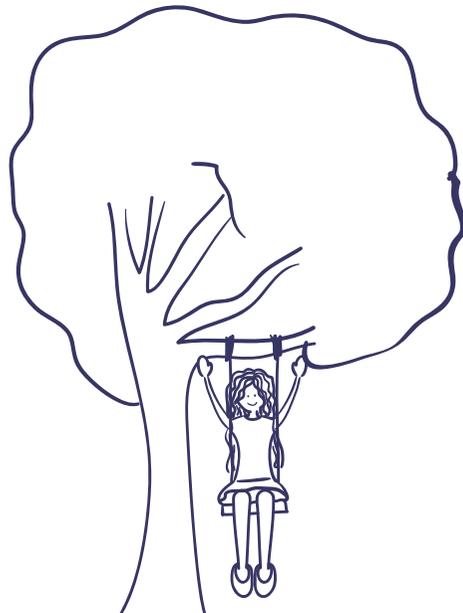


Trading Standards and Community Safety Team

Robert Vale, *Head of Trading Standards & Community Safety*

Achievements:

- In 2017/18 we delivered 111 awareness raising and training events to community groups and partners across the partnership. These events were attended by a total of 1,822 people, who received information on how to avoid becoming victims, or how to spot a crime and report it to trading standards.
- We received 129 referrals regarding victims of scams and rogue traders from partners including social care professionals, banks and local police. We received 246 calls to the trading standards rogue trader rapid response number.
- Over the past 12 months the Community Safety team has produced a Prevent leaflet which is distributed to officers who attend WRAPs (Workshop to Raise Awareness of Prevent). Several WRAPs have been delivered and were attended by 85 staff from Children's services and 34 from Education.



Priorities 2018/19:

- We will continue to work with the National Scams Team to identify victims of mass market frauds. We will provide more training to postal workers to encourage referrals of residents who receive large volumes of junk mail and who may be targeted by postal fraud.
- We will provide more accessible training opportunities to partners to raise awareness of doorstep crime and mass market fraud – we plan to do this by offering lunch time training sessions for front line workers who engage with older or vulnerable adults.
- To raise awareness of the Prevent programme by attending key meetings with senior manager in adult safeguarding to ensure that referral pathways are known and to ensure that all London Borough of Bromley staff have completed the online Prevent training workshop.

Deprivation of Liberty Safeguards Team

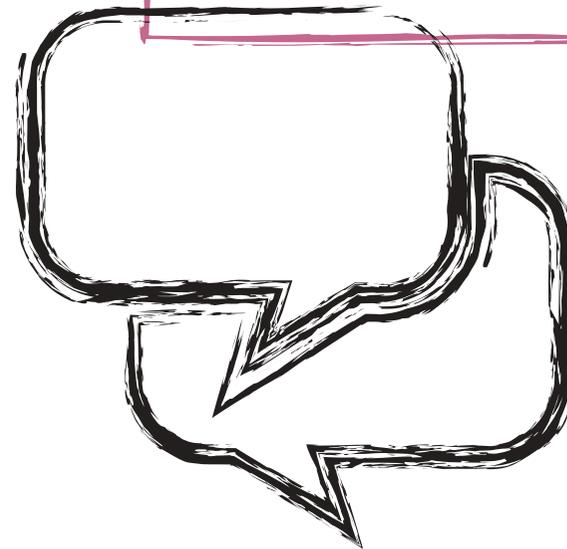
Amit Malik, *Locum DoLS Manager*

Achievements:

- The DoLS team carried out 1080 assessments to ensure compliance with requirements under article 5 of the Human Rights Act, the right to liberty. This is an increase of 127 from the previous year. There was over 50% reduction of DoLS breaches falling from 264 to 129. The assessments ensure the protection of vulnerable adults by ensuring that any deprivation of liberty in care homes or hospitals is fair, proportionate and the least restrictive option.
- The DoLS team has put in place extra measures to safeguard clients and their representatives personal information so as to avoid any breach of confidential and sensitive information.
- A review of the London Borough of Bromley's Mental Capacity Act and Deprivation of Liberty Safeguards policy was undertaken and refreshed to ensure that guidance is up-to-date.

Priorities 2018/19:

- To minimise the risk of breaches of article 5 of the Human Rights Act where a DoLS authorisation expires and a further DoLS order is required.
- To increase awareness amongst Best Interest Assessors around Lasting Power of Attorneys for health and welfare decisions and their relation to DoLS.
- To increase awareness of the involvement of Independent Mental Capacity Advocates when completing DoLS and Best Interest Assessments.



NHS Bromley Clinical Commissioning Group

Claire Lewin, Head Nurse Adult Safeguarding

Achievements:

- We reviewed and evaluated the effectiveness of the Adult Safeguarding agenda within the Community Health Services and other service procurement processes by strengthening safeguarding representation in the commissioning of services and allocating additional resources by appointing an Adult Safeguarding Subject Matter Expert (SME).
- We established a GP Safeguarding Adults Lead London Network with support from NHS England resulting in: shared objectives and support for GP Adult Safeguarding leads; forums for GP practice leads and training sessions for local GPs.
- We have produced the Enhanced Service specification for safeguarding across Bromley GP practices to address BCCG's need to be assured that GP practices fulfil their statutory safeguarding adult functions through embedded practice and quality assurance.
- We have developed and are trialling of a Mental Capacity Act toolkit which supports GPs to assess and record the capacity of patients to make decisions at a specific time and make appropriate decisions for those assessed as lacking capacity on the GP electronic patient record. The template has been designed by a pan-London working group of GPs, CCG adult safeguarding leads, RCGP and NHS England.

Priorities 2018/19:

- To ensure that we continue to support the Domestic Abuse (DA) agenda in Bromley through the expansion of the Primary Care Domestic Abuse Identification and Referral to Improve Safety (IRIS) project. Bromley IRIS provides training, advocacy and clinical support to GP Practices and their patients subject to DA. We have also promoted the borough wide Violence against Women and Girls VWAG Strategy through partnership working within our commissioned services and having representation at the VAWG Strategic Steering group.
- We will ensure safeguarding representation on the Care Homes Programme Board by having safeguarding representation in relevant task and finish groups and the development of a post for a Care Home Quality Liaison Nurse. This role will support the quality assurance of care delivery in Bromley Care Homes through positive interventions and referrals in training and care delivery and support of adults at risk when quality, safeguarding or provider concerns are identified.
- To review and update our Safeguarding Adults through Commissioning Policy, Standards and Guidance and ensure its application in new Bromley Health Services procurements and the review of those existing services to ensure the safeguarding adults at risk and vulnerable groups arrangements of Bromley providers are effective.

King's College NHS Foundation Trust

Heather Smith, *Head of Adult Safeguarding*

Achievements:

- The past year has seen the Kings Adult Safeguarding Service stabilise by filling outstanding vacancies, including a new Head of Department, with experienced Adult Safeguarding Practitioners from a range of backgrounds including Mental Health, Learning Disabilities and General Nursing. We have made a number of new appointments including a Deprivation of Liberty Safeguards Coordinator and an IDVA. The quarterly Safeguarding Adults Committee, recently described by our CCG colleagues as 'exemplary' and providing the 'correct level of safeguarding assurance'.
- The Service has built relationships with key Safeguarding Leads in neighbouring NHS Trusts, Local Authorities and Clinical Commissioning Groups to improve joint working/ sharing of information, which will benefit frontline staff whom we support and in turn adults at risk.
- Kings commenced the Prevent training program in September 2017, to date a total of 4,300 staff have undertaken full Prevent training.



Priorities 2018/19:

- Safeguarding Adult supervision is an exciting area of work that the service will take forward for 2018/2019. This training method will help staff to develop and improve upon existing MCA and Safeguarding Adults skills.
- Domestic abuse and the interface with The Care Act 2014 is a priority for the year ahead. Developing and managing domestic abuse concerns remains a priority and we will be working with our IDVA colleagues and the Local Authority to help us move this forward. Recommendations from an existing Domestic Homicide Report will also be picked up with this work stream.
- Improved training compliance will continue to be a priority for the Safeguarding Service with a review of the existing training planned to coincide with the Intercollegiate/ Royal College of Nursing Document due out in June 2018, which will set a national standard for adult safeguarding training for the first time.

Oxleas NHS Foundation Trust

Stacy Washington, *Head of Safeguarding Adults & Prevent*

Achievements:

- We have successfully reached the 85 % target set by NHS England for training staff in WRAP (workshop raising awareness of prevent) by the completion date of 31 March 2018, our most recent Quarter 4 2017/18 training data shows that 97% of our staff are trained in prevent awareness and 90 % in WRAP.
- We have held a series of Mental Capacity Act workshops across the trust to raise awareness of mental capacity in our in-patient mental health services.
- Our Safeguarding Adult's process has been successfully audited by external auditors KPMG in 2017/18, which gave a rating of Green-Amber for our safeguarding adults' process. In response, we have implemented an action plan which focuses on improved data quality checks, policy and procedures amendments and increased guidance for staff.

Priorities 2018/19:

- To roll out face-to-face safeguarding adult training and modern day slavery awareness across the trust for staff in our mental health and community health services
- To further improve our electronic patient record safeguarding adult forms to make them more user friendly for staff and so that data extrapolated from records through our other database can be further analysed and used to improve service responses to safeguarding.
- To introduce a new role of DoLs administrator into the organisation to improve the way we manage DoLs applications.



Bromley Healthcare

Charlotte Dick, *Named Safeguarding Adults Lead*

Achievements:

- Bromley Healthcare continues to run a 'Vulnerability panel' where patients who services feel are vulnerable and have complex safeguarding concerns can be discussed. The panel offers advice, guidance and support to the professional who is presenting the case. From these panels we have been able to build on our partnership working to identify and act on safeguarding concerns. There have been occasions when more complex cases have been escalated and considered for a serious case review.
- Monthly meetings are held with London Borough of Bromley Adult Safeguarding Leads to discuss outcomes of safeguarding referrals completed by Bromley Healthcare staff. This gives the assurance that referrals are not missed, information is shared and responsibility is agreed.
- Bromley Healthcare have reviewed and audited its Adult Safeguarding learning and development programme. Training is offered in variety of formats - online, face to face and bespoke - to ensure it is tailored to each team's needs. The result has seen an improvement in training compliance.



Priorities 2018/19:

- Bromley Healthcare will be reviewing the structure and terms of reference of the pressure ulcer panel. This is to ensure that we are working in closer partnership with CCG and London Borough of Bromley. It will also ensure that a Root Cause Analysis (RCA) is completed in a timely manner and encourages integrated working.
- The Pressure Ulcer protocol devised by the Department of Health will be integrated into our safeguarding process. All community staff including District Nurses will use this as part of the safeguarding risk assessment tool for all multiple grades 2 and above pressure ulcers. The protocol will be used as a referral mechanism into safeguarding London Borough of Bromley for any pressure ulcers that score 15 and above. The Safeguarding Lead from Bromley Healthcare will lead on implementing this and liaise with the Local authority safeguarding lead.
- The Learning and Development Team will be reviewing the safeguarding levels required for individual staff roles to ensure that we are conforming to the safeguarding intercollegiate documents.

Bromley Metropolitan Police Service

DCI Martin Stables, *Detective Chief Inspector*

Achievements:

The role of the Metropolitan Police Service (MPS) is to provide prevention, identification, risk management and detection of criminal offences. The MPS has appointed Detective Superintendent Paul Warnett and Detective Chief Inspector Martin Stables who are responsible for Safeguarding Adults in the Borough of Bromley.

As a statutory member of the board, the MPS is committed to working in partnership in an open and transparent way with its partners. This is achieved through partnership working in the following areas: Multi-Agency Safeguarding Hub, MARAC (Multi-Agency Risk Assessment Conference) for people at high risk of domestic violence and abuse and MAPPAs (Multi Agency Public Protection Arrangements) working with offenders in the community.

We have made key achievements during 2017-2018 which include progress on improvements:

- The Community Safety Unit which deals with domestic abuse offenders and hate crime is currently in the top 10 in the MPS with regards to sanctioned detections. We continue to prioritise the issue within Bromley with our resources and focus.
- Our Dauntless team, dedicated to assist victims of DA through joint working, has a number of success stories with long term victims of abuse. The most recent saw the victim say to staff 'Thanks to everyone's help I am excited to be a daughter, sister and mother again.'
- We continue to work closely with our partners on safeguarding investigations ensuring immediate police responses continue with long term solutions being sought.
- We have continued our work with most vulnerable victims ensuring they are receiving an enhanced response, working closely with partners identifying other issues such as self-neglect, hoarding and mental health and getting those people the necessary support. One of our most recent cases involved a male defrauding an elderly female of £300,000. He was convicted of Fraud and given 5 years and 10 months in prison.

Priorities 2018/19:

- We will continue to identify and safeguard vulnerable victims of Domestic Abuse and ensure that the perpetrators are prosecuted.
- To enhance our work with partners to identify and safeguard vulnerable victims who may be subject to neglect, physical abuse, sexual abuse, psychological, financial abuse, emotional abuse and Modern Slavery.
- We will ensure that the level of engagement between police and partner agencies is maintained during the restructure of the borough policing model to a Borough Command Unit (BCU) with the boroughs of Sutton and Croydon.

London Fire Brigade

Terry Gooding, *Borough Commander*

Achievements:

- We achieved the target of completing 3,168 HFSVs to vulnerable householders from April 2017 to March 2018. Fire crews completed 3,311 HFSVs with 82 % (2590 HFSVs) of these visits being to the most vulnerable people at risk of fire.
- We made 60 safeguarding referrals to LBB and the Council made 54 referrals to LFBB for HFSVs. LFBB responded to 8 fire retardant bedding requests from the Council for vulnerable residents as well as installing 3 arson retardant letter boxes. LFBB implemented a six-monthly return from LBB housing providers reporting on fire safety issues to reduce fires in sheltered housing – this has been extended to include referrals to Trading Standards and Victim Support.
- A 'checklist for person centred fire risk assessments', has been agreed and shared as best practice for LBB and partner agencies when carrying out fire risk assessments in premises.
- We had a successful safeguarding audit which highlighted strengths and areas of minor development. These outcomes were shared with LBB and have improved the safeguarding process.

Priorities 2018/19:

- We are planning on delivering 3,168 fire safety visits, of which at least 80% will be targeted towards individuals at most risk.
- We will continue to work with LBB to identify people most at risk and offer proactive interventions such as HFSVs and fire retardant bedding.
- We will work to further enhance and improve the safeguarding referral process and implement lessons learnt from case reviews and other reports.

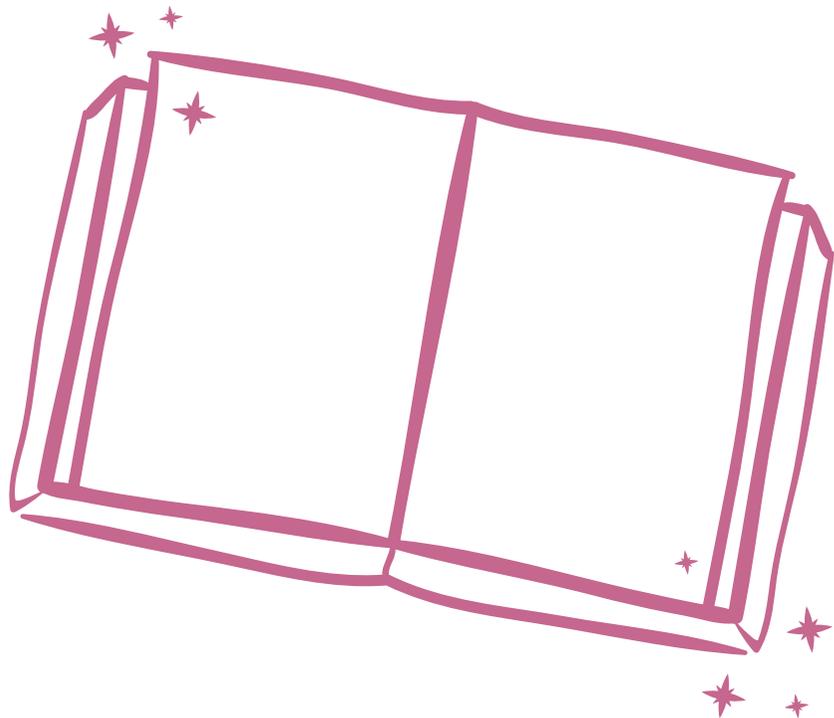


National Probation Services

Katie Nash, *Interim Head of Service for Bexley, Bromley and Greenwich Cluster*

Achievements:

- We have rolled out and completed the National Probation training on Safeguarding Adults for Bromley Probation staff.
- A Probation Officer has taken on the role of single point of contact lead for Safeguarding Adults for Bromley Probation staff.
- A system has been created to ensure the dissemination of relevant Safeguarding information to Bromley Probation staff following attendance of a staff member at the Safeguarding Board or other council led meetings.



Priorities 2018/19:

- To obtain relevant information from the Met Police Dauntless list regarding domestic abuse offenders in the Borough.
- Following Her Majesty's Inspectorate of Probation report into the National Probation Service London (Autumn 2017) we will improve how we share and use information to better assess and manage child and adult safeguarding. This will include liaising with Bromley Safeguarding staff to ensure NPS London can secure timely and consistent information from local authority safeguarding services to inform court stage assessments and proposals.
- To improve the attendance and awareness of Safeguarding Adults staff at Bromley MAPPA, to help assist with risk management and to inform the specific needs and vulnerabilities of individuals.

Bromley Mencap

Mary Mason, *Assistant Chief Executive*

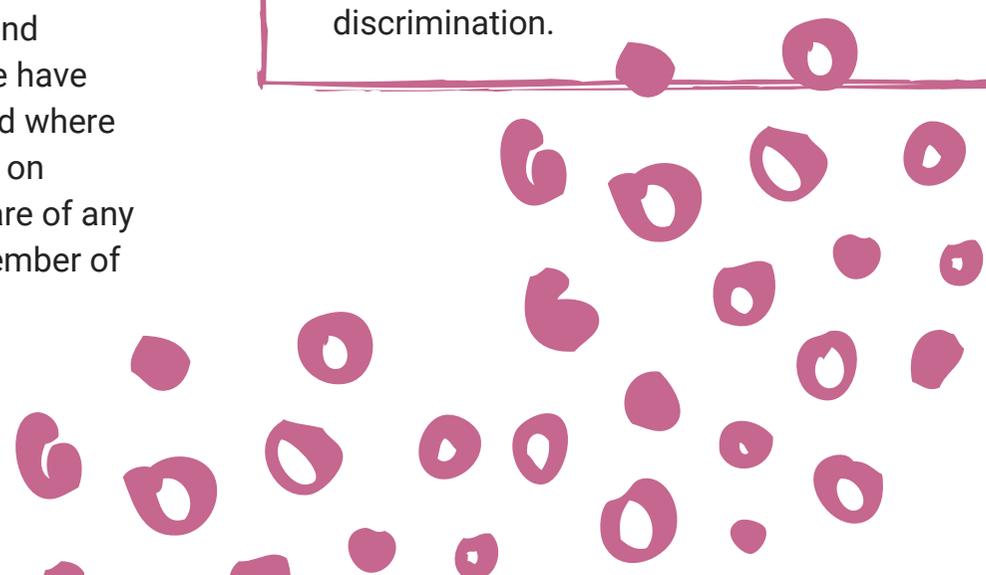
Achievements:

Bromley Mencap continue to deliver a range of award winning services including day opportunities, leisure services, respite and employment support in the community to disabled people and their carers/families.

- A new senior manager has taken on responsibility for safeguarding across the organisation. The manager has attended LBB training and reviewed policies and procedures to ensure compliance with Bromley protocols and the Care Act.
- One of our strategic priorities is combating self-neglect; we have delivered a series of workshops to several groups of disabled people and also parent carers on the importance of taking care of both mental and physical health. These have been delivered through our Bromley Well Pathways and also through our Community Outreach Project.
- We supported people to recognise rogue traders, scams and financial abuse from family members or other friends. We have delivered information sessions on how to report abuse and where to go to get support in these matters. We deliver sessions on keeping safe to our day service clients so they can be aware of any potential problems and raise them with an appropriate member of staff.

Priorities 2018/19:

- We will focus on the dangers of social media, including grooming, inappropriate relationships and sexting and how this can lead to abuse and bullying.
- We will use our regular monthly workshops to empower disabled people to recognise the pitfalls associated with media platforms like Facebook and Instagram and how to report any concerns they have.
- Our ethos remains to educate, prevent and if necessary act on any concerns we have by delivering innovative services that reduce the risk of family breakdown, increase resilience of clients and carers and address any vulnerabilities to which our client group may be subjected by way of abuse or discrimination.



Age UK Bromley and Greenwich

Mark Ellison, *Chief Executive*

Achievements:

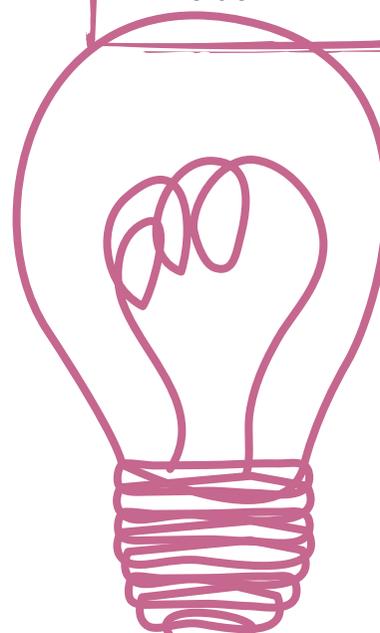
Age UK Bromley & Greenwich promotes the wellbeing of all older people in the community and is the leading voluntary sector provider of services for older people in the boroughs of Bromley & Greenwich.

Age UK Bromley & Greenwich works with partners in the voluntary sector, the local authority and metropolitan police in order to promote safeguarding among older people in Bromley.

- We have ensured that safeguarding is embedded into all our services, including new services provided by us for the Bromley Well project by making safeguarding a key element of all staff inductions and providing on-going opportunities for training among the staff team.
- We have promoted safeguarding by ensuring that it is a mandatory subject for staff supervision. We continue to monitor all clients concerns. We support staff when a safeguarding referral is required. Staff receive regular safeguarding adults training updates and are actively encouraged and supported to raise concerns with their peers.
- We continue to maintain robust reporting mechanisms and report safeguarding matters promptly and accurately making 5 referrals in the last 12 months.

Priorities 2018/19:

- Staff will be offered bespoke training to reflect the increase in our services offered. As part of the Bromley Well services we have extended our offer to adult carers and adults with a long-term health condition.
- We will continue to identify those clients who are most vulnerable to safeguarding issues working closely with our statutory and voluntary sector partners.
- We will ensure that our information sharing with appropriate partners is compliant with all new statutory regulations, whilst keeping the welfare of our clients at the heart of what we do.



CGL Bromley Changes

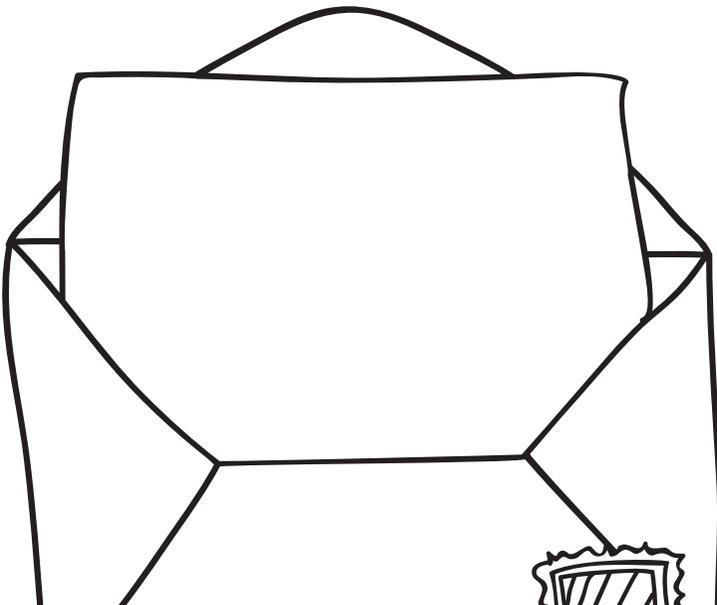
David Dunkley, *Team Leader & Safeguarding Lead*

Achievements:

- CGL Bromley Changes and the Bromley Drug and Alcohol Service passed a CQC inspection on safeguarding. Great partnership work between the services was highlighted and it was stated what had been witnessed and evidenced, would be used as a good practice guide when undertaking inspections of other services.
- We introduced the Transitions Protocol where we work with a cohort of young people aged between 19-21 before transitioning them over to the adults service. This was identified as a gap in safeguarding, specifically because this age group were not engaging with the adult service. This included young parents and to date we have been able to help three young parents.
- We have established closer working partnerships with the social services and have set up a robust referral pathway to the service.

Priorities 2018/19:

- We will be concentrating on undertaking work on Hidden Harm with young people whose lives are affected by their parent's/carers substance misuse.
- We will be working more closely with families particularly in relation to undertaking workshops around hidden harm and possibly working in partnership with the Bromley Children's Project.
- We will work closely with schools and youth services so young people can understand how to safeguard themselves around substance misuse. It will be the first time we have worked with Youth Hubs. The work will require specific outreach during the summer months where evidence has shown that substance misuse rises. We will be analysing local data to concentrate our efforts in the hotspots identified around the borough like Mottingham and St Mary's Cray.



Bromley, Lewisham & Greenwich Mind

Dominic Parkinson, *Head of Services*

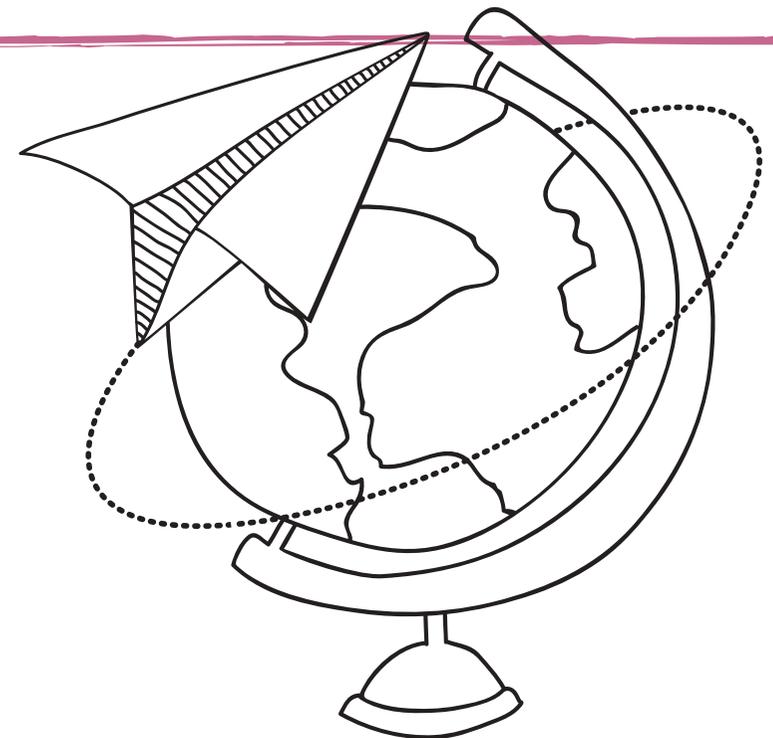
Achievements:

Bromley, Lewisham & Greenwich Mind provide community based mental health services together with dementia support services including dementia support centres, respite support in the home and advice & guidance for those recently diagnosed through the Bromley Dementia Support Hub. We also provide a range of mental health and dementia training for employers, healthcare professionals and family carers.

- We monitored all incidents through our Quality and Performance Committee. During 2017-18, the Committee received reports of 9 safeguarding issues, primarily within our dementia services. These concerns were reported to LBB's safeguarding team who worked with Mind staff to ensure appropriate action was taken and follow-up monitoring implemented. None of the concerns involved Bromley, Lewisham & Greenwich Mind staff.
- We have completed a policy review and updated staff guidance around Mental Capacity Act and Deprivation of Liberties.
- We have monitored the completion of safeguarding training across staff teams, to ensure staff have clear understanding of their roles and responsibilities.

Priorities 2018/19:

- In the forthcoming year we will be providing Mental Capacity Act refresher training for all staff.
- We will monitor and raise awareness of potential or on-going safeguarding issues during our monthly team meetings and at discussions during caseload supervisions.
- All safeguarding reports will be monitored through our Quality & Performance meetings and reported to our Board of Trustees.

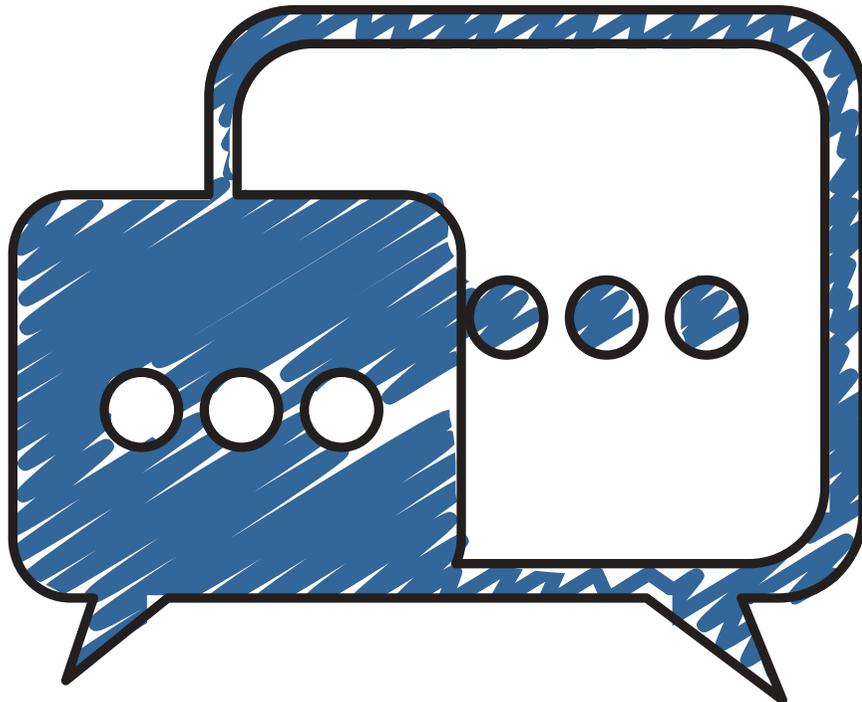


Bromley and Croydon Women's Aid

Constanze Sen, *Chief Executive Officer*

Achievements:

- This year has seen the integration of Independent Domestic and Sexual Violence Advocate Service with Adult and Children's Early Intervention Service.
- We have delivered domestic abuse awareness training across a wide range of voluntary, statutory sector and community groups.
- We have set up Early intervention support groups for children, which are delivered in local primary schools.



Priorities 2018/19:

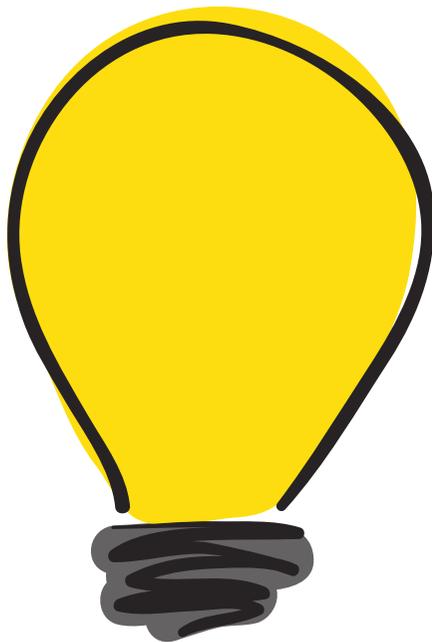
- We have developed and will be delivering a dedicated domestic abuse service for women from BME communities.
- We will be reviewing our domestic abuse awareness programme to ensure that we target hard to reach groups.
- We will be delivering healthy relationship prevention and early intervention work in schools to improve education and awareness of domestic abuse amongst children and young people.

Advocacy for All

Jon Wheeler, *Chief Executive*

Achievements:

- The Bromley Sparks and Speaking Up groups have continued to focus on keeping safe in the community providing practical information to .
- The A Team have continued to provide training and support to people with a learning disability to help them understand their rights and to learn ways to protect themselves in the community.
- We have helped support members to raise safeguarding concerns.



Priorities 2018/19:

- We will be looking at identifying further funding to help ensure that the A Team can continue to undertake valuable work in the Borough
- We will raise awareness around safety while travelling to ensure that people with a learning disability understand how to protect themselves
- We will focus on establishing positive friendships and relationships and we will help people understand mate crime and the signs and impact of this.

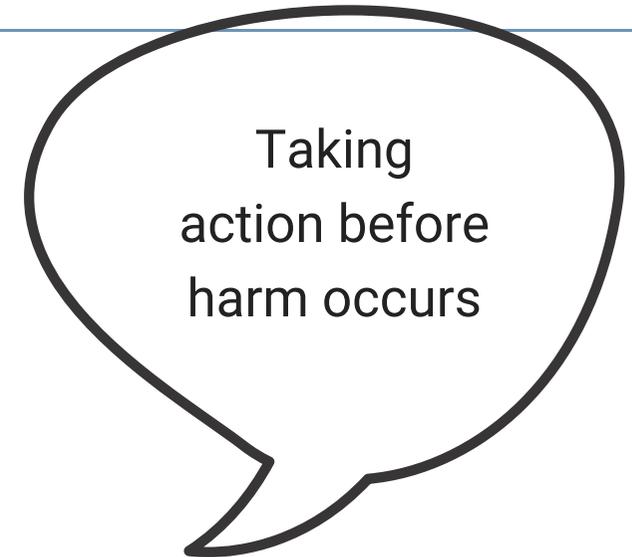


10. KEY PRIORITIES FOR 2018-19

The Board has incorporated its key strategic priorities for 2018/19 into our Executive Plan. We will continue to drive forward work around self-neglect, hoarding, domestic abuse and fire safety in homes.

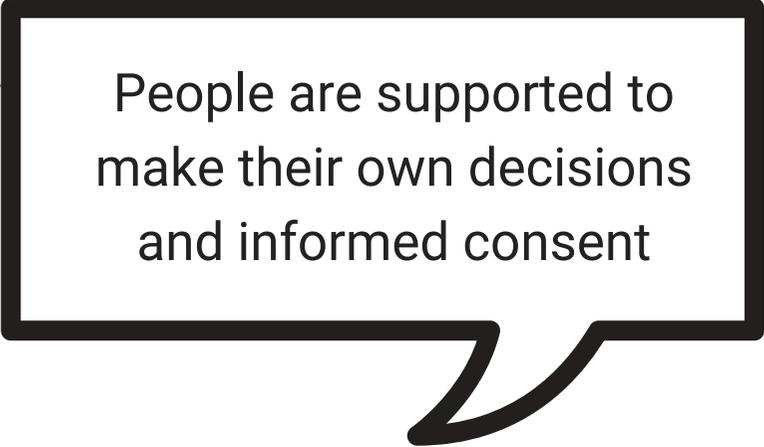
We are committed to achieving the following in the forthcoming year:

PREVENTION



- Develop an engagement programme for all residents in the Borough, which will include meeting with the public to inform them about adult safeguarding, developing a poster campaign and leaflets informing people on how to protect themselves and identify abuse.
- To deliver a minimum of 10 presentations to the public and professionals in the Borough around adult safeguarding, with specific reference to preventing and reporting abuse.

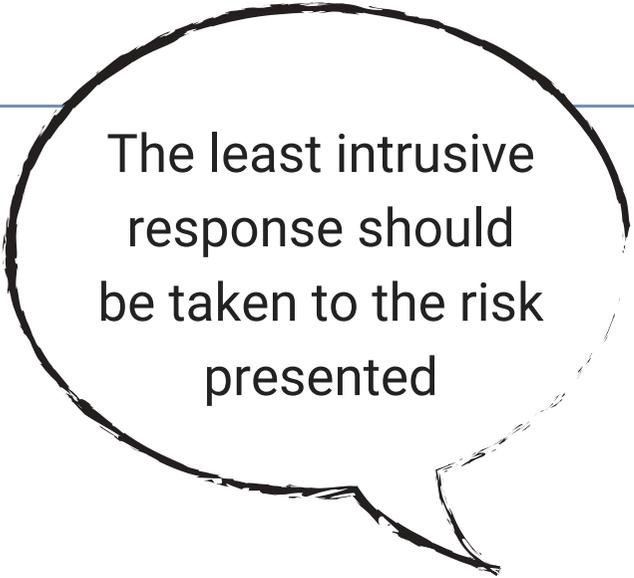
EMPOWERMENT



People are supported to make their own decisions and informed consent

- To deliver our BSAB Conference 2018-19, with the theme focussing on putting the adult at risk first.
- To identify learning resources and deliver learning sessions to supplement our class room based and e-learning courses.

PROPORTIONALITY



The least intrusive response should be taken to the risk presented

- To work with different organisations to ensure that we help support and progress initiatives that help vulnerable residents in the Borough.
- The Board will continue to work with the Children's Board to ensure a collaborative approach to joint areas of interest.

PROTECTION



To support and represent those in the greatest need

- To consult and develop the Board's Strategy for 2020 – 2025.
- Develop the Bromley Training and Communication Strategies for 2019-2022.
- To ensure that the Modern Day Slavery agenda is implemented across the Borough.

ACCOUNTABILITY



Ensuring that safeguarding practice is transparent and organisations are held to account

- To review any cases which may require investigation as a potential Safeguarding Adults Review and ensure that any learning is widely circulated across the Borough.
- To audit the Private, Voluntary and Independent Sectors' policies and procedures to ensure that they include appropriate reference to adult safeguarding and relevant duties and requirements in respect of this.

10. APPENDICES

1 - Income and expenditure

2 - Training figures

3 - Membership

4 - Data collection



1 - INCOME AND EXPENDITURE 2017-18

SPEND

- 0104 - Temporary/Agency Staff - £30,836
- 0241 - Training Expenses - £28,520
- 1525 - Training Equipment & Materials - £0
- 1652 - Printing & Stationery - £3,127
- 1660 - Other Office Expenses - £0
- 1704 - Other Hired & Contracted Services - £0
- 1708 - Agency/Consultancy Fees - £0
- 1981 - Conference Expenses - £4,798
- 2001 - Grants & Subscriptions - -£55
- 2151 - Publicity - £6,290
- 2156 - Miscellaneous Expenses - £0
- **TOTAL SPEND - £73,516**

INCOME

- 8101 - Private Sector Contributions - -£4,586
- 8123 - Contribution from Health - General - -£60,100
- 8124 - Contribution from Metropolitan Police Service - -£5,000
- 8129 - Contributions from Other Departments - -£670
- 8160 - Fees/Charges for Conference - -£3,160
- 9103 - Miscellaneous Income - £0
- **TOTAL INCOME - -£73,516**

• **TOTAL - £0.00**



2 - TRAINING FIGURES

COURSE TITLE	NUMBER DELIVERED	ATTENDANCE
PREVENT	2	31
Safeguarding Adults: Raising Awareness - Making Safeguarding Personal Level 1	6	85
Management Responsibilities for Safeguarding Adults (for service provider managers)	3	26
Domestic Abuse Foundation	6	52
Domestic Abuse Intermediate	3	33
Domestic Abuse Advanced	1	7
Enquiry Skills	4	48
Level 4 Managing the Adults at Risk Process for Service Managers	3	32

COURSE TITLE	NUMBER DELIVERED	ATTENDANCE
Protecting the Elderly from Scams & Doorstep Crime	2	12
Safeguarding and the Care Act	4	65
Models for Safeguarding Adults Reviews	1	21
Self Neglect & Hoarding	3	56
Minute Taking	1	12
MCA Core Awareness	6	77
MCA Application to Practice	3	43
MCA/DOLS for Team Managers	1	7
DOLS Core Awareness	4	39
DOLS Application to Practice	2	27

COURSE TITLE	NUMBER DELIVERED	ATTENDANCE
Deprivation of Liberty in the Community	4	62
Chairing Safeguarding Meetings Masterclass	2	16
What is Sexual Violence?	2	26
Honour Based Violence	2	1
Forced Marriage	2	1
Modern Day Slavery	2	4
FGM	2	6
TOTAL	71	789



3 - MEMBERSHIP

Independent Chair

- Lynn Sellwood

Core partners

London Borough of Bromley

- **Adult Social Care**
Director of Adult Social Care
Stephen John
- **Public Protection**
Head of Trading Standards and
Community Safety
Rob Vale
- **Housing Services**
Assistant Director: Housing Needs
Sara Bowrey
- **Commissioning**
Assistant Director: Commissioning
TBC
- **Public Health**
TBC

Bromley Clinical Commissioning Group

- Director Quality, Governance &
Patient Safety
Sonia Colwill

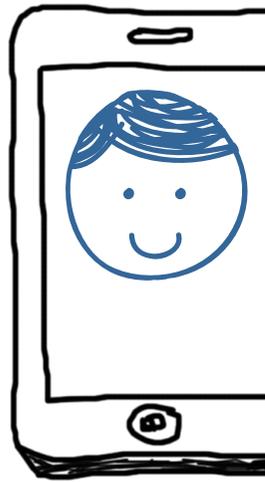
Metropolitan Police Service Bromley

- Detective Chief Inspector
DCI Martin Stables

Other partners

Health services

- **GP/Primary Care representative**
Dr Tessa Leake
- **King's College Hospital NHS Foundation Trust**
Adult Safeguarding Head of Department
Heather Smith
- **Bromley Healthcare**
Director of Nursing
Fiona Christie
- **South London and Maudsley NHS Foundation Trust**
Director of Social Care
Cath Gormally
- **Oxleas NHS Foundation Trust**
Bromley Adult Mental Health Service Director
Estelle Frost



Emergency services

- **London Ambulance Service**
Community Involvement Officer
Conal Percy
- **London Fire Brigade**
Borough Commander
Terry Gooding

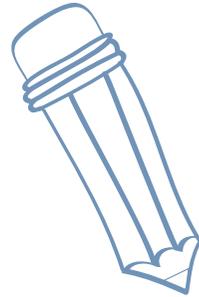
Probation services

- **National Probation Service**
Interim Head of Service
Katie Nash
- **CRC Probation**
C&P Manager
AJ Brooks

Voluntary sector

- **Advocacy for All**
Chief Executive
Jon Wheeler
- **Age UK Bromley and Greenwich**
Chief Executive
Mark Ellison
- **Bromley, Lewisham & Greenwich Mind**
Chief Executive
Dominic Parkinson
- **Bromley Mencap**
Chief Executive
Eddie Lynch
- **Community Links Bromley**
Chief Executive
Colin Maclean
- **Kent Association for the Blind**
Chief Executive
Eithne Rhyne
- **Bromley and Croydon Women's Aid**
Chief Executive
Constanze Sen
- **Bromley Third Sector Enterprise**
Partnership Manager
Toni Walsh
- **CGL Bromley**
Drug and Alcohol Service Service Manager
Jonathan Williams





Private health, care and housing sector

BMI Healthcare

Safeguarding Lead

Helen Goddard

Director of Clinical Services

Suzanne Fuller

Priory Group

Hospital Director

Ben Marshall

Domiciliary Care Provider Forum

Vacant

Care Home Provider Forum

Vacant

Registered Social Landlords

Sara Bean

(Clarion Housing)

St Christopher's Hospice

Head of Patient and Family Support

Vincent Docherty

Education

- **London South East Colleges**

Head of Safeguarding and Designated Lead Officer

Robert Gee

- **Bromley Adult Education College**

Head of Adult Learning

Charlotte Beddoe

Independent organisations

CQC

Inspection Manager (Bromley, Bexley, Greenwich) *Neil*

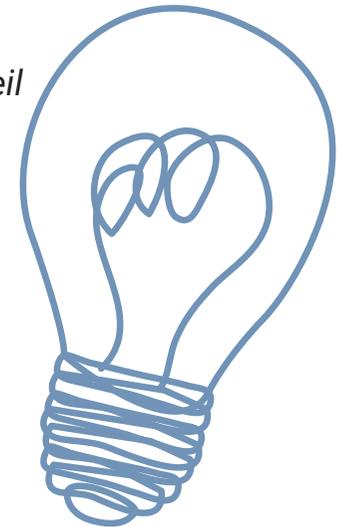
Cox

Lay Member

Harvey Guntrip

Lay Member

Fasil Bhatti





Elected Members

- **London Borough of Bromley**
Portfolio Holder Adult Care and Health
Cllr Diane Smith
Portfolio Holder Public Protection & Enforcement
Cllr Kate Lymer

Representatives from other partnerships

- **Bromley Safeguarding Children Board**
Independent Chair
Vacant
- **Community Safety Partnership**
Chair
Cllr Kate Lymer
- **Health and Wellbeing Board**
Chair
Cllr David Jefferys

4 - DATA COLLECTION

The data in this section was collected by the London Borough of Bromley's Performance and Information Team.

All Councils in England are required to submit their safeguarding data to NHS Digital, who are the national provider of information for commissioners, analysts and clinicians in health and social care.

NHS Digital are responsible for compiling the Safeguarding Adults Collection (SAC), which provides an overview of safeguarding trends across England.

What are safeguarding concerns and enquiries?

A concern occurs where a safeguarding matter is first raised with Adult Care Services through our Adult Early Intervention Service. The concern will be reviewed and risk assessed.

If the concern is deemed to be sufficiently serious then it will be escalated as a s42 enquiry under the Care Act.

This will allow safeguarding staff to undertake a full review and take formal action to safeguard an adult at risk.

Where a concern does not meet the threshold for enquiry the will usually be managed using a different mechanism, for example via our care management teams, health teams or local support services.

Safeguarding referrals into London Borough of Bromley

Bromley received 612 concerns which led to a total of 276 enquiries, a 45% conversion rate.

This represents a 24% decrease in concerns from the previous financial year.

There has however been a significant increase in enquiries concluding with a finding that was either wholly or partially substantiated; this increasing from 34% to 40% indicating that the screening systems may have improved.

The number of safeguarding alerts received by the Adult Early Intervention Service within Adult Care Services is higher than previous years, with a total of 3,004 safeguarding alerts from blue light services.

What is the picture for Bromley?

The safeguarding picture for Bromley has remained consistent, with those most at risk of abuse or neglect being female and over the age of 75. Typically people are most exposed to neglect or acts of omission and are likely to suffer abuse in their own home by someone known to them.

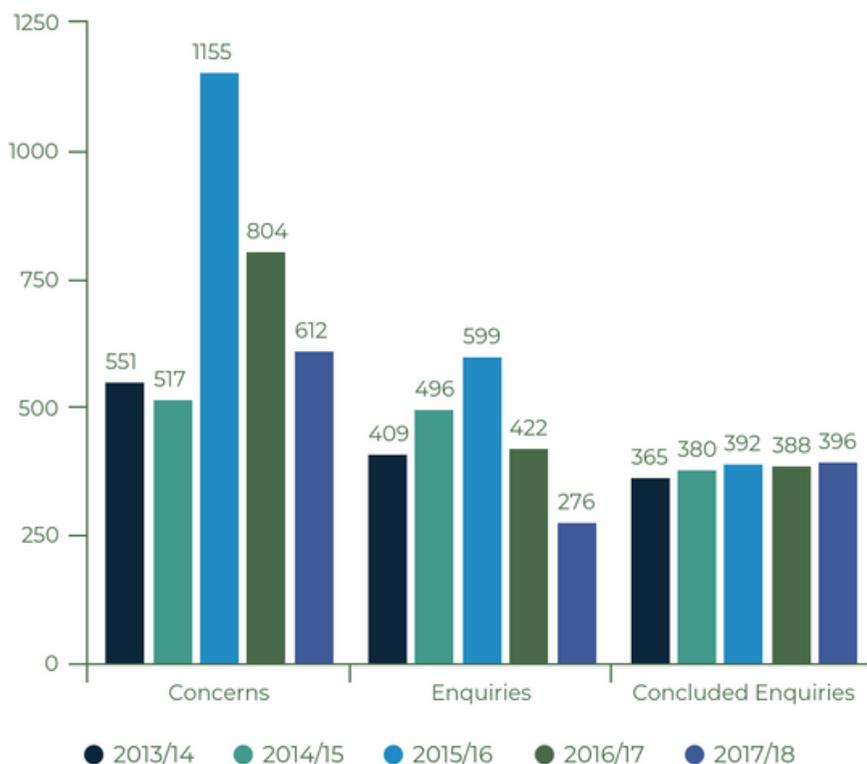
Significant changes in Adult Safeguarding in Bromley

The past year has seen some change in the landscape regarding cases referred to us. The Care Act's inclusion of more categories of abuse has seen a significant increase in enquiries involving domestic abuse and self-neglect. For the first time we have had enquiries where modern day slavery and sexual exploitation have been highlighted as a category of abuse.

There has been a slight change in demographic being referred to Adult Care Services, with an increase of 3% in those aged 18 – 64 and 95+ being referred to safeguarding whilst there has been a decrease of 6% in those aged between 85 – 94 years old.



1 - Concerns and enquiries

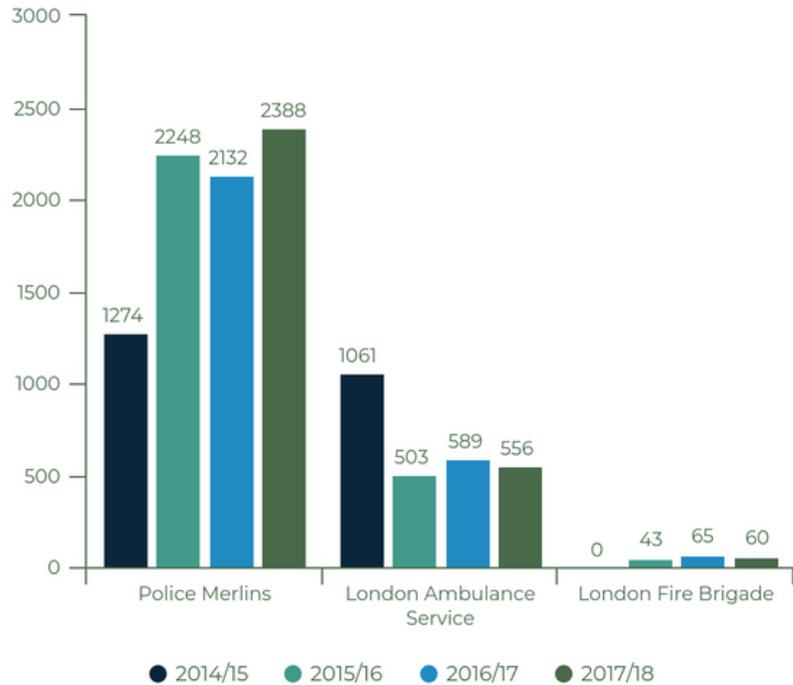


The graph compares concerns and enquiries in 2015/16 to alerts and referrals in previous years, in line with changes to the Care Act 2014.

A 'closed enquiry' refers to an enquiry that has been completed in 2016-17, although the safeguarding investigation may have begun in 2015-16.

	2013/14	2014/15	2015/16	2016/17	2017/18
Percentage of concerns progressing to enquiries	74%	96%	52%	52%	45%

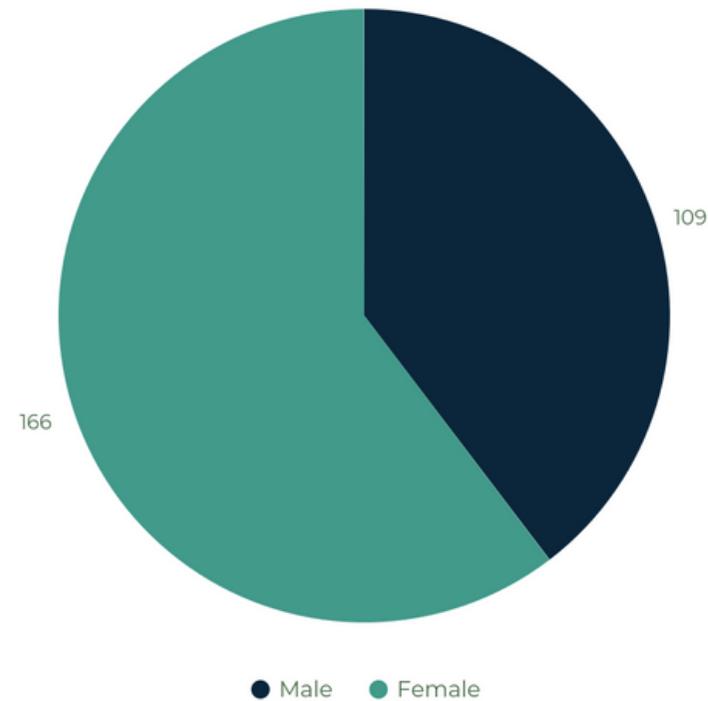
2 - Blue light referrals made to the London Borough of Bromley



Whilst the number of alerts made to the Adult Early Intervention Service remains high, there has been an overall decrease in concerns and enquiries, this decreasing by 24% and 35% respectively.

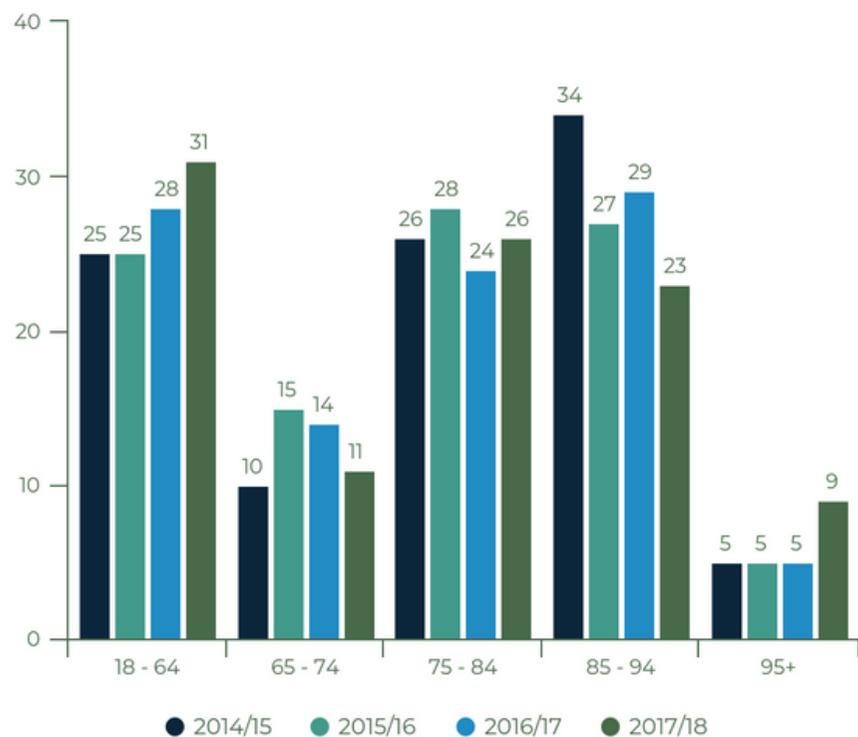
This could be indicative of better screening by our Adult Early Intervention Service however the Board review referrals to ensure that safeguarding alerts are appropriately managed.

3 - Gender of individuals involved in safeguarding enquiries



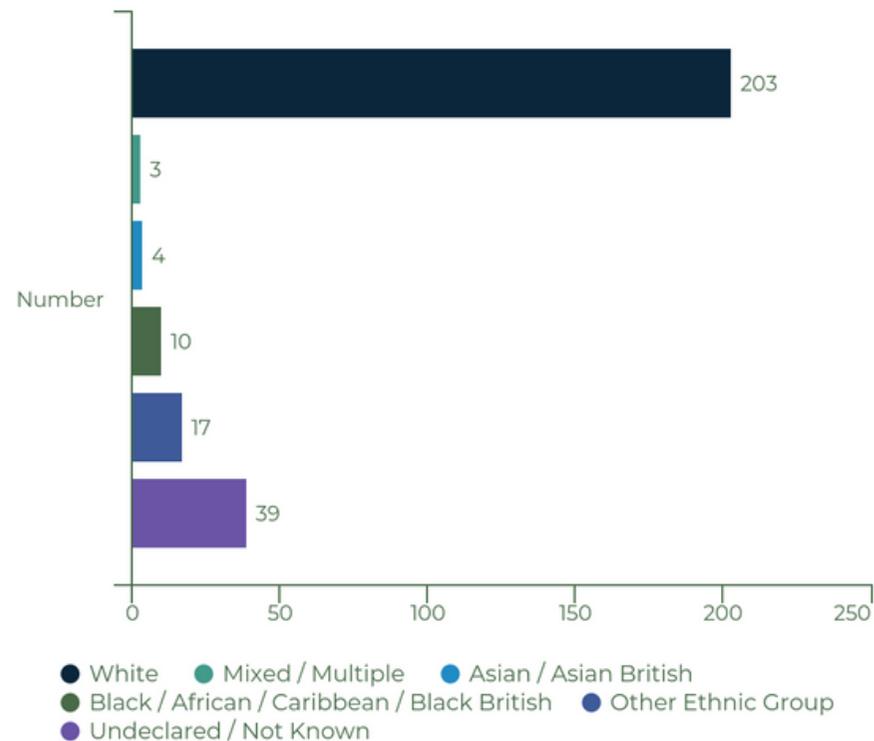
The gender of individuals involved in safeguarding concerns has remained consistent. This is in-line with national statistics and is a pattern we would expect as females typically live to an older age and therefore may be more vulnerable to abuse and neglect.

4 - Age of individuals involved in safeguarding enquiries (%)



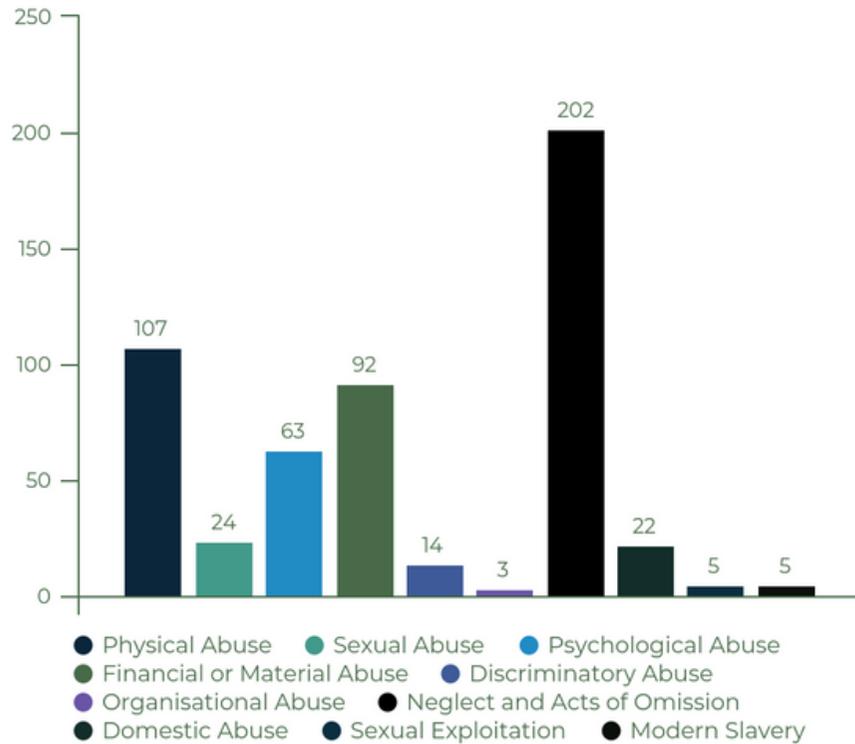
The age of individuals involved in safeguarding enquiries remains variable, with some significant changes being evident. There has been a continuing increase of 18 – 64 year olds in receipt of adult care services, and there has also been a sharp increase in those aged 95+. Conversely there has been a sharp decrease in people aged between 85 – 94 accessing services, which has seen an 11% decrease over four years.

5 - Ethnicity of individuals involved in safeguarding enquiries



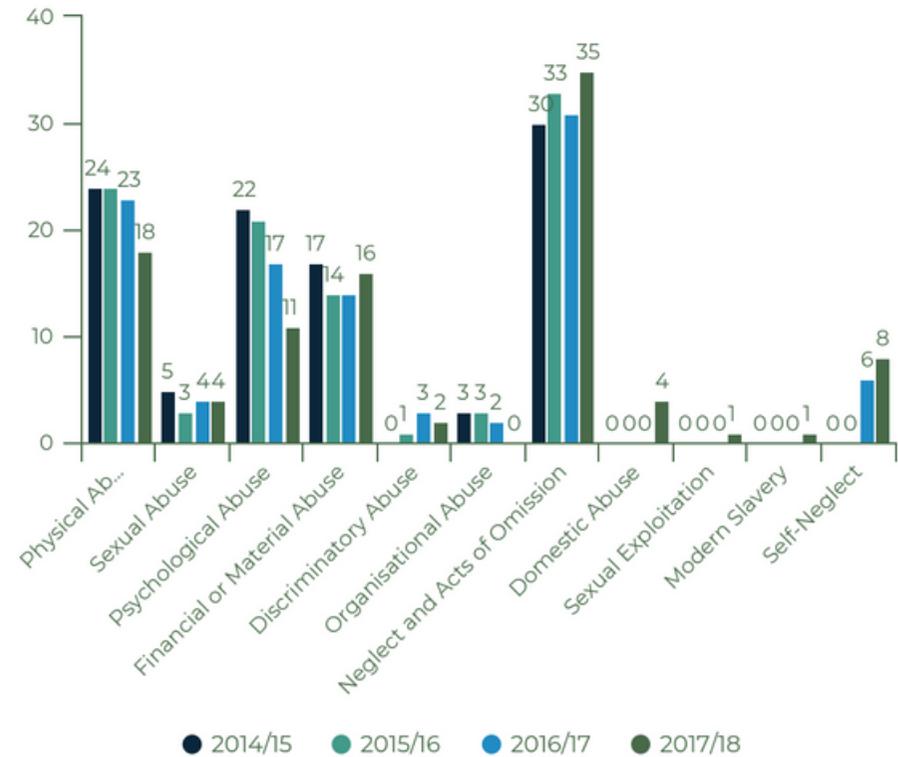
At present, ethnic minorities make up 20% of Bromley’s demographic. The statistics show a slight under-representation from minority groups, although some of these service users may be encompassed within the ‘undeclared/unknown’ category. Generally, there has been a growth in Black African and Caribbean service users, with this increasing from 2 to 4%.

6A - Type of abuse



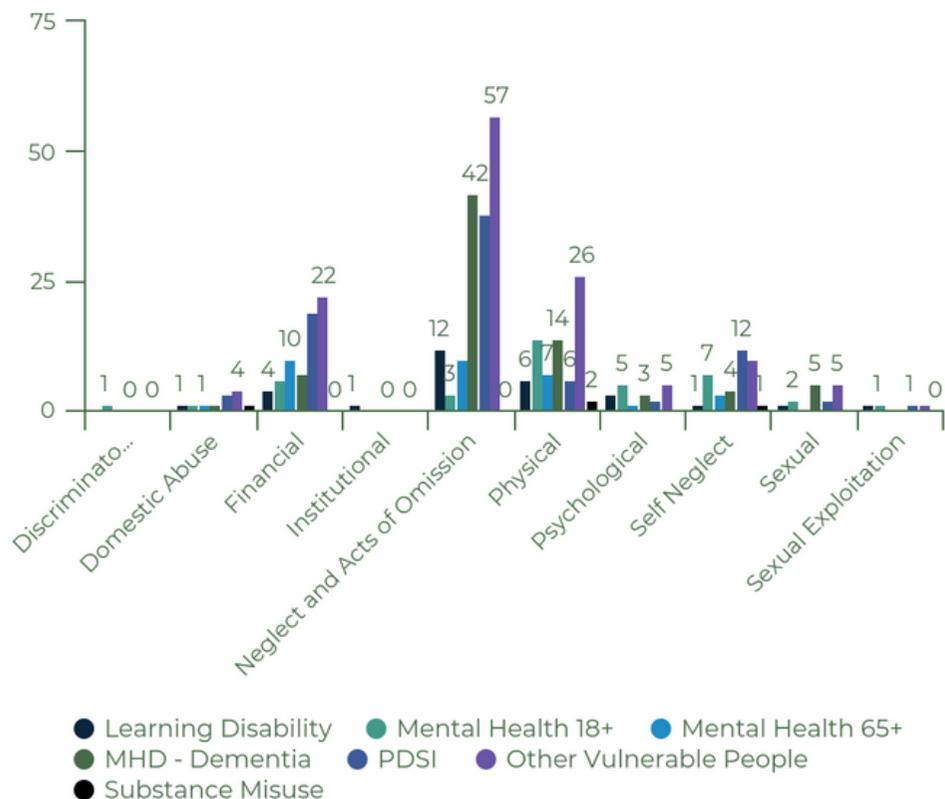
This accounts for all types of abuse recorded rather than primary forms of abuse

6B - Comparator of types of abuse (%)

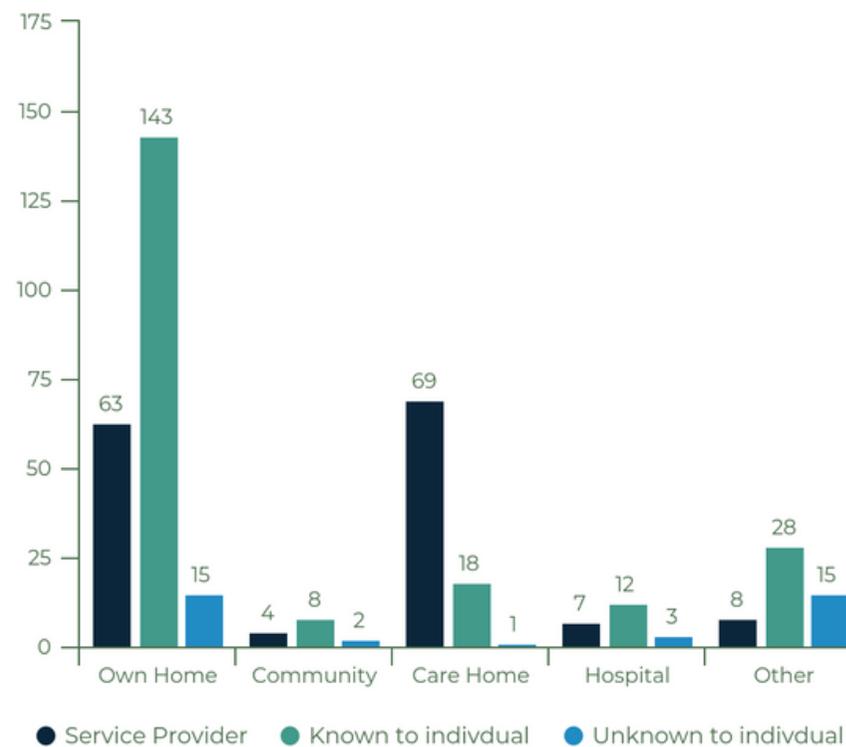


The introduction of new categories of abuse has seen a change in landscape in the type of enquiries we manage. Whilst neglect/acts of omission and physical abuse remains the most common form of abuse, which is consistent with national findings, there has been a significant increase in self-neglect and domestic abuse, which form two of the key priorities for the Board. Furthermore we have also seen the first reported incidences of modern day slavery and sexual exploitation for the Borough.

7 - Primary Support Reason and Primary Abuse

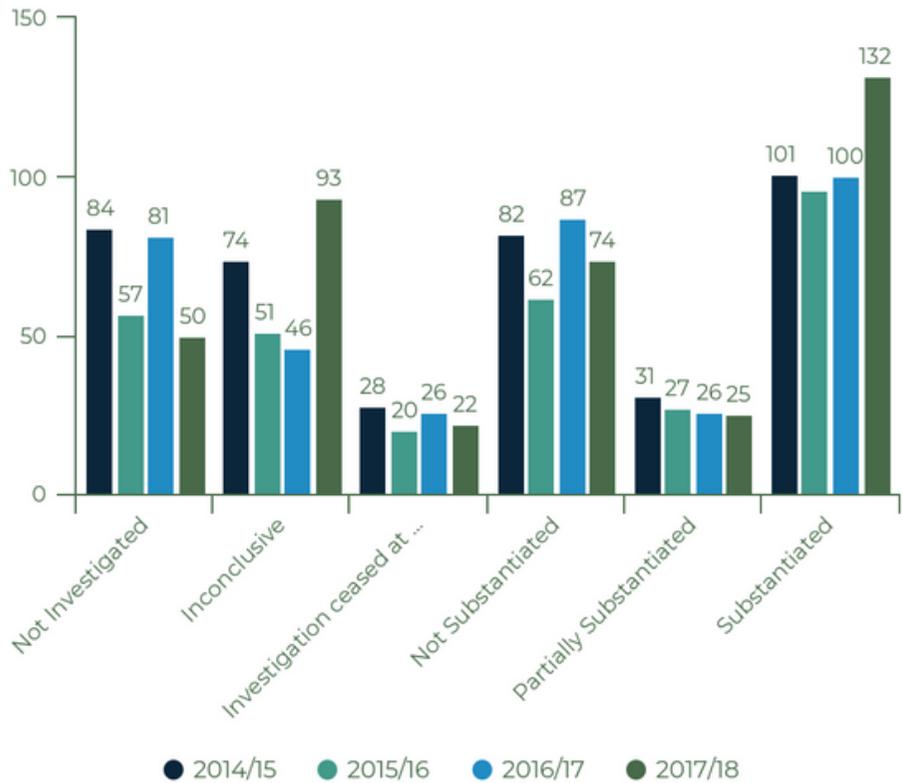


8 - Location of abuse cross-referenced with source of risk for concluded enquiries

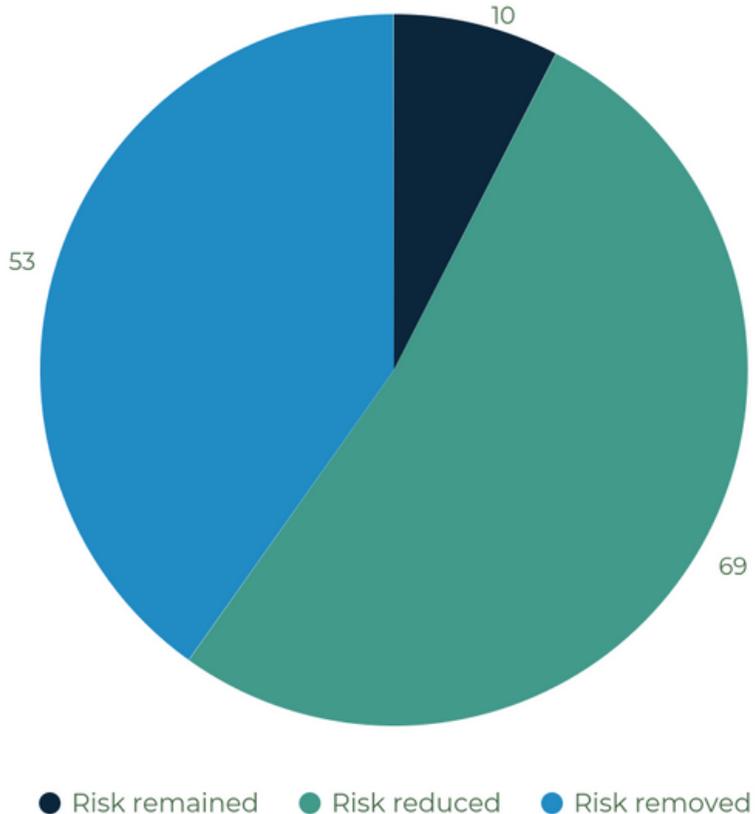


The location of abuse has remained consistent with previous years and national figures with over half suspected abuse occurring within people’s own home. This year’s figures have shown a change in the alleged perpetrator, with the service provider being identified in 38% of concluded enquiries, an increase of 17%. It is noted that this is only slightly higher than the national average of 36% and the increase is likely to be due to changes in how we record information.

9 - Outcome for cases concluded from 2017/18



10 - Risk outcomes, where risk was identified



There has been a significant increase of enquiries where there has been a partially or wholly substantiated outcome, rising from 36 to 40%. The risk outcomes remain broadly consistent with last year. When compared nationally, Bromley has a higher proportion of cases where the risk is either removed or reduced, which is at 92% in comparison to 87%.

11 - Outcomes for individuals involved in the safeguarding enquiry and the perpetrator

Victim Outcomes For All Concluded Enquiries During - 2017/18 (By Primary Type Of Abuse)												
	Discrimination	Domestic Abuse	Financial	Institutional	Neglect and Acts of Omission	Physical	Psychological	Self Neglect	Sexual	Sexual Exploitation	Hoarding	
Application to Court of Protection	0	0	0	0	1	0	0	1	0	0	0	
Application to change appointment	0	0	4	0	0	0	0	0	0	0	0	
Community Care Assessment and Review	0	0	2	0	8	10	0	9	0	1	0	
Guardianship/Use of Mental Health Act	0	1	0	0	0	0	0	1	0	0	0	
Increased Monitoring	0	1	12	0	33	21	5	6	4	1	1	
Management of access to financial resources	0	0	7	0	0	0	0	1	0	0	0	
Moved to increase / Different Care	0	0	2	0	34	5	1	4	2	0	0	
No Further Action	1	4	39	1	64	32	9	14	5	2	0	
Other	0	2	2	0	20	4	0	2	2	0	0	
Referral to advocacy scheme	0	0	0	0	0	0	1	0	0	0	0	
Referral to Counselling /Training	0	0	0	0	1	0	0	0	1	0	0	
Restriction/management of access	0	4	0	0	1	3	3	0	0	0	0	
Referral to MARAC	0	0	0	0	0	0	0	0	1	0	0	
Total	1	12	68	1	162	75	19	38	15	4	1	
*Concluded Cases only, NOT individuals.												396

Common outcomes for the adult at risk were increased monitoring to ensure that the individual had protection in place to prevent further potential abuse. In a number of enquiries the adult at risk was moved to different care or the levels of care increased, similarly community care assessment was made where the individual may not have previously had this. There were a number of enquiries where no further action was taken, this would have largely accounted for enquiries which were not investigated. As part of Making Safeguarding Personal it is important to ensure that the individual at the centre of safeguarding is provided therefore no further action may have taken where an adult at risk with mental capacity was of the view that no further intervention was required.

Perp Outcomes For All Concluded Enquiries During - 2017/18 (By Primary Type Of Abuse)

	Discrimination	Domestic Abuse	Financial	Institutional	Neglect and Acts of Omission	Physical	Psychological	Self Neglect	Sexual	Sexual Exploitation	Hoarding
Action by Care Quality Commission	0	0	0	0	17	1	0	1	0	0	0
Action by Commissioning/Placement	0	0	1	0	6	1	0	1	0	0	0
Action by Contract Compliance	0	0	0	0	3	0	1	0	0	0	0
Action under Mental Health Act	0	0	0	0	0	0	1	1	0	0	0
Carer's Assessment Offered	0	2	1	0	4	3	1	0	0	0	0
Community Care Assessment and Referral	0	2	0	0	0	2	1	6	0	0	0
Continued monitoring	0	1	10	0	31	17	5	7	5	0	1
Counselling/Support/training	0	0	0	0	3	1	1	0	0	0	0
Criminal Prosecution	0	0	0	0	2	2	0	0	0	0	0
Exoneration	0	0	0	0	5	0	0	0	0	0	0
Management Action - Disciplinary	0	0	4	0	15	2	0	0	0	0	0
Management of access to Vulnerable Adults	0	1	2	0	0	3	1	0	0	0	0
No Further Action	1	3	43	1	73	37	8	21	7	4	0
Police Action	0	2	5	0	1	3	0	1	2	0	0
Referral to POVA/ISA List	0	0	0	0	0	1	0	0	1	0	0
Referral to registration body	0	0	0	0	0	0	0	0	0	0	0
Removal from Property/Service	0	1	2	0	2	2	0	0	0	0	0
Total	1	12	68	1	162	75	19	38	15	4	1

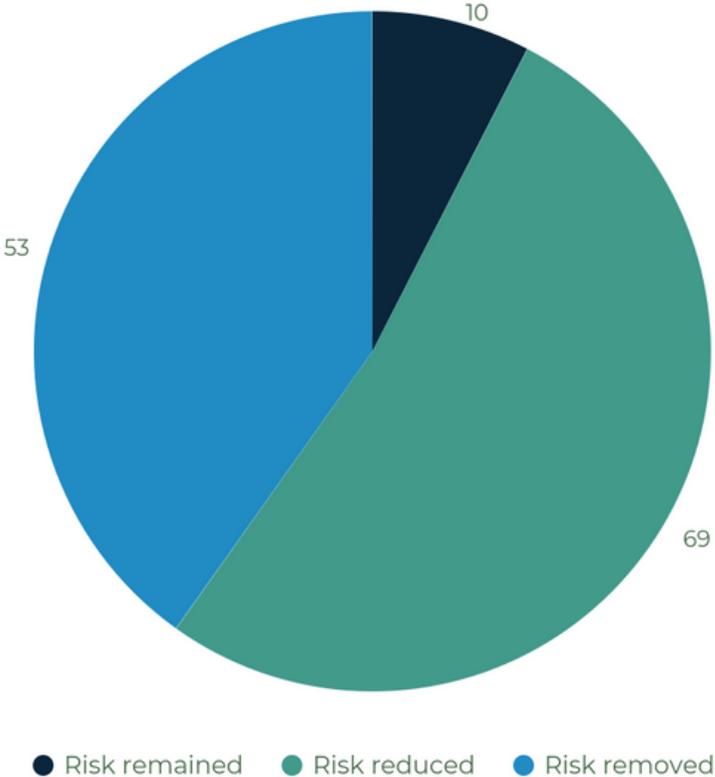
*Concluded Cases only, NOT individuals.

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Whilst the most common outcome was to take no further action, this would largely only be implemented where a matter is no investigation, not substantiated or ceased at the individual's request.

Outside this the most common forms of outcome were to continue monitoring, referrals to the CQC where there are provider concerns or disciplinary action where an individual may have acted improperly.

12 - Making Safeguarding Personal



In 84% of enquiries concluded from 2017/18 the individual or their representative was asked whether they had any desired outcomes. Where a desired outcome was expressed, this was wholly or partially met in 94% of enquiries. This is higher than the national average which identifies that Making Safeguarding Personal is implemented in 67% of enquiries.



Bromley Safeguarding Adults Board

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Bromley BR1 3UH

August 2018

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A product of the Strategy, Performance and Engagement Division

www.bromley.gov.uk/bsab

