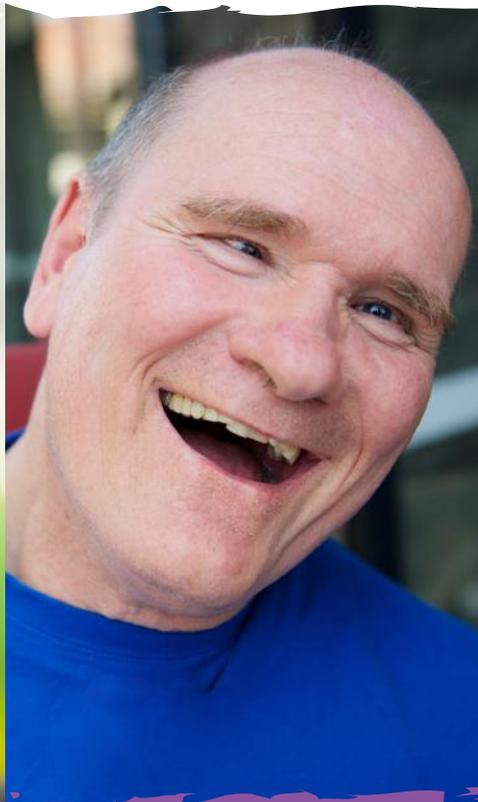




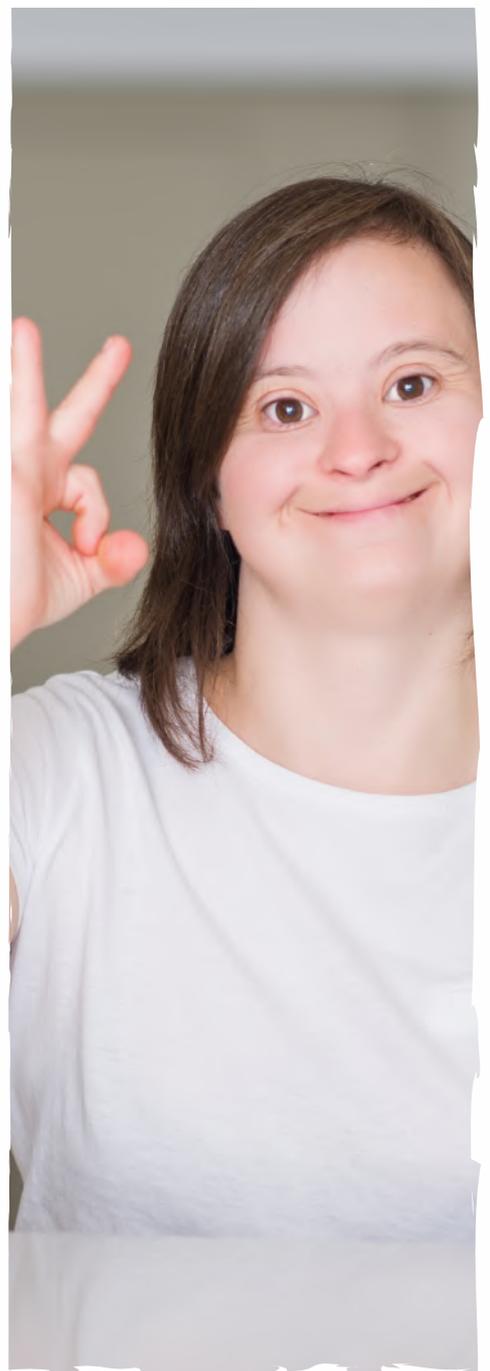
**BROMLEY
SAFEGUARDING
ADULTS
BOARD**



ANNUAL REPORT 2018 TO 2019

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

www.bromley.gov.uk/bsab



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I. FOREWORD

I am delighted to present the Bromley Safeguarding Adults Board (BSAB) annual report for 2018 to 2019.

During the last year we have been focussing on widening participation and improving our communication with professionals and the public, including:

- publishing two newsletters
- delivering a range of presentations to community groups
- using our safeguarding video to raise awareness across the borough

During Safeguarding Awareness Week in November 2018, we supplemented our scheduled training programme with short, hour-long training on specific topics. These were well received by the attendees and therefore we will repeat our bite-size training during 2019.



Our annual conference took place in October 2018. This provided another opportunity for practitioners and managers across the borough to come together to consider and address our priority areas. The conference also covered a range of issues across local, London and national levels.

We commissioned a Safeguarding Adults Review (SAR) in 2018 which was published in June 2019. It is important that all our members understand the learning from this process and that we can demonstrate that things will change as a result.

We were also part of a SAR which was commissioned by the Lewisham Safeguarding Adults Board (LSAB). The presentation of the action points was presented to the Board in March 2019 and the actions will be monitored to ensure that lessons learned are embedded within services.

A SAR is a very important part of the work of the Board and enables us to put into practice what we learn when things go wrong.

We have additionally focused on addressing new and emerging areas of safeguarding, such as Modern Day Slavery and Human Trafficking, both of which are issues that Bromley is not immune from.

We have made a good start in working with the newly established Bromley Safeguarding Children Partnership (BSCP) and have a shared interest in looking at teenagers and young adults who are in transition from Children to Adult services.

I would like to thank everyone involved in the work of the Board. Their time, passion and professionalism is the reason why I am so confident that the Board will achieve its objectives.

I look forward to another year where we work together, in the face of diminishing budgets, to keep the vulnerable people of Bromley safe from harm.

Best wishes



LYNN SELLWOOD
INDEPENDENT CHAIR

2. EXECUTIVE SUMMARY

The London Borough of Bromley continues to grow with a population of over 331,000, one of the largest in London. Our typical service users are those aged over 75, who suffer from neglect or physical abuse in their own home by someone known to them. However, 24% of service users are aged 18-64. This is a picture that is consistent with the rest of the country.

We have continued to work hard to ensure that we are supporting these vulnerable residents, and have continued to focus on our key thematic priorities of self-neglect, hoarding, domestic abuse and fire safety in homes. These priorities have been included in our training agenda delivered to professionals within Bromley.

This year saw the completion of our first Safeguarding Adults Review, where self-neglect was the key theme. The findings from this paved the way for further multi-agency working, setting specific objectives for the year ahead.

Our Board members have continued with their support with safeguarding practices, highlighting their key achievements for this year and priorities for the year ahead. We have also welcomed new members to the Board from the Department of Work and Pensions, Met Detention Custody Suites, and St Christopher's Hospice.

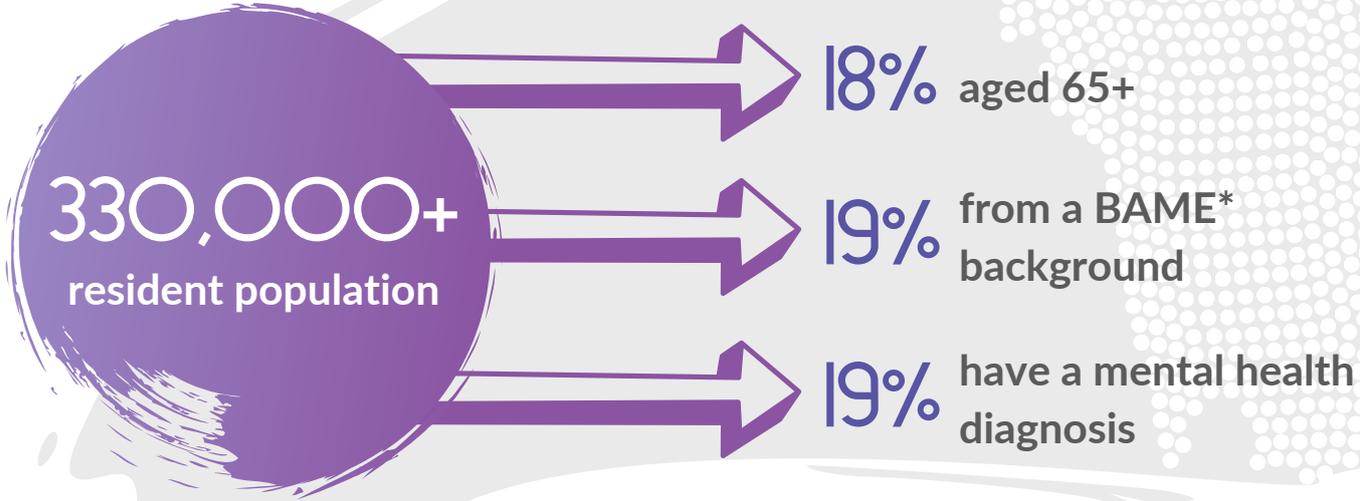
We continue to work with the Children's Safeguarding Partnership team in tackling issues surrounding vulnerable individuals who transition into adulthood. We also co-fund training on domestic abuse and honour-based violence.

This year we supported the development of the Suicide Prevention Strategy for the Bromley Health and Wellbeing Strategy, focusing on managing and preventing suicide within the borough.

We will continue to focus on Making Safeguarding Personal, which ensures that a person-centred outcome is achieved for all safeguarding enquiries. Our strategic priorities will continue to drive our work around Self-Neglect & Hoarding, Domestic Abuse, Fire Safety in Homes, whilst addressing issues arising from our awareness of Modern Day Slavery.

In the year ahead we will agree our strategy for 2020 to 2023, which will incorporate our findings from our public engagement consultations and align with existing partner strategies.

3. WHO LIVES IN BROMLEY



* Black, Asian and minority ethnic



44,400+ people live with a long-term health problem or disability

75.2% of those expected to have dementia are diagnosed



39,700+ adults aged 18-64 have a mental health diagnosis

It is estimated that 4,900+ adults aged 18-64 have a learning disability

14,598

people accessed services from Bromley Well

of which

8,545

people came via the Single Point of Access

23,400+

calls received by the Council's Adult Early Intervention Service



1,950

calls per month, on average

6,500+ referrals to the Council's adult social services

4,300+

people aged 18+ accessing long-term support

691

adults in residential care

406

adults in nursing care



4. THE NATIONAL CONTEXT

Issues surrounding the improper treatment of vulnerable adults are still prevalent across the country, and these continue to affect our communities.



However, highlighting these issues in mainstream TV programmes, such as Panorama which recently exposed the Whorlton Hall scandal, supports with raising awareness with both professionals and the general public.

The updating of key local and national documents, such as the *London Multi-Agency Adult Safeguarding Policy and Procedures* in April 2019, which promotes a shared approach to safeguarding, improves practice through learned experience. This document takes professionals further towards putting the adults at the centre of their own experience, continuing the journey to *Make Safeguarding Personal*.

The Care Quality Commission (CQC) report on the *State of Adults Social Care 2017/18* which was published in October 2018 highlighted the issues around capacity in delivering services and inequity of care between regions. However, it was noted that when people did receive services these were largely good.

The publication of the Government's anticipated *Green Paper on Social Care*, which is further delayed in 2019, is expected to improve services by addressing issues such as how social care is funded.

CASE STUDY

DEMENTIA

A logo consisting of a light purple oval with a green, hand-drawn style border. Inside the oval, the words "OUR IMPACT" are written in a simple, sans-serif font, with "OUR" on the top line and "IMPACT" on the bottom line.

OUR
IMPACT

Mrs B was brought to the Bromley Healthcare Vulnerability Panel for discussion.

Mrs B was living with dementia and diabetes and lived on her own with no family nearby. District Nurses (DN) were administering insulin twice a day and monitoring her blood sugar levels. The patient was known to be verbally abusive and challenging but started to become increasingly agitated after a period of time. DN's ensured that the same staff went in to try and reduce the patient's agitation. The patient on one occasion physically assaulted a member of staff with an object. The patient was reviewed by her GP and joint visits completed with her care manager.

It was discussed at the Vulnerability Panel and decided that changing the patient's medication to enable visits to be reduced to once a day should be discussed with their GP. It was also considered to change the location where insulin was administered within the home so that staff did not need to leave the patient at any time in order to have easy access to the door if necessary.

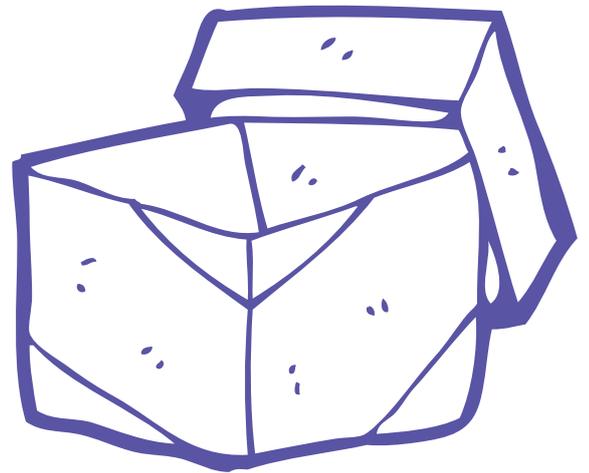
An Integrated Care Network meeting was held following this to discuss concerns together with Mrs B's GP, Care Manager, Oxleas dementia support staff and Community Matrons.

The patient is now less challenging and there has been no recent incidents reported of the patient physically abusing staff. The patient's diabetes is now also effectively being managed and it is reported she is more settled. We continue to review the needs of this patient under Bromley Healthcare Integrated Care Network (ICN).

5. OUR KEY PRIORITIES FOR 2018 TO 2019



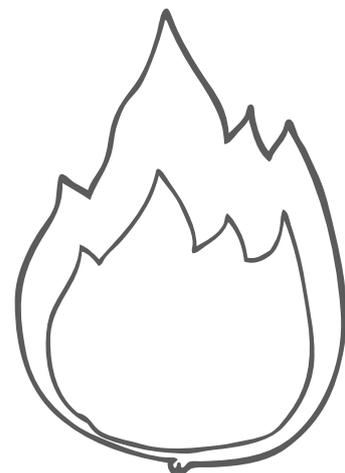
SELF-
NEGLECT



HOARDING



DOMESTIC
ABUSE



FIRE SAFETY
IN HOMES

Priority

Self-neglect



Self-neglect is a behavioural condition in which an individual neglects to attend to their basic needs, such as personal hygiene, appropriate clothing, feeding or tending appropriately to any medical conditions they have. This can result in poor health and wellbeing, as well as impacting on those surrounding the individual including the public.

In extreme cases self-neglect can be the leading cause of an individual's death.

Self-neglect makes up approximately 12% of safeguarding referral cases in Bromley, an increase of 2% compared with the previous year.

IN RESPONSE WE HAVE:

- Delivered our first SAR where self-neglect was the key theme of this evaluation and the findings from this provides scope for future learning for all agencies involved.
- Continued raising the awareness of self-neglect through various professional training, which was also included in our Safeguarding Awareness Week in November 2018.
- Reviewed and updated our self-neglect policy for multi-agency response, focusing on early intervention whilst maintaining a personal approach to those affected.

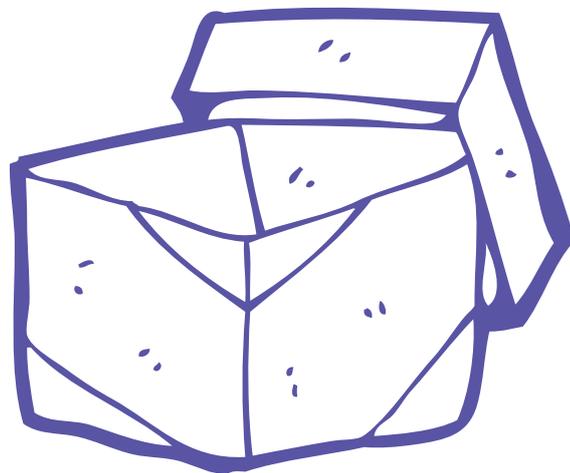
12%

of safeguarding cases related to self-neglect

Priority

Hoarding

Hoarding is considered as the compulsive collection of items that are typically stored in a chaotic manner. Although items collected often have little value, these are perceived as being useful or valuable in the future.



The impact of hoarding can affect the health of the individual as well as their personal relationships. It can also put their life, and others, at risk with some incidences resulting in fires.

IN RESPONSE WE HAVE:

- Continued with addressing individual cases through our Self-Neglect and Hoarding Panel whilst also providing specialist multi-agency advice and support to all agencies.
- Developed a business plan for purchasing a hoarding project via funding from the Improved Better Care Fund (iBCF), which will provide professional support to those who hoard, using a holistic approach.
- Since April 2018, we have reviewed 27 cases, of which, a total of 11 cases have been concluded with a successful outcome.

27

cases have been reviewed
by the Self-Neglect
and Hoarding Panel

Priority

Domestic abuse



Domestic abuse affects people of every age, race, disability, gender or sexuality, and can either be physical, emotional, sexual or financial, or it can be a combination of all of these. It can include an incident or a pattern of incidents of controlling, coercive, degrading, threatening and violent behaviour.

2,801

cases of domestic abuse reported to the Police

Domestic abuse is not only towards a partner. It can also take place between family members or by carers. Although the majority of domestic abuse is committed by men towards women, there are an increasing number of victims who are men.

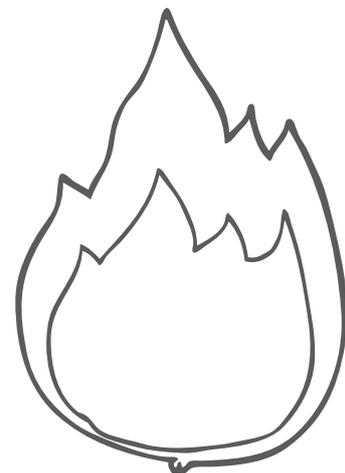
2,801 cases of domestic abuse were reported to the Metropolitan Police in Bromley during 2018.

IN RESPONSE WE HAVE:

- Provided presentations to frontline staff on Recognising Abuse and Domestic Abuse in the Older Community during our Safeguarding Awareness Week in December 2018.
- Worked with partner organisations in identifying areas of Domestic Abuse training given to staff.
- Developed awareness of this subject matter via our campaign video and our Alerters Guide published on the Board's website.
- Worked closely with the Children's Board.

Priority

Fire safety in homes



The most effective way of keeping residents safe from fire is to help them understand the common risks in order to reduce these.

Working together with the London Fire Brigade, we continue to refer people for a home fire safety visit where we have concerns that a person's living conditions may pose a risk to them.



3,390

Home Fire Safety Visits
completed

IN RESPONSE WE HAVE:

- Conducted 3,390 Home Fire Safety Visits which is a 2.3% increase from last year.
- Provided an online safeguarding training package for all Bromley-based London Fire Brigade staff.
- Identified a Safeguarding Adult Review Champion within the London Fire Brigade team, who supports with the development of safeguarding practices from learnings of SARs.

SELF-NEGLECT

Mrs A was a 90 year old lady living alone in her own property, with family living abroad. She was referred to Oxleas Mental Health Services as she required support with her memory and cognition; however, she objected to the interventions from workers.

Mrs A started to self-neglect and lacked insight into her developing dementia. After her morning care visit she would often go out walking in her local area and make various purchases which she could not remember doing and would take various buses and forget which route she was on. There were regular calls to the Police from members of the public and shop staff who had found her when she had lost her way and needed to be returned home. When returned home, very little food was found in her fridge, therefore the Police further expressed their concerns. A safeguarding adults concern was raised and allocated to a Safeguarding Adult Manager in the Trust.

A Community Psychiatric Nurse (CPN) was allocated, who held a Multi-Disciplinary Meeting which included her family, Police, care agency, a dementia specialist day centre and Oxleas Mental Health Legislation Advisor. A safeguarding plan was implemented that required support from various agencies, as well as her son who had lasting power of attorney.

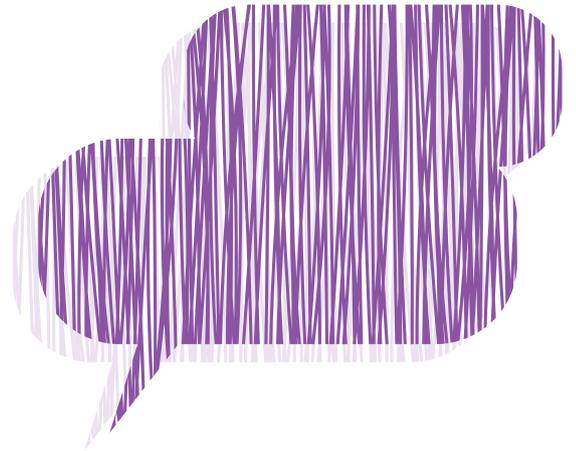
Under the terms of Making Safeguarding Personal, Mrs A's wish of wanting to maintain her independence was considered, giving her the freedom to go for daily walks.

The Safeguarding Enquiry was concluded and a mental health practice review group agreed on a suitable care package to meet her identified needs in accordance with the Care Act 2014. The support put in place was to maximise Mrs A's ability to enjoy her home life, without depriving her of her liberty.

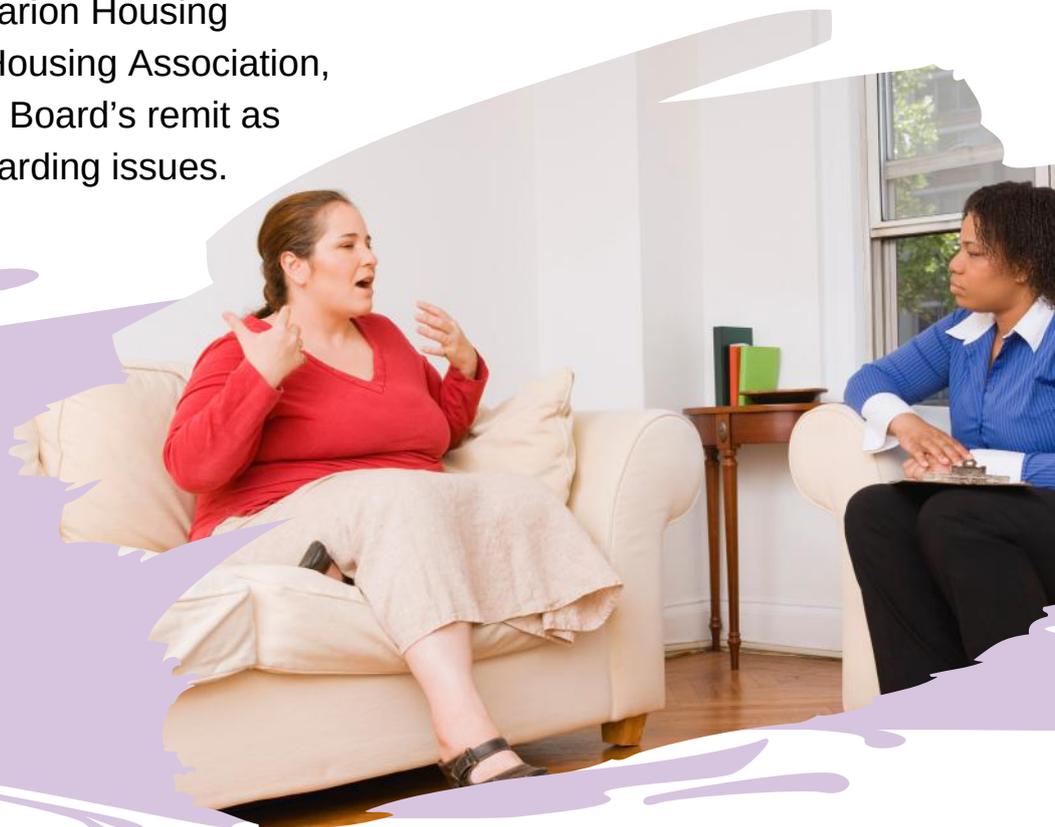
6. OUR KEY ACHIEVEMENTS FOR 2018 TO 2019

ENGAGEMENT

- We delivered a series of presentations on adult safeguarding to a range of key professionals in our partner organisations, such as the Bromley Adult Education College and the Bromley Dementia Hub, as well as members of the public. Councillors were also provided with a presentation, further strengthening engagement amongst the network.
- We distributed 300 leaflets to our partner organisations, which provided a directory of support services available. These were grouped in their specialist categories such as disabilities, mental health, age related, family services and fraud.
- We held sessions with Clarion Housing Group, the UK's largest Housing Association, to raise awareness of the Board's remit as well as a range of safeguarding issues.



leaflets distributed with
details of available services



ANNUAL CONFERENCE

- Our annual conference took place on 2 October 2018 with the theme of A User Focused Approach: Predicting and Preventing.
- The conference included 11 speakers from CQC, 39 Essex Chambers, the Disclosure and Barring Service (DBS) and NHS England.
- The five extended sessions included topics on -
 - self-neglect
 - domestic abuse
 - SARs
 - improving the effectiveness of Multi Agency Risk Assessment Conferences (MARAC)
 - Making Safeguarding Personal
- The event was attended by 134 professionals across the borough, all from various organisations. Many expressed that how they can implement lessons learnt in practice and are more familiar with resources accessible in the borough.



attendees at the
2018 annual conference



COMMUNICATION

- Our Communications Task and Finish Group merged with our Service User Engagement Group, to form our Communications and Service User Engagement Group, creating a dynamic team of professional expertise.
- Our promotional video campaign went live on our website, as well as other media platforms, reinforcing the message of 'safeguarding is everyone's business'.
- We launched our newsletter for partners, outlining both local and national safeguarding business.
- Our Safeguarding Awareness Week was extended to a fortnight this year, which took place in various borough locations, such as the Princess Royal University Hospital, Beckenham Beacon and the Walnuts Library, with a range of topics including -
 - an Introduction on Safeguarding Adults Review for Frontline Professionals
 - Modern Day Slavery
 - Domestic Abuse in the Older Community
 - Mental Capacity Act
 - a discussion on referral thresholds



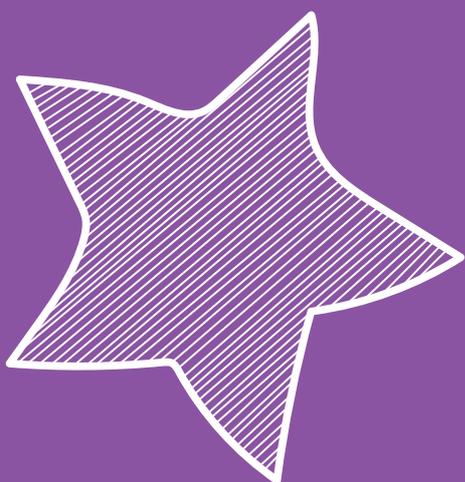
views of our
Safeguarding video



RECRUITMENT TO THE BOARD



- We continue to link in with organisations in the borough and have welcomed the following new members to the Board -
 - Department of Work and Pensions (DWP)
 - Metropolitan Detention Custody Suites
 - St Christopher's Hospice



SARS

- We delivered a presentation on Introduction to Safeguarding Adults Reviews for Frontline Professionals during our Safeguarding Awareness Week.
- Six cases were submitted to the SAR Committee and 2 of which have progressed to a full SAR being commissioned.
- We have reviewed and updated our SAR policy to provide further guidance to frontline professionals.



AUDITS

- The audits completed by the Quality Assurance Team have identified that care management practice is keeping adults safe.
- Team Leaders are utilising audits reports and selected cases in group and individual care manager supervision.
- We are engaging with the people who use our service and we are adopting a strengths based approach, focusing on what is important in the person's life. In safeguarding cases, adults are being asked what they want as an outcome of the safeguarding and staff are working with the adult and relevant others to support the adult to achieve their identified outcomes.



120

cases audited
in the Council



- There is good evidence that the safeguarding process has identified and recorded risk. In most cases decision making is clear and risk management is addressed in care and support planning. Within the process, the adult is kept at the centre of the risk assessment plan and where there are risks identified, the adults' capacity to make decisions in relation to those risks is evidence.
- Mental Capacity Assessments are being completed using the five statutory principles of this Act where appropriate. Our staff are utilising advocacy and support including independent Mental Capacity Advocates.



Bromley
Safeguarding
Children
Partnership

JOINT WORKING WITH THE BROMLEY SAFEGUARDING CHILDREN PARTNERSHIP (BSCP)

- We have worked with the BSCP to co-fund staff training on domestic abuse cases and honour based violence training.
- We provided support and guidance in relation to adult safeguarding with a Learning Review that was undertaken by the BSCP.
- We have used the Modern Day Slavery Sub-Group to address Modern Slavery in partnership to address issues affecting both children and those who transition into adulthood.



LOCAL CONSULTATIONS

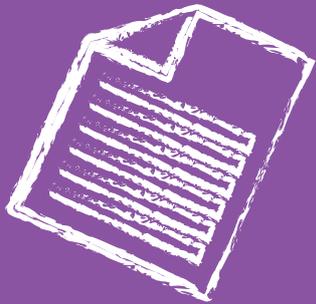


- We supported the development of the Suicide Prevention Strategy for the borough's Health and Wellbeing Strategy, focusing on managing and preventing suicide with the borough.
- We were involved with a self-neglect initiative driven by Community Links Bromley and Professor Michael Preston-Shoot who is the Professor Emeritus (Social Work) at University of Bedfordshire.

NATIONAL CONSULTATIONS



- We are a member of the Safeguarding Adults Board Managers Network and we were appointed as the representative of the Professional Steering Group Network.
- We attended a conference by the Local Government Association (LGA) focused on Making Safeguarding Personal and Risk. Contributions to this meeting supported the development of the LGA's policy documents around this topic.
- We are a member of the Modern Day Slavery Leads Group.
- We undertook a temperature check around Making Safeguarding Personal for London Association of Directors of Adult Social Services (ADASS).
- We provided feedback to London ADASS on the Multi-Agency Policy and Procedure document.



POLICIES & PROCEDURES

- We modified and published our Alerters Guide which provides guidance for the public and professionals around the identification and reporting of suspected abuse.
- We produced or updated 20 policies, including the Pressure Ulcer Protocol and the Self-Neglect and Hoarding Protocol.



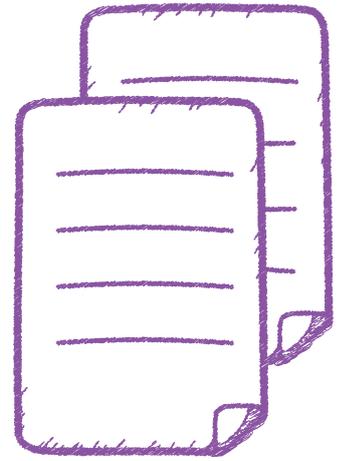
7. THE WORK OF OUR SUB GROUPS

POLICIES & PROCEDURES

CHAIR

Paul Sibun

**Adult Safeguarding Manager,
NHS Bromley Clinical Commissioning Group (CCG)**



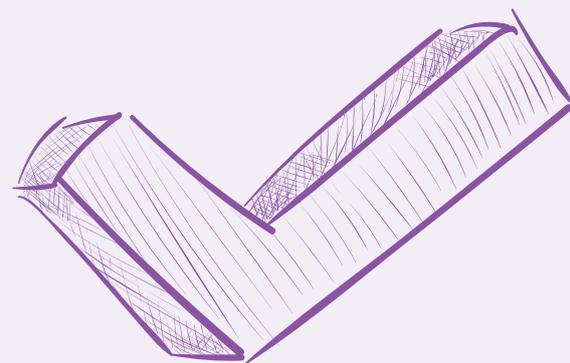
- National policies and changes in legislation are communicated to Board partners to ensure local policies are compliant.
- Develop new Board Policies and Procedures and review those existing Policies as required:
 - New Falls and Safeguarding Policy and Pressure Ulcer Protocol developed
 - Safeguarding Adults Review (SAR) policy is being reviewed to reflect good practice

PERFORMANCE, AUDIT & QUALITY

CHAIR

Heather Payne

**Head of Adult Safeguarding,
King's College Hospital NHS Foundation Trust**



- The sub-group have focused on promoting Making Safeguarding Personal and embedding this into practice.
- One adult learning review was disseminated within this group which identified good practice and areas of service improvement.
- The group re-assessed what data to collect, which includes monitoring the number of high risk cases reviewed at the Self-Neglect and Hoarding Panel, as well as the number of safeguarding referrals made to the Council.
- The Safeguarding Audits are presented to this group.

TRAINING & AWARENESS

CHAIR

Antoinette Thorne

**Head of Workforce Development,
London Borough of Bromley**



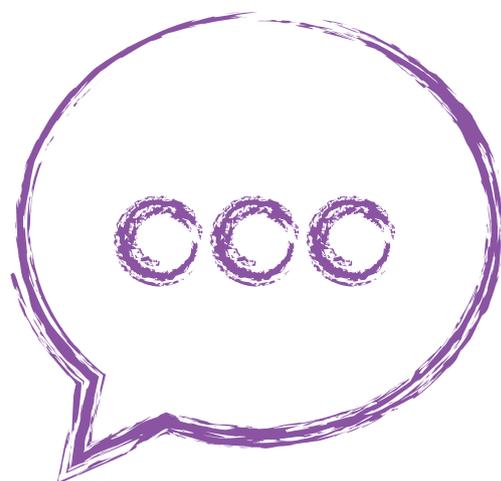
- This group identified better ways of disseminating information, including agreeing proposed work on edits to the Board website.
- The group is looking at how the NHS Intercollegiate document, Adult Safeguarding: Roles and Competencies for Health Care Staff, is embedded into practice.
- The BSAB Multi-Agency Training Programmes delivered a total of 707 training courses across six agencies as well as the private, charity and voluntary sector.
- A total of 1,674 e-learning courses were completed by professionals in the borough who work with adults at risk.

COMMUNICATIONS & SERVICE USER ENGAGEMENT

CHAIR

Mary Mason

**Assistant Chief Executive,
Bromley Mencap**



- The group produced and launched its first newsletter for professionals which outlines both local and national information.
- A proposal for recruiting a Safeguarding Champions network was developed, with the aim of empowering community groups to share key safeguarding messages.
- A branding appraisal exercise was undertaken to review and refresh the Board's marketing material including the re-design of a new Board logo.
- Service user consultation strategies were identified with the aim to engage with those from hard to reach backgrounds.

SELF-NEGLECT & HOARDING PANEL

CHAIR

Sara Bean

**Tenancy Sustainment Team Leader,
Clarion Housing Group**

- The monthly meetings held by the group, which considers high-risk individuals who self-neglect and hoard are well attended by multi-agencies.
- A total of 27 cases were presented during the year of which 11 have already been concluded with a successful outcome.
- A proposal is under consideration for a project that aims to reduce the number of people who self-neglect and hoard by providing support to those in need.

MODERN DAY SLAVERY

CHAIR

Fasil Bhatti

Lay Member

- We have contributed to developing a Modern Day Slavery and Human Trafficking Policy for the borough.
- National data on Modern Day Slavery was collected, which contributed to painting a local picture amongst neighbouring boroughs.
- Raising general awareness of this issue amongst professionals has helped in identifying Modern Day Slavery cases in Bromley.



DOORSTEP CRIME

Mr J was 88, lives alone and has been diagnosed with dementia. He has a sister Sylvia, who lives some distance away but visits as much as she can and they talk regularly on the phone.

Mr J was brought to the attention of Bromley Trading Standards by a member of Age UK Bromley and Greenwich's Care Navigation Team, who recalled the Trading Standards training session on scams and doorstep crime from when she joined Age UK around 2 years ago.

She recognised that Mr J's home showed signs that he could be a victim of scams - his home was bursting with 'stuff' and he was ordering unnecessary medical products. There were boxes and packets of joint capsules, jiffy bags full of supplements and masses of scam mail telling Mr J about new 'cures' for his arthritis and other ailments.

Mr J was being targeted by scammers in the post and on the telephone and persuaded to purchase goods that he was told would benefit his health but were very expensive. Mr J had all the medication he needed from his GP.

Alongside all the help and support that Mr J was receiving from Age UK and the Bromley Dementia Support Hub, action was taken by Trading Standards to minimise the future risks of financial abuse to Mr J:

- the scam letters were taken away
- letters were written informing the scammers to remove Mr J's details from their mailing and telephone lists
- a call blocker was installed to reduce the number of phone calls reaching Mr J
- Mr J and his sister were coached and supported to recognise a scam and what to do
- contact was made with the National Trading Standards Scams Team to provide them with intelligence to assist in their investigations to trace the perpetrators of the scams

As much support as possible was put in place for Mr J and his contact with and payments to the scammers was certainly decreasing, yet soon after he was targeted again, this time by doorstep criminals. They claimed that he had problems with his roof and persuaded him that work needed doing. No quote or paperwork was given and Mr J agreed to the work as he believed them when they said it really needed to be done. He paid £1,300 but it's not at all clear what work has actually been carried out.

Mr J hadn't realised that he had been the victim of a doorstep crime and only mentioned in passing to his sister that he had some roof repairs carried out. Fortunately, she knew who to contact and immediately alerted Trading Standards on the Rapid Response number and officers visited Mr J the next morning. The Police had also been contacted by a neighbour and visited Mr J as well. They made contact with Trading Standards to report on the crime, as they were recently trained about the work that Trading Standards can do in such cases.

Fortunately, when Mr J received a call a few days later from the roofer, he was aware that it was not a genuine call and told them he wouldn't be paying any more money. He alerted his neighbour who contacted Trading Standards again and officers revisited Mr J to reinforce the message about not agreeing to work by traders on the doorstep or over the phone.

8. THE WORK OF OUR BOARD MEMBERS



LONDON BOROUGH OF BROMLEY: ADULT SOCIAL CARE



Dirk Holtzhausen

Development Manager Adult Safeguarding

ACHIEVEMENTS 2018/19:

The 'SLaM' Project

The Bromley Metal Health Safeguarding Project began in November 2017. It aimed to address some of the issues being experienced by the South London and Maudsley (SLaM) NHS Trust at its large hospital site based in Beckenham; the Royal Bethlem Hospital. The site has 24 national and regional inpatient units, and over 300 patients. It includes an 89 bedded forensic medium secure facility, and local psychiatric acute wards for Croydon. Under the Care Act 2014, the Council has responsibility for leading all safeguarding concerns emerging from this hospital.

The Project, consisting of a one Team Leader, one Senior Care Manager and one Administrative Assistant, has gained a thorough working knowledge of the inpatient units at the Bethlem site, developed effective working relationships with the key staff members in each of those units, key managerial staff including the SLaM Head of Safeguarding and service managers.

A number of joint safeguarding awareness training sessions have taken place - these have included helping staff to understand how Safeguarding under the Care Act 2014 works and how the interface with Bromley safeguarding processes work.

The Project has been supported throughout by a series of strategic meetings involving senior staff from both Bromley and SLaM, which have reviewed the activity of the team, and, as learning from operations developed, agreed a set of working principles. Overall the Project, which came to an end in June 2019 was regarded as highly successful by all involved and represents an outstanding example of large organisations working together closely to improve the service delivery of jointly held responsibilities. A routine audit of the team's work was carried out by Bromley Safeguarding Adults Board, and Bromley Audit team, in December 2018. The audit found that the work of the team was highly consistent and completed to a good standard across 10 domains of safeguarding activity it looked at. The plan is now for the function of the team in leading safeguarding at The Bethlem to be mainstreamed into baseline services.

Safeguarding Referrals

It was recognised that there were issues at the entry point for referrals and screening of safeguarding referrals. This meant that some safeguarding concerns were not being processed in a timely fashion. To counter this additional staff were employed to clear the backlog, and to ensure all concerns were looked and screened within timescale. This issue was resolved and now there is constant monitoring of the referral and screening information.

Consultant Lead Practitioners (CLP)

The two Consultant Lead Practitioners have instigated and maintained regular joint supervision sessions with all the Safeguarding Adults Managers. These sessions ensure that new information such as changes in guidance is discussed and give the opportunity for discussion about particular safeguarding issues that have been encountered and managed. These sessions are well attended and give all Safeguarding Adult Managers employed by the Council the opportunity to keep practice up to date, to be aware of how others manage difficult issues, and to have the chance to share practice.

ACHIEVEMENTS 2018/19:

London Borough of Bromley: Oxleas Project

In early 2019 a joint work stream involving Oxleas NHS Foundation Trust, and the Council was established to support Oxleas to demonstrate the safeguarding activities within Oxleas. Oxleas has a number of Council staff, including AMHPs working within their organisation that they manage. The Bromley Mental Health Project Team is offering a support, consultancy and a monitoring service to Oxleas around their safeguarding activity. This began on 1st May 2019.

Review of Adult Social Care front door

To conclude the review of our business processes at the front door where we are considering the efficiency of the referral processes and ensuring the correct implementation of thresholds.

Training

Joint safeguarding training for Children Services and Adult Social Care is planned to take place after April 2020. The training will focus on current matters e.g. the different safeguarding thresholds and processes, transition from 17 to 18 and implications for safeguarding, how to recognise abuse/neglect in adults/children and the Mental Capacity Act 2005.

The Level 4 Safeguarding Adult Managers training will now include a module on performance management.

Classroom Supervision training is planned for Adult Social Care staff. This will directly benefit Safeguarding Adult Managers attending this course.



ACHIEVEMENTS 2018/19:

1. We continue to ensure that all staff and volunteers are trained regularly in safeguarding and that safeguarding forms an integral part of our supervision process. Training days and team meetings have had safeguarding as a theme.
2. Senior staff attended the Board's annual conference in order to cascade information to their teams.
3. Volunteers are supported appropriately in their safeguarding role.

PRIORITIES 2019/20:

1. Our aim is to continue embedding safeguarding in the work undertaken by all staff and volunteers, particularly in our new services.
2. We will work with Bromley Third Sector Enterprise (BTSE) and Bromley Well to ensure safeguarding is promoted through all services.
3. All future services to have safeguarding as an essential element.



Claire Lewin

Head Nurse Safeguarding Adults



ACHIEVEMENTS 2018/19:

1. Strengthened safeguarding practice in primary care by:
 - a. Securing funding to continue to implement the Identification and Referral to Improve Safety (IRIS) project for domestic abuse support across primary care in Bromley.
 - b. The named GP for Safeguarding Adults:
 - i. Led on disseminating information by creating a Vulnerable Adults Register to aid detection on presentation to primary care following the release of the Royal College of GPs safeguarding adult's toolkit; and
 - ii. Delivered GP Training covering a variety of safeguarding topics facilitated by subject matter experts.
2. Contributed to workstreams as a core member of the Care Home Programme Board. The Safeguarding Adults team successfully established and recruited to the post of Care Home Quality Liaison Nurse to support this strategy. This role will support clinical quality assurance of care delivery in care homes through positive interventions, referrals in training and care delivery, and support of adults at risk when quality, safeguarding or provider concerns are identified.
3. Pro-actively contributed to, and supported the work of, the BSAB by:
 - a. Completing a Safeguarding Adults at Risk Audit (SARAT) process and BSAB challenge event to assess, monitor and improve Bromley CCG safeguarding adult's arrangements; and
 - b. Providing oversight, from a health perspective, of all the functions of the BSAB.
4. Reviewed and updated our Safeguarding Adults through Commissioning Policy, Standards and Guidance to ensure that we and the services we commission are compliant with current legislation and statutory guidance, with regards to safeguarding adults at risk.



PRIORITIES 2019/20:

1. To consider the recommendations from a South East (SE) London Safeguarding mapping and gap-analysis exercise, providing the opportunity to shape our future safeguarding strategy and ensure that safeguarding is represented in new and existing collaborations, that we will build upon as we further develop the commissioning structure in SE London, in support of the NHS Long Term Plan:
 - a. From April 2018, the six CCGs in SE London have built on existing collaboration to commission services more efficiently and effectively for local people in each borough and across SE London. As such, NHS Bromley CCG is now part of the 'NHS South East London Commissioning Alliance'; and
 - b. 'One Bromley' brings the CCG together with local health providers, the Council and Bromley Third Sector Enterprise to more formally work together and deliver seamless, personalised and joined up care for individuals, in order to improve outcomes, independence and quality of life for the people of Bromley.
2. To ensure that practice improvements and lessons learnt from safeguarding audits and reviews in SE London are implemented across the health economy in Bromley when appropriate, including but not limited to SARs and Domestic Homicide Reviews.
3. Preparation for the implementation of the new Mental Capacity (Amendment) Act 2019 by developing a Deprivation of Liberty Safeguards (DoLS) delivery plan.
4. Following the publication of the Adult Safeguarding: Roles and Competencies for Health Care Staff intercollegiate document, provide support and oversight to Bromley health providers in their implementation of these guidelines.

Constanze Sen

Chief Executive Officer (CEO)

ACHIEVEMENTS 2018/19:

1. Increased training provision on domestic abuse in partnership with Adult Social Care complemented by free training provided to voluntary sector, community groups and statutory agencies.
2. Invited for a second time to speak at the BSAB's annual conference to raise awareness of domestic abuse in the context of adult safeguarding.
3. Improvement of internal safeguarding processes including the implementation of a Safeguarding Leadership Team including all managers of frontline staff.

PRIORITIES 2019/20:

1. Continue to improve internal processes in relation to monitoring of and learning from safeguarding referrals.
2. Improved communication including communication of case studies in relation to safeguarding cases and successful partnership working with statutory agencies.
3. Widening of training and awareness provision within Bromley including provision of Coercive Control training.



Charlotte Dick

Named Adult Safeguarding Lead

ACHIEVEMENTS 2018/19:

1. There are weekly pressure ulcer meetings to discuss every new pressure ulcer regardless of where acquired that have been reported by Bromley Healthcare staff. Where there are potential lapses in care these patients cases will be brought to the monthly Pressure Ulcer Panel. The monthly panel meeting is chaired by the Head of Safer Care and attended by the CCG, the Council, the Tissue Viability Nurse Specialist, Pressure Ulcer Safer Care Specialist, Adult Safeguarding Lead, service leads and caseload holders. Once cases are reviewed a decision is made as to whether there were lapses in care. If there are no patients to present at the panel in any month the panel members will still meet and review actions agreed from previous panels and look at themes occurring.
2. The Pressure Ulcer protocol was implemented within Bromley Healthcare in March 2019. Even at an early stage the safer care team have assessed that the tool is prompting staff to consider safeguarding when identifying a pressure ulcer. The Named Adult Safeguarding Lead and the Head of Safer Care have carried out sessions to raise awareness with Council staff on the Bromley Healthcare process for when pressure ulcers are reported. The training also provides an insight into how the safer care team works and different roles within the services. We continue to work in partnership with the Council and regular safeguarding meetings continue.
3. The Named Adult Safeguarding Lead continues to work with the Head of Learning and Development to ensure all staff are up to date with safeguarding training. The Adult Safeguarding Lead has continued to be an active member of the NHS England London Safeguarding provider leads group and has participated in the Safeguarding Provider leads Intercollegiate Guidance workshop. Safeguarding training compliance continues to increase within Bromley healthcare.



PRIORITIES 2019/20:

1. We will embed Mental Capacity Act amendment reforms including the new Liberty Protection Safeguards into our Mental Capacity Act policy and provide training and guidance for all relevant staff. The Safeguarding Lead will continue to attend the NHS England Safeguarding provider meetings to ensure that we contribute and provide feedback where appropriate. Mental Capacity Act templates will be updated and integrated into the electronic patient records systems to ensure all our staff are considering capacity when delivering care.
2. Improve the identification and reporting of patients who are identified as self-neglecting or hoarding. Bromley Healthcare will be working on developing a protocol for patients refusing care or treatment to be used by staff. We will continue to work with the Council to ensure that all patients identified are provided with the correct support.
3. We will continue to work towards improving training compliance in all areas of safeguarding and this will continue to be a priority for 2019 to 2020. The Safeguarding Adults lead will continue to work with the Head of Learning and Development to ensure all training is regularly reviewed and ensure all health care staff competencies are in line with the Safeguarding Adult Intercollegiate document. We aim to develop and implement a safeguarding training passport for staff to record all safeguarding education and learning.

BROMLEY, LEWISHAM & GREENWICH MIND

Bromley,
Lewisham &
Greenwich



Dominic Parkinson

Head of Services

ACHIEVEMENTS 2018/19:

1. Working together with the Council's Policy Review Committee we updated our Safeguarding Policy, which our Board of Trustees agreed will be reviewed annually.
2. An online safeguarding training is now in place to improve the understanding and compliance of new staff. This is in addition to Council training that staff will complete within the first 6 months.
3. Safeguarding now also forms part of the staff's organisational induction for new starters.

PRIORITIES 2019/20:

1. Looking ahead, safeguarding is to be a regular agenda item in the Board of Trustees meetings.
2. The Board of Trustees will seek to appoint a Safeguarding Lead.
3. Safeguarding is a standard item on the Managers Meeting agenda and Senior Management Team meetings.





Sara Bean

Tenancy Sustainment Team Leader

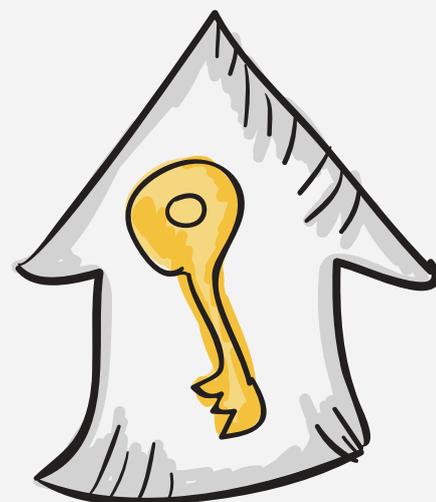
CLARION
HOUSING GROUP

ACHIEVEMENTS 2018/19:

1. Clarion Housing has reviewed its safeguarding procedure following a merger, and has now consolidated both agencies' procedures into one policy. Safeguarding Champions have been appointed within each area of the business, who meet regularly providing support and advice to all.
2. We have now introduced a framework where a detailed report on safeguarding cases raised feeds up to our group executive team and a Board member has a responsibility for safeguarding these.
3. We actively participate in the Self-Neglect and Hoarding Panel (SNaHP) for the Board, and have contributed to new initiatives.

PRIORITIES 2019/20:

1. We would like to continue building our engagement with the SNaHP.
2. We would like to gather statistics on safeguarding alerts in Bromley as part of the development of our key performance indicators.
3. We aim to undertake training on mental health issues and look at the practical role safeguarding plays when working with this client group.



LONDON BOROUGH OF BROMLEY: HOUSING



Tracey Wilson

Head of Compliance and Strategy

ACHIEVEMENTS 2018/19:

1. We commissioned a housing survey for 1,000 residents in Bromley to identify the housing and support needs of older people, to determine and forecast the future need for Extra Care Housing. This also helped to support the Older Peoples' Housing Strategy.
2. We have worked closely with Clarion Housing Group to jointly identify vulnerable clients and work together to prevent eviction.
3. We have carried out a Rough Sleepers headcount and identified every person we found rough sleeping and a plan has been put in place for each person.

PRIORITIES 2019/20:

1. We are expanding our money advice service to promote financial resilience - to ensure people who approach us requiring assistance are provided with money advice to maximise income and sustain tenancies where appropriate.
2. We will be setting up a working group to identify families who are the most intensive users of housing, social and health services and provide support to ensure a joined up approach and achieve the best possible outcome across all areas for the family with the aim of improving resilience and independence.
3. A&E Frequent Attender Multi-Disciplinary meetings – this is a multi-agency panel put in place this financial year to look at our response to frequent visitors to A&E in order to look at our responses and how we can work together to stabilise the client and also prevent further visits to A&E where appropriate.



Janice Pilgrim

Team Leader

ACHIEVEMENTS 2018/19:

1. We have adjusted our referral forms so that we always ask every client we contact following referral whether they have working smoke alarms and whether they would like the Fire Brigade to visit to carry out a free home safety check. If they would like a check, we can refer directly to the Fire Brigade at that point, even if a Rehabilitation Worker will not be visiting for a while due to waiting list constraints. We also ask again during the assessment in case anything has changed.
2. We had a representative from the Trading Standards team come to speak at the quarterly Service User Forum some time ago. This mainly covered doorstep, telephone and online scams. Our Volunteer Coordinator also arranged for the team to speak at a local social group for visually impaired service users.
3. At our most recent Service User Forum we had a representative from NatWest Bank to speak on aspects of financial safeguarding including issues around online shopping, online banking and recognising scam emails, letters through the post, romance scams etc.

PRIORITIES 2019/20:

1. We plan to ensure that all members of the Bromley Kent Association for the Blind (KAB) team have up-to-date training in Adult Safeguarding.
2. As a team we will continue to remain alert to potential signs of safeguarding issues.
3. We will arrange additional talks on safeguarding issues to raise awareness among our service users and our volunteers on how to spot safeguarding issues and how to get support in dealing with them.

KING'S COLLEGE HOSPITAL NHS FOUNDATION TRUST

Heather Payne

Head of Adult Safeguarding

ACHIEVEMENTS 2018/19:

1. Safeguarding adults remains a key priority for Kings College Hospital NHS Foundation Trust (KCH). In 2018/2019 the Trust has worked proactively to develop our safeguarding service including a more joined up approach with the Child and Midwifery Safeguarding services as part of the 'Think Family' ethos. Work includes the integration of the adult and child safeguarding committees to a joint quarterly meeting which has been well received by internal and external colleagues.
2. Mental Capacity has been a focus for 2018 to 2019. The Safeguarding Adults service has worked alongside our Legal Services to host MCA 'big talks'. These sessions are held over the lunch period and attendees hear from guest speakers from 39 Essex Street on new judgements on Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS). These are popular sessions that are well attended by clinical staff. KCH hosted the Lambeth Together Mental Capacity Act awareness day which focussed on Best Interests and Advanced decisions. This day was open to professionals and service users and received positive feedback.
3. KCH is committed to ensuring its workforce is sufficiently skilled in safeguarding training. Over the last year training compliance figures have seen a quarter on quarter improvement for adult safeguarding training. It has been acknowledged by the Prevent Regional Lead that the Trust has made one of the best improvements nationally for its Prevent training compliance.



PRIORITIES 2019/20:

1. The KCH SGA service will focus on working with the Council and other external colleagues to improve the conclusion and timeliness of Section 42 enquiries. The Trust is also seeking the support of the BSAB to see an improvement in this area of work.
2. There will be a focus on service user feedback and involvement to influence safeguarding practice and policies.
3. The KCH Safeguarding Service supports frontline staff meet their mandatory training requirements. While significant progress has been made over the past year in terms of achieving training compliance figures, the service recognises there is a considerable amount of work to do to align the current programme with the Intercollegiate Document (August 2018) guidelines by March 2021. During 2019 to 2020 the service will work alongside internal and external colleagues to develop this programme.

Simon Brownings

Station Commander

ACHIEVEMENTS 2018/19:

1. We now have a SAR Champion - an experienced member of the central safeguarding team has undertaken SAR Champion training. We intend to use this individual's enhanced understanding of the SAR system to develop a more coordinated and consistent approach internally to learning from SARs.
2. We now have an online safeguarding training package - an online training package for all staff went live in 2018 and this is the first time a universal safeguarding training provision has been introduced internally.
3. We have updated our Hoarding Policy - following the update to our Safeguarding Adults Policy, our corresponding Hoarding Policy was also updated in 2018. The main change to this policy was the categorisation of higher-level hoarding as a safeguarding issue under the 'self-neglect' umbrella.

PRIORITIES 2019/20:

1. Better SAR coordination - we will be using the knowledge of our newly trained SAR Champion to introduce a more coordinated approach to how we contribute to, and learn from, SARs resulting from fatal fires. For example we will use a new, dedicated safeguarding area on our intranet to help disseminate the learning from SARs and highlight best practice.
2. Enhancing training programme - we will review the completion rates of our online training programme to ensure all members of staff have received this input. We are also scoping options to build upon our basic training provision, with a view to providing additional input for those staff members with greater responsibility for adult safeguarding.
3. Target 'self-neglect' further through engagement with Care Industry - we are aiming to tackle 'self-neglect' fire risk issues (such as hoarding, bed-bound smoking and unsafe use of flammable health products) through targeted engagement with the care providers. We will also be raising the issue of self-neglect fire risks directly with some of the people most affected by these, through engagement at our Older People's Forum.



LONDON SOUTH EAST COLLEGES

Dith Banbury

Group Head of Safeguarding

ACHIEVEMENTS 2018/19:

1. We have created dedicated full-time specialist safeguarding team that works across all campuses to safeguard and promote the wellbeing of adults as well as young people – 43% of this year's casework has involved students aged 18+.
2. We have delivered safeguarding training for staff across the College which includes and highlights specific safeguarding concerns relevant to adults e.g. homelessness, domestic abuse, mental ill-health.
3. We have started to deliver workshops to adult students on how to safeguard themselves and, where relevant, their children.

PRIORITIES 2019/20:

1. We plan to extend our work to support students who are in the process of transitioning from children's to adult services including Young Care Leavers and those who have previously received support from Child and Adolescent Mental Health Services (CAMHS).
2. We will work with staff to increase awareness of the vulnerabilities of young adults aged 18+ to exploitation, such as County Lines, gang association and sexual exploitation.
3. We intend to strengthen staff knowledge and capacity to support adult students with mental ill-health, particularly those who are self-harming and with suicidal ideation.

ACHIEVEMENTS 2018/19:

1. Included a workshop within our away day to explore how our teams feel we should be communicating about safeguarding to our service users, carers and families. An assortment of literature was discussed and reviewed from other safeguarding boards and services and we summarised how we might like to promote safeguarding via leaflets and information about each type of abuse.
2. Continued to promote and pay attention to safeguarding within our courses and user groups and training sessions with our service users by discussion and empowering the service users to identify and report abuse.
3. Focussed on social media and the impact of this on safeguarding for our service users. This was incorporated into the health awareness and education sessions within some of our day opportunity services.



PRIORITIES 2019/20:

1. Pilot any new leaflets/information planned and prepared by the BSAB Communications and Service User sub-group within our forums and feed back to the BSAB.
2. Work with the Council to ensure timely feedback on any referrals made to them for clients we are continuing to work with going forward.
3. Safeguarding will be a standing item on all regular team meeting agendas as an opportunity and a forum for discussion.

David Williams

Detective Chief Inspector

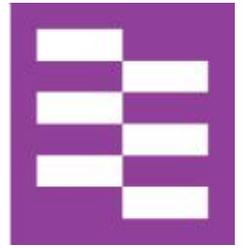


ACHIEVEMENTS 2018/19:

1. A dedicated Safeguarding Senior Leadership team was implemented so there are clear and dedicated points of contact within the Police.
2. Creation of the South Basic Command Unit (BCU) which has merged the policing response across Bromley, Croydon and Sutton to allow greater efficiencies and more dedicated safeguarding staff.
3. Completed the Self-Assessment process (SARAT) which identified that relationships between police and partner agencies are working well.

PRIORITIES 2019/20:

1. Embed multi-agency Safeguarding Adults training for officers working within Bromley, with the aim of having a higher proportion attending.
2. Dissemination of learning across all portfolios from local and national Safeguarding Adult Reviews.
3. Refine and develop referral pathways to partners and Council Co-ordinators so there is earlier notification of risk, or serious incidents, coming to notice of the police in relation to vulnerable adults.



Katie Nash

Interim Head of Service

ACHIEVEMENTS 2018/19:

1. Through the Board we ensured that there is appropriate representation at Level 2 Multi Agency Public Protection.
2. "Risk is everyone's business" training has been rolled out to all staff in Bromley – this included Safeguarding as a key priority.
3. Presentation was provided to the Bromley Safeguarding Adults Board on the management of sex offenders in the community by Probation and the Police.

PRIORITIES 2019/20:

1. The National Probation Service will create a data set to monitor Safeguarding checks and Safeguarding referrals for cases managed in Bromley. This will enable Senior Probation Officers, in supervision with Probation staff, to track performance to ensure appropriate Safeguarding measures are in place.
2. Bromley staff are to complete safeguarding adults training on areas such as Modern Day Slavery and Female Genital Mutilation.
3. To continue to disseminate Bromley Safeguarding Adult information to staff for information and continued professional development.



Stacy Washington

Head of Safeguarding Adults and Prevent

ACHIEVEMENTS 2018/19:

1. We have continued to achieve above the 85 % target set by NHS England for training staff in WRAP (workshop raising awareness of prevent) our most recent Quarter 4 2018/19 training data shows that 98% of our staff are trained in Prevent Awareness and 95% in WRAP.
2. We have made improvements to our electronic patient record (RIO) safeguarding adult forms to make them more user friendly for staff and have worked with the Trust's Business Informatics Team to produce a new improved reporting function for safeguarding adults utilising the trusts iFox system.
3. We have commenced a roll out of face-to-face level 3 safeguarding adult training including domestic abuse and modern day slavery awareness across the trust for staff in all our mental health, community health services and with a version specifically for our managers. This will ensure we are compliant with the new levels of training and competency included in the intercollegiate guidance for Safeguarding adults published in 2018.

PRIORITIES 2019/20:

1. To improve the data quality in our reporting function utilising the trusts informatics system iFox to provide the Council with safeguarding adult concern data for their annual safeguarding adults collection (SAC) and CCGs with data for the trust performance monitoring. To use the data for analysis so that data extrapolated from iFox can be further analysed and used to improve service responses to safeguarding.
2. To provide specialised domestic abuse training for staff in the trusts adult services and improve the information provided on the Trust intranet for domestic abuse support and services locally for staff to utilise. The SGA team are also working with the Trust task force looking at improving sexual safety in our inpatient areas.
3. With the increased number of SARs being commissioned across the borough to develop a flow chart for allocating work for SARs within the organisation and disseminating and embedding the learning from SARs in the organisation.

Ana Goncalves

Director of Clinical Services

ACHIEVEMENTS 2018/19:

1. A group-wide safeguarding and protection hub was created for all staff to access.
2. The face-to-face safeguarding training pack was re-designed in response to comments fed through the divisional safeguarding structures.
3. Built in group supervision as a standing agenda item in regional safeguarding meetings to encourage learning across sites and sharing best practice.

PRIORITIES 2019/20:

1. To implement a new 3 year safeguarding strategy.
2. To introduce a safeguarding sub-group network to allow information to be communicated through from the subgroup to the group committee and vice versa.
3. To build safeguarding into existing structures, for example the Reducing Restrictive Practice Forum.



Vincent Docherty

Head of Patient and Family Support



ACHIEVEMENTS 2018/19:

1. We significantly increased the uptake of Level 1 and Level 2 of both the Children's and Adults Safeguarding training within the organisation.
2. We successfully captured the views of patients' wishes and concerns regarding safeguarding actions via the "How are you?" proformas.
3. We completed our first Safeguarding Adults at Risk Audit Tool (SARAT) audit.

PRIORITIES 2019/20:

1. Ensure safeguarding training is achieved across the organisation in line with the intercollegiate guidelines.
2. The organisation is cognisant and comfortable with the liberty protection standards.
3. We participate fully in any SARS and disseminate learning from completed SARs.

MODERN DAY SLAVERY: DOMESTIC SERVITUDE



Miss C was born in the UK and sent to live with her grandparents in Nigeria at the age of one. Miss C was referred to the Learning Disability team from her GP in April 2017, stating she had returned to the UK from Nigeria following the death of her grandparents who were her main carers.

Miss C was assessed by the Learning Disability Clinical Psychologist whose report stated that language and cultural bias will put her at a disadvantage of undertaking the cognitive test but concluded that Miss C had a significant learning disability. She was then assessed by the Learning Disability team to identify her care and support needs.

In May 2018, three days per week day centre service was agreed and her mother was notified but declined to take this up as she stated Miss C was out of the borough for 2 months.

Miss C was allocated to worker SW in September 2018 to identify services and to review the services in place. SW revisits taking up daycentre provision already in place with Miss C's mother, but she declines on the basis that the weather is too cold and due to Miss C's medical condition and a previous collapsed lung she explained that Miss C will be unable to attend until the warmer months in the New Year.

In December 2018 Miss C's mother contacted 'Duty' requesting urgent visit by SW stating that her daughter is at risk from her brother. In January 2019 a joint visit and review was carried out with two social workers.

Miss C's mother requested respite to travel to Nigeria for 4 weeks.

Miss C went into respite in March 2019; she was taken to the respite centre with no funds despite SW informing her mother that this will be required. Her mother stated that she did not want her out in the community. Miss C was dressed with gloves and a hat to cover her head on her arrival at the respite centre. This hat was later discovered to be concealing a gash to her forehead that required stitching at the hospital.

During the planned stay in respite, Miss C made disclosures to staff. It quickly became apparent that the adult was in fact a victim of modern day slavery. The clothing she brought was torn and soiled. Respite staff alerted care management to their concerns who in turn immediately informed the police. Respite staff out made provision for her immediate needs of clothing, shoes and personal hygiene items.

The police commenced an investigation which is still ongoing, they gained access into Miss C's family home and went into her bedroom to confirm her disclosures.

The adult is being supported in accordance with her wishes not to return to her former London 'home' and to remain safe.

As Miss C's mother informed professionals Miss C could not speak English, professionals relied on Miss C's mother's account to understand Miss C's needs. The respite staff have since reported that the needs described in her assessment are not congruent with Miss C's needs and abilities.

Miss C remains in respite; funds have been obtained from the NRPF so she is not destitute. An NRM form has been completed and sent for national monitoring. A solicitor has been contacted to support with regularising her status with Legal Aid. She now has relatives calling, claiming to be looking for her and missing her. On the advice of police we their access to her have been declined until the completion of the investigation.

9. KEY PRIORITIES FOR 2019 TO 2020

Our key strategic priorities for 2019/20 will continue to drive forward work around Self-Neglect & Hoarding, Domestic Abuse, Fire Safety in Homes. We will also continue addressing issues faced with Modern Day Slavery at a local and national level.

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



Write our strategy for 2020 to 2023, which will incorporate our findings from our public engagement consultations and tie in with existing partner strategies.



Deliver presentations to the public and professionals across the borough around Adult Safeguarding.



Identify communication and awareness needs for the Board, which will include -

- the commissioning of a new website
- the development of a package of poster campaigns
- expanding the Board's Newsletter content and distribution



Audit agencies across the private, voluntary and independent sectors, encouraging that they include appropriate reference to adult safeguarding in their policies and procedures.



Explore joint working opportunities with the Bromley Safeguarding Children's Partnership.



Deliver the BSAB Annual Conference.



Consult partners to identify any training and awareness requirements in relation to adult safeguarding.



Review all referrals made to the Safeguarding Adults Review committee and disseminate any learning across the borough. When required, we will commission Safeguarding Adult Reviews in-line with the statutory requirements.

APPENDICES

I – INCOME AND EXPENDITURE

SPEND	INCOME
Temporary/Agency Staff - £33,006	<i>Balance brought forward from 2017/18 - £39,153</i>
Training Expenses - £18,854	Contributions from Bromley CCG - £15,000
Printing & Stationery - £59	Contributions from Health Partners - £22,500
Conference Expenses - £6,213	Contributions from Metropolitan Police - £5,000
Publicity - £260	Contribution from Other Departments - £15,000
Miscellaneous - £1,117	Fees/Charges for Conference - £2,700
TOTAL SPEND – £59,509	TOTAL INCOME – £99,353
CARRY FORWARD TO 2019/20 – £39,844	

2 – TRAINING FIGURES

COURSE TITLE	NUMBER DELIVERED	ATTENDANCE
Safeguarding Adults: Raising Awareness	6	81
Management Responsibilities for Safeguarding Adults (for service provider managers)	2	20
Deprivation of Liberty in the Community	2	28
DOLS Application to Practice	3	42
DOLS Core Awareness	3	54
Domestic Abuse Foundation	6	49
Domestic Abuse Intermediate	3	21
Domestic Abuse Advanced	1	9
Enquiry Skills	3	38
Financial Abuse	2	30
Fire Risk & Safety	2	41
Friend Against Scams	5	82
Managing the Adults at Risk Process	2	16
Mental Capacity Act (MCA) Application to Practice	3	47
MCA Core Awareness	3	51
MCA for Team Managers	1	15
Safeguarding and the Care Act	1	15
Self Neglect & Hoarding	3	49
What is Sexual Violence?	2	19
TOTALS	53	707

Me Learning April 2018- March 2019

Breakdown of number of courses completed on the Me Learning site

COURSE TITLE	NO. COMPLETED
Autism Awareness	131
Care Act*	4
Data Protection Law, Definitions and Principles	174
Deprivation of Liberty Safeguards	50
Domestic Abuse	82
Female Genital Mutilation	109
Gangs & Youth Violence	57
Handling Violence and Aggression at Work	52
Hate Crime	34
Human Trafficking and Modern Day Slavery	44
Information Sharing and Consent for people working with Children	66
Mental Capacity Act	60
Mental Health, Dementia and Learning Disability (Awareness) - for Health & Social Care	40
Online Safety - Risks to Children	138
Online Safety for Parents and Carers	31
Safeguarding Awareness	73
Safeguarding Adults - Level 1	464
Safeguarding Adults - Level 2	102
Safeguarding Against Radicalisation - The Prevent Duty	224
Safeguarding Children - Level 1	748
Safeguarding Children - Level 2	292
Safeguarding Children with Disabilities	115
TOTALS	3,090

3 – MEMBERSHIP

INDEPENDENT CHAIR

Lynn Sellwood

CORE PARTNERS

LONDON BOROUGH BROMLEY

- **Adult Social Care** - Interim Director Adult Social Care *Kim Carey*
- **Housing Services** - Director: Housing, Regeneration and Planning *Sara Bowrey*
- **Public Health** - Director: Public Health *Dr Nada Lemic*
- **Public Protection** - Head of Trading Standards and Community Safety *Rob Vale*

NHS BROMLEY CLINICAL COMMISSIONING GROUP

- Director of Quality, Governance & Patient Safety *Sonia Colwill*

METROPOLITAN POLICE SERVICE

- Detective Chief Inspector *David Williams*

OTHER PARTNERS

HEALTH SERVICES

- **Bromley Healthcare** - Director of Nursing *Fiona Christie*
- **GP/Primary Care** - Named GP for Adult Safeguarding *Dr Tessa Leake*
- **Kings College Hospital NHS Foundation Trust** -
 - Deputy Chief Nurse *Jo Haworth*
 - Head of Adult Safeguarding *Heather Payne*
- **Oxleas NHS Foundation Trust** - Head of Safeguarding Adults and Prevent *Stacy Washington*
- **South London and Maudsley NHS Foundation Trust** - Deputy Director Forensic Offender Health *Emma Porter*

EMERGENCY SERVICES

- **London Ambulance Services** - Head of Safeguarding *Alan Taylor*
- **London Fire Brigade** - Borough Commander *Terry Gooding*

PROBATION SERVICES

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

VOLUNTARY SECTOR

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

PRIVATE HEALTH, CARE AND HOUSING SECTOR

- **BMI Healthcare** - Director of Clinical Services *Lucy Jefcoate*
- **Priory Group Hospital** - Director *Denise Telford*
- **Registered Social Landlords** - *Sara Bean* (Clarion Housing)
- **St Christopher's Hospice** - Head of Patient and Family Support *Vincent Docherty*

EDUCATION

- **Bromley Adult Education College** - Head of Centre *Elena Diaconescu*
- **London South East Colleges** - Head of Safeguarding and Designated Lead Officer *Clive Ansell*

INDEPENDENT ORGANISATIONS

- **Department for Work and Pensions** - Borough PA Manager *Liz Waghorn*
- **Lay Members** - *Fasil Bhatti and Harvey Guntrip*

ELECTED MEMBERS

London Borough of Bromley

- Portfolio Holder Adult Care and Health *Cllr Diane Smith*
- Portfolio Holder Public Protection and Enforcement *Cllr Kate Lymer*

REPRESENTATIVES FROM OTHER PARTNERSHIPS

- **Bromley Safeguarding Children Board** - Independent Chair *Jim Gamble*
- **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, as all councils in England are required to submit their safeguarding data to NHS Digital – the national provider of information for commissioners, analysts and clinicians in health and social care.

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

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, where it will be reviewed and risk assessed. If the concern is deemed to be sufficiently serious then it will be escalated as a section 42 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 this will usually be managed using a different mechanism, such as via our care management teams, health teams and local support services.

Safeguarding referrals into the London Borough of Bromley

Bromley received 898 concerns which led to a total of 414 enquiries, a conversion rate of 46%. This represents a 33% increase in concerns from the previous year, which has resulted in a 39% increase in the number of enquiries from the previous year.

There has been a decrease in the number of enquiries concluding with a finding that was partially substantiated, which fell by 24%. However, the number of cases that concluded with a finding that was wholly substantiated increased by 10% from the previous year.

What is the picture for Bromley?

The safeguarding picture for Bromley has remained consistent, with those most at risk of neglect or acts of omission. The majority of these victims are likely to suffer abuse in their own home or by someone known to them.

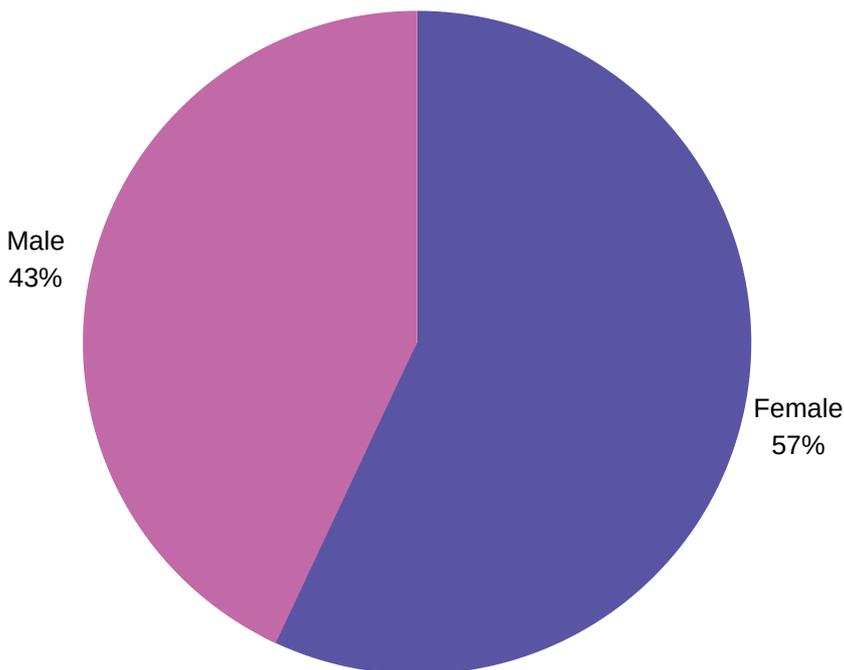
I. CONCERNS AND ENQUIRIES



The graph compares the number of concerns and enquiries over the last 4 years. Although this year saw a 39% increase of enquiries compared with last year, this number was less than the peak seen so far in 2016/17.

	2015/16	2016/17	2017/18	2018/19
Percentage of concerns progressing to enquiries	31%	52.5%	43.9%	46.1%

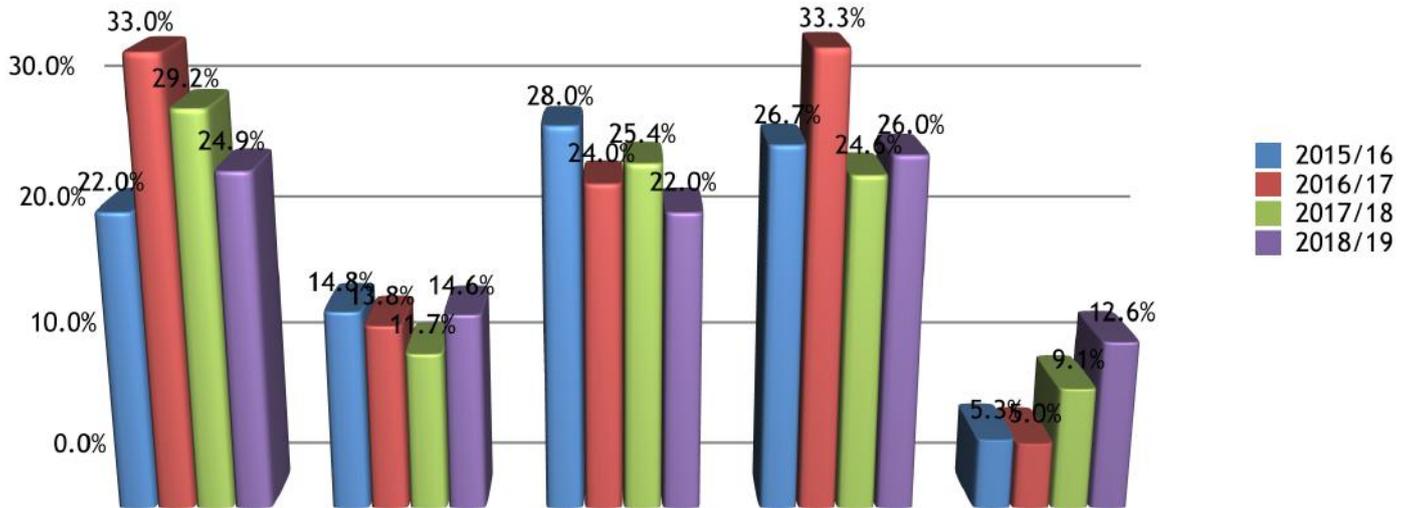
2. GENDER OF INDIVIDUALS INVOLVED IN SAFEGUARDING ENQUIRIES



There has been an increase in the number of male safeguarding enquiries raised compared with last year, leading to an increase from 40% to 43%. However, the overall pattern is in-line with national statistics with the majority of cases being female.

- Female - 254
- Male - 192

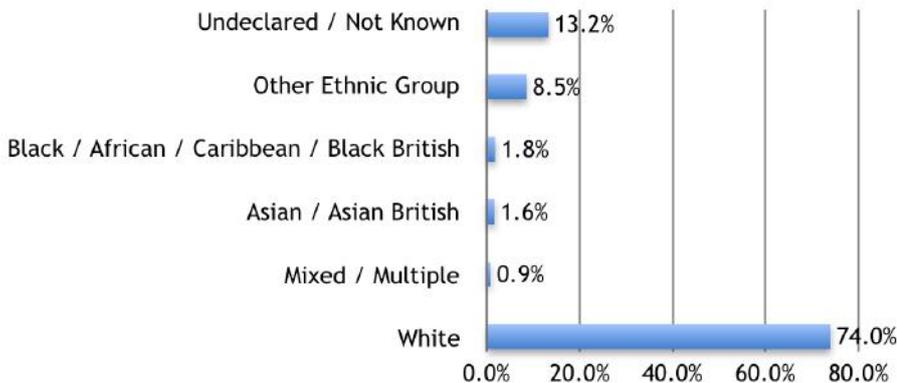
3. AGE OF INDIVIDUALS INVOLVED IN SAFEGUARDING ENQUIRIES (%)



The age of individuals involved in safeguarding enquiries remains variable. Over the last 3 years, there is a decline in the number of safeguarding enquiries in those aged 18-64; the majority of the adult population. However, there continues to be a sharp increase in those aged 95+. A contributing factor is the increase of the ageing population here in Bromley.

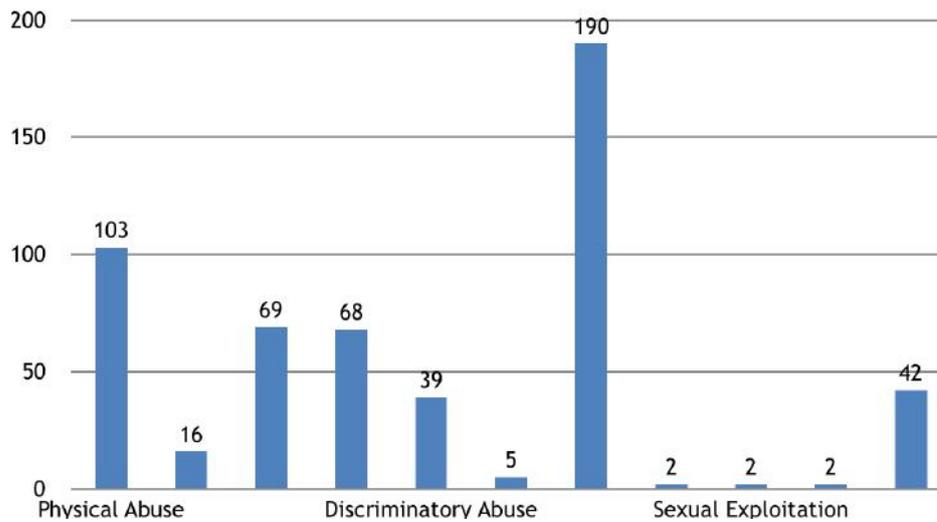
4. ETHNICITY OF INDIVIDUALS INVOLVED IN SAFEGUARDING ENQUIRIES (%)

2018/19



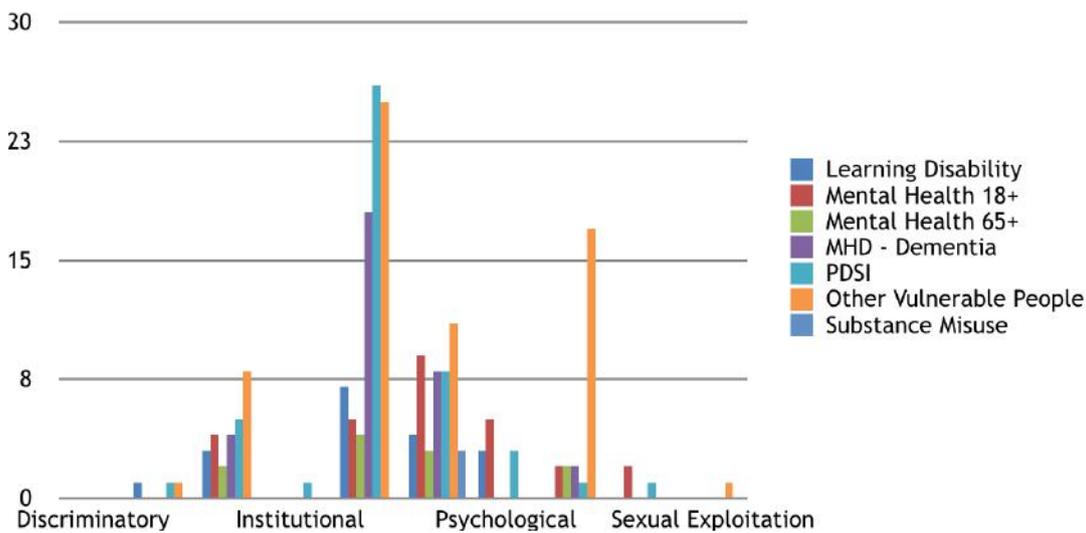
Currently ethnic minorities make up 20% of Bromley's demographic, of those 14% have been involved in safeguarding enquiries raised in 2018/19. The majority (74%) of enquiries involved those of white ethnic origin.

5. TYPES OF ABUSE

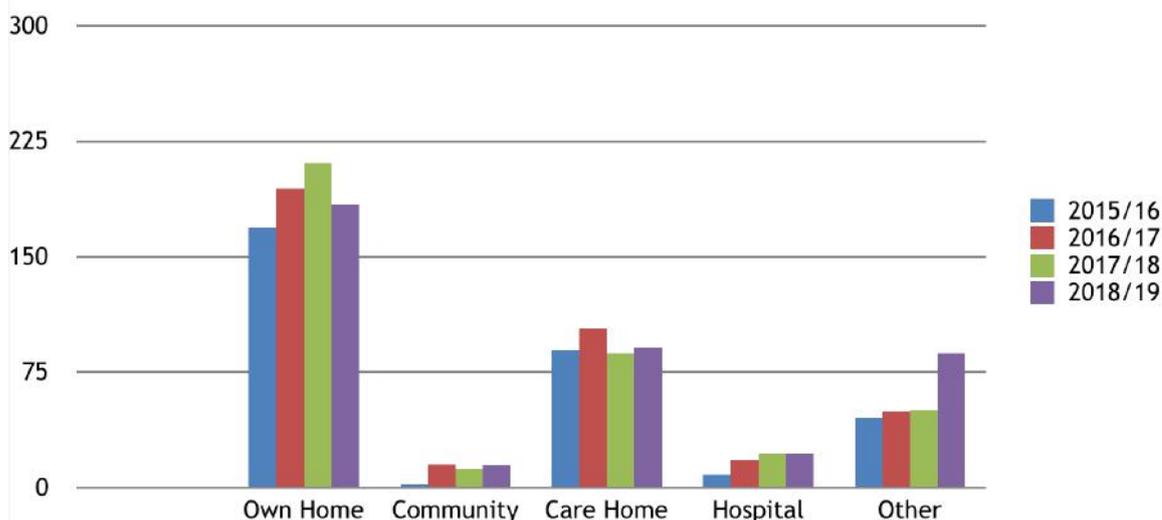


6. PRIMARY SUPPORT REASON AND PRIMARY ABUSE

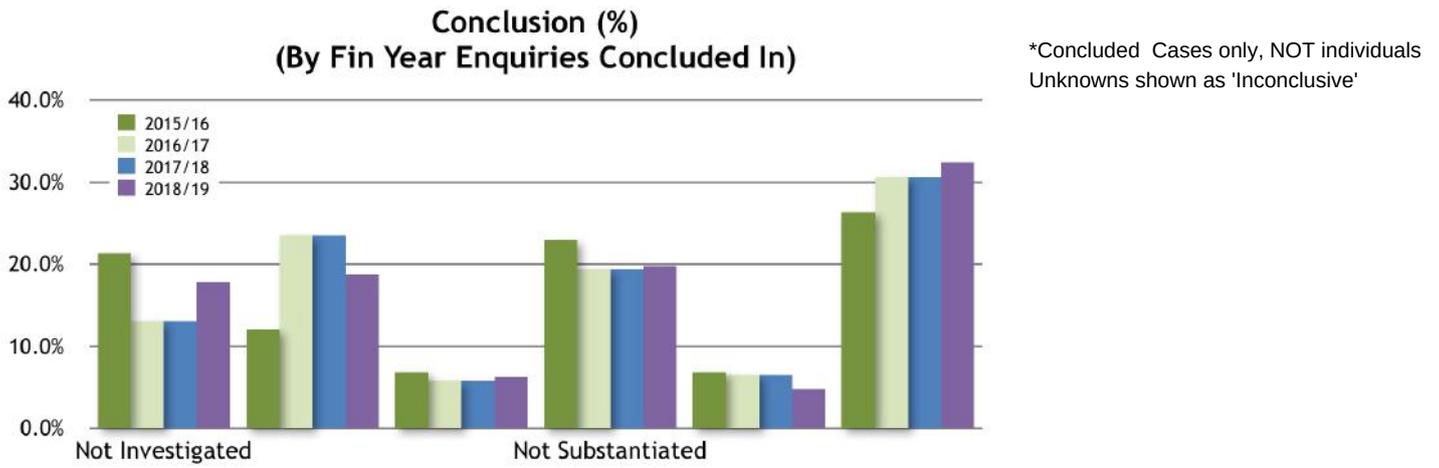
Nature of Primary Abuse (Enquiries Concluded During 18/19)



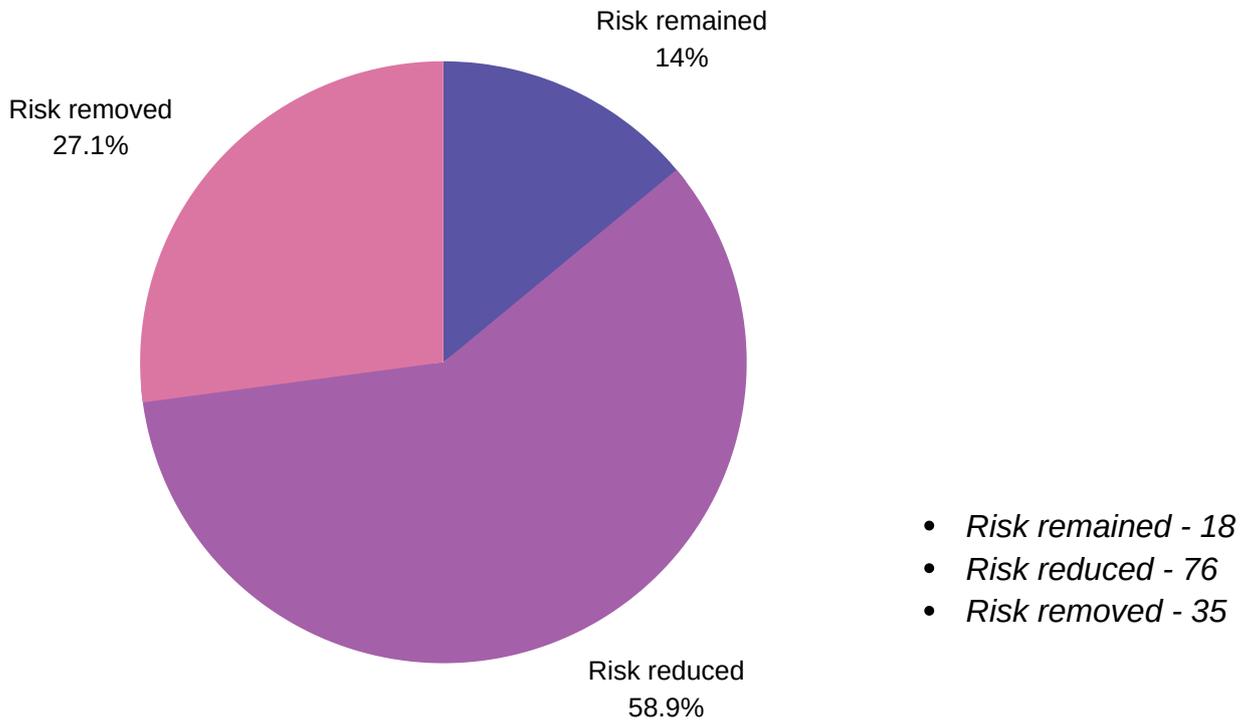
7. LOCATION OF ABUSE FOR CONCLUDED ENQUIRIES



8. OUTCOME FOR CASES CONCLUDED FROM 2018/19 (%)



9. RISK OUTCOMES, WHERE RISK WAS IDENTIFIED (%)



10. OUTCOMES FOR INDIVIDUALS INVOLVED IN THE SAFEGUARDING ENQUIRY AND THE PERPETRATOR

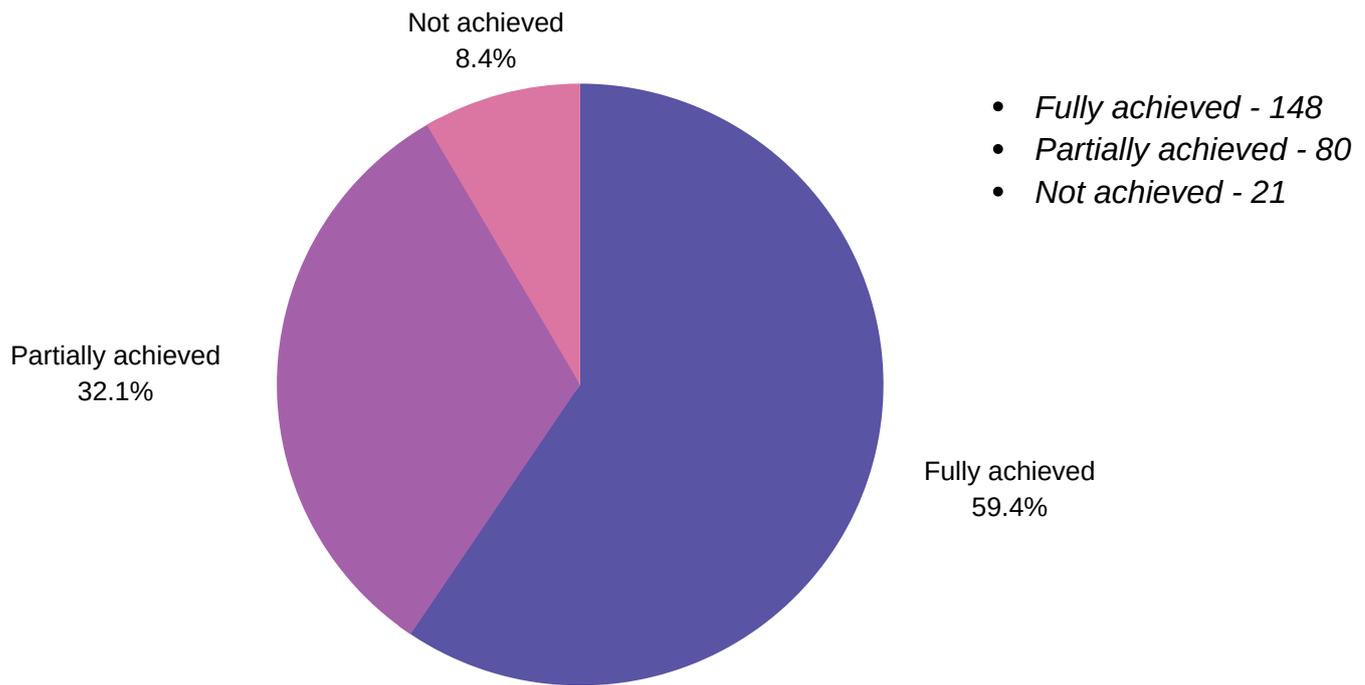
Victim Outcomes For All Concluded Enquiries During - 2018/19 (By Primary Type Of Abuse)

	Discriminatory	Domestic Abuse	Financial	Institutional	Neglect and Acts of Omission	Physical	Psychological	Self Neglect	Sexual	Sexual Exploitation
Application to Court of Protection	0	0	1	0	1	0	0	0	0	0
Community Care Assessment and Services	0	0	0	0	3	2	0	5	2	0
Guardianship/Use of Mental Health act	0	0	2	0	0	1	1	1	0	0
Increased Monitoring	0	4	13	2	33	19	5	6	4	1
Management of access to finances	0	0	4	0	0	0	0	0	0	0
Moved to increase / Different Care	0	0	2	0	16	7	3	4	0	1
No Further Action	0	0	30	3	93	35	11	22	5	0
Other	0	0	6	1	10	11	1	8	1	0
Referral to advocacy scheme	0	0	0	0	0	0	1	0	0	0
Referral to Counselling / Training	0	1	1	0	0	0	0	0	0	0
Restriction/management of access to alleged perpetrator	0	0	2	0	1	3	5	0	0	0
Total	0	5	61	6	157	78	27	46	12	2

Perp Outcomes For All Concluded Enquiries During - 2018/19 (By Primary Type Of Abuse)

	Discriminatory	Domestic Abuse	Financial	Institutional	Neglect and Acts of Omission	Physical	Psychological	Self Neglect	Sexual	Sexual Exploitation
Action by Care Quality Commission	0	0	0	1	3	2	0	0	0	0
Action by Commissioning/ Placing authority	0	0	1	0	1	2	0	0	0	0
Action by Contract Compliance	0	0	0	0	2	0	0	0	0	0
Action under Mental Health Act	0	0	0	0	0	1	0	1	0	0
Carer's Assessment Offered	0	3	0	0	3	2	1	0	1	0
Community Care Assessment and Service	0	0	0	0	1	1	1	1	0	0
Continued monitoring	0	1	5	1	26	12	4	6	0	0
Counselling/Support/training/treatment	0	1	0	1	7	3	0	0	0	0
Criminal Prosecution	0	0	1	0	1	0	0	0	0	0
Exoneration	0	0	0	0	3	0	1	0	0	0
Management Action - Disciplinary, Supervision etc	0	0	3	0	14	3	0	0	0	0
Management of access to Vulnerable Adult	0	0	2	0	1	5	1	0	1	0
No Further Action	0	0	30	3	87	37	6	29	4	1
Police Action	0	0	9	0	1	2	3	0	1	0
Referral to POVA/ISA List	0	0	0	0	0	1	0	0	0	0
Referral to registration body	0	0	1	0	0	0	0	0	1	0
Removal from Property/ Service	0	0	1	0	0	3	3	0	0	0
Total	0	5	53	6	150	74	20	37	8	1

II. MAKING SAFEGUARDING PERSONAL (MSP)



In 80% of enquiries concluded from 2018/19 the individual or their representative was asked whether they had any desired outcomes. Where a desired outcome was expressed, this was fully or partially met in 92% of enquiries.



Produced by:

Adult Services
London Borough of Bromley
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**BROMLEY
SAFEGUARDING
ADULTS
BOARD**

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