

BROMLEY SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2019 TO 2020



LISTENING.
EMPOWERING.
SAFEGUARDING.

"By listening we will empower all communities to work together to prevent abuse and neglect"



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EXECUTIVE SUMMARY

The London Borough of Bromley continues to grow with a population of over 332,000, one of the largest in London.

Our typical service users are those aged over 65 who suffer from neglect or self-neglect. However, one in four of our service users are aged from 18 to 64. This is a picture that is consistent with the rest of the country.

A total of **1,041 safeguarding concerns** were raised in Bromley, 63% of which progressed to enquiries. 59% of the individuals involved were female.

We continued to support our vulnerable residents by focusing on our key priorities:



SELF-NEGLECT



HOARDING



DOMESTIC ABUSE



FIRE SAFETY IN HOMES

We held regular multi-agency panel meetings to **discuss areas of concern, whilst disseminating any lessons learned.** The findings from our first Safeguarding Adults Review (SAR) have progressed to the development of a self-neglect pathway.

Our **sub-group committees continue to drive and deliver the work of the Board,** as well as quality assure that good safeguarding standards and practises are maintained. Our policies and procedures are regularly reviewed and updated, whilst local safeguarding practices are also monitored.

Communication and engagement remain an integral part of the work that we do. This year we committed to the development of a re-branding exercise, which included the introduction of a new BSAB logo, website and safeguarding awareness material. We also reached out to the community with various consultation and promotional exercises.

Our training programme offer to professionals covered a range of safeguarding subjects, which were delivered by both classroom-based and online learning sessions. A **combined total of 2,682 training sessions were completed** this year.

Our Board members, who include representatives from both the private and voluntary sectors, have **continued in their support for safeguarding practices**, highlighting their key achievements for this year and priorities for the year ahead. They also played a pivotal role in the development of our new strategy for 2020 to 2023.

We continue to work with the Children's Safeguarding Partnership team in **tackling issues surrounding vulnerable individuals who transition into adulthood**. To further support this, we held a joint event on transitional safeguarding arrangements, with Dez Holmes from Research in Practice as a guest speaker. We also continue to **co-fund training on domestic abuse and honour-based violence**.

As we end the year entering a pandemic, we are **mindful of the many challenges we expect to face from the impact of COVID-19**. Our goal will be to continue working together with members so that they have the resources and support in place to keep the community safe from harm.

Making Safeguarding Personal, which ensures that a **person-centred outcome is achieved for all safeguarding enquiries**, will remain at the forefront of the work that we do.



FOREWORD

BY LYNN SELLWOOD,
INDEPENDENT CHAIR



I am delighted to present the Bromley Safeguarding Adults Board (BSAB) annual report for 2019 to 2020.

The Board has focused on agreeing our new three year strategy and thematic priorities. To that end several consultations took place. The strategy was launched in January 2020.

This can be found on our new website, which has also taken a huge effort from partners to bring to fruition. The creation of the website has been part of our drive to bring the community into our work enabling the Board to inform and influence safeguarding practice in Bromley.

Our annual conference took place in October 2019 and was an opportunity to come together as practitioners and managers to properly address priority areas identified by the Board at local, London and National level.

We wanted to increase the amount of interaction with each other and created the opportunity to listen to users. The video of the conference can be found on our website. We also had well-attended events during National Safeguarding Week, which covered a range of topics including Self-Neglect, Domestic Abuse, Modern Slavery, and Disability Awareness and Safeguarding.

Please note:

Lynn Sellwood left her role as Chair at the time of the publication of this report. The members of the Board wish to express their gratitude for her contribution during her time leading the Board.

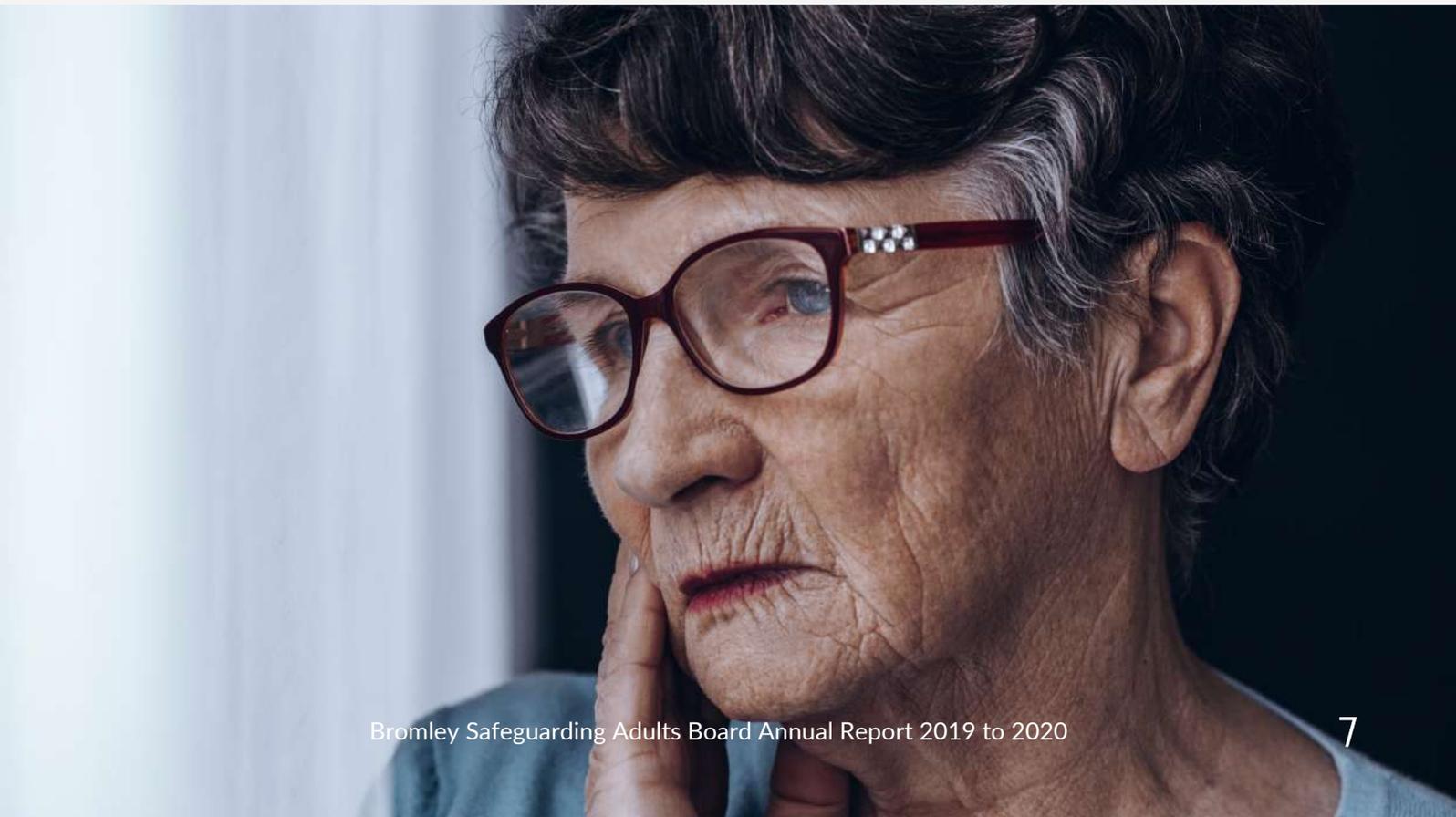
A Safeguarding Adults Review (SAR) for Ms A was published in June 2019. Board members understand that learning from this process is paramount and we can demonstrate that things will change as a result. Bromley was also part of a SAR for Mr Michael Thompson, which was commissioned by Lewisham Safeguarding Adults Board. This was published in October 2018 and can also be found on the website.

The Board took the decision to commission a SAR relating to a care home in the borough. It has been a challenge to compile and it is hoped that it will be published in early 2021.

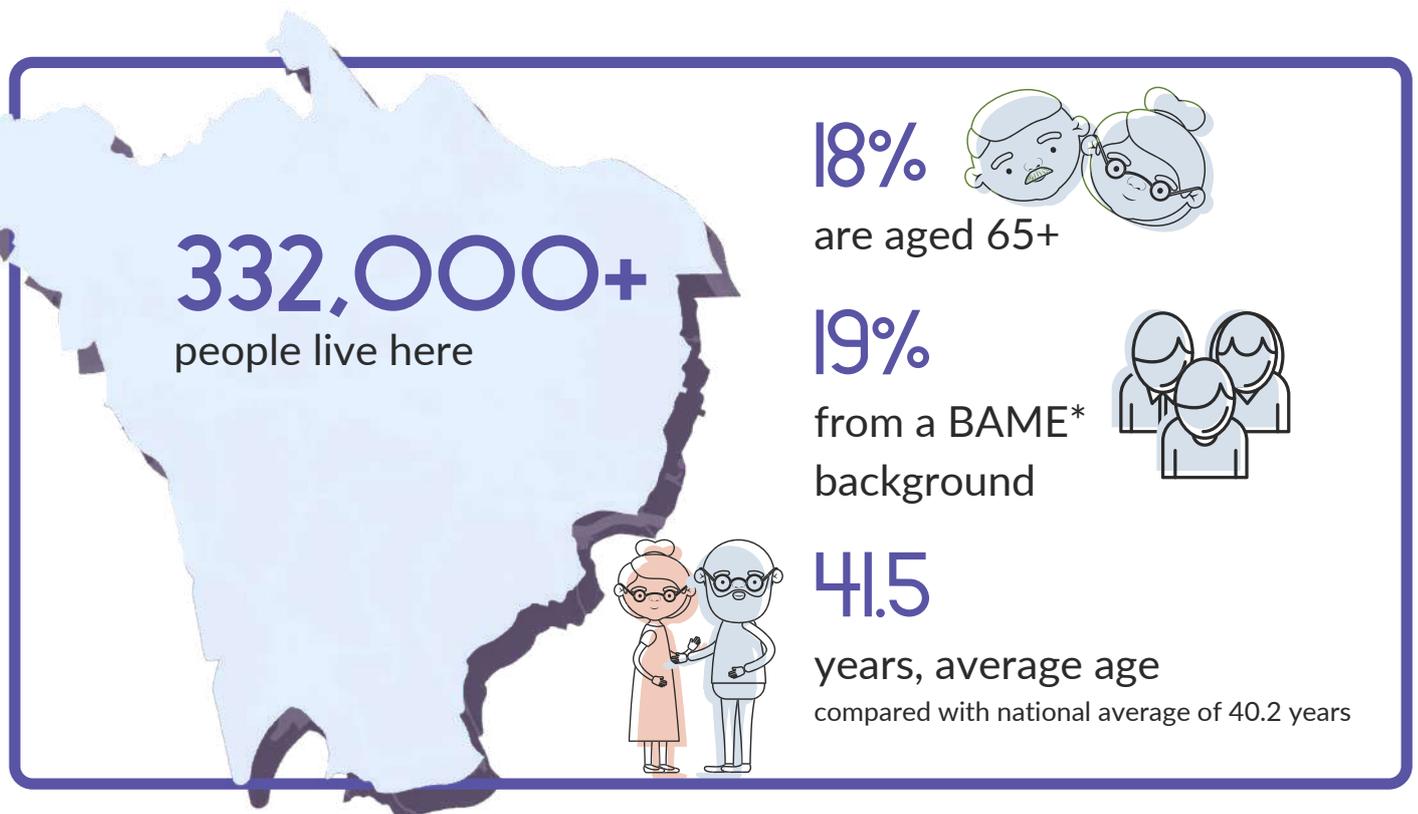
We should all be aware that SARs are not an exercise in apportioning blame but are commissioned so that lessons can be learned, and good practice applied in the future.

The Board is proud to address issues around Homelessness and Rough Sleeping, Modern Slavery, Domestic Abuse and transitional care for young adults. Some of the work planned was overtaken by events brought about by the COVID-19 pandemic but I have been guided by colleagues in the Council and South East London Clinical Commissioning Group and those on the London and National Boards of Safeguarding Adults Board (SAB) Chairs.

I would like to thank everyone involved in the work of the Board. Their time, passion and professionalism are the reason why I am so confident that the Board will achieve its objectives. I look forward to another year where we work together to keep the vulnerable people of Bromley safe from harm.



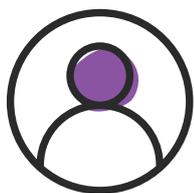
WHO LIVES IN BROMLEY?



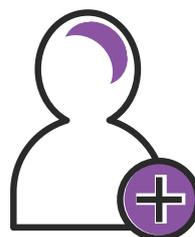
49,600+
people live with a
long-term illness



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



72.5%
of those expected to
have dementia are
diagnosed



4,900+
adults aged 18-64
have a learning
disability

WHO USES SERVICES IN BROMLEY?

Bromley Well

14,166

people accessed services from Bromley Well

9,170

of these were new clients

9,589

came via the Single Point of Access



20,500+

calls received by Adult Early Intervention Service

1,700

calls per month, on average

6,400+

referrals to adult social services



606

adults in residential care

3,000+

aged 18+ accessing long-term support

254

adults in nursing care

90%+

residential and nursing home providers in Bromley are graded Good or better by the Care Quality Commission

THE NATIONAL CONTEXT

As professional conversations continue up and down the country, *Making Safeguarding Personal* is at the forefront of these discussions with local and national initiatives implemented to unite best practice. Engaging service users is integral to this.

The *Safeguarding Children, Young People and Adults at Risk in the NHS: Safeguarding Accountability Assurance Framework* by NHS England and NHS Improvement was revised in August 2019. This is intended to clarify the roles and responsibilities of those we work with in a system that is developing rapidly. It also provides the flexibility needed at local level to support professional practice and the partnerships needed to promote healthy behaviours to keep individuals and communities safe from harm.

Regionally, the Mayor's Office for Policing and Crime (MOPAC) continue it's work in tackling the safeguarding issues which impact on boroughs across London. The *London Tackling Violence Against Women and Girls* strategy addresses one of the most important issues facing our city.

With their recent plan of commissioning a review into stakeholder engagement with victims and survivors of Violence Against Women and Girls (VAWG) across London, MOPAC strengthens the vision of *making safeguarding everybody's business*.

Increase in awareness on other issues such as Modern Slavery and Human Trafficking reinforces the importance of exposing this abhorrent organised crime. Regular coverage by mainstream news items help inform the nation of what is going on around us, another step towards making issues such as these our business. A regular feed of stories on the BBC web page dedicated to Human Trafficking reveals the impact this issue is having on the victims involved. The hard-hitting documentary aired in September 2019 told the story of some of the 300 victims from Poland who were lured to the UK.

OUR KEY PRIORITIES FOR 2019 TO 2020



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 primary cause of an individual's death. Self-neglect makes up approximately 22% of safeguarding enquiries in Bromley, an increase of 10% compared with the previous year.

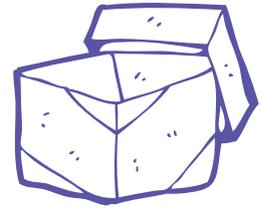
IN RESPONSE WE HAVE:

- ✔ Disseminated the learning from our first SAR where self-neglect was the key theme of this evaluation. As a result, we are working towards developing a self-neglect pathway for frontline professionals together with neighbouring boroughs.
- ✔ Included self-neglect as a workshop topic in our annual conference held in October 2019. Professionals from all backgrounds worked together to discuss their views on this and compare their individual perception of this issue.
- ✔ Continued raising the awareness of self-neglect through various professional training, which was also included in our Safeguarding Awareness Week in November 2019.

22%

of safeguarding
enquiries relate to
self-neglect

PRIORITY HOARDING

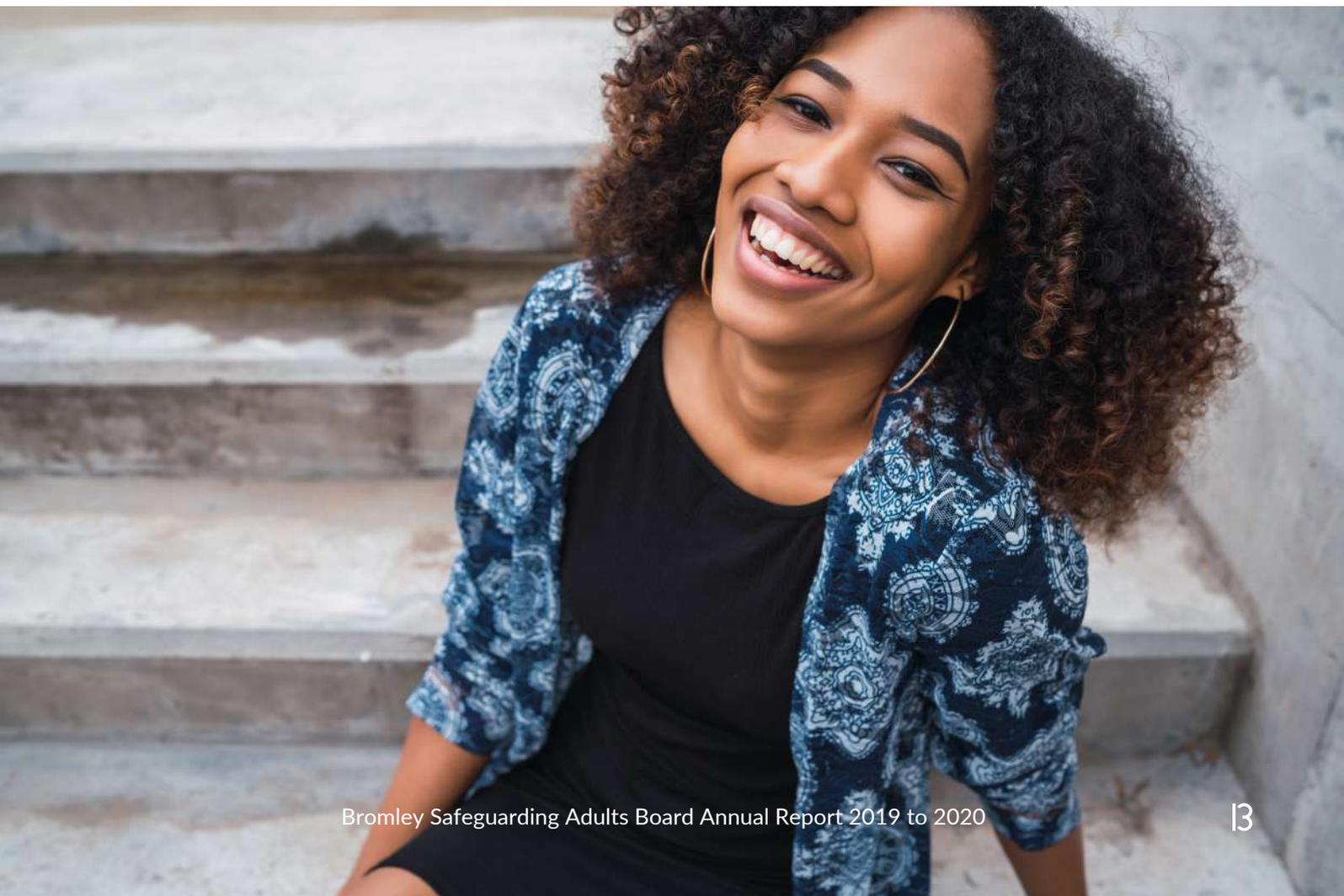


Hoarding is the compulsive collection of items that are typically stored in a chaotic manner. Although items collected often have little value, these are perceived as being useful or valuable by the adult.

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.
- ✓ Reviewed 26 cases with attendees representing at least six different organisations, including health partners and the Council.
- ✓ Included hoarding in our self-neglect poster campaign to raise awareness.



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.

Domestic abuse is not only towards a partner, it can also take place between family members or by carers. Although most domestic abuse is committed by men towards women, there are an increasing number of victims who are men. 4,780 cases of domestic abuse were reported to the Metropolitan Police in Bromley during 2019.

IN RESPONSE WE HAVE:

- ✓ Raised awareness of domestic abuse within the deaf community during our annual Safeguarding Awareness Week in November 2019.
- ✓ Worked with partner organisations in identifying areas of domestic abuse training given to staff.
- ✓ Developed safeguarding posters that highlight awareness of domestic abuse.
- ✓ Worked with the Early Intervention and Family Support Services in Children's Services to distribute our awareness posters on their social media and across remote locations within their service.

4,780

cases of domestic
abuse were reported
to the police

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.

IN RESPONSE WE HAVE:

- ✓ Conducted 3,278 Home Fire Safety visits, with an average of 273 each month.
- ✓ Provided an online safeguarding training package for all station-based staff across the borough.
- ✓ Developed safeguarding posters that highlight awareness of fire safety at home.
- ✓ Provided valuable feedback on fatal fire reviews.



SEEING OUR IMPACT: STORY I

THE SITUATION

Miss A was living in a care home and her funding status changed from continuing health care to social care. The daughter had Lasting Power of Attorney (LPA). Her daughter wanted to take Miss A home and provide care to her there.

The Council were concerned that this was an unsafe approach. However, her daughter was adamant that she could provide care and was insistent that this happened. Miss A did not have capacity due to an advanced dementia.

WHAT WE DID

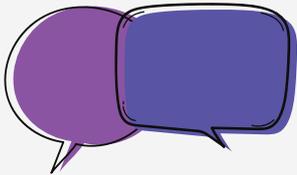
The Council were so concerned by this suggested approach that they took the case to the Court of Protection. This involved instructing counsel and then attending several hearings as well as having round table discussions. The Court required specialist reports from an independent social worker and then an independent occupational therapist together with a Section 49 (of the Mental Capacity Act 2005) report regarding her capacity from her GP. The Court agreed with the Council that Miss A should remain in a nursing care home in her best interest.

Her daughter then wanted to move Miss A to a different care home. Again, the Council did not think this was in her best interest. So a further decision was required from the Court of Protection together with new statements from her daughter, the Council's adult services and the care home as well as Mrs A's GP. Miss A then had to have the official solicitor acting on her behalf.

The Court process now involved three solicitors and their Official Solicitor and evidence was heard at Court in addition to statements provided. Several round table meetings also took place with the above prior to the Court hearing.

The Court of Protection agreed with the Council's recommendation for her to remain in the same nursing home.

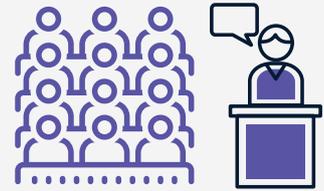
OUR KEY ACHIEVEMENTS FOR 2019 TO 2020



ENGAGEMENT



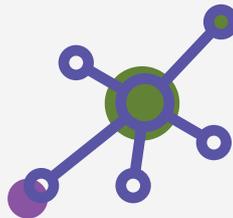
COMMUNICATION



ANNUAL
CONFERENCE



SAFEGUARDING
AWARENESS WEEK



BOARD MEMBERSHIP
& STRUCTURE



SAFEGUARDING
ADULT REVIEWS



JOINT WORKING
WITH BSCP



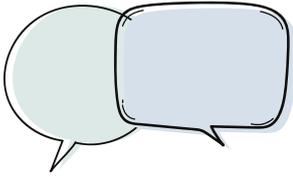
AUDITS



LOCAL
CONSULTATIONS

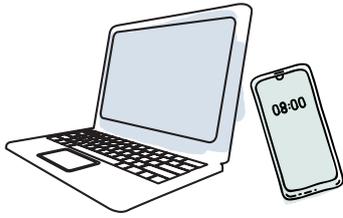


NATIONAL
CONSULTATIONS



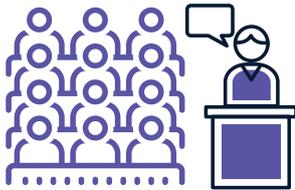
ENGAGEMENT

- ✓ We delivered a series of presentations on Safeguarding Awareness to the community. Safer Neighbourhood panels at Hayes & Coney Hall and Plaistow & Sundridge were among those who hosted the BSAB.
- ✓ We developed a service user consultation questionnaire on Safeguarding Awareness, which was made available on the Council's website and shared with partners for distribution. This was also promoted by the Council through a series of tweets on their social media platforms.
- ✓ Our aim to engage with the wider community extended to consulting service users on Safeguarding Awareness at a drop-in centre for people who have a learning disability organised by Bromley Mencap. By having a direct conversation, as well as using easy read questionnaires, we gained a further understanding of what safeguarding meant to this cohort. This helped to shape our new strategy.
- ✓ We delivered a presentation to BSAB members on the remit of the Board at our annual Safeguarding Awareness Week in November 2019. Attendees were given the opportunity to share their views and experiences.



COMMUNICATION

- ✓ A re-branding exercise took place where we consulted our partners on a new BSAB logo, which is now featured on all communication materials. Careful thought was given to the design and choice of colour to reflect hope and strength.
- ✓ Safeguarding Awareness posters were developed, which covered our key priority areas. These were distributed digitally to all partners, and over 370 printed copies were sent to 45 GPs throughout Bromley, as well as 15 different locations including libraries, Bromley Adult Education College and Day Centres. Our colleagues at the Early Intervention and Family Support team (Children's Services) also supported with the distribution of these, and as a result these reached in excess of 400 people in a short space of time via the the Bromley Children Project Facebook page.
- ✓ We also updated our Self-Neglect leaflet and distributed this along with Modern Slavery and Human Trafficking material produced by the Home Office and Salvation Army.
- ✓ As we approached winter 2019, we shared the 'Keep Warm Keep Well' information booklet produced by HM Government with all BSAB partners. This provided practical guidance to vulnerable adults during the cold winter months.
- ✓ We began the procurement process for a BSAB independent website. A working group, which included representatives from the Council and Bromley health partners, helped to drive this project, with the expected launch to take place in 2020.
- ✓ A seasonal newsletter was produced to update partners on the work of the current safeguarding climate both locally and nationally. We also supported Bromley Well by sharing with partners information they produced such as their Mental Wellbeing Newsletter.



ANNUAL CONFERENCE

✓ We held our annual conference on 8 October 2019 at The Warren, Bromley. The theme for this year was 'Think-Share-Exchange' and focused on creating an event shaped around interaction, brainstorming, networking, self-assessment and reflection.

✓ Our guest speakers covered the following topics:

- Mental Capacity and the Knotty Problem of Fluctuating Capacity
- Modern Slavery
- Trading Standards: A multi-agency approach

We also had the privilege of hearing a service user's perspective from Bright Deafblind, Bromley Mencap and The A Team

✓ The four extended sessions included topics on:

- Living in care homes: Older people's sex, sexuality and intimate relationships
- Homelessness and safeguarding
- Developing a shared professional understanding of self-neglect and multi-agency interventions
- What supports the process of effectively embedding learning from Safeguarding Adult Reviews (SARs)

✓ The conference was attended by 123 professionals across the borough from various organisations. The overall feedback was good/excellent, and the following are some of the comments that were made:

- "I was very impressed with the breadth of information presented and its relevance to my daily role"
- "Good range of information shared, all of interest and applicable"
- "All areas of the content were informative and thought provoking with regard to how I undertake safeguarding adults' procedures"



SAFEGUARDING AWARENESS WEEK

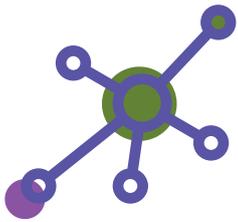
✓ Our Safeguarding Awareness Week ran from 25 November and was held in various locations. This provided bitesize one-hour learning sessions relevant to the work of the Board and included the following topic areas:

- Self-Neglect
- The structure of the Bromley Safeguarding Adults Board
- Bromley, Lewisham, Greenwich (BLG) MIND – Services
- Learning from Tragedies – Alcohol Change
- Domestic Abuse in the Deaf Community
- The Work of the Independent Domestic Violence Advocate
- Modern Day Slavery in the UK and the Role of Local Authorities
- Disability Awareness and Safeguarding

✓ Types of abuse and neglect and Section 42 safeguarding threshold decision making.

✓ 12 separate sessions were held, with a total attendance of 107, representing 41 different departments across the Board. We had representation from core partners, health services and the voluntary sector partners.





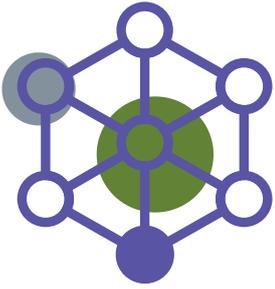
BOARD MEMBERSHIP & STRUCTURE

- ✓ We reviewed the existing membership of the Board and welcomed new delegates from existing partner organisations. We also evaluated the structure of the BSAB and its sub-groups, and where possible reviewed the frequency of annual meetings in order to streamline the number of these held throughout the year. As a result, we can focus on delivering key projects, such as the implementation and management of the new BSAB website, which bring all members together and encourages regular interaction outside of meetings.



SAFEGUARDING ADULT REVIEWS (SAR)

- ✓ We reviewed all referrals made to the Safeguarding Adults Review committee and looked for opportunities to disseminate any learning across the borough.
- ✓ We commissioned the borough's second SAR, which relates to a care home in the borough. This is expected to be completed during 2020.
- ✓ The SAR policy was updated to reflect learning from our first SAR published in March 2020.
- ✓ We continue to look at local and national SARs and share relevant information with members as learning.



JOINT WORKING WITH THE BROMLEY SAFEGUARDING CHILDREN PARTNERSHIP (BSCP)

- ✓ We held a joint event on 31 October 2019 to discuss issues around those who transition from Children's Services to Adult Services. Our guest Speaker Dez Holmes, from Research in Practice, led the discussion on our transitional safeguarding arrangements. The objective is to ensure that those citizens transitioning age specific provisions and/or between different services can access the uninterrupted support they need.
- ✓ We worked with the BSCP with the development of the FGM protocol, which has seen an update on genital piercing; identifying non-consenting women and/or girls who are likely to raise safeguarding concerns and should be reported.
- ✓ We continue to work with the BSCP to co-fund staff training on domestic abuse 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.
- ✓ Together with the BSCP, we formed a working group to begin developing a Modern-Day Slavery policy and toolkit, with input from the Human Trafficking Foundation - expected to be completed in 2020.



AUDITS

- ✓ The BSAB continues holding regular challenge events with its members, which encourages individual organisations to complete the self-audit 'Safeguarding Adults at Risk Audit Tool' (SARAT) and present to the Board. We audit agencies across the private, voluntary and independent sectors. The objective is to share internal processes and practises that form the basis of a discussion, where any key learning is identified and disseminated.
- ✓ A regional consultation took place to test a pan-London audit tool, the 'Safeguarding Adults Partnership Audit Tool' (SAPAT), designed to streamline the original process. The SAPAT focuses on Making Safeguarding Personal, Application of the Mental Capacity Act, Liberty Protection Safeguards, and SARs. This new audit tool will be used for future audits.
- ✓ The Council's Adult Services Quality Assurance Team audited 80 cases internally, the findings showed good compliance with Adult Social Care Recording guidance. The standard reflected person-centred casework, with good evidence of clear rationale of all key decisions made.
- ✓ We support adults to fully understand and engage with our work by ensuring that help is offered to those with communication difficulties, as well as advocacy when needed.

✓ There is evidence that care managers demonstrate professional curiosity to explore safeguarding concerns to establish an understanding of the situation. This includes the adult's wishes and the outcome they want to achieve.

✓ There is good evidence that the risks which trigger safeguarding procedures have been addressed in line with Council's Adult Social Care Safeguarding Policy and Procedures. Case files evidence that care managers consider the adult's capacity to make specific decisions at all key points of the safeguarding concern (or the risk identified), using the five statutory principles of the Mental Capacity Act 2005.



LOCAL CONSULTATIONS

✓ We are in the process of developing a Self-Neglect pathway for frontline practitioners, together with neighbouring boroughs.

✓ We supported the development of the Suicide Prevention Plan together with the Bromley Public Health team.

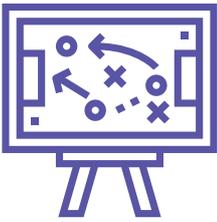
✓ We started conversations on how to address safeguarding rough sleepers in the borough. A preliminary meeting was held (pre-lockdown), which was widely attended by multi-agency partners with representation from Bromley Councillors.



NATIONAL CONSULTATIONS

- ✓ The BSAB Board manager is a member of the London Safeguarding Adults Board Managers Network and attends regular meetings. The Board Manager participates in consultation projects such as the pilot of the SAPAT tool previously mentioned. The Board's Chair is a member of the London SAB Chairs and National SAB Chairs networks.
- ✓ We are a member of the Modern-Day Slavery Leads Group, where we regularly receive and disseminate information surrounding this increasing issue.
- ✓ We attended the NHS London Region Safeguarding against Violence Against Women and Girls (VAWG) workshop on 10 December 2019, which held a range of discussions around Domestic Abuse. Guest speaker Luke Hart shared his compelling experience of a story which gripped the nation in 2016.
- ✓ We attended the London ADASS Annual Safeguarding Conference on 6 February 2020, which covered a range of safeguarding topics and had Dr Adi Cooper and Professor Michael Preston Shoot as guest speakers.





BSAB STRATEGY FOR 2020-23

✓ We developed our new three-year strategy, which incorporates our findings from our public engagement consultations. We held an Away Day on 30 September 2019 to finalise the strategy. The event was attended by 17 Board members from 15 departments across 13 different organisations, which included core partners and a service user.

✓ Our new strategy was also documented in the Council's Draft Community Safety Strategy.

✓ **Our Vision:**
By listening we will empower all communities to work together to prevent abuse and neglect.

Our Mission:
To drive effective multi-agency working, placing the adult at risk at the centre of all that we do.

Our strategic statement:
We will work together with people in our communities and partner agencies to achieve a positive and safe life for all adults to live free from abuse and neglect.

✓ Our work will cover all areas of safeguarding concerns with a focus on key safeguarding issues:

- domestic abuse
- financial abuse
- self-neglect
- modern day slavery
- transitional care of children into adulthood
- vulnerable adults in specialist care and residential homes

SEEING OUR IMPACT: STORY 2

THE SITUATION

Miss B was discharged from hospital to an extra care housing scheme. She had dementia and was quite demanding, wanting to leave the building many times per day as well as other challenges.

The cost of the support became prohibitive and unsustainable due to the amount of one to one care that was required to manage these behaviours.

One of her children had Lasting Power of Attorney (LPA) for health and welfare and was adamant that Miss B should return home. Miss B did not have the mental capacity to make the specific decision about where she should live or about her care provision.

The Council agreed to trial a return home with a live-in carer for several weeks to assess if a return home would reduce the behavioural challenges and enable a sustainable support plan to be put in place. It soon became evident that this was not going to be sustainable despite the LPA being adamant that she should remain at home.

WHAT WE DID

The LPA became quite challenging and demanded a further change in care manager and he was also in conflict with their siblings – there has been a history of family conflict – who also believed that Miss B's needs would best be met in a care home.

The Council's Adult Services arranged an urgent Court of Protection hearing.

After further assessments and reports as well as round table meetings with the Official Solicitor, this resulted in a decision for a transition to a named care home.

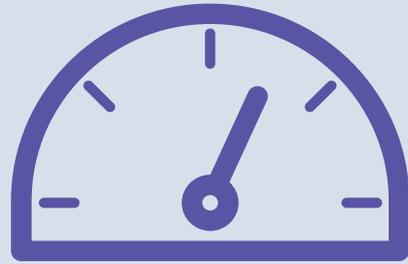
This was an interim decision and the decision will return to the Court of Protection under a challenge to the DOLS decision for which legal aid is available.

The Council had to bear the cost of the Official Solicitor prior to this as well as the costs for their own legal representation at court.

WORK OF THE SUBGROUPS



POLICIES AND
PROCEDURES



PERFORMANCE, AUDIT
AND QUALITY



TRAINING AND
AWARENESS



COMMUNICATIONS AND
SERVICE USER ENGAGEMENT



SELF-NEGLECT AND
HOARDING PANEL

POLICIES AND PROCEDURES

Chair:

Paul Sibun

Adult Safeguarding Manager - NHS South East London Clinical Commissioning Group (Bromley)

- A scheduling exercise was commenced in relation to BSAB policies, to highlight those due reviews and to assist prioritisation of tasks. The group agreed a standard format that Policies will adopt to ensure there is a professional, consistent organisational approach to Policy development.
- Group members contributed to The Crown Prosecution Service (CPS) Policy on Crimes Against Older People; it recognises that older people are often targeted because of their age and a perception that they are vulnerable, and this can have a devastating impact on them.
- A revised Pressure Ulcer Protocol (PUP) was created that complements the guidance from the 'Safeguarding Adults Protocol Safeguarding Adults Protocol - Pressure Ulcers and the interface with a Safeguarding Enquiry' issued by the Department of Health and Social Care (DoHSC).
- Changes to the BSAB Safeguarding Adults Review (SAR) policy were commenced to reflect learning during the Ms 'A' SAR process. These include highlighting the flexibility required when asking providers to complete chronologies and/or Individual Management Reviews (IMRs), bringing the BSAB manager more into the referral and authorisation process. We also identified that contributors to SARs would welcome specialised IMR training.
- Police presented guidance clarifying local procedures on:
 - How to report Adult Safeguarding incidents which are crimes or suspected crimes to Police,
 - How to obtain advice from Police where it is unclear if the threshold for a crime has been met or make a request for Information Sharing, and
 - The role of Police in Adult Safeguarding investigations.
- The NHS Safeguarding Children, Young People and Adults at Risk in the NHS: Safeguarding Accountability and Assurance Framework (SAAF) document was presented to the group. Its importance to Safeguarding in the NHS makes it worthy of mention - it sets out clearly the safeguarding roles and responsibilities of all individuals working in providers of NHS funded care settings and NHS commissioning organisations. It also acknowledges the changing landscape of place-based system leadership with the introduction of Integrated Care Systems (ICSs) and Primary Care Networks (PCNs) and indicates that Safeguarding must be considered in these new integrated systems.

PERFORMANCE, AUDIT AND QUALITY

Chair:

Heather Payne

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

- The group collates safeguarding referrals and areas of concern from partners to understand the local picture. Agencies are required to provide a regular activity update.
- Information from the Commissioned Service Intelligence Group is regularly discussed for oversight as well as sharing best practice.
- An overview of the Council's internal case file audits is shared with this group.
- Monitoring of the Safeguarding Adults at Risk Audit Tool (SARAT) challenge events takes place within this forum. The recent consultation of the new pan-London audit tool is also discussed with this group.
- Learning from our first SAR has progressed to the development of a tri-borough self-neglect pathway. Ensuring this does not duplicate the work of the existing Self-Neglect and Hoarding Panel, this group oversees the implementation of this project.
- Local policies relevant to the work of this group are presented for discussion and oversight, as well as national Learning Reviews for dissemination.
- The group ensures that Making Safeguarding Personal is embedded into practice and is promoted at all opportunities.



TRAINING AND AWARENESS

Chair:

Antoinette Thorne

Head of Workforce Development - London Borough of Bromley

- The BSAB training programme (2019-20) offer included both classroom-based and online learning sessions, which were accessible to the following target groups:
 - London Borough of Bromley
 - Oxleas NHS Foundation Trust
 - Bromley Healthcare
 - King's College Hospital NHS Foundation Trust
 - Metropolitan Police
 - Educational staff
 - Members of the private, community and non-profit sectors
 - Other health professionals
- The total number of places on offer was 635 of which 613 places were taken up. Of the 613 places, the highest proportion (65%) of attendance was by Council staff.
- During Safeguarding Awareness Week, due to an enhanced marketing strategy, 107 further places were taken up bringing the total course attendance to 720.
- Our E-Learning offer made a further 16 courses accessible for Adult Safeguarding within the borough. A total of 1,962 E-learning courses were completed by professionals and volunteers in the borough who work with adults at risk.
- The feedback collated from evaluations, completed by delegates at the end of each course, has been very positive with 75% scoring 'Excellent' and 22% scoring 'Good'.
- A new E-Learning course 'Coronavirus Awareness' was commissioned and added to the suite of Safeguarding training during lockdown in March 2020.
- Four courses were postponed at the end of March 2020 due to COVID-19. Workforce Development gave trainers the option to deliver this training using virtual methods, for example live webinars, however the content needed to be redesigned. New lesson plans have now been submitted for delivery in this format going forward.
- The Board agreed that the 2020-21 BSAB training programme will be redesigned and delivered through virtual means.

COMMUNICATIONS AND SERVICE USER ENGAGEMENT GROUP (CSUEG)

Chair:

Mary Mason

Head of Innovation & Partnerships: Health - Hestia

- The group prioritised communication with its Members, Partners and Bromley Residents and procured, tendered and commissioned a new BSAB website which would facilitate information sharing and partnership working. An editorial subgroup has been set up to approve and monitor content and ensure our campaigns are targeted and effective in line with the BSAB strategy and key annual priorities.
- A BSAB newsletter was launched and is now published seasonally. Partners are encouraged to produce editorial content to share best practice around safeguarding and news and items of interest that will promote safeguarding awareness across the Borough.
- New awareness raising materials were designed using a collaborative approach; imagery used in the final published posters was selected by engagement with our members and partners at the annual BSAB conference.
- A 'Safeguarding Champions' model is being developed to empower community groups to communicate key safeguarding messages to the wider community.
- A Social Media presence has been launched to complement the website to again promote wider knowledge and understanding of Safeguarding to our residents.
- Membership of the CSUEG Subgroup has been expanded to incorporate key members who can offer wider access to hard to reach groups in the community.
- A survey was undertaken to achieve baseline data to assess general understanding about Safeguarding prior to the launch of the group's initiatives. This will be refreshed periodically to evaluate progress in achieving our aims of greater understanding, safeguarding prevention and excellent safeguarding practice in Bromley.
- Our editorial sub-group has sought representation from service users with lived experience to advise and vet all new materials before we publish to ensure all media produced will be in a format that is accessible to all.

SELF-NEGLECT AND HOARDING PANEL

Chair:

Sara Bean

Tenancy Sustainment Team Leader - Clarion Housing Group

- The panel continues to meet monthly and is well attended by all agencies. We have received referrals from a variety of organisations, with more services becoming aware of our presence and role.
- We have successfully raised the profile of self-neglect as more referrals in this area are now received.
- Feedback from referrers on our input is encouraged as we continue to emphasise the remit of this forum, which is an advisory role.
- We have highlighted the need for further services for this complex cohort of clients and raise to the SAR panel any concerns relating to the death of those referred to panel.
- Multi agency working is the key to assisting those who self-neglect and/or hoard, and the panel has been able to break down some of the barriers allowing this to happen more freely. We have become better at understanding how dynamic agency systems are, and the use of terminology to describe individual scenarios.
- A total of 26 cases were referred to the panel for discussion in 2019-20, with regular representation from Bromley Adult Services, Clarion Housing, Bromley Healthcare, Oxleas NHS Trust, BLG Mind, The London Fire Service and our SEL CCG Named GP.



SEEING OUR IMPACT: STORY 3

THE SITUATION

In December 2017 an 86-year-old Bromley resident phoned Trading Standards to report that he had been cold called by someone who said they had worked on his roof previously and wanted to check the work. He was told further essential work was required.

He went on to pay £17,500 by way of cash and bank transfers over the course of a couple of weeks for work which should have cost no more than £1,600; however, the work done was so poor it had no value and would need to be repaired at a further cost.

During the investigation a second elderly victim was identified who had also paid a significant sum for bogus roof repairs. She had also been cold called by the trader and falsely advised that essential roof works were needed on her property.

WHAT WE DID

An investigation by Trading Standards resulted in a conviction in February 2020 of a rogue trader for fraud offences. His sentencing has been delayed due to the COVID pandemic outbreak in early 2020. What's more, no compensation has been awarded – and is unlikely to do so as no assets were found during a thorough financial investigation.

In a victim impact statement, the resident said:

“Before this incident I was very trusting. I am a lot less trusting of people that I don’t know now. The money that was taken from me was my life savings that I was hoping to pass on to my son. I now live solely off my pension and have no money to fall back on if needed. Two years have gone by since this happened to me and I still feel anxious. I will never feel comfortable at home because of these men.”

THE WORK OF OUR BOARD MEMBERS

LONDON BOROUGH OF BROMLEY: ADULT SOCIAL CARE

Dirk Holtzhausen

Head of Service: Safeguarding, Practice and Quality Improvement

As the lead agency, Adult Services is responsible for receiving all safeguarding referrals and will make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. Working within the principles of Making Safeguarding Personal, officers work with individuals, their families, friends and carers, as appropriate, to establish whether any action needs to be taken to prevent or stop abuse or neglect and if so, by who.

Adult Services has a well-established case file audit process in place. The auditing of safeguarding enquiries takes place at all stages of the safeguarding process. It combines a peer audit process with an element of external scrutiny.

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- Safeguarding audits showed that person centred approaches are utilised and that adults are asked what outcomes they want. Staff are working with the adult and relevant stakeholders to support the adult to achieve their identified outcomes.
- Mental Capacity Act 2005 audits showed that mental capacity assessments are appropriately completed using the five statutory principles of this Act. Our staff are utilising advocacy and relevant support services for the adult including Independent Mental Capacity Advocates. Audits also evidence that care managers have considered the adult's mental capacity to make specific decisions at all key points of the safeguarding enquiry process, using the five statutory principles of the Mental Capacity Act 2005.
- From the file audits there is good evidence that the risks which trigger safeguarding procedures are being addressed in line with relevant safeguarding policies and procedures.
- The Adult Services Principal Social Worker post was established.

- We have created a new post and recruited a Head of Service for Safeguarding, Practice and Quality Improvement to provide professional leadership, advice, guidance and development for safeguarding adults across the department with responsibility for the management and oversight of individual complex safeguarding cases, audits, and ensuring lessons learnt from audits are embedded in practice.
- A permanent Service Manager for the Deprivation of Liberty Safeguards Team was recruited to act as the Local Authority Lead Practitioner for the Mental Capacity Act ensuring that the Council fulfils its responsibilities under the Mental Capacity Act 2005.

WHAT WE PLAN TO DO

- Review and update the Council's safeguarding policies and procedures.
- Review and update the Adult Services supervision policy.
- Finalise the restructuring of the Adult Early Intervention Service.
- Implement the new Liquidlogic social care information system which will replace CareFirst and is designed to be used by a range of workers across children's and adults' services.
- Appoint a Principal Social Worker to lead on, oversee and develop excellent social work practice.
- As part of our Transformation Programme to work closely with Social Care Institute for Excellence (SCIE) to develop and publish our Strengths Based Framework.



NHS SOUTH EAST LONDON CLINICAL COMMISSIONING GROUP – BROMLEY

Claire Lewin

Head of Safeguarding

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- Pro-actively contributed to, and supported the work of, the Bromley Safeguarding Adults Board (BSAB) by providing oversight, from a Health perspective, of all the functions of the Board through our statutory member status including:
 - Chairing and membership of all meeting processes
 - Statutory reviews i.e. Safeguarding Adults Reviews (SARs)
 - The new BSAB website procurement process
- Further Reviewed and updated the following policies to ensure that we, and the services we commission, are compliant with current legislation and statutory guidance, with regards to safeguarding adults at risk:
 - Safeguarding Adults through Commissioning Policy, Standards and Guidance
 - Mental capacity and Deprivation of Liberty Safeguards (DoLS) policy
 - Domestic abuse in the workplace policy
- Continued to obtain assurance that safeguarding arrangements of healthcare services, including GPs, are effective. The CCG has acknowledged the changing landscape of place-based system leadership with the introduction of Integrated Care Systems (ICSs) and Primary Care Networks (PCNs) - Safeguarding must be considered in these new integrated systems; however, currently, the responsibility to provide assurance of such safeguarding services still sits with CCGs.
- Strengthened safeguarding practice in Primary Care through the named GP for Safeguarding Adults:
 - Delivering GP Training covering a variety of safeguarding topics including -
 - Prevent (radicalisation)
 - Safe Surgeries (an initiative promoting safe registration at GP Surgeries for vulnerable patient groups.) and
 - Raising awareness of homelessness and its contributing factors.
 - Supporting and representing GPs in statutory review processes, such as SARs and Domestic Homicide Reviews (DHRs)

- In March 2020, the CCG established a COVID-19 control centre to provide control and command, co-ordination and decision-making across the integrated care system (ICS). Workstreams included: primary and community care; acute care; demand and capacity; discharge; estates; and PPE and supplies. In addition, subject matter expertise (SME) support was identified in mental health and learning disabilities services, information technology and care homes. Safeguarding was identified as a business priority area and continued to support and contribute to the pandemic response.

WHAT WE PLAN TO DO

- The NHS has been facing unprecedented challenges during the COVID-19 crisis. Safeguarding has been identified as a business priority area in the response to the pandemic. It has highlighted vulnerabilities nationally and we will concentrate our efforts to ensure that vulnerable groups are not disadvantaged in their health provision and that they are protected from harm and abuse.
- On 1 April 2020, the NHS South East London Clinical Commissioning Group (SELCCG) was established. The new CCG is made up of the previous six South East London CCGs in Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark.
- CCG Safeguarding services and the support of local Boards, such as the BSAB, will continue to be delivered locally.
- Prepare for the implementation of the new Mental Capacity Act (Amendment Bill), due for enactment on 1 October 2020 (now delayed by the Government), by continuing with our delivery plan
- Ensure that health representation is effective and visible through the Domestic Abuse victim/survivor journey i.e. that they are in an environment where they are confident to disclose to staff, who take them seriously and show understanding, and that the local health system supports them to do so.



LONDON BOROUGH OF BROMLEY: HOUSING

Tracey Wilson

Head of Compliance and Strategy

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- We have published the Housing Strategy 2019-29 which sets out what the Council plans to do over the next ten years to address housing pressures in the borough and provide good quality housing for its residents, both now and in the future.
- We secured funding to facilitate specialist support for rough sleepers, enabling us to work closely with charity partners and provide additional access to advice, support and accommodation over the winter months.
- We, along with our Housing Association partners, have re-established the Bromley Federation of Housing Associations Strategic Group and created a newly formed Development Group to share best practice, engage in joint projects and support the development of existing and new affordable housing stock.

WHAT WE PLAN TO DO

- We will be working closely with households effected by the COVID-19 pandemic: those whom the Council is supporting via the Government's "Everyone In" initiative. We have formed a multi-agency rough sleepers response group and are undertaking assessments and providing a support offer for all rough sleepers temporarily housed between March and June 2020 in order to assist them to access the services they need and secure settled accommodation.
- We will be progressing the work of the housing transformation agenda in order to increase the volume of affordable accommodation. The first modular housing scheme to be built in borough was approved by Committee in July 2020 and is hopefully the first of many such schemes.
- We will continue to strengthen our Housing Options and Prevention services by increasing the level of early intervention and outreach work we do in conjunction with our partner agencies. We will expand upon the success of the prevention work undertaken with Clarion Housing Association to other Housing Associations operating within the borough and we will be reintroducing the Sanctuary Scheme in order to keep people experiencing violence safe in their homes.

BROMLEY HEALTHCARE

Charlotte Dick

Named Adult Safeguarding Lead

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- We identified and raised our first modern day slavery case in Bromley borough, which was successfully coordinated with the Council and Bromley Metropolitan Police. The victim was successfully placed in a safe house and has thanked all involved for their contribution to ensuring her safety. Our Named Adult Safeguarding Lead will continue to be a member of the Modern-Day Slavery Working Group contributing to developing a policy and pathway.
- We have started to deliver revised face to face Level 3 adult safeguarding training in line with the intercollegiate document requirements. Safeguarding adults training compliance at all levels has maintained a high level of compliance and continues to increase.
- There has been an increase of staff awareness and identification of patients that are self-neglecting. This has been evidenced by the 67% increase in safeguarding concerns relating to this that have been raised within BHC in 2019/2020 compared to 2018/2019.

WHAT WE PLAN TO DO

- The Named Adult Safeguarding Lead will continue to work with BHC's Head of Learning and Development to meet trajectory targets for training, ensuring compliance of 80% and above at all safeguarding levels is maintained. This will continue to be monitored through the BHC Safeguarding Adults Strategy and Learning Group.
- Bromley Healthcare to ensure compliance with the new legislation in Mental Capacity Act/Deprivation of Liberty Protection Safeguards as set out in the code of practice when passed. The Named Adult Safeguarding Lead will continue to update BHC's Safeguarding Adults Strategy and Learning Group and Executive on the position.
- We will work with service leads to ensure all clinical staff complete MCA training in line with the new changes to the Mental Capacity Act and will be added to the mandatory training requirements for all relevant staff.
- We will agree a strategy to give assurance that Making Safeguarding Personal (MSP) is embedded in all safeguarding concerns that are raised.

SOUTH LONDON AND MAUDSLEY NHS TRUST

David Lynch

Safeguarding Adult Lead (Interim)

South London and Maudsley NHS Foundation Trust (SLaM) provides a range of community and inpatient psychiatric care across South London. Royal Bethlem Hospital is based in 270 acres of green space in Bromley. The hospital is home to several specialist services for people from across the UK such as our anxiety disorders residential and a forensic unit. The hospital also provides psychiatric inpatient care for Croydon residents.

Over the last three years, the Council and SLaM have worked constructively to improve our working relationship and provide assurance of our ability to safeguard our patients from harm and improper treatment. This commenced with a joint project which concluded in 2019 and has now transformed into a productive working relationship.

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- Improved the quality of safeguarding practice - reflective practice sessions were instigated across the Bethlem site. These were complemented by training workshops which included support and co-facilitation by the local authority safeguarding team.
- Carried out an audit of 10 referrals - the outcome provided assurance that that principles of Making Safeguarding Personal were being embedded into practice.
- Improved data reporting - the accuracy of safeguarding data has improved and is reviewed by both organisations on a quarterly basis.

WHAT WE PLAN TO DO

- Implement the Intercollegiate guidance on Safeguarding Adult Competencies ensuring that inpatient staff have the required competency to address safeguarding concerns.
- To improve our partnership with the Council we have employed a full time named safeguarding practitioner lead based at the Bethlem Hospital site to help achieve this priority.
- To review our safeguarding adult documentation to enable staff to report concerns to the Council in a concise and timely manner.

Examples of positive joint working:

- SLAM and the Council have adopted a joint approach to investigating a whistleblowing incident. This enabled both organisations to undertake enquiries in an efficient manner and to achieve appropriate outcomes for the person raising the concern and the person at risk, which provided assurance to both organisations.
- The Council's safeguarding team have contributed to the induction of new ward managers and have in-reached on the wards to offer one-to-one support and guidance, which the new managers really appreciated.
- Members of the Council's safeguarding team were invited to join an internal Serious Incident investigation panel. This improved interagency working and provided a degree of transparency in relation to the Serious Incident process adopted within our organisation.

AGE UK BROMLEY & GREENWICH

Mark Ellison

Chief Executive

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- In the last 12 months we have continued to ensure that all new staff and volunteers have undertaken safeguarding training, and that existing staff and volunteers have undertaken update training to ensure that knowledge and skills are kept relevant.
- We continue to ensure that safeguarding is a topic in all staff team meetings and new information is passed on as quickly and effectively as possible.
- All staff are clear as to their roles and responsibilities in the safeguarding process.

WHAT WE PLAN TO DO

- The COVID-19 pandemic has left a lot of older people vulnerable and isolated; we will ensure that staff are aware of the strains placed on older people and their carers and how this may lead to increasing safeguarding issues.
- It is likely that our services are going to be accessed via phone and internet rather than face-to-face for the foreseeable future. Staff will be trained in the online process and will be aware that safeguarding issues may be more difficult to detect virtually.
- We will develop a process to deal with carer stress throughout the lockdown period, which will hopefully reduce the need for safeguarding referrals.

OXLEAS NHS FOUNDATION TRUST

Stacy Washington

Trust Lead Safeguarding Adults and Prevent

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- We have successfully rolled out face to face level 3 safeguarding adult workshops which include sessions on domestic abuse, modern day slavery and awareness of safeguarding adult boards and local safeguarding adult reviews for our staff in mental health and community health services. These sessions have been evaluated and received very good feedback.
- In 2019 we developed an initiative “Safeguarding Superstars” which identifies exceptional practice in safeguarding by our staff. Each month a member of staff is the safeguarding superstar and are given a certificate. Their manager is also informed, and their work is written up as a case study to be used in our training and as good practice examples.
- We have improved the data quality in our reporting, utilising the Trust’s informatics system ifox. This has enabled us to improve our reporting to local authorities for their annual safeguarding adults collection (SAC) and to CCGs for the Trust’s performance monitoring. In 2019/20 we have seen an increase in staff raising safeguarding adult concerns on our computerised record system RIO, this we believe has come from improvements made to our electronic forms and from being able to analyse our data through iFox to identify trends. This supports further development of our staff in following the process.

WHAT WE PLAN TO DO

- From April 2020 our safeguarding children and safeguarding adults teams have been reconfigured to become one team. We now have a joint quarterly safeguarding committee and will be developing further joint projects such as training, events and resources.
- Due to the increasing number of SARs and DHRs that the organisation is involved with, we aim to develop a SAR escalation plan in our boroughs to co-ordinate the roles of corporate and directorate staff in the process. This will enable us to embed the actions and effectively learn locally and share the learning across the organisation.
- To utilise our Domestic Abuse task and finish group that will develop the Trust’s work through an updated policy. This will include a handbook on DA for staff, local resources and additional training for through a new E-learn package and additional updates in level 3 SGA workshops. We are also involved in a national programme around sexual safety on mental health wards.

LONDON FIRE BRIGADE

Terry Gooding

Bromley Borough Commander

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- Safeguarding training: We have implemented a new online safeguarding training package for all our station-based staff across the borough. We have also given face-to-face inputs at our yearly borough training days on several potential safeguarding issues such as modern-day slavery, dementia awareness and exploitation.
- Reviewed our SARAT: An experienced member of the central safeguarding team, in conjunction with our borough lead, has undertaken a review of our safeguarding procedures using the SARAT tool. The SARAT was presented to the local authority and feedback given. We have implemented several changes to our processes considering our own review and from the feedback from the Council.
- Hoarders: We have reviewed our process for identifying and recording hoarders both internally and externally. We have a dedicated lead within the borough that sits on the hoarding board and takes both proactive and reactive actions where required.
- Additional support: we installed specialist fire alarms for those with impaired hearing, and issued fire retardant bedding where appropriate.
- It is worth noting the positive feedback received from the independent chair as a result of our fatal fire review, and the subsequent domestic homicide review, for the double fatality at Cray Avenue in Orpington

WHAT WE PLAN TO DO

- We are keen to offer more training and quality assurance around domiciliary care workers as it is our view this is the key to preventing fire related deaths. It was suggested that more training was required to help staff recognise and respond accordingly to fire safety risks.
- We will attend more safer neighbourhood boards to help us establish wider connections with the community. We are particularly keen to explore better links with the faith community and other community-based organisations, such as Neighbourhood Watch.
- We will explore a more structured approach when communicating our fire safety messages to those in the community who typically do not use computers.

LONDON BOROUGH OF BROMLEY: TRADING STANDARDS

Rob Vale

Head of Service

TACKLING FRAUD AGAINST OLDER PEOPLE

Bromley Trading Standards have several strategies to help reduce the risk of residents becoming victims of fraud. We provide advice and education, raise awareness through presentations at public events and group meetings; we deliver training to stakeholders such as care professionals, police officers and bank staff. We also have a dedicated rapid response number which can be used to raise alerts about rogue trader incidents in progress.

In 2019/20 we installed 12 call blocker units to some of our most vulnerable victims of telephone scams. We have now installed 25 units since 2016.

These units have identified and blocked nearly 3,000 nuisance calls in the past year, averaging around 28 per month. Ofcom say the average across the UK is 18 per month.

According to trueCall statistics, we estimate that over the 5 year life of these units they will have blocked 40,939 nuisance calls (of which 8,235 will have been scam phone calls), prevented 49 scams, saved vulnerable households £90,470 and led to a reduction of £81,870 in NHS and health & social care costs.

Officers can look at the numbers who have been calling the resident and identify any numbers which are linked to frauds. These are often rated harassing or dangerous, often looked up and checked by many thousands of people.

In April we recruited a new team Manager, Graeme Preston, a former regional doorstep crime lead. Graeme is already looking to enhance our relevance in the safeguarding field and is leading on an electronic Trading Standards alert which we will launch at the end of year. This was developed during lockdown when we couldn't get out to our communities and instead sent out several scam awareness alerts to help keep residents informed about COVID19 related scams.

We also prosecuted a rogue trader in February 2020 who pleaded guilty to two counts of fraud, both involving gross overcharges for building work for two elderly Bromley residents.

CASE EXAMPLE

Mrs R is 91 and has had a trueCall unit installed for some time. Scam lead officer Bev catches up with her every now and then and Mrs R assures her all is well, and she hasn't had any scam calls. Mrs R rang in June this year to report she had a problem with her phone and had unplugged the call blocker unit. During the short time her unit was unplugged she had 2 calls, one of which was the Amazon subscription scam, where she was informed that she would need to pay £39 per month for the Amazon subscription! Fortunately, she is well informed and did not fall for the scam or proceed with the call. The other number was known to us as being a harassing scam call. Mrs R wanted to let us know that she is very happy with her unit as she doesn't usually get any scam calls reaching her and jokingly said she 'lives in fear that we'll take it away' – Bev obviously assured her this wouldn't happen.

BMI HEALTHCARE

Matthew Ashman
Director of Clinical Services

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- Development of dementia champion in pre-assessment clinic. This champion is a registered nurse who has put together dementia friendly equipment and a resource box for other staff to use for patients with dementia and is the link for staff to go to for support.
- Chaperoning in the Outpatient Department has been improved especially with gynaecology and paediatrics.
- We have been proud of our COVID-19 response with regards to management of vulnerable groups; we introduced telephone appointments to start with, and video conferencing for those over 70 years of age, which reduced the footfall through the hospital very quickly based on PHE guidance. This has meant, although we have stopped Day Case and In-Patient activity, we have been able to keep our outpatient services functional for those who still require consultations and diagnostics.

WHAT WE PLAN TO DO

- Continue to develop the chaperoning in The Outpatient Department with stamps in every room to document chaperones used or declined signed by consultant and nurse.
- Continue to improve safeguarding training access all levels (1, 2 & 3) and compliance for staff working with patients with the target of more than 95% complete.
- Support the Interim Director of Clinical Services within the Safeguarding Lead role.

BROMLEY MENCAP

Eddie Lynch
Chief Executive

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- Bromley Mencap provides services to disabled adults, carers and families across the London Borough of Bromley. This year we delivered a range of workshops and awareness raising sessions covering issues including rogue traders, financial abuse and safety around social media use. Our workshops included mutual carers, adults with a learning disability, adults with a physical disability and our day service and training and employment clients.
- We chaired the Bromley Safeguarding Adults Board Communications and Service User Engagement Sub-group and sat on both the Board and Executive committees. We helped develop the new safeguarding strategy for the BSAB and the new publicity campaign, tender for a new website and worked on a new Champions Network for the Board. This partnership working has helped us to further reinforce our kudos as an example of a strong, knowledgeable and proactive organisation.
- At the start of lockdown, as we began to redesign our services to take account of COVID-19. We reviewed and overhauled our safeguarding policies and combined both our children and adults safeguarding policies. With expert advice from SAFEcic our new policy takes account of COVID-19 including providing services on-line, safer recruitment during lockdown and new procedures for staff driving clients. We have identified a new Lead for Safeguarding amongst our trustees and the policy has been rolled out across the organisation. We held a staff meeting to discuss the new policy and implications around lockdown and changes to services.
- Trustees and staff refresh their training on a regular basis and this year we have continued to deliver staff training in MCA, DOLs and PREVENT depending on the requirements of specific roles. Safeguarding is discussed in every supervision meeting and team meetings where dialogue is encouraged at every opportunity.
- We have continued to deliver disability awareness sessions with prospective employers where safeguarding features within the programme.
- We facilitated a session at the annual BSAB conference this year focusing on Safeguarding from a Service User's Perspective.

BROMLEY WELL SERVICE – BROMLEY THIRD SECTOR ENTERPRISE (BTSE)

Toni Walsh
Partnership Manager

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- BTSE takes its responsibility for ensuring that safeguarding is a top priority across all Bromley Well services very seriously. We monitor safeguarding training and refresher uptake across our five sub-contracted service delivery organisations.
- All Bromley Third Sector Enterprise staff have completed 'safeguarding adults at risk and children & young people' training. BTSE ensure that all staff and volunteers working on the delivery of Bromley Well services have at least Level 1 training, which is monitored on our database.
- The BTSE Partnership Manager is responsible for assisting staff with any safeguarding referral queries and for reporting on the number of referrals made.

WHAT WE PLAN TO DO

- Continue to monitor safeguarding training uptake.
- Continue to ensure that safeguarding is discussed at our regular Bromley Well Operational Services Group meetings.
- Ensure that safeguarding both adults at risk and children and young people in Bromley remains a top priority and focus for BTSE and the Bromley Well Service.

BROMLEY, LEWISHAM & GREENWICH MIND

Dominic Parkinson

Head of Services

Bromley, Lewisham & Greenwich Mind provide community-based mental health services, mental wellbeing services and dementia support services including Dementia Support Centres, Respite Support in the home and Advice and Guidance for those recently diagnosed through the Bromley Dementia Support Hub. We also provide a range of Dementia Training for Healthcare Professionals and Family Carers.

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- **Policy Review** - Our Safeguarding Vulnerable Adults Policy was reviewed in 2019 in consultation with London Borough Bromley and Bromley CCG to ensure it fits with all local and national expectations and protocols. The new policy has been implemented and highlighted to all staff. Safeguarding matters are closely followed/scrutinised by the BLG Mind Board of Trustees.
- **Monitoring of Safeguarding Issues** - Close monitoring of all incidents through our Quality & Performance Committee, which reports directly to our Board of Trustees.
- **Training** - Central records of CPD (continuous professional development) are kept for all staff to ensure they have up to date training, with a minimum requirement of refresher training within the last 3 years on mandatory/core training. Volunteers working closely with vulnerable adults are also provided with Safeguarding Vulnerable Adults training. In addition, Safeguarding is covered as a standard item in all new staff induction programmes. We provide in-house training to ensure staff are aware of the different types of abuse and our familiar with the common behaviours and effects and being proactive in recognising early warning signs. Their responsibilities are outlined in our organisational policies and local/national guidance and requirements; working closely with local partners. We also utilise the face to face and online training relating to Safeguarding Vulnerable Adults provided through LB Bromley.
- **DBS Checks** - We closely follow the guidance regarding DBS checks for staff and volunteers, ensuring that wherever appropriate people are subject to an enhanced DBS check/Vulnerable Adults Barred list check prior to taking up a position with Bromley, Lewisham & Greenwich Mind. In recent months we have reviewed our spreadsheet detailing the appropriate checks for each role within the organisation to ensure we are implementing this effectively.

WHAT WE PLAN TO DO

- We need to continue to ensure that all new staff receive Safeguarding Adults training within the first 2 months of their appointment, and that all existing staff training is up to date.
- With the impact of COVID-19 staff are having to work differently and often remotely, therefore we need to continue to closely monitor and explore any safeguarding concerns and report accordingly.

CLARION HOUSING

Sara Bean

Tenancy Sustainment Team Leader

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- The Self-Neglect and Hoarding multi-agency meetings continue to be represented and chaired by Clarion Housing.
- Awareness of self-neglect is promoted, and referrals to the Board's SNaHP panel are made where necessary.
- Encouraged ongoing joint working between agencies

WHAT WE PLAN TO DO

- Contribute towards developing the tri-borough self-neglect pathway.
- Publicise and promote the Self-Neglect and Hoarding Panel to other housing providers in Bromley.
- To continue encouraging joint working between health and social care services and promote its success.

ST CHRISTOPHER'S HOSPICE

Vincent Docherty

Head of Patient & Family Support

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- Completion of the Safeguarding Adults Risk Assessment Tool (SARAT). This audit of safeguarding practice and culture within the organisation was very time consuming but productive. We followed the structure of the BSAB audit tool which focusses on 7 key standards with a Red, Amber and Green rating. We do not view a current green rating as indicating no further work is needed, indeed a great deal of effort and commitment is needed to ensure we do not rest on self- perceived laurels.
- Held Multi-Disciplinary Team (MDT) – Education Sessions. These Wednesday morning sessions have been invaluable in bringing together doctors, nurses, physios, OTs, social workers, Speech and Language Therapy, chaplaincy and therapy staff. There have been regular sessions on DoLS, Mental Capacity Act issues (i.e. decision specific capacity assessments), the structure of best interest meetings and both adult and child safeguarding issues.
- Focussed on Best Interest Decisions. For those patients who lack capacity a best interest approach is taken. These meetings can be challenging to arrange as the Mental Capacity Act states a decision maker is clearly identified. As the COVID-19 restrictions hit home in quarter 4 there has been a significant challenge in holding Best Interest Meetings. The use of secure Zoom meetings has helped. Often the specific decision in question is about accepting reasonable care and treatment, usually in the patient's own home. There were 64 best interest meetings held in 2019-20 in comparison to 38 the previous year.
- There were a further 201 family meetings held, a significant increase from the 61 on the previous year. This increase is almost certainly down to the recording practice within System1 and the practice guidance that was developed with practitioners. The figures do evidence the commitment of the organisation to listening to the thoughts, feelings and hopes of both patients and family members.

WHAT WE PLAN TO DO

- The integral role of guardianship plans within the Advance Care Planning (ACP) process is a priority for development work in the next year.
- Implementation of the Liberty Protection Safeguards (LPS) which was identified pre COVID-19.
- Continue to improve education and training compliance internally and provide ongoing support to care and nursing homes via the Zoom-based ECHO learning and development programme.
- Monitor the impact of COVID-19 on the safeguarding statistics

METROPOLITAN POLICE

David Williams
Detective Chief Inspector

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- Improved attendance by Senior Police officers at Board meetings throughout the year, which helped to improve multi-agency approach.
- Operation Nogi: further engagement and support for vulnerable/isolated adults by local police officers to offer support during the COVID-19 Crisis.
- Improved the use of the SAR referral process by the police, which offers better understanding and early notice to help improve and shape good practice.

WHAT WE PLAN TO DO

- To gain a better understanding around mental health for local officers around the impact of COVID-19 on the vulnerable population, through further training.
- Stronger links to be developed between mental health and missing portfolios, bringing them both under one strand lead, to help focus demand reduction and improve support networks.
- Improve links between the SIM officers and health providers to bring reduced demand and enhanced support for high volume users who are regularly in crisis.

KING'S COLLEGE HOSPITAL NHS FOUNDATION TRUST

Heather Payne

Head of Adult Safeguarding

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- 2019/20 has been another busy year for the KCH Safeguarding Adults Service. There has been an increase in Deprivation of Liberty applications and Learning disability notifications continue to rise each quarter. There has been a focus on service development; including the Learning Disability service provision and alignment with the Child Safeguarding service as part of the 'Think Family' ethos.
- The three highest categories of abuse concerns for KCH are Neglect, Self-Neglect and Domestic abuse.
- The service has continued to engage with the local Safeguarding Adults Boards (SAB) and actively participates in the sub-groups of these boards contributing to the wider safeguarding agenda.
- The last two weeks in March 2020 saw the Adult Safeguarding service adapt to new ways of working to ensure business continuity through the COVID-19 pandemic.

WHAT WE PLAN TO DO

- Safeguarding adults remains a priority and is everyone's responsibility. The priorities for 2020/21 for the SGA team are outlined below:
 - Continue with the engagement/support plan for the PRUH site
 - Resume planned work to prepare for the legislative changes when the Liberty Protection Safeguards are implemented
 - Complete the Learning Disability strategy
 - Complete population of reasonable adjustments flag for people with a learning disability
 - Disseminate lessons learned/outcomes from safeguarding enquiries to KCH workforce
 - Work with the Safeguarding Children team to develop an updated safeguarding strategy for the Trust

NATIONAL PROBATION SERVICES

Katie Nash

Head of Service

MAIN ACHIEVEMENTS DURING 2019 TO 2020

- We worked with Adult Safeguarding to secure a consistent representative on the MAPPA panel, which has improved the National Probation Service and MAPPA Duty to Cooperate agencies knowledge of the processes and thresholds for Adult Safeguarding.
- We have a dedicated single point of contact who has attended local authority training and disseminated that information to the rest of the Offender Management team.
- Our staff have shared learning and knowledge through complex case discussion meetings.

WHAT WE PLAN TO DO

- We will invite a representative from Adult Social Care to give a presentation to Bromley staff of the current Safeguarding picture in Bromley.
- We will undertake a presentation to Adult Social Care to increase understanding of our role and the challenges faced.
- We will continue prioritising Safeguarding Adults in the context of COVID-19.



KEY PRIORITIES

FOR 2020 TO 2021

The COVID-19 pandemic will inevitably impact on us all, whether this is on a personal or professional level, or both. As we navigate our way through an uncertain future, we will stay committed to our new strategic statement where:

WE WILL WORK TOGETHER WITH PEOPLE IN OUR COMMUNITIES AND PARTNER AGENCIES TO ACHIEVE A POSITIVE AND SAFE LIFE FOR ALL ADULTS TO LIVE FREE FROM ABUSE AND NEGLECT.

We will begin by consulting our partners on how we can best support them during this challenging period, whilst we adapt to a new way of working. Our ambition of achieving predefined milestones will remain as we endeavour to focus on key safeguarding issues: domestic abuse, financial abuse, self-neglect, modern day slavery, transitional care of children into adulthood, and vulnerable adults in specialist care & residential homes. The impact that COVID-19 has on this will be at the forefront of strategic decisions made.

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

Develop and publish the new BSAB website. This will be used as a platform to share live, up-to-date information with the community. Partners will be encouraged to contribute to its content, so we can engage both the public and professionals.

Working closely with Trading Standards, we will dedicate an area of the site to share information important for the safety of Bromley residents.

We will continue developing our communication plan. Our safeguarding awareness poster campaign will be updated and distributed widely – easy read options will also be produced and shared. We will remain mindful that all residents may not have access to digital media, and therefore would be catered for.

We will explore alternative methods of delivering key Board meetings and projects. The use of online remote meetings will be the norm, and webinars important to the delivery of information.

Our training will focus on virtual delivery, ensuring that topics covered are relevant to the existing climate and Board objectives. We will leverage on opportunities to share resources amongst partners.

Learning from local and national SARs will support our strategic plan. Should the current pandemic present many cases meeting the threshold for a SAR, consideration will be given to whether these are best commissioned together with neighbouring boroughs as thematic reviews.

Work with the voluntary sector to enable volunteering to be safe for the recipient and those that receive a volunteer service, as well as for volunteers.

The Independent Chair will attend key Council Committees: Policy, Development & Scrutiny (PDS) Committee, Health Scrutiny, Health and Wellbeing, Safer Bromley Partnership.

Further connection will be made with the wider community including faith groups, third sector and voluntary sector events.

SEEING OUR IMPACT: STORY 4

THE SITUATION

Miss A is in her 30s and has a medical history of rectal cancer, HIV/AIDS Positive and Chronic Viral Infections. These have caused Miss A to have reduced mobility alongside poor balance and bilateral weakness. She was previously known to the Oxleas NHS Foundation Trust for depression but is no longer receiving mental health support from them.

Miss A was referred to St Christopher's Hospice by a local hospital unit for pain control and emotional support. A nurse and social worker from St Christopher's visited her flat and reported that, on entering her property, it was evident that Miss A needed immediate support with managing her pain and her flat was in a squalid condition.

WHAT WE DID

Staff from St Christopher's arranged for the Housing Association who manages the property to arrange for a deep clean to her home while she was admitted to their Inpatient Unit for pain control.

The deep clean was completed and Miss A was supported back to her home. When the nurses visited her a few days later for a post discharge review, they observed that Miss A was self-neglecting as she wasn't taking her medication, not maintaining her habitable environment and the house was back to the state it was previously before the deep clean. In addition, Miss A appeared to lack the physical ability to self-care or prepare her meals.

The Social Worker at St Christopher's made a safeguarding referral because she felt Miss A was self-neglecting and appeared to have given up on herself. The information gathered confirmed that Miss A had care and support needs and appeared to be at risk of self-neglect and unable to protect herself from this risk. Consequently, a Section 42 safeguarding inquiry was started.

In line with making safeguarding personal, Miss A was contacted to discuss the safeguarding concerns and to determine her desired outcome. However, at the beginning Miss A declined any form of support and did not want to engage. She explained that she was able to independently manage and, in her view, at the time the nurses visited she was in pain but was feeling better and would be able to clean the property.

Based on the magnitude of risk presented and Miss A's non engagement, the Enquiry Officer asked Miss A if she wanted an advocate to support her and explained to her the reasons why she need appropriate support in place. It took a while before Miss A engaged with the safeguarding enquiry.

The Enquiry Officer continued to liaise with the visiting District Nurse, St Christopher's Social Worker, the Scheme Manager and the GP in order to gain Miss A's trust and to secure multi-agency support.

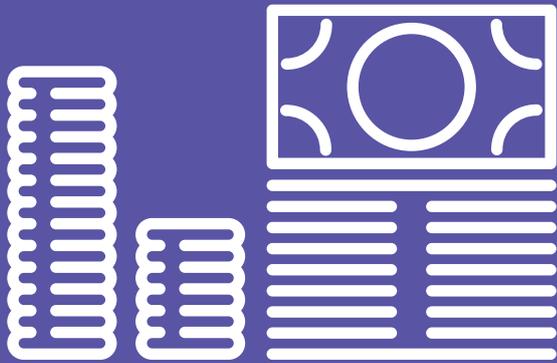
Miss A disclosed she did not want her family to know about her situation as she claimed they had abused her financially in the past. The Enquiry Officer was able to alleviate Miss A's fear with regards to confidentiality.

Miss A also reported that the other people living in her building are very young and having carers visiting her would affect her self-esteem. The Enquiry Officer was able to allay Miss A's fears by assuring her that the carers would not divulge their identity to other residents nor wear uniform when they visit her. With this assurance, Miss A agreed with a care and support needs assessment which resulted in a robust support plan being put in place to mitigate the presenting risks.

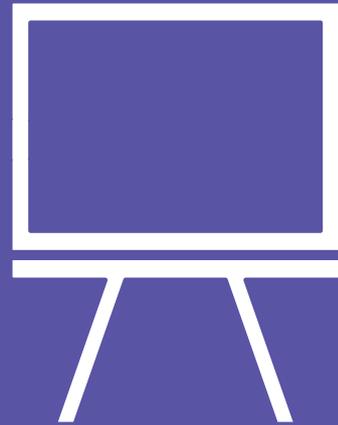
Miss A now receives support with medication, nutrition, a habitable home environment and personal hygiene.



APPENDICES



Appendix 1
Income and expenditure



Appendix 2
Training figures



Appendix 3
Membership



Appendix 4
Data collection

I. INCOME AND EXPENDITURE

SPEND

- Temporary/Agency Staff - £30,217
- Training Expense - £29,356
- Printing & Stationery - £4
- Conference Expenses - £6,781
- Publicity - £31
- Safeguarding Adult Review - £4,516
- Miscellaneous - £2,192

TOTAL SPEND - £73,097

INCOME

- Balance brought forward from 2018/19 - £39,844
- Contributions:
 - Bromley Council - £7,702
 - NHS Bromley CCG - £7,702
 - Health partners - £28,241
 - Metropolitan Police Service - £5,000
 - Other departments - £5,500

TOTAL INCOME - £93,989



2. TRAINING FIGURES

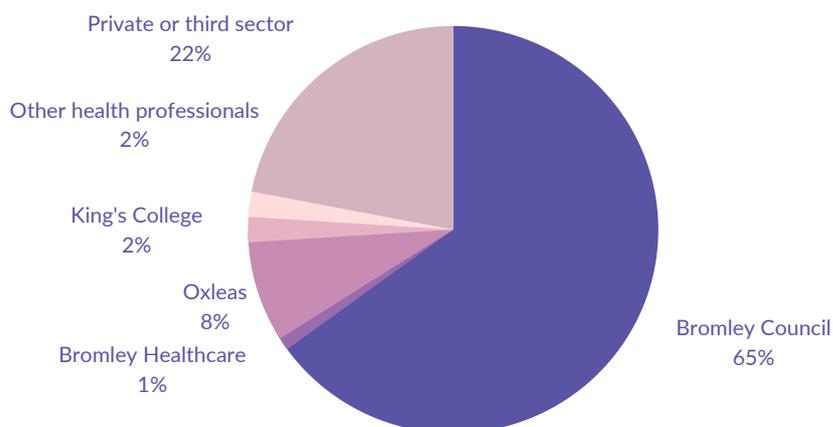
Classroom-based training

The below table represents the number of classroom-based training sessions held and the uptake of attendees.

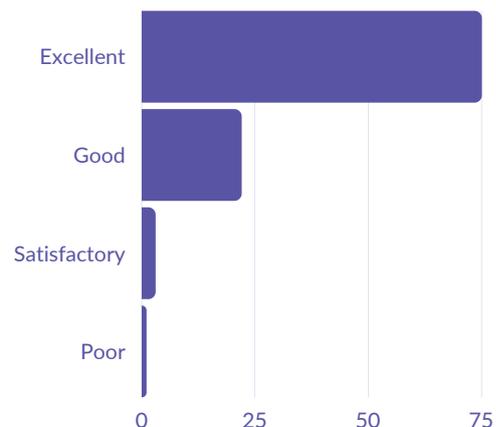
TITLE	NUMBER DELIVERED	ATTENDED
• Safeguarding Adults: Raising Awareness	4	58
• Management Responsibilities for Safeguarding Adults (for service provider managers)	1	17
• Deprivation of Liberty in the Community	1	20
• DOLS Application to Practice	2	25
• DOLS Core Awareness	3	55
• Domestic Abuse Foundation	4	32
• Domestic Abuse Intermediate	2	18
• Domestic Abuse Advanced	2	15
• Enquiry Skills	4	70
• Managing the Adults at Risk Process	3	52
• Mental Capacity Act (MCA) Application to Practice	3	40
• MCA Core Awareness	3	58
• MCA for Team Managers	C-19	N/A
• Safeguarding Awareness Week	12	107
• Safeguarding Responsibilities under the Care Act	1	19
• Self-Neglect & Hoarding	1	20
• What is Sexual Violence?	1	7
TOTALS	47	613

C-19 = Course postponed due to COVID-19

The multi-agency representation of those who attended classroom-based training:



Overall feedback received from attendees of all classroom-based training



Me Learning

The below table is a breakdown of the number of courses completed on the Me Learning site between April 2019-March 2020

TITLE	NUMBER COMPLETED
• Autism Awareness	144
• Care Act*	291
• Data Protection Law, Definitions and Principles	172
• Deprivation of Liberty Safeguards	29
• Domestic Abuse	78
• Female Genital Mutilation	142
• Handling Violence and Aggression at Work	41
• Hate Crime	24
• Human Trafficking and Modern-Day Slavery	31
• Mental Capacity Act	91
• Mental Health, Dementia and Learning Disability (Awareness) for Health and Social Care	28
• Online Safety for Parents and Carers	31
• Safeguarding Awareness	48
• Safeguarding Adults - Level 1	467
• Safeguarding Adults - Level 2	100
• Safeguarding Against Radicalisation - The Prevent Duty	245
TOTALS	1,962



3. MEMBERSHIP

INDEPENDENT CHAIR

Lynn Sellwood

CORE PARTNERS

LONDON BOROUGH OF 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 SOUTH EAST LONDON CCG

- 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** - Trust Lead Safeguarding Adults & 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** - Head of Services *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*
- **Hestia** - Head of Innovation and Partnerships *Mary Mason*
- **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*

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 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 BROMLEY COUNCIL

A total of 1,041 concerns were received in 2019/21, of which 658 progressed to safeguarding enquiries; a conversion rate of 63%. This represents a 6% increase in the number of concerns raised compared with the previous year, with a 64% increase in the number of safeguarding enquiries compared with 2018/19.

WHAT IS THE PICTURE FOR BROMLEY?

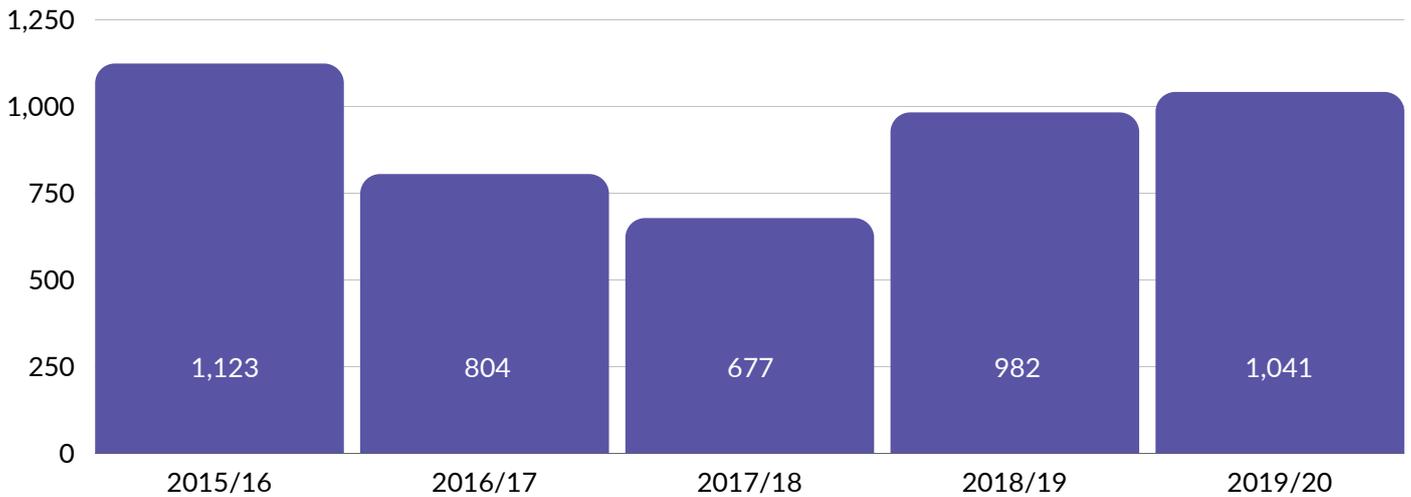
The safeguarding picture for Bromley has remained consistent, with those most at risk of neglect or acts of omission; however, an increase in those who self-neglect was recorded. Most of these victims are likely to suffer abuse in their own home or by someone known to them.



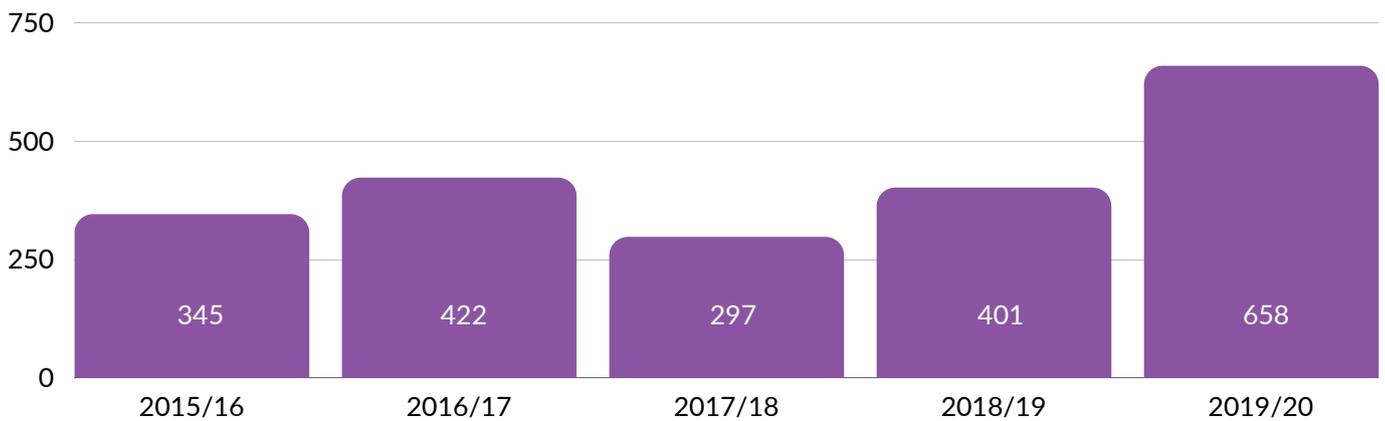
4.1 – CONCERNS AND ENQUIRIES

The graphs compare the number of safeguarding enquiries & concerns raised over the last 5 years. Although this year saw the highest number of enquiries over the 5 year period, the number of concerns raised was less than the peak seen so far in 2016/17. However, 2019/20 did see a 6% increase of the number of safeguarding concerns raised compared with the previous year. 2019/20 also had the highest proportion of safeguarding concerns progressing to safeguarding enquiries over the last 5 years.

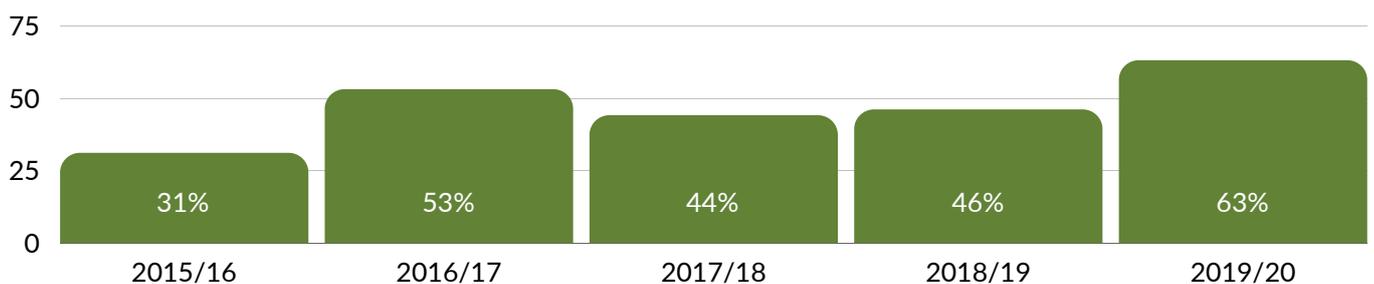
CONCERNS RAISED



ENQUIRIES STARTED IN YEAR

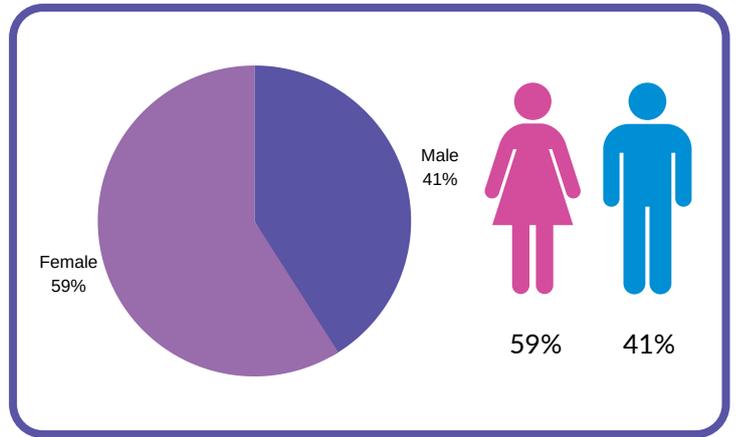


PERCENTAGE OF CONCERNS PROGRESSING TO ENQUIRIES



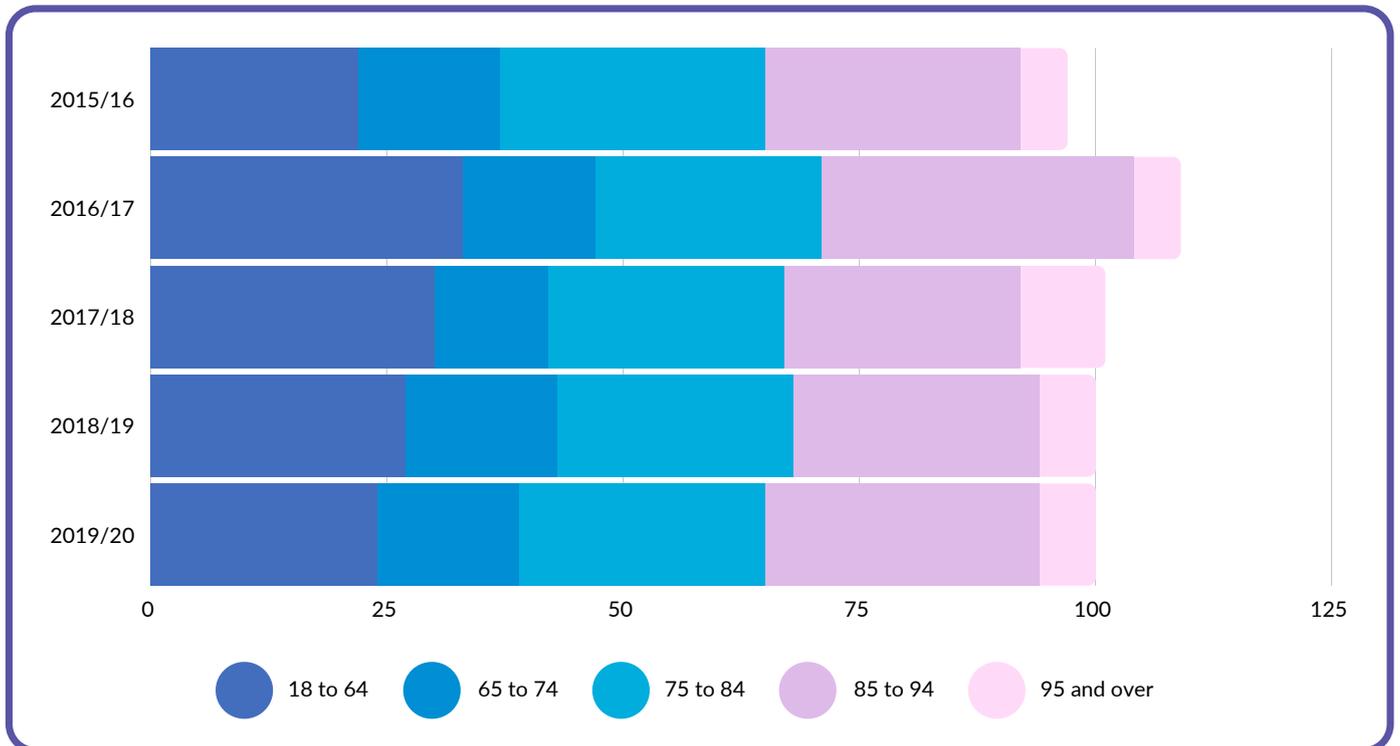
4.2 - GENDER OF INDIVIDUALS INVOLVED IN SAFEGUARDING ENQUIRIES

The proportion of male safeguarding enquiries fell from 43% in 2018/2019 to 41% in 2019/20. However, the overall pattern is in line with national statistics, where most safeguarding enquiries are amongst the female population.



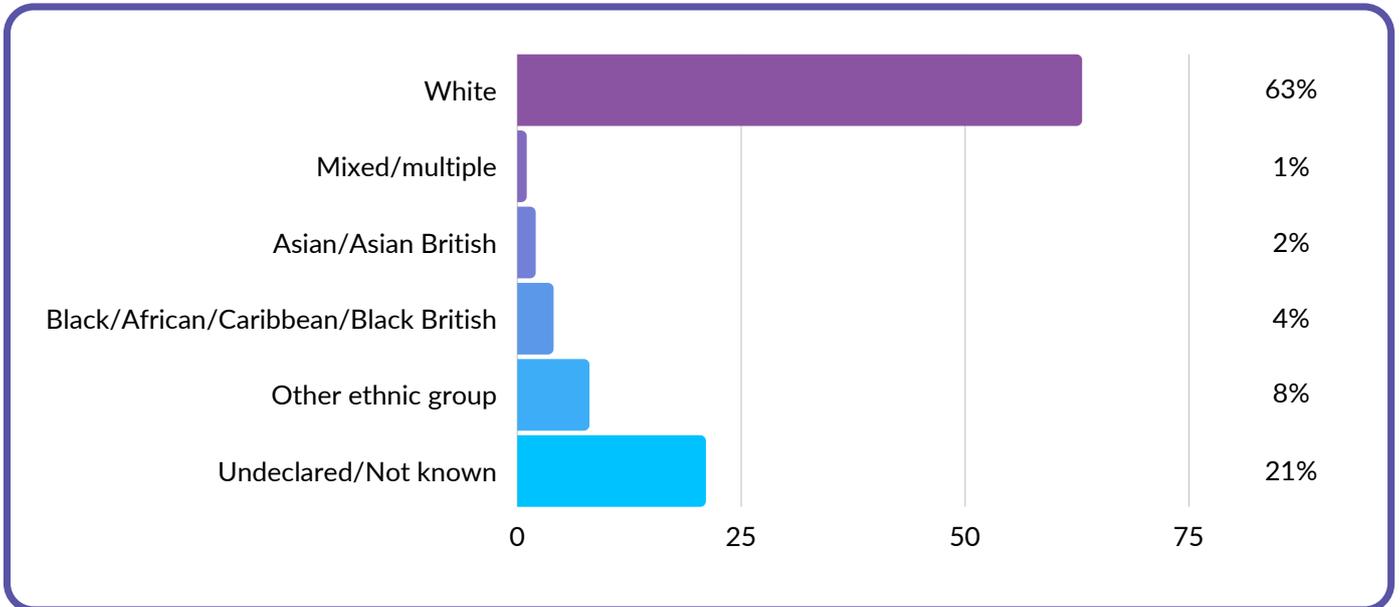
4.3 - AGE OF INDIVIDUALS INVOLVED IN SAFEGUARDING ENQUIRIES (%)

The age of individuals involved in safeguarding enquiries remains variable. Over the last 4 years there is a decline in the number of safeguarding enquiries for those in 18-64 age group; most of the adult population. However, there is a steady increase of enquiries in those aged 75 years and over. A contributing factor is the increase of the ageing population here in Bromley.



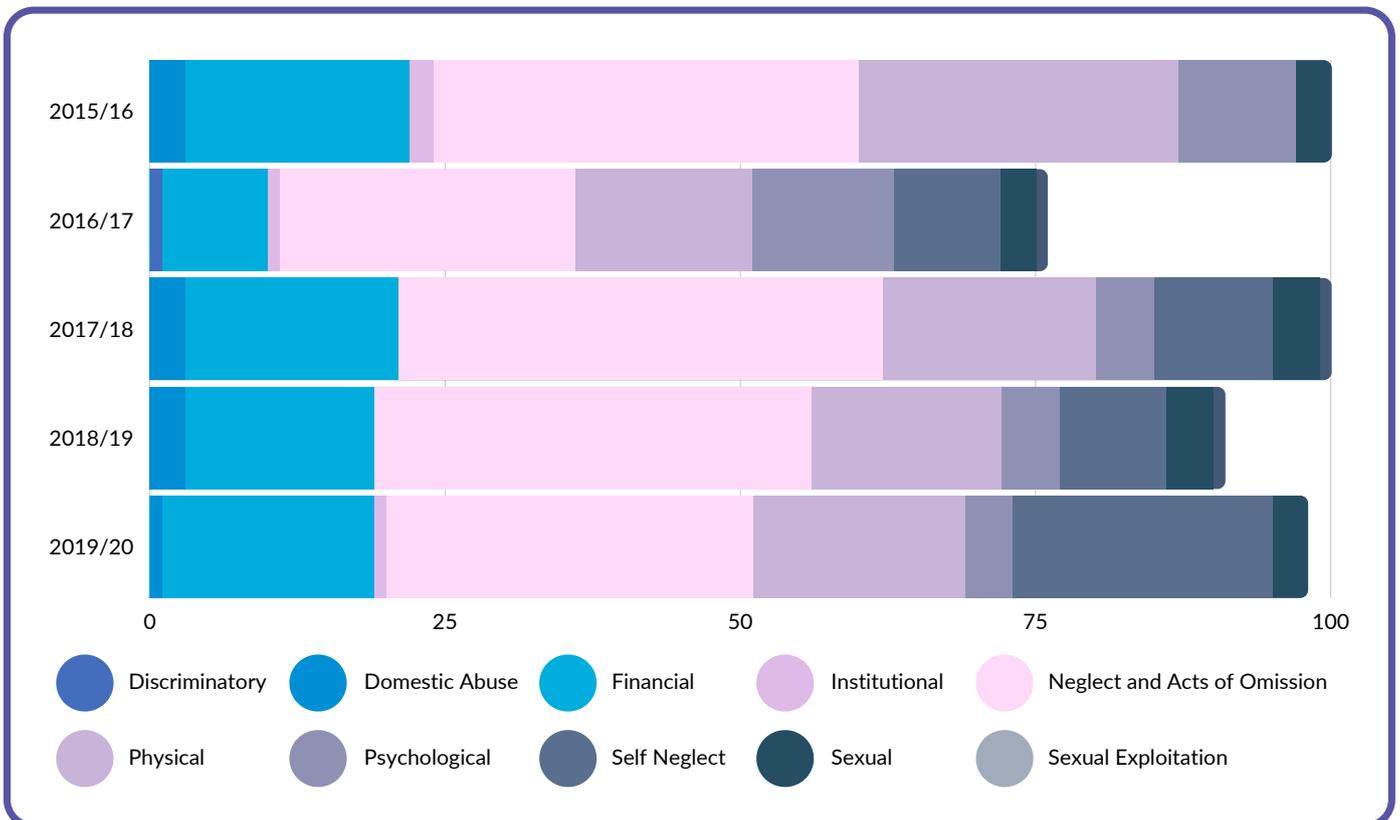
4.4 - ETHNICITY OF INDIVIDUALS INVOLVED IN SAFEGUARDING ENQUIRIES (%)

15% of safeguarding enquiries raised in 2019/20 were for those of an ethnic minority group; who make up 19% of Bromley's demographic. The majority (63%) of enquiries involved those of white ethnic origin.



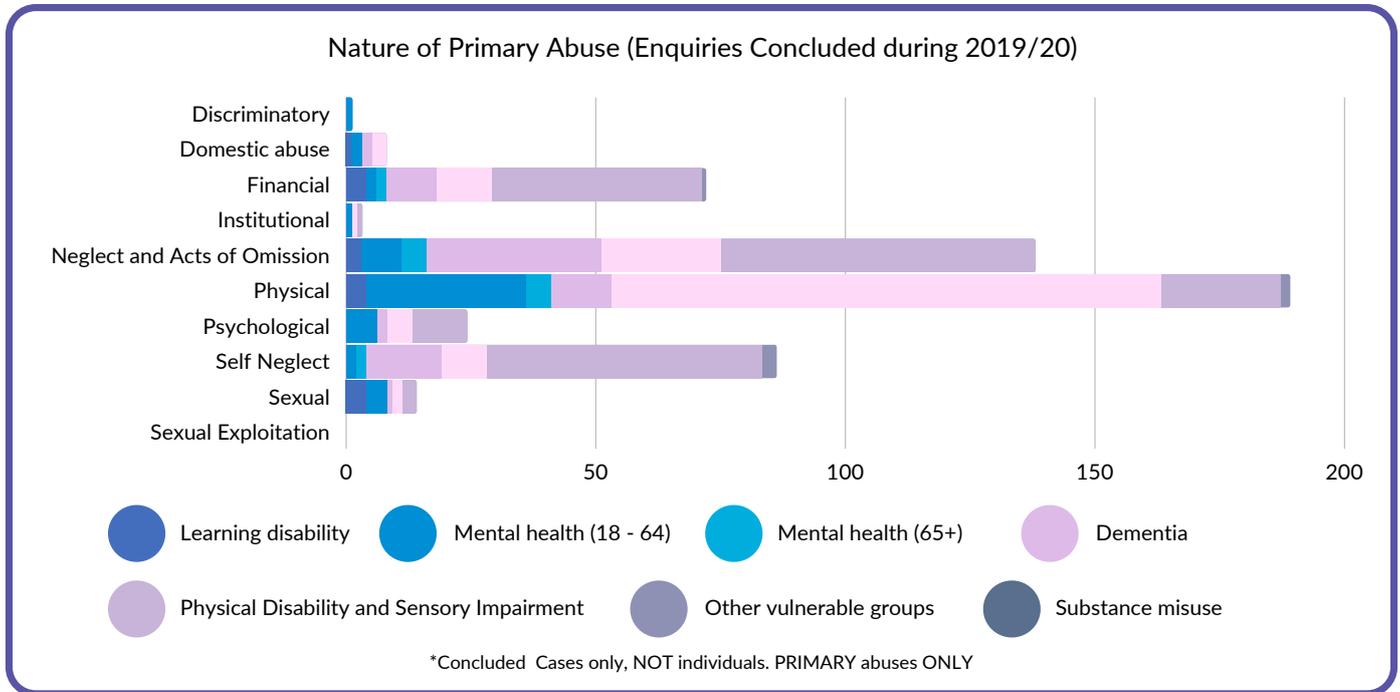
4.5 - TYPES OF ABUSE

Neglect and acts of omission, followed by physical and financial abuse, continues to be most prevalent in Bromley. However, there is a notable increase in the number of self-neglect incidences compared with previous years.



4.6 – PRIMARY SUPPORT REASON AND PRIMARY ABUSE

Most safeguarding incidences occurred to those in the other vulnerable people group, followed by those with mental health care & support needs and those who have a learning disability.



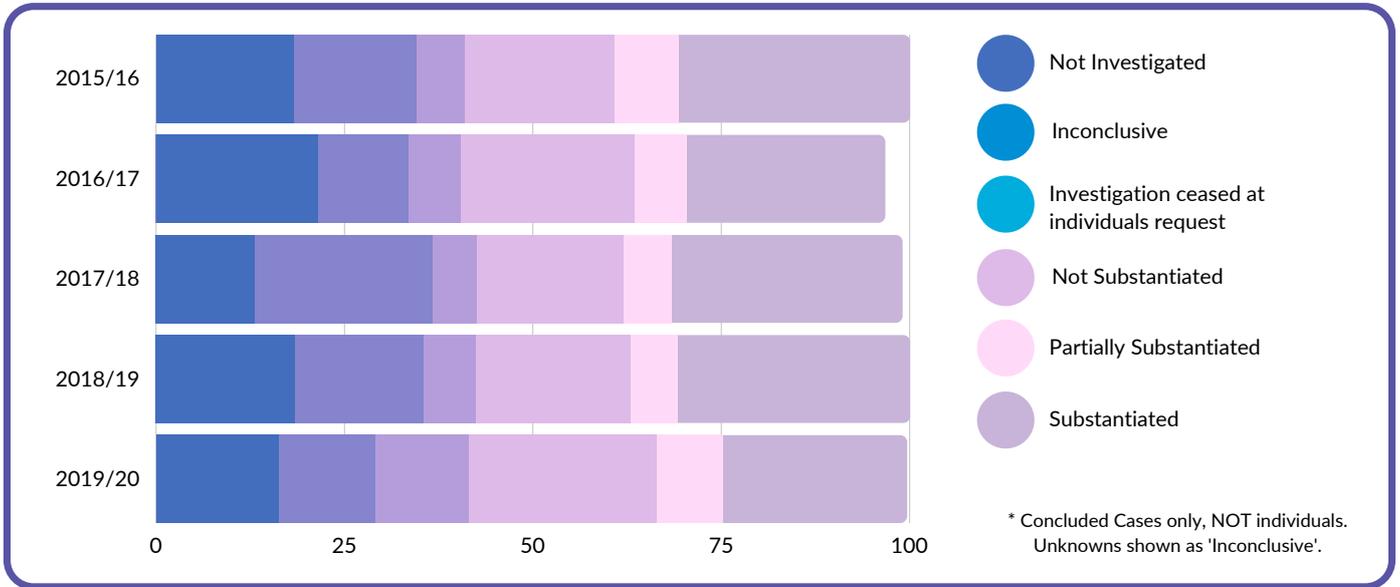
4.7 – LOCATION OF ABUSE FOR CONCLUDED ENQUIRIES

Most safeguarding incidences occur in the victim’s own home, which has seen an increase in 2019/20. This is followed by incidences in a care home setting; however, this has seen a downward trend over the last 5 years.

	2015/16	2016/17	2017/18	2018/19	2019/20
Own home	169	194	211	197	443
Community	2	15	12	9	19
Care home	89	103	87	101	130
Hospital	8	18	22	8	26
Other	45	49	50	103	124
TOTALS	313	379	382	418	742

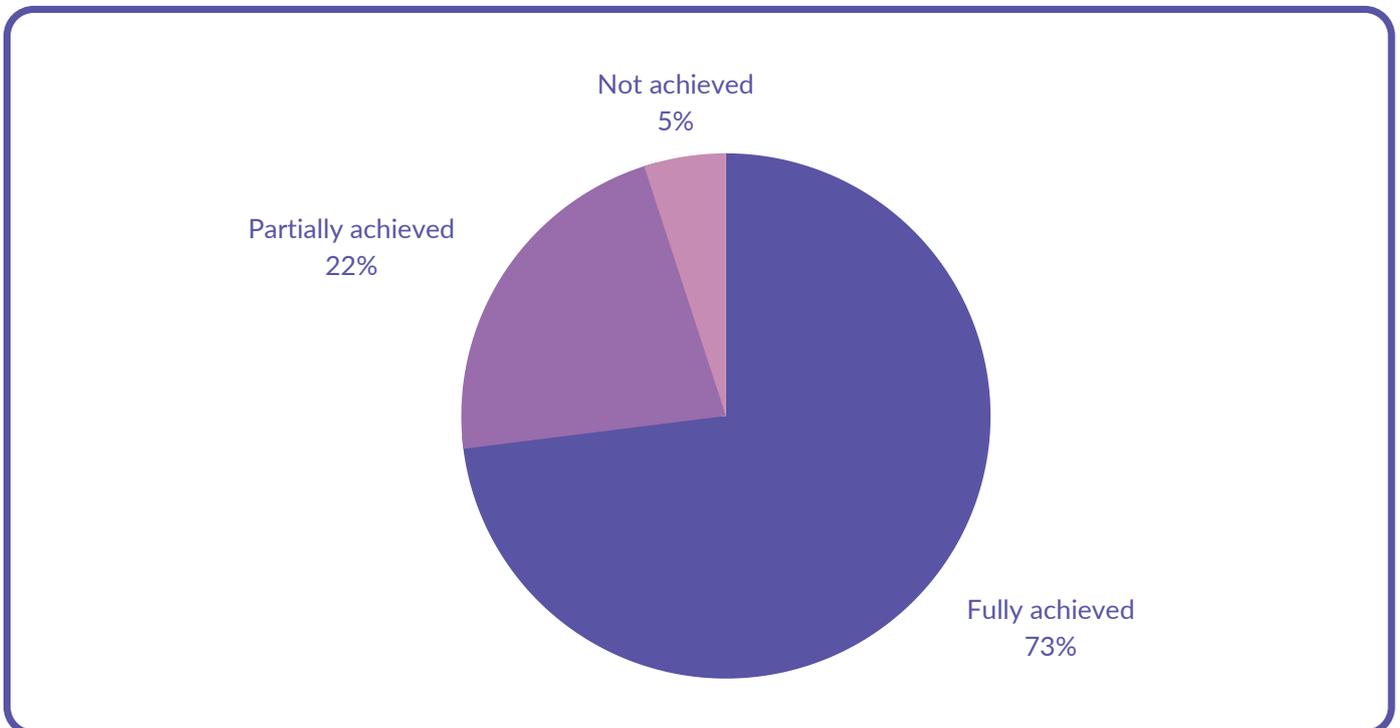
4.8 – OUTCOME FOR ENQUIRIES CONCLUDED IN 2019/20 (%)

The number of enquiries substantiated (24.5%) was almost the same as those that were not substantiated (24.9%), with a smaller proportion partially substantiated (8.8%). 16.2% of cases were not investigated, with 12.8% of enquiries found to be inconclusive.



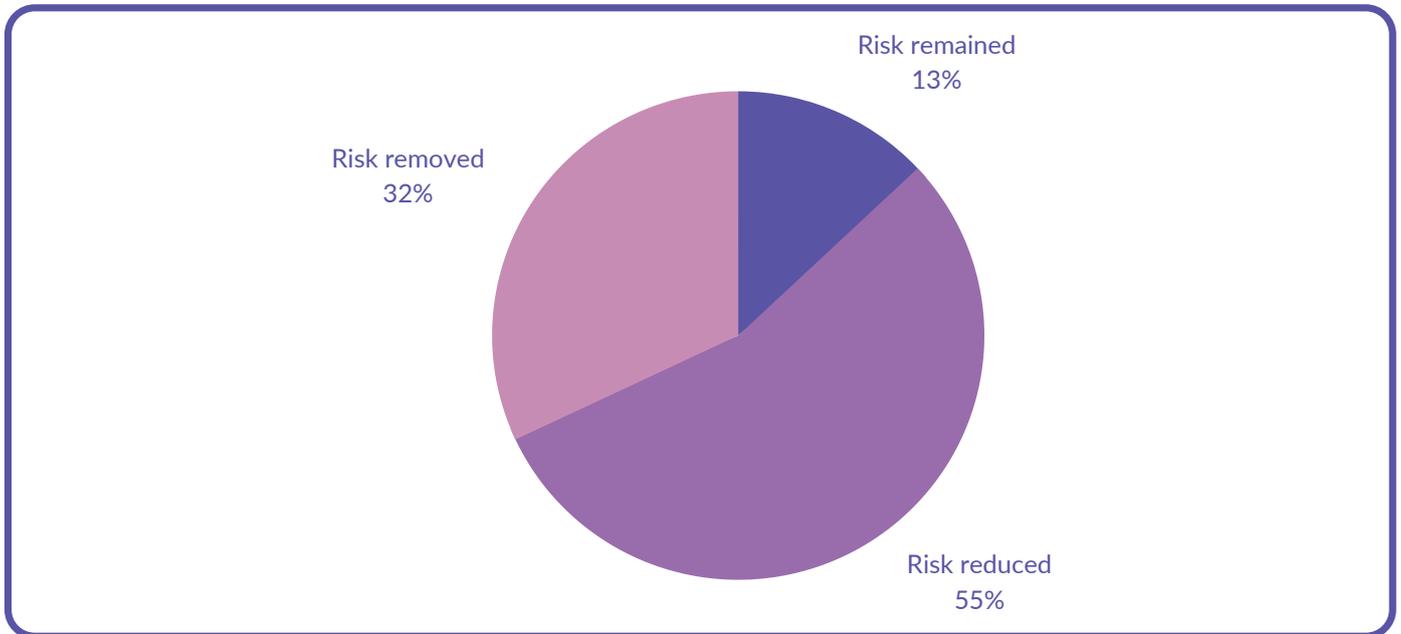
4.9 – MAKING SAFEGUARDING PERSONAL (MSP)

In 91% of enquiries concluded from 2019/20 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 95% of enquiries; an increase of 3% from the previous year.



4.10 – RISK OUTCOMES, WHERE RISK WAS IDENTIFIED (%)

32% of the safeguarding enquiries that concluded in 2019/20 had the initial risk removed, whereas 55% had the risk reduced, and in 13% the risk remained.



4.11 – OUTCOME FOR VICTIMS INVOLVED IN THE SAFEGUARDING ENQUIRY

No further action was needed for many (48%) of the concluded enquiries, whereas 17% of cases required increased monitoring. A small proportion of victims received Community Care Assessments and Services or moved to different care services. 1% of concluded cases required an application to the Court of Protection.

	DISCRIMINATORY	DOMESTIC ABUSE	FINANCIAL	INSTITUTIONAL	NEGLECT AND ACTS OF OMISSION	PHYSICAL	PSYCHOLOGICAL	SELF NEGLECT	SEXUAL	SEXUAL EXPLOITATION
Application to Court of Protection	0	0	4	0	1	0	0	0	1	0
Community care assessment and services	0	0	5	1	15	4	0	28	0	0
Guardianship/Use of Mental Health Act	0	0	0	0	0	0	0	2	0	0
Increased monitoring	0	2	17	1	43	31	3	20	5	0
Management of access to finances	0	0	12	0	0	0	0	2	0	0
Moved to increase/different care	0	3	3	2	13	8	4	4	2	0
No further action	0	1	63	1	126	61	12	77	6	0
Other	0	1	14	0	27	12	5	27	2	0
Referral to advocacy scheme	0	0	1	0	0	0	0	1	0	0
Referral to counselling/training	0	0	1	0	2	0	0	2	2	0
Restriction/management of access to alleged perpetrator	1	1	7	0	5	15	4	0	6	0
TOTALS	1	8	127	5	232	131	28	163	24	0

4.12 – OUTCOME FOR PERPETRATORS INVOLVED IN THE SAFEGUARDING ENQUIRY

Following the conclusion of all safeguarding enquires in 2019/20, 59% of the perpetrators involved required no further action, whereas 15% required continued monitoring. A small minority (4%) required police intervention, however none of these resulted in criminal prosecution.

	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	0	0	0	0	0
Action by commissioning/placing authority	0	0	2	0	4	2	0	0	1	0
Action by Contract Compliance	0	0	0	1	5	2	1	0	0	0
Action under Mental Health Act	0	0	0	0	0	0	0	0	1	0
Carer's Assessment offered	0	0	0	0	7	2	2	3	0	0
Community care assessment and service	0	1	0	0	2	2	0	10	0	0
Continued monitoring	0	1	17	0	41	20	5	9	2	0
Counselling/Support/training/treatment	0	1	2	0	7	1	0	0	1	0
Criminal Prosecution	0	0	0	0	0	1	0	0	0	0
Exoneration	0	0	1	1	3	2	0	1	1	0

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	DISCRIMINATORY	DOMESTIC ABUSE	FINANCIAL	INSTITUTIONAL	NEGLECT AND ACTS OF OMISSION	PHYSICAL	PSYCHOLOGICAL	SELF NEGLECT	SEXUAL	SEXUAL EXPLOITATION
Management action - Disciplinary, Supervision etc	0	0	3	1	22	5	0	0	0	0
Management of access to Vulnerable Adult	1	1	6	0	2	16	4	1	3	0
No Further Action	0	3	86	0	132	70	12	67	8	0
Police Action	0	0	9	0	0	4	3	1	6	0
Referral to POVA/ISA list	0	0	0	0	0	0	0	0	0	0
Referral to registration body	0	0	0	1	0	2	1	0	0	0
Removal from property/service	0	1	2	0	0	1	0	0	1	0
TOTALS	1	8	128	5	228	130	28	92	24	0

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