



**BROMLEY
SAFEGUARDING
ADULTS
BOARD**

ANNUAL REPORT

2020 TO 2021



www.bromleysafeguardingadults.org



**BY LISTENING WE
WILL EMPOWER ALL
COMMUNITIES TO
WORK TOGETHER TO
PREVENT ABUSE AND
NEGLECT**

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EXECUTIVE SUMMARY

As we report on this year, we would like to acknowledge the impact that the COVID-19 pandemic had on everyone, every business and in particular Adult Safeguarding.

We begin by taking this opportunity to express our empathy and sympathy for those who have experienced grief, loss, struggle and distress.

We also express our appreciation to all who dedicated their time, energy, and experience to help support our community to keep those who are most vulnerable safe from abuse and harm during this challenging time.

We are proud of the steps and flexibility the Board took to adapt to a different way of working. **Our ongoing priority being to minimise risk to our vulnerable residents, our community, our colleagues, whilst ensuring business continuity.**

One immediate area of concern at the start of the pandemic was the low number of safeguarding referrals received, in particular those relating to Domestic Abuse during the national lockdown. To address this, access to support services and information were swiftly promoted in varying mediums via the work of the Board's subgroups. This included displaying related posters and stickers in all vaccine hubs, as well as providing advice to provider safeguarding teams.

Promotion of local and national support services are made available from the Board's website. Additional community engagement initiatives, such as targeted direct contact with vulnerable residents, has provided vital support during the most challenging lockdown period.

A Care Home Operational Group was established to review any challenges, with daily meetings chaired by the Director of Adult Services or Director of Public Health, attended by members from local health partners, Commissioning Teams, GPs, Southeast London CCG (Bromley) and Adult Services.

Practitioners have worked collaboratively with our partner agencies to:

- meet these unprecedented challenges
- respond to the increased number of safeguarding concerns
- provide timely interventions to safeguard vulnerable adults and families

Overall communication relating to COVID-19 was at an optimal level, avoiding the duplication of circulated messages. A dedicated section on the Board's website highlighted the key messages, whilst signposting visitors to broader information. Relevant policies in relation to the pandemic were also made accessible from the Board. The Board also took steps to develop or source materials that are in easy-read format as part of our inclusion culture.

As we emerge from the pandemic, the Board's work is realised through its strategic leadership and the efforts of each member working collaboratively with one another. Workstreams identified are adapted to meet the needs of our service users and executed via the subgroups. Findings from events such as the Safeguarding Adults Partnership Audit Tool (SAPAT) challenge event will further help shape our priorities and the work that we do.



FOREWORD



BY TERESA BELL,
INDEPENDENT CHAIR

I am very pleased to introduce the Annual Report for Bromley Safeguarding Adults Board (BSAB) for the period 2020 to 2021.

I started as the Independent Chair of the Board at the beginning of 2021. I am very grateful to all partners for their support and contributions to the BSAB. I feel privileged to be working with a partnership which has such committed and skilled representatives from the statutory, independent and third sector across Bromley.

At the time of writing (July 2021) we are due to move into another phase of our national experience of, and response to, the COVID-19 pandemic, with an easing of restrictions being proposed.

On behalf of BSAB, I would like to take this opportunity to mourn the deaths of residents who have died, acknowledge the grief of their families and friends, as well as commending the hard work, dedication, and commitment of health, social care staff and all the key workers who kept everything going during this last year.

Since joining the Board, I have received regular reports from partners of their creative and dedicated hard work during this challenging time. It is evident that there has been close working across agencies to meet the demands of the pandemic and lockdowns, providing assurance that they continued to meet their safeguarding responsibilities despite the additional and extreme pressures on services.

This annual report shows what the Board aimed to achieve during 2020 to 2021 and what we have been able to achieve. The annual report provides a summary of who is safeguarded in Bromley, in what circumstances and why. This helps us to know:

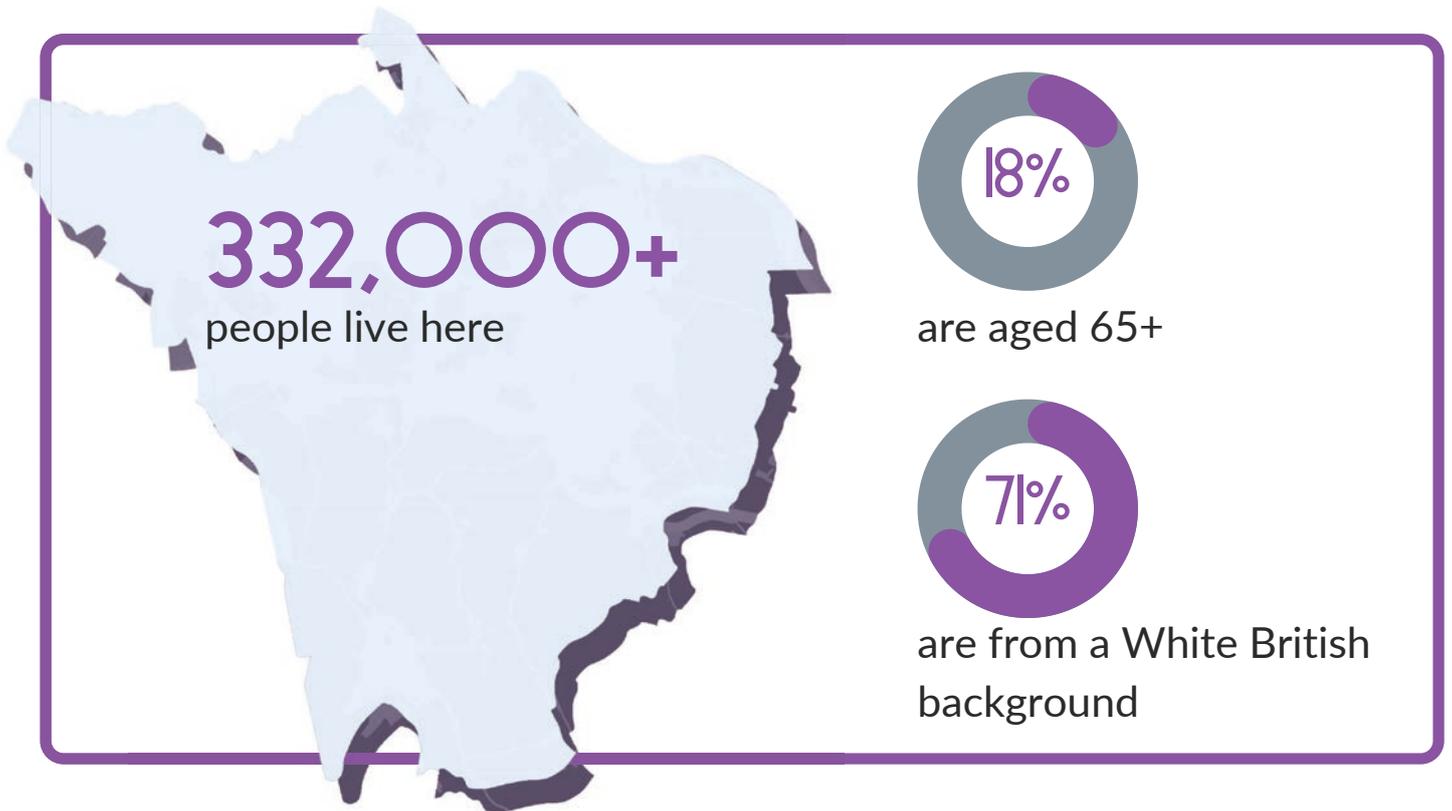
- what we should be focussing on for the future
- who might be most at risk of abuse and neglect
- how we can work together to support people who are most vulnerable to those risks

There continues to be significant pressures on partners in terms of resources and capacity, especially during the COVID-19 pandemic. I want to thank all partners and those who have engaged in the work of the Board for their considerable time and effort. My particular thanks go to the excellent BSAB team as well as to the Chairs of the Subgroups who do so much to ensure that our ambitions for safeguarding in Bromley can be achieved.

I look forward to chairing the partnership in the next year to continue this journey with you.



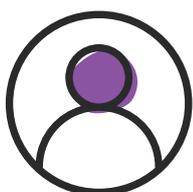
WHO LIVES IN BROMLEY?



49,000+
people live with a long-term illness



45,000+
adults aged 18-64 have a mental health diagnosis



70%
of those age 65 and over expected to have dementia are diagnosed



49,000+
people estimated live with a long-term illness

WHO USES SERVICES IN BROMLEY?

Bromley Well

23,399

people accessed services
from Bromley Well

9,852

of these were
new clients

4,613

came via the
Single Point of Access



14,000+

calls received by Adult
Early Intervention Service

1,180

calls per month,
on average

6,276

referrals to
adult social services



2,803

aged 18+ accessing
long-term support

237

adults aged 65+ admitted into
nursing or residential care

90%+

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

OUR KEY PRIORITIES







PRIORITY 1



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, but 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.

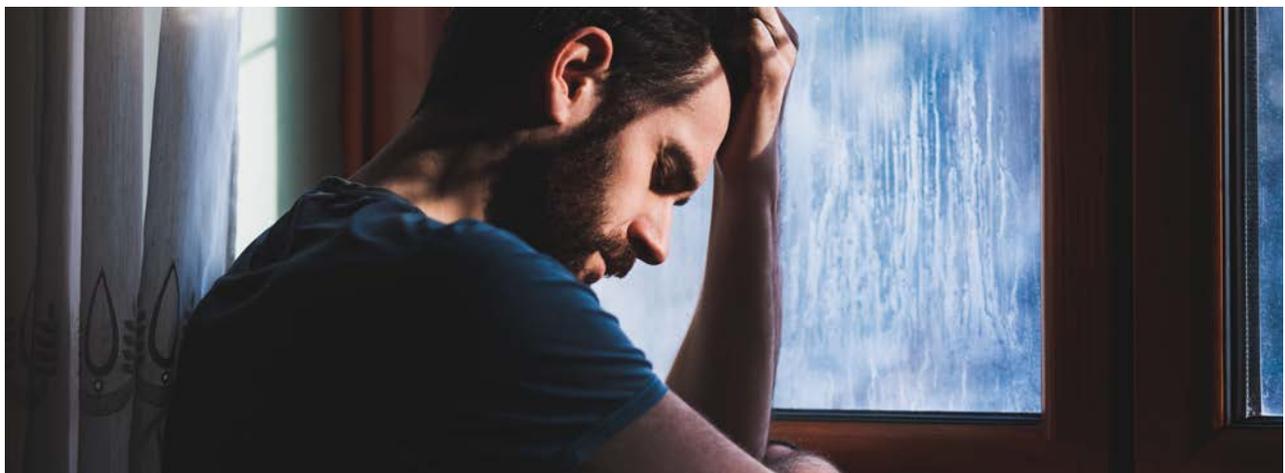
THE PICTURE IN BROMLEY

4,532 incidents of domestic abuse were reported to the Metropolitan Police in Bromley over the last year. This is 5% less than what was reported in the previous year.

Domestic abuse accounted for 3% of all safeguarding enquiries during 2020 to 2021, this is up 1% from the previous year. The highest proportion of these (50%) were amongst those in the 18-64 age group.

3%

of safeguarding enquiries were for domestic abuse





WHAT WE HAVE DONE

In response we have:

- Developed a dedicated webpage for domestic abuse on our website
- Promoted the availability of a pocket size printed card for victims and survivors of domestic abuse to discreetly keep with them should they need to access support
- Raised awareness of national initiatives to support victims of domestic abuse during the pandemic, such as the Ask for Ani domestic abuse codeword scheme, Safe Spaces, and the Hollie Guard digital app
- Provided domestic abuse training for professionals in webinar format during the national lockdown
- Promoted online domestic abuse related webinars delivered by The Survivors Trust and Hestia which included information on supporting employees affected by domestic abuse during COVID-19
- Worked together with Bromley and Croydon Women's Aid (BCWA) to deliver a learning session during the 2020 National Safeguarding Awareness Week, facilitated by BCWA Independent Domestic Violence Advocates
- Supported the implementation of the boroughwide Intergenerational Domestic Violence and Abuse Strategy for 2021 to 2024
- Supported the implementation of the Drive Perpetrator Panel to disrupt abuse and reduce reoffending amongst high risk and high harm perpetrators of domestic abuse





PRIORITY 2



FINANCIAL ABUSE

Financial abuse is often hard to detect as it is a type of abuse that can start subtly and can take many forms. This can be someone taking or misusing someone else's money or belongings for their own gain and the perpetrator is often known to the victim. Online fraud is another type of financial abuse and is often disguised in fake emails and texts.

THE PICTURE IN BROMLEY

Financial abuse accounted for 13% of safeguarding enquiries during 2020 to 2021, this is 7% less than the previous year.

The highest proportion of these (37%) were amongst those in the 75-84 age group.

13%

of safeguarding enquiries were for financial abuse

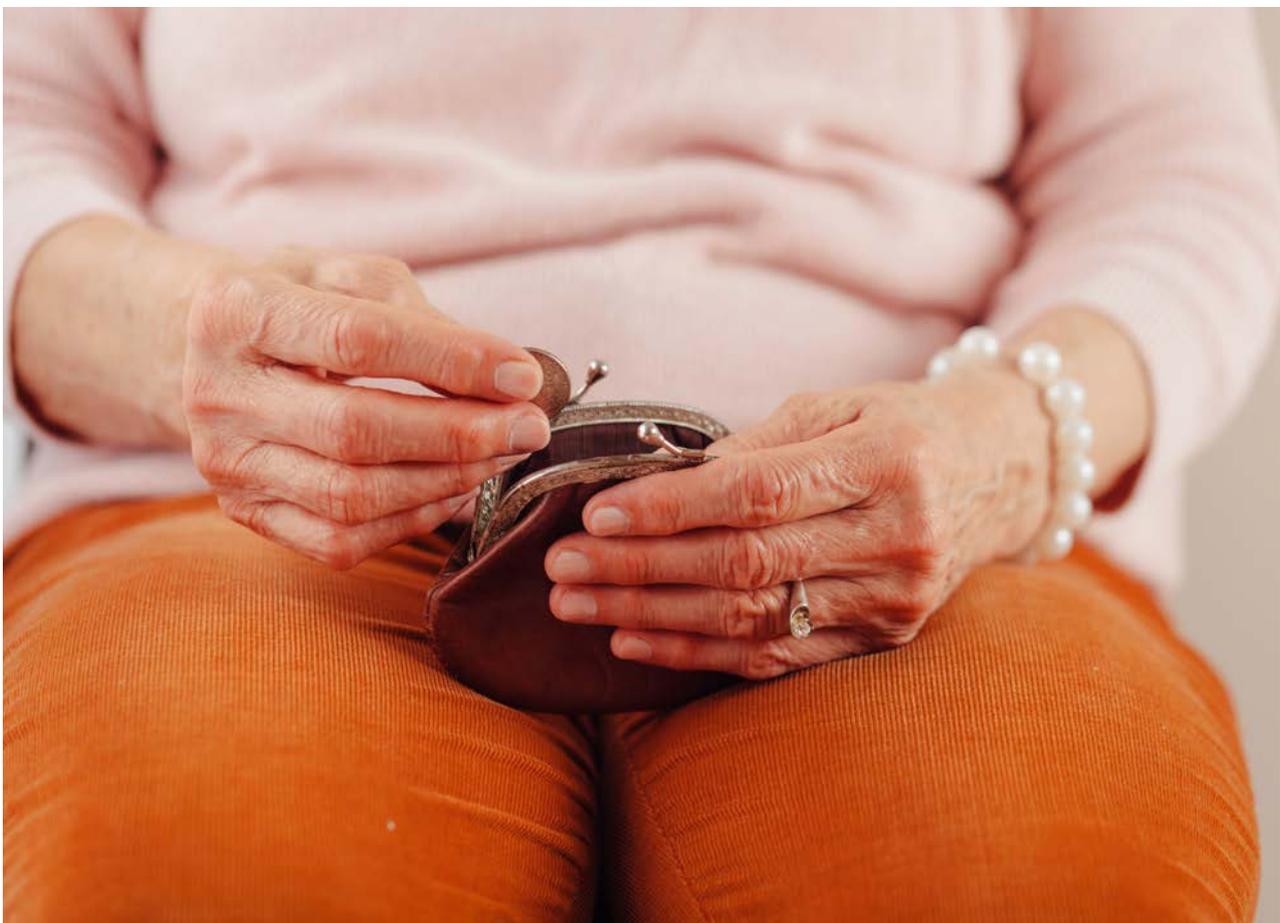


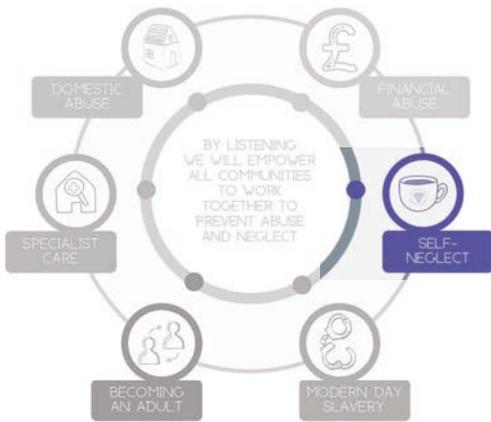


WHAT WE HAVE DONE

In response we have:

- Developed a dedicated webpage for Trading Standards on our website, which includes a video on spotting the signs of financial abuse
- Introduced a new online course for professionals and volunteers that covers scamming
- Promoted a campaign on Romance Fraud developed by regional partners
- Delivered a presentation to our partners on Scams and Doorstep Crime during the 2020 National Safeguarding Awareness Week
- Raised awareness of various online scams via our social media profiles
- Continued working with partners to identify emerging types of financial scams to raise awareness of these with the community





PRIORITY 3



SELF-NEGLECT

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

THE PICTURE IN BROMLEY

Self-neglect accounted for 22% of safeguarding enquiries during 2020 to 2021, this is an increase of 0.6% compared with the previous year.

This was evenly spread across most age groups.

22%

of safeguarding enquiries were for self-neglect



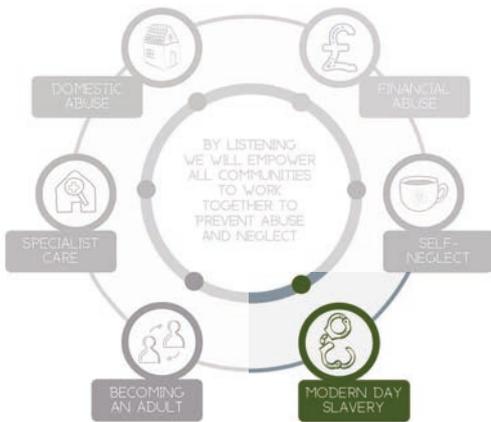


WHAT WE HAVE DONE

In response we have:

- Developed a Complex Case pathway together with colleagues in Lambeth and Southwark which was influenced by the learning from our first Safeguarding Adults Review (SAR) where self-neglect was the key theme of its evaluation
- Shared learning from national Safeguarding Adult Reviews where self-neglect was an occurring theme
- Continued holding regular Self-Neglect and Hoarding Panel (SNaHP) meetings to discuss individual cases of concern, providing professional multi-agency advice to all agencies to help those who need support
- Held a learning session during the 2020 National Safeguarding Awareness Week on Self-Neglect and Hoarding to raise awareness of both definitions as well as the referral process to the Board's SNaHP meeting
- Updated our self-neglect leaflet and made this available in digital format for downloading and printing
- Continued raising the awareness of self-neglect through various professional safeguarding training
- Developed a dedicated webpage for self-neglect on our website
- Shared self-neglect awareness messages via our social media profiles





PRIORITY 4



MODERN DAY SLAVERY

Modern slavery is typically where one person has their freedoms removed from them by another person and are severely exploited. People can be entrapped working in unacceptable conditions in factories, serving our food, working in houses as cleaners, nannies, or cooks. Modern slavery is all around us but often difficult to see. People can be trafficked from other countries, as well as within the UK, to be kept as slaves.

THE PICTURE IN BROMLEY

There was a total of 48 modern slavery offences for Bromley this year, which was 12 more than the previous year. 52% of these were referred via the National Referral Mechanism by social care services, 38% by the Metropolitan Police, with the remaining referred by the Home Office and a Non-Government Organisation (NGO). County Lines accounted for 49% of these offences, the highest offence category for the Borough.

48

modern slavery offences

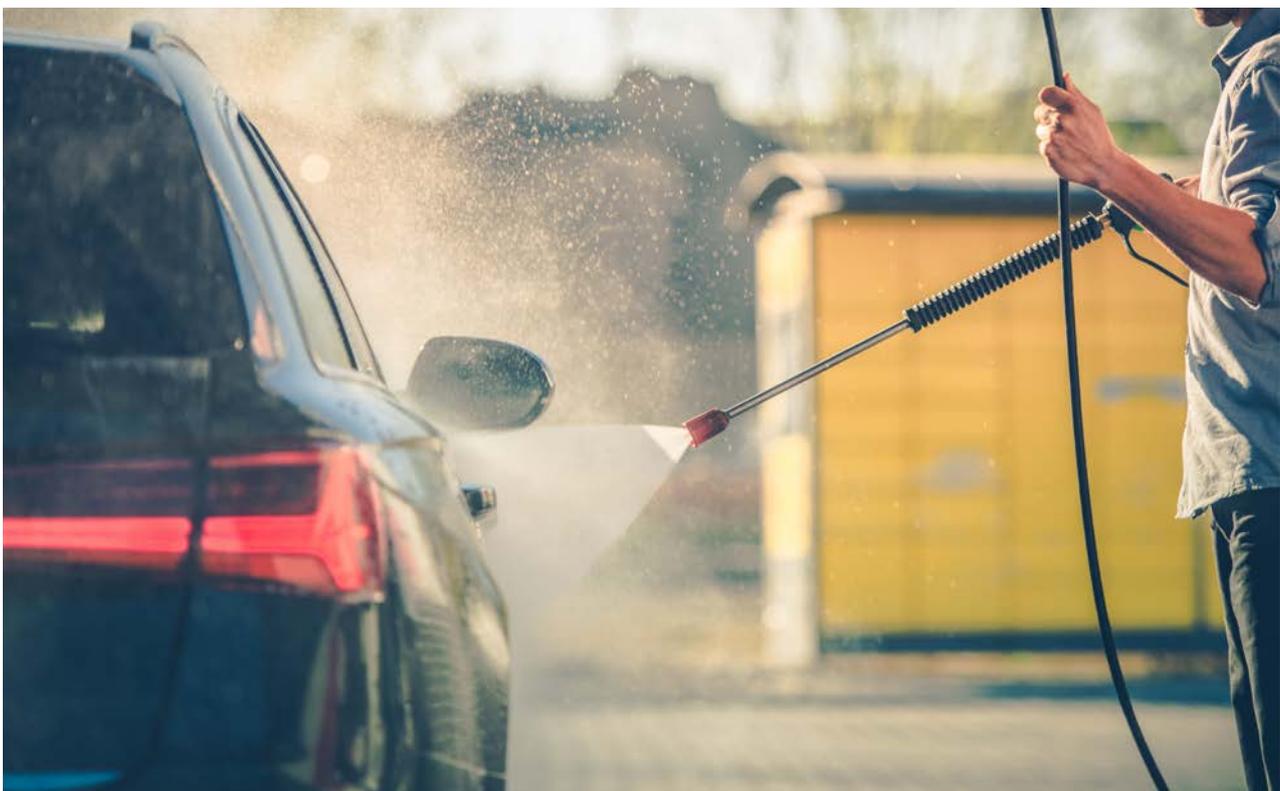




WHAT WE HAVE DONE

In response we have:

- Developed a page dedicated to modern day slavery on our website
- Promoted online training for human trafficking and modern day slavery
- Raised awareness of the National Referral Mechanism
- Raised awareness of what to do as a first responder during the COVID-19 pandemic
- Delivered a presentation by Human Trafficking Foundation to our partners on modern day slavery during the 2020 National Safeguarding Awareness Week
- Promoted a webinar on unlocking the hidden risks of modern slavery in supply chains
- Shared 'The Experience of Detention and Asylum for Modern Day Slavery Survivors' learning session for professionals to access
- Raised awareness of what Section 49 of the Modern Slavery Act 2015 means for local authorities
- Continued attending the meetings of the London Modern Slavery Leads virtually and disseminating information relevant to Bromley





PRIORITY 5



TRANSITIONAL CARE OF CHILDREN INTO ADULTHOOD

Transitional safeguarding is an approach taken to safeguard adolescents and young people as they prepare for their adult lives. This process can start as early as when the individual is 13 to 14 years of age. The aim is for there to be a continuation of care and support to meet the needs of the individual, with minimal disruption to their way of life as they progress from children's support services to adults. It recognises that this period of transition will be experienced differently by young people at different times.

THE PICTURE IN BROMLEY

11 young adults (7 females and 4 males) under the age of 19 had a safeguarding enquiry completed. The primary area of abuse for 38% of these was neglect and acts of omission. 19% were self-neglect and financial abuse, 13% were physical abuse, and the remaining enquiries concluded with domestic and psychological abuse as the primary area of abuse.



11 young adults had a safeguarding enquiry completed



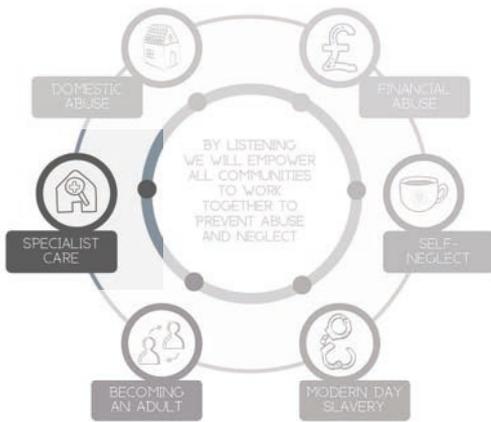


WHAT WE HAVE DONE

In response we have:

- Promoted the availability of the following during the COVID-19 pandemic:
 - Access to over 30 services, locally and nationally, offering support for those experiencing all types of abuse
 - The 'Approaching the Cliff-Edge of 18' webinar
 - The 'Child Criminal Exploitation and County Lines' webinar by Human Trafficking Foundation
 - The 'How are our Children Coping?' workshops by the Council
 - Suicide prevention training
 - The 'Transition from Children to Adults Safeguarding' webinar from Research in Practice
- Organised and offered training on Prevent and Stalking Awareness
- Raised awareness of the 'Bridging the Gap' briefing report and the supporting online learning session
- Provided access to the toolkit for the Drive Perpetrator Panel in Bromley
- Updated our Practitioners Library with the revised MARAC (Multi Agency Risk Assessment Conference) referral form
- Included national reviews in our SAR library that are related to young adults
- Made available safeguarding awareness posters in digital format for downloading and printing, which depict young vulnerable adults
- Shared awareness messages on Transitional Safeguarding via our social media profiles





PRIORITY 6



VULNERABLE ADULTS IN SPECIALIST CARE AND RESIDENTIAL HOMES

Keeping all adults in specialist care and residential homes safe from abuse and neglect is important to us. To do this, we must understand what the potential indicators of abuse and neglect by individuals, or organisations, is within these settings. Care home providers, managers, staff, volunteers, health, and social care practitioners working with adults in care and residential homes always have a professional duty of care. They must also all ensure they have a good understanding of the safeguarding process from when a concern is first identified through to Section 42 safeguarding enquiries.

THE PICTURE IN BROMLEY

118 safeguarding enquiries concluded this year where abuse had taken place in a care home setting. This accounts for 15% of all concluded enquiries for 2020/21.

15%

of safeguarding enquiries were for abuse in a care home setting



WHAT WE HAVE DONE

In response we have:

- Remained informed of all changing local and national developments during the COVID-19 pandemic that have an impact on specialist care and residential homes, ensuring that this information is shared with agencies swiftly and appropriately
- Held regular multi-agency meetings with providers during the COVID-19 pandemic to provide support with any needs identified
- Delivered a learning session during the 2020 National Safeguarding Awareness Week on Professional Curiosity, which shared learning from case studies on residents in care home settings
- Shared a briefing on the legal complexities arising in respect of Temporary Alternative Discharge Destination (TADD) beds and restrictions on visitors to care homes and hospitals
- Provided access to Government guidance on how care homes can support residents on visits outside of the care home
- Shared guidance on safeguarding adults in care homes produced by the National Institute for Health and Care Excellence (NICE)
- Promoted the availability of a pocket guide for registered managers of care homes which outlines good practice in safeguarding training
- Shared a quick guide for registered managers of care homes on creating a safeguarding culture
- Promoted a range of helpful services for those in care home settings via our website, including the Keeping Well service which provides free wellbeing and psychological support to all NHS and care home staff in South East London
- Shared awareness messages relating to care home settings via our social media profiles

WORK OF OUR SUBGROUPS



COMMUNICATIONS AND
SERVICE USER ENGAGEMENT



PERFORMANCE,
AUDIT AND QUALITY



POLICIES AND
PROCEDURES



SAFEGUARDING ADULTS
REVIEW COMMITTEE



SELF-NEGLECT AND
HOARDING PANEL



TRAINING AND
AWARENESS





COMMUNICATIONS AND SERVICE USER ENGAGEMENT GROUP (CSUEG)

CHAIR

Rob Vale

Head of Service:
Trading Standards and
Commercial Regulation

Bromley Council

KEY ACHIEVEMENTS

The group refreshed its workplan to reflect the impact of the COVID-19 pandemic, taking into consideration how this affects the various workstreams. Moving to holding meetings virtually has enabled additional representation of partners, including from the voluntary sector.

The Terms of Reference of this working group were updated, changing its remit from being a Task and Finish Group to an official subgroup of the Board. The update also includes a reference to the inequality around the Black, Asian and Minority Ethnic (BAME) community, accessibility of communication platforms, and acknowledges the potential barriers around digital communication.

We officially launched the BSAB website in June 2020, which is the Board's first standalone digital platform. Working closely with our partners, all BSAB subgroups and the corporate communications team, our site offers information on:

- Who we are as a Board
- What is safeguarding
- How we can help
- Resources for professionals
- Training for partners, volunteers, and carers
- Latest news items and any emerging developments in the world of adult safeguarding

An editorial group was also established to oversee the content management of the website, as well as to analyse the performance, including traffic to the site, using various tools including Google Analytics.

To complement the website launch, we established our first social media presence by launching a Twitter account (@BromleySAB). A Twitter strategy was also written and approved by the subgroup.

As Financial Scamming is one of the Board's key priorities, we developed a dedicated page to Trading Standards on our website, which raises awareness of rogue traders and current matters which potentially impact on our community. The 'TS Alert!' newsletters, launched in February 2021, also feature on this page.

We further developed our safeguarding awareness materials to include a concertina style pocket guide and easy read options of our general poster campaign, which was done in consultation with service user representatives. Our products are available in digital format that can be downloaded and printed, accessible from the Board's website and were shared widely across the partnership.

MAIN OBJECTIVES FOR THE YEAR AHEAD

To develop a Safeguarding Awareness and Communication Calendar that outlines key events throughout the year. This will place emphasis on promoting key messages that coincide with local and national safeguarding events to make the most of local and national resources.

We will continue working closely with all the Board's subgroups to identify what support can be offered to raise awareness of key communication matters.

We will aim to engage with the wider community seeking opportunities to link in with other partners, such as One Bromley, to connect to a wider audience.

We will listen to the voice of the service user and seek opportunities to provide a platform for those to share their safeguarding experiences.



PERFORMANCE, AUDIT AND QUALITY (PAQ)

CHAIR

Heather Payne

Head of Adult
Safeguarding

King's College Hospital
NHS Foundation Trust

KEY ACHIEVEMENTS

The group updated the PAQ workplan to reflect the Board's Strategy for 2020 to 2023, prioritising the Board's thematic priorities and to acknowledge the potential impact of COVID-19 through learning.

The Mental Capacity Act (MCA) training compliance, and the implementation of the Liberty Protection Safeguards (LPS) is regularly reviewed at each meeting.

The group continued to review safeguarding referrals and areas of concern from partners to understand the local picture. Agencies provided regular activity update with a key focus on the following:

- Categories of abuse
- Outcomes
- Challenges
- Priorities
- Response to COVID-19

Challenges faced by partners were discussed with a solutions-based focus.

The Board's thematic priorities were discussed whilst monitoring statistics on specific areas of concern, such as domestic abuse and neglect, which may have been further impacted by the pandemic. Any awareness raising requirements identified were taken to our respective subgroups to deliver this work.

Learning from our first SAR has progressed to the development of a tri-borough Complex Case Pathway together with Lambeth and Southwark. Ensuring this does not duplicate the work of the existing SNaHP, the new framework is to complement and support the work of the SNaHP.

The progress of existing SARs is monitored by members of the PAQ, with a key focus on agency updates on the actions which derived from the review recommendations.

Case studies are reviewed for shared learning, which cover a range of existing safeguarding matters such as honour-based violence and those related to neglect. Looking at how we formulate strategies and who stakeholders are in individual cases is our approach to ensuring we make safeguarding personal.

The group had oversight of the Board's Risk Register, which was updated to include the potential impact of COVID-19.

MAIN OBJECTIVES FOR THE YEAR AHEAD

Monitor how safeguarding is embedded by partner agencies in their recovery plans from the COVID-19 pandemic.

The subgroup will continue reviewing case studies for shared learning, embedding into practice lessons learnt.

The Board will hold its first Safeguarding Adults Partnership Audit Tool (SAPAT) challenge event, the process of which will be monitored through the PAQ.

The group will continue to ensure that Making Safeguarding Personal is embedded into practice and is promoted at all opportunities.

The remit of the PAQ subgroup will be reviewed together with the Independent Chair, ensuring that its workstreams are congruent with the local and wider safeguarding picture.

Measuring improvements against our key priorities will be established, exploring the option of developing a dashboard to capture progress. Understanding how we have 'made a difference' as a Board will be an essential part of tracking the work of our partnership.



POLICIES AND PROCEDURES

CHAIR

Paul Sibun

Adult Safeguarding
Manager

NHS South East London
Clinical Commissioning
Group (Bromley)

KEY ACHIEVEMENTS

The Policies and Procedures subgroup workplan has been updated to reflect and complement the BSAB 2020-23 strategy, prioritising the Board's thematic priorities, to reflect the current position of Policy progress, and to acknowledge the potential impact of COVID through learning.

We have adopted a standardised version control system, to enable a more efficient policy and procedures process going forward.

We now include an equal opportunity and anti-discriminatory statement in all BSAB policies.

BSAB Thematic priorities - policy updates:

Domestic abuse

A new Policy has been created and published, replacing the previous 2015 Violence against Women and Girls (VAWG) policy. The policy title was changed to reflect that domestic abuse is committed across all sections of our population. It complements the Bromley multi-agency endorsed *Intergenerational Domestic Violence and Abuse Strategy 2021 To 2024* (visit www.bromley.gov.uk/domesticabuse).

Self-neglect

The existing policy was reviewed and updated.

Modern day slavery

A new policy is being developed. The Human Trafficking Foundation is being consulted during this process to provide peer review.

Vulnerable adults in specialist care and residential homes

The National Institute for Health and Care Excellence (NICE) 'Safeguarding Adults in Care Homes' guidelines, released 25/2/21, are published on the BSAB practitioners' library. The SELCCG Care Home Quality Nurse has instigated a working group, to look at the implications of these guidelines for Bromley.

MAIN OBJECTIVES FOR THE YEAR AHEAD

Review the domestic abuse policy when the new Domestic Abuse Act 2021 comes into effect.

Review the Mental Capacity Act (MCA) policy when the new Mental Capacity (Amendment) Act 2019 Codes of Practice are published.

Review the Service Level Enquiry Policy to clarify thresholds and authorisation levels.

Review the appeals procedure to include an escalation policy and clarify authority levels.



SAFEGUARDING ADULTS REVIEW (SAR) COMMITTEE

CHAIR

David Williams

Detective Chief Inspector:
Public Protection Hub,
South Basic Command
Unit for Bromley,
Croydon and Sutton

Metropolitan Police
Service

KEY ACHIEVEMENTS

The SAR Committee Terms or Reference was reviewed and updated to reflect the progression of the subgroup.

SAR referrals received are carefully reviewed by core partners, assessing whether the threshold for a Care Act Section 44 enquiry is met, if so, these are progressed to a full learning review whilst providing the opportunity for the referrer to be involved in the process where appropriate.

Where SAR referrals do not meet the threshold for a SAR, the subgroup explores opportunities for alternative learning practices, whether it is the sharing of information, or raising awareness of certain matters.

A logging system is developed to track all referrals so we can gauge the level of SAR understanding by individual agencies making referrals. This has led to us identifying the requirement for further awareness of the SAR process for all practitioners and volunteers – to this end we are working with our CSUEG subgroup to develop suitable awareness materials, and currently exploring options for appropriate SAR practice training via our Training & Awareness subgroup.

The progress of existing SARs is carefully monitored by the group to ensure these are compliant with the SAR policy and the individual review schedule.

The BSAB is at the final stages of completing an organisational SAR related to a former Care Home in Bromley. The Board recognises the complexities surrounding this SAR and appreciates the patience of those involved in the review process. The Board also acknowledges that implementing actions from initial key findings in a timely manner is important and therefore convened a panel meeting in March 2021 ahead of the final report completion to determine these.

The SAR policy is reviewed and updated, in consultation with committee members, to adapt to improved practice prior to ratifying via the Policy & Procedures Subgroup.

Domestic Homicide Reviews (DHRs) are also monitored in the committee, and any learning from these are shared accordingly.

The work of this subgroup contributes to the content of the BSAB website, in particular learning from regional and national SARs. A SAR library is now available of reviews carried out by other SABs.

We contributed to the 'National SAR Analysis of Safeguarding Adult Reviews April 2017-2019' report, which was written by Prof Michael Preston-Shoot et al. This provided us with further insight into what is considered good practice when conducting SARs.

MAIN OBJECTIVES FOR THE YEAR AHEAD

Continue to explore opportunities for alternative learning practices for SAR referrals that do not meet the threshold, whether it is the sharing of information, or raising awareness of certain matters.

Monitor the progress of existing SARs to make sure they are compliant with the SAR policy and the individual review schedule.

Monitor Domestic Homicide Reviews (DHRs) and share any learning from these.



SELF-NEGLECT AND HOARDING PANEL (SNAHP)

CHAIR

Sara Bean

Regional Sustainment
Manager (South London)

Clarion Housing

KEY ACHIEVEMENTS

The SNaHP continued throughout the year with meetings moving to the digital platform, which has gone smoothly. This has enabled easier access to the panel due to members no longer having to travel to attend in person.

The Panel had 40 referrals between April 2020 and April 2021, which mainly came from the following agencies:

- Bromley Healthcare (District Nursing Service and HIV Service)
- Clarion Housing Association
- Evolve Housing + Support
- GPs
- Bromley Council (Adult Services)
- Oxleas NHS Foundation Trust
- St Christopher's Hospice

Despite the busy year agencies have experienced, the panel members have shown continued commitment which is valued by the Chair.

Colleagues in other boroughs have shown an interest in the remit and value of the Panel here in Bromley and are keen to learn from good practice exhibited by this function. To this end, external professionals are always signposted to the BSAB website where information about the Panel is available.

Panel meetings continued monthly; however, flexibility was adopted during periods of low referrals to meet the needs of the BSAB business.

A new Complex Case pathway is being developed, which aims to provide guidance to professionals on supporting those who are self-neglecting.

A one-hour learning session was delivered during the Annual Safeguarding Awareness week on the work of the Panel, where attendees were given the opportunity to have a discussion on the panel's remit. Training was also delivered to Borough GP's, arranged through Dr Tessa Leake, the CCG named GP, who regularly attends the Panel, which further raised awareness of Self-Neglect.

Anecdotally, those who attend and bring cases for discussion say they have found the input received helpful.

MAIN OBJECTIVES FOR THE YEAR AHEAD

Continue to receive referrals for those who meet the criteria for the Panel to provide a multi-agency perspective.

Develop the Complex Case pathway to provide guidance to professionals on supporting those who are self-neglecting.

Continue to raise awareness of the work of the Panel.



TRAINING AND AWARENESS

CHAIR

Antoinette Thorne

Assistant Director of
Human Resources

Bromley Council

KEY ACHIEVEMENTS

The Training and Awareness subgroup Terms of Reference was reviewed and updated to reflect the progression of the subgroup.

Face-to-face training was suspended because of the COVID-19 pandemic; however, a programme of courses was made available in webinar format, and where possible the impact of the pandemic was included in each course. Domestic Abuse and Coercive Control training was made immediately available amid concerns of the immediate impact of the pandemic on this area of abuse – this was very well attended.

Booking training courses via Evolve – this new system is now fully automated with online booking, confirmation, attendance checking, evaluation feedback and certificate of attendance. This is available for all BSAB partner agencies wishing to book the webinar offer, providing a system which is dynamic and user friendly.

The existing online ME Learning courses was extended to volunteers helping with the pandemic, and the following additional courses were added:

- Hoarding & Scamming
- Multi-Agency Working
- Personal Safety – Lone Working

A page on the Board's website is now dedicated to training. This promotes both the BSAB training offer as well as learning resources available locally, regionally, and nationally to complement the Board's offer for a 'total' learning experience.

This year's Annual Safeguarding Awareness week focused on the Board's thematic priorities: domestic abuse, financial abuse, self-neglect, modern day slavery, transitional care of children into adulthood, and vulnerable adults in specialist care & residential homes. Presentations delivered during this week is made available on the Board's website.

A new training strategy 2021-23 was developed to reflect both the BSAB 2020-23 strategy and the shift in training delivery. This also aims to support the development of best practice in adult safeguarding work to ensure that people working with adults at risk across all sectors, are able to meet the standards outlined in the London Multi Agency Safeguarding Adults Policy and Guidance as well as the statutory safeguarding duties introduced under the Care Act 2014.

We have updated the BSAB training specifications to include Safeguarding adults during the COVID-19 crisis.

MAIN OBJECTIVES FOR THE YEAR AHEAD

Deliver the latest training strategy for the whole adult services workforce.

Promote continuous professional development across the workforce.

Help facilitate the Annual Safeguarding Awareness week for 2021.

WORK OF OUR BOARD MEMBERS

BROMLEY COUNCIL

ADULT SOCIAL CARE



Dirk Holtzhausen

Head of Service:

Safeguarding, Practice and Quality Improvement

As the lead agency, Adult Services is responsible for considering all safeguarding adult concerns. The Care Act 2014, Section 42 (2) requires a local authority to make statutory enquiries, or cause others to do so, where it has reasonable cause to suspect that an adult with care and support needs is experiencing, or is at risk of, abuse or neglect and as a result of those care and support needs is unable to protect him/herself against the abuse/neglect or the risk of it.

Adult Services must fulfil this statutory duty to protect an adult's right to live in safety, free from abuse and neglect. The aims of adult safeguarding are to prevent harm and reduce the risk of abuse or neglect to adults with care and support needs and stop abuse or neglect wherever possible.

We safeguard adults in a way that supports them in making choices and having control about how they want to live. We promote an approach that concentrates on improving life for the adults concerned.

WHAT WE HAVE ACHIEVED IN 2020/2021

- Several adult safeguarding policy and procedures, which include Advocacy Safeguarding, Care Duty of Candour, Coroner, Home Fire Safety Initiative Referral Procedure, Managing Allegations Against Staff, Safeguarding Adults Reviews Policy and Risk Threshold Decision Making Tool have been reviewed and updated. In particular, the Adult Safeguarding Adults Policy and Procedure 1 - for conducting adult safeguarding enquiries in Bromley was newly developed. This helps ensure consistency and conformity in all partner agencies' decision-making on section 42 enquiries.
- A new Supervision Policy for Adult Services focusing on practitioners' continuous competencies improvements and consistent practice development has been developed. Our social care staff are supported with the right skills, knowledge, and professional capabilities necessary to carry out their role; particularly in providing effective responses to potential abuse or neglect; and improving the outcomes for service users and their families/carers.
- The restructure of the Assessment and Care Management teams have been written and circulated for formal consultation. The new teams will work in conjunction with GP practices and similar boundaries to Bromley Health Care wherever possible. Safeguarding processes will be more streamlined.
- The new Liquidlogic social care information system is being designed by workers across children's and adults' services to replace CareFirst. This should ensure a more consistent approach to safeguarding workflows.
- A Principal Social Worker was appointed to lead on, oversee quality assurance activities and develop excellent social work practice.
- As part of our Transformation Programme, we have worked with Social Care Institute for Excellence (SCIE) to develop a Making Practice Personal Framework which supports the implementation of strengths and outcomes-based practice.
- Safeguarding adult case file audits have been routinely undertaken to measure frontline practitioners' compliance with the legislative requirements in carrying out safeguarding enquiries and identify gaps in their knowledge and skills in Making Safeguarding Personal (MSP).
- All Deprivation of Liberty Safeguards (DOLs) referrals that the Council received in the period have been considered and responded to; and adults who might lack capacity for some essential decisions were fully assessed without delay. The DOLs team has worked effectively with our partner agencies, such as care providers and commissioners to protect the human rights of the most vulnerable adults in Bromley.
- We have followed the most up-to-date government guidance on shielding and protecting people who are clinically vulnerable and provided the necessary support, such as personal protective equipment (PPE), to our frontline practitioners and care providers who work to safeguard adults and families during the COVID-19 outbreak.

- Recognising that coronavirus has challenged the capability of our staff to deliver a safe and timely service, and that people we support have been adversely affected, our practitioners have worked collaboratively with our partner agencies to meet these unprecedented challenges, respond to the increased number of safeguarding concerns and provide interventions to safeguard vulnerable adults and families, particularly in the initial easing of restrictions and the second wave of infection in the beginning of 2021. Our adult social care staff continue to minimise personal contact with vulnerable adults, but at the same time have face-to-face meetings when required.
- The use of Information Communication Technology has greatly improved the work where we need to meet with colleagues from other organisations as it has saved vast amounts of time. There have been cases of very successful multi-agency working brought on by using virtual meetings.
- The Council has worked closely with Care providers, SELCCG, Public Health and GP Practices to support local arrangements for coronavirus testing and set up forums to ensure social care providers were working in line with Government Guidance. We addressed vaccination hesitancy issues and encouraged up-take of vaccination, in particular staff working in different care settings to prevent the spread of coronavirus and safeguard the most vulnerable adults living in care homes from infection. A confidential helpline was set up for social care staff who may have had concerns about vaccinations and support was provided to set up vaccination clinics.
- A weekly newsletter for care homes and extra care housing has been developed to share information and good practice in infection prevention and control. There have been increased frequency of forums with our care providers to address issues of managing the care environment, keeping safe with personal protective equipment, understanding what staff in care homes can do to protect both themselves and the people they care for.
- We have worked jointly with colleagues to support care homes with outbreaks of coronavirus during the pandemic and provided them with the additional funding from the government grant to maintain their workforce supply, effectively manage symptoms and care for their infected residents with appropriate medical treatments.



WHAT WE PLAN TO DO IN 2021/2022

- Assess the impact of the COVID-19 pandemic on our adult social care workforce and our local community, consult our partners on how we can best support the vulnerable adults during the challenging time of lockdown and the recovery period following the ease of restrictions.
- A Network of Health Protection Champions (HPC Network) has been set up with champions from 128 care settings in Bromley. A steering group will support this HPC Network to develop into mature peer-run, self-support networks where mutual support is available with shared learning and disseminated good practices. The steering group will also guide the HPC Network in identifying its own / peers' infection prevention and control measures; developing new skills, improving knowledge within the network, and ensuring their practice meet the agreed and proven standards. The Council will keep these champions informed of the latest advice and guidance so that they can help people to stay safe and healthy and maintain high infection prevention control across care settings.
- Continue to support our local care homes and other care providers to ensure that they comply with the government's COVID-19 guidance for maintaining services within health and care settings and recommendations on infection prevention and control.
- Ensure that our local care providers have access to personal protective equipment (PPE) supplies to meet increased need or emergencies that has arisen because of the COVID-19 pandemic.
- Continue to review and update the Council's safeguarding adult policy and procedures, provide advice and guidance to our social care staff in a timely manner and enable them to adapt and develop new ways of working with people in our communities and partner agencies to prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Continue to focus on a 'strength-based approach to assessment and care management', aiming to involve the adult, build on their strengths and those who they have contact with, to ensure that support is appropriate to their individual needs and recognises the support that is provided by families, friends, and the wider community as well as other agencies.
- Implement the new structure of assessment and care management teams and gather feedback on the effectiveness of this operational model. Continue to ensure that the service is effective whilst accepting that increased remote working of social care staff will become the new approach. Make best use of improved technological systems. Support frontline practitioners to develop swift and personalised responses to safeguarding concerns and help vulnerable adults to recover, build resilience and achieve better outcomes through the safeguarding enquiry process.
- Implement the new Liquidlogic social care information system with the primary objective to improve our frontline working practices and processes for safeguarding.

- Develop toolkits for Making Safeguarding Personal (MSP) as part of the implementation of strengths and outcomes-based practice.
- Undertake routine safeguarding adult case file audits to gather evidence of good practice and ensure that our adult social care practitioners and colleagues from partner agencies fulfil the statutory responsibility for safeguarding.
- The Mental Capacity (Amendment) Act 2019 will replace the Deprivation of Liberty Safeguards (DoLS) with a scheme known as the Liberty Protection Safeguards (LPS) in April 2022. We will prepare for the full implementation of the Liberty Protection Safeguards, develop, and produce local guidance to practitioners and partner agencies on the use of the mental capacity assessment tool and decision making.



Tracey Wilson

Head of Service:

Compliance and Strategy

WHAT WE HAVE ACHIEVED IN 2020/2021

- Moved services remotely.
- Maintained core emergency and statutory functions at the height of the pandemic.
- Responded to the 'Everyone In' government initiative and providing emergency accommodation and support.
- Worked with Ministry of Housing, Communities & Local Government (MHCLG) and received grant funding to support homeless households or those at risk of homelessness, this enabled us to provide a 'hot clinic' in partnership with Public Health and GP Alliance and employ a Rough Sleeping Complex Needs Navigator as well as having enhanced funding to support people into settled accommodation.
- We have secured more than 50 ex-housing association homes that were earmarked for disposal and which will now be used as permanent homes for households on our housing register.
- In the process of converting a number of temporary homes procured via the More Homes Bromley scheme into settled homes.
- Bromley re-opened its Housing Revenue Account (HRA) and working with colleagues in Regeneration, a number of sites have been identified and approved for planning permission, some of which are already have development underway.



WHAT WE PLAN TO DO IN 2021/2022

- Support people affected by the legacy of the pandemic, in particular those affected by job losses and the resumption of the evictions for rent arrears.
- Re-design our front-line services to offer an enhanced early intervention and homeless prevention-based service, particularly focussing on partnership working and developing services to ensure that the positive aspects of online and remote support retained.
- Reviewing the Allocations Scheme.
- Implement a Rough Sleepers Strategy.
- Implement changes brought about by the Domestic Abuse Act 2021.
- Bring forward a number of settled housing schemes to provide good quality and affordable accommodation in order to reduce the numbers in costly nightly paid temporary accommodation.
- Improve the housing related information on the Council's website so it provides a comprehensive service overview, easy access to advice and information, promoting self-help.



BROMLEY COUNCIL

TRADING STANDARDS



Rob Vale

Head of Service:

Trading Standards and Commercial Regulation

WHAT WE HAVE ACHIEVED IN 2020/2021

Partnership working

In the past year we have received around 180 direct referrals from the national Trading Standards team, requiring visits to Bromley residents who have been targeted by scammers, as well as referrals from partners such as police, adult safeguarding, and Citizens Advice.

In total, Trading Standards received nearly 300 complaints and enquiries about scams and doorstep crime over the past 12 months, with total financial impacts of over £1million. 101 calls were made to the dedicated rapid response number.

Trading Standards (TS) Alerts

In February 2021 Trading Standards launched a new electronic newsletter, the TS Alert! – which aims to alert residents and partners of scams, in particular those who can prevent someone being a victim of a scam. It will also create awareness on spotting scams and where to report a concern and advise on what to do if you've been caught by a scam.

There are currently 250 direct recipients of the Alert! and many of these have committed to sharing within their own groups. For example, Biggin Hill Police (PCSO) RC shares the TS Alert! with 300 plus local residents, and Neighbourhood Watch (NW) chief Alf Kennedy forwards the Alert! to 600 NW coordinators. We estimate that at present the Alert! reaches more than 2,000 inboxes.

This is further promoted on a page dedicated to Trading Standards on the Board's website.

Call blockers

Over the past 12 months trading standards have installed twelve call blocking devices in the homes of older adults who have been plagued by phone scammers. The units block scam calls and provide intelligence about the perpetrators. A total of 35 units have been installed since 2015. We estimate that the project has already prevented 10 scams and made savings of £36,272. Over the 5-year life of these units they will have blocked 58,167 nuisance calls (of which 11,701 will have been scam phone calls), prevented 69 scams, saved vulnerable households £128,543 and led to a reduction of £116,324 in NHS and health & social care costs. This will be a total saving of £244,867 for a project cost of £5,425 – a payback of 45 times the cost.

Friends Against Scams Organisation

Bromley Council is now a Friends Against Scams Organisation and the Trading Standards team are leading on this initiative for Bromley.

Friends Against Scams is a National Trading Standards Scams Team initiative which aims to protect and prevent people from becoming victims of scams by empowering people to take a stand against scams.

Members of the Trading Standards team are already SCAM Champions, having completed a short online awareness session and the team would like to invite you to undertake this training too. You can do so by visiting: friendsagainstscams.org.uk/elearning/Bromley

PREVENT

Workshops to Raise Awareness of Prevent have switched to online sessions, with several delivered throughout 2019/2020.

The first Channel Panel Assurance Statement was submitted at the end of 2020 with areas of improvement identified.

The Channel Panel has met on a needs basis to support residents who have been referred due to a risk of radicalisation.

WHAT WE PLAN TO DO IN 2021/2022

Doorstep Crime, Scams and protecting the vulnerable

- We are developing the Trading Standards Alert! continually through increasing the audience and looking at ways of expanding access – an electronic sign up is already available on our webpage. We will continue responding to 100% of referrals from the National Scams Team with a greater emphasis on (safe) face to face contact in light of the loosening of restrictions as this maximises the benefits from interaction with vulnerable people and those, if any, close to them. Likewise talks and presentations can now be done in the same room, as well as retaining our virtual capability, and includes those community groups who missed out during the pandemic. We are now as of 2021 a Friends Against Scams organisation.
- We intend to be proactive and focus on identifying possible victims of doorstep crime, as well as scams. Rapid response remains a vital part of our armoury, and as well as presenting to community groups we will reach out to, and wherever practicable to work alongside, partner agencies and organisations who will have face to face contact with and across the community.

PREVENT

- Continue to deliver the WRAP online with aims to return to the classroom by 2022.
- Deliver on areas of improvement identified in Channel Panel Assurance Statement.
- Update the PREVENT leaflet and National Referral Form and share with stakeholders and front line Council teams.



METROPOLITAN POLICE SERVICE

David Williams

Detective Chief Inspector

Public Protection Hub, South Basic Command Unit
for Bromley, Croydon and Sutton



WHAT WE HAVE ACHIEVED IN 2020/2021

Over the past year a key focus of ours was on the work carried out from our Mental Health team and their effort to support vulnerable adults suffering from mental ill health. Supporting officers who do not have specialist knowledge was also important to us, and the following was achieved during the year:

- Immediate Mental Health Assessments carried out when needed – where there is a significant public safety issue, these were swiftly responded to. We also attend as a means of support in addition to existing resources.
- Support and advice provided to investigating officers to aid identifying Mental Health leads when required.
- Proactive visits to our NHS colleagues to provide reassurance, as well as support for health professionals who have been assaulted, under Operation Cavell.
- Effectively addressing issues that arise, whilst ensuring these are discussed at regular team briefings, incorporating relevant legislation and policies. Matters such as information on high-risk patients within individual Hospital Trusts and are also discussed.
- Implemented contingency plans, such as a Crisis Plan, which agrees a response to violence and threat to life that may take place by potential perpetrators identified.
- Worked together with Learning Difficulty leads to support staff caring for high-risk patients, which includes uploading individual support plans to police intelligence systems.
- Appointed two designated Single Point of Contacts (SPOCs), specialising in autism, and learning disability, to work with partners to increase awareness of this field and offer additional training to frontline officers.
- The continuation of the Crisis Assessment Team (CAT) car programme – to attend urgent crisis calls, together with a health professional, in relation to mental health incidences. This proved successful in reducing the need for a Section 136 when attending, with early diversions and support put in place.
- Serenity Integrated Mentoring (SIM) officers continued working with a cohort of high-volume service users, setting out with health professionals a plan to reduce individual anxiety and requirements for calls to this service.

WHAT WE PLAN TO DO IN 2021/2022

- Establish relevant hub projects that deal with calls for support services regarding mental health incidents. This is currently being dealt with by a central transformation team with a multi-agency group from health and police working on the processes. The delivery of this is intended to be borough wide later in the year, and it is expected that operational effectiveness will be improved as access to the NHS 0300 number will provide officers with up-to-date information and advice. This will lead to greater confidence to deal with incidents, greater knowledge and clearer decision-making processes based on evidence from Medical Practitioners.
- Continue to develop the autism and learning disability SPOC programme, so that best practice can be passed onto frontline officers so that a joined-up approach with partners can be facilitated.
- Work on developing local projects to achieve a “one front door “approach to dealing with vulnerable adult enquiries and encourage strategy discussions between police and partners.
- Deliver training and awareness in relation to linked CQC and police investigations, and how to recognise best practice in vulnerable adult investigations relating to care homes.



NHS SOUTH EAST LONDON CLINICAL COMMISSIONING GROUP (SELCCG): BROMLEY BOROUGH-BASED BOARD



Claire Lewin
Head of Safeguarding

WHAT WE HAVE ACHIEVED IN 2020/2021

Supporting the Health response to the COVID-19 pandemic:

- Safeguarding was identified as 'business critical' at the beginning of the pandemic; the Bromley Borough based Safeguarding team continued to be fully staffed and functional throughout, with some staff redeployed to support the pandemic response both as part of their set roles and in temporary redeployment, including latterly during the vaccination program.
- The Care Home Quality Liaison Nurse worked collaboratively with Public Health, supporting Bromley care homes implementing government guidance on managing COVID-19, delivering training on the use of PPE and Infection and prevention control, and being part of the outbreak response team, supporting staff, residents, and families in those care settings with COVID outbreaks. The Nurse also worked to reduce vaccine hesitancy amongst Health and Social Care staff via a local engagement campaign.
- Supporting Mental Capacity and Best Interest provision through the Hospital to community discharge processes, including where safeguarding concerns were potentially delaying discharge through Acute Hospital to community settings.

Ensuring that health representation is effective and visible through the domestic abuse survivor journey by:

- Initiating the formation of a multi-agency Bromley Domestic Abuse Health Forum to support a whole Health response to domestic abuse in Bromley.
- Contributing to the development of, and committing to the priorities set out in, the Bromley Intergenerational Domestic Abuse strategy 2020-23.

- Supporting the Mayor's Office for Policing and Crime (MOPAC) launch of the Ask for ANI (Action Needed Immediately) codeword scheme through the sharing of promotional materials, information, and resources via our Health networks. The scheme allows victims of domestic abuse to access immediate help from the police, or other support services, from the safety of a local pharmacy signed up to the scheme, covering a wide proportion of the borough.
- Recommissioning the Identification and Referral to Improve safety (IRIS) programme across Bromley, increasing the number of IRIS accredited GP practices to 38. IRIS is a domestic abuse training, support and referral programme for GPs and primary care staff.

Strengthened safeguarding practice in Primary Care through:

- The Named GPs for Safeguarding Adults and Safeguarding Children delivered a series of joint safeguarding training webinars to Bromley GPs, with an average of 160 GPs in attendance at each session.
- A Local Enhanced Service (LES) has been embedded, enabling assurance from GP surgeries on their safeguarding practice through the completion of an annual Safeguarding self-assessment return; these inform areas where practices require further support and identify future priorities.

WHAT WE PLAN TO DO IN 2021/2022

We will continue to support the health and wellbeing of our staff, as well as those of our commissioned Health providers, understanding that COVID 19 has been the greatest challenge the NHS has ever faced. We will continue to embed a 'Think Family' approach to all our work as the COVID Pandemic hopefully begins to ease. The safeguarding team has adopted a 'life course' approach (pre-birth to end of life), including the transition between children and adults, allowing for continuous service improvement within the CCG and across the health economy.

Our priorities include:

- Working in collaboration with other health partners to develop a 'Coming out of COVID together' rehabilitation blueprint for care settings, as well as continuing to develop, support and monitor a mature Enhanced Health in Care Homes (EHCH) model in Bromley. The EHCH national model moves away from a traditional reactive one of care delivery towards proactive care that is centred on the needs of individual residents, their families and care home staff, through a whole-system, collaborative approach.

- Implementing the recommendations for Health in the National Institute for Health and Care Excellence (NICE) 2021 guidance for 'Safeguarding adults in care homes', through working in partnership with Providers, Bromley Council and the BSAB.
- Prepare for the implementation of the new Mental Capacity (Amendment) Act 2019, due for implementation in April 2022, by continuing with our delivery plan. The Act will replace the current Deprivation of Liberty Standards (DoLS) with the new Liberty Protection Safeguards (LPS).
- Continue to prioritise domestic abuse by striving to ensure that health representation is effective and visible through the domestic abuse survivor journey i.e., that they are in an environment confident to disclose to staff, who take them seriously and show understanding, and that the local health system supports them to do so. We will also work with partners to prepare for the implementation of the Domestic Abuse Act 2021.
- To pro-actively explore opportunities to contribute to the development of adult safeguarding roles and responsibilities within the Integrated Care System (ICS) as it develops across South East London.



AGE UK BROMLEY AND GREENWICH



Mark Ellison
Chief Executive

WHAT WE HAVE ACHIEVED IN 2020/2021

- The pandemic left a lot of older people more isolated and vulnerable. We were conscious that it may have been more difficult for older people to access services due to lack of knowledge of modern technology, or through digital poverty.
- As an organisation we were also aware that those new to online services are more susceptible to scams and online fraud.
- During the pandemic staff adapted well to online and virtual working, and although safeguarding issues may be more difficult to pick up virtually, training ensured that staff were aware of the added strains for older people. We maintained our planned Safeguarding training for all staff and volunteers.
- We spent more time ensuring our clients were safe and well protected. Our staff and volunteers increased the number of welfare checks, and appropriate cases were raised as safeguarding concerns.

WHAT WE PLAN TO DO IN 2021/2022

- As virtual working continues, we will ensure that our safeguarding training is relevant to the virtual world. All staff and volunteers will continue to have safeguarding training annually.
- Working with carers will continue to be a priority. We will provide support to adult carers to try and reduce the amount of carers stress and fatigue, which will hopefully reduce the need for some safeguarding referrals.

Mati Pasipanodya

Named Adult Safeguarding Lead

WHAT WE HAVE ACHIEVED IN 2020/2021

- We maintained high quality safeguarding adult referrals in the year April 2020 to March 2021 despite the COVID-19 restrictions as we continued to visit patients in the community, so they were seen face to face. The number of safeguarding adult concerns raised increased in 2020/21 compared to the previous year.
- We successfully adjusted and adapted from face-to-face adult safeguarding training to virtual training delivery and maintained high compliance in all levels of adult safeguarding training.
- We focused on improving staff knowledge relating the Mental Capacity Act audit and KPMG gave a rating of significant assurance with minor improvement opportunities in an audit they undertook to test this, which concluded that BHC is compliant in key areas.
- We implemented an upgraded our incident reporting system (Datix Cloud IQ) which enables all safeguarding data to be captured and disseminated easily. Safeguarding reports can be easily extracted according to categories of abuse, thresholds, and outcomes.

WHAT WE PLAN TO DO IN 2021/2022

- We will continue with our plan to deliver the revised Level 3 Adult Safeguarding training in line with the intercollegiate document requirements which will be achieved by year end.
- We will revise and enhance safeguarding supervision by convening quarterly group supervision opportunities for staff so there is a greater understanding, knowledge, and competence of safeguarding practice.
- We will ensure compliance with the new legislations in Mental Capacity Act/ Deprivation of Liberty Protection Safeguards when passed.
- We will continue to focus on embedding “Making Safeguarding Personal” (MSP) in all safeguarding concerns that are raised.

BROMLEY, LEWISHAM AND GREENWICH MIND



Dominic Parkinson
Director of Services

WHAT WE HAVE ACHIEVED IN 2020/2021

- We have seen a 50% increase (from 10 to 15) in safeguarding referrals from the previous year, despite an initial fall in reports for the first few months of the year, which was linked to the start of lockdown and a change with how individuals were being supported.
- We continued monitoring of all incidents across the organisation, with scrutiny at Committee and Board level.
- We have achieved good staff engagement and attendance at Safeguarding Training and Awareness raising sessions across Bromley, Lewisham & Greenwich Mind.

WHAT WE PLAN TO DO IN 2021/2022

- We will ensure staff are alert to and aware of the different and varying types of abuse, the common behaviours/effects associated with them and their responsibilities and duties as outlined in the local guidance and legislation. We will achieve this through continued development of staff through training, conferences, meetings, and staff supervision.
- A commitment to tackling Domestic Violence and Abuse, to include training and awareness raising across the organisation.
- We will review our safeguarding policy and guidance for staff.
- We will continue to ensure that safeguarding is discussed/raised at every Board of Trustee's meeting and Senior Management Team Meetings.

WHAT WE HAVE ACHIEVED IN 2020/2021

- Through the pandemic, Bromley Mencap continued to deliver a wide range of services to disabled people and their carers/families, significantly increasing our reach by working with over 2,200 people in 2020/21. Over half of those we worked with were newly referred to us in the year.
- We moved many of our services online during the year and worked hard to maintain regular contact with clients through regular phone calls and zoom sessions, with a focus on safety and addressing isolation, particularly during periods of lockdown. Closed groups were created on Facebook and WhatsApp to facilitate safe contact with isolated clients and peer support amongst beneficiaries.
- Online workshops addressed issues relating to safety in the context of the pandemic including scams awareness, maintaining personal safety and vaccination. Information on COVID-19 was distributed to clients with learning disabilities in easy read format.
- Through external grant funds we addressed digital exclusion for many clients by providing a large pool of free tablets and Chromebooks, along with mobile Wi-Fi devices including a free data allowance, supported by a dedicated volunteer who provided one-to-one training for clients. This enabled us to keep in contact with clients who otherwise would have been isolated.
- Within the year, a new senior manager took on responsibility for safeguarding across the organisation, and members of the management team undertook Safer Recruitment training during the year. Our staff attended a number of sessions held during the BSAB Safeguarding Awareness Week in November 2020.
- An update on safeguarding issues is reported to the Board of Trustees at every meeting, and our individual supervision template includes space to raise issues related to safeguarding.

WHAT WE PLAN TO DO IN 2021/2022

- In 2021/22, we plan to enhance existing safeguarding training with sessions on local processes, so that all staff are familiar with procedures in Bromley.
- We will introduce a new induction process for permanent and casual staff to ensure that all new starters receive tailored training within the first month of their employment.
- We will continue to discuss safeguarding issues with partners at the Bromley Well Operational Service Group, as this allows a wider perspective on emerging issues.

Stuart Beddard

Director of Clinical Services

WHAT WE HAVE ACHIEVED IN 2020/2021

- Having newly joined BMI Healthcare, we were invited to attend the Bromley Safeguarding Adults Board and undertook an induction session.
- With the support of Bromley and Croydon Women's Aid, Domestic Violence training was undertaken via MS Teams. This was the second session and was evaluated very well by staff.
- Currently our site Training compliance is as follows (includes clinical and non-clinical staff):
 - Safeguarding Vulnerable Adults Level 1 - 95.7%
 - Safeguarding Vulnerable Adults Level 2 - 89.9%
 - Safeguarding Vulnerable Adults Level 3 - 80%
 - Safeguarding Vulnerable Adults & Children Level 4 - 100%

WHAT WE PLAN TO DO IN 2021/2022

- Moving forward a hospital Safeguarding strategy will be developed. This will include a focus on equipping staff with knowledge and skills to recognise signs of abuse within our local demographic.



CHANGE GROW LIVE (DRUG AND ALCOHOL SERVICES)



**Change
Grow
Live**

Lauren Mulligan
Services Manager

WHAT WE HAVE ACHIEVED IN 2020/2021

- Remained open during the whole of the pandemic with a robust offer of virtual support such as via telephone/Zoom counselling, groups and 1-1s, and face-to-face support for those with clinical or safeguarding concerns.
- In April 2020, we launched a large-scale delivery of Naloxone and safe storage boxes to all opiate service users with 90% receiving Naloxone and 71% receiving a safe storage box. This helped to safeguard adults, their children, and vulnerable people in the home by keeping medication safe and having the means to administer Naloxone should a service user overdose.
- Supported community pharmacies to continue dispensing opiate substitution therapy and providing a needle exchange programme; provided a postal needle exchange for those who were not able to go to a pharmacy to reduce risk of injecting related harm.
- Developed a transition pathway between our Young People and Adult services to ensure a vulnerable at risk 'older younger person' (over 18) still gets an offer of support that is equitable and in touch with their current social/cultural realities, with the aim of maintaining young adults in treatment, reducing a risk of drop out.
- Developed the Young People service to offer more support to parents/carers of those who were using drugs and/or alcohol. This in turn reduces the risk of conflict and parent/carer harm.
- Ensured all staff and volunteers completed safeguarding e-Learning (100% compliance) and delivered in house workshops on topical issues and concerns
- With the DRIVE service coming to Bromley, we conducted work with them around their service user needs. When finding out that 38% of their caseload have substance misuse issues, we arranged for them to co-locate from BDAS office to build our joint working and to support more shared service users. This, in turn, will strengthen our relationship with BCWA to form a more effective and responsive approach to domestic abuse within Bromley.
- Worked closely with Oxleas NHS Trust to offer treatment and support to those with dual diagnosis needs (Co-Occurring Mental Health, Drugs and Alcohol).
- Supported the Bromley Homeless Winter Project, engaging people into treatment and providing a walk-in clinic.

WHAT WE PLAN TO DO IN 2021/2022

- To learn from last year and develop a blended delivery moving forward, such as a remote and face-to-face offer, so we can continue to offer a menu of treatment interventions and increase accessibility of the service.
- Reintroduce and build upon our offer of community satellites to encourage people into treatment where travel is a barrier and improve access to services.



HESTIA IN BROMLEY

Caroline Davis
Head of Business Development



WHAT WE HAVE ACHIEVED IN 2020/2021

- Orwell House remained open and operational during the year, with all 9 bed spaces being fully utilised, and 4 service users moving on into their own accommodation during this time. Staff at Orwell did not incur any sick days associated with COVID-19 and no shifts had to be readjusted, thus ensuring consistency and continuity of support to residents. Orwell House carried out a series of internal redecorations in consultation with service users on how best to improve the property in-line with a psychologically informed environment. Service user drew up plans for designs, jointly decided on colour schemes, and worked on budgets for these projects, a useful skill for moving into one's own home!
- Bromley Tenancy Support adopted a flexible but robust "working from home" approach in response to COVID-19. Contact with service users was initially set at every 2 days and extended out to weekly contact, designed to consider the immediate challenges facing service users because of COVID-19. This ensured we maintained regular contact with service users who were experiencing heightened feelings of loneliness and isolation.
- Over the past year Hestia's Bromley MH Flexible support team have continued to do an incredible job supporting service users in their own homes. During the 2021 lockdown (January to April), 13 staff members made an incredible 1474 house visits, providing 622 support hours to 83 service users across the borough with the average visit lasting 45 minutes. Hestia's robust COVID-19 policies & procedures ensured that no staff members reporting having symptoms or tested positive for COVID-19 throughout this entire period.

WHAT WE PLAN TO DO IN 2021/2022

The year ahead will be interesting for both services and we are working closely with service users to support them in managing their finances, particularly as services re-open and COVID-19 payments decrease/cease. Both services are looking forward to the reopening of the foodbanks in Bromley and the clinics that BTSS previously operated. These clinics are a wonderful way of working with Bromley residents who do not always need intensive work offered by the service but benefit from a friendly face to seek advice from. Both Orwell House and BTSS are commissioned by Bromley Council to support service users in their daily lives overcome some of the challenges associated with managing a tenancy, managing finances, and linking in with community services; this will remain our priority for the year ahead.



Marzena Zoladz

Healthwatch Bromley Coordinator

WHAT WE HAVE ACHIEVED IN 2020/2021

- Healthwatch Bromley has continued to participate at the local Safeguarding Adults Board (SAB), including subgroups, to contribute to the wider local safeguarding agenda.
- Throughout the pandemic we adapted our engagement activities with residents to remote forms of working. Despite the challenges of COVID-19, our model enabled us to collect and listen to feedback from local residents and share it with local partners.
- We retained safeguarding as a key focus of our day-to-day activities, such as training staff and volunteers to identify and report safeguarding issues raised in virtual contacts and telephone calls with local residents.
- We continued to visit local health and care services through our Enter and View tool which we successfully adapted to a remote "virtual" format.

WHAT WE PLAN TO DO IN 2021/2022

- We will provide new staff with safeguarding training which will cover domestic violence.
- We will train our staff to recognise signs of domestic violence and signpost local residents to appropriate services including Bromley and Croydon Women's Aid. Our website will be updated with links to domestic violence services, signposting website users to them.
- Safeguarding Bromley adults, children and young people at risk will remain a top priority and focus for Healthwatch Bromley.
- We will arrange appropriate levels of DBS checks for all our staff and volunteers.

KENT ASSOCIATION FOR THE BLIND (KAB)



**Kent
Association
for the
Blind**

Eithne Rynne
Chief Executive

WHAT WE HAVE ACHIEVED IN 2020/2021

- Undertook an extensive programme of wellbeing calls targeted at our most vulnerable and isolated service users as part of our COVID-19 response. This supported early identification of any issues affecting the safety or health of individual clients.
- Launched a new shopping service as part of our COVID-19 response, ensuring safe delivery of essential items to any clients who were shielding or self-isolating.
- Adapted our service delivery in light of the pandemic, with examples including transferring our befriending service to telephone, increasing the capacity of our telephone counselling service and launching a range of new online social and support groups.
- Continued to provide COVID-secure face to face services to meet urgent and essential needs including provision of mobility aids or support with technology to allow service users to shop, bank and communicate from home.
- Followed a successful commissioning process, securing a new contract with the London Borough of Bromley for the provision of services to sight impaired adults, including a more streamlined pathway for specialist assessment of people with dual sensory loss.

WHAT WE PLAN TO DO IN 2021/2022

- Continue with the gradual return of our service delivery model to a blend of face to face and virtual provision, in consultation with the needs of our service users and other stakeholders.
- Raise awareness of KAB services, reaching more people with sight impairments and promoting preventative messages around eye health to the general public, via our new Mobile Sight Centre 'Iris' – a community vehicle to help us engage with service users locally.
- Launch a face-to-face counselling service in Bromley, alongside our ongoing telephone provision, to offer choice and access to our client group.

Kevin Mckenzie

Borough Commander Bromley

WHAT WE HAVE ACHIEVED IN 2020/2021

New Community Safety Tools – Person at Risk (PAR) form

London Fire Brigade Community Safety have rolled out new changes to our Home Fire Safety Visit (HFSVs) Database by launching the new Person at Risk (PAR) form which will enable staff to record information more accurately at HFSVs as well as streamline our approach to raising safeguarding referrals or welfare concerns. All concerns raised will be escalated by the relevant senior officer. Data will be stored along with all other relevant documents in a case management system, which can be updated by relevant staff as a case progress. All operational staff including senior officers have received training in this process.

Home Fire Safety Visit (HFSV) Database

We have made changes to our HFSV Database to bring it in line with current policy as well as reflecting the Brigade's criteria on high-risk individuals. Our staff are now able to record risk more accurately in properties such as:

- whether there were signs of any previous fires
- whether there is any hoarding (and at what level) and cooking risks
- provide more detail on what risk reduction methods were offered (such as the provision of smoke alarms and fire-retardant bedding) and whether these were accepted or rejected by the occupant

Home Fire Safety Checker

We have launched our new Home Fire Safety Checker (HFSC) which offers a new way for everyone to check their own homes, and the homes of people they care for. Our HFSC is a simple tool that begins by asking a few easy questions about the home. It then guides the occupant around each room, helping them to uncover risks, and providing tailored advice. If it seems that the occupant might be at higher risk, the HFSC will suggest you book an in-person Home Fire Safety Visit (HFSV) from one of our crews.

WHAT WE PLAN TO DO IN 2021/2022

Staff training

We will continue to implement Safeguarding training across staff in the borough through online training packages, face-to-face inputs, and invitation to partners to join us for Borough training days where we can share information in the form of case studies on past cases and the outcomes. We will also continue to educate our staff about issues such as modern-day slavery, dementia awareness, and exploitation.

Hoarders

We will carry out a review of our process for identifying and recording hoarders both internally and externally. Review our operational risk database to ensure up to date information is held and maintained by sharing with our partners where appropriate.

Community Safety

We will continue to install specialist fire alarms for those with impaired hearing, as well as issue fire retardant bedding where appropriate.

Further plans

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 previously 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 to communicating to our fire safety messages to those in the community who typically do not use computers.

Stacy Washington

Trust Lead Safeguarding Adults and Prevent

WHAT WE HAVE ACHIEVED IN 2020/2021

- Following a Domestic Abuse task and finish group the safeguarding team have successfully updated and published a new domestic abuse policy and a handbook on Domestic Abuse and Multi Agency Risk Assessment Conference (MARAC) for staff. We updated local resources in our handbook and on the intranet for staff, developed a new E-learn package specifically on Domestic Abuse and included additional Domestic Abuse updates in our level 3 Safeguarding Awareness training.
- After a successful roll out of face-to-face level 3 safeguarding adult workshops in 2019, due to the pandemic in 2020 we stopped our face-to-face sessions but have developed our participatory learning offer on Microsoft Teams. This rolled out in March 2021 and has allowed the trust to maintain its training compliance levels and has been well received by our staff, we will be continuing to use this model in the future.
- We have developed safeguarding adult hubs in all 3 of our boroughs which allows staff to bring difficult and complex cases to a monthly session where they can discuss and get support from senior staff in that borough and the safeguarding team. The sessions have been held virtually throughout the pandemic and have led to some great safeguarding activity being completed.



WHAT WE PLAN TO DO IN 2021/2022

- In 2020 our safeguarding children and safeguarding adult's teams were reconfigured to become 1 team and our joint quarterly safeguarding committee has been very successful in progressing our think Family agenda. Our next plan will include more joint training and events and will be the development of a joint children and adults safeguarding policy in 2022 to progress our Think Family work further.
- Due to the increasing number of SAR's and DHR's that the organisation is involved with we plan to develop staff intranet to give more information about these including 7minute briefings for each SAR/DHR to enable us to embed the actions and learning effectively locally and share the learning across the organisation.
- To develop a trust wide Domestic Abuse steering group to be led by the safeguarding team. This will bring together feedback from our 3 boroughs MARAC and perpetrator programmes in order to advance training and development for our staff. Embedding any learning from the actions from Domestic Homicide Reviews will also be a priority.



Heather Payne

Head of Adult Safeguarding

WHAT WE HAVE ACHIEVED IN 2020/2021

Adult safeguarding remains a priority for Kings College Hospital NHS Foundation Trust. Adult Safeguarding Service maintained business continuity throughout the pandemic. No safeguarding staff member was redeployed during the reporting period. Staff worked a mix of remote and onsite working. The service opened weekend working during the first wave of the pandemic and continued this up until the end of January 2021. Face to face safeguarding training was adapted to online training and good levels of training compliance was maintained.

WHAT WE PLAN TO DO IN 2021/2022

- Further embedding the Mental Capacity Act with a focus on 16 and 17 year olds.
- Roll out of the new Safeguarding Awareness level 3 training programme.
- Embed learning from SARs, Domestic Homicide Reviews (DHRs) and Learning Disability Mortality Reviews (LeDeR).
- Develop an Adult and Child Safeguarding strategy that embraces the 'Think Family' ethos.



Vincent Docherty

Head of Patient and Family Support

WHAT WE HAVE ACHIEVED IN 2020/2021

- Significant progress was made of guardianship plans within the Advance Care Planning (ACP) process – as seen in contact with children social services.
- Continued planning for the implementation of the Liberty Protection Safeguards (LPS) which is expected to come into effect in 2022.
- Continued to improve staff education and training in relation to adult and children safeguarding compliance.
- Monitored the impact of COVID-19 on the safeguarding statistics and safeguarding practice, which included the Best Interest Meeting audit.

WHAT WE PLAN TO DO IN 2021/2022

- Continue with the preparation for the Implementation of LPS in April 2022 ahead of the LPS Code of Practice publication.
- Review and implement key recommendations arising out of the Best Interest Meeting audits.
- Raise awareness of the Domestic Abuse Act 2021 within all aspects of the organisation including within the store division.
- Disseminate Dementia Safeguarding guidance and the Cascade Project – SCIE and Alzheimer's Society.



SOUTH LONDON AND MAUDSLEY NHS FOUNDATION TRUST



David Lynch

Trust Safeguarding Adults/Prevent Lead

WHAT WE HAVE ACHIEVED IN 2020/2021

During 2020/21 South London and Maudsley NHS Foundation Trust have worked with partner agencies to address the impact of COVID19. Our number one priority has been to keep our patients and staff safe. We have also been looking ahead and initiated a mental health summit to bring together a range of partners to address the longer-term impact of COVID-19 on the mental health of our local communities. Together with other NHS mental health trusts and commissioners and local authorities, Healthwatch, Public Health England, Citizens UK, Black Thrive and other community partners we established South London Listens. South London Listens aims to give everyone in South London a voice as solutions is developed to help promote and protect mental health and prevent people falling into a mental health crisis.

The Royal Bethlem Hospital is a psychiatric hospital providing local and national specialist inpatient care. During the last year we made some significant improvement in how we manage safeguarding concerns within our hospital site:

- A Safeguarding Lead was recruited to work within the Royal Bethlem Inpatient service. The role is designed to improve the quality of our safeguarding response. The focus has been on advising our staff on complex safeguarding issues and working across the health and social care partnership. This appointment has greatly improved communication between the Bromley Mental Health Safeguarding Team and the hospital site.
- We have made significant inroad into improving our internal and external reporting systems within the trust and ensured that all our staff remain vigilant in terms of recognising and responding to abuse and neglect.
- The risk of domestic abuse increased as a consequence of spending more time within the home environment. We have responded to this by ensuring that our mental health practitioners routinely ask about domestic abuse. This question is now embedded in our risk assessment tool.
- Our safeguarding adult policy was reviewed in partnership with service users who provided useful examples on how we can work towards making safeguarding personal.

WHAT WE PLAN TO DO IN 2021/2022

- To maintain and build on our close partnership alliance with Bromley Safeguarding Team.
- To promote learning and awareness of safeguarding risk within the inpatient services by developing safeguarding supervision within the inpatient setting.
- To ensure that our inpatient ward managers continue to provide assurance on our ability to identify, and report abuse in a timely and responsive manner.



KEY PRIORITIES FOR 2021-22

As we adapt to a new way of working, we will assess the impact of the COVID-19 pandemic on individual agencies and service users. We will schedule an annual challenge event, and by using the Safeguarding Adults Partnership Audit Tool (SAPAT), we will share individual agency information and experience on the following areas related to safeguarding:

- Achievements and Challenges
- Making Safeguarding Personal
- COVID-19 Pandemic
- Learning from SARs

The findings from the annual SAPAT event will give us the opportunity to review our existing key priorities and shape our forward plans.

We will explore methods of further engaging our service users to enhance our practices. Linking in with other Safeguarding Adult Board's across London, we aim to gain an understanding of the wider service user experience. This will support shaping the work we do whilst providing insight to the needs of our community.

Providing ongoing support to our colleagues will remain a priority, identifying opportunities that will alleviate the pressures experienced over the past year.

Our safeguarding awareness promotional material will be further developed so they are available in digital and printed format, with easy-read options developed in consultation with service users.

The Board's website will be a main source of information on Adult Safeguarding for service users, volunteers, and professionals. This will host updated Board policies and procedures and will promote existing and new support services.

Our training offer will be reviewed and updated to meet the needs of the existing climate and the needs of the Board's members. Working with our neighbouring boroughs, we aim to share learning opportunities with one another. We will further promote regional and national learning seminars that complement the Board's training programme.

We will commission SARs when needed, exploring ways in which learning is achieved in a quick and effective method. Any learning from existing reviews will be disseminated without delay when appropriate.

Working closely with the Bromley Safeguarding Children's Partnership, Bromley Health and Wellbeing Board and the Bromley Safer Partnership, we will map the work and priorities of each Board to further strengthen the synergy across Boards.

The Board's Executive will oversee the overall business of the Board, making strategic decisions to ensure the ongoing cohesion amongst all of its subgroups. The Executive will also review the Board's membership to identify opportunities that will ensure the best use of members' time supporting the Board.





INDEPENDENT CHAIR

Teresa Bell

CORE PARTNERS

LONDON BOROUGH OF BROMLEY

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

NHS SOUTH EAST LONDON CLINICAL COMMISSIONING GROUP

- Place Based Director, Bromley *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 and Prevent *Stacy Washington*
- South London and Maudsley NHS Foundation Trust – Trust Wide Safeguarding Lead for Adults *David Lynch*

EMERGENCY SERVICES

- London Ambulance Services – Head of Safeguarding *Alan Taylor*
- London Fire Brigade – Borough Commander *Kevin McKenzie*

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 Healthwatch – Coordinator *Marzena Zoladz*
- Bromley, Lewisham and 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 *Lauren Mulligan*
- Choice Support – *Kevin Hulls*
- Community Links Bromley – Chief Executive *Christopher Evans*
- Hestia – Director of Performance and Development *Paula Murphy*
- 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

- Lay Member – *Fasil Bhatti*

ELECTED MEMBERS

- Portfolio Holder Adult Care and Health – *Cllr Diane Smith*
- Portfolio Holder Public Protection and Enforcement – *Cllr Angela Page*

REPRESENTATIVES FROM OTHER PARTNERSHIPS

- Bromley Safeguarding Children Board – Independent Chair *Jim Gamble*
- Community Safety Partnership – Chair *Cllr Angela Page*
- Health and Wellbeing Board – Chair *Cllr David Jefferys*

APPENDIX 2

DATA COLLECTION

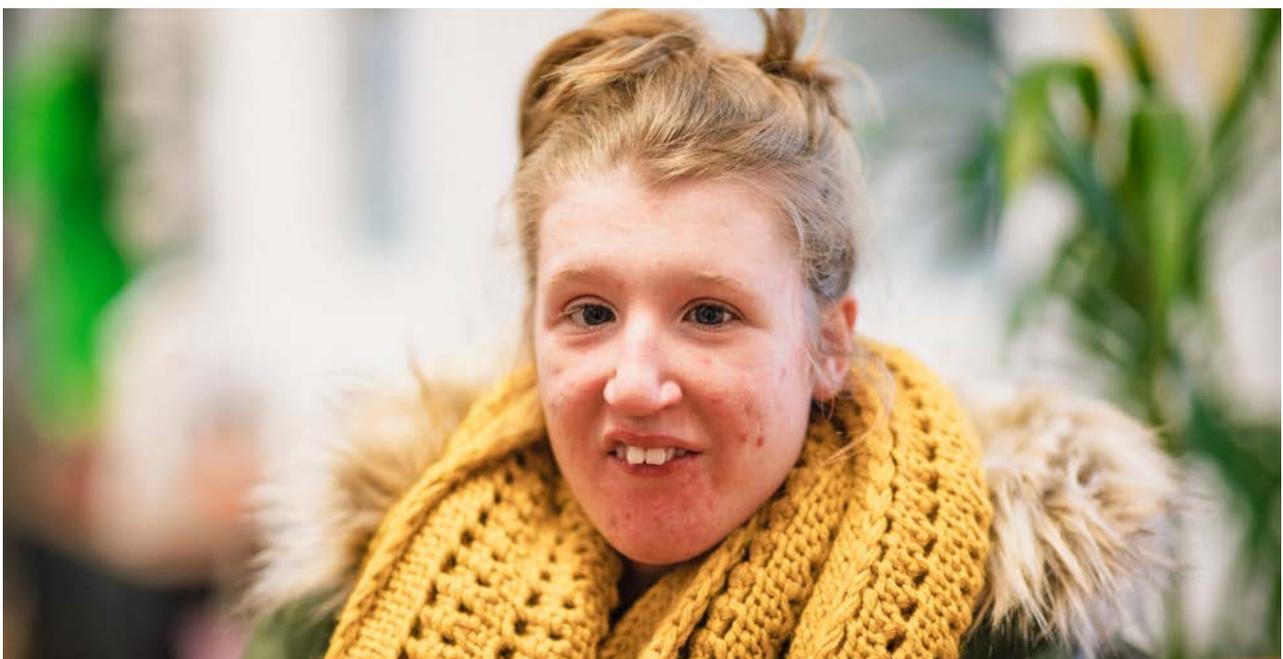


The data in this section was collected by the Council's Strategy and Performance Team, as all local authorities in England are required to submit their safeguarding data to NHS Digital – the national provider of information for commissioners, analysts and clinicians in health and social care.

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

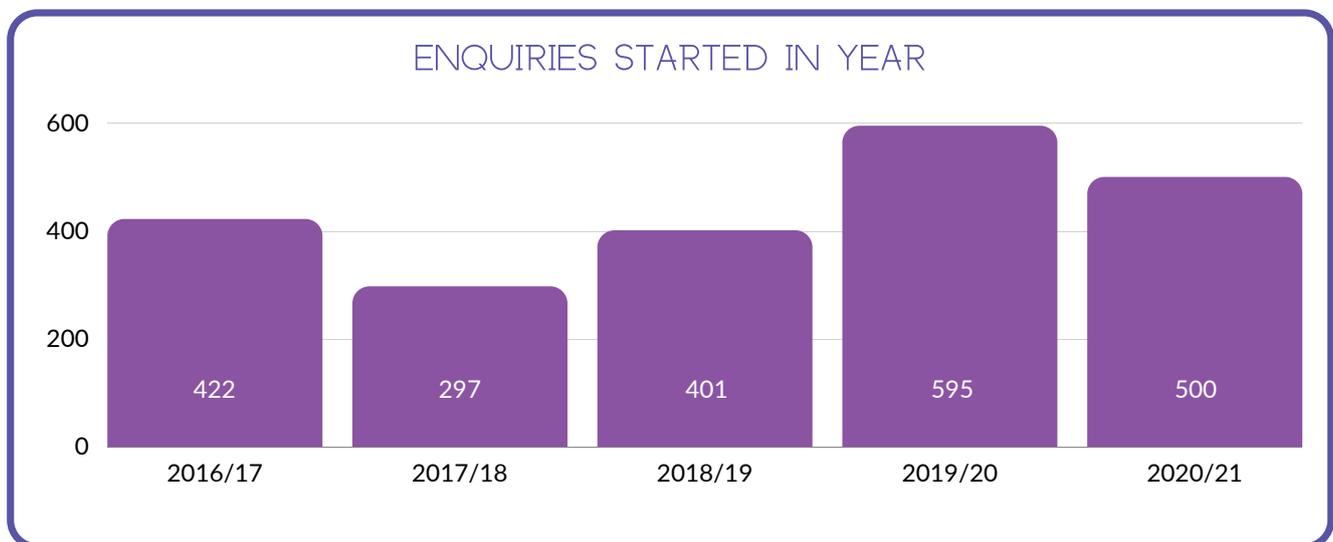
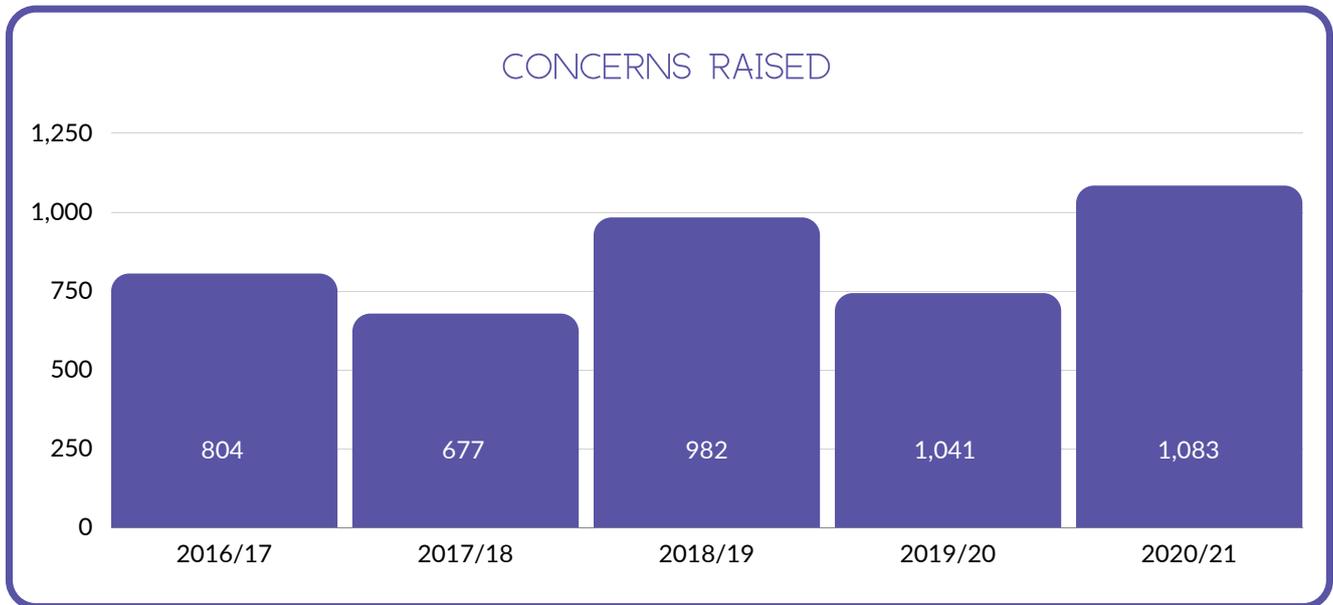
SAFEGUARDING REFERRALS INTO BROMLEY COUNCIL

A total of 1,083 concerns were received in 2020/21, of which 500 progressed to safeguarding enquiries: a conversion rate of 46%. This represents a 66% increase in the number of concerns raised compared with the previous year, however only 500 of these progressed to enquiries; 16% less enquiries compared with the previous year.



CONCERNS AND ENQUIRIES

The graph compares the number of safeguarding enquiries & concerns raised over the last 5 years. Although this year saw the highest number of concerns over the 5 year period, the number of these progressing to an enquiry fell by 16% compared with the previous year.



GENDER OF INDIVIDUALS INVOLVED IN SAFEGUARDING ENQUIRIES

The proportion of male safeguarding enquiries increased from 41% in 2019/20 to 45% in 2020/21. However, the overall pattern is in line with national statistics, where most safeguarding enquiries are amongst the female population.

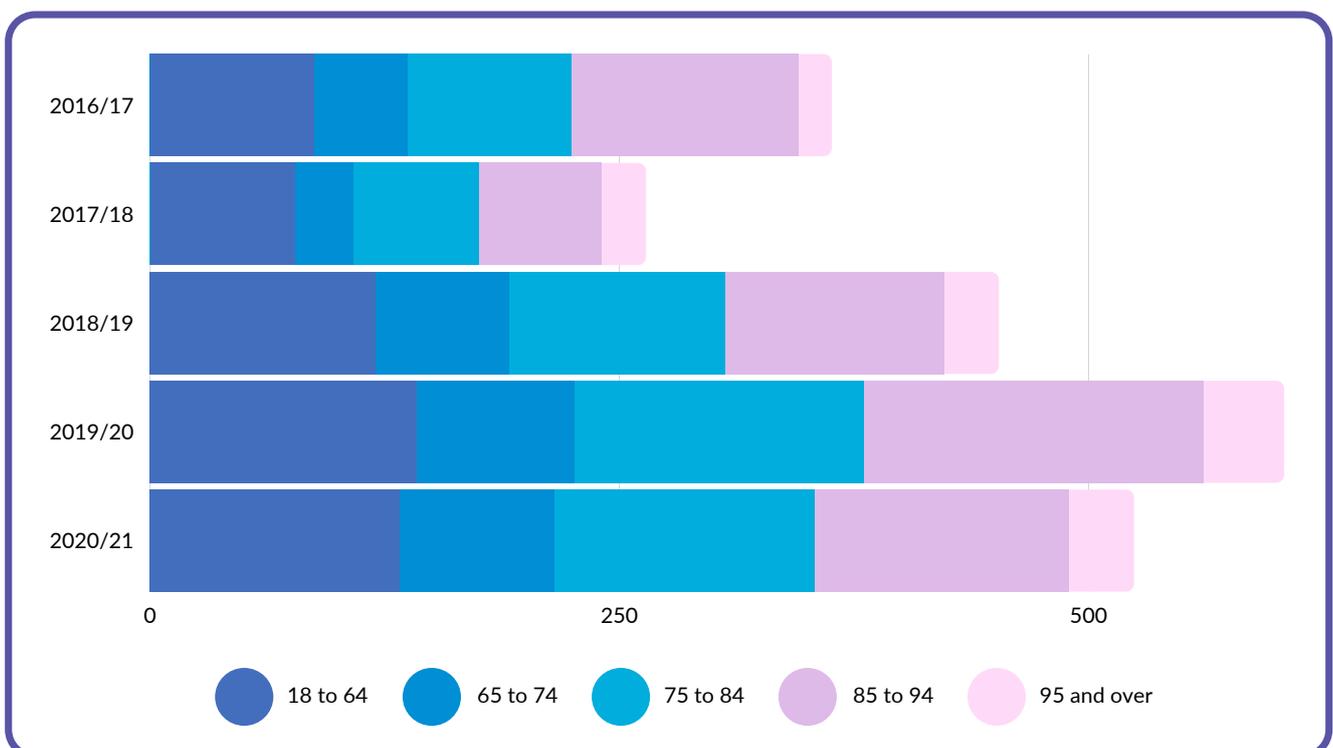


AGES OF INDIVIDUALS INVOLVED IN SAFEGUARDING ENQUIRIES

The age of individuals involved in safeguarding enquiries remains variable. The highest number of enquiries started during the year was amongst the 75-84 age group, which accounted for 27% of enquiries started during 2020/21; this compares to 26% with the previous year.

The 85-94 age group accounted for 26% of the number of enquiries started this year, followed by 25% amongst the 18-64 age group.

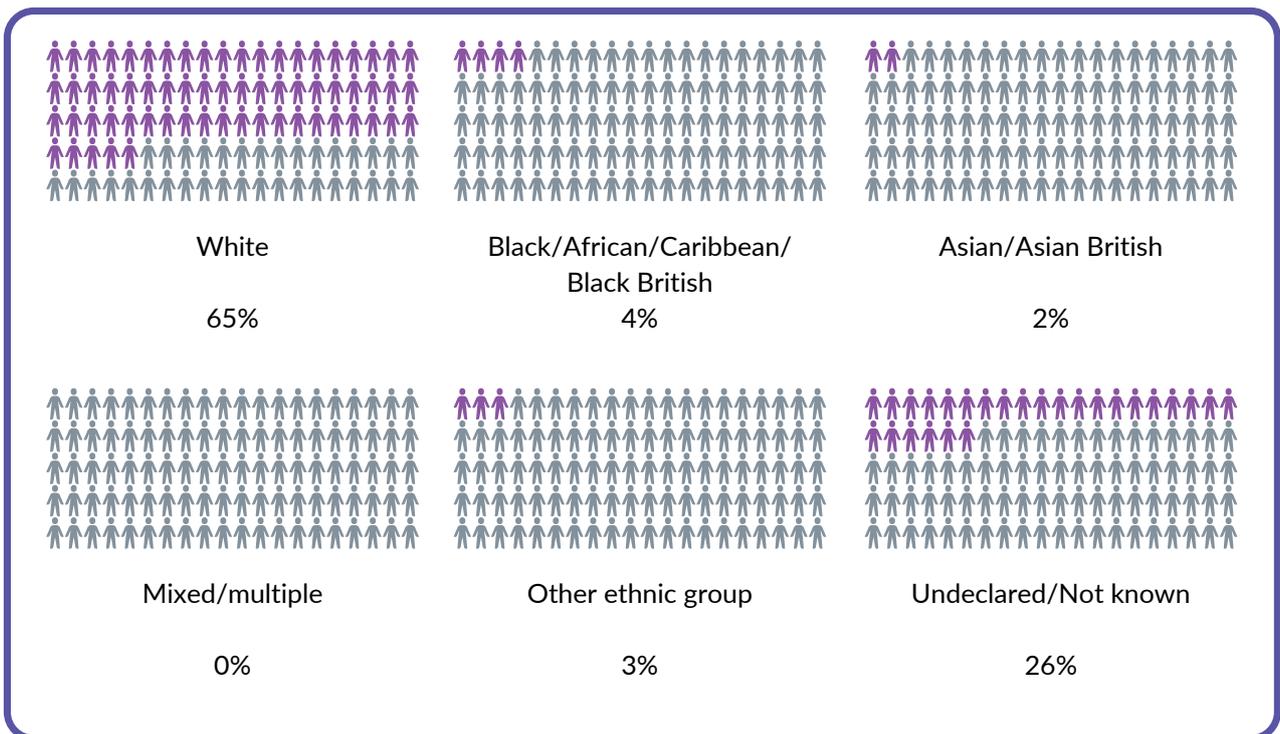
The lowest number (7%) of enquires started were amongst the 95+ age group, which is reflective of the population size of this age group within Bromley.



ETHNICITY OF INDIVIDUALS INVOLVED IN SAFEGUARDING ENQUIRIES

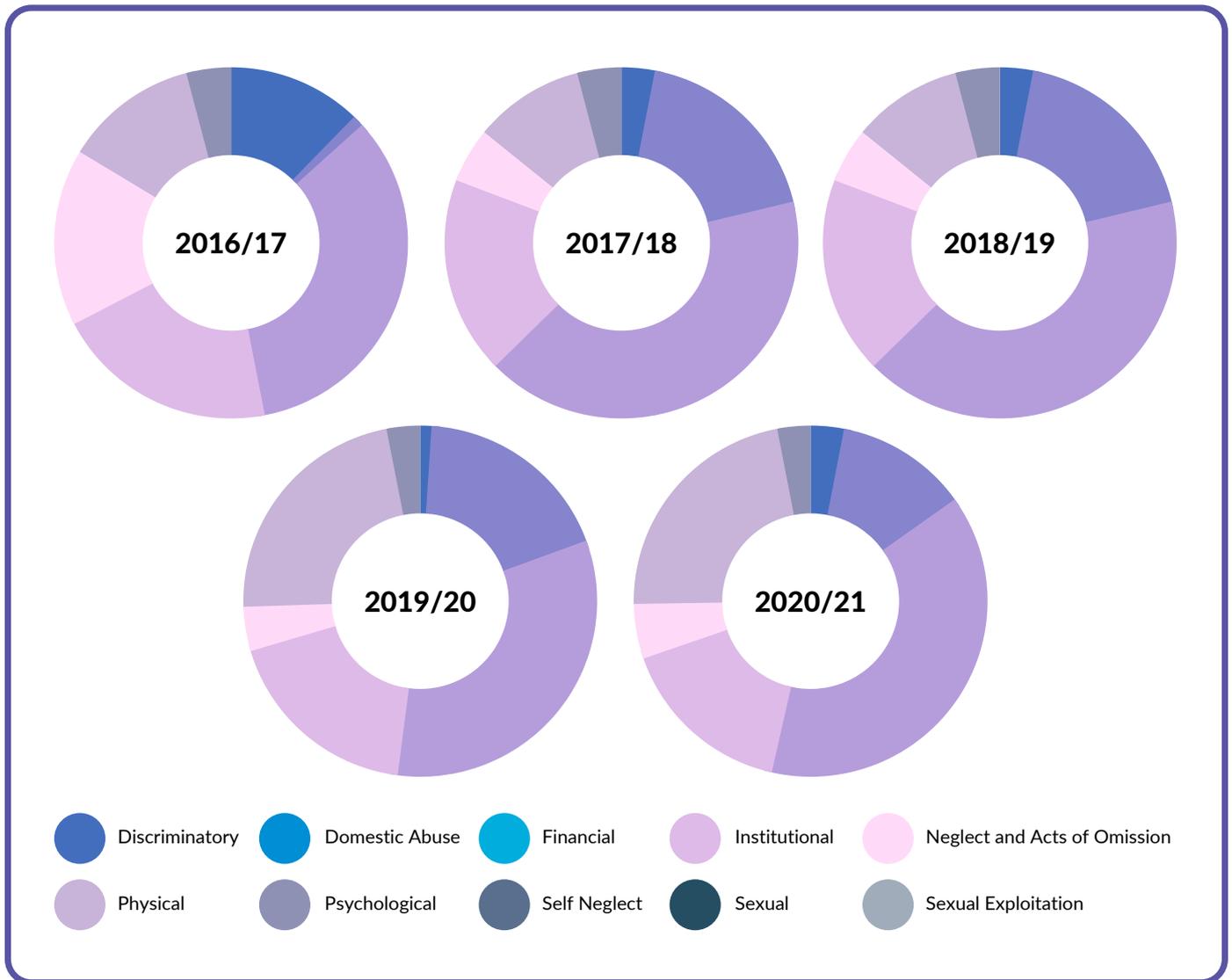
9% of safeguarding enquiries raised in 2020/21 were for those of an ethnic minority group, who make up 24% of Bromley's demographic. The majority (65%) of enquiries involved those of white ethnic origin; a 2% increase compared with the previous year.

The ethnicity of a large proportion of safeguarding enquiries (26%) was not declared or unknown.



TYPES OF ABUSE

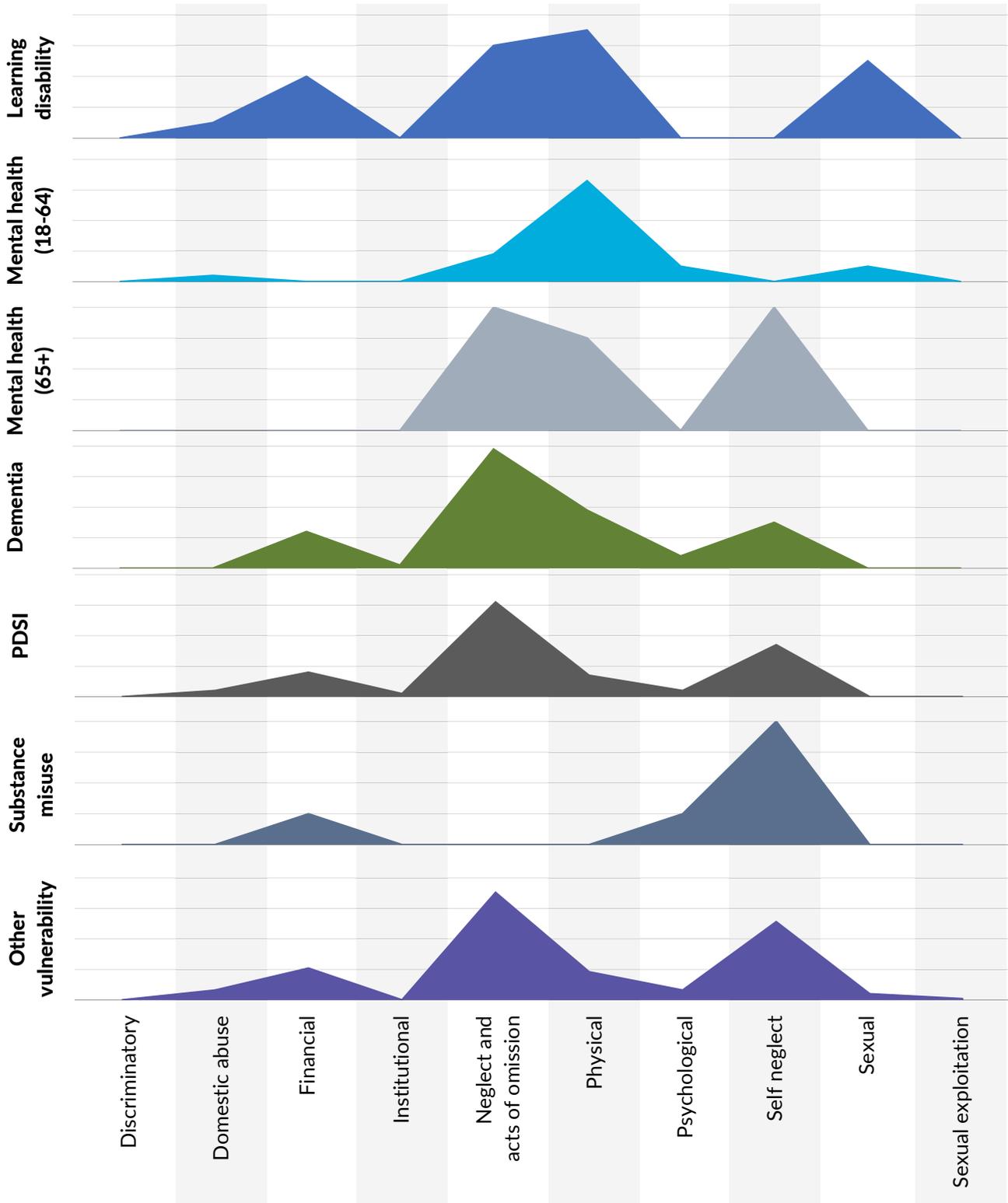
Neglect and acts of omission continues to be most prevalent in Bromley, however there is an increase in the number of self-neglect incidences compared with previous years.



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 Physical Disability, Sensory Impairment (PDSI).

Nature of Primary Abuse (Enquiries Concluded during 2019/20)



*Concluded Cases only, NOT individuals. PRIMARY abuses ONLY

LOCATION OF ABUSE FOR CONCLUDED ENQUIRIES

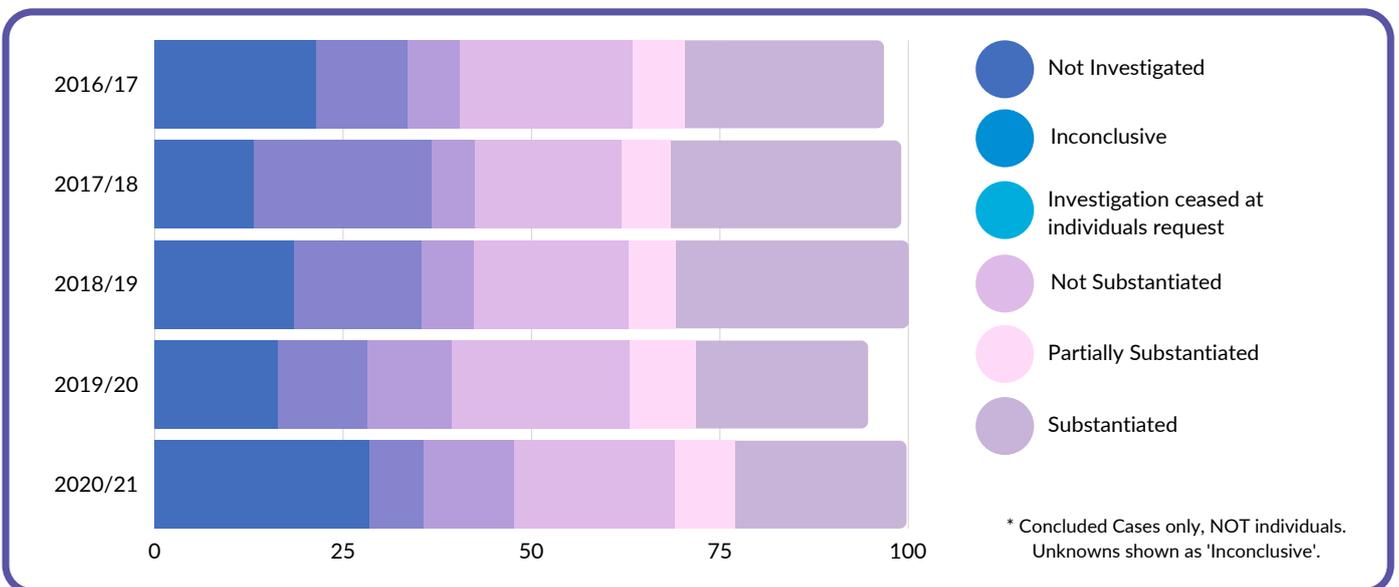
Most safeguarding incidences occur in the victim's own home, which has seen a significant increase in 2020/21 compared with previous years. This is followed by incidences in a care home setting.

	2016/17	2017/18	2018/19	2019/20	2020/21
Own home	194	211	197	436	499
Community	15	12	9	17	19
Care home	103	87	101	131	118
Hospital	18	22	8	26	33
Other	49	50	103	132	110
TOTALS	379	382	418	742	779

OUTCOME FOR ENQUIRIES CONCLUDED

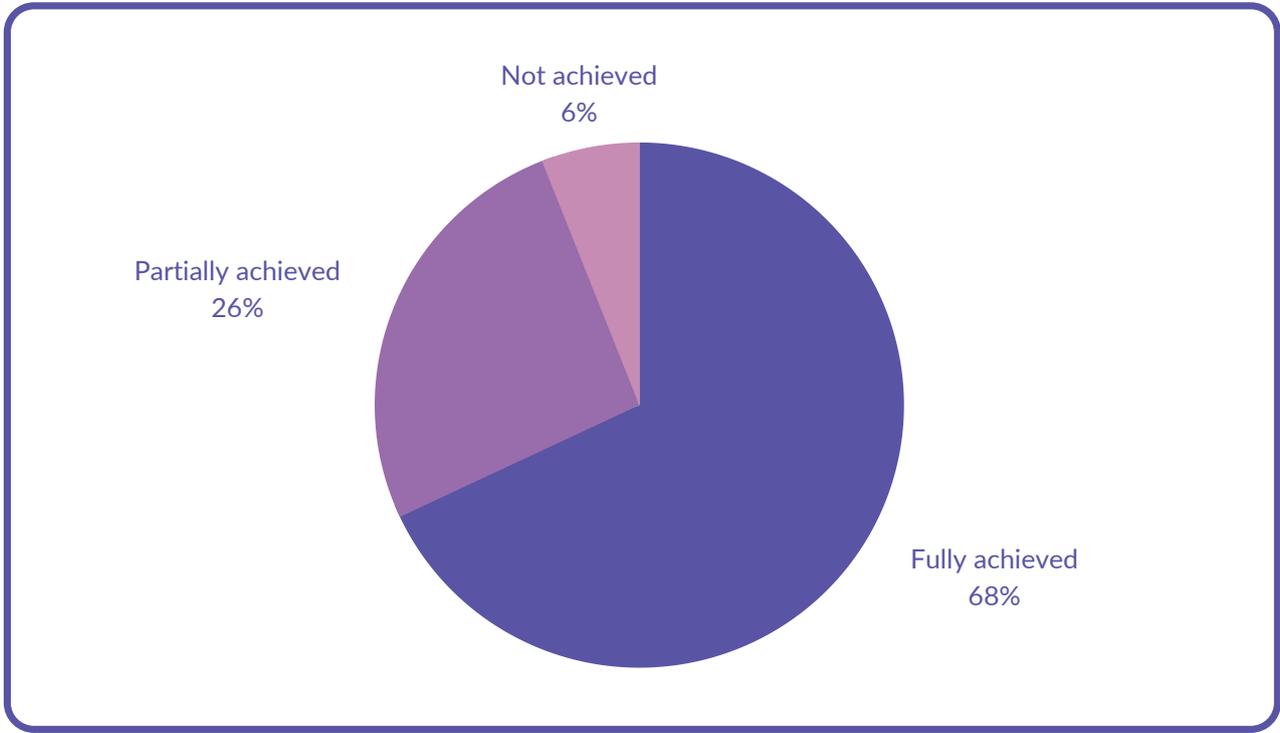
The proportion of enquiries substantiated (22.7%) for 2020/21 was similar to the number of those substantiated in the previous year (22.8%). However, the highest proportion of enquiries (28.4%) did not lead to further investigations.

The smallest proportion (7.3%) of enquiries concluded were found to be inconclusive; the fewest over the last 5 year period.



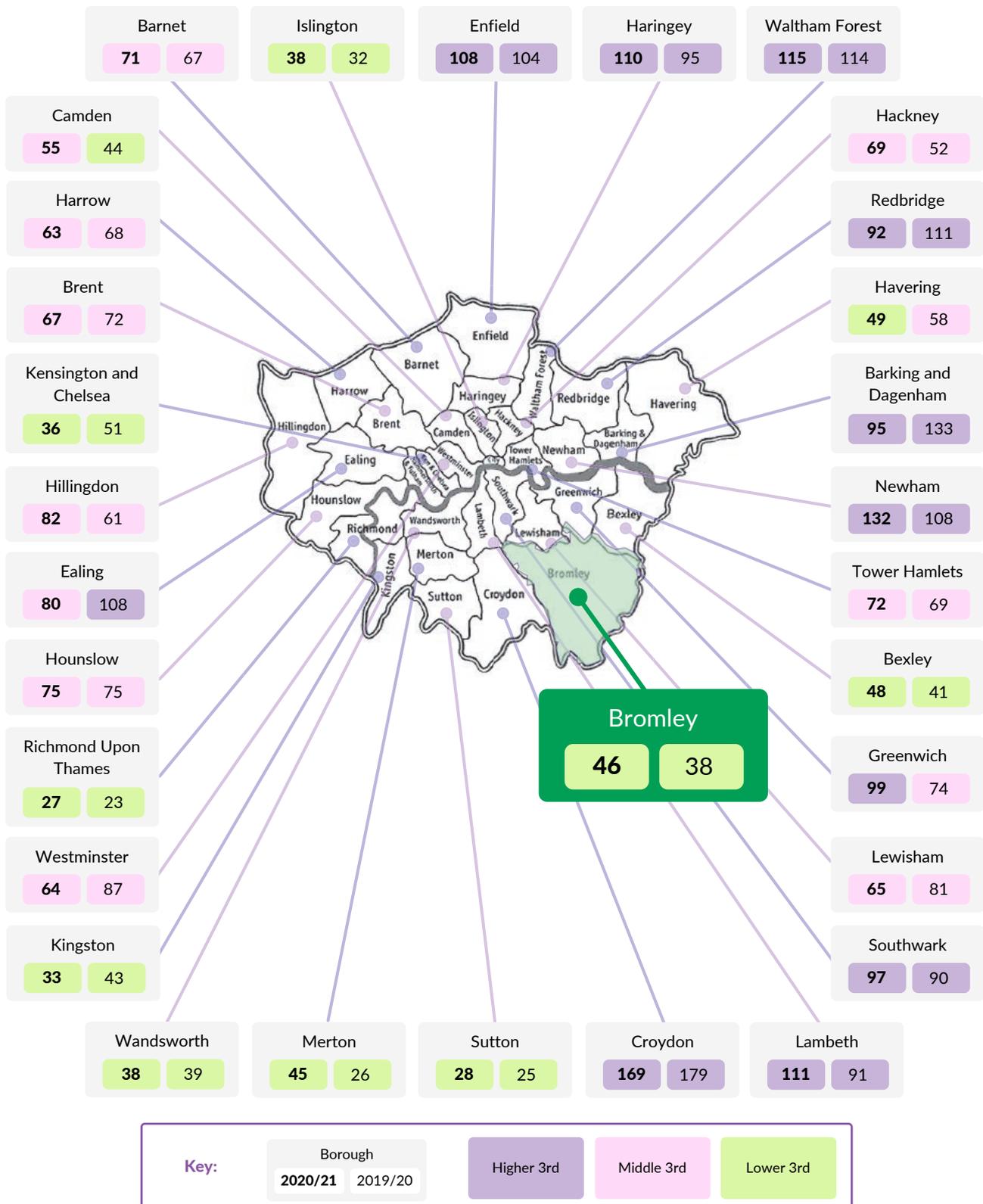
MAKING SAFEGUARDING PERSONAL (MSP)

With the enquiries concluded during 2020/21 where the individual or their representative was asked whether they had any desired outcomes and a desired outcome was expressed, 94% of these were fully or partially met; a decrease of 1% from the previous year.



MODERN DAY SLAVERY DATA

The data in this section was collected from the government National Referral Mechanism statistics, with some information also provided by the Metropolitan Police Service to the Human Trafficking Foundation. The number of Modern Slavery offences in Bromley during the year rose to 48 compared with 36 in 2019/20. However, this is significantly lower compared with the rest of London, where neighbouring boroughs such as Croydon had the highest number of offences.







Produced by:

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**BROMLEY
SAFEGUARDING
ADULTS
BOARD**

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