




**BROMLEY
SAFEGUARDING
ADULTS
BOARD**

ANNUAL REPORT

2021 TO 2022



www.bromleysafeguardingadults.org



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

Please note:

Some percentages will add up to more than 100% due to rounding.
All photos are stock imagery.

CONTENTS

4

Executive
summary

8

Foreword

10

Who lives
in Bromley?

12

Who uses services
in Bromley?

14

Our key
priorities

29

Work of our
subgroups

40

Work of our
core members
and partners

52

Key priorities
for 2022-23

54

Appendix 1
Membership

56

Appendix 2
Data collection

66

Appendix 3
BSAB partner
contributions

76

Appendix 4
Glossary of
acronyms

EXECUTIVE SUMMARY

We begin the year accustomed to a different way of working, ensuring business continuity as we start to exit the pandemic, with local support services resuming as best they can.

Although partner relationships are strengthened, with the ability and ease of regularly connecting with one another via virtual means, we remained conscious of ensuring that we assess the impact COVID-19 had on our community, partner agencies and system pressures, whilst still seeking assurance of our statutory safeguarding obligations.

We maintained business as usual through regular partnership working, strategic business planning and coordination. To this end, we started the year by planning a business development day to be held in October 2021. By using the pan-London Safeguarding Adults Partnership Audit Tool (SAPAT), we were able to meet and collectively reflect on our current position as a Board. The findings from this event enabled us to seek assurance from partners of their safeguarding practices, conduct a temperature check on how we are achieving our existing key priorities, as well as identify areas for further development, which we have incorporated in our new business plan for 2022 to 2024.

We noted a drop in safeguarding referrals and those that led to Section 42 enquiries this year, this was due to an improved triaging process, therefore it was expected that these numbers would drop.

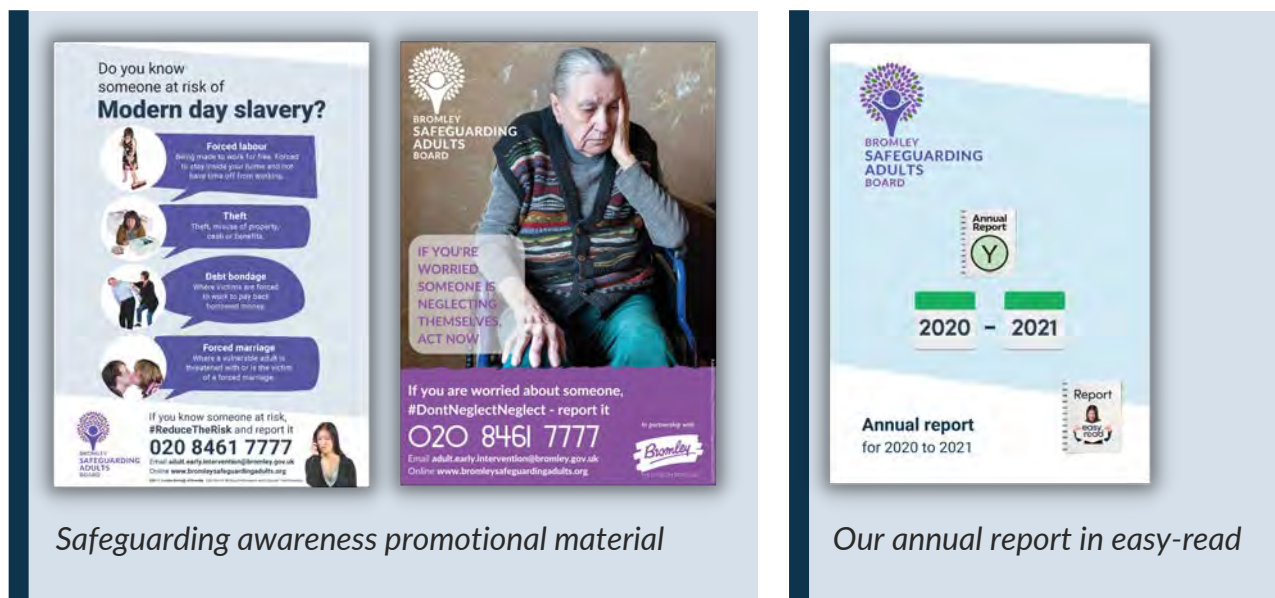
A reduction in the length of time that an enquiry remains open across reporting years is also a contributing factor to this. Anecdotal evidence also suggests referrals are lower due to better service user rapport and preventative measures, which is also in line with expectations.

Care Act 2014: Section 42 enquiries

The Council's Adult Social Care service is responsible for considering all safeguarding adult concerns and must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect

One of our aims for the year was to explore methods of engaging with service users and embed learning where possible, we therefore connected with the wider London network and Bromley was one of a small number of boroughs who became a member of the London Safeguarding Voices Group (LSVG), led by London ADASS (Association of Directors of Adult Social Services) and Kingston Healthwatch. Findings from this piece of work fed into local and national Safeguarding Adults Boards (SABs) discussions. This enabled us to identify the benefits and need of further engaging with the community.

To further strengthen our relationship with regional Safeguarding Adults Boards (SABs) so that we can provide a rich offer of information and resources locally, we led on compiling the annual Safeguarding Adults Awareness Week programme across south east London (Bexley, Greenwich, Lambeth, Lewisham and Southwark). This received regional and national recognition by other SABs.



Safeguarding awareness promotional material

Our annual report in easy-read

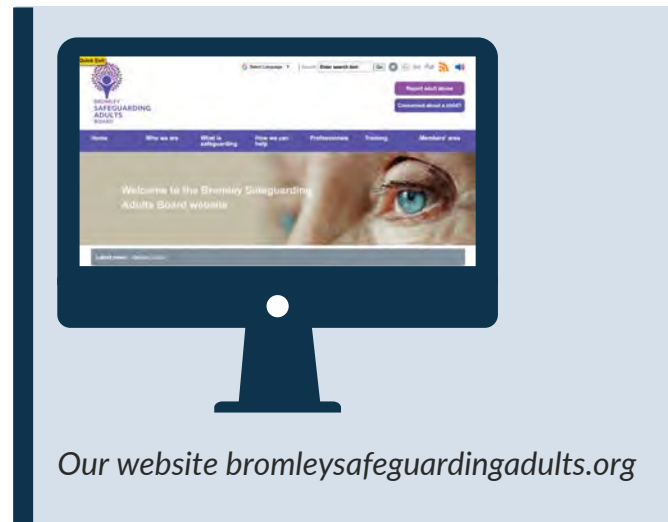
Our safeguarding awareness promotional material was further developed and are now available in digital and printed format, with the message of our thematic priority areas produced in easy-read format.

We were also, for the first time, able to produce our previous year's annual report in easy-read format as part of our objective to be more inclusive.

EXECUTIVE SUMMARY

The Board's website remains as the main source of information on adult safeguarding for service users, volunteers, and professionals. This is regularly updated to include access to a variety of resources (including training) as well as information on emerging safeguarding matters.

The BSAB website received recognition by the local partnership for being easy to access and navigate.



We remained vigilant on how global calamities have an impact on us locally, such as the Afghanistan refugee crisis, and therefore sought assurance from our statutory partners, with the Director of Housing leading on response when needed for Bromley. A regional response was the development of a safeguarding framework for south east London.



Safeguarding awareness promotional material in Ukrainian and in English

We also responded to the war in Ukraine crisis, producing a general safeguarding awareness poster translated in Ukrainian, which was included in the welcome pack as part of the local Homes for Ukraine scheme.

We also developed a news webpage dedicated to this crisis, signposting all visitors to relevant information and resources.

We ended the year by finalising the completion of an organisational Safeguarding Adult Review (SAR), a complex yet beneficial process. We ensured that any learning that arose during the process was shared, and proposed changes endorsed by the Board were implemented.



FOREWORD

BY TERESA BELL,
INDEPENDENT CHAIR



I am pleased to welcome you to the Bromley Safeguarding Adults Board (BSAB) annual report.

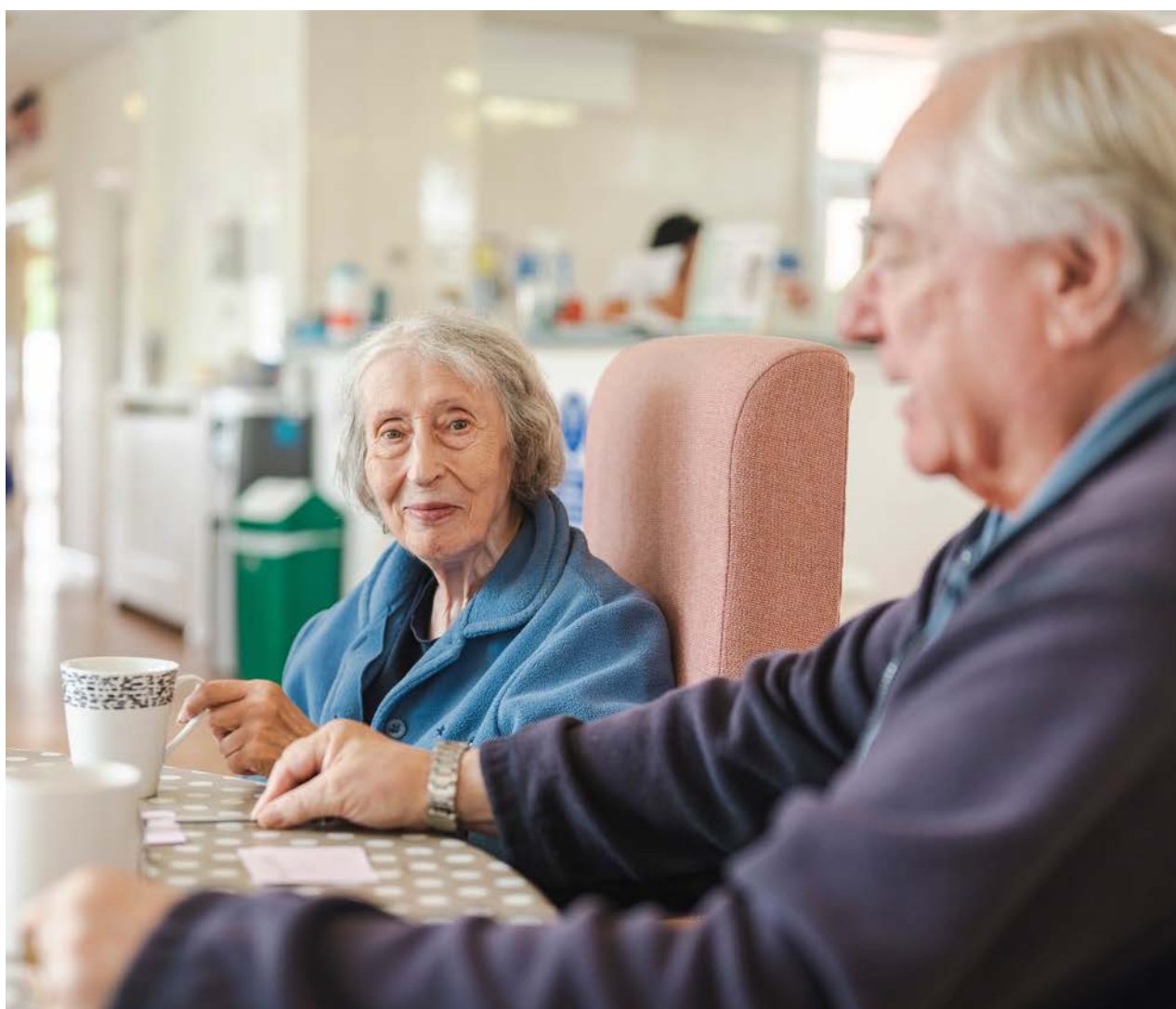
Our annual report shows what the Board aimed to achieve during 2021 to 2022 and what we have been able to achieve. It provides a summary of who is safeguarded in Bromley, in what circumstances and why. This helps us to know what we should be focussing on for the future in terms of who might be most at risk of abuse and neglect and how we might work together to support people who are most vulnerable to those risks.

The past twelve months have offered little respite from the significant and sustained pressures placed upon local services. The COVID-19 pandemic continued to compound existing challenges throughout the year, particularly over the winter months. In line with its statutory mandate, the BSAB has sought and obtained assurance regarding how services have worked effectively together to safeguard people from abuse and neglect. Alongside this, we are seeing the new challenges presented by the impacts of global issues. These have ranged from evacuees from Afghanistan and Ukraine, through to soaring living costs resulting from the national and global economic situation. Despite these external challenges and operational pressures, adult safeguarding remains a priority for all partners, who continue to contribute creatively and positively to the collective work of BSAB.

One of the statutory responsibilities of a SAB required by the Care Act 2014 is to commission Safeguarding Adult Reviews, where the criteria are met. During 2020 to 2021, the Board finalised a lengthy and complex organisational review of a residential care home, which has since closed. Partners acknowledged that there would be lessons to be learned for the future from the experience of residents and commissioned the independent review to understand where actions might be taken to ensure better outcomes in the future. Learning from reviews and audits is a priority for the Board and we monitor the resulting recommended actions for improvements to services, systems and partnership working to ensure that these are embedded and maintained.

I am privileged to work with such a dynamic and committed group of partners and would like to thank everyone who has engaged in the work of the Board, for their considerable time and effort.

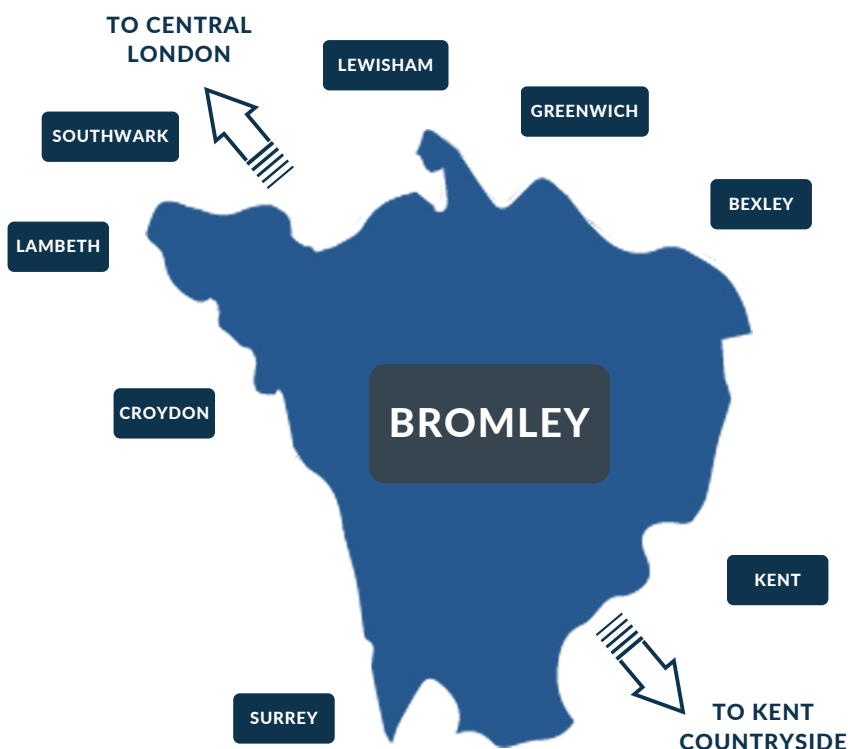
My particular thanks go to the small but excellent BSAB Team, as well as to the Chairs of the BSAB Sub-Groups who do so much to ensure that our ambitions for safeguarding in Bromley can be achieved.



WHO LIVES IN BROMLEY?

Bromley is an outer London borough, located in south east London. Bromley is the 6th largest London borough.

At approximately 58 square miles it is 30% larger than the next largest borough. Although Bromley is a relatively prosperous area, the communities within Bromley differ substantially.



330,000

people live here
making Bromley the joint
6TH
largest London borough

[Source 1]

The north east and north west of the borough contend with similar issues (such as higher levels of deprivation and disease prevalence) to those found in the bordering inner London boroughs (Greenwich, Lambeth, Lewisham and Southwark), while in the south, Bromley compares more with rural Kent and its issues [Source 2].

Sources:

[1] Census 2021 first results www.bromley.gov.uk/census

[2] Demography JSNA Chapter Update 2021 www.bromley.gov.uk/downloads/file/1387/demography-jsna-update-chapter-2021



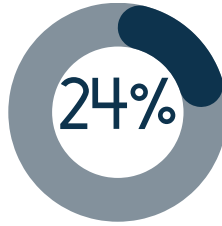
52%
are female



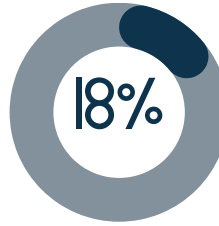
*which means
that there are*

13,500
more female than
male residents

[Source 1]



are aged
19 or under



are aged
65 or over

3,400+

aged 90
and over

[Source 1]

Proportion of older people aged 65 and over:

17.8%
in 2021

18.7%
in 2025

20.2%
in 2031

Proportion of working aged (16 to 64 years):

62.9%
in 2021

62.4%
in 2025

61.1%
in 2031

[Source 2]



79%
are from
White heritage



135,036
households



4TH
least deprived
London borough



5%
designated as
green belt land

[Source 3]

Sources:

[3] Early Help Strategy for children (aged from birth to 18) and their families: Our vision for 2030

WHO USES SERVICES IN BROMLEY?

Bromley Well

15,995

people accessed services from Bromley Well

7,421

of these were new clients

10,073

came via Bromley Well call centre

1,521

referrals from elderly and frail people

961

referrals to handyperson service

391

referrals for adult carers support

[Source 4]



3,357

referrals were made to the Council's adult social services

2,848

people aged 18+ accessing long-term support on average per month

189

new admissions into Nursing or Residential care for adults aged 65+

this is significantly lower than last year due to the change of internal IT systems, where now multiples for same issue are no longer recorded

[Source 5]

Sources:

[4] Bromley Third Sector Enterprise (BTSE)

[5] Bromley Council Adult Social Care reporting dashboard



554

safeguarding
concerns received

234

of these went on to be
Section 42 Enquiries

50% reduction from 2020/21

[Source 5]

126

safeguarding
enquiries concluded

[Source 5]

This reduction is likely due to improved triaging procedures preventing unnecessary enquiries being raised, as well as a reduction in the length an Enquiry remains open running on across financial reporting periods.



OUR KEY PRIORITIES



This year, in addition to focusing our work on our thematic priorities below, we wanted to ensure we continued to build on the positive partnership working across the Board. We included all partners in an annual business development day, where we used the pan-London Safeguarding Adults Partnership Audit Tool (SAPAT) to obtain the voice of all BSAB members so we could conduct a temperature check on our current safeguarding practises as a Board. The findings from this informs our 2022 to 2024 Business Plan, which also embeds prevention.

Our regular subgroup meetings looked at local safeguarding matters as well as incorporating wider discussions held at Board and national level, helping to shape individual workplans. One example was to ask members of our Performance, Audit and Quality (PAQ) subgroup to complete Mental Capacity Audits, the findings of which were to be discussed to identify any learning.

To further strengthen existing relationships, we held frequent meetings with core partners to discuss any current and emerging issues, in particular where pressures are identified, as well as highlight things that are working well. One example was discussing how the Government Winter Plan funds are being used well with providers, as well as having a multi-agency system in place to monitor providers and offer help if needed. Other areas identified was how health staff continue to work on different pathways to avert hospital admissions.

Working across all local partnerships was important to us, we therefore resumed working closely with the Bromley Safeguarding Children's Partnership, Bromley Health and Wellbeing Board and the Bromley Safer Partnership, by holding joint meetings throughout the year. In doing so, we were able to map the work and priorities of each Board to identify potential opportunities to work together and support one another with, which further strengthened the synergy across Boards.

Our partnership working continued by partnering with other London Safeguarding Adults Boards (SABs); we led with the development of a joint south east London schedule for the 2021 Safeguarding Adults Awareness Week together with Bexley, Greenwich, Lambeth, Lewisham and Southwark.

Towards the end of the year, we were proud to announce that Bromley was the winner of the 'Care and Health Integration Award' at the finals of the prestigious MJ Achievement Awards in September 2021. Two care and health initiatives developed in Bromley received national recognition in the awards: the improved way residents leave hospital and receive the help they need to recover; and the wide-ranging support given to the borough's care homes during the COVID-19 pandemic. This initiative was also shortlisted as a nominee at National Safeguarding Adults Board, 'We See You – We Hear You' excellence awards ceremony.

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.

6%

of safeguarding enquiries were for domestic abuse

Domestic abuse accounted for 6% of all concluded safeguarding enquiries during 2021/22, this is up from 3% in the previous year.

IN RESPONSE WE HAVE:

- ✓ Continued to develop and update the dedicated Domestic Abuse webpage on our website.
- ✓ Raised awareness of local and national support services for victims of domestic abuse, including support offered to male victims.
- ✓ Developed resources in easy-read format that raise awareness of spotting the signs of domestic abuse and what to do.
- ✓ Included local support contact information in our new 'Safeguarding Vulnerable Adults' pocket guide.
- ✓ Worked together with Domestic Abuse leads to develop our multi-agency Domestic Abuse policy.
- ✓ Developed a new Safeguarding Adults Managers Masterclass (level 4) where learning from Domestic Homicide Reviews (DHRs) is embedded in the course.



- ✓ Developed a new Safeguarding Adults Reviews (SARs) Awareness course which considers the interface between SARs and DHRs (Domestic Homicide Reviews).
- ✓ Provided a range of other domestic abuse training for professionals; Domestic Abuse and Coercive Control, Domestic Abuse and the Effects on Children, Domestic Abuse: Intermediate Level, Ending Harmful Practices, and Stalking Awareness.
- ✓ We ensured that completing the online MeLearning Domestic Abuse course was a prerequisite in order to register for the wider BSAB training programme.
- ✓ Promoted Domestic Abuse related learning sessions delivered by Bromley and Bexley during our annual Safeguarding Adults Awareness week.
- ✓ Promoted online domestic abuse related webinars, Working with Male Victims of Domestic Abuse.
- ✓ Raised awareness of Domestic Abuse Pathways in Bromley, and the enactment of The Domestic Abuse Act 2021, via the Practitioners Library on our website.
- ✓ Our partners ensured that health representation is effective and visible through the Domestic Abuse (DA) victim/survivor journey.



Domestic abuse awareness promotional material in easy read format

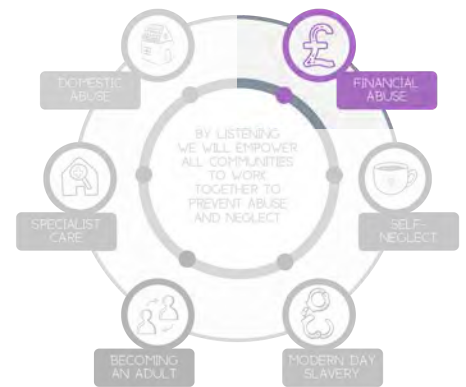


Safeguarding Vulnerable Adults: Quick Reference Guide

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.

16%

of safeguarding enquiries were for financial abuse

Financial abuse accounted for 16% of safeguarding enquiries during 2021/22, which is up from 13% compared with the previous year.

IN RESPONSE WE HAVE:

- ✓ Updated our subgroup workplans to include 'financial abuse' as a priority.
- ✓ Included local support contact information in our new 'Safeguarding Vulnerable Adults' pocket guide.
- ✓ Continued to develop and update the dedicated a webpage to Trading Standards on our website.
- ✓ Promoted the regular 'Trading Standards Alert' newsletters via our website and Twitter account, giving the community the option to sign-up to these directly.
- ✓ Raised awareness of other financial scamming related matters on our Twitter account.
- ✓ Raised awareness of the different types of financial scams prevalent in Bromley, these include phone scams, postal scams, cold callers, doorstep crime, cleaning services, courier fraud, and COVID-19 related fraud.



- ✓ Promoted the availability of our online ‘Hoarding and Scamming’ course offered via the MeLearning web portal.
- ✓ Developed a bespoke course to raise awareness of financial scamming for those who have a learning disability.
- ✓ Ran a learning session for professionals on ‘Scams and Financial Abuse’ during our annual Safeguarding Adults Awareness week.
- ✓ Promoted a learning session for professionals on ‘Tackling Financial’ delivered by Lewisham during the national Safeguarding Adults Awareness week.
- ✓ Promoted two webinar learning sessions on ‘Could you spot a loan shark?’ and ‘A loan shark victim’s journey’ via our website.
- ✓ Continued working with partners to identify emerging types of financial scams to raise awareness of these with the community.

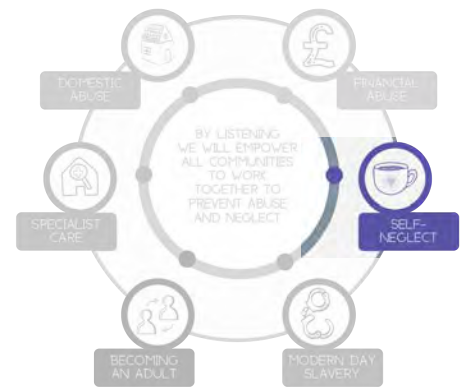
*Our trading standards webpage
bromleysafeguardingadults.org/p/how-we-can-help/trading-standards*



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.

10%

of safeguarding enquiries were for self-neglect

Self-neglect accounted for 10% of safeguarding enquiries during 2021/22, this is down by 10% compared with the previous year.

IN RESPONSE WE HAVE:

- ✓ 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
- ✓ Promoted the Complex Case pathway across south east London Safeguarding Adults Boards during the annual Safeguarding Adults awareness week, which was developed together with colleagues in Lambeth and Southwark. This was influenced by the learning from our first Safeguarding Adults Reviews (SAR) where self-neglect was the key theme of its evaluation.
- ✓ Conducted a learning session for professionals on 'Impact of Self-Neglect and Hoarding on Vulnerable Adults' during the Safeguarding Adults awareness week.



- ✓ Shared learning from national Safeguarding Adult Reviews where self-neglect was an occurring theme.
- ✓ Developed resources in easy-read format that raise awareness of spotting the signs of self-neglect and what to do.
- ✓ Included local support contact information in our new 'Safeguarding Vulnerable Adults' pocket guide.
- ✓ Continued raising the awareness of self-neglect through various professional safeguarding training.
- ✓ Shared self-neglect awareness messages via our Twitter account.



Self-neglect leaflet

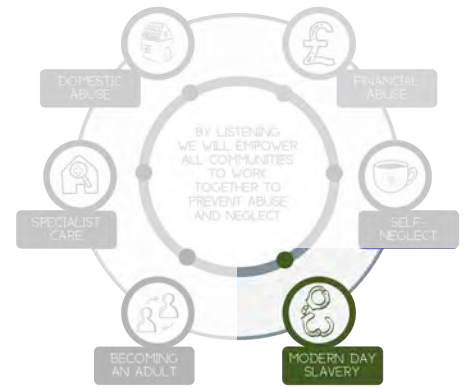


Self-neglect awareness promotional material in easy read format

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.

53

reported Modern Slavery offences

There was a total of 53 reported Modern Slavery offences for Bromley during 2021, which was 10 more than the previous year; County Lines accounted for 20% of these offences, the highest offence category for the borough along with drug-related crime.

IN RESPONSE WE HAVE:

- ✓ Published our first Modern Day Slavery and Human Trafficking procedure, which is to safeguard adults and children who are at risk of modern slavery and human trafficking.
- ✓ Included local support contact information in our new 'Safeguarding Vulnerable Adults' pocket guide.
- ✓ Continued to develop and update the webpage dedicated to Modern Day Slavery on our website.
- ✓ Promoted Human Trafficking and Modern Day Slavery online training for professionals,
- ✓ Raised awareness of the tackling modern slavery in public sector supply chains.
- ✓ Promoted The Home Office Training Module for National Referral Mechanism (NRM) First Responders.



- ✔ Raised awareness of the issues surrounding housing victims of Modern Day Slavery.
- ✔ Promoted multi-disciplinary Modern Day Slavery awareness training to meet the needs of frontline and ancillary professionals working in key agencies, such as health, social care and the police.
- ✔ Shared 'Lived Experience-Led Modern Slavery Training' learning session delivered by The Human Trafficking Foundation for professionals to access.
- ✔ Continued attending London Modern Slavery Leads group meetings virtually and disseminating information relevant to Bromley.

Do you know someone at risk of Modern day slavery?

Forced labour
Being made to work for free. Forced to stay inside your home and not have time off from working.

Theft
Theft, misuse of property, cash or benefits.

Debt bondage
Where victims are forced to work to pay back borrowed money.

Forced marriage
Where a vulnerable adult is threatened with or is the victim of a forced marriage.

If you know someone at risk, **#ReduceTheRisk** and report it
020 8461 7777
Email adult.earlyintervention@bromley.gov.uk
Online www.bromleysafeguardingadults.org

BROMLEY SAFEGUARDING ADULTS BOARD

Modern day slavery awareness promotional material in easy read format



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 13-14 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.

TO SUPPORT WITH THIS PRIORITY AREA, WE HAVE

- ✓ Partnered with the Bromley Safeguarding Children's Partnership (BSCP), Health and Wellbeing Board (HWBB) and the Safer Bromley Partnership (SBP), by holding Inter-Board Chairs meeting throughout the year. From this, we mapped out our individual Board's work, identifying areas of possible joint working with a key focus on young adults.
- ✓ We reviewed case examples of young adults referred to our Safeguarding Adults Review (SAR) committee, the findings of which led to a multi-agency table-top learning review facilitated by the Bromley Safeguarding Children's Partnership (BSCP).
- ✓ Promoted the availability of the revised MARAC (Multi Agency Risk Assessment Conference) South Area Referral Form. This is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic and Sexual Violence Advocates (IDSVA's) and other specialists.
- ✓ Included information of vulnerable children and young adults in our new Modern Day Slavery policy, which include child referral pathways.
- ✓ Developed resources in easy-read format that raise awareness of support available when moving from children services to adult services.



- ✔ Included local support contact information in our new 'Safeguarding Vulnerable Adults' pocket guide.
- ✔ Ran a number of Domestic Abuse related training for professionals of the both the Adults and Children's partnerships.
- ✔ Promoted the availability of PREVENT training for professionals across the wider workforce.
- ✔ Linked our BSAB training page to the online 'Me learning' suite of courses, giving access to a learning session on 'Care Act - Transition to Adulthood'.
- ✔ Promoted several Bromley Multi- Agency Partnership Events (MAPE) hosted by Early Intervention Family Services (who support the whole family and not just children) and supported by the Bromley Safeguarding Children Partnership, which encourages multi-agency partners to work together.
- ✔ Promoted a learning session on 'Working with Parental Substance Misuse Greenwich Safeguarding Children's Partnership' during the Safeguarding Adults awareness week.



PRIORITY 5



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.

12%

of safeguarding enquiries were for abuse that had taken place in a care or residential home setting

This was 3% less than the previous year

IN RESPONSE WE HAVE:

- ✔ Supported with the implementation of care and health initiatives which improved the way residents leave hospital and receive the help they need to recover, with wide-ranging support given to the borough's care homes during the COVID-19 pandemic. This was later acknowledged as a winner of the 'Care and Health Integration Award' at the MJ Achievement Awards in September 2021.
- ✔ Continued to hold regular multi-agency meetings with providers during the COVID-19 pandemic to provide support with any needs identified.
- ✔ Included local support contact information in our new 'Safeguarding Vulnerable Adults' pocket guide for those in a care home setting.



- ✓ Remained informed of all changing local and national developments throughout the year that have an impact on specialist care and residential homes, ensuring that this information is shared with agencies swiftly and appropriately, these include publishing:

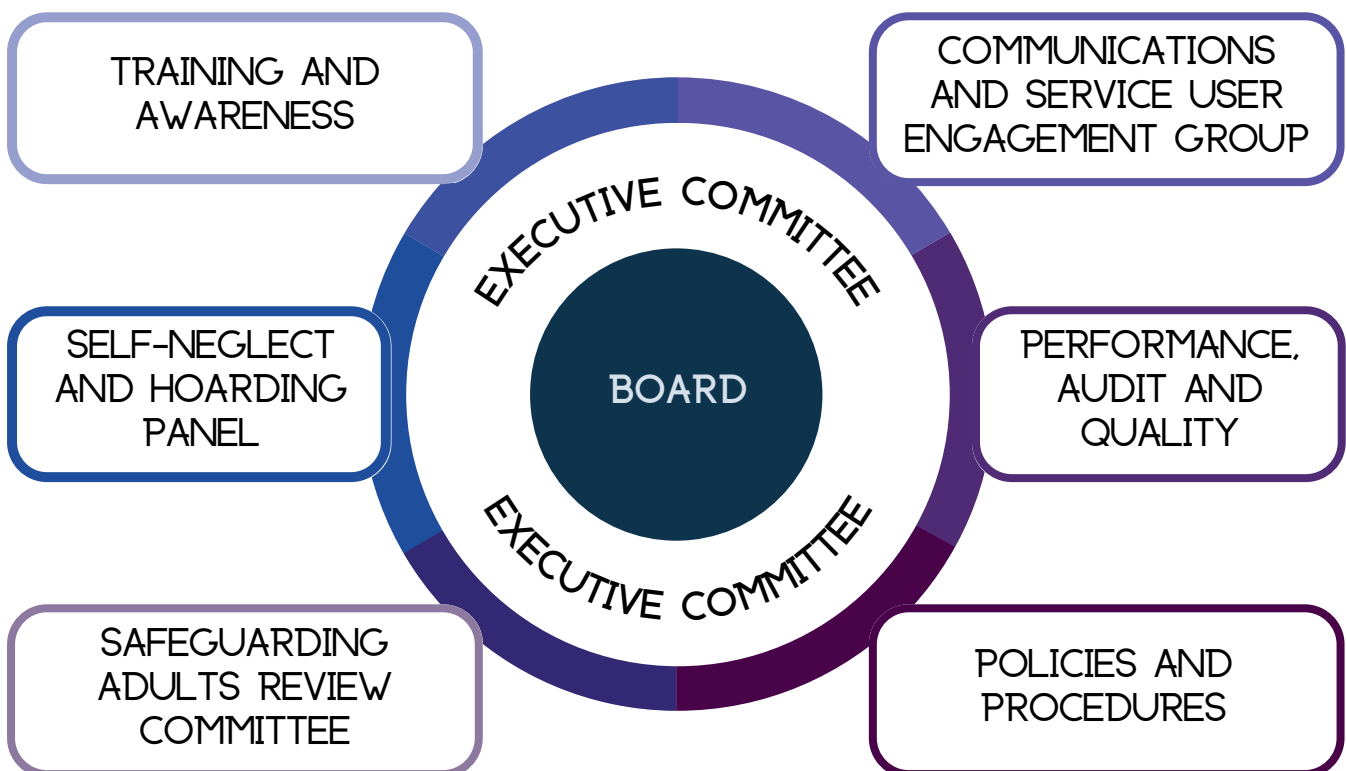
 - ➔ 'Good practice in safeguarding training' – a quick guide for registered managers of care homes by the National Institute for Health and Care Excellence'.
 - ➔ 'Safe care at home review: terms of reference' – a joint review led by the Home Office and DHSC into the protections and support for adults abused in their own home by people providing their care. February 2022.
 - ➔ 'Safeguarding adults in care homes' – published by NICE, February 2021.
 - ➔ 'SCIE: Creating a safeguarding culture' – a quick guide for registered managers of care homes, which provides concise practical guidance on how to develop a positive culture that encourages open conversations about safeguarding.
 - ➔ 'SCIE: Safety and safeguarding in the care home' – which summarises information, advice and guidance which will support care homeowners and managers as they develop a person-centred (or personalised) approach to care in their homes.
 - ➔ 'SCIE: Resident-to-resident harm in care homes and other residential settings: a scoping review'
- ✓ Delivered another learning session during 2021 Safeguarding Awareness Week on Professional Curiosity, which shared learning from case studies on residents in care home settings.
- ✓ Promoted a learning session on 'Carers and Safeguarding Briefing Note: A Resource for People Working with Carers', which highlights good practice, and was chaired by our Independent Chair, Teresa Bell
- ✓ Continued to promote 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, care/residential home staff in south east London.
- ✓ Shared awareness messages relating to care home settings via our Twitter social media feed.



WORK OF OUR SUBGROUPS

Our broader strategic plan informs the work of our individual subgroups, although the workstream is varied, they do not work in silo.

Often learning from one another's subgroup, our overall achievement is identified through the following governance structure of the Board, with our Executive Committee approving key strategic decisions:





COMMUNICATIONS AND SERVICE USER ENGAGEMENT GROUP (CSUEG)

CHAIR

Rob Vale

Head of Service: Trading Standards and Commercial Regulation
Bromley Council

KEY ACHIEVEMENTS

- As meetings continued via a virtual platform, this made these easily accessible and therefore resulted in an increased representation and contribution from private, voluntary, and independent partners.
- The BSAB website remains a central point of BSAB information, which also hosts the work produced other subgroups, such as our Policies and Procedures work. The website is managed by the Board Manager and overseen by the members of this subgroup. The BSAB website has direct links to the new Bromley Council website as well as BSAB member sites. It is also a platform to raise awareness of key partner events, such as the Bromley Learning Disabilities and Difficulties Adult Day Services in June 2021
- We recognised, via our Safeguarding Awareness Review (SAR) committee, the need to raise further awareness of the role of a SAR and therefore produced a SAR Awareness poster.
- The Trading Standards webpage is further developed to include all their TS Alert newsletters, which raises awareness of current financial scams and fraud prevalent in the borough.
- We continued with progressing with our inclusion agenda and produced awareness posters in easy-read format, these were distributed to all our partners and made available on our website in high resolution digital format for downloading and printing.
- We remained vigilant on how global calamities have an impact on us locally, such as the war in Ukraine crisis, and therefore acted swiftly and appropriately. To this end, we produced a general safeguarding awareness poster translated in Ukrainian, which was included in the welcome pack as part of the local Homes for Ukraine scheme. We also developed a news webpage dedicated to this crisis, signposting all visitors to relevant information and resources.

- Our Safeguarding Vulnerable Adults Quick pocket guide was promoted at all appropriate opportunities, along with all other existing BSAB developed resources.
- To continue with our inclusion agenda, we designed and promoted a Scams Awareness learning session poster, courtesy of our Trading Standards colleagues, to raise awareness of financial scamming to those with a learning disability.
- We continued to engage with other communications teams within the partnership, such as Bromley Well and One Bromley, to raise awareness of emerging matters.
- Nationally, we are seeking opportunities to share resources to unite our safeguarding message, we therefore promoted on our website "Tricky Friends". This is a short animation developed by Norfolk Safeguarding Adults Board (NSAB) to help people to understand what good friendships are, when they might be harmful, and what they can do.
- Our Twitter social media strategy drove a number of tweets and re-tweets throughout the year, resulting in over 700 Twitter impressions, which is a total tally of all the times our messages are seen during this period.
- Future plans include the development of service user and community engagement methods.





PERFORMANCE, AUDIT AND QUALITY (PAQ) SUBGROUP

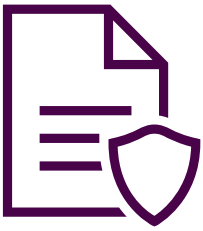
CHAIR

Heather Payne

Associate Director of Safeguarding
Bromley Healthcare

KEY ACHIEVEMENTS

- The subgroup workplan is regularly monitored and updated and shaped around the thematic priorities of the Board's strategy.
- The London Safeguarding Adult Partnership Audit Tool (SAPAT) challenge/support event was held in October 2021, which resulted in a temperature check on the BSAB's current position. This subgroup is overseeing the outcome of this, reporting into the Board's Executive.
- To seek assurance from key partners, this subgroup regularly reviews safeguarding activities from the following agencies: Adult Services in the Council; Bromley Healthcare; King's College Hospital NHS Foundation Trust; Metropolitan Police Services; and Oxleas NHS Foundation Trust
- Areas discussed include category of abuse, outcomes, challenges, priorities, training compliance and service updates, identifying any learning that is later disseminated to the wider partnership. One example was identifying the need to raise more awareness of reporting Domestic Abuse, which resulted in the promotion of Domestic Abuse related resources.
- The group continues to monitor the progress of commissioned Safeguarding Adult Reviews (SARs) and seeks assurance from individual stakeholders; this includes the monitoring of recommended actions from former reviews, as well as the development of existing SARs.
- Subgroup members are carrying out Mental Capacity Act (MCA) audits within their organisation, the finding of this will better inform local MCA practice.
- Case studies are also reviewed and discussed to determine any learning, identifying both good practise and areas of possible development. One case example resulted in the recommendation of utilising the Complex Case pathway, where a section 42 enquiry threshold was not met, in a case of an individual making unwise decisions.
- The subgroup seeks to develop a Quality Assurance Framework and Standards as part of its future plans and will shape meetings around the Board's thematic priorities.



POLICIES AND PROCEDURES SUBGROUP

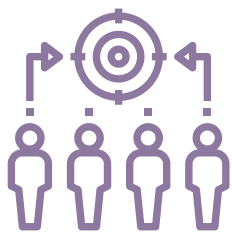
CHAIR

Paul Sibun

Adult Safeguarding Manager/Mental Capacity Act Lead
South East London Integrated Care System

KEY ACHIEVEMENTS

- The subgroup workplan was updated to reflect the Board's strategic objectives: Domestic abuse, financial abuse, self-neglect, modern day slavery, transitional care of children into adulthood, and vulnerable adults in specialist care and residential homes.
- We developed and published the Board's first Modern Day Slavery (MDS) policy, in consultation with the Human Trafficking Foundation. It provides guidance on modern slavery and human trafficking, summarises the National Referral Mechanism process by which potential victims of modern slavery are formally identified and provided with support, and provides information on available resources.
- The BSAB's Domestic Abuse policy was reviewed and updated in light of the new Domestic Abuse Act 2021. However, later consideration was given to only keeping the borough-wide 'Intergenerational Domestic Abuse Strategy for 2021 to 2024'.
- New guidance on 'Cuckooing and Exploitation' was developed. Cuckooing is a process whereby criminal/s take over the homes of vulnerable adults, or young people to facilitate exploitation. It takes its name from cuckoos who take over the nest of other birds; the most common form of cuckooing is where drug dealers or gangs' members take over a person's home and use it to store or distribute drugs.
- An equality and diversity statement was developed for all our policies, demonstrating the Board's commitment to create a positive culture of respect for all individuals, including staff, patients, their families, and carers as well as community partners.
- Additional national guidance and documents, such as those produced by SCIE (Social Care Institute for Excellence) and NICE (National Institute for Health and Care Excellence) were published in the BSAB's practitioners library following national key developments.
- We identified a key workstream to streamline our policies where possible, ensuring our policies are those aimed at multiple agencies. We will also develop quick guides to specific policies, making them easier to use as quick reference guides.



SAFEGUARDING ADULTS REVIEW (SAR) COMMITTEE

CHAIR

Vicky Bailey

Detective Chief Inspector: South Basic Command Unit for Bromley, Croydon, and Sutton
Metropolitan Police Service

KEY ACHIEVEMENTS

We recognised through this subgroup the need to raise further awareness of the remit of a Safeguarding Awareness Review (SAR) and its statutory purpose. For this reason, we worked together with our Communications and Servicer User Engagement Group to develop and distribute a SAR awareness poster for professionals. This is made available for downloading and distributing via the BSAB's website. Subsequently, the number of SAR referrals received have increased.

SAR referrals received are logged on an internal SAR tracker database, and each referral is 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.

Rosecroft Safeguarding Adults Organisational Review

This year we finalised the completion of an Organisational Safeguarding Adults Review into Rosecroft Residential Care Home. We have published an Executive Report which outlines the circumstances leading to review, recommendations made by the Independent Reviewer and a summary of actions taken by BSAB partners. The initial independent review process commenced in June 2019 and concluded in February 2021, followed by further enquiry action overseen by BSAB's Independent Chair, which concluded in July 2021.

The review was complex and lengthy as it was subsequent to or overlapped with Section 42 Safeguarding Adults Enquiries, a Safeguarding Adults Organisational Enquiry, a Metropolitan Police Service Investigation, and a Coroners' Inquest.

The aims of the Organisational Safeguarding Adults Review are to contribute to the improved safety and wellbeing of adults at risk (in this case residents in care and nursing homes in the borough and beyond) and, if possible, to provide a legacy and comfort to former residents at Rosecroft and their families.

Through a shared commitment to openness and reflective learning, involved agencies have sought to reach an understanding of the circumstances leading to the review, recommendations to improve services and to reduce the risk of repeat circumstances and a shared action plan, monitored by the BSAB to implement these recommendations.

SARs currently in progress

Towards the end of the year, we commissioned a SAR, where the main theme of the review was possible neglect – details of which will be published once the review is completed. However, we took the opportunity to identify learning at an early stage so that any necessary changes in service delivery are identified/implemented without delay.

We ended the year by agreeing to commission another two learning reviews, to take place throughout 2022, where themes include possible self-neglect, neglect, domestic abuse, and potential carer stress.

Learning from SARs and related reviews

A National SAR Library was developed by the national Safeguarding Adults Board (SAB) network, where individual SAB learning reviews are stored. A link to this is published on the BSAB website so that professionals can have access to a range of learning reviews for additional learning.

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

Moving forward, we aim to continue identifying any learning from SAR referrals and commissioned SARs as swiftly as possible so that necessary changes can take place promptly. To enable this, the SAR tracker database will be further developed to capture key information that will be shared appropriately.



TRAINING AND AWARENESS SUBGROUP

CHAIR

Antoinette Thorne

Assistant Director of Human Resources

Bromley Council

KEY ACHIEVEMENTS

The new 2021 to 2023 training strategy was produced. This 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. To supplement this, a training brochure was produced for our partner agencies and their workforce and was updated regularly. We further promoted this via the work of our Communications and Service User Engagement Group (CSUEG).

We introduced new courses this year as a result of needs identified via our other subgroups, these include a session on:

- Safeguarding Adults Reviews (SAR) Awareness
- Safeguarding Adults Managers Masterclass (Level 4)

We also ran and promoted the following online courses as part of our corporate Me Learning offer:

- Financial Abuse Awareness (Hoarding and Scamming)
- Multi-Agency Working

Training attendance is evaluated throughout the year, and where low registered attendance is identified, these courses are further promoted via the work of our CSUEG and the BSAB website.

We were proud this year to have taken the lead on compiling the annual Safeguarding Adults Awareness Week programme across south east London (Bexley, Greenwich, Lambeth, Lewisham and Southwark), which was promoted by each respective borough. It was encouraging to see professional members from our neighbouring boroughs attend sessions that were run and facilitated by Bromley.

In addition to our varied training offer, we continued to promote awareness of national learning sessions and webinars delivered by a variety of industry professionals. Evidence suggests there is an ongoing appetite for this, and for wider sharing of resources nationally.

Moving forward, we will be completing a tendering exercise for training procurement for 2022 to 2025, which will include the evaluation of our existing training offer and their specifications.

Suicide prevention training will also be offered as part of the Me Learning package and will be funded by our Public Health department, as this is an area of increased concern identified locally and nationally. Various workshops will also be available for professionals, which include suicide bereavement training for those supporting the bereaved.





SELF-NEGLECT AND HOARDING PANEL (SNAHP)

CHAIR

Dr Tessa Leake (on rotation with other key members of this subgroup)

Named GP for Adult Safeguarding

South East London Integrated Care Board: Bromley Place

KEY ACHIEVEMENTS

The Panel had 41 referrals between April 2021 and March 2022, which came from the following agencies:

- A2 Dominion
- Bromley Council
- Bromley Healthcare
- Broomwood Health Centre
- Clarion Housing
- Hestia
- Hyde Housing
- Kings College Hospital
- Oxleas NHS Foundation Trust

Themes of success that we identified are:

- Use of technology such as Microsoft Teams to facilitate meetings and presenter involvement.
- Regular referrals received from a multi-agency perspective.
- Providing advice and support to referrers who present the cases and giving guidance on management of cases.
- Establishing a need for a SNaHP co-ordinator to improve outcomes for this client cohort.

Areas for consideration in the future:

- To invite regular speakers and provide further education to the panel about local hoarding resources.
- The BSAB to promote the work of the panel and ensure it remains relevant.



WORK OF OUR CORE MEMBERS AND PARTNERS

BROMLEY COUNCIL

ADULT SOCIAL CARE



Dirk Holtzhausen

Assistant Director

Safeguarding, Practice and Provider Relations

Our vision is for the London Borough of Bromley to be a fantastic place to live and work, where everyone can lead healthy, safe, and independent lives in supportive communities. We strive to be flexible and responsive to the needs of our residents, embracing new ways of working with partners, staff, and our communities to improve services to those in need within our available resources.

We continue to focus our efforts on ensuring adults living in Bromley are safe and safeguarded, protected from abuse, remain connected to their communities, live in homes suitable to their needs and aspirations while maintaining and improving their health.

Adult Social Care has different roles and responsibilities when it comes to safeguarding vulnerable adults. As the lead agency, Adult Social Care is responsible for considering all safeguarding adult concerns and must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. We 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 the life of the adults concerned.

SUMMARY OF OUR ACHIEVEMENTS IN 2021/2022

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).

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.

We 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. This also recognises the support that is provided by families, friends, and the wider community as well as other agencies.

In 2022 Bromley Adult Social Care signed up to the London Care Record. The London Care Record enables the sharing of care information for direct care, quickly and securely, at point of care anywhere in London. The London Care Record is a secure view of a person's health and care information, accessed by the professionals involved in the person's care. The benefit to the public is that professionals have a holistic view that help them to make better informed decisions, leading to improved and high-quality services. There has already been positive feedback from staff in Adult Social Care that have started to utilise the London Care Record in Bromley.

To further implement a governance system that is holistic and realistic to ensure Adult Services meet and exceed our residents' expectations, we have reviewed and are in the process of updating our Quality Assurance Framework (QAF). This QAF represents our comprehensive arrangements for evaluating and delivering 'high- quality' services and it will provide evidence that the required legislative standards are achieved and organisational policies, procedures and guidance on practice are complied with. This framework also includes processes for verification and feedback.

Our Adult Services Practice Advisory Group (ASPAG) continue to meet monthly. ASPAG creates an opportunity for qualified and unqualified staff in Adult Services to advise the Principal Social Worker and Director of Adult Services on practice issues. The group's aim is to provide a forum to staff so as they can have a voice in the process of developing how we support residents in Bromley who require social care support and how we can work better to do this.

WORK OF OUR CORE MEMBERS AND PARTNERS

We have established a Learning and Development Board chaired by our Assistant Director for Operational Services. Membership include Heads of Services, Human Resources Learning and Development colleagues and other key workers. The Learning and Development Board analyse learning needs and review the implementation of our Learning and Development Strategy, develop and promote a culture of learning and further promote strengths-based practice.

In 2021 Bromley Council signed up to Tri.x Adult Social Care procedures manual, which includes over 60 core procedures and practice guidance documents for staff. The procedures manual is hosted on an external web-based platform and regular updates to procedures are made by the Tri.x team in accordance with any changes to legislation. This supports Adult Services practitioners to make effective and consistent decisions in line with the Care Act and other key legislation.

We have established a Direct Payment Advisory Service to provide learning and development support and opportunities to the Bromley health and social care workforce concerning personalisation and Direct Payments. Direct Payments provide people with the opportunity to receive a personal budget for care as cash payments to buy and manage their own care support so they can have their care, their way.

The Direct Payment Advisory Service is a dedicated resource to empower staff on a one to one or group basis to confidently deliver direct payments and advocate the benefits to individuals.

We continue to develop and implement an Adult Services Strategy based on a strengths-based approach, with a greater emphasis on prevention and early help, whilst strongly engaging with the family and community in supporting individuals by; continuing to increase the use of direct payments as a model of service delivery, further embedding the 'Making Practice Personal' approach, and developing and implementing our service user and carer engagement strategy to listen to residents and involve them in developing services.

The Liquidlogic Adults' Social Care System (LAS) has been implemented for Adult Social Care. LAS is designed to be used by Adult Services workers, professionals in partner agencies such as health, care providers, the third sector, service users, and carers. LAS provides flexible and comprehensive functionality to enable the management of contacts, referrals, assessments, reablement, support plans, care commissioning, personal budgets, self-funders, safeguarding, Deprivation of Liberty Safeguards (DoLS), provider management, financial management, and financial assessments; all within a logical and easy to navigate workflow, which can be tailored to reflect our working practices.

It was announced in 2021 that the Care Quality Commission (CQC) will have a new duty to independently review and assess local authority performance in delivery of adult social care duties from April 2023 onwards. In preparation for the CQC assurance, Bromley Adult Services undertook a self-assessment in December 2021 based on a tool developed by the Association of Directors of Adult Social Care (ADASS). This identified both areas of outstanding performance and areas that require strengthening.

We will also complete a Strengths Weaknesses Opportunities and Threats (SWOT) analysis in April 2022, to build on the ASC Risk Self-Assessment outcomes, and add more areas for improvement as well as more strengths.

The existing Adult Services Transformation programme will also be reviewed to ensure that Bromley Adult Services are fit to meet the requirements of the white paper and CQC assurance. As a result, our updated workplan, risk assessment and SWOT analysis outcomes will be integrated into our ASC Transformation and Assurance Board Workplan. This workplan will have several workstreams with Project Leads, and will be closely monitored by our Transformation and Quality Board.



BROMLEY COUNCIL

TRADING STANDARDS



Rob Vale

Head of Service:

Trading Standards and Commercial Regulation

During the past year, Trading Standards has focussed on the continued success of the 'TS Alert!' newsletter, an early warning system which alerts residents and partners of scams and doorstep crime in the Bromley borough as it happens. The number of recipients of the alerts has increased since its launch during the national lockdown and boasts a circulation list now of more than 650, with an estimated forward circulation to 47,000 further recipients.

The team continues to disrupt rogue traders and there were 26 rapid response interventions where officers attended the homes of residents immediately following a call for assistance. One response resulted in the saving of £12,000 for an elderly couple who had been cold called by traders seeking to extract payment for unnecessary roof repairs. Another has identified a saving of £36,833 and a further intervention saved a resident £18,000. Several individuals related to these incidents are under investigation.

The work we are doing through early intervention and disruption, for example in providing call-blockers, and advising victims and families in order to prevent or stop victims from responding to scams, can be seen as an alternative to care in some cases, enabling the individual to continue to stay in their home. This can result in financial savings to the victim, family, and the Council.

Locally we have data evidencing £2.5million of savings to residents as result of trading standards interventions since 2006.

Using a new impacts and outcomes calculator, we can estimate that between 1st April 2021 and 31st March 2022 trading standards interventions created total financial savings of £507,157, which includes an estimated £158,078 healthcare and health related quality of life savings.

This figure includes an estimated £44,659 healthcare savings and health related quality of life savings, as a result of the 5 call blocker units we installed, protecting particularly vulnerable residents from scam telesales.

PREVENT



THE NATIONAL PICTURE

Islamist extremism continues to be the predominant source of threat and risk and remains the most likely ideological inspiration for a self-initiated individual being drawn into committing terrorism.

The threat and risk from Extreme Right-Wing Terrorism has not significantly increased in the last 12 months – but there is continued growth in extremism far-right content and narratives online and in social media, and concerns about how extremism may manifest in local areas through hate-crime and community tensions.

There is also a growth in the number of highly vulnerable individuals who come to attention under the Mixed, Unclear and Unstable (M/U/U) classification; an individual who may represent a risk of harm to others but lack a coherent ideology as a driving factor.

Individuals with mental ill-health, learning difficulties, and/or spectrum disorder remain a common factor in referrals across all different types of extremism. Such cases present a challenge for local panels to assess in separating comments or behaviours that may be the symptoms of illness, from those which suggest possible engagement with extremist ideas or causes.

Self-radicalisation is a continuing threat, particularly in the online space and social media due to the accessible nature of harmful and extremist material and messaging.

Seven late-stage terror attacks have been foiled in the UK since the start of the COVID-19 pandemic. In total, the UK has seen 32 foiled terrorism plots since March 2017 – with 18 related to Islamist extremism, 12 to Extreme Right-Wing Terrorism (XRWT) and two to Left, Anarchist or Single-Issue Terrorism (LASIT).

PREVENT REFERRALS

In November 2021 the Home Office release figures setting out the number of individuals referred into the prevent programme in England and Wales. In the year ending 31 March 2021, there were 4,915 referrals to Prevent. This is a decrease of 22% compared to the previous year (6,287) and the lowest number of referrals received since comparable data are available (year ending March 2016). This decrease is likely to have been driven by the effects of public health restrictions that were in place throughout the year to control the spread of the COVID-19 virus.

The Council provides training via online face to face “WRAP” (Workshop to Raise Awareness of Prevent) workshops as part of its programme of mandatory training for all Council relevant staff. Additional workshops have been attended by school governor groups, specialist support teams and some schools. eLearning is available at Prevent Awareness Online Training.

The Council has submitted the annual Channel Panel Annual Assurance Statement for 2022, which forms part of a strengthened quality assurance framework for all Channel panels across England and Wales and requires strategic sign off by the Chief Executive.



METROPOLITAN POLICE SERVICES (MPS) BROMLEY



Vicky Bailey

Detective Chief Inspector: Public Protection Hub
South Area (Bromley, Croydon, and Sutton)

WHAT WE ACHIEVED IN 2021/22

- Created a local violence against women and girls plan to drive activity locally in line with the MPS Strategy. This has included the creation of the Predatory Offender Unit who focus on arresting high harm domestic abuse suspects.
- Continued to focus on the MPS priorities of domestic abuse and rape in establishing a risk management team, which has led to an increase in the use of Domestic Violence Protection Notices (DVPNs) and MARAC (Multi Agency Risk Assessment Conference) referrals.
- A central transformation team, with a multi-agency group from health and the police, established the new NHS 0300 process to enable officers to have up-to-date information and advice when dealing with mental health incidents. This gives greater confidence to officers dealing with mental health related incidents, greater knowledge and clearer decision-making processes based on evidence from medical practitioners.
- A central transformation project has also been working to improve the police response to mental health incidents. The creation of a new digital process is due to go live in the near future so that officers can share information to the mental health team for those in mental health crisis, which reduces handover times and allows the medical team to have the information in advance of the individual arriving.
- Continued to deliver internal training and events to our staff focused on mental health, wellbeing, and neurodiversity to increase knowledge and share best practice.
- Continued to focus on providing support and advice to investigating officers to improve their knowledge around mental health and access to partner leads
- The continuation of the Crisis Assessment Team (CAT) car programme where health professionals and the police jointly respond to urgent crisis calls with the aim of reducing the need for Section 136 (empowers the police to detain those suspected of being mentally ill in public places and convey them to a place of safety) and ensuring early diversions and support are put in place.
- A dedicated police mental health team continues to work with a cohort of high-volume service users, working with partners to reduce calls to service and ensure an effective tailored response.

WORK OF OUR CORE MEMBERS AND PARTNERS

- Established a one front door approach for strategy meetings to increase the number of strategy meetings the police are able to attend. This has included establishing a weekly escalation meeting between partners to ensure learning and best practice are shared.
- Continued to review all incidents involving vulnerable adults and care homes and consider a SAR referral when an adult dies or is seriously harmed as a result of suspected abuse or neglect and there is concern that partner agencies could have worked together more effectively to protect the adult.
- Learning from Safeguarding Adult Reports cascaded throughout the organisation. Lessons learnt are shared to maximise the opportunity to better safeguard adults with care and support needs, who are or may be at risk of abuse or neglect.
- Continued focus on serious youth violence which causes fear, ill-health, and loss, affecting individuals and communities.
- Established a new Risk and Demand team which provides a 24/7 investigation response for missing people within the early hours of the investigation. Officers are specially trained to identify and manage risk and work alongside our response teams to provide the most appropriate response. Enhanced supervision within the team ensures police use all resources and opportunities to protect and safeguard the community.

WHAT WE PLAN TO DO IN 2022/23

- Continue to work towards a fully embedded “one front door” approach for vulnerable adult enquiries. This builds on the successful one front door for children which has reduced delays and improved information sharing with our partners. This approach will encourage strategy discussions between police and partners and provide a central point of contact for partners.
- The dedicated mental health team will continue to work with high volume service users
- Continued training on mental health, wellbeing, neurodiversity, and the anticipated changes as a result of the Liberty Protection Safeguards (LPS).
- Continued focus on Violence Against Women and Children (VAWG).
- Continued focus on Serious Youth Violence.

SOUTH EAST LONDON INTEGRATED CARE BOARD



South East London

Claire Lewin

Head of Safeguarding and
Designated Nurse Safeguarding Adults (Bromley)

WHAT WE ACHIEVED IN 2021/22

- Ensured that Health representation is effective and visible through the Domestic Abuse (DA) victim/survivor journey by:
 - Ensuring Multi Agency Risk Assessment Conference (MARAC) information sharing protocols were in place for Health providers.
 - Developing a Health attendees MARAC induction guide.
 - Recommissioning the Identification and Referral to Improve safety (IRIS) programme across Bromley (IRIS is a DA 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, including an academic half day which was attended by 294 GP's.
 - A Local Enhanced Service (LES) has been rolled-out within Bromley and used as a template across the wider SEL boroughs to promote specific quality assurance work in Primary Care Safeguarding for both Adults and Children.
- Developed a benchmarking exercise for all CQC regulated Care Homes in Bromley against the recommendations for Health in the National Institute for Health and Care Excellence (NICE) 2021 guidance for 'Safeguarding adults in care homes.'
- Developed contract specific safeguarding assurance specifications for upcoming health provider contracts and procurements, ensuring clarity, equality, and transparency regarding expectations of tendering organisations, in relation to safeguarding.

BROMLEY PLACE BASED SAFEGUARDING ADULTS PRIORITIES FOR 2022/23

- Refreshing our safeguarding procurements standards document that sets out the Essential and Additional Safeguarding Quality standards that are expected of provider organisations, to reflect updates to the Standard NHS contract, legislation, and place-based partnership priorities.
- Prepare for the implementation of the new Mental Capacity (Amendment) Act 2019, 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 Violence and Abuse (DVA) by mapping good practice and areas for improvement for the health response across the South East London Integrated Care System (ICS), striving to ensure that health representation is effective and visible through the Domestic Abuse victim/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.
- Analysing the results of the benchmarking exercise for all Care Homes in Bromley, against the recommendations for Health in the National Institute for Health and Care Excellence (NICE) 2021 guidance for 'Safeguarding adults in care homes' and actioning the identified areas of improvement and support.
- Relaunching NHSE England and NHS Improvement's framework for Enhanced Health in Care Homes (EHCH), with an initial focus on key areas including:
 - Enhanced Primary Care and MDT Support;
 - Workforce, recruitment, and retention;
 - End of Life and palliative care;
 - Falls prevention; and
 - Managing Deterioration using RESTORE2 which is a physical deterioration and escalation tool designed to support care homes managing deterioration in residents.

BSAB PARTNERS

As we continue to seek assurance from all BSAB members of their statutory safeguarding responsibilities, we are supported with wide partner representation and contribution at Board and subgroup meetings. In doing so, we are able to identify areas of good practise, potential gaps in service delivery and areas of further development required as a partnership.

Ongoing support to individual agencies is achieved through providing access to a range of resources for their wider workforce, these include:

- Free BSAB training and access to regional and national learning sessions
- Access to local and national information, guidance and resources via our Practitioners Library

By giving our partners the opportunity to provide 360 degrees feedback on the BSAB via our Safeguarding Adults Partnership Audit Tool (SAPAT), we are encouraging and valuing the voice of all members. It is also important for us to seek assurance across the wider partnership of their safeguarding activities, examples of which can be found in this report appendices.



KEY PRIORITIES FOR 2022-23



We will review the findings from the Safeguarding Adult Partnership Audit Tool (SAPAT) challenge event, held in October 2021, to determine our future 2022 to 2024 Business Plan; these will be aligned with our broader BSAB 2020 to 2023 Strategy, and prevention will be the golden thread of actions identified. The work of our subgroups will also align with the new business plan.



With the imminent launch of People at the Heart of Care: adult social care reform white paper, this will likely present financial challenges, in particular the expected capping of care charges, and quality assurance of adult social care from 2023. We will seek assurance from our Adult Social Care colleagues, as well as other partner agencies affected by this, and offer appropriate support where possible.



Capturing the voice of service users and carers will be important for us, as we seek assurance that people are in charge of their own care i.e., through Direct Payments, Assistive Technology, etc.



Community engagement – we will seek to develop efficient and innovative ways of capturing the views of the wider community, these will include running various outreach events following the lifting of previous COVID-19 restrictions.



We will continue with our inclusion agenda by working to engage with hard-to-reach community groups, as well as develop resources to raise awareness of support services that are available to all. Key priorities are to address loneliness, isolation, and digital exclusion.



We will develop and procure a new training offer for all BSAB member agencies and ensure this is promoted effectively. We will also bring together and promote the Bromley Safeguarding Children's Partnership (BSCP) training resources.



We will approach our Business Plans with a 'Think Family' ethos. The Think Family agenda recognises and promotes the importance of a whole-family approach e.g. more coordination between adults and children's services, and services working with both adults and children should take into account family circumstances and responsibilities.



We will work closer with our BSCP colleagues by arranging table-top case review learning events and disseminate findings with the wider BSAB membership.



We will continue seeking opportunities to share resources both regionally and nationally and will get involved in key national projects where possible.



We will streamline our existing multi-agency resources and develop short quick guides of key documents for ease of access for professionals.



We will continue to seek assurance from the wider membership of their safeguarding function and practices.





INDEPENDENT CHAIR

Teresa Bell

BOARD TEAM

- Board Manager, *Bulent Djouma*
- Board Administrator, *Denise Shields*

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*

SOUTH EAST LONDON INTEGRATED CARE BOARD

- Place Based Director, Bromley, *Angela Bhan*

METROPOLITAN POLICE SERVICE

- Detective Chief Inspector, *Victoria Bailey*

OTHER PARTNERS

HEALTH SERVICES

- Bromley Healthcare – Director of Nursing, *Fiona Christie*
- GP/Primary Care – Named GP for Adult Safeguarding, *Dr Tessa Leake*
- King's College Hospital NHS Foundation Trust – Deputy Chief Nurse, *Joseph Hague*
- 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 Fire Brigade – Borough Commander, *Kevin McKenzie*

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 – Director of Services, *Dominic Parkinson*
- Bromley Mencap – Chief Executive, *Eddie Lynch*
- Bromley Third Sector Enterprise (Bromley Well) – Chief Executive Officer, *David Walker*
- CASPA (Children on the Autistic Spectrum Parents Association) – Chief Executive, *Helen Dyer*
- CGL Bromley Drug and Alcohol Service – Service Manager, *Emily Duignan*
- Choice Support – Regional Operations Manager, *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*
- Optivo – Safeguarding Co-ordinator, *Keira Chapman*

PRIVATE HEALTH, CARE, AND HOUSING SECTOR

- BMI Healthcare – Director of Clinical Services, *Stuart Beddard*
- 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 SECTOR

- Bromley Adult Education College – Head of Centre, *Elena Diaconescu*

INDEPENDENT LAY MEMBER

- Fasil Bhatti

ELECTED MEMBERS

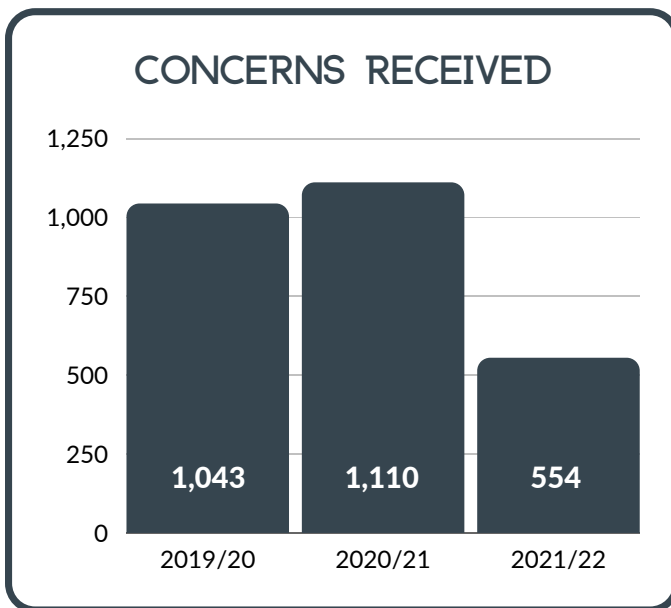
- Portfolio Holder Adult Care and Health, *Cllr Diane Smith*
- Portfolio Holder Public Protection and Enforcement, *Cllr Angela Page*

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*

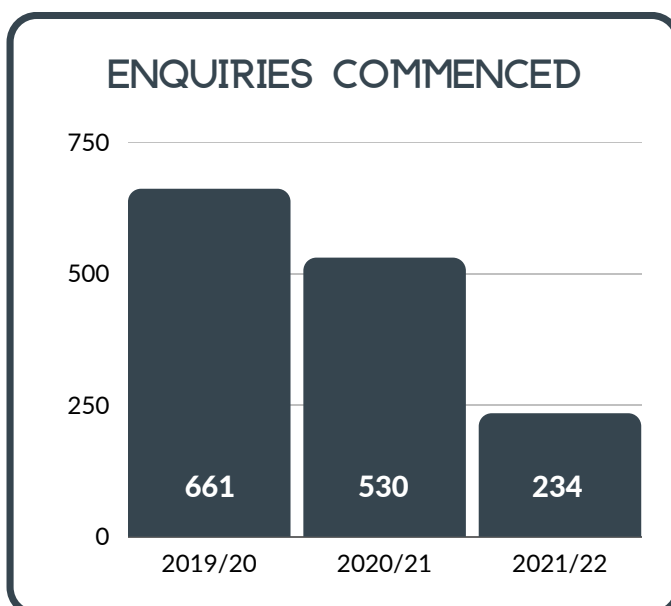


INDIVIDUALS WHO HAD SAFEGUARDING IN 2021-22



We noted a drop in safeguarding referrals and those that led to Section 42 enquiries this year, this was due to an improved triaging process, therefore it was expected that these numbers would drop. A reduction in the length of time that an enquiry remains open across reporting years is also a contributing factor to this. Anecdotal evidence also suggests referrals are lower due to better service user rapport and preventative measures, which is also in line with expectations.

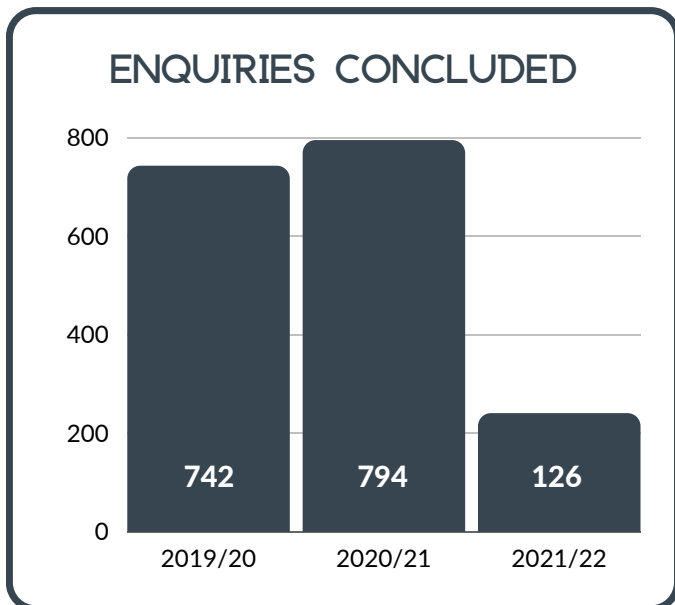
INDIVIDUALS WHO HAD SAFEGUARDING ENQUIRIES STARTED IN 2021-22



The total number of concerns that went on to be Enquiries in 2021/22 was 234. This is a decrease of -56% from 530 in 2020/21.

Of the 234 Enquiries, 96% (224) were Section 42.

ENQUIRIES CONCLUDED IN 2021-22



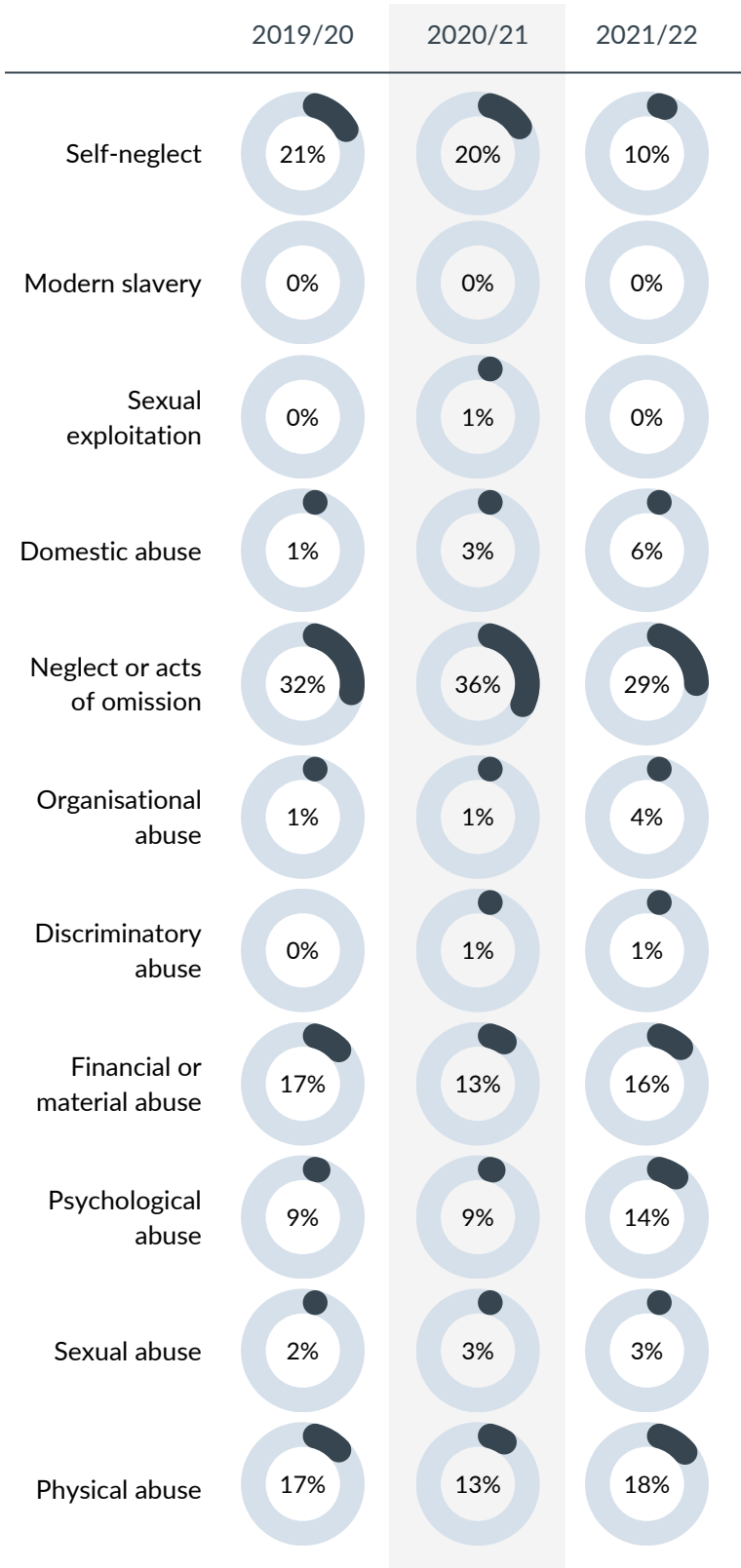
The total number of enquiries that concluded in the year has dropped from 794 down to 126.

This is due to improved triaging procedures preventing unnecessary enquiries being raised as well as a reduction in the length an Enquiry remains open running on across financial reporting periods.



THE FOLLOWING INFORMATION RELATES TO CONCLUDED SECTION 42 CASES DURING 2021/22

SECTION 42 ENQUIRIES: ABUSE TYPES

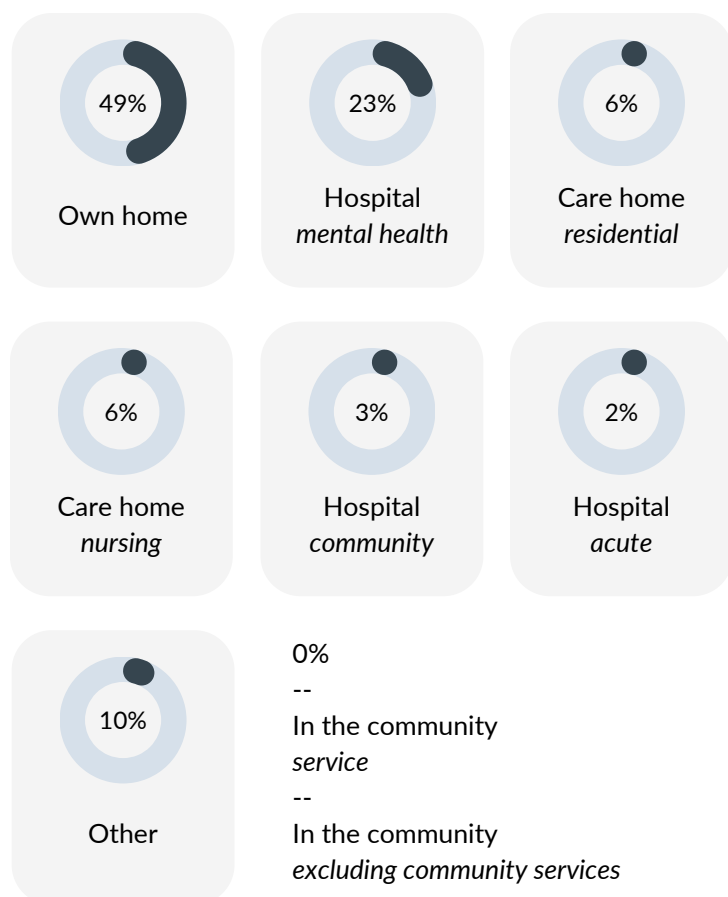


The highest type of Risk for 2021/22 was Neglect and Acts of Omission at 29%. This was also the highest for the previous two years each being over 30%.

The next highest abuse type for 2021/22 were Physical at 18%, Financial at 16% and Psychological at 14%.

The top 4 abuses accounted for 76% of all cases.

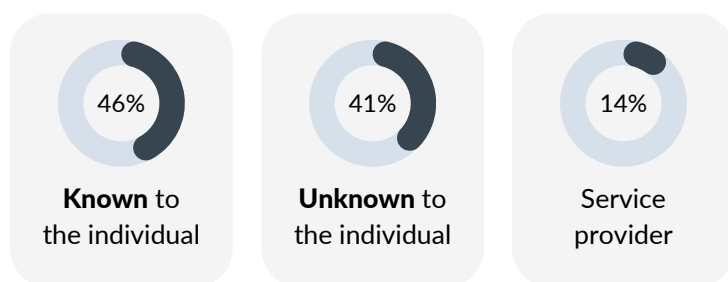
SECTION 42 ENQUIRIES: LOCATION OF ABUSE



In 2021-22, the most common location where risk occurred was in the individual's 'Own Home' which accounted for 49% of all Section 42 Enquiries.

The next highest location was in a Mental Health (MH) hospital, which includes Oxleas, South London and Maudsley (SLaM) and other MH settings, with 23% of all Section 42 Enquiries.

SECTION 42 ENQUIRIES: SOURCE OF RISK



The main area of identified risk comes from people known to the individual, with 48% of Section 42 Enquiries falling under this category, this is followed by Unknown individuals at 41% and then the remaining 14% being from Service Providers.

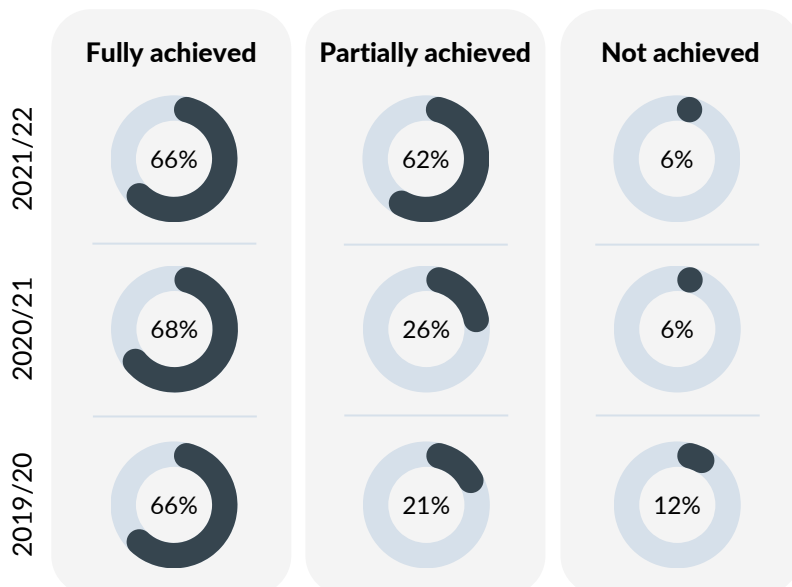
SECTION 42 ENQUIRIES: RISK ASSESSMENT OUTCOMES



Of the 148 Section 42 Enquiries where a risk was 'identified', in evaluation of the enquiry outcomes: 34% saw the risk removed, 64% saw the risk reduced and 3% saw the risk remain.

This compares with 2020/21 where 33% had the risk removed 56% risk reduced and 11% saw the risk remain.

SECTION 42 ENQUIRIES: MAKING SAFEGUARDING PERSONAL (MSP) OUTCOMES



Of the 179 Section 42 cases where individuals were asked for outcomes which were expressed there were 119 (66%) that were Fully achieved, 50 (28%) that were Partially Achieved and the remaining 10 (6%) where the outcomes were Not Achieved.

This compares with 2020/21 where 68% were Fully Achieved, 26% Partially Achieved and 6% that were Not Achieved.

SECTION 42 ENQUIRIES: DEMOGRAPHIC PROFILE

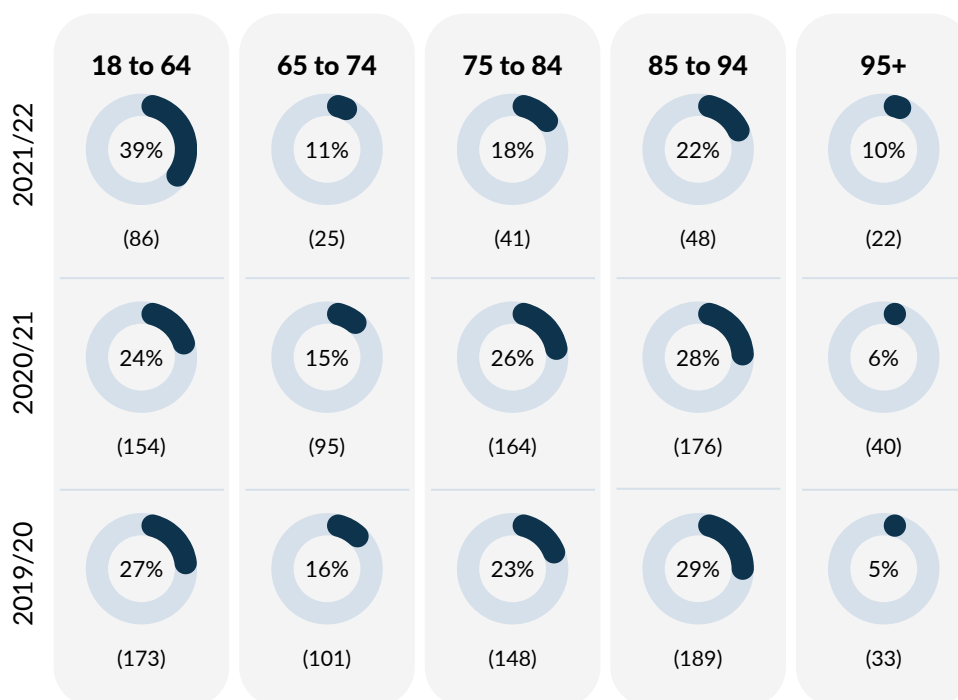
Gender



Individuals for whom Section 42 Enquiries are submitted are predominantly female.

Females represented 62% of individuals in 2021/22, an increase from 54% in 2020-21

Age

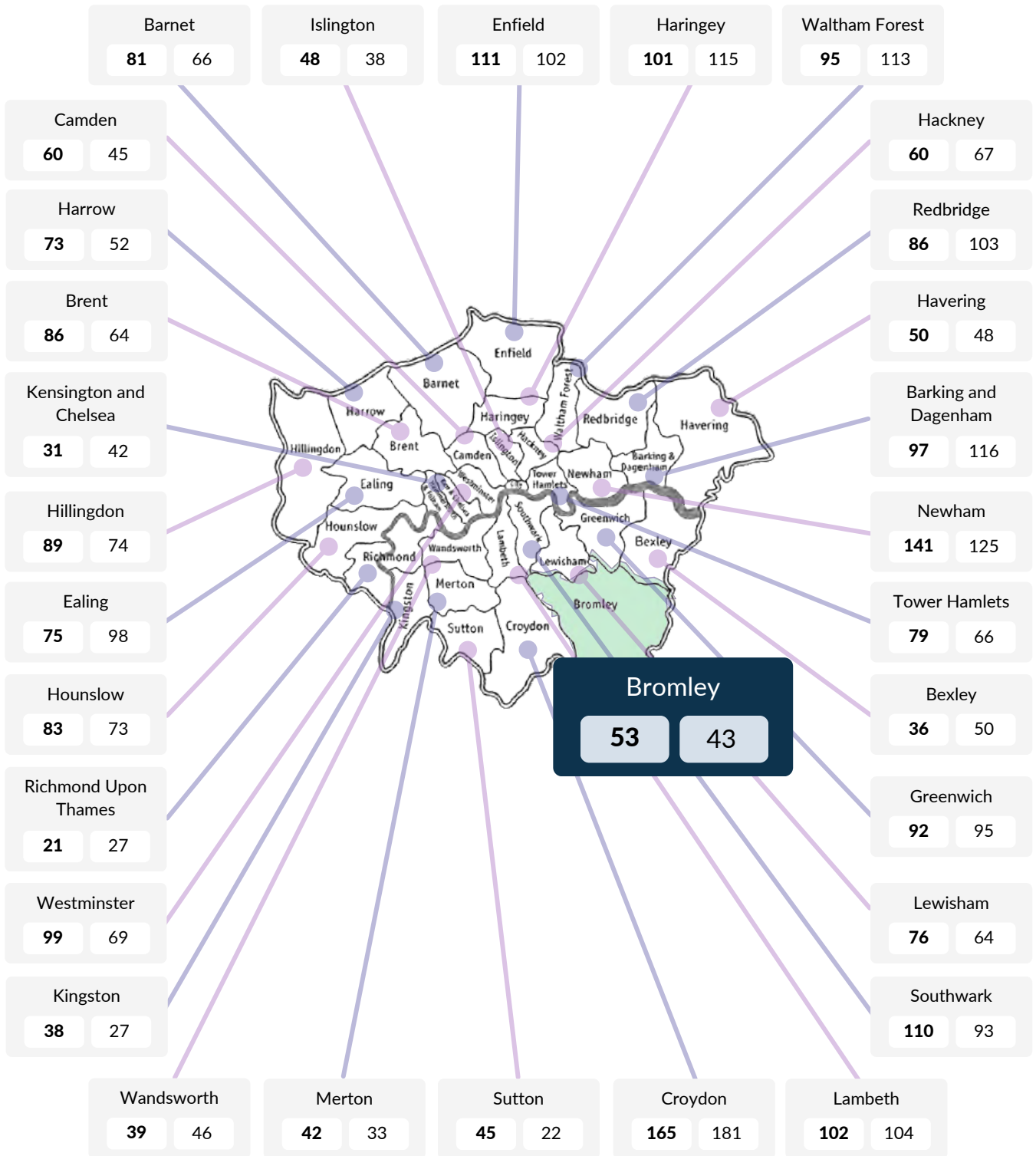


We also saw an increase in Section 42 enquiries for individuals 18-64 which amounted to 39% in 2021/22 against 24% in 2020/21.

However, it should be noted that there has been a significant drop in concluded Section 42 enquiries compared with last year (222 vs 629 last year) and as such even though 18-64's represents a larger proportion of those who have had an enquiry concluded, the numbers have actually dropped year on year from 154 the year before to 86.

MODERN DAY SLAVERY DATA

There was a total of 53 reported Modern Slavery offences for Bromley during 2021, which was 10 more than the previous year; County Lines [1] accounted for 20% of these offences, the highest offence category for the borough along with drug-related crime.



[1] County Lines is where illegal drugs are transported from one area to another, often across police and local authority boundaries (although not exclusively), usually by children or vulnerable people who are coerced into it by gangs. The 'County Line' is the mobile phone line used to take the orders of drugs. Importing areas (areas where the drugs are taken to) are reporting increased levels of violence and weapons-related crimes as a result of this trend. (National Crime Agency).

Key:

Borough	2021/22	2020/21
---------	---------	---------

BSAB TRAINING EVALUATION 2021/22


Course attendance

The following table illustrates the (%) attendance of core courses run vs course capacity:

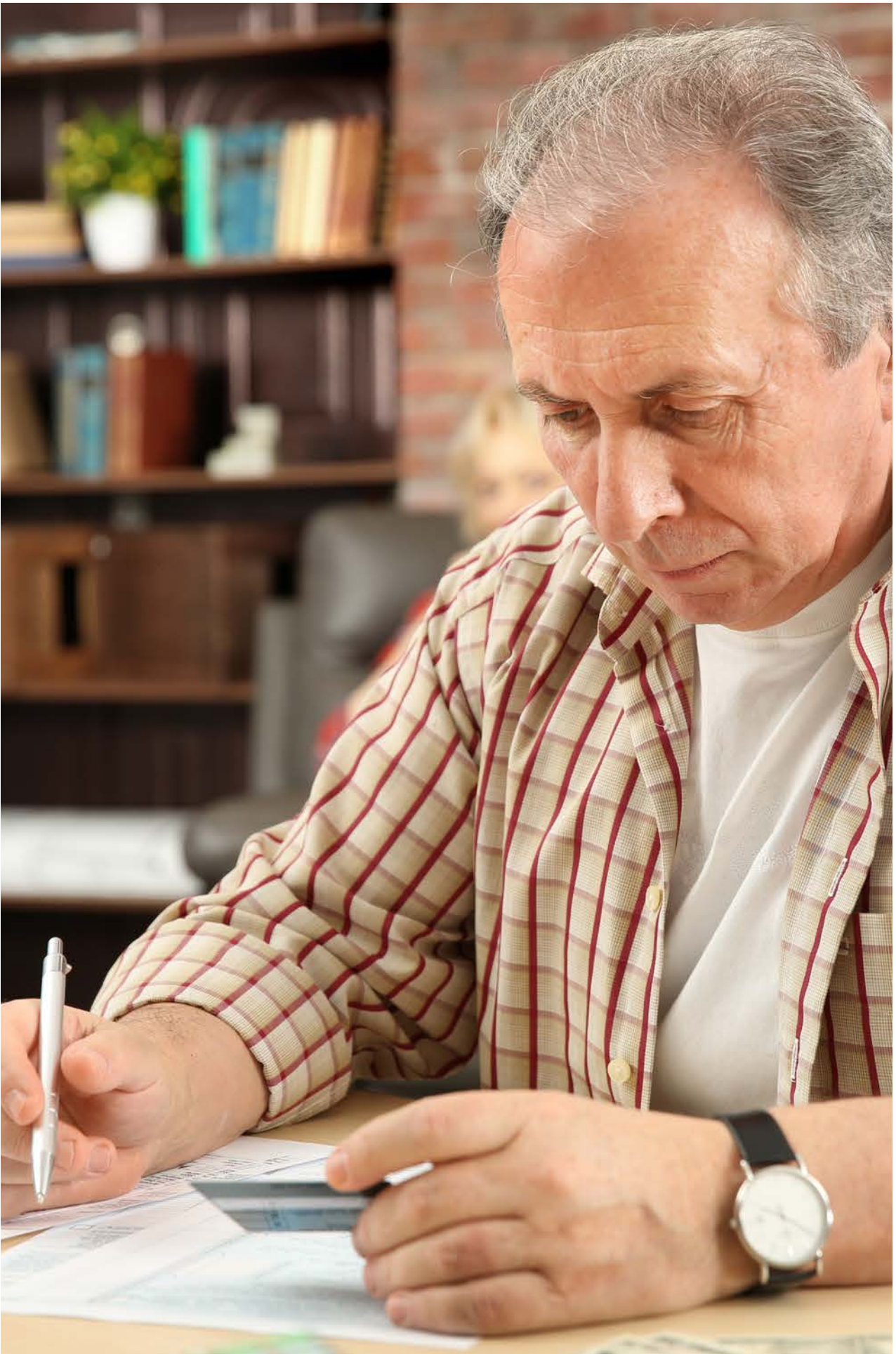


Online courses

The following table illustrates the number of online Me Learning courses accessed by agencies.

TOTAL	3,510		
Bromley Council	925	Education services (schools)	848
Preschool/Nursery	610	Care Group	418
Charity	354	Foster Carers	142
SJD Homes	91	NHS	64
Bromley Adult Education	40	Social Care London	18
Metropolitan Police Service	0	South London and Maudsley NHS Foundation Trust	0





APPENDIX 3

BSAB PARTNER CONTRIBUTIONS



AGE UK BROMLEY AND GREENWICH



Mark Ellison
Chief Executive

Age UK Bromley and Greenwich promotes the wellbeing of all older people in the community and is the leading voluntary sector provider of services for older people. Age UK Bromley and Greenwich works with Board partners in the voluntary sector, Bromley Council, and the police to promote safeguarding among older people living in Bromley.

WHAT WE ACHIEVED IN 2021/22

- As the effects of the pandemic lessen, our services have returned to in person delivery. We are seeing that many older people are in a more vulnerable position post lockdown, with increases in frailty and social isolations. We have seen a loss of confidence in some of our clients as well as a decrease in conditioning both physically and mentally and have therefore adjusted our services accordingly.
- All staff continue to be trained annually in safeguarding, and safeguarding is placed at the centre of new service design.
- Safeguarding has Senior Management Team and Board level scrutiny, with all incidents reported, and outcomes continue to be checked.

WHAT WE PLAN TO DO IN 2022/23

- Staff will continue to attend BSAB training, updating, and expanding their knowledge, ensuring that staff are aware of all types of abuse and how to spot the common signs associated with them.
- A new trustee will be appointed who will have overall Board responsibility for safeguarding.
- Organisational safeguarding policies and procedures will be reviewed in light of the pandemic.

BROMLEY HEALTHCARE

Mati Pasipanodya

Named Adult Safeguarding Lead



WHAT WE ACHIEVED IN 2021/22

- Bromley Healthcare (BHC) has maintained a high quality of safeguarding adult referrals in the reporting period. BHC has continued to work closely in partnership with the Council and have received outcomes of most of the referrals raised with the Council. Of the 293 referrals raised in the organisation, 142 of those have been referred to the local authority and 74 of those referrals progressed to a section 42 enquiry.
- In preparation of Liberty Protection Safeguards (LPS), BHC Executive agreed to make Mental Capacity Act (MCA) 2005 training mandatory for all BHC staff in October 2021. MCA 2005 training is being delivered in accordance with the MCA Competency Framework. We are working towards a trajectory to meet 85% compliancy in all levels by January 2023. The Adult Safeguarding team continue to provide MCA support to frontline staff through training (mandatory and bespoke), consultations, intranet resources, simple guides, and practical support for complex cases.
- The safeguarding Pressure Ulcer Protocol is now well embedded in BHC, helping to ensure that all multiple Category 2, Category 3, Category 4, and unstageable pressure ulcers that meet the threshold of safeguarding are being referred to the Local Authority for adult safeguarding consideration.
- BHC has recruited to a new post 'Associate Director for Safeguarding'. This senior strategic leadership role will provide leadership and support to the Adults and Children's specialist safeguarding services within BHC, which span three boroughs and its relationships externally. The Adult Safeguarding service will be more closely aligned to the Children's Safeguarding services to drive the "Think Family" Approach.

WHAT WE PLAN TO DO IN 2022/23

- To ensure of 85% compliancy in all levels MCA 2005 training by January 2023.
- To ensure greater understanding, knowledge, competence of safeguarding practice of staff and enhance their ability to practice safely, by offering quarterly group safeguarding supervision in line with the Intercollegiate Document.
- To ensure compliance with the new legislations in the Mental Capacity Amendment Act Liberty Protection Safeguards.
- To focus on embedding "Making Safeguarding Personal" (MSP).

BROMLEY HEALTHWATCH



Katie Barratt

Healthwatch Bromley Committee Member

We continue to share our various reports with BSAB as part of our partnership working. Staff or committee members attend BSAB meetings, as well as the Communication and Service User Engagement Group (CSUEG) subgroup, and exchange intelligence and comment upon key issues affecting local population in relation to safeguarding.

Staff and volunteers are trained in safeguarding, which is compulsory, this supports our work overall including Enter and View visits, interviews for our Patient Experience (PE) reports and our signposting role; our two safeguarding alerts were as a result of us providing this service.

We are increasing our presence in the community as part of our PE experience programme, getting feedback from a minimum of 200 people each month, acting as eyes and ears on the ground and picking up key issues that people face. We write reports summarising the themes, highlighting good practice and also areas that need improvement.



BROMLEY, LEWISHAM AND GREENWICH MIND



Dominic Parkinson
Director of Services

WHAT WE ACHIEVED IN 2021/22

- Continued to review our Safeguarding Policies on an annual basis to ensure compliance and good practice.
- Continuous monitoring of all incidents across the organisation, with scrutiny at Committee and Board level.
- Achieved good staff engagement and attendance at Safeguarding Training and Awareness raising across Bromley, Lewisham and Greenwich Mind.
- Closely monitored staff training of new staff and refresher training for established staff members, which is scrutinised at Committee and Board level.

WHAT WE PLAN TO DO IN 2022/23

- Ensuring that 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 inductions, training, conferences, meetings, and staff supervision.
- A commitment to identifying all types of safeguarding concerns and ensure quality training and awareness raising across the organisation is in place.
- Continue to review our safeguarding policy and guidance for staff.
- Will continue to ensure that safeguarding is discussed/raised at every Board of Trustee's meeting, staff meetings and all Manager and Senior Management Team meetings.



CHANGE GROW LIVE (CGL)

Emily Duignan
Services Manager



Change Grow Live

WHAT WE ACHIEVED IN 2021/22

- Continued a blended approach of virtual support such as telephone/Zoom counselling, groups and 1-1s, and face-to-face support for those with clinical or safeguarding concerns.
- Reinstated our offer of community satellites to encourage people into treatment where travel is a barrier and improve access to services.
- Ensured all staff and volunteers completed safeguarding e-Learning (100% compliance) and delivered in-house workshops on topical issues and concerns.
- 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.
- Appointed a complex needs worker to work closely with service users who have multiple complexities. This can be through advocating on their behalf.
- Attended both the DAPP (Domestic Abuse Perpetrator Panel) and MARAC (Multi-Agency Risk Assessment) steering groups to enhance the discussion and support any improvements being made to build on the support measures for victim/survivors.
- The service has received PREVENT training through the Council. This aims to safeguard adults, children, and the community from the threat of terrorism.

WHAT WE PLAN TO DO IN 2022/23

- Bromley Drug and Alcohol Service will sign up to be a member of the Safer Bromley Partnership (SBP) board. This will allow us to work in partnership with all members by discussing key issues, co-working between services, raising the profile of Bromley Drug and Alcohol service, and sharing of good practice.
- The service will be relocating buildings over this year. We will be informing all partners and service users of the new address by sending out information via email, updating leaflets and celebrating with a launch day.
- Recruiting Quality and Safeguarding lead will be beneficial for the service and our safeguarding oversight and will also allow there to be a single point of contact for our safeguarding stakeholders to gain updates, ask questions, or discuss referrals.

HESTIA

Jack Metcalfe

Business Development Manager



- Every Christmas, through the kind donations of individuals and businesses, BTSS (Bromley Tenancy Support Service) in conjunction with Hestia's volunteer team have been able to provide Christmas hampers and presents for the most vulnerable families within Bromley. In December 2021, BTSS distributed 37 hampers for families most in need and provided clothes, toys, and toiletries to an additional 27 families most in need. Through a combination of the efforts of Hestia volunteers and BTSS staff, all were delivered on Christmas Eve.
- BTSS have developed extensive liaisons with Bromley GP Alliances Social Prescribing Teams in order to identify potential service users who may otherwise have "slipped" through the support nets currently in place.
- BTSS has engaged with the charity arms of regional water and utility companies to secure one off grant enabling service users to get reductions on utility bills that otherwise would have increased arrears.



LONDON FIRE BRIGADE (LFB) – BROMLEY



LONDON FIRE BRIGADE

Kevin Mckenzie

Outgoing Borough Commander

WHAT WE ACHIEVED IN 2021/22

The past year has been challenging due to COVID-19 related restrictions, which led to some community engagement activities being scaled back. LFB are now back to normal business and catching up on key partnership and community engagement work. The following is a snapshot of some of the contributions and achievements made by LFB Bromley. Kevin has now moved into a new role in LFB Policy at headquarters and would like to thank the Bromley partnership for their support during his tenure.

STAFF TRAINING – SAFEGUARDING

We have delivered Safeguarding training to all LFB staff across the borough through online training packages and face-to-face engagement. We also continue to educate our staff about issues such as modern-day slavery, dementia awareness, and exploitation.

Following positive interactions with Bromley special educational needs reform officers and the charity CASPA, work is underway to empower those from the neurodiverse community. In May 2021 a scoping meeting was held with Borough Commander Kevin Mckenzie, Helen Dyer- CEO of CASPA Charity, Stephanie Withers- Group leader of SEN Advisory teams and Matthew Catchpole- SEND Reforms and Autism Project officer. The outcome of the meeting was a partnership set up to work with Bromley All-Age Autism. In December 2021 LFB held a training day at Orpington fire station for all on duty firefighters across Bromley borough. The training day was well attended and thought provoking with many discussions held taking a closer look at neurodiversity and LFB staff understanding of Autism within the community. This work aligns with LFB priorities and continues to raise awareness while exploring how we can support the partnership to Increase employment opportunities for people with Autism and other disabilities.

HOARDERS

Work to review information held on hoarders, and a review of our process for identifying and recording hoarders both internally and externally, is ongoing. This includes a continuous review of our operational risk information database to ensure up to date information is shared with partners and maintained by our crews where appropriate.

CONTRIBUTION TO COMMUNITY IMPACT DAYS

We continue to positively support the Council's multi-agency initiative intended to target environmental, ASB (Anti-Social Behaviour), youth engagement, and community Issues. Our attendance at community impact days across the borough is both proactive and consistent. Positive engagement results have been achieved in areas such as Mottingham and Penge. Borough Commander Kevin Mckenzie would like to place on record thanks to Sandra Campbell and Cheryl Baker for their consistency, drive for excellence, and support.

COMMUNITY SAFETY

We continue to engage with the voluntary sector in Bromley and have recently formed a partnership with Bromley Brighter Beginnings to support the local community and keep them safe from fires in the home by providing advice and guidance. A referral process has been set up with LFB south east area community safety team, and this is aligned with our local and organisational priorities of prevention and protection. Throughout lockdown we maintained our service to the community installing specialist smoke alarms for those with impaired hearing. We also continued to issue fire retardant bedding to safeguard adults and children.

LOCAL ELECTIONS

For the first time since the official opening of Orpington fire station, the community room was used as a polling station for the local elections. The feedback received thus far has been positive and LFB await further feedback from the electoral office on this event.

WHAT WE PLAN TO DO IN 2022/23

Borough Commander Chris Line takes over LFB Bromley in May 2022, with the following highlighted for future planning:

- We will continue to explore how we can offer more training to domiciliary care workers in support of 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 our fire safety messages to those in the community who typically do not use computers.

OXLEAS NHS FOUNDATION TRUST

Stacy Washington
Trust Lead Safeguarding Adults and Prevent



Oxleas
NHS Foundation Trust

WHAT WE ACHIEVED IN 2021/22

- Following on from our previous work around domestic abuse, including a policy and handbook refresh since the Domestic Abuse Bill, we have successfully developed and recruited to a new full-time post of Domestic Abuse Lead for the trust. The post will sit in the Safeguarding team and lead on training, awareness raising and embedding routine safeguarding enquiries across the organisation.
- As an organisation we have moved away from borough-based directorates to a model of directorates linked to services, which has increased our ability to share the learning from SAR's, DHR's and SCR's across the wider organisation. We are able to target teams across the 3 boroughs we work in who may benefit from the learning, and not just the borough the report links to.
- Our Safeguarding Adult hubs have enabled many staff to bring complex safeguarding cases to be reviewed with senior staff in the Trust for advice and supervision in managing them, which has led to high quality safeguarding adult enquiries. We have now included training slots in the hubs so that short training updates on key areas can be given to staff attending, which has had good feedback.

WHAT WE PLAN TO DO IN 2022/23

- We are doing a lot of work around the Think family approach, we have a section now in our quarterly committee designated to practice improvement in this area and sharing case studies. We are working towards more joint work with a newly developed joint children and adults safeguarding post in the team and are planning a joint children and adults safeguarding policy in 2023 to progress our Think family work further.
- We are planning on developing 7 minute briefings for all the SAR's, SCR's and DHR's, which are published, to assist in sharing and embedding the learning of these reports in the organisation. These will also be found on our newly updated intranet pages where up to date information about adult and children's safeguarding is centralised.
- To develop a trust wide Domestic Abuse (DA) steering group, led by the new DA lead and safeguarding team. This will bring together feedback from our 3 borough's MARAC and perpetrator programs, which will advance training and development for our staff whilst also embedding the learning from Domestic Homicide Reviews.

SOUTH LONDON AND MAUDSLEY NHS FOUNDATION TRUST



**South London
and Maudsley
NHS Foundation Trust**

David Lynch

Trust Safeguarding Adults/Prevent Lead

This last year has been a real challenge for patients and staff. In response to the pandemic South London and Maudsley NHS Foundation Trust (SLaM) have been working hard to maintain safety for all patients receiving treatment at the Bethlem Hospital and for all those who work on-site. The challenges of the pandemic have brought opportunities to work differently. We have made full use of virtual meetings enabling SLaM to actively engage with partner agencies. We have also promoted the work of the Safeguarding Adult Board by sharing the learning resources produced by the board with our staff.

This year we launched a revised SLaM safeguarding adult referral form, improving quality of information sharing and capturing the personal perspective of the person at risk, ensuring their voice is heard within the process. We have improved quality assurance and put in place systems to improve our ability to provide reliable data relating to adult safeguarding.

Our Safeguarding Lead has been working in partnership with colleagues in the local authority to improve communication within the referral process. Our focus has been on delivering the message that the safeguarding process should be meaningful and personal to those using our service. We have produced an organisational safeguarding strategy. As part of the strategy the Bethlem Safeguarding Lead will be promoting safeguarding best practice and will be rolling out an enhanced safeguarding supervision and training framework to our inpatient staff.

At a time when the extent of male violence against women and girls has been widely publicised, SLaM has taken a zero-tolerance stance. As an organisation we have recently acquired White Ribbon Campaign Accreditation aligning ourselves with the campaign promise to never commit, excuse or remain silent about violence against women and girls. Identifying and supporting those at risk of or experiencing domestic abuse and violence remains an area of our work that we as a mental health trust are committed to improving.

As a major mental health care provider within south east London, we recognise that the pandemic has exposed many communities to a variety of risks. SLaM has been working with many local organisations to address the impact of COVID-19 on our communities. We have been working alongside The South London Listens Programme to meet these challenges head on – developing an urgent mental ill-health prevention response to ensure south London communities can recover from the impact of the pandemic.

Despite the barriers to engagement posed by COVID-19, we managed to engage with many south London residents to co-design a two-year mental ill health prevention plan. One of the major priorities is to address loneliness, isolation, and digital exclusion. During the next two years it is hoped the programme will recruit and train mental health champions and create over 50 mental health hubs across south London.

APPENDIX 4

GLOSSARY OF ACRONYMS



ACRONYM	DEFINITION
ADASS	Association of Directors of Adult Social Services
ASB	Anti-Social Behaviour
ASC	Adult Social Care (London Borough of Bromley)
ASPAG	Adult Services Practice Advisory Group
BAME	Black, Asian and minority ethnic
BHC	Bromley Healthcare
BSAB	Bromley Safeguarding Adults Board
BSCP	Bromley Safeguarding Children's Partnership
BTSS	Bromley Tenancy Support Service
CASPA	Children on the Autistic Spectrum Parents' Association
CAT	Crisis Assessment Team
CGL	Change Grow Live
CQC	Care Quality Commission
CSUEG	Communications and Service User Engagement Group
DA	Domestic Abuse
DAPP	Domestic Abuse Perpetrator Panel
DHSC	Department of Health and Social Care
DHR	Domestic Homicide Reviews
DOLS	Deprivation of Liberty Safeguards
DVPNS	Domestic Violence Protection Notices
EHCH	Enhanced Health in Care Homes

HWBB	Health and Wellbeing Board
ICBN	Integrated Care Board
IDSVA	Independent Domestic and Sexual Violence Advocates
IRIS	Identification and Referral to Improve Safety
LAS	Liquidlogic Adults' Social Care System
LASIT	Left, Anarchist or Single-Issue Terrorism
LBB	London Borough of Bromley
LES	Local Enhanced Service
LFB	London Fire Brigade
LGA	Local Government Association
LPS	Liberty Protection Safeguards
LSVG	London Safeguarding Voices Group
MAPE	Multi-Agency Partnership Events
MARAC	Multi Agency Risk Assessment Conference
MCA	Mental Capacity Act 2005
MDS	Modern Day Slavery
MH	Mental Health
MPS	Metropolitan Police Service
MSP	Making Safeguarding Personal
NHS	National Health Service
NICE	National Institute for Health and Care Excellence
NRM	National Referral Mechanism
NSAB	Norfolk Safeguarding Adults Board
PAQ	Performance, Audit and Quality Sub Group
PE	Patient Experience
PP	Policies and Procedures
QAF	Quality Assurance Framework

SAB	Safeguarding Adults Boards
SAOR	Safeguarding Adults Organisational Review
SAPAT	Safeguarding Adults Partnership Audit Tool
SAR	Safeguarding Adult Review
SBP	Safer Bromley Partnership
SCIE	Social Care Institute for Excellence
SLAM	South London and Maudsley NHS Foundation Trust
SNAHP	Self-Neglect and Hoarding Panel
SWOT	Strengths, Weaknesses, Opportunities and Threats
T&A	Training and Awareness Sub Group
VAWG	Violence Against Women and Girls
WRAP	Workshop to Raise Awareness of Prevent
XRWT	Extreme Right-Wing Terrorism







**BROMLEY
SAFEGUARDING
ADULTS
BOARD**

Produced by:

Adult Services
London Borough of Bromley
Civic Centre
Stockwell Close
Bromley BR1 3UH



www.bromleysafeguardingadults.org