

Appendix A



# Annual Report

2018-2019

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# 1. SUTTON SAFEGUARDING ADULTS BOARD (SSAB)

## 1.1 About us

The SSAB (Sutton Safeguarding Adults Board) fulfils a statutory requirement of the 2014 Care Act and is a partnership of organisations in Sutton all committed to working together. The role of the Board is to assure itself that robust arrangements are in place in all local organisations to safeguard and protect adults at risk from abuse or neglect. The work of the SSAB is shaped by its strategy and action plan.

The SSAB provides opportunities for partner agencies to review and improve practice to safeguard adults at risk by fostering good inter-agency relationships and strategic linkages through the Board. The Board also provides opportunities for positive, cross-agency challenge and accountability – which ultimately improves frontline practice.

Anyone can be vulnerable to abuse or neglect, but frail older adults and adults who have a disability or mental health needs are particularly vulnerable to abuse or neglect.

This annual report looks at how the board members worked together to prevent and respond to the abuse of adults at risk in 2018-19 and gives an insight into the work planned for 2019-20.

## 1.2 Membership of the Sutton Safeguarding Adults Board (SSAB) in 2018-19:

The SSAB membership in 2018-2019 included representation from statutory partners, stakeholder partners, regulatory partners and networks.

One of the SSAB's many functions is to promote service user and carer participation in the Safeguarding process and that the voice of people involved is heard and able to influence the way that safeguarding works in Sutton. The right of the individual to be heard throughout this process is a critical element of the drive towards more personalised care and support.

### 1.2.1 STATUTORY PARTNERS – Represented by executives in the following:

- London Borough of Sutton (LBS) – elected members and officers
- Sutton Clinical Commissioning Group (Sutton CCG)
- Metropolitan Police Service (MPS)

### 1.2.2 STAKEHOLDER PARTNERS – Also represented by executive level management

- South West London & St Georges Mental Health NHS Trust (SWLSTG)
- Local Safeguarding Children’s Board (LSCB)
- Epsom and St.Helier University Hospitals NHS Trust
- The Royal Marsden NHS Foundation Trust
- London Ambulance Service (LAS)
- London Fire Brigade (LFB)
- National Probation Service
- HM Prison Service
- Sutton Health and Care

### 1.2.3 REGULATORY PARTNERS

The regulatory partners are invited to the board for oversight and advice regarding local and national regulatory issues.

- The Care Quality Commission (CQC)
- Healthwatch Sutton

### 1.2.4 NETWORK PARTNERS

There are a considerable number of agencies that can make a contribution to the board however, if each of them were to attend the Board as individuals then the Board would become very difficult to organise and manage. There are a number of sectors wherein an individual or representative from one agency has been nominated to chair a wider network, represent the views expressed and feedback SSAB issues.

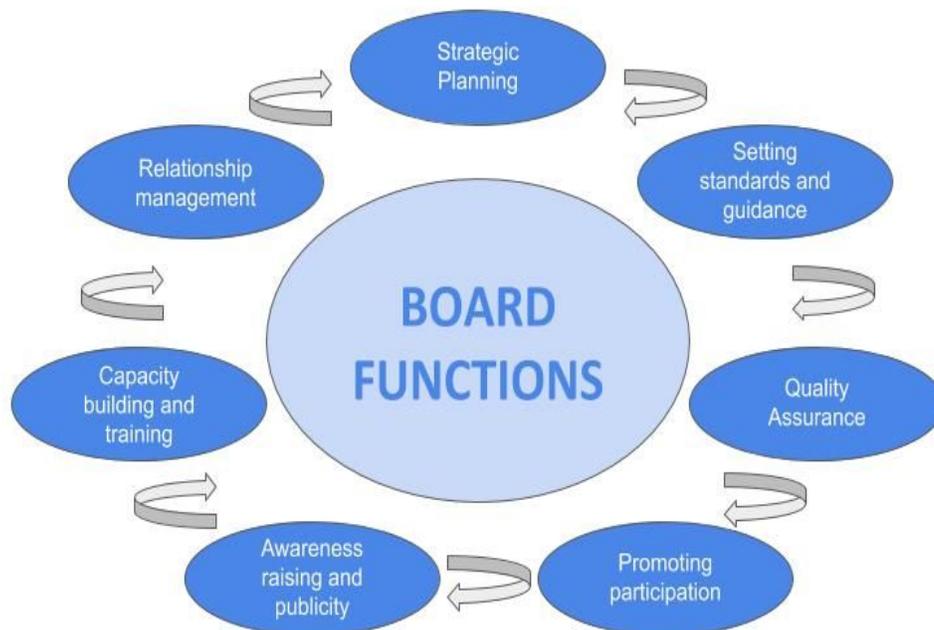
- Housing (represented by Sutton Housing Partnership and Housing Strategy and

Commissioning)

- The Voluntary and Community Sector (represented by Community Action Sutton)
- Carers (represented by Sutton Carers Forum)
- People who use social and health care and services (represented by the Service User Reference Group).

## 1.3 What we do

1.3.1 The safeguarding agenda is much broader than just protecting adults at risk. It is also about enabling adults at risk to stay as much in control of decision making as possible, whilst taking reasonable measures to ensure that risks of harm are minimised. The diagram below depicts the Board's Functions (*The governance of adult safeguarding: findings from research into Safeguarding Adults Boards, SCIE 2011, pg 124*)



1.3.2 The Sutton Safeguarding Adults Board is proactive in its response to safeguarding adults and aims to promote a broad understanding of safeguarding. This is reflected in a focus on the prevention of abuse as well as a robust response to incidents of abuse. The importance of strong strategic links with other key partners is recognised as essential in order to ensure that all the citizens of Sutton are safeguarded within the community, and in their homes. Doing this means tackling the underlying causes of abuse, preventing abuse from happening and having robust processes in place for when abuse occurs.

## 1.4 Our Structure

1.4.1 Over the past year the SSAB has continued to strengthen its partnership and governance arrangements. The SSAB has five sub-groups:

- The Safeguarding Adults Review (SAR) Sub-Group
- The Quality and Performance (Q&P) sub-group
- The Human Resources (HR) sub-group
- The Learning and Development sub-group
- The Communications sub-group

1.4.2 The sub-groups bring together the expertise and experience of partners to implement the Board's action plan. The SSAB is supported by an Executive. Membership of the Executive includes the chairs of the sub-groups and the executive leads from the agencies with statutory responsibility for safeguarding adults: London Borough of Sutton, Sutton Metropolitan Police and Sutton Clinical Commissioning Group (CCG). The Executive works to improve partnership and joint working amongst the five sub-groups. It monitors the delivery of the SSAB work plan to ensure that objectives are met within the agreed timescales.

## 2. THE ADULT SAFEGUARDING PEER REVIEW

### 2.1 Background

2.1.1 During 2018-2019 the SSAB prepared for the Peer Review of Adult Safeguarding which took place between 20th and 22nd February 2019. The outcome was very positive

and supportive of both adult safeguarding practice and of the work of the SSAB (Sutton Safeguarding Adults Board) in creating and supporting a culture in which adult safeguarding is everybody's business.

2.1.2 The London Association of Directors of Adult Social Services (ADASS) designed the peer review process to undertake robust and bespoke reviews of a self selected aspect of a Council's Adults Social Care system. Each borough made the commitment through London ADASS to have a peer review over a four year cycle. This arrangement was introduced as part of localism to replace the previous (CQC) Care Quality Commission inspection regime for adult social services and is the adult social services equivalent of the Ofsted/ CQC inspections of children's social services.

2.1.3 The aim of peer reviews is to support self-evaluation and service development by providing external critique of an issue of concern highlighted by the commissioner of the review. Reviews are undertaken by teams of peers from across London Boroughs, each led by a Director of Adult Social Services (DASS). Peer reviews focus on a specific area of operation or strategy usually identified the local authority's own DASS, in this case, "Adult Safeguarding".

2.1.4 The peer review's coverage is comprehensive and includes adult social services and partner organisation operations within the following four themes (table 1) within the context of adult safeguarding.

<b>Table 1: Peer review themes</b>	
Theme 1	Outcomes for, and the experiences of, people who use services
Theme 2	Leadership, strategy and working together
Theme 3	Commissioning, service delivery and effective practice
Theme 4	Performance and resource management

2.1.5 The Sutton Safeguarding Adults Board (SSAB) agreed, in January 2016, that it would commission a peer review focusing on the SSAB's leadership, strategy and working together. A date was set in late 2017 confirming that the Peer Review would take place in February 2019. The purpose of this review was to assist the SSAB to

develop its leadership of adult safeguarding further and also, since the Independent Chair of the SSAB was leaving on 31st March 2019, to support and shape the new chair's leadership of the board for 2019-2022.

## 2.2 SUPPORT, INVOLVEMENT AND PARTICIPATION

2.2.1 All SSAB members participated in focus groups during the review and there was an opportunity to showcase multi-agency areas of innovation and good practice including making safeguarding personal in in-patient hospital settings; adult safeguarding and community safety and improving the quality of social care provision.

2.2.2 Areas for development were also brought to the attention of the peer review team, including increasing the involvement of people who access social care and health services and of the community in the work of the SSAB and the need to revise the SSAB's subgroups to be a more effective delivery mechanism for its priorities.

2.2.3 All SSAB members contributed positively during the peer review and took the lead on their areas of responsibility.

## 2.3 Outcome of the Peer Review

The peer review was very positive about adult safeguarding in Sutton, noting amongst others that:

2.3.1 The senior leadership commitment (including elected members) had expanded the understanding of safeguarding throughout the borough. This resulted in safeguarding being treated as critical and as everyone's business.

2.3.2 The leadership commitment to integrated working and to a shared vision, exemplified by the Sutton Plan, was beginning to have an impact on residents. The integration of health and social services was described as 'impactful' and the high level strategy was supporting frontline activity and reinforcing 'Making informed choices' in line with the 'Ambitious for Sutton' 2018- 2023 Corporate Plan.

2.3.3 The SSAB supported a range of initiatives to raise awareness of safeguarding, for example, e-learning for elected members. The SSAB was credited for its commitment to engaging carers and people who access services in its activities and work.

2.3.4 The new adult social services structure and ways of working were effective and there was clear evidence of the application of the principles of MSP (Making

Safeguarding Personal). People who accessed services were treated with dignity and respect, in keeping with the council's primary values.

2.3.5 There were strong functioning relationships between commissioning, social work operations and services providers. Commissioning was values based and focused on the welfare of people who access services.

## 2.4 Areas for Development

The peer review also identified a number of areas for consideration for further development. These included:

2.4.1 There is an opportunity to increase the use of community assets and resources to achieve better long term safeguarding outcomes.

2.4.2 The new adult social services operating model and structure should be promoted and its effectiveness should be reviewed.

2.4.3 There is an opportunity to increase co-production (with people who access services and with the community) and the SSAB's subgroup structure should be refreshed to become more evidence based and outcomes focused.

2.4.4 Raising awareness amongst staff of the criteria and process for SARs (Safeguarding Adults Reviews) and the SSAB should be assured that all cases that may meet the SAR criteria are considered.

2.4.5 The SSAB website could be refreshed and co-produced with people who access services.

## 2.5 Implementation

The peer review made recommendations for the operation of the SSAB, for adult social services and safeguarding practice and for commissioning and quality management. These have been incorporated into business plans for implementation in 2019-20.

## 3. OTHER ACHIEVEMENTS 2018-19

While the SSAB is responsible for the overall safeguarding agenda, the five board subgroups carry the responsibility for implementing and fulfilling the board's strategy. The Board Strategy 2015-18 identified three Strategic Objectives which are:

**3.1 STRATEGIC OBJECTIVE ONE To deal swiftly and conclusively with any reported abuse and share lessons learnt from investigations and reviews**

**3.2 STRATEGIC OBJECTIVE TWO To prevent abuse by training and awareness raising and information sharing between agencies and to ensure that the workforce is fit for purpose and competent**

**3.3 STRATEGIC OBJECTIVE THREE To involve adults at risk of harm, their families and carers in improving the safeguarding of adults at risk of harm.**

In this section, we will report what we have done to achieve these objectives and the difference it has made .

**3.1 STRATEGIC OBJECTIVE ONE To deal swiftly and conclusively with any reported abuse and share lessons learnt from investigations and reviews**

### **3.1.1 What did we implement**

1. Initiated a Safeguarding Adults Review (SAR) following a fire death and a number of fire related incidents. An account of this will be provided in 2019-2020 report following a review of the findings and a learning event.

2. A new adult social services structure and operating model was introduced on 1st October 2018. This replaced the existing structure of small specialist teams with a locality structure coterminous with the NHS's local GP and district nursing structures and a cross-borough all age learning disabilities service. The peer review commented favourably on this new arrangement, which integrated adult safeguarding within it.

Each of the three adult social services localities lead on adult safeguarding concerns for adults at risk in their area. The all-age learning disabilities service leads on safeguarding

concerns for all people with learning disabilities across the borough. The safeguarding aims of this new structure and ways of working are to increase responsiveness to safeguarding concerns; to put concerns into the context of each person's journey with adult social services with greater consistency and to make use of community resources

### 3.1.2 What did we achieve?

The Training and Development subgroup continued to develop multi agency training to disseminate lessons learnt from safeguarding adult reviews. All training is open to any of the SSAB partners. An audit of training needs across the partnership identified the need for a better understanding of the Mental Capacity Act.

<b>Table 2: Attendance Capacity against Target of 70%</b>	
<b>Course name</b>	<b>Capacity</b>
Safeguarding Adults at Risk Awareness (half-day)	87%
Mental Capacity Act Awareness (half-day)	82%
Sexual Activity and the Mental Capacity Act	80%
Mental Capacity Act Advanced (full-day)	78%
Safeguarding Adults at Risk Awareness for SHP (half-day)	75%
Prevent Awareness (WRAP) – joint with LSCB	75%
Safeguarding Adults at Risk - Enquiries - 1 day course (Level 3)	73%
Best Practice for Best Interest Meetings	72%
Deprivation of Liberty Safeguards Refresher (half-day)	70%
Self-Neglect and Hoarding	68%
Best Practice for Strategy Meetings and Case Conferences	65%
Professional Boundaries	61%
Female Genital Mutilation (FGM) – joint with LSCB	58%
Prevent Awareness (WRAP) for SHP – joint with LSCB	56%
Domestic Abuse Awareness – joint with LSCB	55%
Mental Capacity Act: Learning Lessons from Court of Protection Cases	55%
Forced Marriage & Honour Based Violence – joint with LSCB	48%
Safeguarding Adults at Risk, 2 day course Level 3	45%

Learning Lessons from Safeguarding Adults Reviews	35%
Safeguarding Adults for Managers (SAM)	10%

Safeguarding Adults and Mental Capacity Act awareness courses were prioritised by partner agencies. The courses with least attendance were the 'Safeguarding for Managers' (SAM) course, and the 'Learning from Serious Adults Review' (SAR) course which were new courses for that year's programme.

### 3.2 STRATEGIC OBJECTIVE TWO

**To prevent abuse by training, awareness raising and information sharing between agencies and to ensure that the workforce is fit for purpose and competent.**

#### 3.2.1 Under this objective there are seven goals:

1. Raise the awareness of adult safeguarding in the community and the shared responsibility of citizens to help prevent and report abuse.
2. Obtain assurance that staff have relevant knowledge and skills for safeguarding adults at risk.
3. Evaluate the effectiveness of adult safeguarding training.
4. Collect information for the HR (Human Resources) Dataset for the year 2018/19. Information was collated from partners, assessed and discussed.
5. The HR Good Practice Guidance was reviewed in line with national and local developments e.g Prevent Agenda, Child Sexual Exploitation and the mandatory duties under FGM (the personal duty of the practitioner to report). The revised Good Practice Guide will go to the SSAB and LSCB in August 2019 for ratification.
6. Deliver the Annual Human Resources Safeguarding Conference.
7. Successfully reviewed progress with Commissioning Units for the inclusion of workforce requirements within contracts for third party providers.

#### 3.2.2 What did we achieve?

- Epsom and St Helier Hospital reported that the trust's safeguarding policy is up-to-date and compliant with the Health and Social Care Act (2012) and The Care Act (2014). The Trust has a robust yearly audit plan for safeguarding adults and the results

were presented at the internal quarterly committee meeting for safeguarding. The Trust has been represented at a number of sub-groups of the SSAB, attended A&E meetings which feed into the local MARAC, and is in partnership with the London Ambulance Service, the local authority, local police, and other agencies to identify the most appropriate response where there are safeguarding concerns. The Trust also participated in the Vanguard Project with Sutton CCG.

- Hate Crime training was commissioned by Safer Sutton Partnership Service through the London Crime Prevention Fund. Hate Crime training was delivered from November 2018 to March 2019. It was delivered by representatives from Victim Support and Stop Hate UK working alongside a Disability Hate Crime expert. The training was aimed at improving the service provided to communities in Sutton affected by Hate Crime. The training focused on the impact Hate Crimes have on individuals, communities and community cohesion. These sessions were opened up to the Social Care professionals through L&D subgroups. However, the initial focus was on training the police officers for the South Basic Command Unit. Two sessions were taken up by social work staff including colleagues in the Adults Mental Health Practitioners (AMHP) team. This session has generated greater interest in the need for wider Hate Crime training in the borough. The Mayor's Office for Policing and Crime (MOPAC) will be funding a further two sessions and the SSAB will match fund these for a further two sessions thereby making four sessions available to the wider SSAB family. The outcome of this will be discussed in the next report. Safeguarding adults training also includes training on the Mental Capacity Act and Deprivation of Liberty safeguards.

- The Prevent annual report 2017-18 was presented to the subgroup for awareness and discussion. Throughout the year discussions were held about the importance of Prevent training for Social Care Professionals. The Prevent Training Framework that was developed and implemented mirrored the NHS England model. This was shared with the subgroup and partners who were encouraged to train their frontline staff in Prevent. Although there has been a significant improvement within a short period of time within LBS, the multi-agency Prevent training framework is still under development. Partners of the subgroup assured the group of the robust requirements of their individual organisations for Prevent training. The CCG and partner hospitals have a target of 90% frontline clinical staff to be Prevent trained. The Prevent lead officer is committed to continue to work with the subgroup to promote the delivery of multi-agency Prevent training for SSAB partners. SWL& St George's Mental Health Trust shared the competency framework as to how Prevent training is implemented by NHS England. The Royal Marsden Hospital has confirmed that Prevent Basic Awareness and WRAP training exceeds the NHS England set compliance target of 85%.

- Practice Workshops on how to write Judicial Deprivation of Liberty Applications in the Community were arranged for May and June 2018 for practitioners across the South-West London alliance. Places were available for community nurses from the Royal Marsden and the CCG's Continuing Health Team with a limited number of places for social workers.
- The Domestic Abuse Transformation Programme Manager attended the SSAB to discuss the current approach and delivery plan. The programme is an objective of the Sutton Plan, and is running over a three year period, 2017-2020. As the proportion of total violent crime, domestic abuse in Sutton stands at 35% which is higher than the London average (31%), and is a significant safeguarding issue within Sutton.

At the SSAB Learning and Development sub-group meeting in November 2018, the project leaders fed back on developments which have taken place in Years 1 and 2. These included the findings of a gap analysis of our current specialist provision in Sutton, plans to address these via a new coordinated contract, and a comprehensive internal and external communications campaign, including the launch of [www.notaloneinsutton.org.uk](http://www.notaloneinsutton.org.uk).

- The Learning Disability Mortality Review Programme (LEDER). During 2018/19, 25 reviews have been completed. A preliminary report has been completed identifying themes and a development plan overseen and monitored by the LD Mortality Steering Group. This group's membership is across both the health and social care economy.
- A presentation on 'Quality Assurance in the Care Market' was discussed at the SSAB. The presentation explained the Quality Assurance process and taking a whole system approach to deal with the issues of unacceptable care not being addressed in a timely manner due to poor communication between statutory agencies and ineffective quality assurance processes. The Sutton Joint Intelligence Group (JIG), provides a monthly forum to share information between the London Borough of Sutton, Clinical Commissioning Group, St Helier and Royal Marsden. By working together in a collaborative way and sharing data and intelligence, the JIG is able to monitor care homes, supported living and home care to maintain, a strong focus on quality, performance and safety.
- The LBS Suicide Prevention Strategy was presented to the SSAB L&D Subgroup. The Samaritans ran a training session on 'Managing Suicidal Conversations' for frontline LBS staff to upskill and empower them to have conversations that reduce the

risk of suicide. This training was commissioned by public health, and delivered on the 5th and 19th February 2019. There were 38 attendees with representatives from children's social care, adult social care, parking, neighbourhood services, welfare reform, the leadership office, customer services & the library. Colleagues in St George's Mental Health Trust have a training video which has been shared with colleagues <https://www.zerosuicidealliance.com/>

- London Community Rehabilitation Company (CRC) have supported safeguarding by
  - Championing safeguarding throughout the organisation as London has introduced Public Protection Boards at both the highest levels of the organisation and at a local level. The board at local level also comprised of subject matter experts and senior members of staff. Adult safeguarding was the thematic focus of the May 2019 Area Board.
  - Implementing Omnia which better-supports offender managers to undertake comprehensive risk assessments to formulate strengths-based and robust risk management plans.
  - Developing its Quality Practice Standards for offender managers to identify and manage safeguarding concerns. Case audits are regularly completed, staff are supported through ongoing internal and external learning and development opportunities, and multi-agency working is practiced and encouraged at both the operational and strategic levels.
- The Epsom and St Helier Hospital Trust hosts monthly events on a number of safeguarding topics including Female Genital Mutilation, Modern Day Slavery, Forced marriages and Domestic violence. The Trust also hosts an adult safeguarding conference with external speakers and this will include Level 3 Safeguarding training.
- The HR Subgroup delivered safer recruitment training throughout 18/19.
- The Better Contacts project has continued in the last year. This is a fire prevention scheme which built on the work already undertaken by the Board on the fire safety of vulnerable adults. The objective of Better Contacts was to maximise the contact time that the London Fire Brigade had with vulnerable residents in Sutton, in order to provide more preventative support to them. This contact time occurs in the form of Home Fire Safety Visits, which are available to any Sutton resident, but more specifically those who are vulnerable and at a greater risk. An important outcome has been the identification and targeting of unlicensed houses of multiple occupation in order to reduce the fire risks posed in such premises.

- The LFB within Sutton provides input sessions to care providers supporting early identification of individuals at risk of fire. The current referral process enables effective fire safety advice to be directed towards those individuals identified at risk of fire.
- Training on Domestic Violence/Abuse, Hate Crime, Prevent and Channel—has also been delivered to staff in the partnership .
- SSAB agreed an updated training strategy for 2018/19 presented by the Learning and Development Subgroup to include a number of sessions on Deprivation of Liberty Safeguards, Domestic Abuse, Forced Marriage and Honour Based Violence, HIV Awareness, Prevent, Safeguarding, Self-Neglect and Hoarding, Mental Capacity and Sexual Activity and the Mental Capacity Act.
- The SSAB safeguarding learning and development programme in 2018/19 covered the main themes from learning reviews and service user experience. Each agency has demonstrated a commitment to release staff to attend multi-agency learning opportunities. Attendance figures increased significantly from 424 (2017/18) to 794 (2018/19). A substantial increase in uptake was noted by Housing by more than 200%, as figures increased from 30 (2017/18) to 98 (2018/19). The private, voluntary and independent sector had dropped down from last year as the highest attendance across the sector but the number of sessions attended remains almost the same as last year.
- Although there has been an improvement in attendance from last year to meet the target of 70% attendance per course, it is vital to note that the non-attendance rate has stayed the same as in previous years. This is despite reminders now being sent out automatically by the system to individuals to act as a reminder that they are booked onto a training event.

### 3.3 STRATEGIC OBJECTIVE THREE

**To involve adults at risk of harm, their families and carers in improving the safeguarding of adults at risk of harm.**

#### 3.3.1 Under this objective there are two goals:

- Put in place a set of measures, populated by all agencies that are able to demonstrate improvement or issues that need addressing.
- Involve people at risk in shaping adult safeguarding practice.

#### 3.3.2 What did we achieve?

- The SSAB funded Community Action Sutton (CAS) to carry out development work and safeguarding toolkit production for small groups (including faith and BME groups). The CAS Development Officer has been engaging with the community by holding a number of workshops between May-December 2018. The format and content of the toolkit is in the course of being finalised before going live in 2019-2020. By the end of December 2019, CAS hopes to have run group learning sessions, developed a sustainable resource for use across the voluntary sector and established improved relationships with small groups.
- A Service user reference group which was established to provide a user voice on, and influence the work of the SSAB has continued to grow with representatives from this group now members of the Communications and L&D Sub-groups.
- The HR Subgroup undertook an audit of its recruitment and selection process with regards to Adult Social Care workforce to ensure that safer recruitment, DBS and other pre-appointment checks were consistently applied with regard to the need to safeguard and promote the welfare of adults. Further work was also done to update the HR Good Practice Guide.
- The HR Subgroup delivered the 8th annual Human Resources (HR) Safeguarding Conference. This event took place on the 17th May 2019. 33 delegates attended this half day event. A presentation was given on Female Genital Mutilation and discussions took place regarding domestic violence and the role of HR practitioners across the multi

agency partnership. It raised the issue for the needs of the wider community to get involved and better joined up working among partners. A detailed evaluation is planned.

- As an outcome of the Peer Review, the Quality and Performance Subgroup was renamed, the Quality, Practice and Performance Subgroup. This subgroup will utilise the SSAB Dashboard / Scorecard / Assurance Framework with a view to establish a robust assurance framework for the SSAB.

- The SSAB continues to review information against a key performance indicator designed to monitor the impact of Making Safeguarding Personal. This key performance indicator asks:

**“Did the client or their representative feel that they were fully involved throughout the safeguarding process?”**

As a performance indicator this directly measures a key element of Making Safeguarding Personal: the extent to which clients or their representatives feel that they were involved. This performance indicator has been adopted by the London Branch of the Association of Directors of Adult Social Services (ADASS) as part of the proposed Regional Scorecard.

The Peer Reviewers in auditing cases did corroborate our assessment that adults or their representatives (including advocates) felt they were fully involved in 98% of the cases. Additionally, as a result of this performance indicator and of experience, the use of advocates during the safeguarding process has increased.

### 3.4. Safeguarding Adults Reviews

3.4.1 It is a statutory requirement of Safeguarding Adults Boards to provide a report on SARs (Safeguarding Adults Reviews).

3.4.2 In 2018/19, the SAR sub-group received five referrals. Of these referrals two met the threshold to be progressed to Safeguarding Adults Reviews (SARs). Although two of the other referrals did not meet the SAR criteria, they were nevertheless incorporated into one of the SARs. This is because they were of a similar theme, and there was learning that could be derived from them. These reviews will be completed in the year ahead with the findings available in 2019/20.

3.4.3 From December 2018, the SAR sub-group is meeting bi-monthly. There is representation from statutory partners at this group and at the close of this financial year, the subgroup has been busy with the following activities -

- Clear process of how SAR requests are made
- Setting up the schedule for requests for SAR consideration and deadlines two weeks before sub group meetings
- Clear database of when a SAR request has been made and recommendations of the subgroup to the independent chair.
- Reviewing the Terms of Reference
- 7-minute Briefing Guidelines
- Reviewing SAR Protocol
- SCIE's SAR Quality Marker Checklist and national guidance
- To report to the board on a regular basis incorporating the recommendations from SARs, learning reviews and learning events.

### 3.5 Engagement Events

In 2018-19, the promotion of sharing of learning, knowledge and experience was achieved through a number of engagement events:

3.5.1 Community Action Sutton (CAS) hosted a half day Annual Safeguarding Listening Event for Voluntary and Community Organisations (VCO) in Sutton on 26th September 2018. This event is a mechanism for the VCO to understand and discuss how they engage with the work and initiatives of both the SSAB and Sutton Local Safeguarding Children's Board (LSCB). The feedback was that by highlighting the activities of the SSAB, it assisted in promoting the SSAB to smaller groups including BME and Faith communities, and thereby informing them on different aspects of safeguarding and how they can get involved. CAS is looking to hold an annual Safeguarding in the Voluntary and Community Sector event to further promote joined up working.

3.5.2 The SSAB Annual conference took place on 22 March 2018. There were 113 attendees from a wide range of organisations, including private providers and community and voluntary organisations. Presentations and workshops were in line with the SSAB Strategy for 2017-2018. Expert speakers gave presentations on -

-The Human Trafficking Foundation

- The London Learning Disability Mortality Review
- Safeguarding and Findings from SARs

Four workshops were held covering the following topics-

- What Good looks like
- Service User Engagement and Co-Production
- Best Practice to keep carers and the people they care for safe
- Modern Day Slavery - A local perspective.

All attendees were encouraged to complete a feedback response form rating the event. This information has been evaluated and the results of the analysis are shared below -

Table 3 : Attendants Feedback (Ratings : 1 = Poor, 5 = Excellent)	Av Ratings 1-5
1.Overall how would you rate the SSAB Conference	4.12
2. How relevant were the presentations to your practice?	4
Workshop 1 - What Good Looks Like	3.81
Workshop 2 - Service User Engagement and Co-Production	3.64
Workshop 3 - Best Practice to keep carers and the people they care for safe	3.93
Workshop 4 - Modern Day Slavery - A local perspective	4.4

### 3.5.3 Sutton Housing Group Events

- Sutton Housing Group held two events over the last year, 23rd May and 6th December 2018. Representatives from the Domestic Abuse Transformation Project discussed the training needs/knowledge gap in relation to domestic abuse within the housing sector. This will involve adopting a policy on Domestic Abuse and providing clear information to service users (e.g. the Not Alone in Sutton campaign).
- There was also a presentation on Making Safeguarding Personal by Deborah Klee, SSAB’s independent chair. In her presentation, Deborah touched on the housing sector’s role in adult safeguarding, the principles of adult safeguarding, adult safeguarding and housing and lessons for housing providers from Safeguarding Adult

Reviews (SARS).

- The Borough Commander for London Fire Brigade gave a presentation on Fire Safety in Sutton encouraging the need to work in partnership with social housing landlords. He emphasised work around prevention and the need for sharing information about buildings and potentially vulnerable residents including high risk and high profile properties.

3.5.4 The Carers Forum had a number of speakers attend their December 2018 meeting.

- The CCG gave a presentation on the new Sutton Mental Health and Wellbeing Strategy. Carers were updated on recent engagement events.
- Commissioning advised carers regarding their new Sutton Joint (NHS/ SCCG and LBS) Carers Strategy 2019-23 which sets out ambitions for carers to be recognised and valued as expert partners in care.
- Citizens Advice Sutton provided an update on the operation of Universal Credit in Sutton.

### 3.5.5 The Board's Business Development Day

The Board held its annual business day on 13th November 2018. The day allowed time for partners to reflect on the effectiveness of the board, successes of the previous year and to consider the work plan for the following year. On top of this, partners also reviewed the SSAB's submission document for the Peer Review which would be forwarded to the reviewers prior to their arrival in February. The Peer Review recommendations were incorporated into the SSAB's work plan for 2019-2020.

## 3.6 Creation of the SSAB Strategy 2019-22

3.6.1 Following the Business Development Day, a SSAB Strategy 2019-22 was discussed setting out six objectives. This document was initially consulted on and agreed. As an outcome of the peer review, the recommendation was for the simplification of our objectives and maintaining user engagement at the forefront.

This strategy had to take into consideration the changing environment especially with police and CCG organisational changes and the new approach to integrated health and social care. With this in mind, this was reduced to three objectives which are stated below -

- 1) Learn from experience: identify and share learning about adult safeguarding to make adults at risk of abuse safer in Sutton
- 2) Involve: the community and people who access services to make safeguarding everybody's business
- 3) Improve outcomes: monitor performance and effectiveness to make the most of resources

### 3.7 Recruitment of the new SSAB chair

3.7.1 Deborah Klee had resigned from her post as the independent SSAB chair. She had been in post since 2013 and her last date was 31 March 2019. An advert was run and three candidates were short-listed for interview. The interview panel included representatives from the local authority, CCG, police, voluntary organisations, service users and a councillor. Fiona Bateman, was successfully appointed and her start date is 3 September 2019.

## 4. GOING FORWARD – WHAT WE PLAN TO DO IN THE COMING YEAR 2019-20

### 4.1 SSAB Annual Conference

The SSAB Annual Safeguarding Conference has been scheduled for November 19 2019. A task and finish group has been formed to work through the logistics of planning the event, organising speakers, workshops and stands.

It has been planned that the day should contain three presentations and four workshops. The proposed presentations include Liberty Protection Safeguards to be presented by Alex Ruck Keene, Financial Abuse to be presented by the metropolitan police FALCON (Fraud And Linked Crime ONLINE) team and also a presentation dealing with "Transitional Safeguarding".

The workshops will be run as parallel sessions allowing attendees to select a few

events in the course of the day. These sessions will complement the presentations. The four workshops are Safeguarding Adult Reviews, Hate Crime Awareness, Illegal Money Laundering and Suicide Prevention.

4.2 At this stage, the SSAB will also be involved in promoting the following initiatives -

- Sutton will be participating in National Safeguarding Adults Awareness Week which is from Monday 18 - Friday 22 November 2019. The SSAB Conference will be held during that week, and community organisations will be holding a number of events during the week in local libraries and other settings.
- Hate Crime Awareness Week is from 12 - 19 October 2019. The SSAB will support partners in Safer Sutton Partnership in activities and promoting events.
- Community Action Sutton will be hosting their annual Safeguarding Listening Event in January 2020.

4.3 BCU Merger

- The BCU Merger was implemented in February 2019. It has been confirmed that although there is no dedicated team for Safeguarding Adult investigations, there will be a Detective Superintendent (DS) and Detective Constable (DC) as points of contact identified to ensure clear lines of communication with investigators from the Police.

#### 4.4 SSAB Business plans for 2019-2022

##### **4.4.1 Strategic Objective 1 - Learn from experience: Identify and share learning about adult safeguarding to make adults at risk of abuse safer in Sutton**

- Re-establish the process for Safeguarding Adult Review, Domestic Homicide Review and other review methodologies and set a process for learning from these reviews.
- Ensure learning and development incorporates the experience of people who access services. Explore the feasibility of producing a video to present the experience of service users.

##### **4.4.2 Strategic objective 2 - Involve: the community and people who access services to make safeguarding everybody's business**

- In making safeguarding everyone's business, increase the awareness of adult

safeguarding across agencies in Sutton working with vulnerable adults. This will involve hosting conferences and listening events.

- Increase the influence of people who access services on the SSAB's priorities and actions. Identify and use opportunities to take the work of the SSAB and questions about safeguarding to people who access services.
- Increase awareness of the financial abuse of vulnerable adults in their own homes. Analyse data to target interventions. Engage with partners in the police, Age Concern, Trading Standards, banks and link with Safer Neighbourhood teams.
- Increase the community's awareness of safeguarding and of the shared responsibility of citizens to report concerns. Target interventions to fill gaps in community knowledge in adult safeguarding, develop website, explore themes across communities and disseminate information across the borough.

#### **4.4.3 Strategic objective 3 - Improve outcomes: monitor performance and effectiveness to make the most of resources**

- Provide assurance to the SSAB of multi-agency safeguarding standards using a quality dashboard.
- Evaluate the effectiveness of subgroups in delivering the new SSAB strategy within the context of transformation across all partner agencies. This would involve setting up time-defined Task and Finish groups for projects.

4.5 The new model for delivering the SSAB objectives will include Task and Finish Groups. These groups will be time-limited for the purpose of achieving the objectives. Membership will include representatives from the partnership group and service users or their carers. The success of this model will be monitored by the Quality, Practice and Performance Subgroup to assess the suitability of this model in achieving the board's objectives.