



Richmond and  
Wandsworth  
**Safeguarding  
Adults Board**

# RICHMOND AND WANDSWORTH SAFEGUARDING ADULTS BOARD

## Annual Report

**2017 - 2018**





# CONTENTS

Foreword from the Safeguarding Adults Board Executive	5
1. Introduction	7
2. Overview of Richmond Safeguarding Adults Board	8
2.1 Richmond Priorities and Summary of Achievements:	9
2.2 Summary of Partner Agency Achievement	10
2.3 Richmond Performance Information	13
2.4 Learning from Richmond Safeguarding Adult Reviews	15
3. Overview of Wandsworth Safeguarding Adults Board	16
3.1 Wandsworth Priorities and Summary of Achievements:	17
3.2 Summary of Partner Agency Achievement	18
3.3 Wandsworth Performance Information	21
3.4 Learning from Wandsworth Safeguarding Adult Reviews	23
4. Joint Richmond and Wandsworth Safeguarding Adults Board	24
Context for change	24
Actions taken	24
Joint Safeguarding Adults Board Vision	24
Governance	24
Safeguarding Adults Board Structure	25
5. Board Priorities 2017/18	26

“ We would like to start by saying thank you to the outgoing independent chairs; in Richmond Brian Parrott and in Wandsworth Nicky Pace for all their work and contribution to safeguarding in both boroughs. We plan to take forward their positive practice and make further progress. ”

# FOREWORD

## From the Safeguarding Adults Board Executive

Secondly, we would like to say a big thank you to the wider membership of the previous boards and to the subgroup chairs for their commitment; contribution and support. This annual report reflects the work of the previous chairs, wider membership and subgroups.

Going forward we have established an effective Executive Group at Chief Officer level across the three statutory bodies of Police (Guy Collings); NHS (Fergus Keegan and Julie Hesketh) and Local Government. This group has met monthly to lead and oversee the merger of the two boards and to steer the new Richmond and Wandsworth arrangements.

Consultation and engagement with wider board members has resulted in agreement that we will continue to have an Executive Group and this will operate bi monthly; we will have

three Safeguarding Adults Board meetings to include learning events and an Annual General Meeting.

We are pleased to support this annual report and hope it is informative for professionals, elected members and wider community groups.

We are also pleased to use this report to announce that we have appointed Richard Neville as our Independent Chair who takes up post in October 2018. Richard has retired from the police force after many years of service and knows both Richmond and Wandsworth colleagues well and brings a personal commitment to our Boroughs.

This report and our work through the board and its subgroups serves to continue to keep vulnerable adults safe, ensures a well

functioning multi-agency partnership and expects statutory accountability from all partners.



**Liz Bruce**, Director of Adult Social Services, SAB Executive Chair, Richmond and Wandsworth Councils

With many thanks from the Chair to:

**Julie Hesketh**, Director of Quality & Governance, Wandsworth & Merton Clinical Commissioning Group

**Fergus Keegan**, Director of Quality and Safeguarding Lead, Kingston and Richmond Clinical Commissioning Group

**Guy Collings**, Detective Superintendent, South West London Borough Command Unit, Metropolitan Police



# INTRODUCTION

The Care Act 2014 requires all local authorities to set up a Safeguarding Adults Board with key statutory partners, i.e. local Police and local Clinical Commissioning Group. The Safeguarding Adults Board's statutory core duties are to:

- Develop and publish a strategic plan setting out how they will meet their objectives and how member and partner agencies will contribute.
- Publish an annual report detailing how effective their work has been.
- Commission Safeguarding Adults Reviews for any cases which meet the criteria for these.

The Safeguarding Adults Board is a statutory, multi-agency partnership coordinated by the local authority. It oversees and leads adult safeguarding arrangements. The main objective of the Board is to ensure that safeguarding arrangements across the partnership, work effectively to prevent abuse and neglect. Also to protect people with care and support needs, who may be at risk of abuse and neglect.

This report is a transitional report which covers the work of the separate Richmond and Wandsworth Boards from April to December 2017 and the work of the joint Board between January 2018 and March 2018. The report is structured into three main sections:

- Overview of Richmond Safeguarding Adults Board activities and achievements
- Overview of Wandsworth Safeguarding Adults Board activities and achievements
- Vision, governance and priorities of Joint Safeguarding Adults Board.

The Safeguarding Adults Board (SAB) is a statutory, multi-agency partnership coordinated by the local authority. It oversees and leads adult safeguarding arrangements

# OVERVIEW OF RICHMOND SAFEGUARDING ADULTS BOARD



## 2.1 Richmond priorities and summary of achievements

The board had five strategic objectives and the achievements are listed below:

### PERSON CENTRED PRACTICE AND 'MAKING SAFEGUARDING PERSONAL'<sup>1</sup>

- All partners further developed 'Making Safeguarding Personal'.
- 75% of people involved in safeguarding enquires were involved in making decisions about their safety and circumstances.
- Family involvement in Safeguarding Adult Reviews improved.

### LEADERSHIP, GOVERNANCE AND PARTNERSHIP

- Full engagement of partner organisation via board and subgroup meetings continued throughout the year.
- Partner organisations engaged in the evaluation, review and refresh of the Safeguarding Adults Board functioning, Governance and strategic priorities

### PREVENTION, COMMUNITY ENGAGEMENT AND AWARENESS RAISING

- More than 3000 local people, many of them people with care and support needs and carers were provided with face to face or written information during this year.
- Involvement with the Richmond Police neighborhood team and neighbourhood watch volunteers to promote awareness of safeguarding adults focusing on scams and cybercrime.
- Enhanced online and social media presence through a new website.

### POLICY, PRACTICE AND STAFF DEVELOPMENT

- Partners led case discussions at the Safeguarding Adults Board to share learning across the partnership.
- Monitoring and reporting on improvements and learning from Safeguarding Adults Reviews.
- Hosting a learning event to promote multiagency learning in relation to a completed Safeguarding Adults Review.

### ACCOUNTABILITY, PERFORMANCE, QUALITY AND ACHIEVEMENT

- Shared performance dashboard developed to monitor progress of the Safeguarding Adults Board in relation to agreed priorities.
- Quarterly performance reports in relation to strategic objectives considered.

<sup>1</sup>"Making Safeguarding Personal (MSP) is a sector led initiative which aims to develop an outcomes focus to safeguarding work, and a range of responses to support people to improve or resolve their circumstances." (Local Government Associate; <https://www.local.gov.uk/topics/social-care-health-and-integration/adultsocial-care/making-safeguarding-personal>)

## 2.2 Summary of Partner Agency Achievement

### **Richmond Council for Voluntary Service**

Proactive member of the Safeguarding Adults Board, providing a voice for the voluntary sector and participating in the Communications and Engagement Subgroup. Promoted good practice around adult safeguarding among the voluntary sector for example an updated resource sheet, and a learning session at Volunteer Coordinators' Forum. Participated in some Safeguarding Adults Reviews in an independent capacity and as a 'critical friend'.

### **Clinical Commissioning Group - Kingston and Richmond**

We have supported the new joint Safeguarding Adults Board proposals during the transition period we placed an emphasis on ensuring effective local adult safeguarding arrangements are in place for Richmond residents. Richmond Clinical Commissioning Group appointed a full-time Safeguarding Adults Lead Nurse to support practitioners achieve best practice in safeguarding, maintain close links with the Safeguarding Adults Board and take a lead in driving its priorities across Richmond. The Clinical Commissioning Group chairs the Safeguarding Adults Board Communication and Engagement Subgroup which promotes the safeguarding agenda to residents

through the roll out of the Safeguarding Adults Information Sessions (to community groups, day care and carers groups) and safeguarding information across Richmond.

### **London Fire Brigade (Richmond)**

Commitment to safeguarding as stated in Integrated Risk Management Plan. Contributes to development of information sharing and referral pathways to ensure a multi-agency approach to Londoners' safety and wellbeing. Voluntarily contributes £1,000 to the Richmond Board. All staff receive safeguarding training including how to identify and report concerns.

### **Healthwatch Richmond**

Proposed a new format for strategic planning of safeguarding communications and engagement supported a very successful communications and engagement strategy. Represented at the Safeguarding Adults Board and participate in Safeguarding Adults Reviews and providing a 'critical friend' view.

### **The Chelsea and Westminster Hospital NHS Trust**

The Director of Nursing is a regular attendee at the Safeguarding Adults Board meetings. We have been pleased to see the Richmond and Wandsworth Safeguarding Adults

Boards merge as we serve patients from both Boroughs. Reducing administrative burden whilst ensuring wider intelligence sharing and participation. Learning from Safeguarding Adults Reviews and other reports is shared through our Trust safeguarding board.

### **Hounslow and Richmond Community Healthcare NHS Trust**

Active member of the Safeguarding Adults Board and Communication and Engagement Subgroup contributing towards accessibility, training, engagement and communication across Richmond communities and professionals. Developed and shared The Mental Capacity Act video [www.youtube.com/watch?v=yglaLGI3Rxw](http://www.youtube.com/watch?v=yglaLGI3Rxw) helping practitioners and families understand rights and duties. Achieved a 75% reduction in the numbers of concerns raised about the work of Hounslow and Richmond Community Healthcare and increased the numbers of concerns reported.

### **Richmond Wellbeing Service (East London Foundation Trust)**

Safeguarding adults and the person-centered approach continues to be at the heart of our work in primary care mental health. Contribute to safeguarding adults by keeping safeguarding in mind for all our service users attending

the Safeguarding Adults Board, and offering safeguarding training to all staff.

### Your Healthcare

A very active member of the Safeguarding Adults Board, Communication and Engagement Subgroup and Learning Disabilities Mortality Review steering group, contributing to public awareness raising sessions and information distribution on behalf of the board working with safeguarding partners to reduce apparent risk and prevent harm through face to face work with patients. Improving the participation of patients in risk prevention through improved communication reducing the likelihood of harm.

### Richmond Police

Was very active strategically, providing scrutiny and leadership in its statutory role and fully participated and supported the work of the Safeguarding Adults Board Executive, Safeguarding Adults Board, Safeguarding Adults Review and Communication and Engagement subgroups. Raising awareness of crimes and enabling prevention of scams, cyber-crime and recognising the signs of abuse and neglect to prevent harm.

### South West London & St George's Mental Health Trust

The Executive Safeguarding Meeting is now firmly established as the

focal point for addressing all the key safeguarding issues. The Making Safeguarding Personal group have co-produced the Safeguarding Adults policy with service users providing staff with expert guidance on how to respond to allegations of abuse or neglect.

### Trading Standards

Officers have proactively worked to improve relationships with partners and initiated information and Intelligence sharing to identify high-risk areas. Education of consumers and those working with vulnerable members on doorstep crime, scams and bogus selling has taken place. The Trading Standards initiated 'Banking Protocol' helps us work with the Police and banks to identify potential crimes. The service has saved residents large sums of money through numerous interventions.

### Richmond & Wandsworth Adult Social Services

Adult Social Services takes the lead, through its operational teams, with a focus on both undertaking enquiries and preventive interventions. The Vulnerable Adults Multi-agency Risk Assessment (VAMA) Panel continues to be an effective mechanism for managing people who self-neglect. The Provider High Risk Panel identifies and addresses provider quality concerns. All Safeguarding Adult Reviews are discussed at Care

Governance Board and actions co-ordinated and tracked.

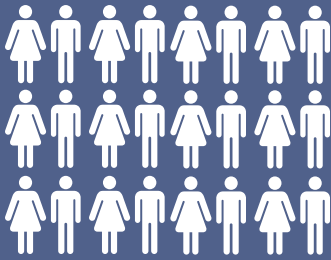
### The Richmond Safeguarding Children's Board (Richmond and Kingston)

Has had the following priorities during 2017-18:

- Transition of children between agencies, teams and sectors, including those of children to adults' services.
- Continued learning and development around ethnicity and diversity
- Outreach to community and faith groups.
- Communication and information sharing to be strengthened between professional interfaces.
- A focus on mental health and emotional wellbeing to run through all our work to ensure stronger prevention and timely help.
- Neglect has remained a significant focus of work for both boroughs leading to a neglect strategy and multi-agency plan this year.

## Richmond Local Demographics<sup>1</sup>

Almost 50% of adult social care users have as much social contact as they would like, which is second highest out of the London boroughs and is higher than the England average (45%). However, only 30% of adult carers have as much social contact as they would like, which is lower than the England average (39%)



194,730

Resident Population



2,072

Richmond residents  
are estimated to have  
dementia



50%

of over 75 year-olds  
live alone



Life expectancy at birth:

82 YEARS

for men (1.8 years greater  
than London)

85.4 YEARS

for women (1.3 years greater  
than London)



28,900

TO

43,100

- the projected increase in  
number of over 65 year-olds  
between 2015 and 2035  
(almost 50%)



The average age older people  
start to receive

COUNCIL  
FUNDED  
SOCIAL CARE

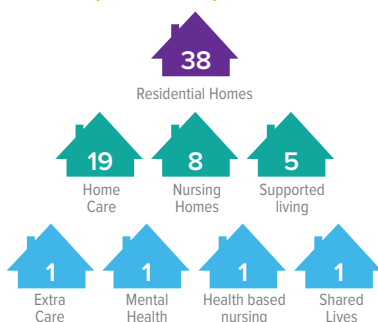
at home is 84, and 87 for  
people in care homes

## 2.3 Richmond performance Information

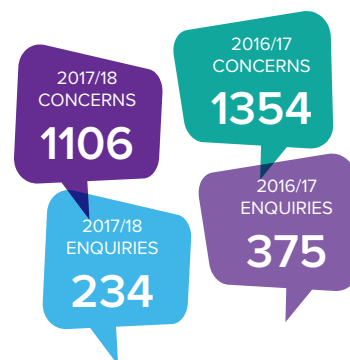
### Local Providers<sup>2</sup>

In Richmond there are 69 local providers of services registered with the care regulator the Care Quality Commission (note that a local provider can register more than one type of service). Of the 69 providers, 46 are care homes and 19 provide home care and support. The Care Quality Commission (CQC) has rated 95% (56) as good or outstanding.

Types of registered CQC Social Care provision - April 2018



Latest CQC ratings April 2018



### Number of Concerns and Enquiries

- During the year there were 1106 safeguarding concerns raised, which is a reduction from 1354 last year.
- 234 safeguarding enquiries were concluded in 2017/18 compared to 375 last year.
- 23 % of concerns progressed to enquires, compared to 29% last year.

### Safeguarding Adult Concerns

The council, in its lead role for safeguarding has an overview of all safeguarding concerns raised in the area. A safeguarding concern is any issue raised with Adult Social Services which is identified as being about an adult safeguarding issue. Concerns are then reviewed and risk assessed and either resolved or dealt with through another route if not considered to be a safeguarding matter. If considered to meet the criteria for an adult safeguarding, it progresses for fuller investigation and formal intervention, which is defined as the Section 42 Enquiry.

<sup>1</sup> Data from Richmond Joint Strategic Needs Assessment (JSNA) "The Richmond Story 2017/18" September 2017

<sup>2</sup> Data from CQC Richmond Upon Thames Area Profile, April 2018.



**Support Reason**

OLDER PEOPLE	47.1%
PHYSICAL DISABILITY	19.6%
LEARNING DISABILITY	21.7%
MENTAL HEALTH	15.7%
SUBSTANCE MISUSE	1.3%



**Impact on Risk**

75.4%	REMOVED OR REDUCED
17.2%	REMAINED
7.5%	NOT SAFEGUARDING



**Profile of safeguarding enquiries**

**Gender**

56.4% (132 people) involved women compared to 43.6% (102 people) which involved men. This is a slight change to last year when 59.4% of cases involved women and 40.6% men.

**Age**

In 2017/18 around 50% of enquiries related to adults age 18-64 and the other 50% related to people over 65. This is a shift from last year when only 40% were aged 18 to 64

**Ethnicity**

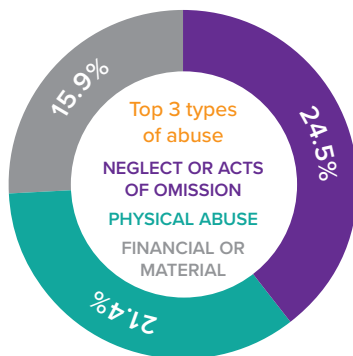
For enquires where the ethnicity of the person is known; around 95% of people involved in safeguarding enquiries identified themselves as white and around 5% of people identified themselves as being part of the Black, Asian and Minority Ethnic (BAME) population. This is much lower than the population demographic where 14% of the population in the 2011 census identified themselves as being from the BAME communities. In 20% of cases ethnicity was not known or not stated. Therefore, it's difficult to draw meaningful conclusions from this information.

**Support Reason**

41.7% (96) people involved in safeguarding enquiries were older people. 50 (21.7%) related to people with a learning disability and 19.6% (45) related to people with a physical disability. 36 cases (15.7%) involved people with mental health issues. Given the significantly reduced number of enquiries this year compared to last year, it is difficult to make meaningful comparisons with last year.

**Top three types of abuse**

Neglect was the largest type of abuse investigated during 2017/18 at 24.5%, which is the same as last year. Physical abuse accounted for 21.4% of enquiries which is an increase compared to last year (14.7%). Financial and material abuse was 15.9% this year, a reduction from 20% last year.



**Meeting Peoples Outcomes**



**Meeting people's outcomes**

An important measure of the success of safeguarding is for the person's desired outcomes to be met and these were recorded for 147 people and 135 (92%) had their outcomes met and 8% did not have their outcomes met.

## Impact on Risk

The aim of adult safeguarding is to ensure that the risk of further abuse or neglect is removed or reduced. For the 134 cases, which were completed and met the safeguarding criteria, risk was removed or reduced in 75.4% (101 cases) and remained in 17.2% (23) cases. Where the risk remained, the person could make their own decisions and they continued to be offered support and advice. No action was taken in 7.5% (10) cases as at the end of the enquiry it was determined that there had not been a safeguarding concern.

## Deprivation of Liberty Safeguards - performance data

The Deprivation of Liberty Safeguards is an amendment to the Mental Capacity Act 2005. The Mental Capacity Act allows restraint and restrictions to be used but only if they are in a person's best interests and they lack capacity to make decisions about their care or treatment. The Deprivation of Liberty Safeguards can only be used if the person will be deprived of their liberty in a care home or hospital. In other settings, the Court of Protection can authorise a deprivation of liberty. A summary of the number of Deprivation of Liberty Safeguards requests and authorisations in Richmond during 2017/18 is shown below.

DoLS	2017/18	2016/17	Difference
Number of Requests Received	859	807	52
Granted	572	628	-56
Not Granted	76	82	-6
Withdrawn	58	21	37
Not yet signed off	153	76	77

## 2.4 Learning from Richmond Safeguarding Adult Reviews

Section 44 of the Care Act 2014 places a duty on Safeguarding Adults Boards to arrange a Safeguarding Adults Review, in cases where an adult has died or experienced significant harm or neglect. During the year there was one new referral considered which did not meet the criteria. One Safeguarding Adults Review previously agreed was completed and one is still in progress. The purpose of a Safeguarding Adults Review is to:

- Establish what lessons are to be learnt.
- Identify what is expected to change to improve practice.
- Improve inter-agency working to better safeguard adults at risk.
- Review the effectiveness of procedures, both multi-agency and those of individual organisations.

### Mr. X

Mr. X was a 32-year-old man who lived alone. He had a 10-year history of schizophrenia, characterised by periods of stability and periods of being unwell. His mother, who lived near to him was very supportive and assisted Mr. X in managing his medication and offered support when he was unwell.

On 1 June 2015, Mr. X's mother became concerned that he was becoming unwell and asked for assistance from the mental health trust. She took him to Accident and Emergency, where while waiting for an assessment, he became agitated and left. Some days later he was found by the police and taken to Springfield hospital. While waiting for a bed, Mr. X became more agitated and the police took him into custody as a place of safety. He was taken to an assessment unit in Springfield hospital in the early hours of the morning of 5 June 2015. A few hours later, he was found collapsed in the isolation unit. Attempts at resuscitation failed and he was pronounced dead.

The key lessons learnt were:

- Changes in Mr X's care from Care Programme Approach to standard care reduced the level of involvement both Mr X and his mother had with mental health professionals.
- There were numerous delays across a range of agencies which led to Mr X's mental health deteriorating and led to a prolonged period where, although he was being contained, he received no treatment. These were due in part to a lack of resources, including available 'Section 136 beds', 'Section 12' doctors and Approved Mental Health Professionals at significant times when they were required by Mr X.
- Delays were compounded by the design of the service arrangements at the time and the lack of accuracy and timeliness of communication between different components of the mental health services and between agencies.

The full summary can be found [www.sabrichmondandwandsworth.org.uk](http://www.sabrichmondandwandsworth.org.uk)

# OVERVIEW OF WANDSWORTH SAFEGUARDING ADULTS BOARD



## 3.1 Wandsworth Priorities and Summary of Achievements:

The board had 5 strategic objectives and achievements are listed below

### PERSON CENTRED PRACTICE AND 'MAKING SAFEGUARDING PERSONAL'

- The Wandsworth Board met four times and held an away day to review its priorities. Making Safeguarding Personal continued a priority across the partnership.
- Representatives from Healthwatch (Wandsworth) including service user volunteers attend the board and contribute with 'lay person' challenge. The Carer Centre Wandsworth is also fully represented to give a 'carers view'.
- Support is offered to family representatives to take part in any Safeguarding Adults Review. Reports are shared in every case.

### LEADERSHIP, GOVERNANCE AND PARTNERSHIP

- The board hosted a multi-agency safeguarding conference "Working Together" in November 2017, focusing on modern slavery, hoarding and domestic abuse in older people. The event was attended by more 250 local professionals, volunteers and community group representatives.
- Delegates representing Her Majesty's Prison Wandsworth now attend and link into the board.

### PREVENTION, COMMUNITY ENGAGEMENT AND AWARENESS RAISING

- The Clinical Commissioning Group (Health) and Adult Social Services worked with providers to address safeguarding concerns and monitor quality of services as a way of preventing abuse and neglect taking place in commissioned services.
- Safeguarding awareness e-learning and face to face training was available to all partners.
- Partners accessed training on modern slavery offered by Association of Directors of Adult Social Services and there is a free e-learning module available for all partners.

### POLICY, PRACTICE AND STAFF DEVELOPMENT

- Over 90% of people who experienced a safeguarding enquiry were satisfied with the outcomes.
- Colleagues from partner agencies are accessing Mental Capacity Act, safeguarding and modern slavery training online.

### ACCOUNTABILITY, PERFORMANCE, QUALITY AND ACHIEVEMENT

- Quarterly performance reports from Adult Services and Subgroup reports tabled for discussion and scrutiny at each meeting.
- The Clinical Commissioning Group in conjunction with South West London Mental Health Trust undertook a thematic review of all suicides with the aim of suicide prevention.

## 3.2 Summary of Partner Agency Achievement

### Clinical Commissioning Group (Wandsworth and Merton)

We are committed to work in partnership with Wandsworth and Richmond Local Authorities and safeguarding partners. During 2017/18, the Clinical Commissioning Group has contributed and worked in partnership with Safeguarding Adults Board colleagues to ensure that actions from Safeguarding Adults Reviews or otherwise are embedded in practice and by attending and progressing actions to maximise the outcomes of health and well-being across the health economy.

### Police

Safeguarding is one of the priorities for the Met in Wandsworth. To support delivery of this priority each Wandsworth Police Officer was set a safeguarding personal objective to achieve. Workforce development has been a key aspect. With the support of the multi-agency trainers, Police Officers could complete three safeguarding e-learning packages this year. One of which was safeguarding adults. Attendance at and involvement in the board and its subgroups has been good. The annual conference was opened by the Borough Commander and a local Detective Sergeant. delivered a presentation on Modern Slavery, which was well received.

### London Fire Brigade (Wandsworth)

Representatives from the fire service have attended and successfully engaged with colleagues across the partnership, jointly working on addressing risk of fire and hoarding. The local fire service involvement with the Safeguarding Conference in November 2017 was a huge success, with London Fire Brigade officers giving a fire safety presentation and further reinforcing relationships with our partners at the event.

### Wandsworth Safeguarding Childrens Board

There are close working relationships between the Safeguarding Adults and Safeguarding Childrens Boards with links into operational adults and children services. Collaboration and information sharing relating to safeguarding children and adults and any case reviews are robust. The Safeguarding Adults Board promotes the work of the Safeguarding Childrens Board and vice versa in training, stalls at conferences etc.

### Wandsworth Council Housing

A housing representative attends all board meetings to provide a housing perspective on issues discussed, feedback to the department, and ensure housing policies and procedures reflect

any decisions made by the Board. The department works closely with safeguarding adult's colleagues and attends all relevant subgroups and multi-agency meetings.

### National Probation Service - Wandsworth

We have taken an active role as members of the Safeguarding Adults Board, Multi Agency Risk Assessment Conference, Multi Agency Public Protection Arrangements and multi-agency safeguarding hubs for both children and adults. This year has seen a roll out of mandatory safeguarding adults training across the NPS. Quarterly safeguarding forums for practitioners ensure the sharing of information.

### Central London Community Healthcare NHS Trust

The Central London Community Healthcare NHS Trust started delivering adult community services in Wandsworth in October 2017 and since then has built relationships and partnerships with the Wandsworth Safeguarding Adults Board and across the health and social care economy. We have and continue to engage in assuring our staff make a positive difference to the lives of adults at risk.

### Community Rehabilitation Company

In 2018, the Community Rehabilitation Company have developed a new skills and assessment training known as REACTA which has been rolled out across London. This piece ensures a thorough assessment is undertaken in relation to safeguarding for every service user as part of our standard practice.

### Wandsworth and Richmond Council Public Health

The Public Health Quality Assurance Framework has cross-cutting themes with the Community Safety strategy including safeguarding. The safeguarding identification and reporting pathway is embedded within the Public Health Quality Assurance framework and ensures that relevant safeguarding issues are identified, reported and escalated in a timely manner.

### Wandsworth Carers' Centre

has continued its longstanding membership of the Safeguarding Adults Board with the Chief Executive attending the meetings to represent Carers' interests. As a result of the links made with the London Fire Brigade Wandsworth, Carers benefited from fire safety information at a Carers Week event.

### St Georges Hospital NHS Trust

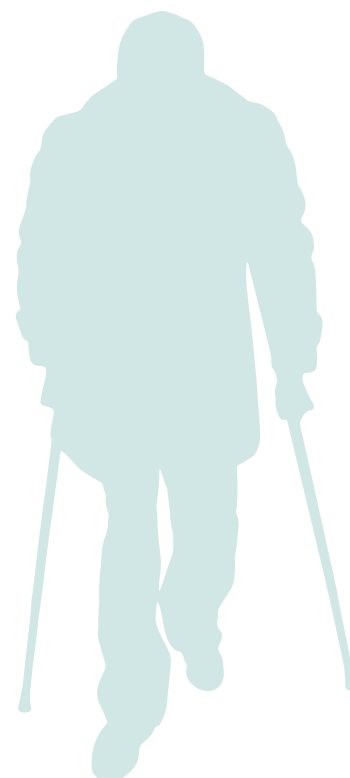
This has been a busy year for the small Safeguarding Adults team at St George's Hospitals NHS Foundation Trusts. We look forward to working with partners as part of the reshaped Safeguarding Adults Board to continue to develop services and improve outcomes for vulnerable adults living in our local community.

### Alzheimer's Society

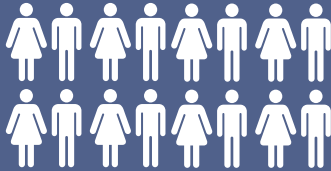
We introduced a new system for recording safeguarding that has allowed us to analysis both local and national trends cases being reported and the effectiveness of responses, strengthening our accountability and transparency. We continued with our Safeguarding Competency procedures and reviewed our mandatory safeguarding training.

### Richmond & Wandsworth Adult Social Services

Adult Social Services is the lead agency, on both undertaking enquiries and preventive interventions and therefore this remains a priority. The Community Multi- Agency Risk Assessment Panel continues to be an effective mechanism for multi-agency interventions in high risk cases where service users refuse to engage with services. The High-Risk Panel identifies and addresses provider quality. All Safeguarding Adults Reviews are discussed at Care Governance Board and actions coordinated and tracked.



## Wandsworth Local Demographics<sup>3</sup>



**314,544**

Resident Population



**10,000**

people aged over 65 live alone

Life expectancy at

**AGE 65**

for both males and females in Wandsworth is significantly lower than the London Average



**1,387**

patients with dementia recorded in residents

**1 IN 4**

victims or recorded fraud are aged 65 and over.

Average person can expect

**15 YEARS**

of deteriorating health in old age



**1 IN 5**

older people are on low incomes

**29,3000**

to

**42,200**

the projected increase in number of over 65 year olds between 2015 and 2035 (44%)

Almost

**800**

**HOSPITAL**

admissions due to falls per year

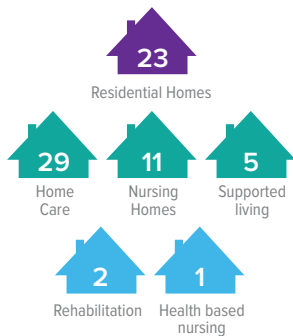
<sup>3</sup> From Wandsworth Council Joint Strategic Needs Assessment 2014 updated 2015

## 3.3 Wandsworth performance Information

### Local Providers<sup>4</sup>

In Wandsworth 66 providers of services are registered with the care regulator The Care Quality Commission. (Note that each provider can register more than one type of service). 34 are registered care homes and 29 home care locations. 41 (80%) have a quality rating of good.

Types of registered CQC Social Care provision - April 2018



Latest CQC ratings April 2018

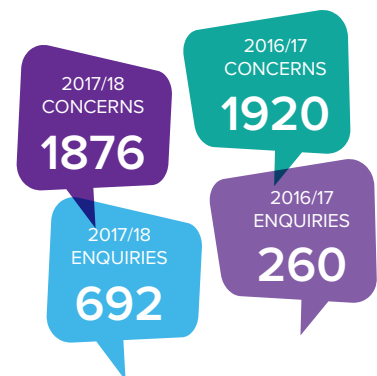


### Number of Concerns and Enquiries

During the year, there were 1876 safeguarding concern raised, which is a reduction of 44 from 1920 last year.

692 safeguarding enquiries were concluded in 2017/18, a significant increase on 260 last year. This is due to an improvement in how enquiries are recorded and reported to more accurately reflect the work undertaken.

37% of concerns progressed to enquires compared to 14% last year.



<sup>4</sup> Data from CQC Wandsworth Area Profile, April 2018.



## Profile of safeguarding enquiries

### Gender

58% (302 cases) involved women compared to 42% (219) which involved men. This is a slight change to last year when 63% of cases involved women and 37% men.

### Age

In 2017/18, 40% of enquiries related to adults age 18-64 and the other 60% related to people over 65. This is a shift from last year when 64% were aged 18 to 64.

### Ethnicity

For enquiries where the ethnicity of the person is known; 67.2% of people involved in safeguarding enquiries identified themselves as white and in 30.7% of cases people identified themselves as being part of the BAME population. This is higher than the population demographic were 29% of the population in 2011 identified themselves as being from the BAME communities. In 9% of cases ethnicity was not known or not stated.

## Support Reason

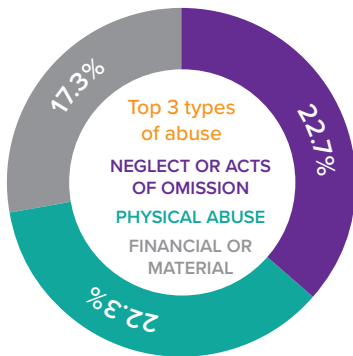
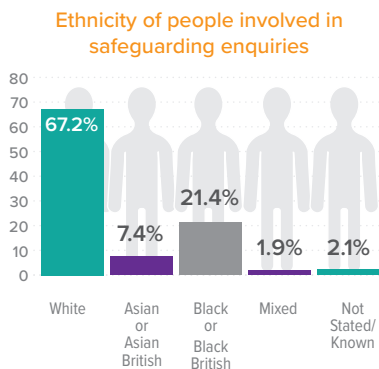
204 (58.1%) of people involved in safeguarding enquiries were older people. 61 (17.4%) related to people with a learning disability and 49 (14%) to people with a physical disability. 35 (10%) involved people with mental health issues. Given the significantly increased number of enquiries this year compared to last year, it is difficult to make meaningful comparisons between years.

## Top three types of abuse

Neglect was the largest single type of abuse investigated in 2017/18 at 22.7%. This is a notable decrease from 30.5% the previous year. Physical abuse accounted for 22.3% of enquiries in Wandsworth in 2017/18, staying at the same level as last year (23.3%). Financial and material abuse was 17.3% this year, comparable to 16.8%

## Meeting people's outcomes

An important measure of the success of safeguarding is for the person's desired outcomes to be met and these were recorded for 410 people and 376 (91.7%) had their outcomes met and 8.3% did not have their outcomes met.



### Meeting Peoples Outcomes

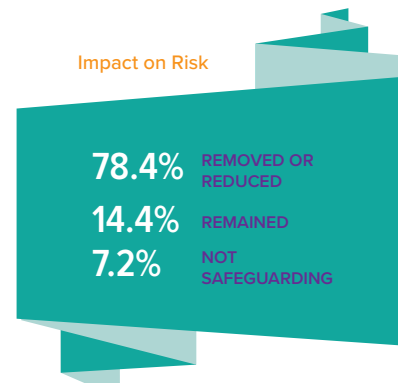


### Support Reason

OLDER PEOPLE	58.1%
PHYSICAL DISABILITY	14.0%
LEARNING DISABILITY	17.4%
MENTAL HEALTH	10%
SUBSTANCE MISUSE	0.5%



### Impact on Risk



## Impact on Risk

The aim of adult safeguarding is to ensure that the risk of further abuse or neglect is removed or reduced. For the 208 cases, which were completed and met the safeguarding criteria, risk was removed or reduced in 78.4% (163 cases) and remained in 7.2% (15) cases. Where the risk remained, the person could make their own decisions and they continued to be offered support and advice. No action was taken in 14.4% (30) cases as at the end of the enquiry it was determined that there had not been a safeguarding concern.

## Deprivation of Liberty Safeguards - performance data

A summary of the number of Deprivation of Liberty Safeguards requests and authorisations is shown below. There was an increase in the number of requests from 1019 last year to 1198 this year.

DoLS	2017/18	2016/17	Difference
Number of Requests Received	1198	1019	179
Granted	708	674	34
Not Granted	96	65	31
Withdrawn	116	118	-2
Not yet signed off	278	162	116

## 3.4 Learning from Wandsworth Safeguarding Adult Reviews

During the year four Safeguarding Adults Review referrals were considered by the Safeguarding Adults Review Subgroup and three were agreed not to meet the criteria. The Safeguarding Adults Review referral that met the criteria was taken forward and it is due for completion in June 2018. Of the Safeguarding Adults Reviews agreed during 2016/17, two are in progress and one was completed during the year.

### WWF

WWF had been diagnosed with multiple sclerosis at the age of 55 (in 1983). She was very independent, was full of character and had a great love of animals. She knew her own mind and had a wide circle of friends and family members who she was regularly in touch with. She was widowed in 2010 which was very significant for her and had an impact on her mood and ability to go out. WWF had smoked for fifty years and remained determined to continue smoking, even though it had become progressively more difficult for her to light her cigarettes and manage her smoking safely.

During July 2015 and June 2016, WWF's mobility deteriorated, and she was using a wheelchair. She had difficulties with swallowing, transfers and the use of her left hand. In this period, there were several small fires that caused WWF burns, and professionals made considerable single agency efforts to reduce the risk of further fires occurring. However, in January 2016 there was a significant fire which resulted in WWF requiring in-patient hospital treatment for several weeks. Upon discharge the professionals and care workers continued supporting WWF at home, and she continued to engage with the comprehensive support package that was in place. WWF had full mental capacity and understood the risks that her choice to smoke generated. WWF's physical strength declined and the two Occupational Therapists who were involved both agreed that it was no longer safe for WWF to be transferred using a standing hoist. WWF was very distressed by this decision and her mood was affected. On 19th July 2016, a further very serious fire occurred, and WWF was taken to a local hospital, and was then transferred to Stoke Mandeville Hospital specialist burns unit, where she sadly died on 21st July 2016.

Key lessons learnt were:

- The care agency offered good support to WWF.
- There was insufficient multi-agency working and sharing of information and concerns about risk and the management of the risk, in the context of a service user who continued to place herself at risk.
- The importance of health and care professionals being aware of the risk of paraffin based emollient creams where people smoke and have reduced mobility was highlighted and reminders sent to all health and care agencies.

The full summary can be found [www.sabrighmondandwandsworth.org.uk](http://www.sabrighmondandwandsworth.org.uk)



# 4. JOINT RICHMOND AND WANDSWORTH SAFEGUARDING ADULTS BOARD

## Context for change

Both Richmond and Wandsworth Boroughs had long established and effective Safeguarding Adults Boards in accordance with the legal requirement of the Care Act. Given the structural realignment and changing geographical configurations of all three statutory partners and the increasing pressure on resources across public services, it was logical to consider how the important work of the Safeguarding Adults Board could be undertaken in a different and more efficient way.

## Actions taken

Safeguarding Adult Board members across both partnerships met three times between November 2017 and April 2018 to evaluate and review current arrangements. Following engagement with partners the joint Safeguarding Adults Board set out its draft Vision and Strategic Plan 2018-21.

## Joint SAB Vision

The Richmond and Wandsworth Safeguarding Adults Board commit to the principle that all residents of the Richmond and Wandsworth Boroughs (irrespective of age, race, gender, culture, religion, physical or mental ill health; disability or sexual orientation) have a fundamental right to live an independent life free from harm and abuse.

All agencies will work together and commit to ensuring that Safeguarding is Everybody's Business. This will be done by

- Raising awareness about abuse.
- Preventing abuse from happening wherever possible.
- Reporting and responding to concerns and incidents of harm and abuse.
- Sharing information and intelligence to reduce and remove risk.
- Share and utilise learning from safeguarding enquiries and reviews to develop practice and preventive strategies.
- Embed a "Making Safeguarding Personal" approach across the partnership which ensures people are involved and in control of all safeguarding activities.

The Safeguarding Adults Board's vision is based on and reflective of the safeguarding principles contained in the Care Act 2014. There will be an expectation that partner agencies and professionals work effectively together in a way that reflects these principles and outcomes to residents:

## Governance

The Safeguarding Adults Board is part of a wider network of strategic leadership supporting adults at risk of harm and abuse across Richmond and Wandsworth Boroughs. It is chaired by an Independent chair and reports to the Safeguarding Adults Board Executive comprising the strategic partners: Council, Health and Police. The Safeguarding Adults Board Executive meets bi-monthly to consider reports from the sub groups and the independent chair. During the transition period the Executive met monthly.

The wider Safeguarding Adults Board comprises representatives from a range of agencies from the two Boroughs, including agencies representing people with care and support needs and Carers. It will meet three times a year with each meeting having a thematic focus on:

- Business – reviewing and updating the business plan



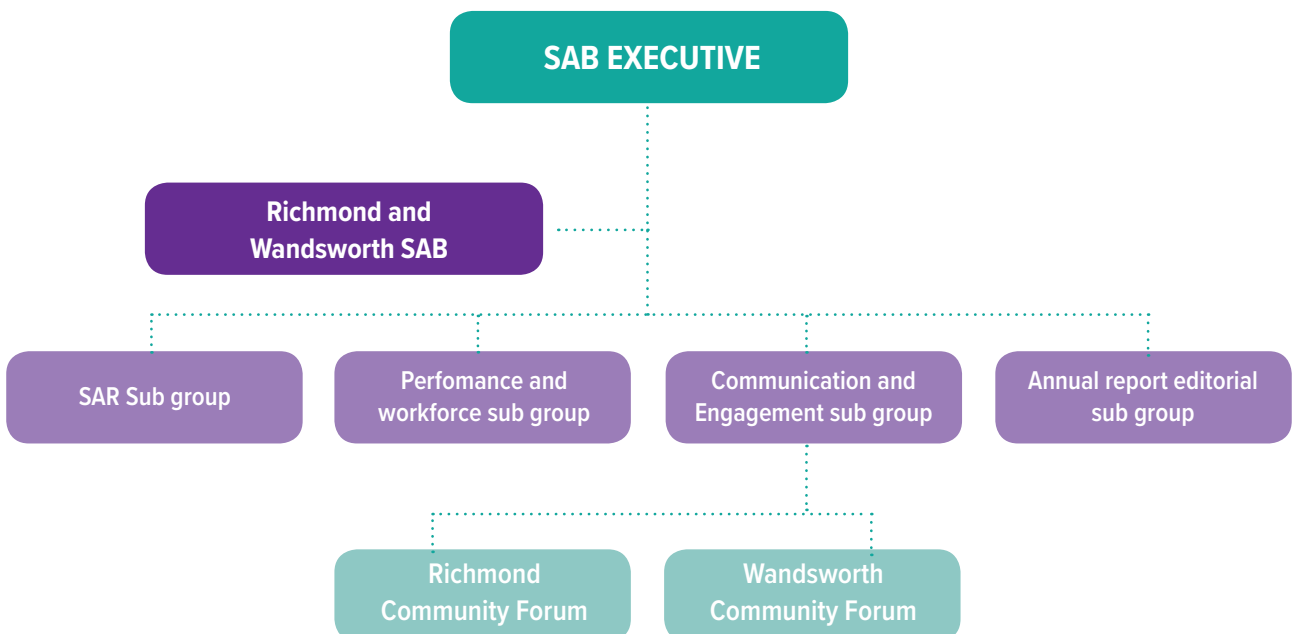
- Learning – sharing practice and learning, particularly from Safeguarding Adults Reviews
- Partnership – meeting jointly with other boards such as Local Safeguarding Children’s Boards, Community Safety Partnership to consider opportunities for sharing learning and actions.

There are four sub groups which are the mechanism through which

the Board will deliver its Vision and Strategic Plan. Currently the Safeguarding Adults Review Subgroup meets monthly and the Communication and Engagement group is considering how it can best be structured to ensure involvement of the local communities in the work of the Board. The annual report editorial is a task and finish group which is convened to complete the annual report.

The Safeguarding Adults Board reports to the Richmond and Wandsworth Health and Well Being Board and both Council Scrutiny Committees, senior leadership in in NHS and the Metropolitan Police and to Health watch

## SAB Structure



# BOARD PRIORITIES 2017/18

## GOVERNANCE AND ACCOUNTABILITY

- Develop and strengthen functioning of Safeguarding Adults Board Executive
- Shape the wider partnership with a focus on safeguarding principles
- Develop effective and vibrant sub groups which deliver on the Boards' priorities.

## PARTNERSHIP AND COLLABORATION

- Identify common themes with other key partnerships and agree mechanisms to work on these collaboratively.
- Agree mechanisms for sharing information and learning across wider partnerships to identify common themes with other key partnerships and agree mechanisms to work on these collaboratively.
- Agree mechanisms for sharing information and learning across wider partnerships

## LEARNING FROM SAFEGUARDING ADULTS REVIEWS

- Identify cost effective ways to undertake statutory Safeguarding Adults Reviews.
- Introduce a system of multi-agency live case reviews to embed learning from Safeguarding Adults Reviews.

# REPORTING A SAFEGUARDING CONCERN



## Richmond

**Phone**  
020 8891 7971

**Email**  
[access.team@richmond.gov.uk](mailto:access.team@richmond.gov.uk)

**Out of hours**  
020 8744 2442



## Wandsworth

**Phone**  
020 8871 7707

**Email**  
[access.team@wandsworth.gov.uk](mailto:access.team@wandsworth.gov.uk)

**Out of hours**  
020 8871 6000



## Emergency

Call the Police or emergency services -

# 999

## Questions about this Report

If you have any questions about this report, please email  
[sab@richmondandwandsworth.gov.uk](mailto:sab@richmondandwandsworth.gov.uk)

[www.sabrichmondandwandsworth.org.uk](http://www.sabrichmondandwandsworth.org.uk)

Remember, safeguarding  
is everyones business