



Richmond and
Wandsworth
**Safeguarding
Adults Board**

RICHMOND AND WANDSWORTH SAFEGUARDING ADULTS BOARD

Annual Report
2019 - 2020



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“ Welcome to the Richmond and Wandsworth Safeguarding Adults Board (RWSAB) annual report for 2019/20. The Care Act 2014 stipulates that each area must have a Safeguarding Adults Board, and the Board has a duty to produce and publish an annual report to document its work each year. I hope that you find this report useful and informative. ”

FOREWORD

Foreword from the Independent Chair of the Richmond and Wandsworth Safeguarding Adults Board

It would be remiss of me not to mention the Covid-19 pandemic, despite it breaking out in the last weeks of the reporting year. I would like to offer my condolences to all those whose lives have been affected by the pandemic. The responsibility to safeguard hasn't gone away, and work has continued to help those with care and support needs. There has been a huge effort by both professionals and volunteers across the partnership, in challenging circumstances to do their very best to support people. Thank you.

This annual report highlights how the RWSAB have worked towards their strategic objectives in 2019/20 and contains submissions from partner agencies that detail their safeguarding contributions. We have reviewed, updated and consulted on our objectives and workplan for 2020/21. The previous objectives were created at the time of the merger and development of the Richmond and Wandsworth Boards, and detail activities to embed a new way of working. We have now moved on from that stage and the new objectives are more outward facing.

The Board has a duty to report on Safeguarding Adults Reviews (SAR) completed in the reporting year. One SAR and the identified learning is documented in this report. There was an increase in referrals that met the criteria for SARs in this reporting year. This proved challenging in terms of finding suitable reviewers and also meeting the financial cost. These reviews are ongoing and will be included in the Annual

Report for the year in which they are completed.

RWSAB completed its annual round of events this year, with one exception. The AGM was due to take place on 31st March 2020, but had to be cancelled due to the introduction of the national lockdown. Attempts were made to hold it online, but the response was understandably limited by the need to respond to the pandemic, which had to take priority. The Board has sought feedback through its newsletters and also through a survey, to be completed for the AGM. This is being repeated to ensure the Board listens, develops and improves. The annual learning event took place in October 2019 and was on the subject of homelessness. It was well attended by partner agencies and elicited a good debate on a range of related subjects. The year's Partnership event was on the subject of 'Transitions'. This started a conversation, and work is ongoing to improve how young people with care and support needs move into Adult Social Care. An impressive series of workshops was delivered during National Safeguarding Adults Week. They covered subjects of domestic abuse, modern slavery, self-neglect, transforming care and cyber-crime and were presented by subject matters experts from within the partnership. I attended two of these workshops and found them informative and well presented, it is certainly a format that we will use again. The Board also hosted a range of masterclasses – on LeDeR (hosted by the CCG), Effective Multi-agency Working (lead by the

SWL St. George's MH Trust) and Working with People Who Take Risks (hosted by the Council). They were well attended and engaging masterclasses with good feedback from partners.

In addition to the masterclasses and workshops, we have continued in our attempts to support front line practitioners to be 'effective Safeguarders' through condensing lengthy SAR reports and other guidance into seven-minute learning briefings and highlighting areas of concern and interest in our bi-monthly newsletter. The Safeguarding Common Objective has been adopted by several partner agencies and this year we will seek to assess its impact as well as consider other ways to engage the workforce in adult safeguarding.

In concluding this foreword, I would like to thank Ally Smith the Board co-ordinator, the Chairs of the RWSAB Sub-Groups, which have met regularly and drive the work of the Board and all members of the Board for their commitment to safeguarding adults.



Richard Neville
Independent Chair,
Safeguarding
Adults Board



INTRODUCTION

The Safeguarding Adults Board is a statutory, multi-agency partnership coordinated by the local authority. The Care Act 2014 requires all local authorities to set up a Safeguarding Adults Board with key statutory partners – 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 their member and partner agencies will contribute.
- Publish an annual report detailing how effective their work has been.
- Commission Safeguarding Adult Reviews for any cases which meet the criteria for these.

The main objective of the Board is to ensure that safeguarding arrangements across the partnership work effectively to prevent abuse and neglect, and to protect people with care and support needs, who may be at risk of abuse or neglect.

This report covers the work of the Joint Richmond and Wandsworth Safeguarding Adults Board (RWSAB) from April 2019 to March 2020. The report is structured into the following main sections:

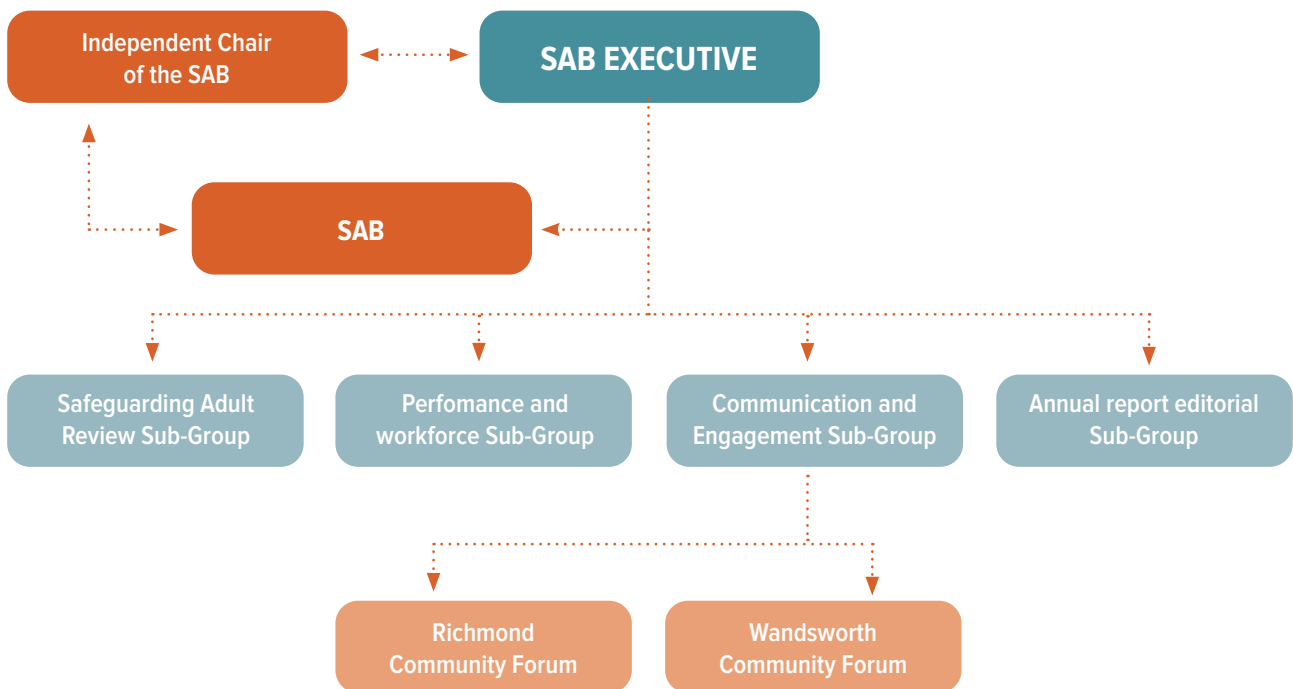
- Purpose and membership of the RWSAB.
- Overview of Richmond and Wandsworth Safeguarding Adults Board activities and achievements.
- Review of achievements in relation to the business plan.
- Richmond and Wandsworth Local context.
- Learning from SARs.
- Partners’ contributions.
- Board priorities 2020/22.

2. PURPOSE, STRUCTURE AND MEMBERSHIP OF THE RWSAB

The statutory purpose of the Safeguarding Adults Board is to help and safeguard adults with care and support needs. It does this by:

- Seeking assurance that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance.
- Seeking assurance that safeguarding practice is person-centered and outcome-focused.
- Working collaboratively to prevent abuse and neglect where possible.
- Ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred.
- Seeking assurance that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

Structure of the RWSAB



The Membership of the RWSAB

Local authorities are responsible for the establishment of Safeguarding Adults Boards. The Care Act 2014 specifies that the core membership of the SAB includes three strategic partners – the local authority, Clinical Commissioning Groups (CCGs) and the police. For a Safeguarding Adults Board to fulfil its responsibilities and duties effectively, other agencies will need to be involved in its work. Below is a list of the agencies who are currently members of the RWSAB.

39
PARTNERS

Achieving for Children	NHS England	South West London Metropolitan Police Safeguarding BCU
Age UK Wandsworth	Richmond CCG	St. George's Hospital NHS Trust
Alzheimer Society Wandsworth	Richmond and Wandsworth Councils Adult Social Care	Wandle Housing Association
Carers Centre Richmond	Richmond and Wandsworth Councils Housing	Wandsworth CCG
Carers Centre Wandsworth	Richmond and Wandsworth Councils Public Health	Wandsworth Cabinet Member for Adult Services and Health
Central London Community Healthcare NHS Trust (CLCH)	Richmond and Wandsworth Trading Standards	Wandsworth Children's Services
Chelsea and Westminster Hospital NHS Foundation Trust	Richmond Cabinet Member for Adult Services and Health	Wandsworth Community Safety Partnership
HealthWatch Richmond	Richmond Community Safety Partnership	Wandsworth Safeguarding Children Board
HealthWatch Wandsworth	Richmond Council for Voluntary Service (RCVS)	Wandsworth Voiceability
HMPS Wandsworth	Richmond Housing Partnership (RHP)	Your Health Care
Hounslow and Richmond Community Healthcare (HRCH)	Richmond Local Safeguarding Children Board	
Kingston Hospital NHS Foundation Trust	Richmond Wellbeing Service	
London Community Rehabilitation Company (CRC)	South West London and St. George's Mental Health Trust	
London Fire Brigade – Richmond		
London Fire Brigade – Wandsworth		
National Probation Service – London		

3. OVERVIEW OF RWSAB ACTIVITIES AND ACHIEVEMENTS

**INDEPENDENT
CHAIR**

- Met with various partners and agreed better ways for them to engage with the Richmond and Wandsworth Safeguarding Adults Board (RWSAB).
- Introduced and promoted the Common Safeguarding Objective.
- Supported the running of the Sub-groups.
- Supported closer collaboration with Kingston SAB.
- Networked through London ADASS and the London SAB Chairs Network.

**RWSAB
EXECUTIVE**

- Met eight times.
- Signed-off revised Terms of reference across the RWSAB and all Sub-groups.
- Monitored and oversaw budget and risk log.
- Sought assurance from Partners through presentations on topics of note – Serenity Integrated Mentoring, Cyber Crime Prevention and others.
- Hosted a successful Learning Event on Homelessness in October 2019.
- Held a successful Partnership Workshop on Transition in July 2019.
- Fostered good working relationships between strategic partners.
- Signed-off one Safeguarding Adult Review report.
- Signed-off the RWSAB Annual Report 2018/19 and presented it through all statutory partners' governance structures.
- Arranged the RWSAB Annual General Meeting.

**SAFEGUARDING
ADULT REVIEW
(SAR) SUB-GROUP**

- Met eight times.
- Considered nine referrals.
- Recommended progression on seven SARs.
- Commissioned three new SARs, with another four to be commissioned in 2020/21.
- Considered one SAR report and action plan.
- Reviewed and updated the SAR Referral Form.
- Currently reviewing and updating the SAR Protocol.
- Led a breakout session on 'Inter-agency Involvement and Cross-Borough Working on Safeguarding at the Annual London SAB Conference in February 2020.
- Networked through London ADASS and London SAB.

**PERFORMANCE
AND WORKFORCE
SUB-GROUP**

- Met quarterly.
- Drafted the Multi-agency Risk Assessment Framework.
- Drafted and updated the Workforce Training Framework.
- Revised the performance dashboard and created visual summaries.
- Organised two Masterclasses.
- Undertook annual self-audit across the partnership and hosted peer support and challenge events.
- Introduced the Common Safeguarding Objective.
- Drafted 7-minute learning of 4 other Boroughs' SARs to share learning.

**COMMUNICATION
AND
ENGAGEMENT
SUB-GROUP**

- Met quarterly.
- Richmond Community Forum – met quarterly.
- Wandsworth Community Forum – met quarterly.
- Delivered six Newsletters.
- Kept website up-to-date and is in discussion of developing a stand-alone website.
- Delivered 70 safeguarding events, reaching around 4600 people, including the bite-size workshops on each day of the National Safeguarding Adults Week in November 2019.
- Drafted communication and engagement plan.

4. REVIEW OF ACHIEVEMENTS IN RELATION TO THE BUSINESS PLAN

The Safeguarding Adults Board ensured that all business plan actions were completed or substantially progressed. Some significant achievements are:

Strong and shared leadership of the SAB through the Executive group.

All sub-groups functioning well with updated terms of reference and regular reports to SAB Executive.

Regular newsletters with updated design, facilitating sharing information across the partnership.

Streamlined and accessible SAB annual report.

Regularly updated and informative SAB website, with a stand-alone microsite in development.

Well-established 7-minute learning model for Safeguarding Adult Reviews (SARs) helping to improve sharing of learning, including from other-Borough SARs.

Self-assessment audits completed, and more efficient peer support and challenge events conducted.

Continued positive multi-agency forums including CMARAP, VAMA and South West London Safeguarding Leads Forum.

Performance Summary developed.

National Safeguarding week and learning events including homelessness event were effective and well received.

Sharing information about pressure ulcers, scams, fraud and raising awareness on Adult Safeguarding.

Agreed Multi-agency Risk Assessment Framework.

Agreement to a common safeguarding objective across the partnership.



5. LOCAL CONTEXT

Richmond Local Demographics¹



Total projected population in 2020: 201,713



Richmond has one of the highest levels of life expectancy in England – 86 for women, 82 for men.



Richmond has the second highest proportion of people over 80 in London.



Open spaces – over 40% of the Borough's territory is open spaces, with more than 100 parks.



4th safest London Borough overall, and safest for violent crime.



Highest level of volunteers in London.

Safeguarding in numbers – Safeguarding figures

A safeguarding concern is any issue raised with Adult Social Services which is identified as being about an adult safeguarding matter. Concerns are reviewed, risk assessed and resolved, or when deemed to not concern a safeguarding issue – dealt with through another route. If assessed to meet the criteria for an adult safeguarding, a Section 42 Enquiry is raised, which involves fuller investigation and formal intervention.

Safeguarding Activity



Safeguarding Concerns and Enquiries

Volume of concerns has increased by 30% compared to last year, with enquiries relatively static. The increase of concerns is positive as it reflects awareness about Safeguarding in the community.

Completed Enquiries Outcomes 2018/19



Making Safeguarding Personal

Making Safeguarding Personal is well embedded in practice, with 97% of people's outcomes being fully or partially met.

Where outcomes were not met, it was largely because people had the capacity to make an informed decision and chose not to engage in safeguarding.

Impact on risk



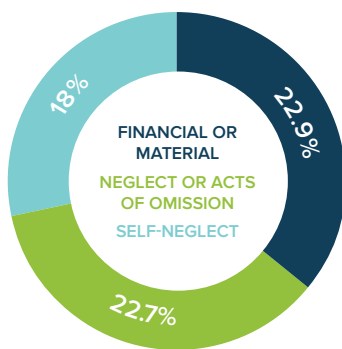
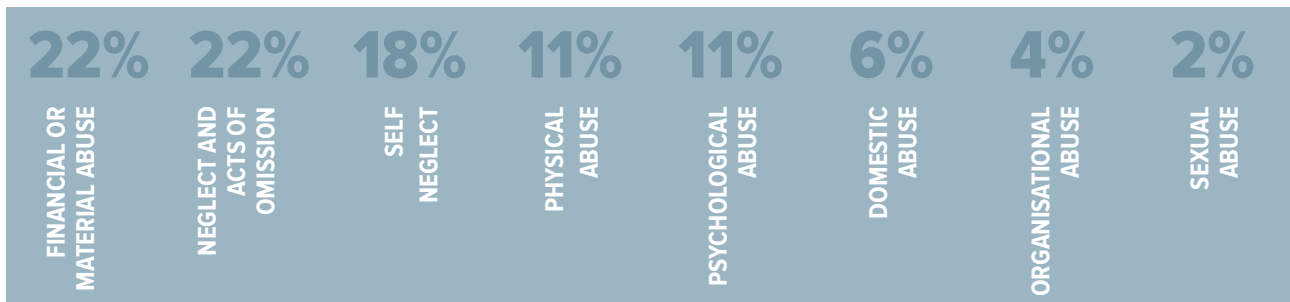
Impact on Risk

The impact of Safeguarding on risk is very good, with 86% of cases having the risk removed or reduced as result of the Safeguarding. Where the risk remains, this results from people choosing to live with risk and understanding the implications of it. Where no action is taken, individuals who have capacity refuse to engage in safeguarding or through the enquiry it is apparent that there was no risk.

¹ Information from <https://www.datarich.info/>

² Information from monthly CQC reports received by the Local Authority

Types of abuse



Types of Abuse

The three highest types of abuse are Financial, Neglect and Self-neglect. There has been a significant increase in self-neglect cases from 45 last year to 103 in 2019/20 (129%). This is due to raised awareness and responding to self-neglect as a Safeguarding concern. There has been an increase in the number of cases concerning Domestic Abuse from 22 to 38 (79%), which is positive as people are more aware to identifying and responding to Domestic Abuse.

Deprivation of Liberty Safeguards (DoLS)

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.

The total number of authorisations received is slightly increased compared to last year. The number of requests received but not yet authorised is reduced to 40 this year compared to 120 last year.

All requested authorisations are reviewed and monitored to ensure that the most urgent are prioritised and there is a process in place to ensure renewals are addressed to minimise breaks in the authorisation. A summary of the number of Deprivation of Liberty Safeguards requests and authorisations in Richmond during 2019/20 is shown below.

DoLS	18/19	%	19/20	%
Number of Requests Received	757		768	
Granted	466	62	570	74.2
Not Granted	171	23	158	20.6
Not yet signed off by Supervisory Body	120	16	40	5.2

Preventive interventions – other performance data

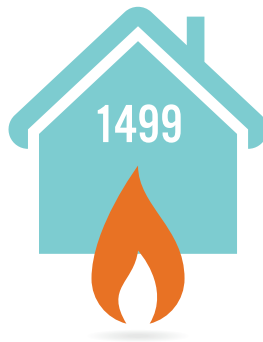
Awareness Raising

60 Safeguarding Activities held, reaching around 4470 people.



Home Fire Safety Visits

1499 homes visited during the year.



Learning Disability Mortality Reviews (LeDeR)

LeDeR is a national programme aimed at making improvements to the lives of people with learning disabilities. Reviews of deaths are being carried out with a view to improve the standard and quality of care for people with learning disabilities.

Following the completed reviews there is good evidence that the LeDeR programme is making improvements in services for people with Learning Disabilities and autism in London Borough of Richmond upon Thames. Richmond has a joint LeDeR steering group with Kingston and this is attended by all local providers and agencies who support people with a learning disability and learning from reviews is shared widely. Richmond and Kingston CCG appointed a GP Clinical Lead for Learning Disabilities in September 2019 and the first focus of this role has been supporting GP's with annual health checks for their patients with a learning disability.

Provider Quality

Good quality of Care Home provision in the Borough, with no providers rated 'Inadequate'.

Provider Quality

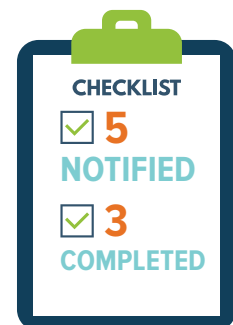


Rating	No	%
Outstanding	2	5%
Good	39	90%
Requires improvement	2	5%
Grand Total	43	

Care Homes Primary Client groups



Primary client group	No	%
Learning disabilities	25	58%
Older people	17	40%
Mental health	1	2%
Total	43	



Wandsworth Local Demographics³



Wandsworth is the largest Inner London Borough with total projected population in 2020 at 332,731



It is also the safest Inner London Borough.



Good Healthcare assets – St. George's Hospital, Springfield Hospital, 42 GP surgeries, 60 community pharmacies.



Range of cultural and leisure facilities, incl. Battersea Park Power Station and Battersea Arts Centre.



Much younger population than both London's and England's average, Wandsworth has the highest proportion of people aged 30-34 years, which is unique nationally.



Committed voluntary sector, 35% of adults volunteer.

Safeguarding in numbers – Safeguarding figures

A safeguarding concern is any issue raised with Adult Social Services which is identified as being about an adult safeguarding matter. Concerns are reviewed, risk assessed and resolved, or when deemed to not concern a safeguarding issue – dealt with through another route. If assessed to meet the criteria for an adult safeguarding, a Section 42 Enquiry is raised, which involves fuller investigation and formal intervention.



Safeguarding Concerns and Enquiries

Volume of Safeguarding concerns has increased by 16% compared to last year, with enquiries relatively static.

Making Safeguarding Personal

Making Safeguarding Personal is well embedded in practice, with 97% of people’s outcomes being fully or partially met.

Where outcomes were not met, it was largely because people had the capacity to make an informed decision and chose not to engage in safeguarding.

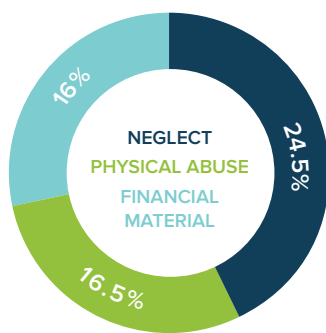
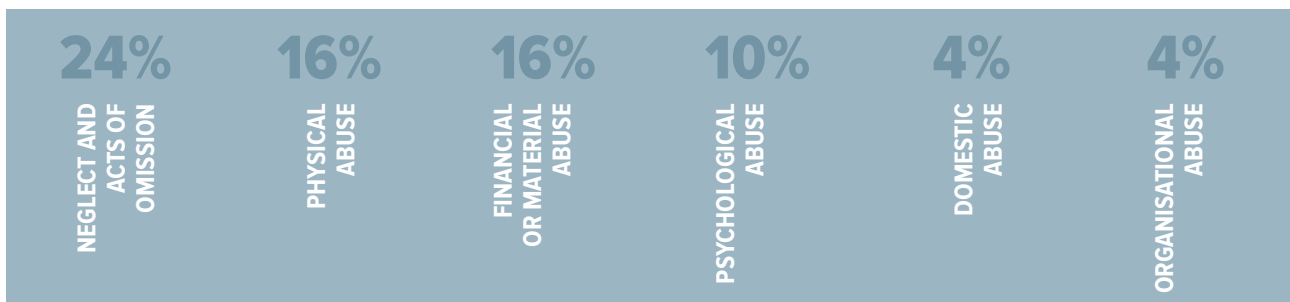
Impact on Risk

The impact of Safeguarding on risk is very good, with 92.7% of cases having the risk removed or reduced as result of the Safeguarding. Where the risk remains, this results from people choosing to live with risk and understanding the implications of it. Where no action is taken, individuals who have capacity refuse to engage in safeguarding or through the enquiry it is apparent that there was no risk.

³ Information from <https://www.datawand.info/>

⁴ Information from monthly CQC reports received by the Local Authority

Types of abuse



Types of Abuse

Neglect and acts of omission, Physical abuse and Financial or material abuse remain the top types of abuse in Wandsworth. Financial abuse is on the rise and has increased to 155 from 130 cases (19%) compared to last year. There has been an increase in the number of cases concerning Domestic Abuse from 26 to 47 (81%), which is positive as people are more aware of identifying and responding to Domestic Abuse.

Deprivation of Liberty Safeguards⁵ (DoLS)

The total number of authorisations received is the same as last year. The number of requests received but not yet authorised is reduced to 53 this year compared to 140 last year. All requested authorisations

are reviewed and monitored to ensure that the most urgent are prioritised and there is a process in place to ensure renewals are addressed to minimise breaks in the authorisation. A summary

of the number of Deprivation of Liberty Safeguards requests and authorisations in Wandsworth during 2019/20 is shown below.

DoLS	18/19	%	19/20	%
Number of Requests Received	991		991	
Granted	583	59	706	71.2
Not Granted	268	27	232	23.4
Not yet signed off by Supervisory Body	140	14	53	5.3

Preventive interventions – other performance data

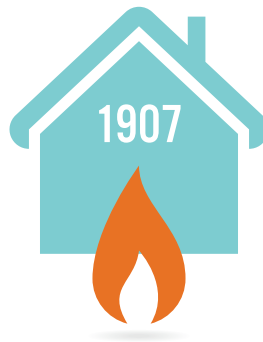
Awareness Raising

10 Safeguarding Activities held, reaching around 160 people.



Home Fire Safety Visits

1907 homes visited during the year.



Learning Disability Mortality Reviews (LeDeR)

LeDeR is a national programme aimed at making improvements to the lives of people with learning disabilities. Reviews of deaths are being carried out with a view to improve the standard and quality of care for people with learning disabilities.

Following the completed reviews there is good evidence that the LeDeR programme is making improvement in services for people with Learning Disabilities and autism by changing practice, having innovative ideas to manage people with Learning Disabilities, the involvement of multi-agency approach and especially family members and carers in the LeDeR process. To ensure that actions are turned into meaningful learning, recommendations from completed reviews are widely distributed – including primary care, hospitals, care homes, local authorities and CQC to ensure continuous improvement for people with a Learning Disability in Wandsworth.

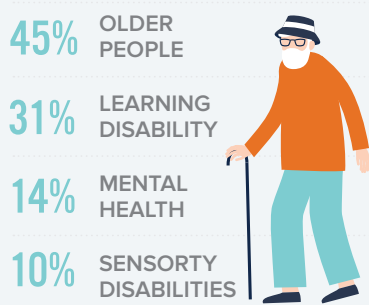
Provider Quality

Good quality of Care Home provision in the Borough, with no providers rated 'Inadequate'.

Provider Quality



Care Homes Primary Client groups



Care Homes CQC Rating	No	%
Outstanding	2	7%
Good	23	79%
Requires improvement	4	14%
Total	29	

Primary client group	No	%
Older people	13	45%
Learning disabilities	9	31%
Mental health	4	14%
Sensory disabilities	3	10%
Total	29	



6. LEARNING FROM SAFEGUARDING ADULT REVIEWS



During the year nine Safeguarding Adult Reviews (SARs) referrals were considered (two from Richmond and seven from Wandsworth), seven of which met the criteria for a SAR (two in Richmond and five in Wandsworth).

One Safeguarding Adults Review agreed during previous year was completed during the year. The system findings for this SAR remain relevant and important albeit under discussion with the family and are published here in accordance with our statutory duty so the wider system can learn from them. One Wandsworth SAR, agreed in 2017/18, which was paused pending the completion of a Mental Health Homicide Review by NHS England, has recently been agreed to proceed, an independent reviewer has been appointed and it is anticipated to be completed in 2020/21.

Mr M (Wandsworth)

Background

Mr. M sustained unexplained injuries on more than one occasion, whilst living in supported living and receiving care from a regulated homecare provider. The review highlighted that the root cause of the subsequent safeguarding episodes lay in the way in which the initial decision to support Mr M in supported living was made. There was a lack of openness to challenge by a number of professionals about the appropriateness of this setting. Over a period of 6 months a Section 42 safeguarding enquiry was conducted in parallel with a police investigation into alleged physical abuse. Quality concerns were dealt with effectively early in the safeguarding enquiry process and appropriate corrective action taken. The Richmond and Wandsworth Safeguarding Adults Board (RWSAB) undertook a non-statutory SAR to obtain assurance that local safeguarding processes were appropriate, and that practice was effective, through the lens of Mr. M's case.

Findings

1. Mechanisms for allocation of people tenancies in Extra Care Housing schemes were not in place or not working adequately.
2. There are no mechanisms for practical support to social care professionals when faced with family members' challenges to their professional recommendations. As a result, the rigor and transparency of the professional Mental Capacity and Best Interest decision was compromised and made constructive engagement with the family difficult.

Lessons

1. Multi-agency working in the context of nominations panels requires collaborative decision with good governance including dispute resolution mechanisms and escalation processes. These should be regularly reviewed and updated in partnership.
 - Working with people who have dementia is extremely difficult for both professionals and family members and require fine judgements about living arrangements that prolong independence and accommodates the progressive nature of dementia. It is vital for all professionals to be clear on the best setting for the person to have their needs met and to plainly communicate professional judgments with involved family members. Documenting the options considered, the way in which the wishes of families and their representatives were taken into account and the final Best Interest decision, supports both professionals and families.

7. PARTNER CONTRIBUTIONS



ADULT SOCIAL SERVICES – RICHMOND AND WANDSWORTH COUNCILS

Making Safeguarding Personal is prioritised by ensuring that people who experience abuse and neglect and their families are involved in determining the actions and outcomes. Multi-agency working through Vulnerable Adults Multi-Agency Risk Assessment Panel (Richmond) and Community Multi Agency Risk Assessment Panel (Wandsworth) is effective in managing high risk cases where service users refuse to engage with services. The Provider Risk Panel identifies and addresses provider quality concerns and links with CCG partners. Staff development is important and there has been a focus on Mental Capacity Act and professional curiosity as well as learning from Safeguarding Adult Reviews.

AGE UK WANDSWORTH

Age UK Wandsworth have continued to engage with the RWSAB and the Wandsworth Community Forum. Age UK has adopted a more rigorous safeguarding awareness training, requiring all volunteers and staff to complete an online safeguarding training course as part of the recruitment process.

CENTRAL LONDON COMMUNITY HEALTHCARE NHS TRUST (CLCH)

CLCH provides community services across eleven London Boroughs, alongside the delivery of sexual health and respiratory services across Hertfordshire and since October 2019, adult community services in West Hertfordshire. Our services respond to the needs of our communities and champion the rights, choices and safety of all service users. Our key achievements in 2019/20 were:

- Continued investment in the CLCH safeguarding team/recruited safeguarding adult advisor.
- Contributed to: CMARAP, MARAC and all WSAB sub-groups.
- Engaged with S42, S44, S49 and safeguarding reviews.
- Introduced a 'duty' system to support staff accessing timely advice and support.
- Hosted a Safeguarding Conference focussing on contextual safeguarding and partnership working to safeguard adults and children.
- Planned learning disabilities conference (cancelled due to COVID-19).
- Launched 'tackling unacceptable behaviour' week in July 19.
- Delivered bespoke training to staff and partners on MCA, pressure ulcers.
- Implemented adult safeguarding supervision in community services.
- Revised safeguarding training packages.
- Introduced a CLCH training passport.
- Led a on Self-neglect workshop in National Safeguarding Adults week (November 2019).
- Presented at a Local Government Association conference.
- Developed and delivered an Adult Safeguarding Champion programme.
- Developed and cascaded 7-minute briefings in response to internal investigations and also learning from local and national inquiries or reviews.



CHELSEA AND WESTMINSTER NHS FOUNDATION TRUST

The Director of Nursing is the Trust Executive Lead who chairs the Trust Adult Safeguarding Committee. The safeguarding team comprises of Lead Nurse, a Deputy Lead Nurse, a Safeguarding Project Officer, who supports safeguarding activity across the trust in areas such as referral, escalation, team coordination and training. The work of the Safeguarding team is linked with the Mental Health team who lead the Trust work on MCA and the implementation of LPS. Safeguarding remained a priority as Covid-19 pandemic hit, with our safeguarding teams for adults, children & maternity along with our learning disability, domestic abuse & mental health leads remained in their usual roles to support patients & staff within the Trust. The Safeguarding Team are contributing to SARs and DHRs within Richmond and Wandsworth. During this period we have introduced an integrated electronic system for clinical notes. This means that we have been able to use this system across both sites to record Safeguarding concerns, alerts and MCA assessments. We continue to work with our colleagues across the Trust in ensuring that safeguarding is an integral part of the recovery process.

COMMUNITY SAFETY – RICHMOND AND WANDSWORTH COUNCILS

The service co-ordinates the partnership response to Crime and Disorder, including Domestic Abuse (DA), Violence Reduction, high risk ASB, Prevent and Integrated Offender Management. The principles of Safeguarding are applied to the approach to all these areas of work including the strategic Groups for Prevent, Reduction of Re-offending and Domestic Abuse. Safeguarding is embedded into case management processes that includes managing over 700 high risk DA cases. The service manages 17 priority entrenched problem-solving issues and the Community MARAC process has 75 high risk complex cases.

The service is looking forward to developing the boroughs' approaches to Modern Day Slavery and Cuckooing whilst developing processes across all areas through the new ECINs data sharing system. The community safety service is seeking to embed a broad safeguarding objective into all its staff's objectives for 2020/21.

HEALTHWATCH RICHMOND

Healthwatch Richmond provides input to the Board and sub-committees as a critical friend. We adopted the shared safeguarding objectives for all staff and have used our communications to promote safeguarding messages and raise awareness amongst the community, particularly in relation to scams. As a result of our input the Board are aware that referrers, particularly those from the voluntary sector, would welcome feedback about the appropriateness of the referrals.

HOUNSLOW AND RICHMOND COMMUNITY HEALTHCARE (HRCH)

HRCH has a new Domestic Abuse policy and practical guidelines for staff. Clinicians are identifying and discussing more concerns and supporting patients and carers to be safer.

We have audited knowledge of the Mental Capacity Act and how this matches what we write on patient records. This has given us an encouraging baseline and an opportunity to target further learning.

A workshop on Applying to the Court of Protection for adults at risk was offered to partners.

The COVID-19 outbreak required new ways of working, and our staff rose to the challenge of continuing to balance risks with rights to support adults at risk and their carers.

HOUSING AND REGENERATION DEPARTMENT – RICHMOND AND WANDSWORTH COUNCILS

Housing are committed to the priorities of the SAB and look for ways to help achieve these. The department participates constructively in all SAB events, relevant sub-groups and multi-agency meetings to provide a housing perspective on issues and ensure Housing Policies and Procedures reflect decisions made by the Board. The housing policy team has a dedicated adults safeguarding lead who advises housing staff on safeguarding matters, ensures training is completed and acts as a point of contact between Housing and other agencies. This year, housing delivered bespoke classroom based refresher Safeguarding training to 62 housing staff and presented at the annual learning event on Homelessness and Rough Sleeping.

LONDON COMMUNITY REHABILITATION COMPANY (CRC) – SOUTH-WEST AREA

London CRC remains committed to partnership working in order to safeguard vulnerable adults, whether they be service users, victims or members of the public. For example, we participate in Richmond and Wandsworth’s local risk management panels, including MARAC and IOM. We also work in partnership with local YOS to support young people who are transitioning to adult services. To reduce risk and support service users to transform their lives, London CRC also delivers intervention programmes. For example, the Making Amends programme that has a restorative justice focus. We also support service users who present with vulnerabilities, such as substance misuse or poor emotional wellbeing, to engage with recovery services.



LONDON FIRE BRIGADE, RICHMOND

One of LFB’s key priorities is to reduce fire & other emergencies in the community. This is done in part by carrying out home safety visits. By working in partnership with the NHS Trust and Adult Social Care, at risk adults can be identified and these individuals can be provided with advice and support to reduce fire risks in the community. LFB Richmond have successfully engaged with identified hoarders in the borough and intervened to assist practitioners and carers. Domestic Sprinkler Assessments have been undertaken by LFB staff when individuals have been considered at high risk along with the provision of Fire-Retardant Bedding. Where LFB become aware of a safeguarding concern they report via the agreed channels.

LONDON FIRE BRIGADE, WANDSWORTH

Commitment to Safeguarding is fully integrated into every aspect of the LFB's community safety activities in Wandsworth. All staff receive safeguarding training so that they can effectively identify and report any concerns. We have successfully engaged with our colleagues across the partnership over the last 12 months to make sure our residents' safety and wellbeing are at the forefront of everything we do. We continue to actively participate in the development of effective information sharing agreements and robust referral pathways, to ensure a multi-agency approach is adopted and maintained at all times.

METROPOLITAN POLICE SOUTH WEST BASIC COMMAND UNIT (SW BCU)

South West BCU police continue to work closely with partners to improve our response to vulnerable people in our communities. We have developed a new cuckooing protocol, including clear referral pathways and tactical options for officers, to better identify and engage victims of cuckooing and target perpetrators. To support our aim of professionalising Adult Abuse work on the BCU, we have appointed a dedicated Detective Inspector to lead on Adult Abuse, who will look to strengthen our response and engagement and embed learning from SARs. We have adopted the Common Safeguarding Objective to make safeguarding a key performance indicator for our staff and continue to engage with the SAB Executive and sub-group meetings.

NHS RICHMOND CLINICAL COMMISSIONING GROUP (CCG)

Richmond CCG Safeguarding Team are a statutory member of the RWSAB. The Director of Quality shares chairing responsibilities for the SAB Executive Board meetings on a rotational basis and Richmond CCG are committed to delivering the RWSAB Vision and Strategic Plan. The Designated Adult Safeguarding Lead Nurse chairs the RWSAB Communications and Engagement Sub-group working in collaboration with Wandsworth and Merton CCG. The Designate also chairs the local Richmond Community Forum, which is a very active group with attendance from a number statutory and voluntary organisations and providers from across the borough. Richmond residents continue to be particularly concerned in regard to financial abuse and scams. As result of this a Crime Prevention Outreach Committee was formed to ensure information on safeguarding and scams is disseminated to local residents through GP Practices and Pharmacies, the Police and also via Neighbourhood Watch, and Social Media.



NHS WANDSWORTH CLINICAL COMMISSIONING GROUP (CCG)

During the year from April 2019 to March 2020, the Designated Safeguarding Adults Professional has been working in close partnership with Richmond and Wandsworth SAB to ensure that the Board's Vision and Strategy as set out in the Business Plan are achieved via the continuous work and contributions to the SAB sub-groups and being part of the statutory reviews, ensuring that actions and recommendations from those reviews are disseminated widely in the NHS. We also led a workshop on Transforming Care for the National Safeguarding Adults Week in November 2019.

PUBLIC HEALTH, RICHMOND AND WANDSWORTH COUNCILS

Public Health Quality Assurance (PHQA) continues to ensure safeguarding issues are identified, reported and escalated in a timely manner across PH funded services.

The framework is embedded across both Local Authorities and reports quarterly internally, quarterly to Wandsworth CCG Quality Meeting and twice a year for Richmond CCG Quality Meeting. In March 2020, due to COVID-19, the Q3 report was put back a quarter and both Q3 and Q4 will be reported in September 2020 internally, and at SWL CCG thereafter. Most meetings remain virtual in 2020/21 and the collaborative transformation work started in 2019/20 continues. The Safeguarding Identification and Reporting Pathway is embedded within service contracts, e.g. public health primary care LCS.

RICHMOND CARERS CENTRE

Richmond Carers Centre maintains a holistic and integrated approach to safeguarding where safeguarding practices are embedded within all aspects of our work. All staff and volunteers are required to undertake safeguarding training as part of their induction, along with regular refreshers. Our adult safeguarding policy was updated in 2019 to reflect the review of the London Multi-agency Adult Safeguarding policy. We liaise with our colleagues in social care to ensure appropriate safeguarding measures are taken so that carers and the people they care for are safe. We are on the membership for the RWSAB workshops and completed the annual self-assessment audit. We also adopted the Common Safeguarding Objective in 2019 and achieved green status.

RICHMOND COUNCIL FOR VOLUNTARY SERVICES (CVS)

We continue to support local voluntary and community groups to adhere to good practice around Safeguarding, eg. disseminating information and updates. This year saw a greater focus on groups needing to think through their practice and sometimes develop more robust policies. For volunteer involving organisations, we ran training around safer recruitment and management of volunteers, and managing boundaries. At the start of the Covid-19 lockdown in March, we prepared a new resource on being a good neighbour, which gave guidance to people on helping safely and effectively. We continue to be an active member of the Richmond Community Forum and seek new ways of promoting safeguarding awareness.

RICHMOND WELLBEING SERVICE

Richmond Wellbeing Service continues to integrate safeguarding into all its activities with service users. We provide a person-centred approach to safeguarding and seek to empower the individual by offering appropriate focussed treatment and support for mental health, working alongside our other health providers in Richmond. The Covid-19 pandemic has brought challenges to our normal ways of working. However, we continue to offer safeguarding support through the use of digital platforms.

SOUTH WEST LONDON AND ST. GEORGE'S MENTAL HEALTH TRUST

The Director of Nursing and Quality has established a Clinical Reference group to develop 'Trauma Informed Care' skills Trustwide, supported by co-production groups on Domestic Violence & Abuse, Sexual Safety on In-Patient services, and Restrictive Practices.

The group has co-produced a comprehensive new policy to increase everyone's awareness of domestic abuse. In December 2019 the MH Trust held its first ever Domestic Abuse Conference – a very well attended and very well received multi-agency event.

The Trust has joined the NHSE/NHSI National Collaborative to embed the highest standards and improve inpatient services' sexual safety.

The Trust has updated its Restrictive Practices policy to ensure patient receives the appropriate level of care and support, while promoting their physical and emotional wellbeing.

ST. GEORGE'S UNIVERSITY HOSPITAL NHS FOUNDATION TRUST

This has been, as always, a busy and challenging year for the Safeguarding Adults team at the trust, and the team have been involved in safeguarding cases, operational and strategic safeguarding and development work, as well as ensuring Safeguarding Adults training across the Trust is compliant. Towards the end of the year the team were closely involved in supporting the Trust's response to the Covid-19 pandemic. In the coming year we hope to build on and develop our strategic partnership work.



TRADING STANDARDS – RICHMOND AND WANDSWORTH (PART OF THE REGULATORY SERVICES PARTNERSHIP)

Officers have proactively worked to improve relationships with partners and initiated information and intelligence sharing identifying high-risk areas. We have received and investigated numerous reports about scams, doorstep criminals and rogue traders involved in misleading or fraudulent selling of roofing work, guttering, gardening services or repairs. Doorstep Crime is a priority area achieved mainly through:

- Community talks and close working with partners;
- Outreach work including working with funeral directors;
- Organising multi-agency vulnerable residents' days and ward-based patrols;
- Working with the banks, financial institutions and the National Scams Hub;
- Visiting identified victims;
- Prosecutions of rogue traders.

WANDSWORTH CARE ALLIANCE (WCA)

We continue to comply with our local Safeguarding policy, which is in line with Wandsworth Council's policies and procedures of Safeguarding Adults and Children. We have had no Safeguarding Activities beyond the routine maintenance of policy and governance. WCA volunteers continue to sit on both the Adult and Children's Safeguarding boards.

YOUR HEALTHCARE (YH)

In 2019/20 YH achieved its goal to develop cohesion across child and adult safeguarding. This enhanced the "think family" approach to safeguarding and ensured streamlined processes through a joint policy approach.

By year end we achieved over 90% compliance in Safeguarding Level 1 and 2 training and launched Level 3 Adult Safeguarding training. YH has worked with partners across the South West Sector to share good practice on the implementation of the Mental Capacity Act. This links significantly with working to support people who are at risk of self-neglect. Our commitment being to support service user rights and work with them to safeguard their health and wellbeing.



BOARD PRIORITIES 2020/22

PREVENTION AND EARLY INTERVENTION

- Promoting awareness of Adult Safeguarding.
- Strengthening collaboration and partnership working to prevent abuse and neglect.
- Gain assurance on the safety and effectiveness of safeguarding practice.
- Focus on Deprivation of Liberty Safeguards and the introduction of the Liberty Protection Safeguards.

MAKING SAFEGUARDING PERSONAL

- Engagement of experts by experience in developing safeguarding protocols and in delivering staff development programmes.
- Strengthening understanding and effective utilisation of the Mental Capacity Act to safeguard residents.
- Embed Making safeguarding Personal in front line services across the partnership.

LEARNING LESSONS AND SHAPING PRACTICE

- Agree mechanisms for disseminating and sharing learning from other SAB's SARs.
- Obtain assurance that learning from SARs is embedded across the partnership.

The Business Plan 2020/21 can be found on our website:

<http://sabrighmondandwandsworth.org.uk>

Glossary of Safeguarding Adults Terms can be found on our website, in the Resources - Annual Reports section.

REPORTING A SAFEGUARDING CONCERN



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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

Remember, safeguarding is everyone's business