

# Croydon Safeguarding Adult Board ANNUAL REPORT - 2016 / 2017

*“Safeguarding is everyone’s  
responsibility”*





## CSAB Vision

*To provide assurance that adults at risk are safeguarded from abuse or neglect. All partners of the CSAB, will work together to assure that people who have care and support needs are empowered to be kept safe from harm, abuse and neglect, and that where abuse occurs, partner organisations respond effectively and proportionately.*

The Annual Report gives an overview of the work of the CSAB from April 2016 to March 2017 showing what are plans were, what we achieved and what further work needs to be done to strengthen safeguarding arrangements and promote the welfare of adults at risk in Croydon.

You can read more about the Croydon safeguarding adult board at our website <http://www.croydonsab.co.uk/>

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# Voice of the Adult at Risk

One of the most valuable ways I've been helped is by being steered through an almighty minefield of finance and paperwork, a system so complex at times, it is tricky for some of the administrators to get to grips with.

Age UK

I just wanted to say thank you very much to all of you. My father and I have felt very reassured about the outcome of the meeting, and we know that my mum would too.

Thank you once again,

Conference meeting

Do you feel safer now because of the help from people dealing with this safeguarding concern?

280 replied Yes (73%)  
105 replied No (27%)

*"I really must express **OUR SINCERE** gratitude for all the support and help you gave us during our traumatic time. We were very fortunate to have you by our side every step of the way to guide and prepare us for the court case which we were all dreading not thinking we'd be able to get through- to think back now it was **YOU** who gave us all the strength to get through that difficult time. I really cannot express enough how you were very professional but yet showed great sensitivity and compassion when it came to coaching the girls in ways to cope in the trial. They are so young to be going through a tough and traumatic event but yet you were able to make it so much easier for them. We are now stronger and looking forward for a brighter and happy future thanks to you and of course to housing officer and the others who were in the back ground working alongside you."*

**48 year old mother of 2 daughters  
Domestic and Violence Abuse**

*"My life changed the day social services took away my two boys. In that time FJC worker was my rock, my support network, my everything because she was there when I took my ex to court for the domestic violence. She was there at every court hearing and every conference I had to get my children back. She even found me the best solicitor I could've asked for. I would've been lost without her help and her support. I moved into this temporary flat so I had a two bedroom flat still fighting for my children to come home and I had to decorate all from scratch which was very hard but without her I don't think I would've survived the last 3 years without her support."*

*My two bedroom flat has now been made permanent and the good news is I've got my boys back home with me full time. The domestic violence and the historical sexual abuse I received as a child was relatively easy compared to the nine months away from my two handsome sons. I wouldn't have been able to carry on without the help and support from the FJC worker."*

**38 year old mother of two sons  
Domestic and Violence Abuse.**

Domestic Abuse affects the whole family. Where an adult is the victim of domestic abuse children are equally affected and therefore it is important that partners recognize this and work with the whole family.



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## Foreword by Independent Chair

### Welcome to the 2016/17 Annual Report of the Croydon Safeguarding Adult Board

I have been the Independent Chair of CSAB since March 2016. This is a statutory post as set out in the Care Act 2014. My job is to hold agencies to account for the effective coordination of the commissioning and provision of services for adults at risk to ensure that adults at risk are safeguarded and the welfare of adults at risk in the area is promoted. I provide independent challenge so each Board agency partner and their representatives are held to account.

My strategic role is to hold partners to account for the safeguarding arrangements for adults at risk in Croydon, the priorities of which are set out in the CSAB Strategic plan. To achieve this I have monthly Governance meetings with the Leader of the Council, the Lead member for Adults, the Chief Executive of Croydon Council and the Strategic Director of People. I also have one to one meetings with the Strategic Lead officers for the statutory partner organisations on a regular basis. These meetings are effective in influencing the CSAB agendas for successful delivery of the CSAB Strategic plan. Meetings are well attended by partners and the lead member for Adults attends the CSAB as a participant observer so that she is informed and can provide effective challenge to the Council officers.

My evaluation of the CSAB Strategic plan is that partners have worked on each of the priorities set in 2016 /2017,, however there is still more work to do in each of these areas. At the same time the CSAB has been proactive in responding to emerging issues such as financial scams.

Partners give adults at risk the highest priority.

I am also the Independent chair of the Croydon Safeguarding Children Board, a statutory position under the Children Act 2004. I use my knowledge from both Boards to make links and find solutions for adults at risk, children and families. To facilitate statutory partners effective oversight of cross cutting safeguarding agendas the Joint Adults and Children's Committee has been put in place. Thematic discussion and action planning have included Domestic Abuse and Sexual Violence, Prevent and Radicalisation and Substance misuse. Mental Health is the theme for a future meeting. This work has identified gaps in analysis and in depth understanding of these critical agendas which the partnership is now addressing.



# Foreword by Independent Chair

I represent the London SAB Chairs on the London Safeguarding Adult Board creating the opportunity to influencing the safeguarding adult agenda across London.

A significant achievement has been the Triple C Partnership between the London Borough Croydon, both Croydon Safeguarding Boards and Crystal Palace Football Club & Foundation.

Our work together over the last year demonstrates effective partnership working which provides a sound basis to tackle the challenges ahead.

I would like to thank partners for their continued commitment to safeguarding children across Croydon and look forward to working with you next year.

## Priorities for 2017/18

Prevention and early identification of adults at risk of abuse.

Commissioning to ensure adults at risk services that protect them from abuse and there is a robust response to market failure

Voice of service users is central to the work of the CSAB and all partners and influences policy and practice.

Making Safeguarding Personal is central to the commissioning and delivery of services to adults at risk.

The CSAB ensures there is effective communications with Croydon residents, between professionals, agencies and between different Boards and Partnerships.

Independent Chair Croydon Safeguarding Adult Board



# Glossary

This is not an exhaustive list, but explains some of the key words used in this report.

ACPO	Association of Chief Police Officers	IDVAs	Independent Domestic Violence Advocates
ADASS	Association of Directors of Adult Social Services	ISC	Intelligence Sharing Committee
ASC	Adult Social Care	LSP	Local Strategic Partnership
CASSUP	Croydon Council and Croydon Adult Social Service User Panel	MCA	Mental Capacity Act
CRU	Central Referral Unit	MAPPA	Multi-agency Public Protection Arrangements
CCGs	Clinical Commissioning Groups	MARAC	Multi-agency Risk Assessment Conference
CSAB	Croydon Safeguarding Adult Board	MSP	Making Safeguarding Personal
CSPs	Community Safety Partnerships	MASH	Multi-agency Safeguarding Hub
CPS	Crown Prosecution Service	NHS	National Health Service
CQC	Care Quality Commission	OPG	Office of the Public Guardian
DASH	Domestic Abuse, Stalking and Harassment and 'Honour' – Based Violence.	PALS	Patient Advice and Liaison Service
DASV	Domestic and Sexual Violence	SAR	Safeguarding Adult Review
DBS	Disclosure and Barring Service	SI	Serious Incident
DoLS	Deprivation of Liberty Safeguards	SLAM	South London and Maudsley
DHRs	Domestic Homicide Reviews		
FGC	Family Group Conferences		

# Introduction

The CSAB Independent Chair is required to produce an Annual Report which evaluates the partner progress against the Strategic Plan and to demonstrate that the statutory requirements of the Board have been met

The report has been structured to give priority to the voice of the adult and to understand their perspective. This is underpinned by Progress against the Strategic Plan and other activities undertaken by the Board throughout the year. It celebrates our achievements, identifies what we need to do and sets our priorities for the coming year.

Pages 9 to 13 provides key facts and figures, including the Safeguarding Statistics.

Pages 14 and 15 provides details about the Board and it's statutory duties and responsibilities

Pages 16 to 23 outlines the Six Principles of Safeguarding

Pages 24 – 26 outlines the CSAB Structure, it's membership and board attendance.

Page 29 provides Budget information.

Pages 31 – 37 provides details of the CSAB Priorities 2016 – 17

Pages 38 – 49 provides information of the work which has been done and what needs to be done under the Safeguarding themes.

Page 52 shares the 2017 – 18 CSAB Priorities

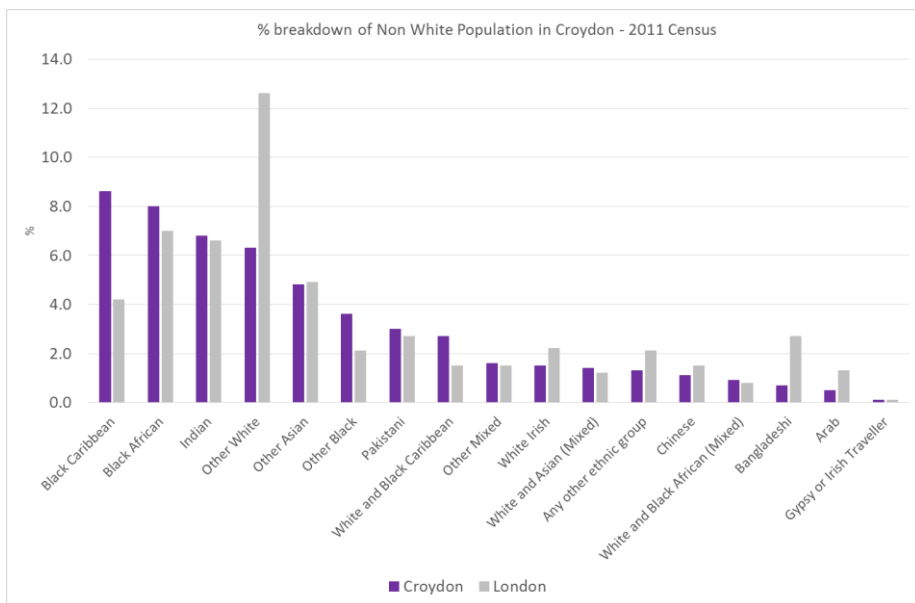
Page 53 provides the Healthwatch Croydon statement



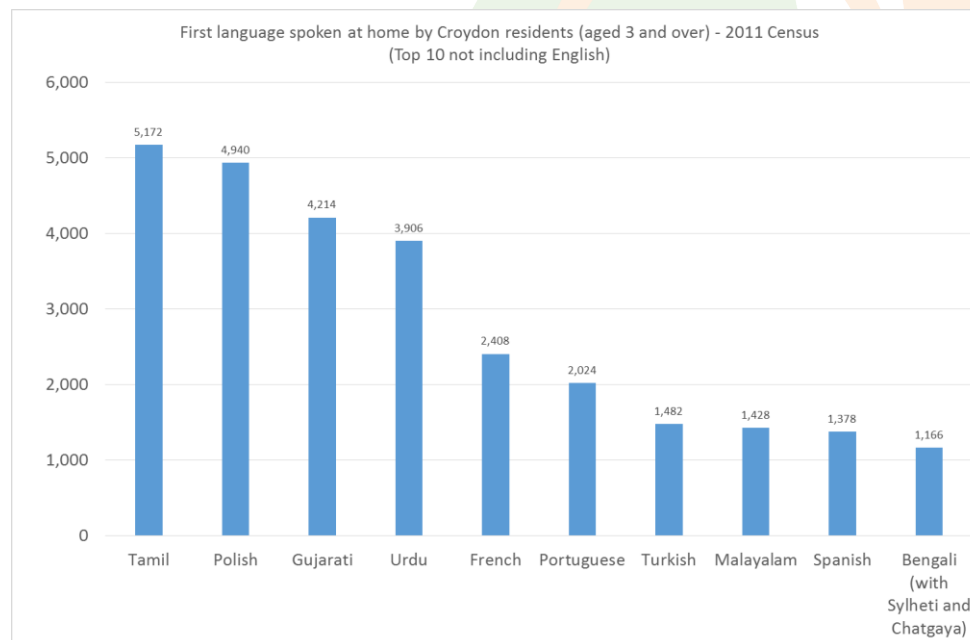


# Key Facts and Figures

- **2<sup>nd</sup>** largest population in London (379,031 in 2015).
- **17<sup>th</sup>** most deprived borough in London (out of 33)
- **2<sup>nd</sup>** largest 16+ population in London by (295,465 in 2015)
- By 2031, Croydon will have a population of 448,406.
- **14<sup>th</sup>** highest social care-related quality of life in London (2015/16).
- 46,300 (18.8%) of 16-64 are EA core or work-limiting disabled. **7<sup>th</sup>** highest rate in London (Dec 2016).



85.5% of Croydon residents have English as first language spoken at home. This is the **6<sup>th</sup>** highest rate in London. The table shows the top 10 languages spoken (not including English)



52.7% of Croydon residents are non White British. This is the **20<sup>th</sup>** highest rate in London.

The table shows the non White British breakdown compared to the London average.



# Joint Strategic Needs Analysis [published September 2016]

## Croydon is performing well in relation to adults:

Adults in contact with secondary mental health services who live in stable and appropriate accommodation.

Health-related quality of life for older people.

Long-term support needs met by admission to residential & nursing care homes.

Life expectancy at age 75 (women and men) in years.

## Areas identified as challenges in relation to adults:

Domestic abuse incidents recorded by the police.

Proportion of people who use services who find it easy to find information about services.

Clients who say services have made them feel safe and secure.

Proportion of carers who find it easy to find information about services.

Drug and alcohol offences.



# Safeguarding Statistics for 2016 - 2017

The figures on the next 2 pages , are sourced from the data submitted to the Department of Health in July 2017, which looks at safeguarding contacts received during 2016-17 and whether they progressed to a safeguarding enquiry.

This dataset has also been configured to look at those safeguarding enquiries and to establish:  
where the adults at risk experienced abuse,  
the type of abuse alleged,  
who was allegedly abusing the adult, and  
the outcome of the enquiry.

The figures show the comparison between 2015/16 and 2016/17 with regards to the type of alleged abuse, number of referrals and ethnicity.

Please note that the location of abuse does not necessarily mean the adult was experiencing abuse from staff at these locations; for example, an adult may be experiencing abuse at a hospital, but it maybe from a relative visiting the adult whilst they were in hospital who was alleged to be causing abuse.

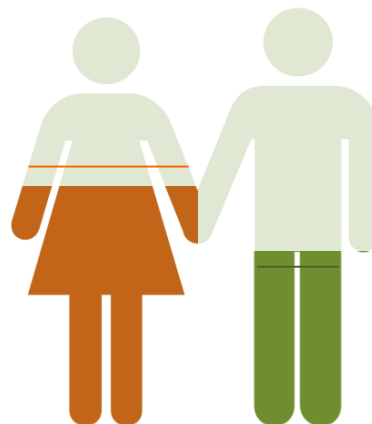
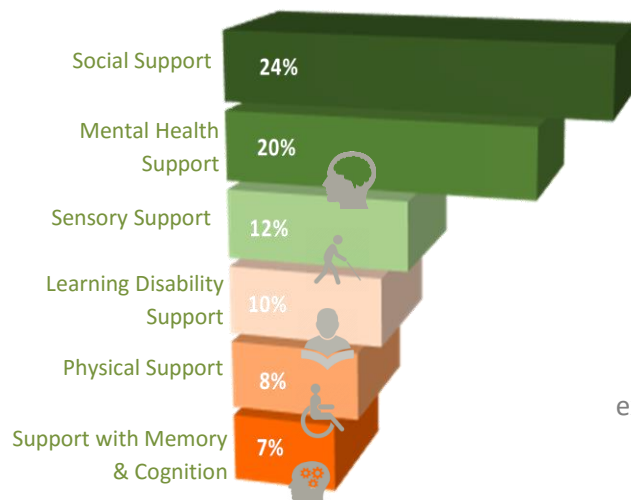
The graphics on the first page show the demographics of the adults who had at least one safeguarding contact during 2016-17, and the graphics on the next page represent the same contacts which were progressed to a safeguarding enquiry during 2016-17 and their outcome where available.

It is important to note that the following information is sourced from estimated performance data and will be amended when the final figures are released in July 2017.



## **Safeguarding Referrals Received during 2016-17**

Percentage of adults with a Safeguarding Enquiry started, by their Support Reason



# 1%

Of the adult population in Croydon had a Safeguarding referral in 2016-17

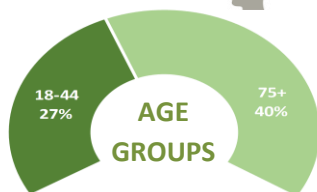
16% more females were reported as experiencing abuse than males, this gap has reduced from 25% in 2015-16

Croydon received 2589 distinct safeguarding referrals during 2016-17

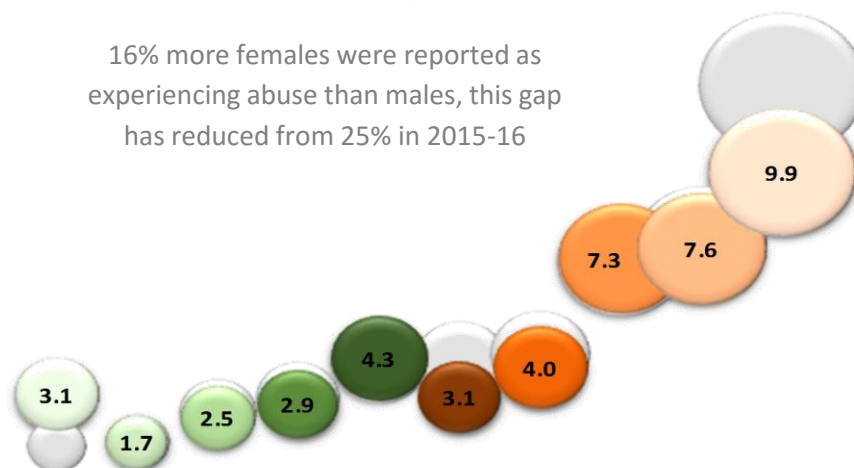
(an increase of 114 compared to 2015-16)

Of which, just over 1 in 3 converted into a safeguarding enquiry

Of which, just over 1 in 4 safeguarding enquiries were substantiated\*



2 in 5 adults referred as allegedly experiencing abuse were aged over 75 [an increase of 2% from 2015-16]



The Black and Minority Ethnic (BME) rate per 1000 population of Croydon of those referred is 4.5 which is a drop from 2015-16 at 4.9. The main increase is with Asian Bangladeshi group and the main decreases are with Asian Pakistani and Other Ethnic groups



# Safeguarding Enquiries Started during 2016-17



# 962

Safeguarding Enquiries started in 2016-17 ( a drop of 676 enquiries)

# 102

Safeguarding Enquiries started in 2016-17 have been closed as substantiated\* (a drop of 72 enquiries)



Just under 3 in 5 safeguarded adults allegedly experienced abuse in their own home (a drop of 2% compared to 2015/15)



Just under 3 in 10 safeguarded adults allegedly experienced abuse in a care home setting (an increase of 4% compared to 2015-16)



1 in 13 safeguarded adults allegedly experienced abuse in a hospital environment (an increase of 3% compared to 2015-16)

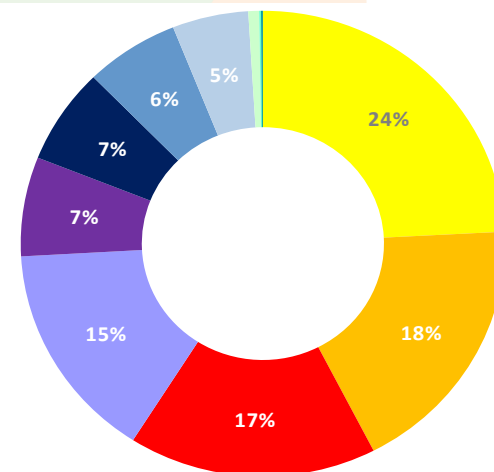


3 in 5 were allegedly experiencing abuse from someone they knew

1 in 3 were allegedly experiencing abuse from a formal carer (an increase of 4% compared to 2015-16)



1 in 13 were allegedly experiencing abuse from a stranger or unknown person a drop of 2% compared to 2015/16)



200	Neglect and Acts of Omission
151	Financial or Material Abuse
137	Physical Abuse
125	Psychological/Emotional Abuse
57	Self Neglect
55	Sexual Abuse
52	Domestic Abuse
42	Organisational Abuse
6	Sexual Exploitation
<5	Modern Slavery
<5	Discriminatory Abuse

\*of those completed with an outcome





# Legislation and Guidance

## National

The Department of Health published the refreshed edition of the Care and Support statutory guidance (March 2016). The statutory guidance supports implementation of part 1 of the Care Act 2014 by local authorities, the NHS, the police and other partners. The new edition supersedes the version issued in October 2014. It takes account of regulatory changes, feedback from stakeholders and the care sector and developments following the postponement of social care funding reforms to 2020. The guidance is being published as an online document and the new format is intended to be read online and so has improved navigation and search functionality. Not all chapters have been revised and some have only received minor clarifications to improve understanding following feedback from the sector.

[Statutory Guidance to the Care Act 2014 \(Updated March 2016, DH\)](#)

[Care Act 2014 Factsheets \(Updated March 2016, DH\)](#)

**Making Safeguarding Personal** continues to be a priority for ADASS who have championed the person-centred and outcomes focussed approach that is Making Safeguarding Personal (MSP) for a number of years and wanted to check on its progress as well as to help and encourage people to embed it within their authorities and with their boards and partners.

<https://www.adass.org.uk/making-safeguarding-personal-temperature-check-2016/>

## Pan London

The 2016 Multi Agency safeguarding Adults Policies and Procedures replaced the 2011 version [link to ADASS website for procedures and summary of August amendments]. These Policies and Procedures aims to encourage the continuous development of Best Practice in order to better safeguard adults throughout London.

A Multi Agency London Safeguarding Adults Board was established in 2016 which the CSAB Independent Chair being a member and is the Vice Chair of the London SAB Network.

## Local

Croydon Safeguarding Adults Board are continuing to ensure partner agencies are implementing the Care Act locally. A number of policies have been developed and signed off by the CSAB, these include Provider Led Enquiry, Provider Concerns, Social Media Policy, Communication Policy, Pressure Ulcers which can all be found on the CSAB website.  
<http://www.croydonsab.co.uk/>

LB Croydon supported the work to revise the Multi Agency Safeguarding Adults Policy and Procedures.



# About the Board – Statutory Duties and Responsibilities

The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect

Under Section 43 of the Care act 2014 local authorities and their partners are required to set up a Safeguarding Adult Board.

The overarching purpose of an SAB is to help and safeguard adults with care and support needs. It does this by:

- assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance.
- assuring itself that safeguarding practice is person-centred and outcome-focussed.
- working collaboratively to prevent abuse and neglect where possible.
- ensuring agencies and individuals give timely and proportionate responses where abuse or neglect have occurred.
- assuring itself that safeguarding practice is continuously improving and enhancing the quality of life for adults in this area.

<https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-and-support-statutory-guidance-changes-in-march-2016>

## What is the Croydon Safeguarding Adult Board?

The Board is made up of representatives from local statutory and voluntary sector agencies (that work with adults at risk and their families or carers) and a Lay Member.

The Board is led by an Independent Chairperson who's role is to hold agencies to account.

It is the responsibility of the Local Authority Chief Executive to appoint the Independent Chairperson (in agreement with the SAB partners) and to hold the Chairperson to account for the effective working of the SAB.

The Board agreed a Strategic Plan each year which ensures its functions are fully carried out and improvement can be progressed which arise from local and national learning.



# Six Principles of Safeguarding

# Care Act 2014

The Statutory Guidance enshrines the Six Principles of Safeguarding. The following slides demonstrates how Croydon SAB have embedded the principles into practice.

Principle	Description	Outcome for Adult at Risk
<b>Empowerment</b>	Presumption of person led decisions and informed consent.	<i>"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."</i>
<b>Prevention</b>	It is better to take action before harm occurs.	<i>"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."</i>
<b>Proportionality</b>	Proportionate and least intrusive response appropriate to the risk presented.	<i>"I am sure that the professionals will work for my best interests, as I see them and will only get involved as much as needed and I understand the role of everyone involved in my life."</i>
<b>Protection</b>	Support and representation for those in greatest need.	<i>"I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able"</i>
<b>Partnership</b>	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.	<i>"I know staff treat any personal and sensitive information in confidence, only share what is helpful and necessary. I'm confident professionals will work together to get the best result for me."</i>
<b>Accountability</b>	Accountability and transparency in delivering safeguarding.	<i>"I understand the role of everyone involved in my life."</i>

# Empowerment

*"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."*

## Progress to date

- 'Walk in My Shoes'. This has focussed on co-production work with people/ carers and partners on reviewing and planning future Learning Disability Services.
- Successful continuation of hospital based IDVA services to raise awareness among staff, patients and their families.



## Areas for Development

- To evidence how we meet the safeguarding outcomes identified by people who use our services, in line with the Making Safeguarding Personal agenda.
- To develop a survey to provide evidence that all multi-agency organisations are promoting MSP.
- To seek adults at risk and carers views of the availability of advocacy services.
- To develop Clear standards around supporting people at the end of their life which incorporate MCA/DOLS issues.



# Prevention

*"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help"*

## Progress to date

- CHS Safeguarding Adults Leads lead on the Prevent Agenda working with the Croydon Channel Panel and the Prevent Coordinator.
- Prevent staff awareness training event.
- The Skin Damage Protocol launched in April 2016.
- Croydon Age UK annual BE FRAUD SMART event, providing information for older people about ways to stay safe when using computers, online banking etc.
- Over 35 companies have had quality discussions held with the CCG, Commissioning, SLAM and Croydon Council as a result of intelligence shared at the ISC.
- A robust system is in place for joining up intelligence to identify concerns within the provider market.
- Leaflets and 'credit cards' produced communicating what is abuse and what to do if an adult is being abused or neglected.
- A Covert Medication Policy developed and disseminated.

## Areas for Development

- Exploring new responses to Self Neglect
- 'I' Care Campaign
- Embed and review impact of the Covert Medication Protocol within the Care Home setting.
- To develop a partnership approach to disrupting those who perpetrate (or exhibit or engage) in abuse through behaviour change approaches or through legal processes.
- To promote and produce a range of safeguarding adults publicity materials and have them available including briefings on types of abuse and neglect.
- To review the commissioning and provision of Advocacy services in line with Care Act requirements.



# Proportionality

*"I am sure that the professionals will work for my best interests, as I see them and will only get involved as much as needed and I understand the role of everyone involved in my life."*

## Progress to date

- Adult Social Care aims to offer service users only as much support as is required. As such the ethos is one of empowerment to promote independence.
- In safeguarding this means gauging what support they would like from us and how can we achieve outcomes of safety and wellness without over resourcing our response.
- When clients who have care needs have been abused, they and their families were able to take steps to protect themselves and this meant that the council did not need to offer the full range of safeguards that would be otherwise be required. This demonstrates a proportionate level of input jointly agreed between the client and social worker.

## Areas for Development

- To ensure that approaches to proportionality is embedded within Learning and Development sessions.
- To Audit the application of the MCA via the organisational leads to evidence the extent to which the MCA is embedded in practise and taking strategic action where gaps exist.



Proportionality

# Protection

*“I get help and support to report abuse, I get help to take part in the safeguarding process to the extent to which I want and to which I am able.”*

## Progress to Date

- Fully implemented a Triage system whereby experience social workers will look closely at all the safeguarding concerns to make sure a safeguarding enquiry is the best response.
- Four Steps to Safety is a system, in line with a key national priority, for safer care that consists of the following four ‘steps’: 1) Proactive care 2) Patient engagement 3) Team work 4) Environment.
- Croydon Age UK developed in-house Safeguarding training for staff and volunteers to ensure that all those working with clients are fully trained in Safeguarding Adults at Risk and aware of their role and responsibilities.

## Areas for Development

- To support the Care Market to deliver good quality and safe services.
- To seek adults at risk and carers views in respect of what makes them feel safe/unsafe.



# Partnership

*"I know staff treat any personal and sensitive information in confidence, only share what is helpful and necessary. I'm confident professionals will work together to get the best result for me."*

## Progress to date

- In partnership with NHS and the Voluntary Sector the Council through its Transformation work has developed a range of initiatives to support people and prevent the need for safeguarding services. These include : My support broker – a new way to support people to be independent.
- Services for carers, through to small discreet projects such the Hoarding Project. This is a small project in partnership with MIND to look at new ways in addressing self neglect issues.
- Learning opportunities through the safeguarding case reflection model and GP safeguarding leads workshops.
- Effective joint working on an early warning system that joins up information so that concerns are identified and prevention is supported.
- Joint health and social care safeguarding adult contract monitoring approach in place and responsive to local need/challenges.

## Areas for Development

- To improve communication between professionals from different teams who are supporting clients.
- To develop a multi agency dashboard which delivers data that can effectively inform and drive the Board's work.
- The CSAB will undertake multi agency case file audit to increase understanding of frontline practice and inform future learning and development.



# Accountability

*"I understand the role of everyone involved in my life"*

## Progress to date

- The CSAB has implemented a Governance Framework.
- The CSAB has signed up to the London Multi-agency Adults Safeguarding Policy and Procedures and produced Croydon specific procedures.
- Croydon Age UK Renewed the Quality of Advice Standards Charter Mark and the Advice Quality Standard for their Information and Advice service.
- Partner engagement within the CSAB structure.
- E-learning information and training accessible via the CSAB website

## Areas for Development

- To ensure that there is openness and transparency in undertaking and learning from SARs and learning reviews.
- To ensure that learning from SARs is cascaded across the partnership





# CSAB Structure – the role of Committees

A significant amount of the CSAB work is undertaken by the Committee's of the Board, the Committees help progress the programme of work set out in the Strategic Plan

The Executive and Committees are accountable to the Safeguarding Adult Board and this is reflected in the CSAB Governance Framework and Committee Terms of Reference.

The Committee Chairs meet with the Independent Chair of the Board to report and discuss progress.

## CSAB Connections

The structure chart below shows the relationship the CSAB have with other strategic partnerships. These formal arrangements with the Local Strategic Partnership [LSP] are currently the subject of a review led by the London Borough of Croydon Chief Executive in order to maximise collaboration for safeguarding to agreed priority workstreams and to avoid duplication across the LSP.



## Membership and Attendance

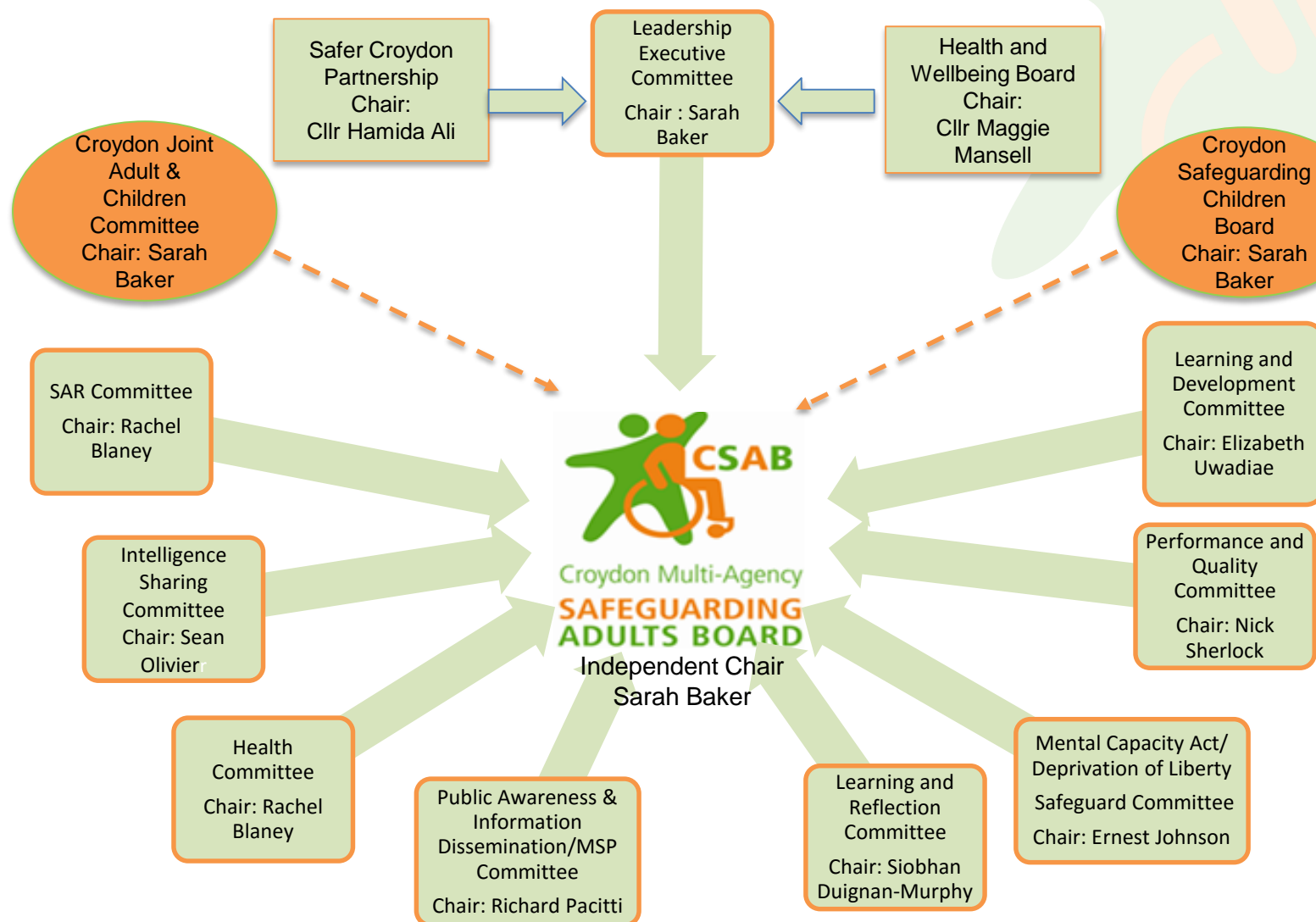
A list of the statutory and non statutory board members as at 31 March 2017 and their attendance is shown below. We are confident that the CSAB is represented by the right local statutory and voluntary agencies who are engaged appropriately with the committees.

A challenge has been made by the Independent Chairperson to the London Community Rehabilitation Company (LCRC) as a representative has not attended any board meeting during the year. To date a satisfactory conclusion has not been reached, although the Chair is meeting with the CRC in June 2017.

NHSE (London) have stated to all London SABs that they cannot attend Boards as a routine but will attend where there are issues they can contribute to. London SAB Chairs have challenged this decision.



# CSAB Governance Structure





# CSAB Membership and Attendance

Independent Chair	100%
Executive Director of People [DASS]	100%
Lead Member	75%
Lay Member	75%
NHS England	0%
Croydon Health Service	75%
London Probation	75%
Clinical Commissioning Group	100%
Police	75%
London Ambulance	50%
London Fire Brigade	100%
Trading Standards	25%
South London and Maudsley	75%
Care Quality Commission	50%
Healthwatch	100%
MIND	50%

LB Croydon Contracts Monitoring	100%
LB Croydon MCA/DoLS	75%
Croydon Voluntary Action	25%
BME Forum	0%
Community Safety	75%
Safeguarding Co-ordinator Croydon ASC	100%
LB Croydon Head of Safeguarding	100%
LB Croydon Director Adult Social Care	100%
LB Croydon Learning & Development	75%
CASSUP Chair	25%
LB Croydon Performance	100%
Age UK	50%
Children Early Intervention Support Services	50%
LB Croydon Housing/Gateway Services	50%
CRC	0%
<i>Evidence is collated from Board attendance sheets</i>	



# Joint Adults and Children Sub-Committee [JACS]

The first meeting of the new quarterly Joint Adults and Children Safeguarding Committee (JACS) took place in March 2016. This new approach has helped to ensure that strategic priorities are jointly agreed with a focus on the cross cutting agendas that impact on the commissioning and provision of services for adults at risk and vulnerable children.

Bringing strategic leads of both Boards together has maximised the opportunities to work together, which has already enabled collaboration in agreeing joint safeguarding priorities of Domestic Abuse and Sexual Violence and Prevent and Radicalisation.

This has resulted in a revised Performance Management Framework for Domestic and Sexual Violence [DASV] and a DASV Strategy.

## Future themes on the agenda for 2017/18 will be:

- Mental Health
- Alcohol and Substance Misuse
- Female Genital Mutilation
- Modern Slavery and Human Trafficking.



# Lay Member

Lay Members play an important role in the oversight and scrutiny and decisions and policies made by the Croydon Safeguarding Adults Board. They act as an independent voice and offers a broad perspective that recognises the diversity of our local communities in Croydon.

The Board has a good strategy

The Board has commitment from it's members

There is a need to review reporting from the committees to the Board.

New committee reporting template for Board Reporting produced

*You said, we did ...*

There is a need to provide a better means of assurance to the Board around safeguarding activity and effectiveness particularly including deaths involving abuse/neglect.

Review of SAR process and how SAR Committee functions



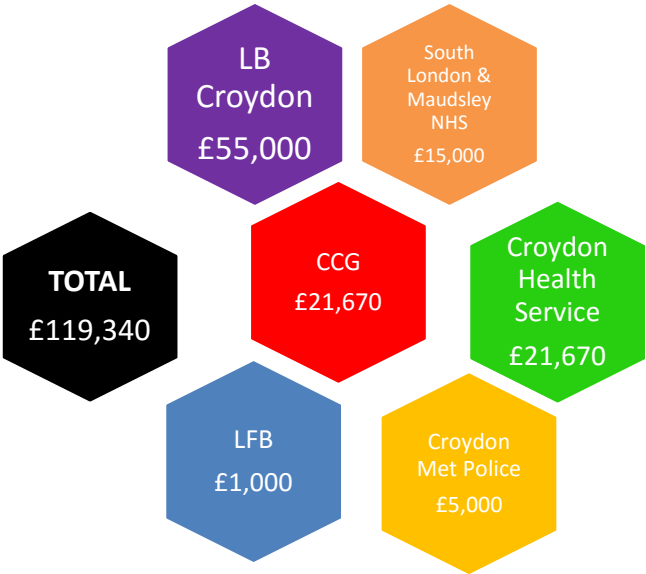




# CSAB Budget

The Safeguarding Board is jointly financed by contributions from partner agencies, with the largest proportion coming from the local authority. The Board has again successfully managed a balanced budget, despite there being no change in member contributions.

## Income 2016/17



## 2016/17 Expenditure:



# Learning Review – Mrs BR

A Learning Review was undertaken in 2016 into the care of Mrs BR before her death in 2015 and section 42 enquiry, which was substantiated for neglect. A request was made to the newly formed Safeguarding Adult Review Committee (SARC) for consideration for a Safeguarding Adult Review(SAR) guided by the Croydon Safeguarding Adult Review Framework (2016) early 2016.

## Background and History

Mrs BR was a 79 year old lady at the time of her death. Mrs B.R and was admitted to a nursing home from an out of borough hospital on 26th February 2015. She had a diagnosis of advanced Alzheimer's disease and was assessed as requiring full nursing care. Prior to her hospital admission to hospital, she was living at home and one of her daughters went to stay with her to care for her. Because of her advanced dementia, Mrs BR's daughter had been finding it increasingly difficult to meet her needs The purpose of the review was to identify lessons learnt by the nursing home and the partner agencies to share any wider learning to strengthen high quality care.

Multi-agency Recommendations	Progress to Date
Short Term Recommendations	
<ul style="list-style-type: none"> <li>Pressure Ulcer Care/Record Keeping/Swallowing Assessments</li> <li>Communication with family and professionals</li> </ul>	<ul style="list-style-type: none"> <li>Pressure Ulcer Guidance disseminated to Care Homes and been monitored through Health Committee.</li> <li>Dedicated Speech and Language therapists working with Care Homes.</li> </ul>
Medium Term Recommendations	
<ul style="list-style-type: none"> <li>Utilising pathways of support/understanding of legal frameworks/utilisation of Purple Guide.</li> <li>Utilisation of Safeguarding Pressure Ulcer Protocol.</li> <li>Case Reflection to support NMC revalidation and reflection for all involved.</li> </ul>	<ul style="list-style-type: none"> <li>Working with the Care Home Steering Committee to ensure wide dissemination and embedding of the Purple Guidance.</li> <li>Pressure Ulcer Protocol Audit undertaken and a further one planned.</li> <li>Care Support Team supporting case reflection in Care Homes.</li> </ul>
Long Term Recommendations	
<ul style="list-style-type: none"> <li>Best Practice Guidance for Care Homes to be developed regards eating and drinking for individuals with complex care needs</li> </ul>	<ul style="list-style-type: none"> <li>Being developed through Croydon Health Services.</li> </ul>



# CSAB Priorities 2016 - 17

# CSAB Priorities 2016 – 17

In March 2016 the CSAB agreed the priorities the Board would focus on for the coming year:

1. Making Safeguarding Personal – Ensuring advocacy services are commissioned and accessible to adults at risk.
2. Mental Capacity Act – practitioners understand and are able to apply the MCA to ensure all adults at risk are assessed and services tailored to meet their needs.
3. The CSAB partners gain greater understanding of the different communities in Croydon and apply this knowledge to service commissioning and delivery.
4. The CSAB ensures compliance with the Care Act 2014 with focus on Mutual challenge and Duty Of Candour.
5. Awareness Raising and Engaging Communities with a focus on Financial abuse and Social Isolation.



# CSAB Priorities 2016 - 17

## Making Safeguarding Personal – Ensuring advocacy services are commissioned and accessible to adults at risk

### What has been done

- Croydon Council and Croydon Adult Social Service User Panel (CASSUP) held a series of engagement sessions with people who use services support providers, using the Making it real framework. The sessions were structured around the six themes and corresponding “I” statements to encourage people to express what they expected to see and experience from adult social care services.
- A series of feedback sessions held at local care, support & reablement centres, support groups for a range of social care services user groups and carers, service user involvement groups such as CASSUP, the Mobility Forum, the BAME Support Group and the Making a Difference group for people with learning disabilities.
- Liaison with Fire Officer leading to a poster campaign which were displayed on boards within Croydon followed up by requesting feedback on the success of the posters.
- Ensuring that the safeguarding service is reaching all part of the community. The Safeguarding Adults Leaflet, cards and posters have been revised and will be available electronically and in hard copy for distribution.

### What needs to be done

- To ensure that everyone is aware of the service and knows how to access an advocate.
- CASSUP to ensure new information, advice, casework and advocacy services are shaped and informed by the Making it Real ‘I’ statements.
- To collate evidence with regards to advocacy services in order to be aware of why and where is the service not being used.
- Revision of the online referral form to include an automated receipt.
- To develop a Safeguarding Questionnaire to inform how accurate the system is at recording people’s experience of the safeguarding service.



# CSAB Priorities 2016 - 17

**Mental Capacity Act – practitioners understand and are able to apply the MCA to ensure all adults at risk are assessed and services tailored to meet their needs**

## What we have done

- Training provided.
- We have developed quick reference guides about to improve staff understanding and knowledge about the different legal frameworks including the Mental Capacity Act and Mental Health Act and DoLS
- CHS Successful development and Recruitment of a specialist practitioner to support the compliance with the Mental Capacity Act.
- Clear standards around supporting people at End of their Life.
- Adults have access to IMCA/Informal advocacy as required.

## What needs to be done

- Measure the application of the MCA and DoLS by auditing clinical notes which already forms part of a local action plan.
- Awareness raising with professionals and the public to increase the knowledge and understanding of the MCA.
- To ensure that practitioners providing care and support to adults at risk are able to apply the MCA to their practice.
- Partner agencies to monitor access to advocacy and alert commissioners to issues.



# CSAB Priorities 2016 - 17

**CSAB partners gain greater understanding of the different communities in Croydon and apply this knowledge to service commissioning and delivery**

## What we have done

- The Quality Assurance process allows a statistical analysis of the where safeguarding work is being done in the community.
- It also shows areas where we need to focus more resources and do things differently to how they have been done before.
- Multiple languages are on the website to give the safeguarding message to a wider audience.

## What needs to be done

- To ensure the safeguarding message is delivered to a wide audience.
- Work to link the analysis to commissioning needs to be further enhanced in 2017-18



# CSAB Priorities 2016 - 17

## The CSAB ensures compliance with the Care Act 2014

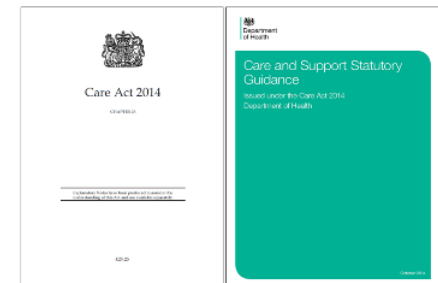
Croydon SAB has an annual Development Day when the partners undertake an audit against the Care Act requirements

### What we have done

- Statutory partners form a Safeguarding Adult Board
  - Local Authority
  - Police
  - Clinical Commissioning Group
- Partners contribute resources to support the CSAB.
- Publish a Strategic Plan
- Produce an Annual Report
- Undertake Safeguarding Adult Reviews
- Ensure learning SARs is shared widely

### What needs to be done

- To strengthen the Safeguarding Adult Review (SAR) process.
- To ensure learning from SARs is undertaken and disseminated.





# CSAB Priorities 2016 - 17

## Awareness Raising and Engaging Communities with a focus on Financial abuse and Social Isolation

### What we have done

- Croydon Congress in June 2016 focussed on social isolation identifying that the emerging priorities for the CSAB were:
  - Mate Crime,
  - Scams/ rogue traders,
  - unwanted occupancy,
  - domestic abuse (including non-intimate partner)

### What needs to be done

- Trading Standards and Adult Safeguarding are going to repeat the successful workshops on fraud, financial abuse, rogue traders and scams for all board partners and their staff in the Autumn
- Development of a Holiday and Day Trip guidance for the provider market.
- Joint working with Trading Standards and banks to reduce financial scams.



# Safeguarding Themes

# LD Mortality Reviews

NHS England has commissioned a programme of work to undertake the first national programme to review premature deaths of people with learning disabilities. This commenced in June 2015 with all deaths of people with learning disabilities to be reviewed from 1<sup>st</sup> May 2017.

## National

The programme has two key overall aims:

- To drive improvement in the quality of health and social care service delivery for people with learning disabilities.
- To help reduce premature mortality and health inequalities in this population support local areas to review the deaths of people with learning disabilities.

For information regarding the LeDeR programme can be found at:

<http://www.bristol.ac.uk/sps/leder/>

## What we have done

- CSAB representation on the LD Mortality Review Steering Group led by NHSE.

## What Needs to be done

Review all deaths of people with learning disabilities for potential safeguarding concerns and whether it meets the criteria for a serious incident.

From the 1st May 2017 Review:

- All deaths of adults with learning disabilities using the LeDeR Review process, and
- all deaths of children with learning disabilities should be reviewed using the Child Death Overview Process and findings shared with the LeDeR Programme.



# Provider Market

Since the Care Act gave local authorities responsibility for *market management* Croydon Council and CCG have started meeting providers with regularity

## What has been done

- Around 25% of the provider market is in a quality and advice discussion with the market at any time.
- 6 companies are in provider concerns at present with several being exited from the process a stronger and more robust agency as a result.
- The Intelligence Sharing Committee meets monthly to allow colleagues from all aspects of health and social care to share good practice and concerns and help avoid silo working.

## What needs to be done

- The tracker used to monitor the activities of the committee requires further population and upkeep.
- To ensure there are officers assigned to populate the list and maintain the tracker in a monthly fashion.
- Continued cross referencing in each committee meeting with Rapid Response team data and LAS data to ensure that the safeguarding statistics are cross referenced to form a more robust assessment of quality and where concerns lie in the market.



# Self Neglect

The Department of Health (2016), defines Self Neglect as, '*... a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding*'.

## What has been done

- Self Neglect cases are accepted by ASC as safeguarding and various teams offer logistical and practical support.
- Cases include hoarding, clients struggling with their personal care and not taking medication.
- Croydon have signed up to the London Multi-agency Safeguarding Adults Policy and Procedures.

## What needs to be done

- The Self Neglect Policy is being updated and presented to the CSAB in July 2017.





# Trading Standards

## What has been done

Throughout 2016/17 Trading standards have continued to prioritise the prevention and investigation of doorstep crime and mass marketing frauds in Croydon. These are crimes which target the vulnerable in particular. Cases are dealt with on a joint agency basis with trading standards leading on the criminal investigation whilst involving a number of partner agencies in order to ensure that the best possible safeguarding approach is adopted according to each individual victim's needs.

The joint working approach adopted by Croydon Adult Social Care and Croydon Trading standards continues to be regarded as a model approach by other local authorities both within and outside of London.

New partners have been identified and working relationships enhanced.

Plans are already underway to ensure that training takes place to raise awareness of the role of Trading standards to these partners to ensure greater cohesive approaches in the future.

## What needs to be done

Trading standards have a duty to protect vulnerable consumers. As such our programmed roll out of training of professionals will continue to ensure wide understanding and awareness of the dangers of doorstep crime and fraud against the vulnerable; we will seek to identify new partners to work within the community; we aim to update and widen the Memorandum of Understanding signed by both Trading standards and Adult Social care leads to apply to all attendees of the Adult Safeguarding Board.

The Trading standards team will continue to prioritise the protection of the vulnerable and maintain a proactive approach to identifying and safeguarding victims, and potential victims of doorstep crime and to investigating the offences committed. We will maintain our robust enforcement approach to identifying offenders and bringing them to justice wherever possible.



# TRIPLE C SAFEGUARDING AWARENESS



Crystal Palace Football Club (CPFC) has access to thousands of children and young people through its Community Foundation. CPFC have agreed to commence a safeguarding children training schedule with all their staff, to date over 160 staff have engaged in the on line training with many reporting that it has been beneficial in their day to day dealings with children. CPFC are represented on the Board as a community group and have been highly supportive in promoting safeguarding children issues. They are actively engaging in the Return Home Interview process to see how their involvement with young people can influence this ongoing area of work

Before any of the recent historic allegations in Football were disclosed, the Croydon Safeguarding Adults & Children Boards, Croydon Council and CPFC agreed to hold a **Triple C Safeguarding Awareness** training event, for business leaders in Croydon. Designed to promote the importance of incorporating safeguarding into their business strategy, including the use of the CSCB training material accessed via the CSCB website.

Representatives from approximately 100 businesses are due to attend the Triple C event in July 2017.



# Sexual Abuse and Domestic Violence


## What we have done

- The development of named leads, who are trained to help victims, survivors and their families access pathways for support or feel better able and more resilient to support people directly.
- In addition to the named leads we have bolstered our outreach approaches and now have 5 out based Independent Domestic Violence Advocates (IDVAs).
- Our partnership approach is essential to supporting the broad ranging needs of those individuals experiencing domestic abuse.
- In the past year, 94 schools and 35 GPs have nominated a lead to act as a single point of contact with the council's domestic abuse service.
- The MARAC partnership is in a strong position, with partnership attendance, engagement and their accountability being clearly evidenced as having an impact on the lives of those impacted by abuse.
- The presence of Best Start domestic abuse advisors has also led to an increase in training offered with a total of 13 training sessions delivered to a variety of settings such as schools, early years settings over the period of September 2016 - February 2017.

## What needs to be done

- We are seeking ways forward to work with those with the increasing complex issues of those experiencing abuse from European Economic Areas, and those with no recourse to public funds and who as such face multiple disadvantage.
- To develop a support structure for victims and survivors beyond the point of immediate risk through the development of a of community based volunteers programme whose aim will be to sustain and reduce the likelihood of returning to an abusive relationship or entering a new abusive relationship, whilst improving connectivity to universal support structures within the community.
- To develop a partnership approach to disrupting those who perpetrate (or exhibit or engage) in abuse through behaviour change approaches or through legal processes.

# Female Genital Mutilation



**2500** children received lessons on FGM

**2000** professionals trained in FGM risk assessment, identification and procedures.

**67** Safeguarding Leads received Specialist Training

**12** schools received whole staff training

Croydon, there are estimated to be 3,480 females who have been affected by FGM at some point in their lives, equivalent to 1 in 104 females.

It is estimated that 3% of maternities in Croydon are to women affected by FGM, this equates to around 200 births per year. Croydon has been leading a whole systems approach to FGM prevention, protection and support.

## Achievements

In March 2016, the Croydon FGM Risk Assessment Tool and Referral Pathway was officially launched, and is now being used successfully across the multi-agency partnership.

Sutton and Islington local authorities are now using the same tool and the US Federal Government also requested permission to amend the tool for use in the USA.

The tool is recommended as an example of good practice by the Home Office, London Councils and NHS England to local authorities across London and nationwide.

Awareness raising events have included an FGM Conference, House of Commons Exhibition, professional pledges, wear a badge/lanyard for FGM.

Close working with Croydon police has resulted in a pilot using FGM Protection Orders as a proactive prevention tool.

The Monthly FGM Community Support Group was launched in December 2015 with 10 regular attendees  
FGM is discussed with all pregnant women and parents via Midwives, Health Visitors and School Nurses

There is a fast track Mental Health Pathway for FGM survivors

There is an Accredited Community FGM Advocacy Programme delivered by a local FGM Charity.





### House of Commons FGM Exhibition

Croydon presented an exhibition of Art at the House of Commons with the Artist and some of the women FGM survivors who had sat for the paintings.

*“As a survivor it is never easy to tell your story but knowing it will help another woman is all worth it”*

*“Very inspirational and heart felt. Provided positive meaning to what we do. Women were very courageous to share their stories. Will always remember and factor this into what we do as an organisation”*

*“This is a wonderful exhibition of FGM warriors – with powerful speeches about FGM.”*







# Modern Day Slavery

Modern slavery is a complex crime that takes a number of different forms. It encompasses slavery, servitude, forced and compulsory labour and human trafficking. Traffickers and slave drivers coerce, deceive and force individuals against their will into a life of abuse, servitude and inhumane treatment. Victims may be sexually exploited, forced to work for little or no pay or forced to commit criminal activities against their will. Victims are often pressured into debt-bondage and are likely to be fearful of those who exploit them, who will often threaten and abuse victims and their families. All of these factors make it very difficult for victims to escape

## What has been done

- The Modern Slavery sub-group developed an Action Plan linked to the 4 –Ps strategy:-
  - PURSUE - Prosecuting and disrupting individuals and groups responsible for modern slavery
  - PREVENT - Preventing people from engaging in modern slavery
  - PROTECT - Strengthening safeguards against modern slavery by protecting vulnerable people from exploitation and increasing awareness of and resilience against crime
  - PREPARE - Reducing the harm caused by modern slavery through improved victim identification and enhanced support.

## What needs to be done

- The JACS have agreed to review progress and future direction of the Modern Slavery agenda.
- Croydon will be supporting and signing up to the London Safeguarding Adult Board commissioned Train the Trainer courses for Modern Day Slavery.
- Modern Day Slavery Conference in October 2017.



# MAPPA (Multi-Agency Public Protection Arrangements)

The MAPPA are designed to protect the public, including previous victims of crime, from serious harm by sexual and violent offenders. The requirement is that the local criminal justice agencies and other bodies dealing with offenders to work together in partnership in dealing with these offenders. This is done by way of a monthly MAPPA Panel.

- The MAPPA Panel discusses on average 8 - 10 cases per month.
- Croydon MAPPA has reviewed 105 Level 2 cases in 2016/17, this is a significant increase on the 76 cases reviewed in 2015/16. Many of the Level 2 cases are discussed over several months due to the complexities and risks involved that are inherently linked to issues over housing and accommodation.
- There have been two or three level 3 cases this year.
- MAPPA made a referral to the SCR sub-group to undertake a Review on case where a man with a conviction of Manslaughter and sentenced to a Hospital Order because of psychiatric diagnosis was released into the community without reference to and the knowledge of MAPPA.
- The SCR sub-group agreed to undertake a Learning Review, and the issues it raised have resulted in an improvement in early referrals from SLAM and other MH agencies.

- In general the agencies involved in the Croydon MAPPA are fully engaged and can identify and present risk in a coherent way which assists the process in managing the risks involved.
- However the continued levels of high volume and the demand upon all the agencies involved means that managing the risks of the individuals concerned is becoming increasingly challenging.

**Level 1** - Ordinary agency management is for offenders who can be managed by one or two agencies (e.g. Police and/or Probation). It will involve sharing information about the offender with other agencies if necessary and appropriate.

**Level 2** - Active multi-agency management is for offenders where the ongoing involvement of several agencies is needed to manage the offender. Once at level 2, there will be regular multi-agency public protection meetings about the offender.

**Level 3** - Same arrangements as level 2 but cases qualifying for level 3 tend to be more demanding on resources and require the involvement of senior people from the agencies, who can authorise the use of extra resources. For example, surveillance on an offender or emergency accommodation.

# Preventing Radicalisation

We are not a designated priority borough however, Croydon is a pilot borough for the Home Office's Dovetail project (one of only two in London) which looks to transfer much of the administrative side of Channel to the local authority, funding has been provided to employ a Local Authority Channel Coordinator. Anti-radicalisation activity is delivered in line with the National Prevent strategy is focussed on the **Channel process**.

## What has been done

- Channel takes referrals of people of all ages identified as being at risk of radicalisation and seeks to keep them from engaging in activity that could be deemed criminal.
- Channel meets monthly (as well as having occasional emergency panel meetings) and in the year 2016/17 considered four child referrals (three males, one female). Three were exited from the process as not being at risk, but enquiries continue around one boy
- There was also the continuing oversight of one family, the father having been convicted and imprisoned for exposing one child to beheading videos.
- 52 Workshop to Raise Awareness of Prevent (WRAP) training sessions delivered in 2016/17.
- It is a priority of the JACS, with joined-up thinking and planning cross adults and children.

## What needs to be done

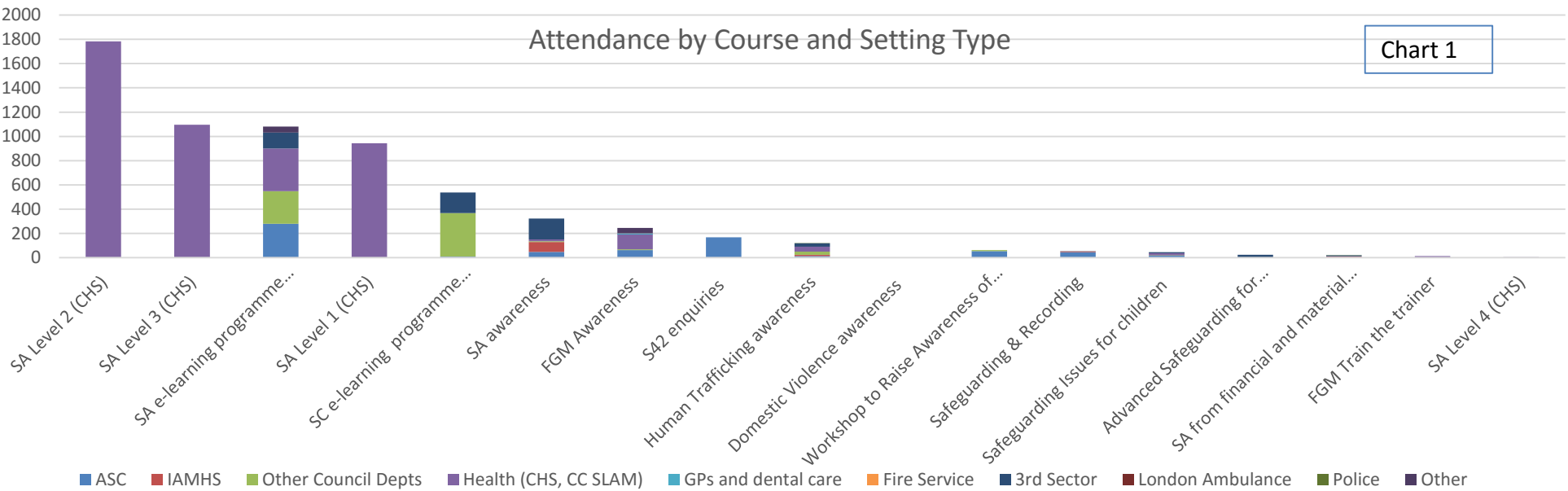
- The CCG safeguarding team were successful in a bid to NHSE London in 2016 for funding to support Prevent awareness training in primary care with a child and adult safeguarding perspective.
- To continue to raise awareness within the communities.



# Learning and Development 2016 - 17

The 2016-17 CSAB L&D programme provided a wide range of high quality learning and development opportunities for the statutory, private and voluntary sector organisations. The programme incorporated L&D events on safeguarding adults at risk, mental capacity and bespoke interventions. The events were well received and the feedback for both multi agency and interagency initiatives were very good.

During 2016-17, there were 6,525 attendees at face to face courses and 1,823 completed e-learning courses. Charts 1 - 4 gives an indication of the level of interest and bookings in the range of L&D events.

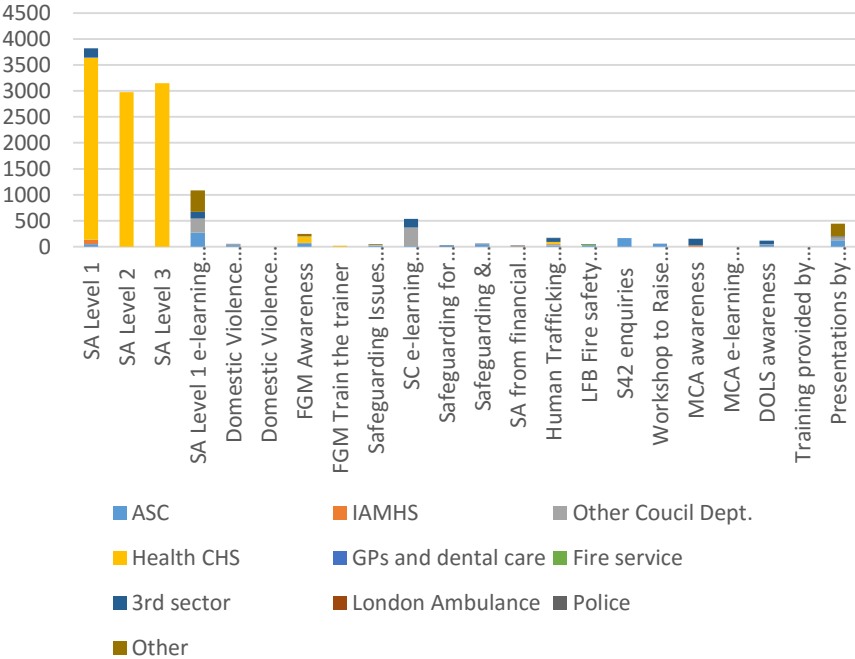




# Learning and Development 2016 - 17

Chart 2

Attendance by course and setting type



The collaborative working relationship with internal and external partners has proven to be very successful (chart 4) and as a result will continue through 2017-18.

Chart 3

MCA &DoLS - Overall attendance

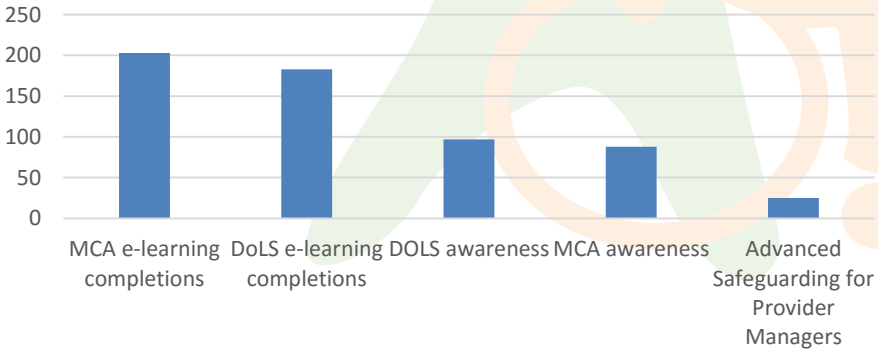
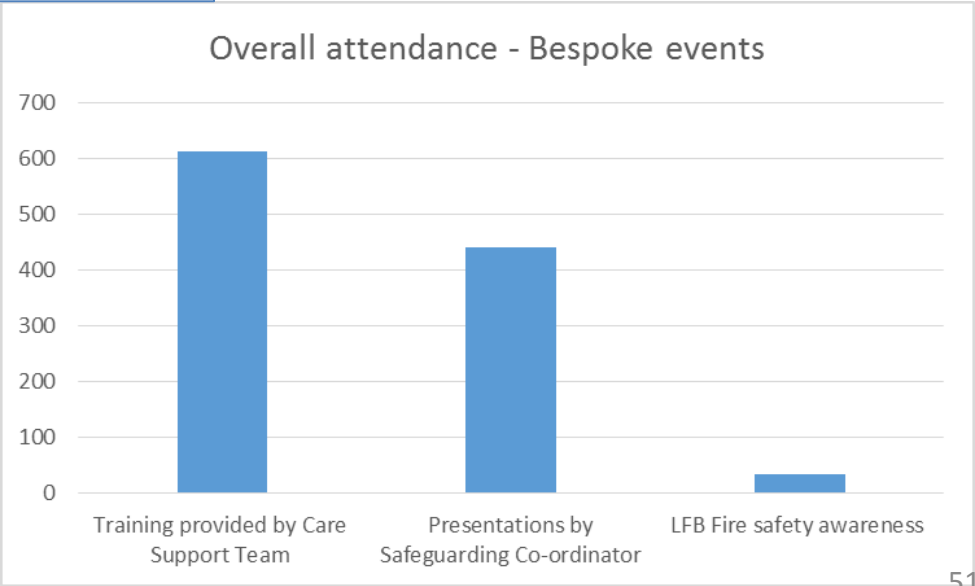


Chart 4

Overall attendance - Bespoke events





# Priorities 2017/18

A CSAB Annual Conference will promote the partners work on these priorities

1. Prevention and early identification of adults at risk of abuse.
2. Commissioning to ensure adults at risk services that protect them from abuse and there is a robust response to market failure
3. Voice of service users is central to the work of the CSAB and all partners and influences policy and practice
4. Making Safeguarding Personal is central to the commissioning and delivery of services to adults at risk.
5. The CSAB ensures there is effective communications with Croydon residents, between professionals, agencies and between different Boards and Partnerships



# Healthwatch Croydon

Healthwatch Croydon is the Consumer Champion for health and social care and is part of a larger network of Healthwatch across the country. It works towards a society in which people's health and social care needs are heard, understood and met.

It aims to ensure that local people in the community are included in shaping health and social care delivery in their area; that local people have the opportunity to influence the services they receive as well as holding services to account. This can be very important at times of change and of re-commissioning.

In its role as the Consumers Champion, volunteers have visited nursing and residential homes over the course of the year to carry out what are referred to as 'Enter and View visits'. These are arranged to assess the experience of the service from the point of view of the Service User.

Healthwatch Croydon is represented on the Safeguarding Adults Board and related groups. This helps to ensure that the organisation is kept up-to-date with any new legislation and developments and provides it with an overview of current work and priorities in Croydon.

Healthwatch volunteers are able to access on-line training. All instances of suspected abuse are referred on to the Safeguarding dept. Staff and volunteers are made aware of their responsibilities and the procedure that they need to follow in the event of a Safeguarding issue arising.

All paid staff, volunteers and Board members have an enhanced DBS check before carrying out any visits or taking part in any areas of Healthwatch related work.

The CEO of the organisation is the lead on Safeguarding.

We have good links with the Safeguarding Board and the Coordinators of Safeguarding and the CQC.

Up to the year ending the 31st March 2017 we did not encounter any issues that required a referral to Safeguarding.

Vanessa Hosford - Trustee - Healthwatch Croydon



You can read more about the Croydon safeguarding adult board at our website  
<http://www.croydonsab.co.uk/>

The Annual Report is published in accordance with the Care Act 2014. This Report has been approved by the CSAB members at the Board meeting in July 2017 and is subject to scrutiny at the Croydon Cabinet and Croydon Overview and Scrutiny Committee. The report is received by the Chief Executive of Croydon Council, the Leader of Croydon Council, the local Police and Crime Commissioner, the Chief Officer of Croydon CCG and the Chair of the Croydon Health and Wellbeing Board. Published July 2017