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Merton Council

Healthier Communities and Older People Overview and Scrutiny Panel



Date: 9 February 2021

Time: 7.15 pm

Venue: Committee rooms C, D & E - Merton Civic Centre, London Road, Morden SM4 5DX

AGENDA

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Healthier Communities and Older People Overview and Scrutiny Panel membership

Councillors:

David Chung
Peter McCabe (Chair)
Thomas Barlow (Vice-Chair)
Nigel Benbow
Pauline Cowper
Mary Curtin
Jenifer Gould
Linda Kirby

Substitute Members:

Hina Bokhari
Joan Henry
Andrew Howard
Oonagh Moulton
Dave Ward

Co-opted Representatives

Diane Griffin (Co-opted member, non-voting)
Saleem Sheikh (Co-opted member, non-voting)

Note on declarations of interest

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that matter and must not participate in any vote on that matter. For further advice please speak with the Managing Director, South London Legal Partnership.

What is Overview and Scrutiny?

Overview and Scrutiny describes the way Merton's scrutiny councillors hold the Council's Executive (the Cabinet) to account to make sure that they take the right decisions for the Borough. Scrutiny panels also carry out reviews of Council services or issues to identify ways the Council can improve or develop new policy to meet the needs of local people. From May 2008, the Overview & Scrutiny Commission and Panels have been restructured and the Panels renamed to reflect the Local Area Agreement strategic themes.

Scrutiny's work falls into four broad areas:

- ⇒ **Call-in:** If three (non-executive) councillors feel that a decision made by the Cabinet is inappropriate they can 'call the decision in' after it has been made to prevent the decision taking immediate effect. They can then interview the Cabinet Member or Council Officers and make recommendations to the decision-maker suggesting improvements.
- ⇒ **Policy Reviews:** The panels carry out detailed, evidence-based assessments of Council services or issues that affect the lives of local people. At the end of the review the panels issue a report setting out their findings and recommendations for improvement and present it to Cabinet and other partner agencies. During the reviews, panels will gather information, evidence and opinions from Council officers, external bodies and organisations and members of the public to help them understand the key issues relating to the review topic.
- ⇒ **One-Off Reviews:** Panels often want to have a quick, one-off review of a topic and will ask Council officers to come and speak to them about a particular service or issue before making recommendations to the Cabinet.
- ⇒ **Scrutiny of Council Documents:** Panels also examine key Council documents, such as the budget, the Business Plan and the Best Value Performance Plan.

Scrutiny panels need the help of local people, partners and community groups to make sure that Merton delivers effective services. If you think there is something that scrutiny should look at, or have views on current reviews being carried out by scrutiny, let us know.

For more information, please contact the Scrutiny Team on 020 8545 3390 or by e-mail on scrutiny@merton.gov.uk. Alternatively, visit www.merton.gov.uk/scrutiny

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Agenda Item 3

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HEALTHIER COMMUNITIES AND OLDER PEOPLE OVERVIEW AND SCRUTINY PANEL

11 JANUARY 2021

(7.15 pm - 9.18 pm)

PRESENT: Councillors Peter McCabe (in the Chair), Thomas Barlow, Nigel Benbow, Pauline Cowper, Mary Curtin, Jenifer Gould and Linda Kirby

Co-opted Members Diane Griffin

ALSO PRESENT: Councillor Tobin Byers (Cabinet Member for Finance), Rebecca Lanning (Cabinet Member for Adult Social Care and Public Health) and Nick McLean)

Stella Akintan (Scrutiny Officer), Richard Ellis (Head of Adult Commissioning), Caroline Holland (Director of Corporate Services), Phil Howell (Assistant Director for Strategy and Improvement), John Morgan (Assistant Director, Adult Social Care), Dr Dagmar Zeuner (Director, Public Health) and Hannah Doody (Director of Community and Housing)

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies for absence were received from Mr Saleem Sheikh and Councillor David Chung. Councillor Joan Henry attended as a substitute.

2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declarations of pecuniary interests

3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

The minutes of the previous meeting were agreed as a true and accurate record.

4 IMPACT OF COVID-19 IN MERTON - VERBAL UPDATE FROM THE DIRECTOR OF PUBLIC HEALTH (Agenda Item 5)

The Director of Public Health gave a short presentation highlighting that:

Infection rates are very high with approximately 300 new cases per day in Merton. This is in turn having have an impact on the NHS in Southwest London.

Attendance at test centres has increased and they are now working at capacity Care homes have the high rates of outbreaks. There is increased testing within care homes and the majority of cases are asymptomatic.

There were 13 deaths between 12th to 18th December which is the highest in this wave of the pandemic.

The Director of Public Health gave an overview of the asymptomatic testing process.

RESOLVED

The Chair thanked the Director for her work during the Pandemic

5 BUDGET AND BUSINESS PLAN 2021-25 (Agenda Item 4)

The Director of Corporate Resources gave an overview of the budget position highlighting that:

New savings were presented at the November Cabinet meeting highlighting that the current budget gap is £11.7 million rising to £12.8 million in 2022-2023 and £13.9 million in 2023-2024. Neither the local government settlement nor Covid funding will be sufficient to reduce the gap as a result there will be further savings presented to Cabinet on the 18th January.

The Equality Impact assessments have been provided and service plan information details new ways of working as part of recovery and modernisation programme and the impact of savings in service areas. There will be a special scrutiny meeting on the 17th February to feed back to Cabinet by the 22nd February.

A panel member asked about the detail of the adult social care grant within the spending review. The Director of Corporate Services reported that there had been some increases in the Social Care Grants this will be reported to Cabinet in January. The information was not received in time to be included within the savings pack.

CH100 Review of in-house day-care provision. The Director of Community and Housing reported substantial engagement had taken place prior to the pandemic with people with learning disabilities, their carers and the voluntary sector on the type of day opportunities that was needed and wanted in the future. Many younger people transitioning through the system have made it clear they would like to be able to access a range of activities including in the evenings and at weekends rather than just traditional Monday to Friday day centres. While Leyton Road Day Centre is a new, state of the art building, others are not such good condition. The JMC building has been described as not fit for purpose due to layout and need for renovation. There were also decreasing numbers of people attending the day centres prior to Covid as older people chose lunch clubs and other community options. The Director emphasised this is not about closing day care, rather re-modelling, and working with service users to develop a provision to meet the needs of the community.

The Assistant Director of Adult Social Care added that two of the four day centres had remained open during the pandemic for small numbers of socially distanced

customers. To meet the needs of other residents a community outreach model with different groups was used during the pandemic and this model could be built upon moving forward.

A panel member said service reviews are important, but expressed concern that this is a budget led review leading to a 15% cut in services. Also, an external consultant is being used to conduct the review rather than local provision such as Merton Mencap. Although some young people who want different things, those with complex needs, need to attend day centres.

The Head of Community and Housing Strategy and Partnerships said the budget relates to the whole of direct provision, the amount of savings are still to be determined but the maximum would be 5%. The Head of Community and Housing Strategy and Partnerships agreed to circulate figures on maximum cost to the panel

The Director of Community and Housing said stakeholder groups including Mencap will be involved in engagement on the re-design of services. The external consultant is an organisation with a proven track record in working with learning disability services and is very experienced engaging with residents and carers. They are needed as they are providing extra capacity as officers time is taken up leading on the councils response to the pandemic.

A panel member expressed concern about the future of services at Eastway Day Centre. The Assistant Director of Adult Social Care said prior to the pandemic there was capacity for thirty places at Eastway but due to long term reduction on people wanting to attend on average there was between five to eight attendees per day. The review will look at all options and consider what is best to alleviate loneliness and provide activities in peoples own homes and communities. Prior to the pandemic Merton had Lunch clubs that are popular and thriving and have an important role going forward.

The Director of Community and Housing said the council is responding to the climate emergency and will review use of buses and will look at a range of options including the use of public transport where possible.

Councillor Thomas Barlow expressed concerned that this savings proposal and review is being conducted at the wrong time due to; the current workload in the department, the level of need in the community and difficulties in engaging with people during the pandemic. The Equalities Impact assessment highlights the stress to service users and carers during a consultation process and vulnerable people are already facing mental health challenges due to the pandemic. The Vice-Chair formally proposed that the panel ask Cabinet to reconsider saving CH100 during the pandemic period.

Councillor Nigel Benbow seconded the proposal.

In response to questions the Director of Community and Housing reported that this Panel was consulted on plans to merge Eastway and Woodland day centres. Some money was invested money to make the facilities accessible and dementia friendly.

The Director of Community and Housing said the savings will be realised in 2022-2023. The overall Learning Disability Transformation Programme could take 3-5 years to complete. It is important not to lose the work undertaken prior to the pandemic on the Learning Disability offer and day opportunities in particular.

Councillor McCabe asked the Director of Corporate Resources to explain the consequences of rejecting savings proposals. The Director reported rejecting savings will increase gap and further savings will need to be found. There have been concerns as some local authorities are struggling to set a balanced budget. The Local Government Settlement has not closed the gap. The Director said this is one of the most complex and challenging budget gaps she had ever had to deal with.

The Director of Community and Housing, the Assistant Director of Strategy and Improvement and the Head of Community and Housing Strategy and Partnerships gave an overview of the detail of savings:

CH101 Review of in-house LD residential provision

CH102 Dementia Hub re-commissioning

RESOLVED

The Healthier Communities and Older People Overview and Scrutiny Panel ask Cabinet to reconsider saving CH100 (Review of in-house day-care provision) for the following reasons:

The engagement process may cause some anxiety to vulnerable groups who are already facing mental health challenges during the pandemic.

Social distancing will make it difficult to conduct an effective engagement process

The Community and Housing Department is already managing significant workload pressures due to the pandemic.

6 IMPACT OF COVID-19 IN MERTON - VERBAL UPDATE FROM THE ASSISTANT DIRECTOR OF ADULT SOCIAL CARE (Agenda Item 6)

The Assistant Director of Adult Social Care gave an overview on the latest position with hospital discharge reporting that there is pressure across the system including a reduced work force but increase in patients. The teams completed a lot of planning with partners in health in preparation for the current surge. There is currently capacity within the system and teams are working hard to maintain this and working closely with partners on a daily basis.

The Assistant Director reported that Shielding was re-introduced on 20 December, there are 6500 vulnerable people shielding in Merton. The Community Hub has been commissioned to support this group, there is a structure in place from the first wave.

The Assistant Director of Strategy and Improvement gave an overview of the vaccine rollout in Merton reporting that a detailed presentation with the most up to date information had been prepared and shared with Panel members. He reported that this is an NHS programme of rollout which began initially with the Pfizer vaccine, through hospital hubs for the workforce and Primary Care Network sites for residents over 80 years old. The programme is now also rolling out the Oxford Zeneca vaccine and during January and February the community roving teams and mass vaccination centres will come on stream to administer the vaccines.

RESOLVED

The Chair thanked officers for their updates

7 WORK PROGRAMME (Agenda Item 7)

The Panel noted the work programme

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Committee: **Healthier Communities and Older People Overview and Scrutiny Panel**

Date: 9th February 2021

Wards: All

Subject: Merton Safeguarding Annual Report

Lead officer: John Morgan, Assistant Director Adult Social Care, Community & Housing

Lead member: Councillor Rebecca Lanning, Cabinet Member for Adult Social Care, Health and the Environment

Contact officer: Tricia Pereira Head of Operations, Adult Social Care, Community & Housing

Recommendations:

This report provides Scrutiny Committee Members with an overview of the Merton Safeguarding Adults Board (MSAB) Annual Report for 2019/20. The report summarises safeguarding activity undertaken in that period by the Council and its key partners and the performance data figures to date.

1. EXECUTIVE SUMMARY

The Safeguarding Adults Annual Report is published retrospectively and reflects on the work undertaken for a previous period. This is due to the process in which, the Department of Health and Social Care collate the national annual data returns. The data is collated and retrospectively published as a national document. As such, the data for the period 2019/20 has not yet been published and cannot be reported on. We are only now publishing the data for 2018/19.

2. STATUTORY FRAMEWORK

2.1 The Care Act 2014 sets out a clear legal framework for how local authorities and partners should work to support and protect adults at risk of abuse or neglect. The Safeguarding Adults at risk is a key corporate priority and is integral to all the relevant key plans for adult social care.

The Local Authorities statutory responsibilities amongst other duties include:

- Make enquiries, or request others to make them, when concerns have been raised or they think an adult with care and support needs may be at risk of abuse or neglect in order to need to find out what action may be needed

- Lead a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and stop it quickly when it happens
- Establish a Safeguarding Adults Boards, including the local authority, NHS and police, which will develop, share and implement a joint safeguarding strategy

3 MERTON SAFEGUARDING ADULTS BOARD (MSAB)

- 3.1 The Merton Safeguarding Adults Board (MSAB) is a statutory function, under Section 43 of the Care Act 2014. The Board is responsible for writing and publishing the Annual Safeguarding Report.
- 3.2 The MSAB operates at a strategic level. Supporting and protecting adults in Merton from abuse and neglect, through co-ordinating and reviewing the multi-agency approach to safeguarding, across all member organisations. The approach that the MSAB takes directly influences how frontline safeguarding operations are carried out in each member organisation.
- 3.3 The Local Authority and the Board has oversight on all adult safeguarding across the local area. Collaboration and co-operation are fundamental to gathering safeguarding intelligence across the whole borough and is key to the effectiveness of the MSAB. As such, the Board is made up of various local organisation's both statutory members (Local Authority, Clinical Commissioning Group and Police) and non-statutory members (provider health services, fire, probation, Healthwatch and the voluntary sector and other provider services).

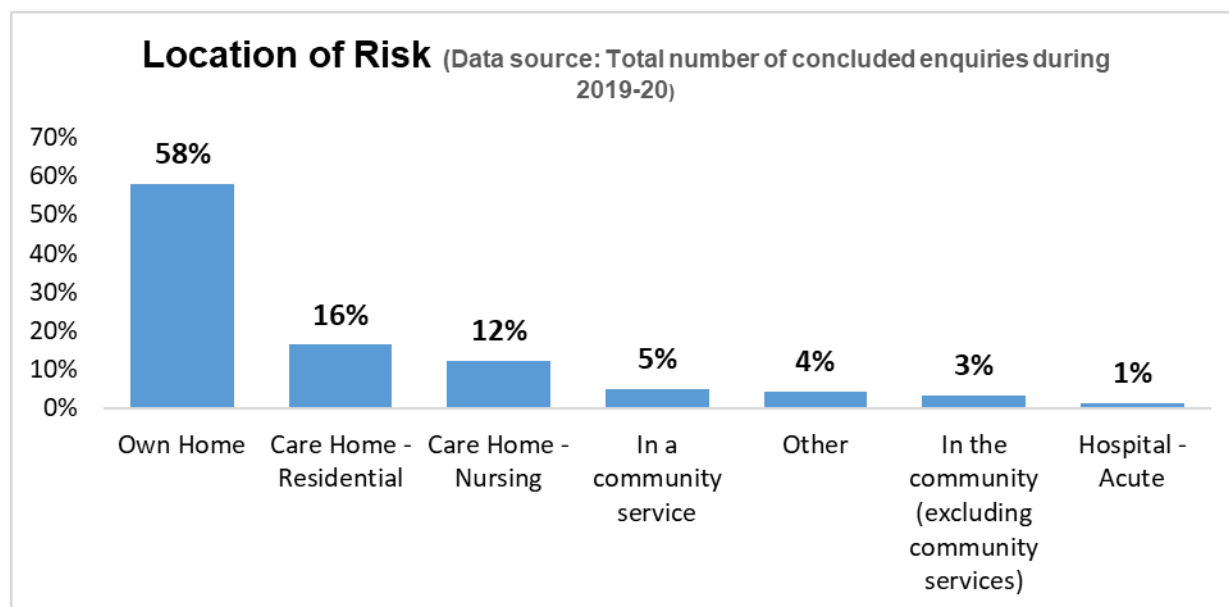
4. MERTON ADULTS' SAFEGUARDING BOARD ANNUAL REPORT 2019/2020

- 4.1 The MSAB Annual Report (attached Appendix 1) contains a forward by the Board's Independent Chair Teresa Bell who took up post in 2016. This is a fixed term, three-year tenure, which ended in December 2019. The new Chair is Aileen Buckton MBE who started in this role in March 2020. However given Teresa Bell was the independent chair for the period in question; she has written and approved the forward for the report.
- 4.2 The Annual Report is an important function of the MSAB and provides an update on the multi-agency work undertaken to raise awareness in order to safeguard adults in Merton.
- 4.3 The annual report demonstrates that engagement with residents, the council and other agencies is improving and through the systems in place have provided feedback on the effectiveness of the Merton arrangements for safeguarding adults.

5. A PERSONALISED APPROACH TO SAFEGUARDING

5.1 The 'Making Safeguarding Personal (MSP)' principles continue to be at the centre of safeguarding adults work in Merton. It is about engaging with people about the outcomes they want at the beginning and middle of working with them, and then ascertaining the extent to which those outcomes were realised at the end. Furthermore, that we become involved only as much as the person states they need us to and that we take the least intrusive response appropriate to the risk presented. This has been a strength in Merton in previous years and in 2019/20 we have focused on further strengthening the recording of outcomes and managing risk, in order to demonstrate an accurate reflection of our safeguarding activity in the national data collection dashboard.

5.2 LOCATION OF RISK



5.3 During 2019/20 the location of the alleged abuse was broadly in line with national picture. In response to our findings, further work is underway to ensure mechanisms are in place to gather accurate information from partners regarding safeguarding concerns, as well as raising awareness of the safeguarding adult reporting process.

6. HIGHLIGHTS FROM THE ANNUAL REPORT: SAFEGUARDING DATA, BENCHMARKING AND UPDATES FROM 2019/20

Year	2019-20	2018-19	2017-18
Total number of Adult Safeguarding Concerns raised during	732	483	322
Total number of Adult Safeguarding Enquiries commenced	366	98	80
Conversion Rate (Number of Section 42 Enquiries + Number of Other	50%	20%	25%

6.1 During 2019/20, 732 concerns were received by Merton Local Authority in total. This is significantly higher than the number of reported concerns raised in 2018/19.

6.2 The data also shows a significant improvement in the numbers of Section 42 enquires (a response to indications of abuse or neglect in relation to an adult with care and support needs who are at risk and are unable to protect themselves because of those needs) and the overall conversion rate increased from 20% to 50%. This figure is above the national average and a positive improvement in Merton.

6.3 In 2018/19 we identified issues in the way we recorded safeguarding information on our database. Although we were sure from our records that practitioners were upholding the principles of ‘Making Safeguarding Personal’ and that the risks for people had been reduced, the way we recorded outcomes did not reflect this. As a result, we reviewed and updated our recording processes on our database to ensure they reflected our performance management requirements, as well as capturing outcomes for our service users. This meant that our conversion rates from concerns to enquiries would be more accurate going forward.

7. ACTION TAKEN TO IMPROVE AND SUSTAIN PRACTICE

7.1 As part of our response to improve recording from our data in 2018/2019, practitioners went through a series of training workshops to refresh their knowledge of the safeguarding process. As stated in 6.3, data for this year, in relation to concerns converted to enquiries, have improved considerably.

7.2 Mapping of the Safeguarding Pathways on our information system Mosaic continues as we respond to changes, for example the current pandemic. This is to ensure we are collecting the information and data required for continuous learning and improvement.

7.3 A quality assurance framework has now been embedded with regular audits undertaken on our safeguarding work. This has highlighted good practice as well as practice, that needs improvement, which we are working on.

7.4 Work is underway in the MSAB subgroups with our partners to raise awareness of the safeguarding adult reporting processes, to improve our responses to adults at risk in the community. We have four subgroups;

- **Safeguarding Adult Review (SAR) Sub Group;** Oversees the safeguarding adult review process when they meet the criteria. Ensures learning from reviews are identified and shared effectively.
- **Learning and Development Sub Group;** Oversees the learning and development strategy, including training across the partnership. Works alongside the SAR Sub Group to ensure learning from SAR's are included in training plans as required.
- **Performance & Quality Sub Group;** Has oversight of performance and quality of safeguarding activity, through developing robust mechanisms across the partnership, which assure good practice to safeguard adults at risk.
- **Communication and Engagement Sub Group;** Oversees communication and engagement to improve engagement with a wider range of stockholders, including service users and carers, on behalf of the Board.

8. SAFEGUARDING ADULT REVIEWS (SAR)

8.1 A Safeguarding Adults Review is a legal duty under the Care Act 2014. The purpose of a SAR is to learn from cases, on a multi- agency level, to prevent similar incidents occurring. The aim is not to apportion blame on an organisation or individuals for any failings that may be discovered.

8.2 The Board did not receive any SAR referrals during 2019-20 for consideration. Four reviews have been ongoing and continued throughout 2019-20. These reviews commenced in 2017/18 and have been delayed due to unforeseen circumstances. However, two are in the final stages of completion. In 2020/21 we have so far considered two referrals for safeguarding adult reviews.

8.3 There were a number of key areas identified early on in the SAR process. These included focusing on professional curiosity and ownership across the partnership. We have responded to this via reflective practice and learning and sharing at team meetings and more specific training is planned going forward

9. Appendices

The Merton Safeguarding Adults Board (MSAB) Annual Report 2019/2020

10. BACKGROUND PAPERS

None



Merton
Safeguarding
Adults Board

Annual Report

2019-20



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**The improvement
in local safeguarding
practice is evident
from this report,
as is the Board's
determination to
continue to learn.**

Message from the Independent Chair

I am pleased to present the Merton SAB Annual Report for 2019 – 2020. This report summarises what the Board achieved throughout the year on behalf of Merton residents, together as a partnership as well as through the work of individual partner organisations.

It was my privilege to be the first Independent Chair of Merton SAB from 2016 until the end of 2019 and to have worked with such a committed and energetic Board to develop and improve safeguarding adult's partnership working across the Borough.

The improvement in local safeguarding practice is evident from this report, as is the Board's determination to continue to learn and to ensure that partners listen and understand safeguarding issues for all Merton residents. The Board's website was launched at the beginning of the year and provides greater access, information and visibility of the partnership's work.

2020 has of course seen unprecedented demands on local services as a result of Covid19. The pandemic has and will continue to have an effect on all of us, impacting on the lives of service users and staff across the partnership. Merton SAB's priorities for 2020-21 are heavily based on our response to the current crisis and to do our utmost to ensure safeguarding adults at risk remains at the forefront of our work.



Teresa Bell
September 2020

The Merton Story

Overall healthy and safe borough, rich in assets

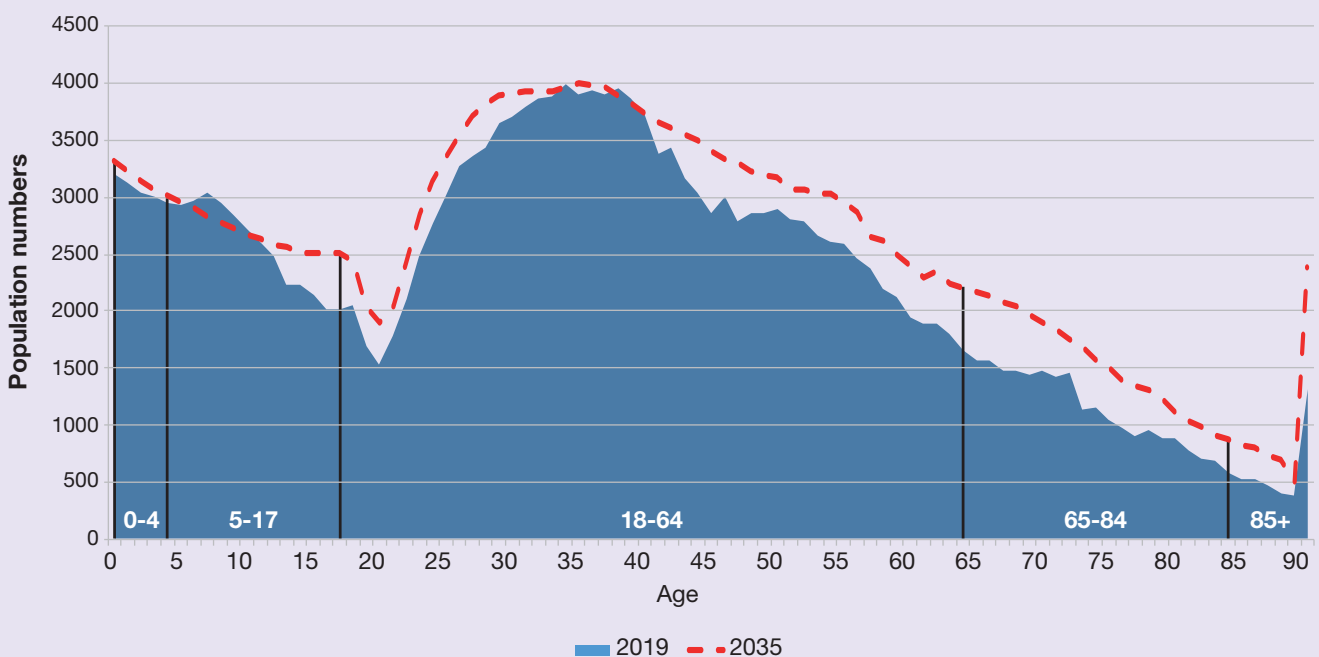
Challenges:

- Inequalities and the health divide
- Healthy lifestyles and emotional wellbeing
- Child and family, resilience and vulnerability
- Increasing complex needs and multi-morbidity
- Hidden harms and emerging issues

Rich in Assets

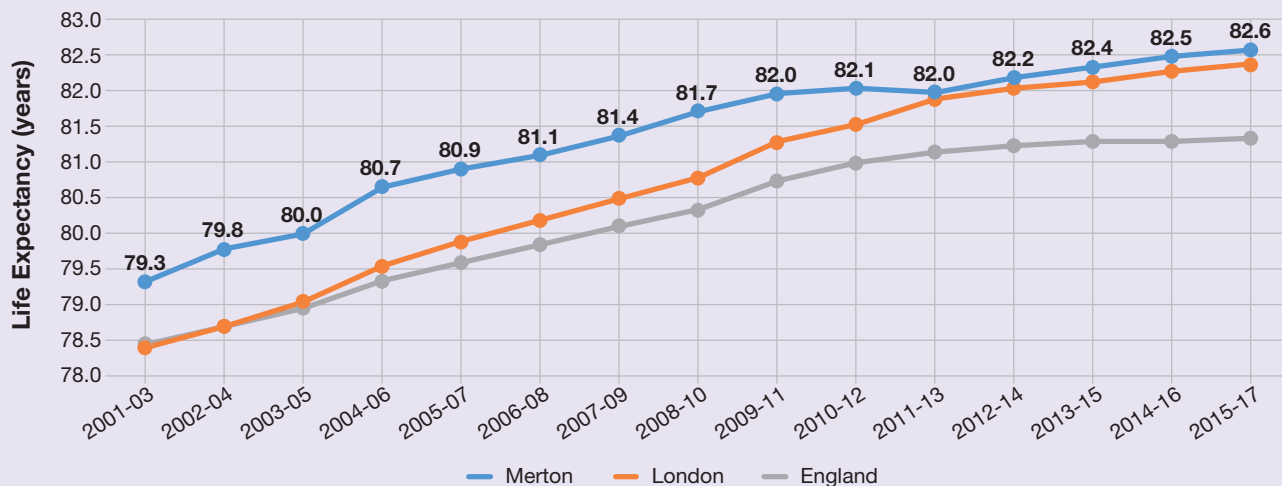
-  Many green spaces
-  Active voluntary and community sector
-  Resourceful libraries
-  Good schools
-  Transport connections

Population in Merton (all persons) by single age band, 2019 and 2035



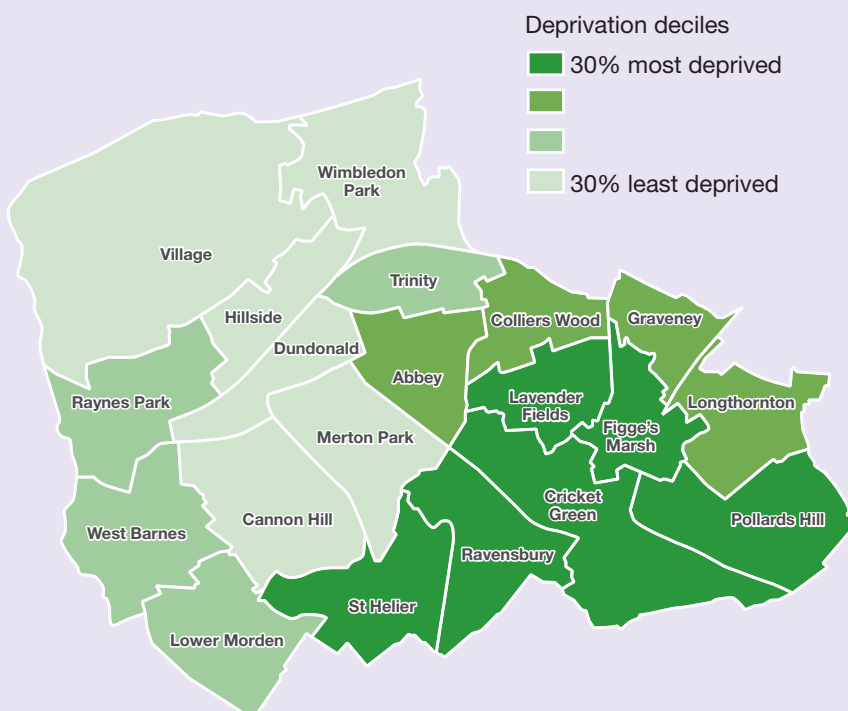
Overall healthy and safe borough

Life Expectancy at birth for people in Merton, London and England



Inequalities and the health divide

Index of Multiple Deprivation (IMD) 2015 for Merton Wards



Significant social inequalities between east and west.

Similar patterns for:

- Life expectancy
- Unemployment
- Long-term conditions
- Educational attainment
- Overcrowding

Healthy lifestyles and emotional wellbeing

	Numbers in Merton	Risk Factors
 Exercise	31,000	Number of adults doing less than 30 minutes of moderate intensity physical activity per week
 Healthy Eating	68,200	Number of adults not meeting the recommended '5-a-day' on a 'usual day'
 Alcohol	40,700	Number of adults drinking above the recommended limit of alcohol a week
 Smoking	17,600	Number of adults who smoke
 Mental Wellbeing	19,000	Number of adults with depression and anxiety recorded by GPs

Child and family vulnerability and resilience

Good things happening...

- Improved school readiness
- Reduced teenage pregnancy
- 16-17 year olds not in education, employment or training (NEET)

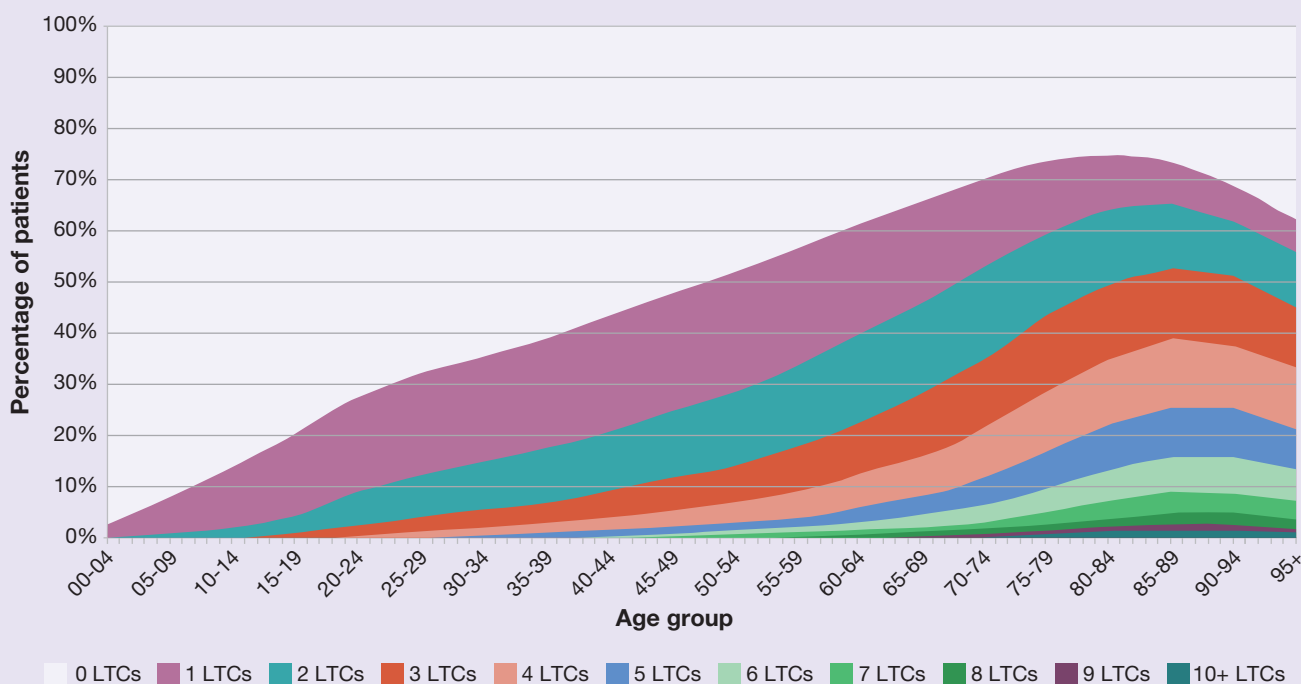
Keeping an eye on...

- Increasing childhood obesity gap

Worrying about...

- Increase in self-harm
- Poor immunisation rates

Increasing complex needs and multi-morbidity



Source: Kent Integrated Dataset. Produced by KPHO (ES) 07/16
 N.B. This is illustrative data – pattern in Merton will be similar

Total number of long term conditions increases with age e.g. 75% of people aged 80-84 years have at least 1 long term condition; 50% have 3 or more.

Hidden harms and emerging issues

Hidden harms



Loneliness



Excess Winter Deaths



Domestic Violence

Emerging issues



Air Pollution



Adverse Childhood Experiences



County Lines



Antibiotic Resistance

Why we have a Safeguarding Adults Board

Main purpose

- The overarching purpose of the 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

Core Duties

- Develop and publish a **strategic plan**
- Publish an **annual report**
- Commission **Safeguarding Adults Reviews (SARs)** for any cases which meet the criteria for these

How the Board works in Merton

The Merton Safeguarding Adults Board (MSAB) is a multi-agency partnership board. It has four sub groups that are tasked with undertaking the work of the board. Each sub group reports to the board.

The MSAB is facilitated by an Independent Chair and supported by a Business Manager and a designated Administrator.



Safeguarding Adult Review (SAR) Sub Group
Oversees the safeguarding adult review process when they meet the criteria. Ensures learning from reviews are identified and shared effectively.

Learning and Development Sub Group
Oversees the learning and development strategy, including training across the partnership. Works alongside the SAR Sub Group to ensure learning from SAR's are included in training plans as required.

Performance & Quality Sub Group
Has oversight of performance and quality of safeguarding activity, through developing robust mechanisms across the partnership, which assure good practice to safeguard adults at risk.

Communication and Engagement Sub Group
Oversees communication and engagement to improve engagement with a wider range of stakeholders, service users and carers on behalf of the Board.

The Six Safeguarding Principles



Empowerment: people being supported and encouraged to make their own decisions and give informed consent



Protection: support and representation for those in greatest need



Prevention: it is better to take action before harm occurs



Partnership: local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse



Proportionality: the least intrusive response appropriate to the risk presented



Accountability and transparency in safeguarding practice

Our Partnership





Our Plan for 2019/2020

Priority 1:

We will ensure that partner agencies work together to prevent abuse and protect adults at risk of abuse and neglect.

Priority 2:

We will strengthen our communication and engagement across groups and communities in Merton to increase public awareness of safeguarding adults and to ensure that our plans and actions are informed by the experience of the widest range of local people.

Priority 3:

Together we will learn from experience and support both paid and unpaid staff across the partnership to continually build confidence and the effectiveness of everyone's safeguarding practice.

Priority 4:

We will understand how effective adult safeguarding is across Merton to ensure that we identify emerging risks and take action accordingly

Our Achievements

In line with our priorities, this year has seen much improved partnership working, facilitated by the board and the four sub groups. The sub groups have started to develop SMART plans to take forward the MSAB objectives in a timely way.

An independent MSAB website was developed and launched earlier in the year. The formal launch will take place in 2020/2021. It provides a visual platform for the board to communicate with partners and the wider community. In the future, it will be used to inform about safeguarding news, events and training.

In December 2019 the board members met for its annual 'Away Day' to evaluate where they were and what needed to be improved going forward.

The focus for the day was on 'Ownership and Accountability'. Areas of discussion included:

- Mental Capacity Act
- Professional curiosity
- Information Sharing
- Responsibilities under the Care Act
- Case Programme Approach
- Risk Assessment and Management
- Self-Neglect/ Multi Agency working

Responses included:

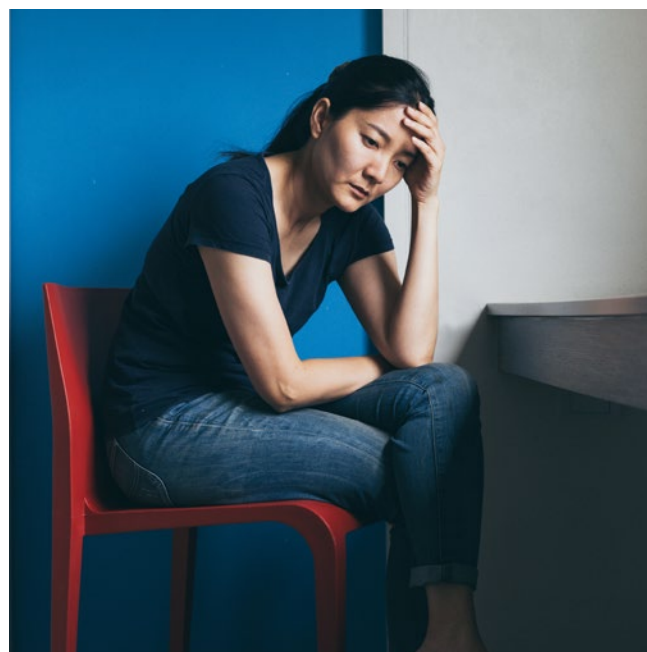
- To develop a risk matrix for use across agencies
- To develop and establish a complex cases panel
- To use the MSAB website to outline basic awareness/application of key legislation.
- To raise awareness and promote the use of independent advocacy
- Produce a 'Professional Curiosity Resource Pack' for practitioners
- To develop a program for 'Deep Dive Audits' in particular for complex cases.

National Safeguarding Week 2019 and beyond

Organised by Ann Craft Trust, each day focuses on a different safeguarding adults at risk issue. In Merton we organised a number of workshops to facilitate a better understanding of a wide range of safeguarding issues, including:

- Positive Risk Taking
- Restorative Justice
- Lived experience – Fire Brigade – presentation from the family of a victim of Carbon Monoxide poisoning
- SafeLives Dash risk checklist for Domestic Abuse
- Modern Day Slavery
- Scams

This is a specific week where safeguarding adults awareness raising is focused, however, the aim in Merton is to keep conversations going and build on what we have learnt. Partners are encouraged to embed the learning in their organisation and in their work with service users and carers to improve outcomes and quality of life.



Partner Achievements

London Borough of Merton – Has focused on consistency of recording and the conversion of safeguarding concerns to safeguarding enquires. Training workshops have been delivered by the safeguarding adult's team manager to increase staff awareness of the processes and the importance of accurate recording.

Met Police – The Borough CU has appointed a dedicated Detective Inspector to lead on Adult Abuse, who will look to strengthen the response and engagement around the safeguarding adults, raise the adult abuse agenda within policing locally and develop a network of subject matter experts around adult abuse and embed learning from SARs.

Community Rehabilitation Company CRC – Continues to work on reducing risk and supporting service users to transform their lives. London CRC delivers intervention programmes including, 'Making Amends' programme that has a restorative justice focus.

NHS South West London Clinical Commissioning Group (CCG) – Early in 2019, Health Education England (HEE) launched a set of national resources for staff requiring level 3 and 4 safeguarding adults training. These build on the level 1 and 2 resources already available. In close collaboration with the Safeguarding Adults National Network, HEE has engaged with many safeguarding professionals to inform the

design and development of these resources over the last year. The CCG Designated Nurse for Adult Safeguarding covering Merton was a key author for the level 3 content. He remains a key educator and mentor on the safeguarding adult's level 3 training.

Central London Community Health NHS Trust – Hosted a Children and Adult Safeguarding conference Oct 2019 (Think Whole Family). Topics included, adverse child events contextual safeguarding, Making Safeguarding Personal, Safeguarding and homeless services, Prevent and the voice of patients with learning disabilities and their families.

Merton Mental Health Service, SWLSTG Trust – Has focused on improving consistency in recording safeguarding adult information across mental health and social care systems. Embedding practice is on-going. The end goal is to ensure that both organisations have consistent levels of recording and synergy in the Safeguarding information held by both.

London Fire Brigade Merton – A general Data Sharing Agreement for the Brigade has been documented, the agreement can be used and adapted for any local authority. In addition, over the last 12 months the information management team have been implementing an 'Information Sharing Gateway', aimed to simplify and increase information sharing between the Brigade and local authorities.



The Learning Disabilities Mortality Review (LeDeR) Merton 2019/2020

This information is taken from the annual report of the Learning Disability Mortality Review Programme (LeDeR) for Merton and Wandsworth 2019/2020. We have separated the figures to give an overview of the activity for Merton and data shown is for Merton only.

Year	Merton April 2019-March 2020	Merton June 2017-March 2019
Total notifications	11	18
Gender		
Male	5	7
Female	6	11
Ethnic Group		
BAME	3	4
White	8	13
Other		1
Age Group		
4-11	3	
Under 25	2	2
25-44		4
45-54		5
55-64		5
65-74	1	2
75 and over	3	

Overall Conclusions

- A challenge was the lack of qualified reviewers. This meant there was a backlog of reviews. However an Independent reviewer and several other bank reviewer's were appointed to successfully clear the backlog.
- Good evidence that the LeDeR programme is making improvements in services for people with Learning Disabilities and autism by changing practice, including the involvement of multi-agency and essentially family members and carers in the LeDeR process.
- To ensure that actions were turned into meaningful learning, recommendations from completed reviews were widely distributed to primary care, hospitals, care homes, local authorities and the Care Quality Commission (CQC) to ensure continuous improvement. An extra staff member was employed at the Learning Disabilities Team, St George's Hospital and was funded by the Clinical Commissioning Group (CCG).
- Lessons learnt from Covid19 were particularly focused around legislation, issues of consent and acting in people's best interest. Also robust guidance to prevent premature deaths for people with learning disabilities in all settings and especially in Care Homes.



Safeguarding Adults Reviews (SAR) 2019/2020

A Safeguarding Adults Review (SAR) is a legal duty under the Care Act 2014. The purpose of a SAR is to learn from cases, on a multi-agency level, to prevent similar incidents occurring. The aim is not to apportion blame on an organisation or individuals for any failings that may be discovered.

The criteria for a SAR states that we should consider a SAR if:

- An adult in its area dies as a result of abuse or neglect, whether known or suspected, *and* there is concern that partner agencies could have worked more effectively to protect the adult.
- If the same circumstances apply where an adult is still alive but has experienced serious neglect or abuse.

SAR Notifications

The Board did not receive any SAR referrals during 2019-20 for consideration.

Ongoing SARs

Four reviews continued throughout 2019-20. These reviews commenced in 2017/18 and have been delayed due to unforeseen circumstances. However, two are in the final stages of completion.

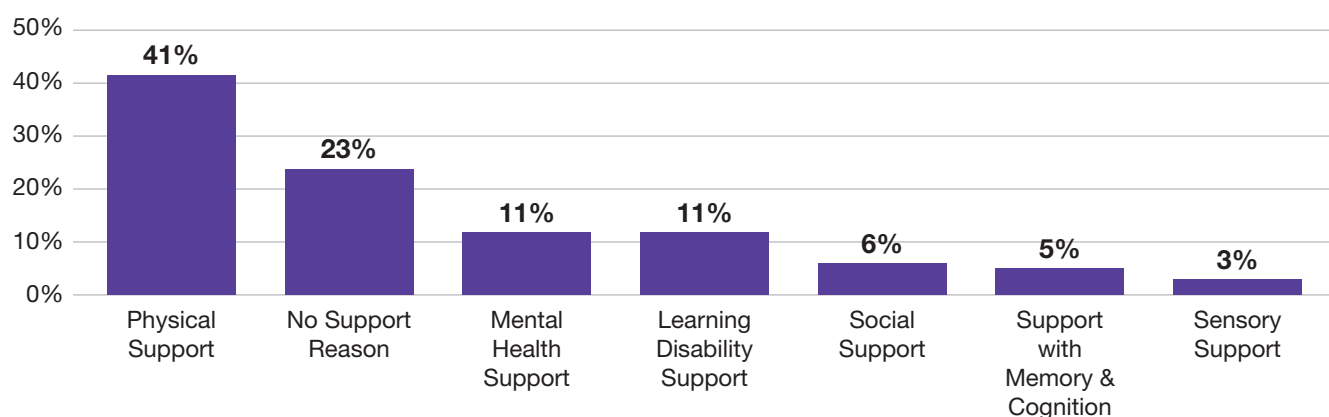
Learning from SARs

There were a number of key areas identified early on in the SAR process. These included focusing on professional curiosity and ownership across the partnership. We have responded to this via reflective practice and learning and sharing at team meetings and more specific training is planned going forward.

Safeguarding Adults Data

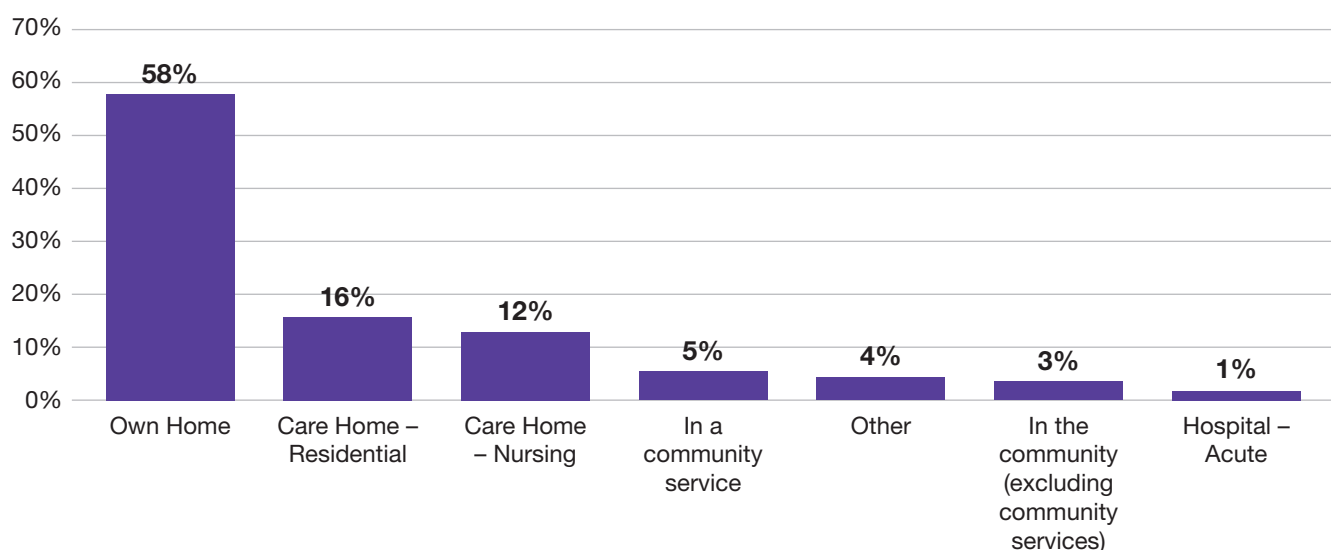
Year	2019-20	2018-19	2017-18
Total number of Adult Safeguarding Concerns raised during the year	732	483	322
Total number of Adult Safeguarding Enquiries commenced during the year	366	98	80
Conversion Rate (Number of Section 42 Enquiries + Number of Other Enquiries / Number of Concerns)	50%	20%	25%

Individuals involved in Safeguarding Concerns during 2019-20 by Primary Support Reasons



Type of Risk (Data source: concluded enquiries during 2019-20)	
Neglect and Acts of Omission	28%
Financial or Material Abuse	19%
Physical Abuse	18%
Self-Neglect	13%
Psychological Abuse	8%
Organisational Abuse	4%
Domestic Abuse	4%
Sexual Abuse	3%
Sexual Exploitations	1%
Modern Slavery	0%
Discriminatory Abuse	0%

Location of Risk (Data source: Total number of concluded enquiries during 2019-20)



During 2019/20 732 concerns were received by Merton Local Authority in total. This is significantly higher than the number of reported concerns raised in 2018/19.

Safeguarding enquiries were started in 366 cases. This data shows a significant improvement in the numbers of Section 42 enquires and overall conversion rate increased from 20% to 50%.

In 2018/19 we identified issues in the way we recorded safeguarding information on our database. Although we were sure from our records that practitioners were upholding the principles of 'Making Safeguarding Personal'

and that the risks for people had been reduced, the way we recorded outcomes did not reflect this. As a result we reviewed and updated our recording processes on our database to ensure they reflected our performance management requirements as well as capturing the outcomes for our service users. This meant that our conversion rates from concerns to enquiries would be more accurate going forward.

As part of our response to improve recording, practitioners went through a series of training workshops to refresh their knowledge of the safeguarding process. This has meant data for this year, in relation to concerns converted to enquiries, have been considerably improved.

Priorities for 2020/2021

At the beginning of our journey into 2020-21 we saw the emergence of a pandemic that forced us into a national lockdown.

COVID-19 has and will continue to have an effect on our services, affecting service users and staff. We have seen increasing levels of mental ill-health related to social isolation, loneliness and bereavement and incidents involving domestic abuse are increasing across London.

Care and healthcare services are having to develop new ways of reaching people and delivering services. Local communities as well as the voluntary sector and charities have pulled together to support those in need.

Our priorities for 2020-21 are heavily based on our response to the current crisis and to do our utmost to ensure safeguarding adults at risk remains at the forefront of our work.

As well as learning lessons from reviews, what went well and where we need to make improvements, we are developing new and innovative ways to reach those we haven't communicated with in the past.

- We aim to hold a 'Challenge Event', focusing on the MSAB partnership and the effectiveness of partnership working. It will concentrate on what we do in partnership, rather than what we are doing within our own organisation. It is envisaged that it will enable the MSAB to demonstrate more clearly what contributors have achieved and where there are strengths and challenges in how partners work together.
- We aim to develop robust systems for the SAR process, as well as gaining assurance around multi-agency learning from SAR's. Learning will be shared via the Learning and Policy subgroup, before the Quality and Performance subgroup seek assurance from partners that learning has been embedded in their organisation.
- We aim to develop a multi-agency learning and development strategy, based on a competency framework and capturing safeguarding adult related training undertaken by all partners. Also, we will promote access to E-Learning training to the private and voluntary sectors.
- We aim to develop the MSAB data set and quality assurance framework. This will assist with measuring the impact of our work as well as identifying the need for improvements. We want to know that what we do is making a difference.
- We aim to develop our communication strategy to focus on building links with service users, carers and the local community. We will also reach out to Black, Asian and Minority Ethnic people as well as people who are seldom heard to ensure their voices count.

Contact MSAB

If you have concerns about the wellbeing of a Merton resident, please raise your concern with our First Response Team:

ASCfirstresponse@merton.gov.uk

or via telephone on 0208 545 4388

You can also find online advice and information via our Merton Safeguarding Adults Website:

<https://www.mertonsab.org.uk/>



**Merton
Safeguarding
Adults Board**

Healthier Communities and Older People Work Programme 2020/21



This table sets out the draft Healthier Communities and Older People Panel Work Programme for 2020/21. This Work Programme will be considered at every meeting of the Panel to enable it to respond to issues of concern and incorporate reviews or to comment upon pre-decision items ahead of their consideration by Cabinet/Council.

The work programme table shows items on a meeting by meeting basis, identifying the issue under review, the nature of the scrutiny (pre decision, policy development, issue specific, performance monitoring, partnership related) and the intended outcomes. The last page provides information on items on the Council's Forward Plan that relate to the portfolio of the Healthier Communities and Older People Panel so that these can be added to the work programme should the Commission wish to.

The Panel is asked to identify any work programme items that would be suitable for the use of an informal preparatory session (or other format) to develop lines of questioning (as recommended by the 2009 review of the scrutiny function).

Scrutiny Support

For further information on the work programme of the Healthier Communities and Older People please contact: -
Stella Akintan (Scrutiny Officer)
Tel: 020 8545 3390; Email: stella.akintan@merton.gov.uk

For more information about overview and scrutiny at LB Merton, please visit www.merton.gov.uk/scrutiny

Meeting date 21st July

Scrutiny category	Item/Issue	How	Lead Member/ Lead Officer	Intended Outcomes
Scrutiny of Health Partners	Discussion on the final decision of the Improving Healthcare Together Programme.	Report to the Panel	Hannah Doody, Director of Community and Mike Robinson, Consultant in Public Health	Panel to discuss the final decision and its implications for Merton residents.

Meeting Date 2 September 2020

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
	COVID-19 – How the Council is managing the response over the next 12 months and preparing for wave two. Including lessons learned from the early outbreak and work with partners, impact on specific communities within care homes and support to those who are shielding.	Report summary/ verbal update.	Director of Community and Housing	Panel to get an overview of the impact on the COVID-19 Pandemic in Merton and consider areas they may wish to do further scrutiny.

	NHS South West London - response to COVID-19	Verbal update.	James Blythe Locality Executive Director, Merton and Wandsworth	Panel to consider how the SW London CCG has responded to COVID19 to support Merton residents.
	Commissioning arrangements in South West London – Update on the new merged CCG’s and the implications for Merton as a place.	Verbal update.		

Meeting date – 3rd November 2020

Scrutiny category	Item/Issue	How	Lead Member/ Lead Officer	Intended Outcomes
Scrutiny of Health Partners	Mental Health Services – Update on support provided to the community as a result of COVID-19	Reports/verbal updates to the Panel	South West London Mental Health Trust, Community Mental Health Services	Panel to ensure local residents are receiving the support they need following the Pandemic
Budget Scrutiny	Draft Business Plan	Report to the Panel	Director of Corporate Services	Panel to review draft budget and provide comments to the Overview and Scrutiny Commission.
Scrutiny of Adult Social Care	Discussion on Adult Social Care Budget including the Adult Social Care Precept	Report to the Panel	Director of Community and Housing	Panel to gain a better understanding of the budget and the impact on Merton residents.

	and an update on the impact of COVID-19			
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Meeting Date – 11th January 2021

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
Budget scrutiny	Draft Business Plan 2021-25	Report to the Panel	Director of Corporate Services	Panel to review draft budget and provide comments to the Overview and Scrutiny Commission.
Scrutiny of Health Partners	Covid-19 Update	Report to the Panel	Director of Public Health/ Assistant Director of Adult Social Care	Panel to get an overview of the impact on the COVID-19 Pandemic in Merton

Meeting date – 9th February 2021

Scrutiny of Health Partners	COVID 19 Update	Report to the Panel	Director of Public Health	Panel to get an overview of the impact on the COVID-19 Pandemic in Merton
Scrutiny of Adult Social Care	Safeguarding Adults Annual Report	Report to the Panel	Assistant Director of Adult Social Care	An overview of the departments' work in this area.

Meeting date – 26 April 2021

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
Scrutiny of Health Partners	COVID 19 Update	Report/ Verbal update to the Panel	South West London Clinical Commissioning Group	Panel to get an overview of the impact on the COVID-19 Pandemic in Merton
Scrutiny of Health Partners	COVID 19 Update	Report to the Panel	Director of Public Health	Panel to get an overview of the impact on the COVID-19 Pandemic in Merton

