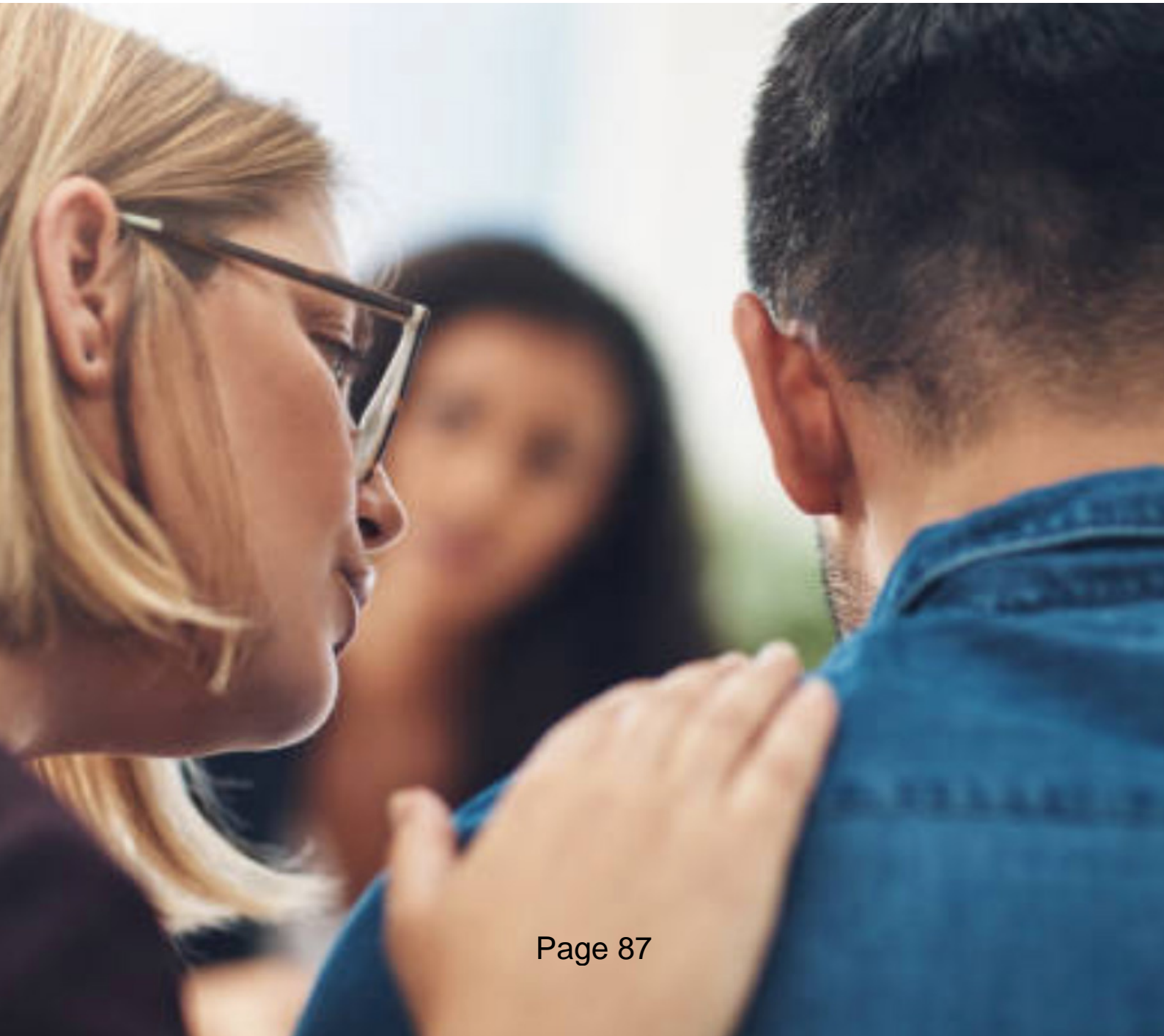




Merton  
Safeguarding  
Adults Board

# Annual Report

2017/18



# The annual report reflects the partner's commitment and enthusiasm for taking forward shared vision and actions over the past year.

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## **Foreword**

I am very pleased to introduce the Annual Report for the Merton Safeguarding Adults Board 2017/18. As the Independent Chair of the Board, I continue to be very grateful to all partners for their support and contributions to the Board. The Annual Report reflects the partner's commitment and enthusiasm for taking forward shared vision and actions over the past year. There is a lot that we need to do and want to do to reduce the risks of abuse and neglect in our communities and support people who are most vulnerable to these risks. In these increasingly challenging times of resource constraints and growing demand on services, the work of our partnership demonstrates a real willingness to work together, making the best use of our combined resources, to make Merton a safe place for everyone.

This Report shows what the Board aimed to achieve on behalf of the residents of the London Borough of Merton during 2017/18, together as a partnership as well as through the work of individual partners. The Report provides a picture of who is safeguarded across the area, in what circumstance and why. The Report helps us to know what we should be focussing on for the future. It includes the Business Plan for the next year, which will be reviewed and updated as we continue to identify new priorities for improvement, as well as ensuring that we maintain good performance and quality across the area.

The Board's most essential functions are to provide assurance that safeguarding practice is continuously improving and to commission Safeguarding Adults Reviews (SARs). We want to make sure that the lessons learned are making a difference and recommendations from the SARs directly inform our Business Plan priorities.

The Board's understanding of local safeguarding matters has been greatly improved this year by the work achieved by performance and quality sub group members on a new management information report for the Board. This has enabled us to have a much clearer picture of the challenges and how Merton compares with similar areas.

We are keen to ensure that the work of the Board is accountable to local people and we need to find better ways of hearing from and engaging with local individuals and community groups, so that our work is directly informed by learning from people's experience of local services. To this end, the Board has started to make helpful links with local community and voluntary groups.

I am very aware of the pressures on partners in terms of resources and capacity so would like to thank all those who have engaged in the work of the Board, for their time and effort. I would also like to thank Sarah O'Connor, the Safeguarding Board's new Business Manager, who joined us in June 2018. Sarah has quickly and efficiently moved into her pivotal role, bringing her valuable knowledge of adult safeguarding policy and practice, as well as organisational direction and support, which is so essential in helping our partnership deliver its aims and objectives.



**Teresa Bell**  
Independent Chair

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# Introduction

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Merton Safeguarding Adults Board (MSAB) was established in 2015 as a response to statutory requirements, defined under the Care Act 2014.

The Board has been on a significant developmental journey since this period and this work continues in terms of its structural development and exercising of its key functions.

Our vision is that:

*“people are able to live as independently as possible, free from risk of abuse or neglect, people are treated with respect and dignity promoting choice and control wherever possible and receive timely support when they need protection”*

The annual report provides a summary of the partnership achievements during this period which has shaped our objectives for the coming year and demonstrates the collaboration and commitment as a partnership and Statutory Board.



## Who are we?

**Merton Safeguarding Adults Board is made up of a collection of local organisation both statutory members (Local Authority, Clinical Commissioning Group and Police) and non-statutory members (provider health services, fire, ambulance, probation, Healthwatch and the voluntary sector and other provider services).**

We work together as a partnership to ensure adults at risk of abuse or neglect with care and support needs (whether or not those needs are being met by any agency) receive appropriate advice support and guidance to keep themselves safe and ensure they are safeguarded in a proportionate, empowering and responsive manner.

### **Key partners to the board are:**

- St George's University NHS Foundation Trust
- Healthwatch Merton
- London Ambulance Service
- Probation Service
- London Fire Brigade (LFB)
- Clarion Housing Group Limited
- Mental Health Trust
- Merton & Wandsworth Clinical Commissioning Group (CCG)
- Central London Community Healthcare NHS Trust (CLCH)
- London Borough of Merton
- Metropolitan Police
- Safer Merton
- Merton Children's Safeguarding Board

# What do we do?

**The main objective of a SAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who meet the criteria set out at paragraph 14.2. of the Care Act Guidance.**

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The Safeguarding Adults Board (SAB) has three core duties. We must:

- Publish a strategic plan for each financial year that sets how we will meet our main objectives and what the members will do to achieve this. The plan must be developed with local community involvement, and the SAB must consult the local Healthwatch organisation. The plan should be evidence based and make use of all available evidence and intelligence from partners to form and develop its plan.
- Publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any safeguarding adult's reviews and subsequent action.
- Conduct any safeguarding adults review in accordance with Section 44 of the Act.

The SAB can be an important source of advice and assistance, for example in helping others improve their safeguarding mechanisms. It is important that the SAB has effective links with other key partnerships in the locality and share relevant information and work plans. They should consciously cooperate to reduce any duplication and maximise any efficiency, particularly as objectives and membership is likely to overlap. The graph below shows links to our key partnerships



# What have we achieved as a partnership against our priorities set for 2017-2018?

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## **PRIORITY 1:**

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

Partners have worked together during this period to develop a number of forums in order to prevent and respond to the local and national safeguarding agenda in areas of complex case management and safeguarding work and to develop robust multiagency pathways. Key achievements have been the development and implementation of:

- Modern slavery learning forums
- Safeguarding learning forums
- Hoarding group
- SAM refresher training and working group.

## **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.**

In response to this key priority of the Board partners undertook a commitment to commence a programme of awareness raising and outreach within our community although this work continues to be developed. Partners have implemented:

- A programme of Voluntary Sector and Provider Services safeguarding training has been delivered free of cost.
- Safeguarding team links have been established to all social care community teams to review and monitor the nature of open safeguarding concerns and enquiries. This work has helped to identify emerging risk in “hard to reach” areas of our community whilst providing a supportive training and development opportunity for partners in addition to achieving a quality assurance mechanism in practice.

## **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.**

Although this year we have been unable to progress to a full workforce development strategy as required by the Board, targeted priority work has been undertaken by the partners to progress learning and confidence by ensuring:

- Coordination of the Safeguarding Adult Review (SAR) evaluation group.
- Commissioning of 2 SAR’s this year.
- Key training development and delivery

## **PRIORITY 4:**

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

The Board recognises the importance of developing data reporting methods and analysis of that data in order to identify and respond to emerging local risks and trends. As such partners have committed to specific task and finish groups (in the absences of an established performance and quality subgroup) to identify and report to the Board on relevant data and analysis from the following achievements:

- The local authority safeguarding team have established links to all social care community teams to review and monitor open safeguarding concerns and enquiries.
- Modern Slavery group – There has been partnership working with Safer Merton and Adult Safeguarding to develop a Modern Day Slavery strategy and protocol for the Borough.
- We have progressed the work on risks associated with hoarding this year by developing a dedicated meeting as part of the CMARAC (community multi-agency risk assessment conference) meetings and we are in the process of reviewing our multi-agency protocol.
- The partnership has begun work on developing a dashboard format for the MSAB to enable accurate reporting and overview by the Board to improve its understanding and response to local emerging needs and trends.

## What are our priorities for the coming year 2018-2019?

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**The Boards Business plan for 2018-2019 is attached in appendix 1 of this report. The plan provides detailed activity across the partnership in order meet its set priorities for the coming year.**

The key initiatives are summarised below. For the 2018/19 period we commit to:

- Development of multi-agency subgroups- Training and development/Performance and Quality/Communication and Engagement
- Development of a MSAB website
- MSAB Data and Performance Dashboard
- Enhancing reporting mechanisms into the MSAB

- Maximising opportunity to engage with the community, voluntary and provider sector in the work of the MSAB
- Development of key strategies such as a communication strategy, workforce development strategy
- Ensuring a quality assurance framework for Safeguarding adults at risk is achieved.

## How will we monitor the impact of our work and commitment?

**The partnership is committed to developing formats to ensure the impact and actual outcomes for adults at risk in Merton are measured and inform our work and development as a collaborative partnership.**

It is anticipated that the development of subgroups in the coming year will enable development of effective methods to truly measure the impact of our work and what difference this makes to the residents of Merton.

Commitment to the engagement of wider community stakeholders will help us hear “the voice of the community” and the experiences of people who have required safeguarding services. This is crucial for not only promoting the Making Safeguarding Personal agenda but to enable the MSAB to measure the effectiveness and impact our individual agencies performance and wider strategy as a Board.

It is anticipated that development of the Quality Assurance Framework (QAF) for Safeguarding in Merton will incorporate a programme of regular audit in addition to “deep dive” focused audit in response to emerging areas of local or national trends in safeguarding adults at risk. Clear reporting mechanisms into the Board will support the assurance requirements of the Board and in turn drive the work of the Board and its wide range of stakeholders.





## Safeguarding Data 2017/2018

280

INDIVIDUALS HAD ONE OR MORE SAFEGUARDING CONCERNS RAISED

322

CONCERNS RECEIVED BY MERTON LOCAL AUTHORITY

80

TOTAL ENQUIRIES

During 2017/18 280 individuals had one or more safeguarding concerns raised amounting to 322 concerns being received by Merton Local Authority in total. This is significantly lower than report for 2016/17.

Section 42 Safeguarding enquiries were started for 76 of those individuals (totalling 80 enquires) this data shows a significant reduction in sec 42 enquires with a decrease of 32% from the previous year.

Overall the conversion rate from concern to enquiry showed a minimal increase from 20% in 2016/17 to 25% in 2018/19. Complete enquiries indicated the highest prevalence in type of abuse was neglect and acts of omission. There were issues identified in the recording of outcomes on completion of enquires however where the outcomes were recorded, risks were identified in 26 cases of which the risk was removed from 23 of those cases.

# What Does the Data tell us?

**Comparator Data** - benchmarking of our statutory returns data highlights that Merton had a very low number of concerns and enquires undertaken during this period in comparison to other local authorities and the national average. Despite comparator data indicating steady increase year on year of safeguarding activity Merton saw a sharp decrease over the same period.

## Acknowledgement of inaccuracies in published data.

Whilst change and implementation of a new recording system within the borough was developing during this period, more detailed data and audit of activity is required to truly understand the causal factors for the data inaccuracies. As such the Board highlights and recognises that the data contained within this report is most likely not an accurate reflection of concerns received from partner agencies and safeguarding activity undertaken within the borough. The Board is committed to assuring that safeguarding data for the coming year is truly reflective of safeguarding activity within the partnership.

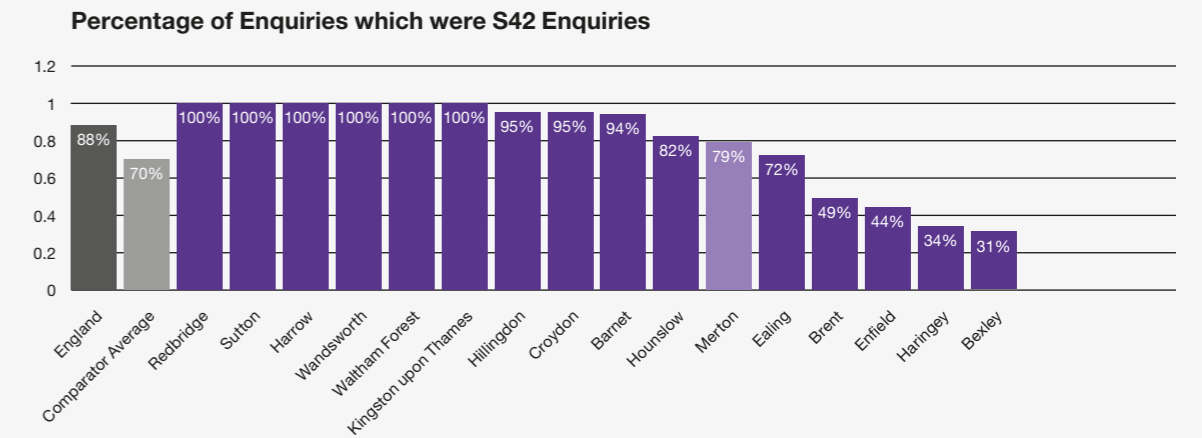
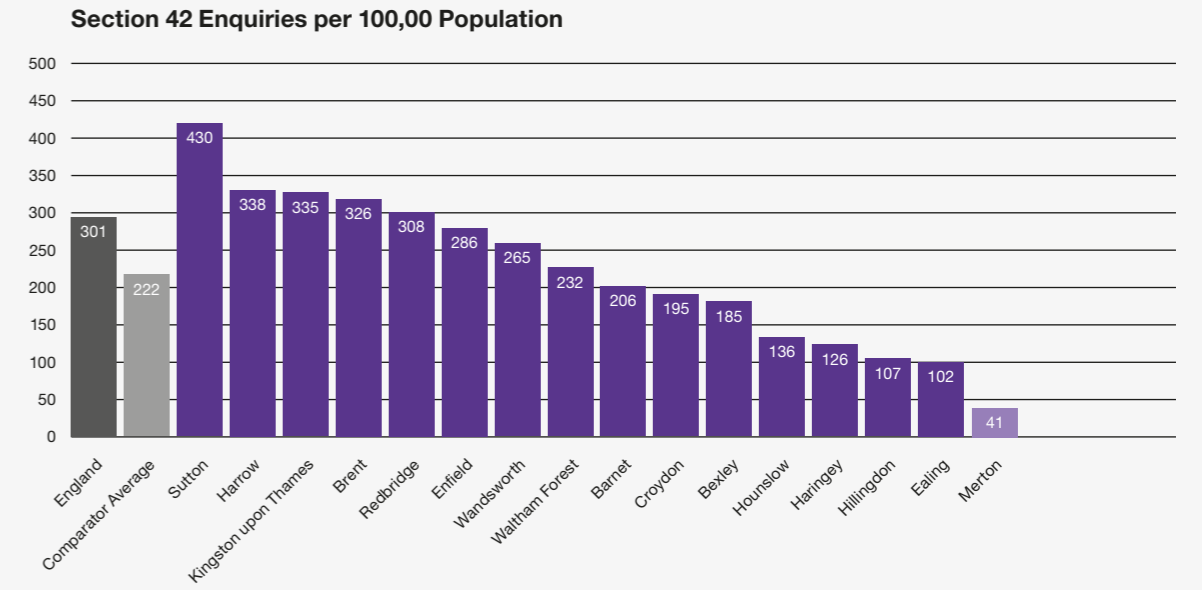
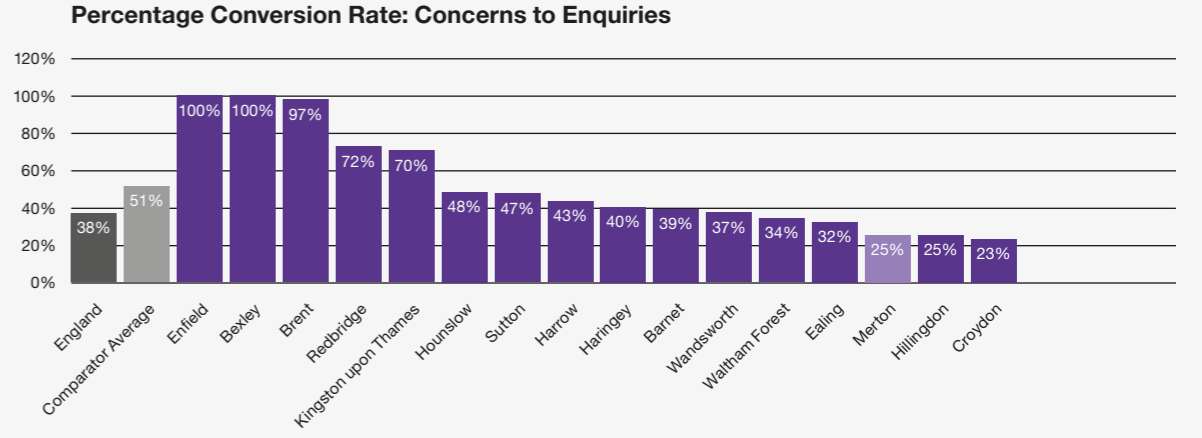
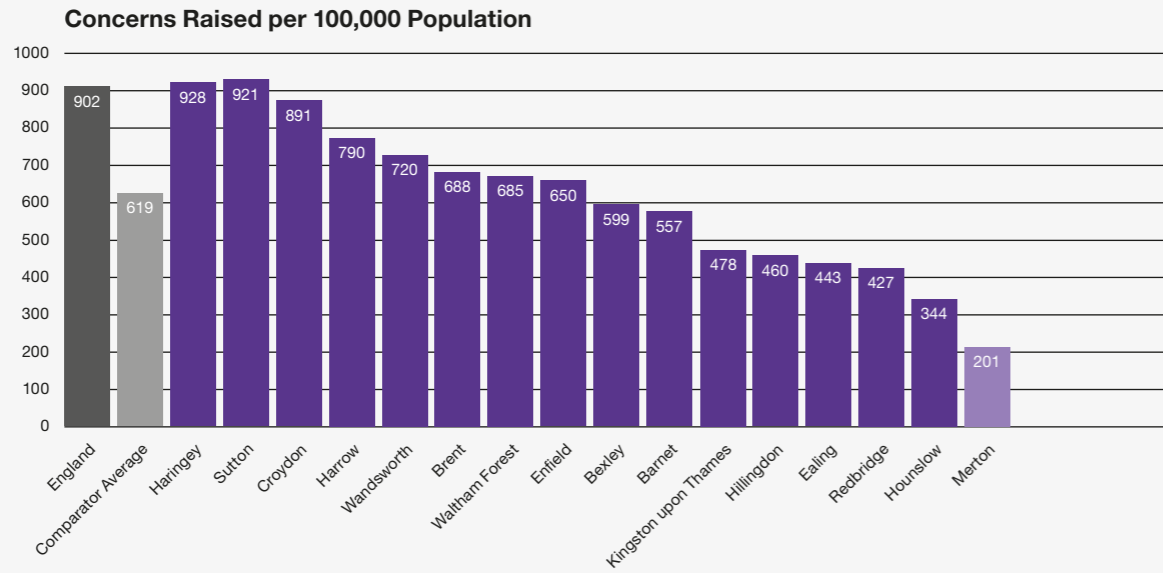
## Merton Adult Safeguarding Board Financial Report 2017/18

	Outturn
<b>Income</b>	
<b>Contributions Brought Forward from 2016-17</b>	(21,000)
<b>Contributions Received in Year</b>	
Metropolitan Police	(5,000)
London Fire Brigade	(1,000)
Merton CCG	(25,000)
London Borough of Merton	(38,172)
<b>Total Contributions</b>	(90,172)
<b>Expenditure</b>	
<b>Salaries:-</b>	
Independent Chair	15,543
Safeguarding Manager	22,915
Admin Support	15,256
<b>Other Expenses:-</b>	
Fees	56
Travel	1,129
Room Hire	334
Refreshments	338
<b>Total Expenditure</b>	55,571
Total (Under)/Overspend	(34,600)
Carried Forward to 2018-19	(34,600)

**Financial year 2017-18 there was an under spend of £34,600 which was carried forward into 2018-19. The 2017-18 the board was in the early stages of scoping out its remit and agenda.**

# Merton Safeguarding Board Report

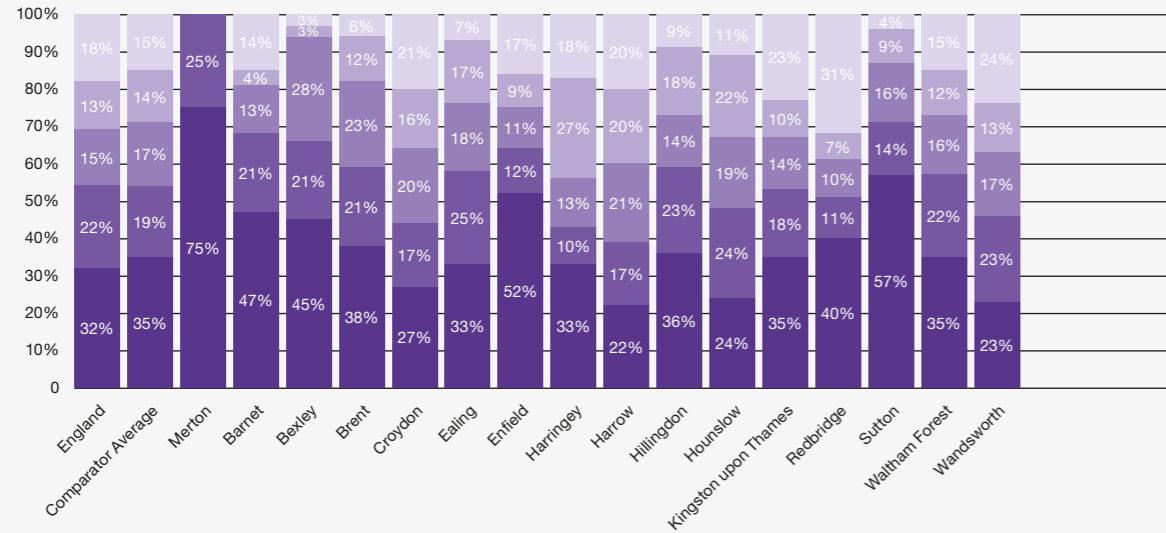
## Benchmarking 2017/18



# Merton Safeguarding Board Report

## Benchmarking 2017/18

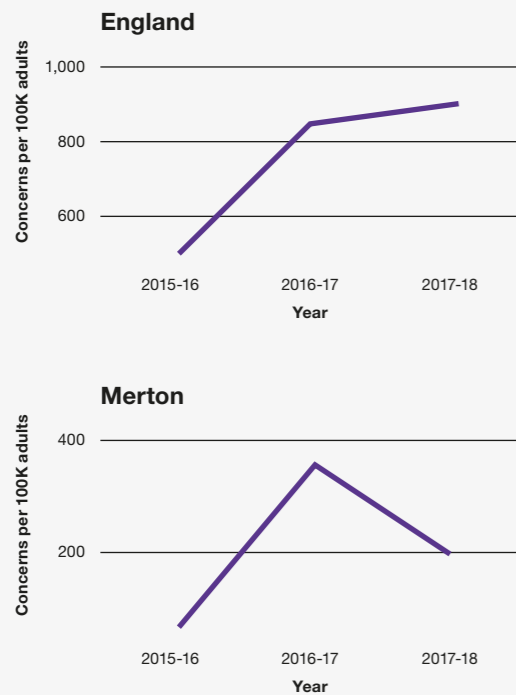
Proportion of Concluded Enquiries by Risk Type



Note: Merton's concluded enquiries were for risk types other than Neglect and Acts of Omission and Physical Abuse are excluded from the benchmarking dataset as the numbers are too low. Risk types included in the 'Other' category are discriminatory abuse, domestic abuse, modern slavery, organisation abuse, self-neglect, sexual abuse and sexual exploitation.

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Concerns per 100,000 population - Trend (Source: NHS Digital)



**Key Points:**  
 Benchmarking data shows that Merton had very low numbers of concerns and enquiries per 100,000 population compared to the whole of England and to other comparable authorities. The percentage of concerns converted to enquiries also remains low.

Across England, there has been an increase in numbers of concerns per 100,000 population, between 2016/17 and 2018/19, however Merton saw a sharp decrease over the same period.



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