

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

Date: 9th January 2020

Wards: All

Subject: Merton Safeguarding Annual Report

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

Lead member: Councillor Tobin Byers, 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 2017/18. 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 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 2018/2019 has not yet been published and cannot be reported on, we are only now publishing the data for 2017/18.

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, ambulance, probation, Healthwatch and the voluntary sector and other provider services).

4. MERTON ADULTS' SAFEGUARDING BOARD ANNUAL REPORT 2017 – 2018

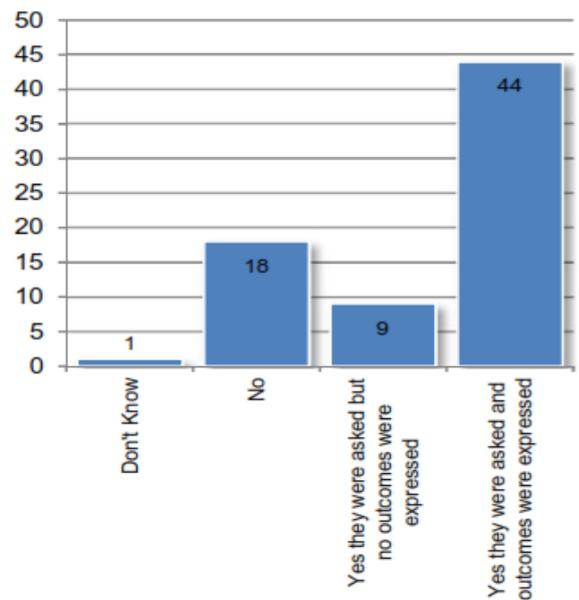
- 4.1 The MSAB Annual Report (attached Appendix1) contains a forward by the Board's Independent Chair Teresa Bell who took up post in 2016. This is a fixed term, three-year tenure, which ended in December 2019. Recruitment of a new Independent chair is currently underway.
- 4.2 The Annual Report is an 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 residents, the council and other agencies are engaged with and are provided feedback on the effectiveness of the Merton arrangements for safeguarding adults.

5. A PERSONALISED APPROACH TO SAFEGUARDING

- 5.1 Making Safeguarding Personal (MSP) is a sector led initiative which aims to develop an outcomes focus to safeguarding work, and a range of responses to support people to improve or resolve their circumstances. 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; in Merton this is an area of strength.
- 5.2 A significant area of development in Merton has been the recording of ongoing risk and outcomes for the individual. In 26 audited cases in 2019, risk management was identified and recorded appropriately as an outcome for the individual and in 23 of those cases; risk was removed for the individual.

5.3 Further scrutiny of 72 cases and audits carried out by senior managers in September 2019, confirms that there has been an improvement on the quality of our work and evidence that we are working within the MSP Framework. Thus meeting needs and outcomes of those individuals. Where recorded, 44 individuals reported that their personal views and outcomes were considered.

Was the individual/ representative asked what their desired outcomes were?



6. HIGHLIGHTS FROM THE ANNUAL REPORT: SAFEGUARDING DATA AND BENCHMARKING 2017/2018 AND UPDATES FROM CURRENT YEAR

- 6.1 During 2015/16 period, a new electronic recording system for adult social care was procured and embedded, the system is called Mosaic a period of time was need to embed the new system, train and identify the system was functioning correctly. This had an effect on accurate recording of safeguarding concerns and enquiries. Furthermore, it meant that not all data and activities were captured in the correct format for accurate reporting. This caused an under reporting of concerns and enquires.
- 6.2 The figures show a comparison between 2016/17 and 2017/18 relating to the type of alleged abuse, number of referrals and age group and as such we can clearly track our improvement.
- 6.3 The report shows that Merton are low in concerns raised when bench marked against London. However, following substantial work from April 2019 to September 2019, there has been an increase in concerns being raised and documented by the local authority. We have significantly improved on recording and are better able to capture this data. From April 2019 to September 2019, there have been 498 concerns raised. This exceeds the total in period 2017 /2018 period, which was 322
- 6.4 The annual report identifies that the conversion rate from safeguarding concern to safeguarding enquiry showed a conversion rate of 20 % in 2016/17 increasing to 25% in 2018/19. This rate was lower than the London average. In the current financial year, due to extensive work undertaken by the teams: from April 2019 to September 2019 we are currently achieving 46% in line with the London average.
- 6.5 The report also identifies that 2017/18 the number of Section 42 enquires had reduced from the previous year 80 enquires. From April 2019 to September 2019 we are currently achieving 115 enquires and again this is in line with the London average.

7. ACTION TAKEN TO IMPROVE AND SUSTAION PRACTICE

- 7.1 Specialist safeguarding training has been re-commissioned for all front line staff and managers- all staff will have been re trained by April 2020
- 7.2 The bespoke training programme includes the introduction of Restorative Approaches and Family Group Conferencing as ways to address and manage complex situations such as harmful / abusive / dynamics within families or where there has been or is a danger of relationship or carer breakdown.
- 7.3 Mapping of the Safeguarding Pathways on Mosaic has been completed and work has started to improve the pathways on mosaic to make them more user friendly
- 7.4 A quality assurance framework has been implemented, with regular audits carried out on our safeguarding work.

8. Appendices

The Merton Safeguarding Adults Board (MSAB) Annual Report 2017/2018

9 . BACKGROUND PAPERS

None