

Committee: Healthier Communities and Older People Overview and Scrutiny Panel

Date: 10th January 2023

Wards: All

Subject: Merton Safeguarding Annual Report

Lead officer: Graham Terry, Interim Assistant Director Adult Social Care.

Lead member: Councillor Peter McCabe, Cabinet Member for Adult for Health and Social Care.

Contact officer: Janet Miller- Merton Safeguarding Board Business Manager, 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 2021/22. 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 Board Annual Report is published retrospectively and reflects 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 2021/21 has not yet been published and cannot be reported. We are only now publishing the data for 2020/21.

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.

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 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 Board, 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 (now ICB) 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 2020/2021

- 4.1 The MSAB Annual Report (attached Appendix 1) contains a forward by the Board's interim Chair, John Morgan –Interim Director of Community & Housing.
- 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 continually 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

Completed Enquiries Outcomes 2021/22 %

Fully Achieved **68%**

Partially Achieved **29%**

Not Achieved **3%**

97% of people's outcomes being fully or partially met.

71% of people expressed a desired outcome compared to **66%** last year

- 5.1 An important success measure of 'Making Safeguarding Personal' is the extent to which the person's desired outcomes are met. Locally, Making Safeguarding Personal is well embedded in practice, with 97% of people's outcomes being fully or partially met. Where outcomes were not met, this is usually due to the person not engaging with the process or being unable to articulate if they consider that their outcomes were met. There was a slight increase in the number of people who expressed a desired outcome compared to last year.

5.2 Impact on Risk Adult

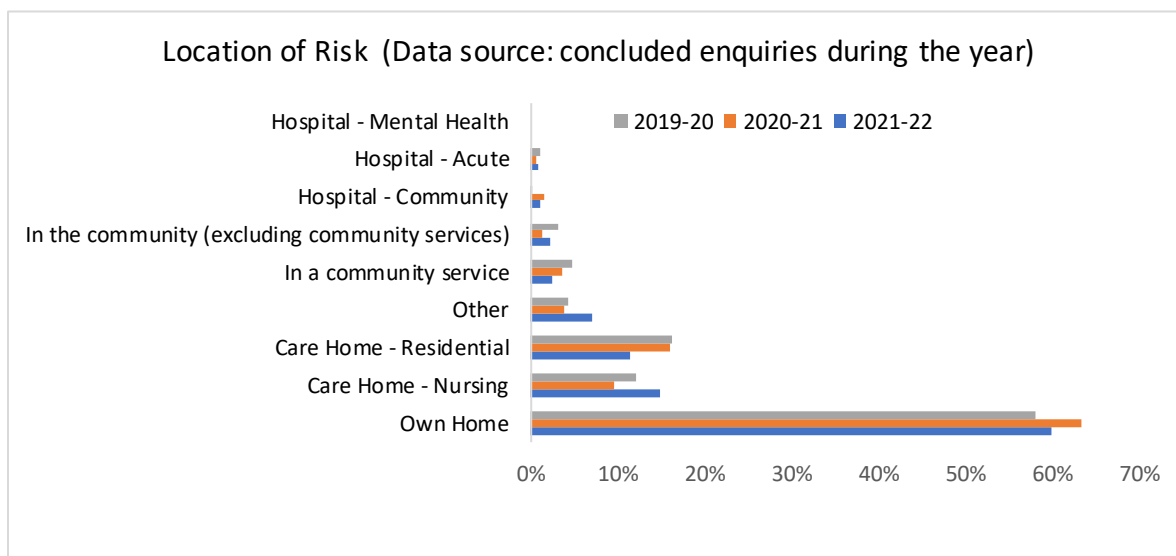
Safeguarding aims to remove or reduce the risk to the adult. It is not always possible to completely remove risk and the risk will remain in cases where adults with capacity make a decision to continue living with an elevated level of risk. The impact of Safeguarding on risk is good with the risk removed or reduced in over 93% of cases. Where the risk remains, this is usually the result of people choosing to live with risk and understanding the implications of it. Completed Enquiries where risks were identified No, by percentage:

Risk removed or reduced **324, 93%**

Risk remains **23, 7%**

5.3 LOCATION OF RISK

Location of Risk (Data source: concluded enquiries during 202/21)



During 2021-22, Merton Local Authority received 810 concerns in total. This is a decrease of 20 (2.5%) on the number of concerns raised in 2020-21.

In terms of location of risk, 60% were reported to be in people’s own homes. Last year it was slightly higher at 63%; however it is broadly in line with the national picture.

6. HIGHLIGHTS FROM THE ANNUAL REPORT: SAFEGUARDING DATA, BENCHMARKING AND UPDATES FROM 2021/22

Year	2021-22	2020-21	2019-20	2018-19
Total number of Adult Safeguarding Concerns raised during the year	810	830	732	483
Total number of Adult Safeguarding Enquiries commenced during the year	447	379	366	98
Conversion Rate (Number of Section 42 Enquiries + Number of Other Enquiries)/Number of Concerns	55%	46%	50%	20%
Conversion Rate (England)	34%	34%	37%	39%
Conversion Rate (London)	33%	33%	41%	43%

6.1 Section 42 enquiries were commenced in 347 cases and Other enquiries commenced in 100 cases, giving 447 enquiries commenced in total. This is an

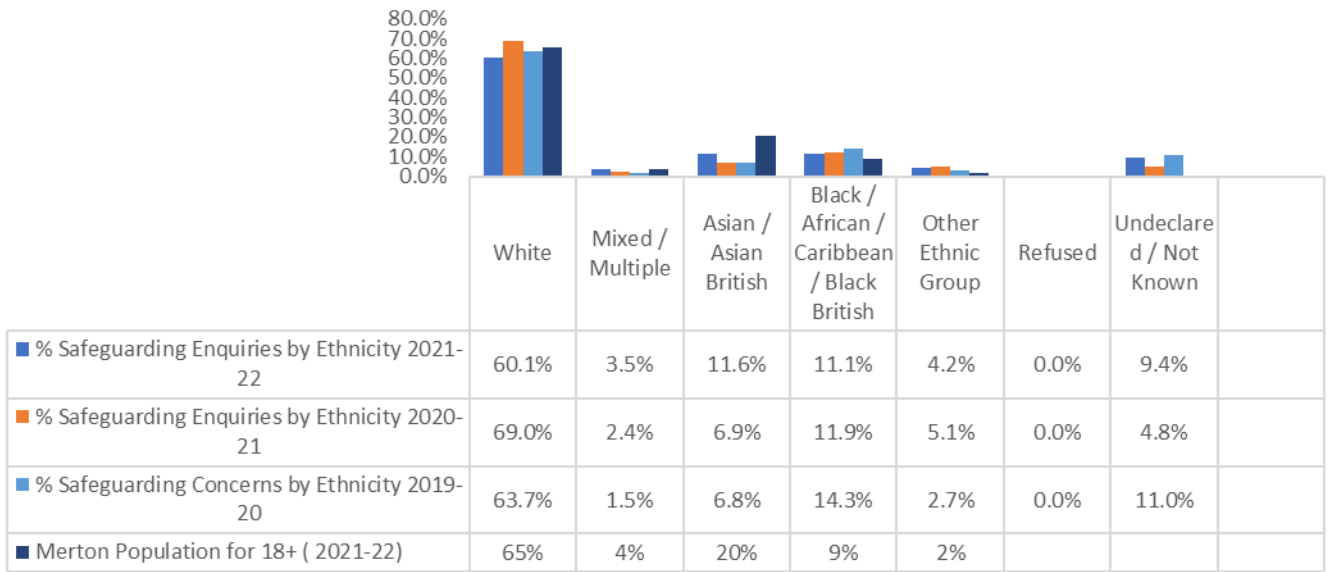
increase of 68 (18%) on 2020-21 and represents a conversion rate (concerns raised to enquiries started) of 55%.

6.2 The percentage of the conversion rate continues to improve and is attributed to an improvement in the recording of safeguarding adult activity on the database and more importantly, a greater understanding amongst practitioners regarding what constitutes a Safeguarding Adults Enquiry

6.3 The charts below demonstrate individuals involved in Safeguarding Concerns and Enquiries by Ethnicity compared to the Merton 18+ population



Individuals involved in Safeguarding Enquiries by ethnicity compared to Merton 18+ population



6.4 In 2021/22 9.7% of people from Asian/Asian British were involved in safeguarding concerns and 11.6% were involved in safeguarding enquiries. There is an increase in the proportion involved in safeguarding enquiries, moving closer to being comparable to the Merton 18+ population. Our voluntary sector partners and lead representative from Merton Connected have attributed to this increase by the awareness raising around safeguarding adults.

During 2021/22, 12.3% of people involved in safeguarding concerns and 11.1% of people involved in safeguarding enquiries were Black/ African/Caribbean/Black British. This compares to 9% of the Merton 18+ population who are Black/African/Caribbean/Black British.

7. ACTION TAKEN TO IMPROVE AND SUSTAIN PRACTICE AND OUTCOMES

7.1 As part of the quality assurance process, the Safeguarding Adults Tool now Includes a section on feedback from people about the safeguarding process. The initial Discovery Interview pilot involved a social work student contacting a sample of people for feedback. Plans are now in place for the Safeguarding Managers (SAM’s) to complete these as part of the safeguarding adult’s process. Feedback will then be used to inform and improve the journey for those involved in safeguarding adult Enquiries.

7.2 It has recently been agreed to review the data being collected from MSAB partners. A Task and Finish Group is being set up to identify how Improvements can be made to the current data set. They will use the

recently developed National Data Framework Tool as a guide.

The group will also consider how data can be used effectively for the prevention and detection of adult safeguarding concerns, as well as improving interventions and outcomes for adults at risk.

- 7.3 Work continues in the MSAB subgroups and with partners to raise awareness of safeguarding adult reporting processes and work on initiatives to improve our responses to adults at risk in the community. We have four subgroups and each subgroup has a work plan that aligns to the MSAB Priorities. Each subgroup is co-chaired and attended by MSAB.

The four Sub-Groups of the MSAB are:

- **Safeguarding Adult Review (SAR) Subgroup;** Oversees the safeguarding adult review process once they meet the criteria. Ensures learning from reviews are identified and shared effectively.
- **Learning and Development Subgroup;** Oversees the learning and development strategy, including training across the partnership. Works alongside the SAR Subgroup to ensure learning from SAR's are included in training plans as required.
- **Performance & Quality Subgroup;** Has oversight of performance and quality of safeguarding activity, through developing robust mechanisms across the partnership, which assures good practice to safeguard adults at risk.
- **Communication and Engagement Subgroup;** 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 SAR Notifications in Merton

The Board received and considered three new SAR Notifications during 2021-2022, which resulted in two new SAR commencing. Included in the two was one referral that had been reconsidered and recommissioned, and another where the decision to carry out a SAR had been reviewed and did not meet the Criteria. However, it was agreed, by the SAR Subgroup, that a Practitioners Event would

take place. The event was facilitated by Professor Mike Ward from Alcohol Change UK.

In total four cases were considered and or monitored by the Sub-Group throughout the reporting period.

8.3 Learning from SAR's

- The MSAB commissioned training for practitioners, from Alcohol Change UK, on the 'Blue Light Project' principles as well as the guidance they produced for 'Safeguarding Vulnerable Dependent Drinkers'. The training aimed to improve and innovate practice in working with people experiencing difficulty with alcohol use. The Board will evaluate the impact of this training going forward.
- We continue to develop tangible plans for improving our 'Think Family' approach. This is a priority for the Board, has been woven through our Business Plan for 2021-2024, and was one of the key themes of our Joint Safeguarding Conference in March 2022. Stronger strategic and working relationships have since been forged with the Children's Safeguarding Partnership to support this work.
- Board partners have agreed to establish a Multi -Agency Risk Assessment Framework. This guidance will be developed in partnership with members of the Merton Safeguarding Adult Board and sit alongside the London Multi-agency Safeguarding Adults Policy and procedures. It will provide guidance on managing cases relating to adults where there is a high level of risk. The circumstances may sit outside the statutory adult safeguarding framework however, a multi-agency approach would be beneficial. This currently in draft form and is being piloted until sign off at the MSAB in March 23.

9. MSAB Priorities for 2022/23

- Develop a programme of work to engage people with lived experience and to include their voices in the work of the Board as well as the Safeguarding Adult Review (SAR) action planning process.
- Work will continue around learning from SAR's. There will also be a focus on what SAR's are telling us in terms of themes which might be reoccurring and how, as a partnership, we can improve our practice for those at risk. Public Health partners have agreed to work with the MSAB on an approach, which will then inform the service model and specification for commissioning substance misuse services.

- After consultation and discussions at the Board on how best to go forward with gathering meaningful data to support their work, partners have agreed to develop a comprehensive data set for the Board. This data set is based on the National Data Framework Toolkit, recently produced by the National Safeguarding Adults Board Managers Network.
- The MSAB will be kept updated and prepare for the implementation of the Care Quality Commission's framework on Oversight for Local Authorities and Integrated Care Systems, due to be introduced in April 2023.

10. Appendices

The Merton Safeguarding Adults Board (MSAB) Annual Report 2021/2022

11. BACKGROUND PAPERS

NONE

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