

# CHSAB Annual Report 2020–21

**People should be able to live a life free from harm  
in communities that are intolerant of abuse, work  
together to prevent abuse and know what to do  
when it happens**



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## Message from the Independent Chair

I am very pleased to introduce the Annual Report for the City and Hackney Safeguarding Adults Board 2020/21. As the Independent Chair of the Board, I continue to be very grateful to all partners for their contributions to the Board, and their ongoing support. The partnership has continued to grow and develop, as reflected in this annual report, despite the challenges of the Covid-19 pandemic and lockdowns. As this report shows, all the partners of the Board have continued to deliver services, provide care and support to residents, and respond to changing safeguarding needs and risks. They have provided assurance that they continued to meet their safeguarding responsibilities during this challenging time. I commend the incredible hard work, dedication, and commitment of health, social care staff and all the key workers who have kept everything going during lockdowns. I am extremely grateful to everyone – staff, volunteers and residents - for their endeavours to support those who are at risk of abuse or neglect in City and Hackney. We recognise the tremendous impact that Covid-19 has had on everyone personally, mourn the deaths of residents who died, acknowledge the grief of their families and friends as well.



Further, the cyber-attack on Hackney Council has had a significant impact on Council business, including limiting what we can include in this year's report.

The annual report is important because it shows what the Board aimed to achieve during 2020/21 and what we have been able to achieve, despite the Covid-19 pandemic. It provides a picture of who is safeguarded in the City and Hackney, in what circumstances and why. This helps us to know what we should be focussing on for the future. The Delivery Plan for 2021/22, which says what we want to achieve during the year, has been reviewed in the light of the ongoing challenges in responding to Covid-19 pandemic. However, we hope to be able to be back to 'business as usual' next year.

There continues to be significant pressures on partners in terms of resources and capacity, especially with the long term impacts of the Covid-19 pandemic, so I want to thank all partners and those who have engaged in the work of the Board, for their considerable time and effort continuing to safeguard City and Hackney residents.

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. This is a journey that we are all making together, and I look forward to chairing the partnership in the next year to continue this journey.

**Dr Adi Cooper OBE,**  
Independent Chair City and Hackney Safeguarding Adults Board  
June 2021

## What is the Safeguarding Adults Board?

### Role

The City and Hackney Safeguarding Adults Board (CHSAB) is a partnership of statutory and non-statutory organisations representing health, care, criminal justice, voluntary sector and residents who use services in the City of London and Hackney. The role of the CHSAB is to seek assurance from organisations that there are effective adult safeguarding arrangements in place, to protect adults with care and support needs and help prevent abuse and neglect across the City and Hackney.

The CHSAB has three core duties under the Care Act 2014 that it must fulfil by law:

- 1) Develop and publish a Strategic Plan outlining how it will meet our objectives and how our partners will help each other to achieve this
- 2) Publish an Annual Report detailing what it has done to help safeguard the community and how successful it has been in achieving this
- 3) Commission Safeguarding Adults Reviews (SARs) for any cases that meet the criteria.

In addition to this, the CHSAB is able to involve itself or lead work around any other adult safeguarding issues it feels appropriate.

### Membership

The CHSAB has three statutory partners: the Local Authority, Clinical Commissioning Group and Police service as well as a number of non-statutory partners. This year the CHSAB welcomed representatives from the Department of Work and Pensions, Turning Point and the City of London's Housing and Commissioning teams to the Board.

A full list of CHSAB partners and their attendance at the quarterly Board meetings is provided below:

2019-20	
Independent Chair	100%
London Borough of Hackney ASC	100%
City of London Corporation	75%
City & Hackney CCG	100%
Homerton University Hospital	100%
Barts Health NHS Trust	25%
East London NHS Foundation Trust	75%

2019-20	
London Fire Brigade	50%
Metropolitan Police	75%
City of London Police	75%
National Probation Service	25%
Healthwatch Hackney	75%
HCVS	100%
Age UK East London	0%
The Advocacy Project	25%

### Principles

The Board's strategy and annual plans are underpinned by the six safeguarding principles:

- **Prevention** – It is better to take action before harm occurs.  
*"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."*
- **Empowerment** - People are supported and encouraged to make their own decisions and informed consent.  
*"I am asked what I want as the outcomes from the safeguarding process and this directly inform what happens."*
- **Proportionality** – The least intrusive response appropriate to the risk presented.  
*"I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed."*
- **Protection** – Support and representation for those in greatest need.  
*"I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."*
- **Partnership** – Local solutions through services working together and with their communities. Services share information safely and each service has a workforce well trained in safeguarding. Communities have a part to play in preventing, detecting and reporting neglect and abuse.  
*"I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."*
- **Accountability** – Accountability and transparency in delivering safeguarding.  
*"I understand the role of everyone involved in my life and so do they."*

## Board Governance

### *Sub-groups*

The Board has several subgroups in place to ensure the delivery of our annual priorities:

#### **Quality Assurance:**

This group examines quantitative and qualitative information about safeguarding across the City and Hackney. This information is provided to the Executive group and helps inform the work and priorities of the Board.

#### **Safeguarding Adults and Case**

**Review:** This group fulfils the s44 Care Act duty by considering requests for a Safeguarding Adults Review (SAR). The group reviews referrals and makes recommendations to the Chair when it considers a SAR is required.

#### **Workforce development:**

This group is responsible for ensuring that the Board identifies and offers safeguarding training and development opportunities for frontline professionals. It is also responsible for quality assuring safeguarding training delivered by partners.

There are also a number of task and finish groups to help the Board deliver specific projects that are included in the annual strategic plan:

#### **Transitional safeguarding:**

The task and finish group is responsible for identifying how to better support young people aged 16 - 25 years old with their safeguarding needs around exploitation and abuse. This is a joint task and finish group on behalf of the City and Hackney Safeguarding Children's Partnership and Hackney Community Safety Partnership as well as the CHSAB.

The work of the sub and task and finish groups is overseen by the Executive Group, whose role it is to monitor the progress of work undertaken by the groups and identify any other work the Board needs to undertake. There are also quarterly CHSAB meetings attended by the whole partnership, this allows for discussions on key safeguarding issues, networking and identifying further opportunities for partnership working.

### *City of London Adult Safeguarding Committee*

The City of London has a Safeguarding Adult Committee, which focuses on safeguarding issues affecting residents living in the City of London. The Committee meets quarterly, where it reviews its progress against CHSAB and City of London priorities and where partners share their responses and responsibilities in relation to different safeguarding issues. The City of London had the following priorities for 2020/21:

- Homelessness
- Transitional safeguarding
- Out-of-Borough placements
- Reconfiguring safeguarding sub-committee meetings.

### *CHSAB strategic links*

The CHSAB has links with partnerships and boards working with residents in the City of London and Hackney, including: the City and Hackney Safeguarding Children's Partnership, Community Safety Partnerships and Health and Wellbeing Boards. The Board will also engage with other partnerships where there may be opportunities to work collaboratively or provide adult safeguarding expertise.

### *Budget*

In 2020/21 the Board requested total contributions of £216,991 from the partners listed below:

<b>Partners Income</b>	<b>Received (£)</b>
City of London Corporation	(28,875)
East London NHS Foundation Trust	(27,500)
Homerton University Hospital	(12,000)
NHS City and Hackney CCG	(20,000)
Metropolitan Police Authority	(5,000)
Bart's and London NHS Trust	(5,000)
City of London Police	(4,400)
London Fire Brigade	(500)
LB Hackney	(113,716)
<b>Total income</b>	<b>(216,991)</b>

The expenditure for the Board in 2020/21 was:

<b>CHSAB Expenditure</b>	<b>Amount (£)</b>
Staff Related	112,921
External Training	7,820
Independent Chair	19,713
Miscellaneous Expenses	2,090
Other Planned Expenses & SARs	-
Service Overheads	37,832
<b>Total income</b>	<b>180,376</b>



The Board has made the decision to keep the partner contributions the same on the basis that there is a current reserve fund to meet any unplanned expenditure that may be incurred in this financial year.

### *Supporting the CHSAB*

The CHSAB has a full-time Board Manager and Business Support Officer to manage the work of the Board.

## **CHSAB Achievements for 2020/21**

Despite the Covid-19 pandemic and lockdowns, the Board was able to deliver many of its priorities during this year. This section outlines the work that the Board achieved in 2020/21:

### *Response to Covid-19*

During 2020/21 partner agencies have been working extremely hard to respond to the Covid-19 pandemic and its impact. When the pandemic and lockdown started in March 2020, the Board made the decision to postpone meetings to allow agencies to respond to the outbreak. However, business resumed as usual in May 2020 with virtual monthly Executive Group meetings to ensure that partners had the opportunity to discuss, identify and respond to safeguarding issues emerging from Covid-19 and its impact.

The Executive group undertook the following work in response to Covid-19:

- 1) Met on a monthly basis to discuss safeguarding issues and themes that agencies had identified throughout the course of the pandemic.
- 2) The group sought assurance from partners regarding their response to adults with care and support needs who are at risk of abuse or neglect and that they were meeting their statutory responsibilities.
- 3) The group revised the Board's annual strategic plan to incorporate a section on the response to Covid-19 and modify any actions that were no longer achievable due to Covid-19. More information on what the Board was not able to achieve is included on page 13.
- 4) The group reviewed data in relation to safeguarding during the lockdown period to identify how the outbreak had impacted safeguarding in the City and Hackney. More information on this can be found in the data section of this report on page 23.
- 5) The group asked partners to audit their safeguarding referrals over the course of two weeks during the lockdown period in September 2020. The results were analysed and used to inform what information should be included in the key safeguarding messages for residents' poster/ leaflet.

- 6) As mentioned in point 5, the Board produced a poster on how residents can keep safe during the second and third lockdowns. This was disseminated to residents across the City and Hackney.
- 7) The group identified key safeguarding issues that should be addressed in the Board's strategic plan for 2021/22, this includes work around the Covid-19 recovery and the launch of a project on digital safety and financial scams.

### *Safeguarding Adults Review (SARs)*

- The Board published two SARs: regarding MS and Mr EF - more information on both reviews can be found on page 14.
- The Board considered five potential SARs. Four cases did not meet the criteria for a SAR, one met the criteria for a discretionary review and three cases led to further actions being taken, such as collection of case studies. The findings from the discretionary SAR will be included in the Board's 2021/22 annual report.
- The Board has identified learning and actions to take from the National Analysis of SARs undertaken by Professor Michael Preston-Shoot and Professor Suzy Braye (<https://www.local.gov.uk/publications/analysis-safeguarding-adult-reviews-april-2017-march-2019>). In response to the report, the Board has updated its SAR policies and undertaken an exercise analysing all the actions from SARs that have been completed.

### *Training and engagement with professionals*

- Due to the Covid-19 pandemic, the Board reviewed how training was delivered, opting to deliver all training packages virtually during 2020/21.
- Every year the Board has put on safeguarding training for professionals working in the City and Hackney. The Board offered new training on safeguarding, mental health and social isolation and advocacy. In total, 220 people attended training in 2020/21.
- The Board held a learning event for MS and one for Mr EF, each event was attended by over 100 professionals based in the City and Hackney
- The Board put on refresher training on safeguarding for the 14 safeguarding champions.

### *Safeguarding Adults Week (November 2020)*

- The Board held a number of bitesize learning sessions on different areas of safeguarding for professionals. In total 189 people attended these virtual events. This is nearly double the attendance from the previous year.

- The Board published a poster detailing how residents can keep themselves safe during the lockdown period, which was also circulated as a leaflet.
- There were two virtual presentations held for residents, one launching the Board's Strategy and the second on how safeguarding can be made more inclusive.

### *Quality Assurance*

- The quality assurance group undertook a scoping exercise to understand the challenges that professionals faced when working with individuals who may lack executive mental capacity<sup>1</sup>. Using this information, the Board has committed to undertaking a number of actions to help support staff. These actions include updating the Board's self-neglect and hoarding policy and are included in the Board's strategic plan for 2021/22.
- The group reviewed data provided by partners through the new Quality Assurance Framework and created a feedback loop to the Executive Group. The Executive Group uses this information to determine areas of focus for the Board going forward.

### *Service user engagement*

- The Board has created a poster, which was published in the London Borough of Hackney and City of London newspapers, outlining how residents can get involved in the Board's work. If you would like to find out more about this, please contact: [chsab@hackney.gov.uk](mailto:chsab@hackney.gov.uk)
- The Board published four newsletters for the public updating residents on the Board's work and safeguarding issues that residents should be aware of.

### *Transitional Safeguarding Task and Finish Group*

- The Board had previously undertaken an exercise asking organisations working with young people aged 16 - 25 years old about the safeguarding issues affecting young people. The group used this information to create a brief outlining the safeguarding issues affecting young people and an action plan on how to take this work forward.
- The Board has delivered the transitional safeguarding action plan, which focussed on the following areas:
  - Information gathering
  - Engagement activity
  - Partnership and awareness raising

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<sup>1</sup> This is where an adult may appear to understand and make decisions regarding actions and risks in their lives but they are not able to act upon these and therefore lack executive mental capacity.

- Work of the Context Intervention Unit
- Transitional safeguarding development in the City of London
- Data collection
- Building links with other areas of work such as probation and housing services
- The group developed and established connections with different organisations working with young people in Hackney. This includes the Youth Provider Network, Account and The Mentoring Lab.

### *Modern Slavery*

- The Board has built links with relevant key stakeholders, including the Human Trafficking Foundation, The Salvation Army and is a member of the London Modern Day Slavery Leads Network.
- The Board and Community Safety Partnership held a workshop for London Borough of Hackney staff to build awareness of modern slavery and initiate work to understand the picture of modern slavery in Hackney.
- Following the workshop, the Board sent out a questionnaire to different services in the London Borough of Hackney relating to their experiences and understanding of slavery. This information has been used to inform the key priorities regarding modern slavery going forward into 2021/22.

### *Neighbourhoods Model<sup>2</sup>*

- The Board has continued to work collaboratively with the Neighbourhoods Team, through regular meetings and reporting back to the Board on the progress of the Neighbourhoods multi-agency meetings.
- The Board has provided feedback on the work undertaken by the Neighbourhoods Team in relation to training and auditing.
- The Board has fed back the findings of the MS Safeguarding Adults Review to the Neighbourhoods Team.

### *Engagement and partnership work*

- The Board continued to expand its professionals mailing list and LinkedIn network to ensure that all professionals in the City and Hackney are up to date with safeguarding news. If you would like to join this network please contact: [chsab@hackney.gov.uk](mailto:chsab@hackney.gov.uk)
- The Board is part of the Suicide Prevention Steering Group and has contributed to this work by incorporating suicide awareness into the safeguarding awareness training package.

<sup>2</sup> The Neighbourhoods Model has established 8 neighbourhoods across the City and Hackney which are aligned to Primary Care Networks. There is a place based approach for each network where different groups and services work together to provide person-centred care in each Neighbourhood

- The Board is part of the Community Resilience Partnership, Safe and Together Domestic Abuse workstream, Resident Associations workstream, Domestic Homicide Review Group and Benefits and Housing Needs Social Worker Pilot Scheme.
- The Board delivered a number of bitesize training sessions on different areas of safeguarding to different teams across the City and Hackney. This included the Occupational Therapy, Commissioning and Integrated Learning Disability teams.
- The Community Safety Partnership led one of their meetings on transitional safeguarding. Board members attended this and provided feedback and information on the key safeguarding adult issues.

### *Core business*

- The Board updated its risk register in light of the Covid-19 pandemic and the cyber-attack that affected the London Borough of Hackney.
- The City of London Adult Safeguarding Sub-Committee meetings were reconfigured.
- The Board received regular reports on out-of-borough placements and partner agencies preparation for the Liberty Protection Safeguards to ensure that any safeguarding issues are addressed.

### *National work*

- The Board has contributed to the Local Government Association Insight Project which collected real-time data on safeguarding to identify national safeguarding themes arising from Covid-19.
- The Board undertook an exercise on behalf of the Association of Directors of Adult Social Services and Local Government Association identifying the issues for Safeguarding Adult Boards during Covid-19. This information was used to develop a checklist tool which Boards can use to audit their response to the Covid-19 outbreak.



## What did the Board not achieve?

The Board is always ambitious in setting out its plans for driving forward work in respect of safeguarding adults in the City and Hackney. Unfortunately, it is not always possible to achieve all its goals. This year has been particularly difficult with the Covid-19 pandemic and the Board has had to reassess its goals for the year. The CHSAB was unable to achieve the following objectives:

- 1) The Board made attempts to sign up Peer-to-Peer Supporters who would be trained and responsible for signposting residents to safeguarding services. Unfortunately, not enough people signed up for this role. Going forward, the Board will look at how this role can be incorporated into the Safeguarding Champions role. The Board will also look at recruiting more Safeguarding Champions. Furthermore, the Board is working with London ADASS to recruit three residents with experience of safeguarding to represent the City and Hackney at the London Safeguarding Voices Group.
- 2) The Board has had to postpone a number of plans to hold events for residents living in the City and Hackney due to the Covid-19 pandemic. Whilst there have been a small number of service user events online, the lack of face to face meetings has limited the opportunity to build up the CHSAB's service user network. The Board is looking to engage with existing service user networks to help raise awareness of safeguarding amongst residents and will also resume face-to-face events when it is safe to do so.
- 3) The Board was unable to update all its policies, most notably the Self-Neglect and Hoarding Policy. Given the findings from the MS SAR and the work undertaken around mental capacity, the Board has a plan on how the Self-Neglect and Hoarding Policy will be updated and published as a priority, going forward.
- 4) The Board had to cancel its plans for a multi-agency case file audit into self-neglect. The audit was intended to assure the Board that its partners that there were appropriate safeguarding responses to residents experiencing self-neglect. The audit was postponed due to the cyberattack that impacted the London Borough of Hackney. This was on the basis that it was no longer possible to access all the information required for the audit. A new audit has been scheduled to take place in 2021/22.
- 5) The Board had to cancel its audit of the partnerships' safeguarding practice using the London Safeguarding Adults Partnership Audit Tool and the planned challenge event due to the second wave of the Covid-19 pandemic. This event was due to take place in February 2021 and was postponed until June 2021.

## Safeguarding Adults Reviews (SARs)

The Board published two Safeguarding Adults Reviews for 2020/21: MS and Mr EF (<https://hackney.gov.uk/chsab-sars>). The Board has a statutory duty to undertake Safeguarding Adults Reviews under section 44 of the Care Act 2014. A SAR takes place where an adult has (i) died or suffered serious harm; (ii) it is suspected or known that it was due to abuse or neglect and (iii) there is concern that agencies could have worked better to protect the adult from harm.

### Case Outline - MS SAR

MS was a Turkish (Kurdish) male, aged 63-years old with a history of homelessness, self-neglect and substance abuse. He had limited understanding of English and his engagement with services was sporadic. MS was sadly found dead at a bus stop in Stoke Newington, which he frequently stayed at during periods of homelessness. He had been living at the bus stop for a number of weeks after being evicted from a residential care home where he had been living for five months. His living conditions were very poor, he was unable to move, doubly incontinent and surrounded by bags and unopened bottles of water. There were a number of services that had tried to engage with him and get him support for his needs but he did not engage. A Coroner found that MS died of natural causes. .

### Reasons for review

A decision was made to review the case on the basis that there were concerns about:

- The multi-agency response to multiple exclusion homelessness
- Understanding around mental capacity, particularly where an adult may lack executive capacity<sup>3</sup>
- How well agencies responded to MS's health and care needs
- Whether legal options were considered to support MS
- The reasonable adjustments made to support MS.

### Key findings

The SAR Reviewer, Professor Michael Preston-Shoot, made a number of findings in this case, which included:

- Professionals can lack confidence in taking the lead in complex cases; however evidence suggests that allocating a lead agency or worker can be an effective way of helping an individual in the long-term.
- There were assumptions that MS had capacity to make decisions, however in cases where this is not clear staff should escalate the case or seek support from legal teams
- Little was known about MS's life and the reviewer emphasised the importance of making efforts to understand the history of an individual including their past traumas and experiences

<sup>3</sup> This is where an adult may appear to understand and make decisions regarding actions and risks in their lives but they are not able to act upon these and therefore lack executive mental capacity.



- Assessments of MS did not lead to a safeguarding enquiry, which would have triggered an official safeguarding process to support him. It is important to ensure that professionals are aware of the legislation that exists to support rough sleepers.

### *Actions taken in response to the SAR*

Some of the steps that the Board has taken in response to the findings of the SAR, include:

- London Borough of Hackney Adult Social Care Team has improved collaborative working with Housing and Community Safety teams. Examples of this include ensuring that there is safeguarding representation at the Street User Outreach meetings to provide support with safeguarding and legislative issues.
- London Borough of Hackney Housing Benefits Needs has used Rough Sleeper Initiative funding to provide a holistic service around the person. This includes outreach services to meet people where they are, a mental health social worker to provide expertise in this area and some emergency accommodation to provide space to stabilise. The service is also looking to enhance and formalise therapeutic interventions, and is working with East London Foundation Trust and voluntary sector partners to secure this.
- The Board is currently in the process of reviewing and amending escalation policies for complex cases so that there clarity on which panels can be utilised for support and what the process for escalation is where someone becomes very high risk of harm
- Training has been commissioned on trauma-informed approaches to safeguarding to ensure that staff have support in understanding how trauma may impact an individual's life choices and decision making.

#### **Case outline - Mr EF**

Mr EF was aged 89 and of African-Caribbean descent. He lived in London for 60 years and had a niece that he was close to and helped him with his care. Mr EF sadly died in a house fire in February 2019. The London Fire Brigade was alerted after his neighbours smelt smoke. Mr EF was found unconscious in his bedroom and unfortunately could not be resuscitated. An investigation found that the fire had likely been caused by joss sticks which had been propped into flammable items.

This review was discretionary, where the criteria for a formal Safeguarding Adults Review was not met but the SAR sub-group felt that there were valuable lessons that could be learnt from the case. The Board asked Professor Suzy Braye, who undertook the Board's previous fire death review, Mr BC (<https://hackney.gov.uk/chsab-sars>) to return to consider this case. Professor Braye audited how well the learning from the Mr BC review was embedded into practice and also identified learning from the Mr EF case.

### *Reasons for review*

The case was reviewed on the basis there were potential concerns around:

- How well supported Mr EF was in relation to his housing needs
- How well risk, in particular fire risk, was managed in Mr EF's case
- How well was learning from the Mr BC review embedded into practice
- Multi-agency and coordinated work amongst agencies providing support to Mr EF.

### *Key findings*

The SAR Reviewer made a number of findings in this case, which included:

- Whilst the fire risk relating to Mr EF was not obvious, the review did find that agencies needed to refamiliarise themselves with fire risk particularly where risks are not obvious
- There was opportunity for practitioners to exercise their professional curiosity in relation to Mr EF's spiritual distress and his use of joss sticks
- There was limited engagement with Mr EF's niece, who helped provide care to him, and the support she may have needed
- There were opportunities for the Board to look at learning from SARs and how we can ensure learning stays in organisational memory.

### *Actions taken in response to the SAR*

Some of the steps that the Board has taken in response to the findings of the SAR, include:

- The Board has created a SAR action plan task and finish group, which has a dual purpose. The first is to ensure that all SAR actions are appropriately completed and to the second to identify how learning from SARs can be effectively embedded into practice
- London Borough of Hackney and London Fire Brigade are working collaboratively to create a system by which residents who are referred into Adult Social Care for support are automatically referred for a home fire safety visit
- The Board is working with the Carers Development Manager to identify how family and informal carers can be provided with greater support
- There will be refresher training and guidance provided to staff across the provider and housing networks on reducing fire risks.

## CHSAB Strategy 2020-25

This section provides an update on the progress made against the CHSAB Strategy 2020-25. In 2020/21 the Board has made the following progress against the strategic priorities:

- The Board's quality assurance sub-group regularly collected data on the use of advocates and will continue to analyse this over the next year
- There was a scoping exercise undertaken regarding mental capacity, in relation to executive capacity. The findings from this work will be used to inform actions in the 2021/22 annual strategic plan
- Several Board members are members of national safeguarding networks, so that both local and national safeguarding trends are reported to the Board. This information is used to inform the Board's annual strategic priorities
- The Board regularly meets with the Neighbourhood Teams to ensure that safeguarding information is shared and incorporated into practice
- Transitional safeguarding remains a key part of the Board's agenda and continues to be included into the Board's annual strategic plan
- Safeguarding Adults Week and engagement with new groups is embedded into the Board's day-to-day business.

## Priorities for 2021/22

In 2021/22 the Board will focus on the following priorities:

- 1) Reviewing the Strategy to ensure that the objectives included are still appropriate and identify any additional objectives to add to the strategy.
- 2) Delivering bi-monthly bitesize safeguarding training to staff and volunteers in community and voluntary sector services.
- 3) Addressing digital safety and financial scams issues, which were identified when analysing safeguarding data. A small task and finish group will identify any further support that can be provided to residents on these issues.
- 4) Contributing to research being undertaken by King's College London and the Policy Research Unit in the Health and Social Care Workforce. The focus of the project is on adult safeguarding responses to homelessness and self-neglect. This takes forward the Board's commitment to responding to safeguarding issues affecting people who are experiencing homelessness.
- 5) Responding to the findings from the Mr EF SAR regarding support offered to carers. The Board has addressed this in the Mr EF action plan, which will be delivered during 2021/22.
- 6) Understanding the impact of our SARs, how this has changed practice in the City and Hackney; how well learning has been embedded into practice. A task and finish group will explore and progress this work further.

- 7) Preparing for the introduction of the Liberty Protection Safeguards, which has been postponed nationally until April 2022: and continue to check with partners that they are prepared for the launch.

## CHSAB Board Partners Safeguarding Achievements

This section outlines the Board Partners main achievements in relation to adult safeguarding for 2020/21:

### *London Borough of Hackney*

- London Borough of Hackney adopted a humanitarian response to residents, ensuring that those that were shielding and those needing support received it. Adult Social Care were able to maintain effective safeguarding service throughout the pandemic and the cyber-attack affecting London Borough of Hackney, providing all adults at risk of abuse or neglect with support.
- There has been increased joint working between adult social care and rough sleeping services. People who were sleeping rough in Hackney were offered accommodation during the lockdown periods. There was positive multi-agency working between teams to ensure that wraparound support was offered to this group and to ensure any safeguarding concerns were addressed.
- Adult Social Care facilitated and co-led information forums between the CCG, City of London and the Care Quality Commission to monitor and respond to any safeguarding risks that arose in Hackney care homes as a result of the Covid-19 pandemic.

### *City of London Corporation*

- The City of London Corporation continued work with rough sleepers to ensure that they received accommodation and support during the Covid-19 outbreaks. Specifically, a Rough Sleeper's Social Worker was recruited and there links between Adult Social Care and Rough Sleeping Services have improved.
- Multi-agency working between City of London Corporation and external agencies has continued to improve with teams benefitting from multi-agency working virtually. There has been more engagement with homelessness services, outreach teams and neighbourhoods teams. The neighbourhood model has put in place their multi-agency meeting in the City of London and this led to better engagement between agencies.
- The City of London Corporation put in place flexible support for residents during the Covid-19 pandemic. This included implementing a seven-day hospital discharge to assess model for people with complex care needs, putting in additional support for adults who were shielding, increased welfare checks and distributing personal protective equipment and food for residents and staff in need of these.



### *City and Hackney Clinical Commissioning Group (CCG)*

- The CCG commissioned a range of services to respond to safeguarding issues arising from the pandemic. This included providing infection prevention and control advice to staff in social care settings, providing enhanced clinical care in care homes and appointing a learning disability primary care and community liaison practitioner.
- A rapid review process for Covid-19 deaths under the Learning Disability Review Programme has been put in place and any significant findings will be actioned accordingly.
- The CCG has worked across North East London offering mutual support and intelligence in relation to safeguarding risks arising during Covid-19. The CCG ensured that there was extra multi-agency support in place to help those residents who may be at risk of harm during the lockdown, this included carers, people with learning disabilities and those with long-term conditions.

### *Homerton University Hospital Foundation Trust*

- Homerton hospital has increased the number of Mental Capacity Assessments undertaken by staff and also delivered more mental capacity training to professionals.
- There has been an increase in the number of patient safety safeguarding incidents. This has been analysed and it was found that staff were forthcoming at reporting incidents, which shows a good patient safety culture. All incidents are analysed and lessons, themes and trends are reported back to staff.
- Homerton hospital has worked collaboratively with the CCG, East London Foundation Trust and the GP Confederation to ensure that there were targeted health interventions for residents that needed support, for example monitoring high risk patients.

### *East London Foundation Trust*

- All service users were given two RAG ratings based on their Covid-19 risk and their mental health risk. Any people who were deemed to be 'red' were regularly reviewed and contacted at least once a month.
- A number of staff across different services have been trained to be Safeguarding Adults Managers. There has also been improved reporting of safeguarding concerns made from professionals working in in-patient services.
- The Trust worked with the London Borough of Hackney to agree a more streamlined approach to reporting safeguarding concerns.

### *Metropolitan Police*

- The police were able to maintain full services throughout the course of the pandemic and have ensured that safeguarding was prioritised during this time.
- Frontline police officers have been provided with more information and awareness on the issue of self-neglect and the importance of referring individuals to safeguarding teams via the Merlin reporting process.
- All new officers have been trained in safeguarding adults, which has been challenging but rewarding given a high intake of new officers to the service.

### *City of London Police*

- The City of London Police developed a hotel engagement working group and digital newsletter for hotel staff. The aim of this was to provide training and information to staff so that they identify and respond to any safeguarding risks that may arise.
- The Police provided Domestic Abuse Multi-Agency Risk Assessment Conference training to outreach and housing providers to help ensure that referrals into the service are of best quality.

### *London Fire Brigade*

- The Fire Brigade implemented a qualified Safeguarding Adults Review Champion within the London Fire Brigade.
- Internal funding was secured for a revised safeguarding training package for senior officers and designated community safety staff.
- The fire brigade undertook 617 home fire safety visits for Hackney for 2020/21. This was lower than usual due to the Covid-19 restrictions but all high risk addresses were prioritised and visited.

### *National Probation Service (NPS)*

- During the pandemic the NPS in Hackney were able to maintain services, with modifications to working practices and the implementation of an Exceptional Delivery Plan which meant that all persons on probation were supervised and managed appropriately.
- The NPS were fully engaged with Mayor's Office of Policing and Crime (MOPAC) as part of their young adults transition programme and have worked to develop understanding and knowledge of all staff in working with young adults in our caseload in Hackney to navigate the transition from.
- Regular audits have been completed both internally and in the Ministry of Justice to ensure that sufficient standards are maintained by our staff in their practice and understanding of safeguarding.

### *Community Rehabilitation Company Probation Services (CRC)*

- CRC undertook more safeguarding checks and assessments in comparison to previous years.
- All safeguarding training is now on an electronic platform, which means staff were still able to access training during the lockdown period.
- The CRC have been part of the Mayor's Office of Policing and Crime project around transitional care for young adults involved in the criminal justice system.

### *Department of Work and Pensions Hackney (DWP)*

- The DWP joined the Board and has attended all key meetings to date. The DWP has also linked in with other Boards that link in with safeguarding such as the Safe and Together Approach for Domestic Abuse.

### *Age UK*

- Age UK was able to check in with all their most at risk clients, through both telephone and face to face visits during the pandemic. This helped the organisation identify and report potential safeguarding risks at an earlier stage.
- A number of Covid-19 related scams learning sessions were delivered by staff at Age UK.
- Age UK supported residents in the City to use virtual means of communication. This had a dual benefit of helping people connect with others over the lockdown period and also get a better understanding of people's circumstances at home.

### *Hackney Community and Voluntary Services (CVS)*

- Hackney CVS helped provide refresher training to the Safeguarding Champions and continued to provide practical support to champions throughout the year.
- Hackney CVS has attended and contributed to on-going work regarding transitional safeguarding.
- Hackney CVS continued to raise awareness of adult safeguarding issues at a community level via training and awareness sessions. Five awareness raising sessions were delivered in total, which were attended by 75 people in total.

### *Hackney Healthwatch*

- Hackney Healthwatch continued to promote adult safeguarding awareness and signpost residents to adult safeguarding services.



## Safeguarding Data

The safeguarding data for 2020-21 is presented separately for the City of London and Hackney. Whilst the City of London was able to provide a full picture of safeguarding for their area, the London Borough of Hackney was not. This was due to a cyberattack that affected London Borough of Hackney data systems and meant that it was not possible to provide a full data submission. Whilst some quantitative data is provided below, this will not be fully accurate and should be used with caution. To supplement this data the Board has included anecdotal information provided by partner agencies. .

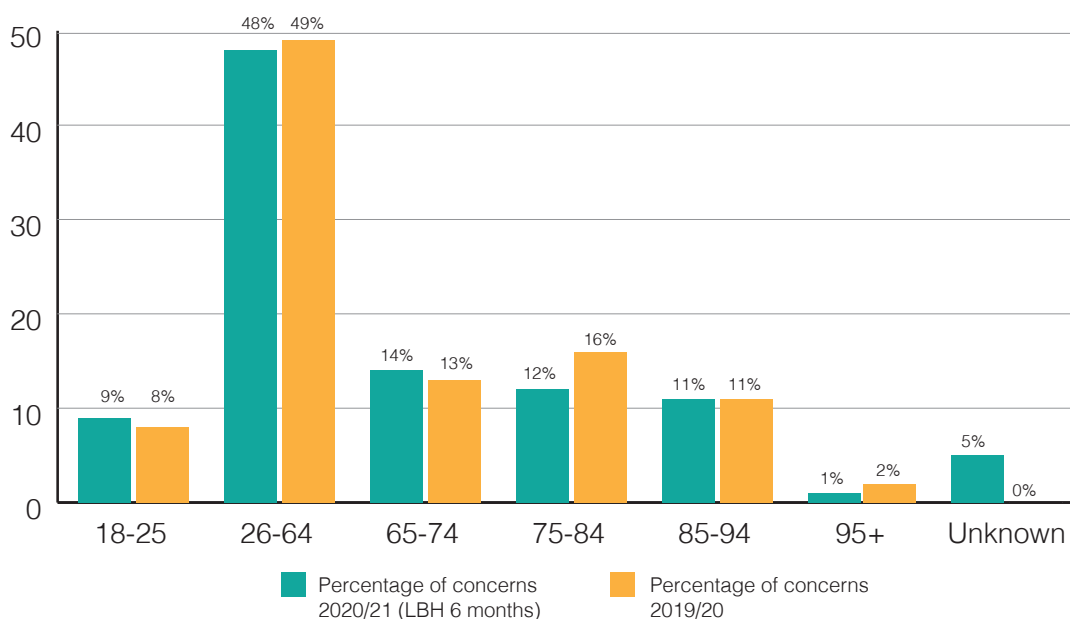
### London Borough of Hackney

Please note that all data provided for the London Borough of Hackney is estimated based on six months worth of data. This information includes safeguarding concerns and enquiry outcome decisions which were all recorded after October 2020, when the cyberattack occurred.

Whilst the Board only has access to six months worth of data, the data does suggest that there has been an increase in the number of safeguarding concerns being referred into Adult Social Care. This is consistent with data collected by the Local Government Association as part of their Covid-19 Safeguarding Adults Insight Project (<https://www.local.gov.uk/covid-19-safeguarding-adults-insight-project>), which collected real time data on safeguarding from Local Authorities across England during the pandemic. This data showed generally that there was an initial decrease in safeguarding when the lockdown occurred and this increased as the lockdown eased. The general trend identified that there were largely more safeguarding concerns reported during 2020/21 than previous years.

### Concerns - Age

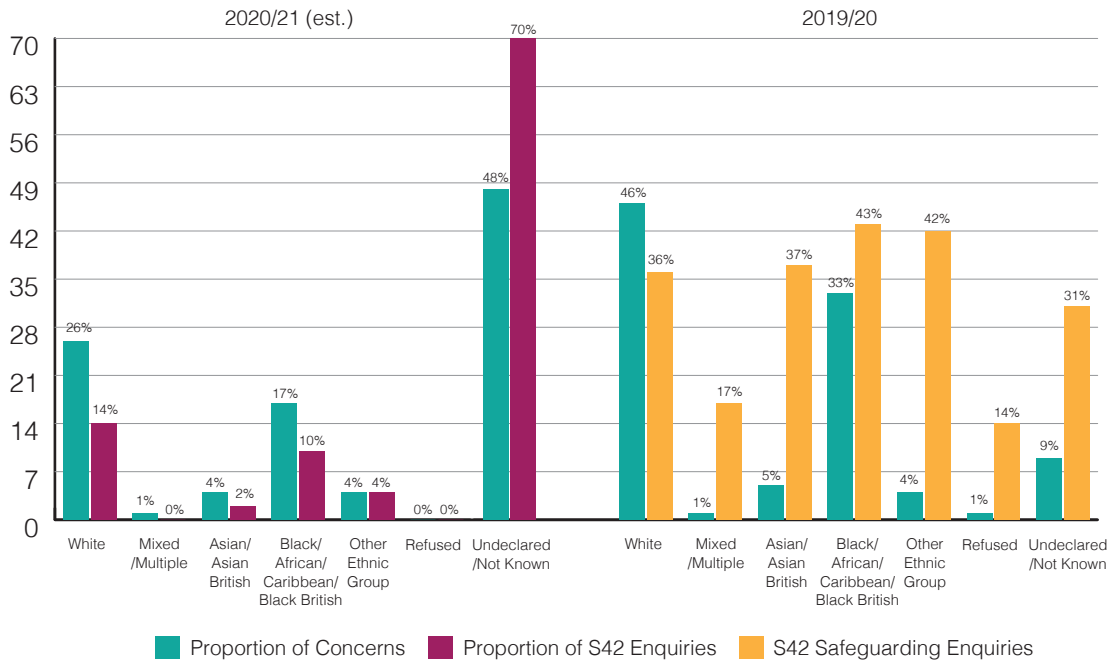
Number of Concerns by Age Group (%)



The data shows that there is very little change in profile from the previous year.

## Concern - ethnicity

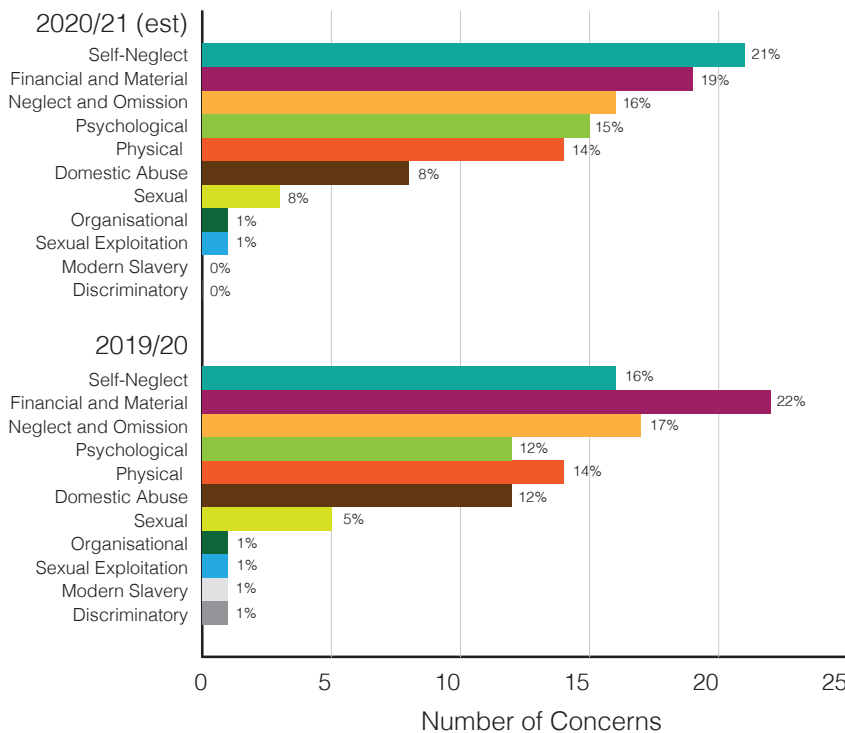
### Conversion Rate of Concerns by Ethnicity



Due to the cyberattack and the lack of access to case management software it was not possible to obtain accurate data on ethnicity as many concerns were not able to be captured.

## Concerns - abuse type

### Type of Abuse at Concern

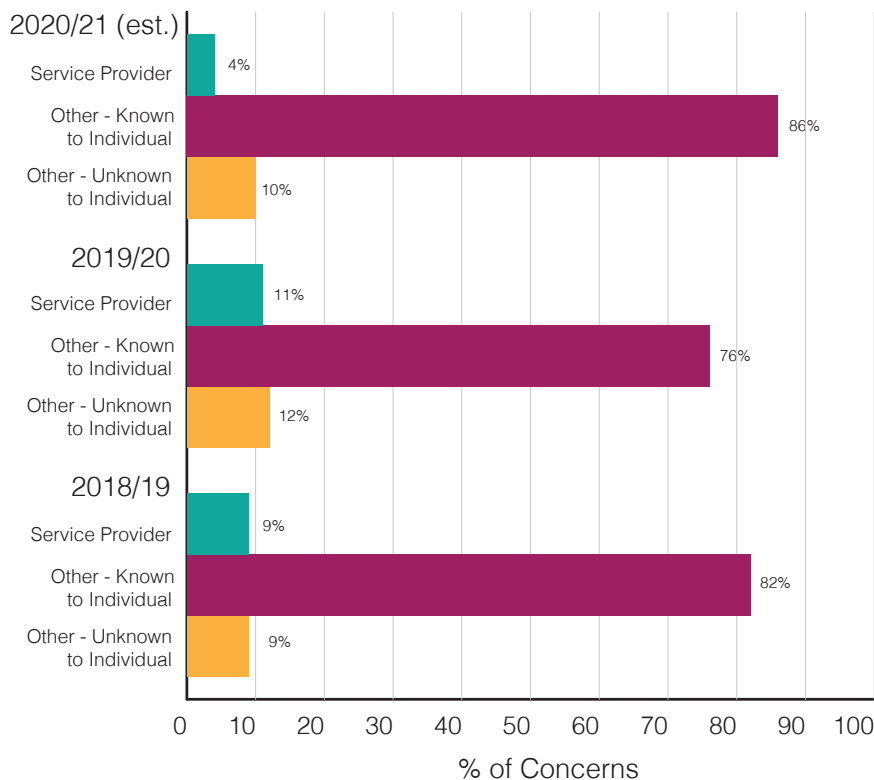


The data shows that both self-neglect and psychological abuse have increased in number in the past year. This is consistent with anecdotal information from professionals and also data collected in the Local Government Association’s Insight Report, which recognises that there were more residents presenting with signs of self-neglect. In response to this, the Board will be undertaking a multi-agency case file audit looking at how well professionals respond to individuals experiencing self-neglect. The self-neglect and hoarding policy will also be updated to include more information around issues of capacity to make decisions. The Board will also explore how to raise awareness of psychological abuse across the City and Hackney.

The data suggests that domestic abuse appears to have fallen from October 2020 - March 2021, this is surprising as there appeared to be an increase in domestic abuse during the early stages of the first lockdown. However, not all domestic abuse cases will be reported as safeguarding, with this being reported to the Domestic Abuse Intervention Service and to police as well. There were cases of modern slavery and discriminatory abuse however there were very few and therefore made up less than 1% of the cases referred into Adult Social Care.

**Concerns by Source of Risk**

**Concerns which included allegations relating to each Source of Risk**

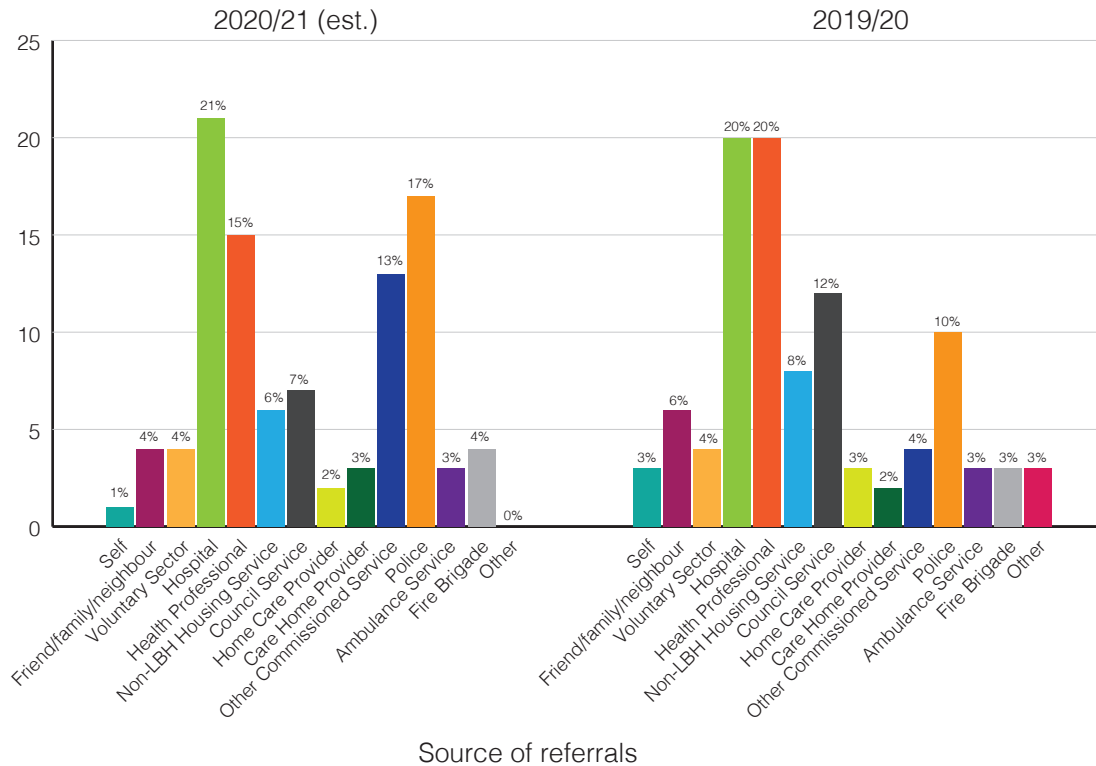


The data shows that the source of risk is highly likely to be known to the individual, making up 86% of the concerns reported into Adult Social Care. This is consistent with national themes captured in NHS Digital’s Safeguarding Adults Collection, which has shown nationally that abuse is more likely to be

perpetrated by someone the person knows. There has been a significant drop in the source of risk being the service provider, this may be because residents were less likely to attend services in person.

Concerns by source of referral

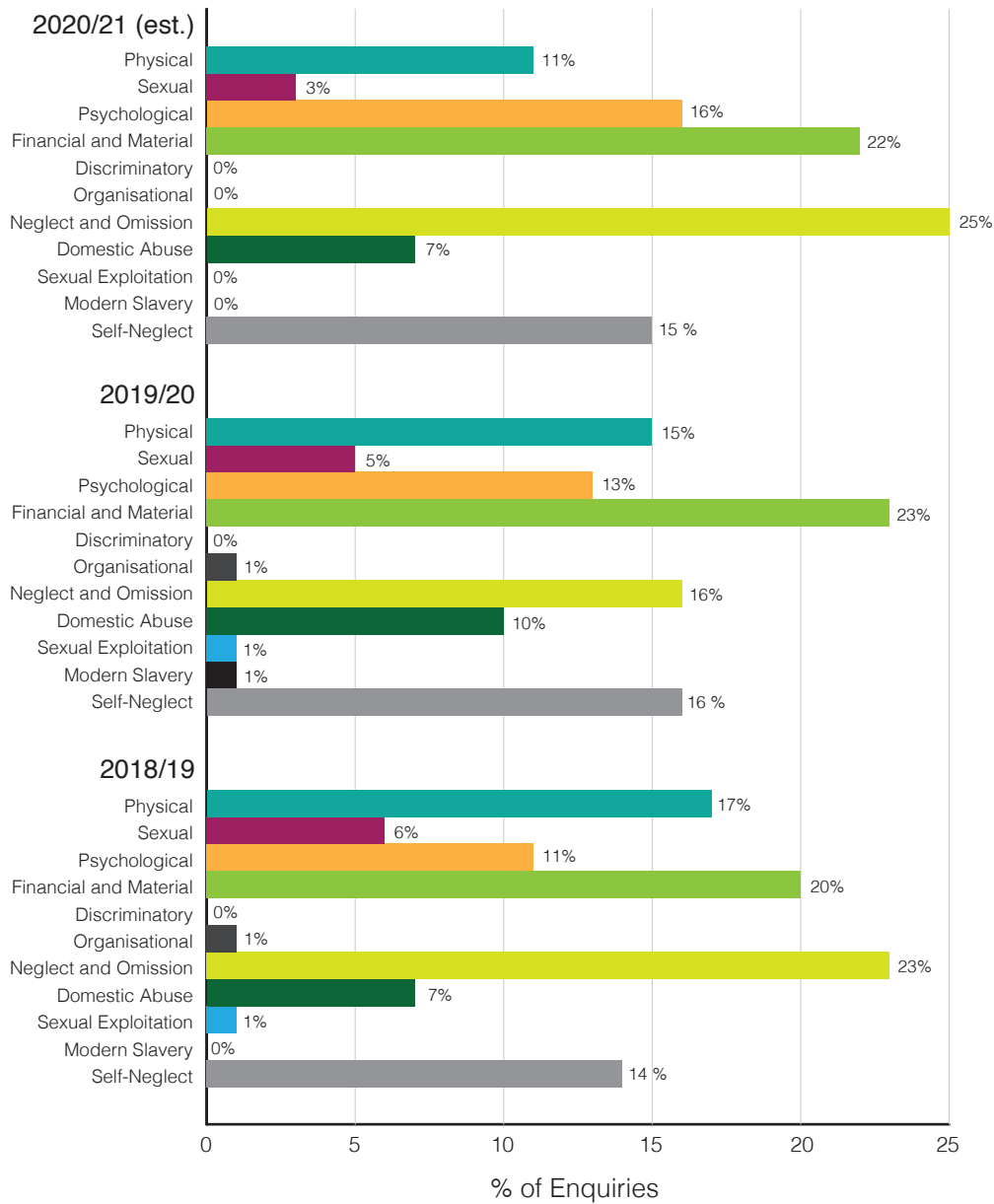
**Proportion of Concerns raised by Source of Referral**



The data shows that the health sector remains the biggest referrer of residents for safeguarding support. It is positive to see that there has been a significant increase in the number of residents being referred to Adult Social Care by the police. There was a decrease in the number of self-referrals and referrals from friends, family or neighbours. The Board will look at how it can increase engagement with residents going forward.

Section 42 enquiries by type of abuse

**Section 42 Enquiries which included allegations relating to each Type of Abuse**



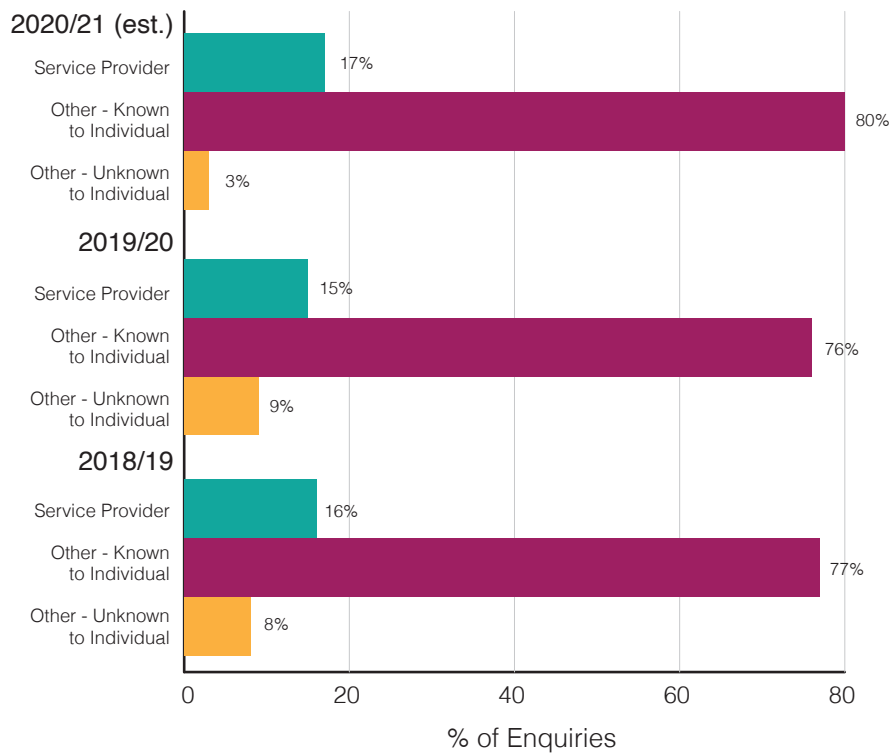
The data provided above is estimated as there was only six months worth of data available. There have been significant increases in neglect and acts of omission, although it is noted that last year’s figures were lower than they would usually be. This information appears to substantiate concerns raised by the Board’s partners that a number of residents were inadvertently caused harm as they were unable to see practitioners face-to-face over the lockdown period. When they did subsequently attend services, a number of residents displayed signs of neglect.

There were reductions in physical abuse and domestic abuse, although the reasons for this were not completely clear. Although there were increases in self-neglect concerns reported to Adult Social Care, there was not a significant

difference in the amount of concerns leading to a s42 enquiry. The gap between number of concerns and those subsequently leading to enquiries could be due to better awareness amongst partner agencies around self-neglect.

**Section 42 enquiries by source of risk**

**Section 42 Enquiries which included allegations relating to each Source of Risk**

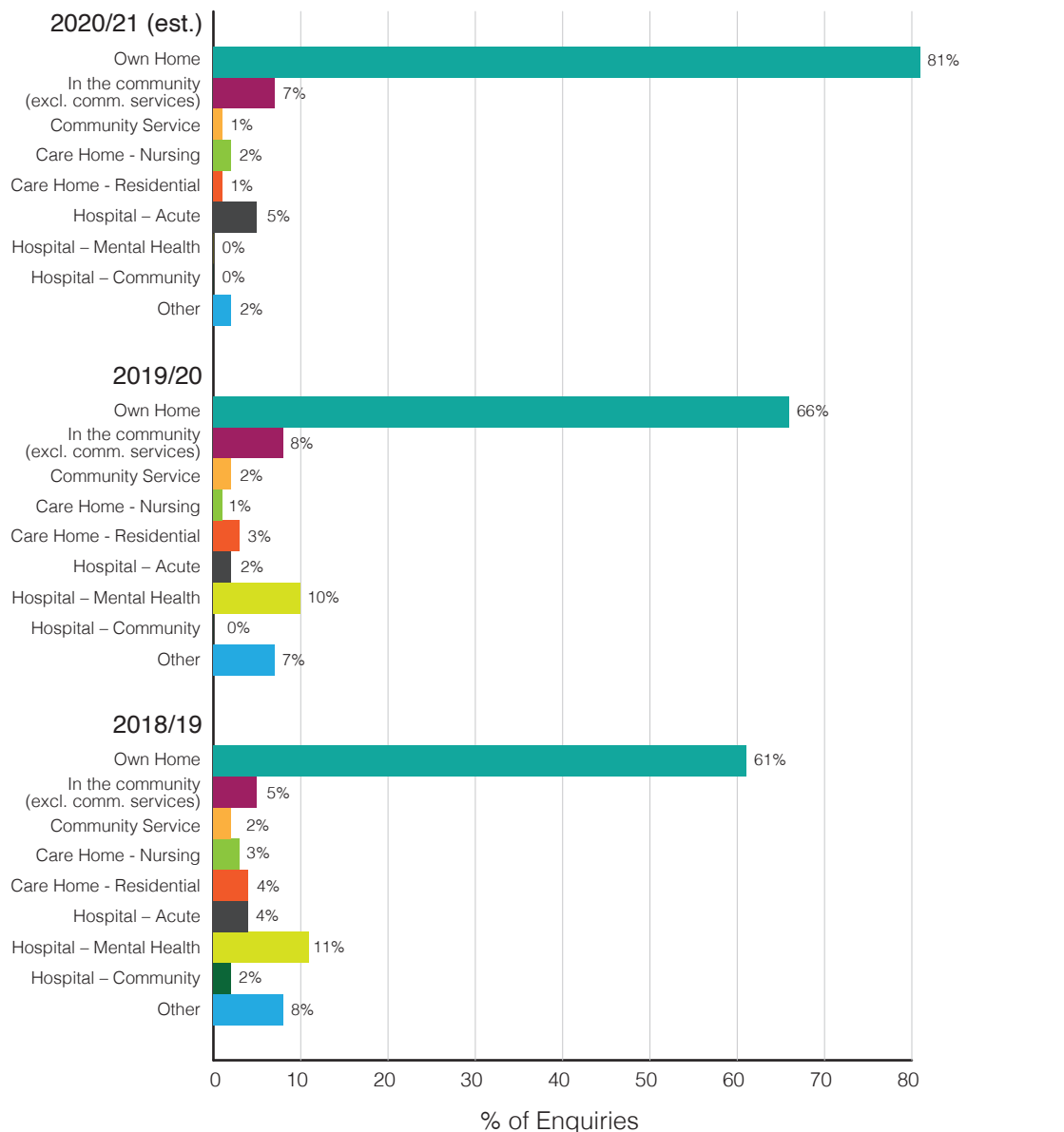


The data shows that most abuse is perpetrated by someone known to the individual. There has been a decrease in allegations relating to someone unknown to the individual. The reasons for this are unclear although it is likely to be a knock-on effect of people being in lockdown and having fewer interactions with people they do not know.

**Section 42 enquiries by location of abuse**

The vast majority of alleged abuse was believed to have happened in the person’s own home. This is higher than previous years and likely to be due to the lockdown. The data is consistent with national themes identified by NHS Digital, which shows that abuse is most likely to happen in someone’s own home. There is no abuse recorded within mental health hospitals; this is due to East London Foundation Trust’s data not being included in this section due to the difference in recording between the Trust and London Borough of Hackney.

**Section 42 Enquiries which included allegations relating to each Location of Risk**



## Key Safeguarding themes

The Board's monthly executive group meetings offered an opportunity for partners to discuss and explore safeguarding themes that arose over the course of the financial year and the Covid-19 pandemic. The following themes were identified:

- 1) During the initial lockdown period in response to the first wave of Covid-19 there was a decrease in safeguarding concerns reported to Adult Social Care, however this number increased once lockdown eased, with the number of concerns being higher than average.
- 2) There was an increase in domestic abuse referrals to the Domestic Abuse Intervention Service and a noted increase in domestic abuse being identified by mental health services. Police did however confirm that they were dealing with broadly consistent levels of domestic abuse.
- 3) During the first lockdown period, while some organisations continued to deliver services as normal, others moved to remote or virtual working, and meetings have not stopped for many services. For some services there has been a reduction in face-to-face meetings. There was an increase in face-to-face services during the second lockdown compared to during the first lockdown period. There were concerns around inadvertent harm caused to individuals where there has been a lack of contact, such as the deterioration in people's conditions or safeguarding issues not being identified. London Borough of Hackney adult social care provided assurance that they were quality-assuring visits to ensure that these were appropriately carried out and these risks were mitigated.
- 4) During the peak of both outbreaks, it was noted that some people were unwilling to allow health and care staff into their homes or their relatives' homes due to concerns about being infected by Covid-19. This meant that not all residents received the quality of care they needed. Further, there was some anecdotal evidence to suggest that some families were struggling to care for their relatives during the lockdown period.
- 5) Voluntary sector services and London Borough of Hackney were aware that new groups of residents were presenting in need of support, in particular there has been an increased use of food banks, numbers of people newly experiencing homelessness and increases in the numbers of people experiencing social isolation.
- 6) There was an increase in numbers of people reporting anxiety to the voluntary sector, advocacy and mental health services. It was noted that there was a significant increase in calls to crisis and helplines during the lockdown periods, although this had not necessarily translated into an increase of safeguarding concerns being reported. During the first lockdown there was a cluster of suicides in Hackney, which have been investigated by East London Foundation Trust. Furthermore, Thrive also has anticipated an increase in suicides as a result of poverty and



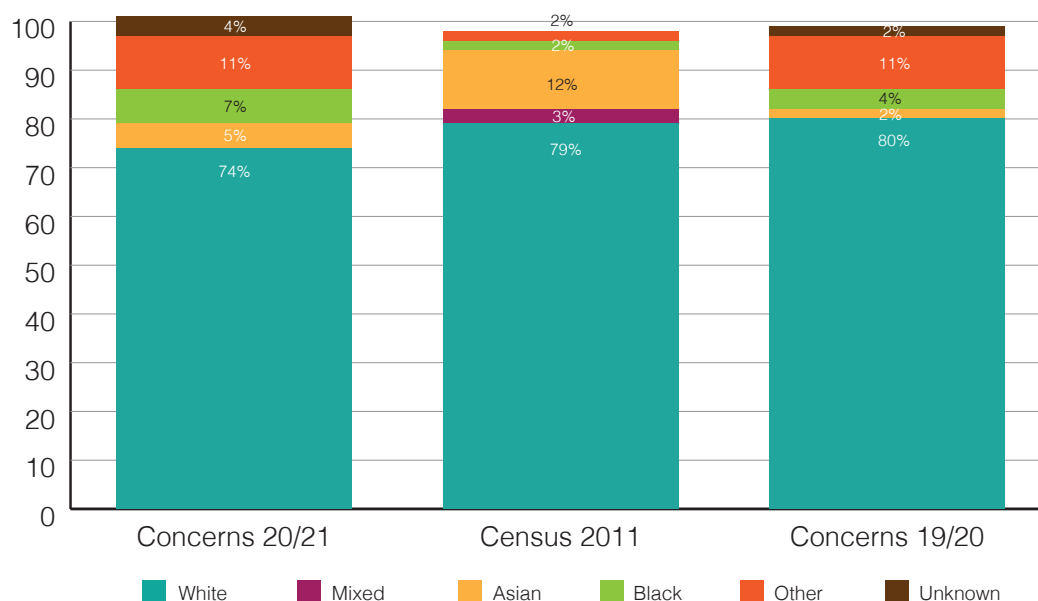
deprivation caused by the Covid-19 outbreak. There has already been an increase in referrals to in-patient mental health services.

- 7) There was an increase in calls concerning Covid-19 scams, and it appears that a number of people have been targeted by sophisticated scams, often relating to the vaccination programme.
- 8) There were concerns reported by a number of agencies about the impact of Covid-19 on carers. There were specific concerns about carers having to take on additional responsibilities during this time, without additional support being offered in some cases. Going forward, it was anticipated that there may be an increase in the numbers of carers needing support.
- 9) There have been increased reports of self-neglect, potentially due to a lack of support and social interaction over the lockdown periods. Moving forward it is anticipated that the Board will continue to see increases in self-neglect reporting.
- 10) There have been reported increases in cuckooing (Cuckooing is where people take over a person's home and use it for their own purposes, exploiting the individual at the same time.) It is not clear whether this increase has been due to increased instances of cuckooing or better awareness of this amongst professionals and increased reporting.

### City of London Corporation Safeguarding data

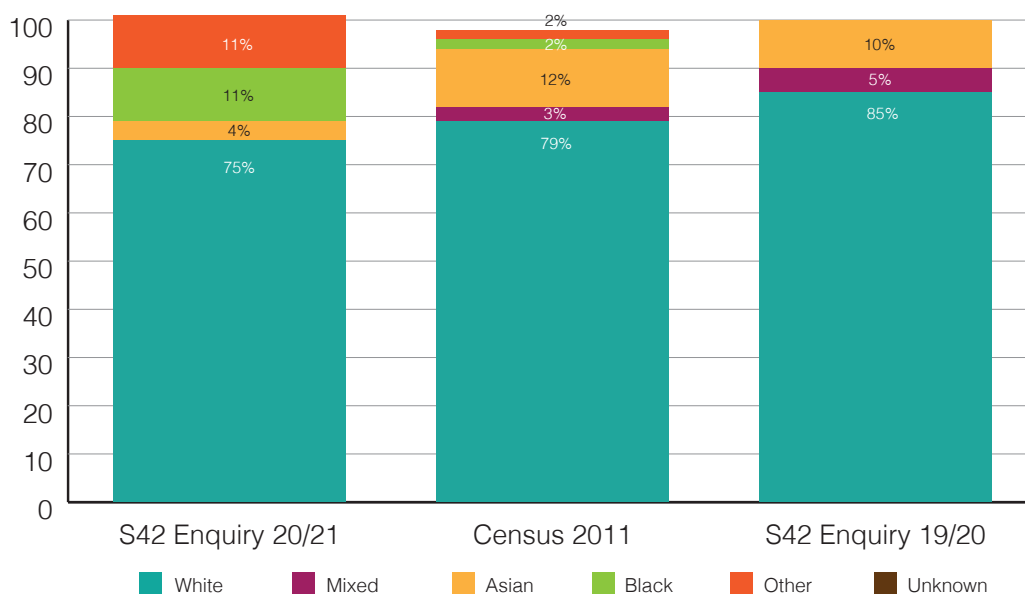
- 57 safeguarding concerns were raised
- 38 safeguarding concerns led to a Section 42 safeguarding enquiry
- Of the 43 concluded cases, 32 were asked about their desired outcome. 24 expressed their desired outcomes. Of the 24 people, 23 people had their desired outcomes fully achieved and/or partially achieved.

### Concerns - ethnicity



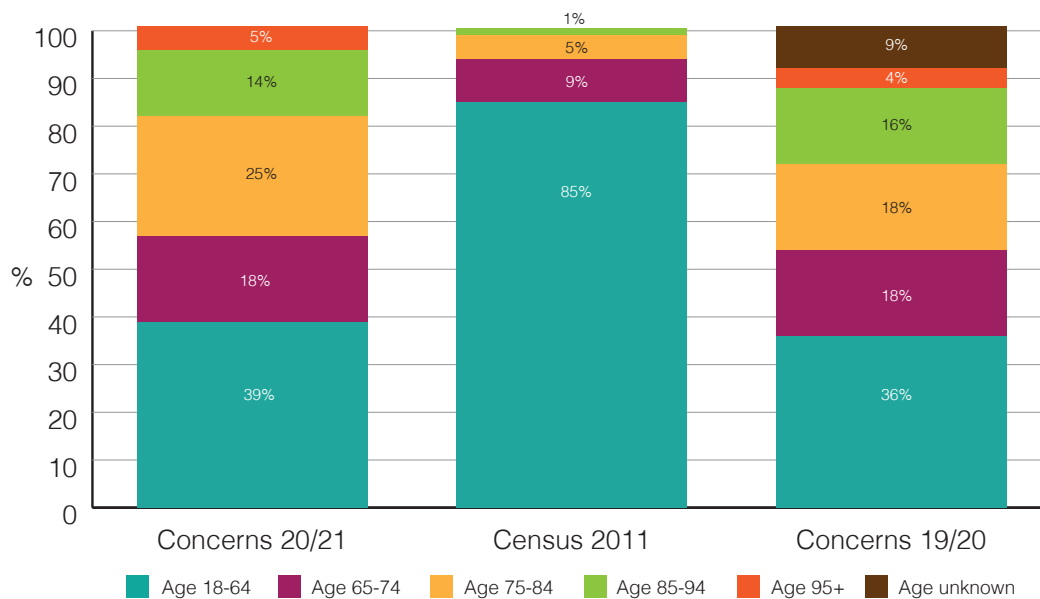
In 2020/21, 74% of safeguarding concerns were in the “White” ethnic category, which is more comparable with the 2011 City of London census breakdown but is in contrast to the ethnic breakdown of concerns raised during 2019/20. 5% of safeguarding concerns were for the “Asian / Asian British” ethnic category, compared with this group accounting for 2% of concerns in the prior year. This is, however, lower than other ethnic groups, which is significant considering that this is the second largest ethnic group in the City. There were 11% of concerns that were categorised as “Other” ethnic origin, with the “Black / Black British” accounting for 7% and ‘unknown’ being 4% respectively.

**Enquiries - ethnicity**



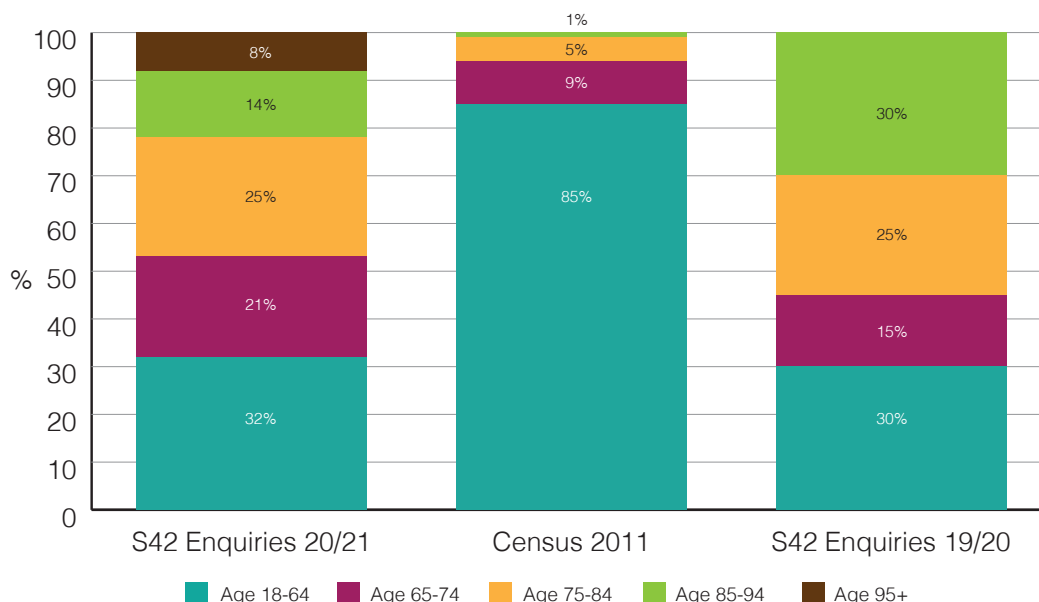
In 2020/21 75% of safeguarding enquiries were regarding people who were in the ‘White’ category, which is similar to the 85% from the previous year. The graph above shows a more comparable and representative demographic makeup to that described in the 2011 COL census breakdown in comparison to last year’s data. There remains an underrepresentation of people from ‘Mixed’ and ‘Asian’ backgrounds and an overrepresentation of people from a ‘Black African’ or ‘Caribbean’ background.

### Concerns - age



In 2020/21 the majority of safeguarding concerns were reported regarding people aged 18-64 followed by people aged 75-84. This is consistent with 2019/20 data which showed that 36% of safeguarding concerns related to people aged 18-64. The increase in younger people (people aged 18-64 years) with safeguarding concerns is thought to be a result of more rough sleepers being referred for safeguarding support.

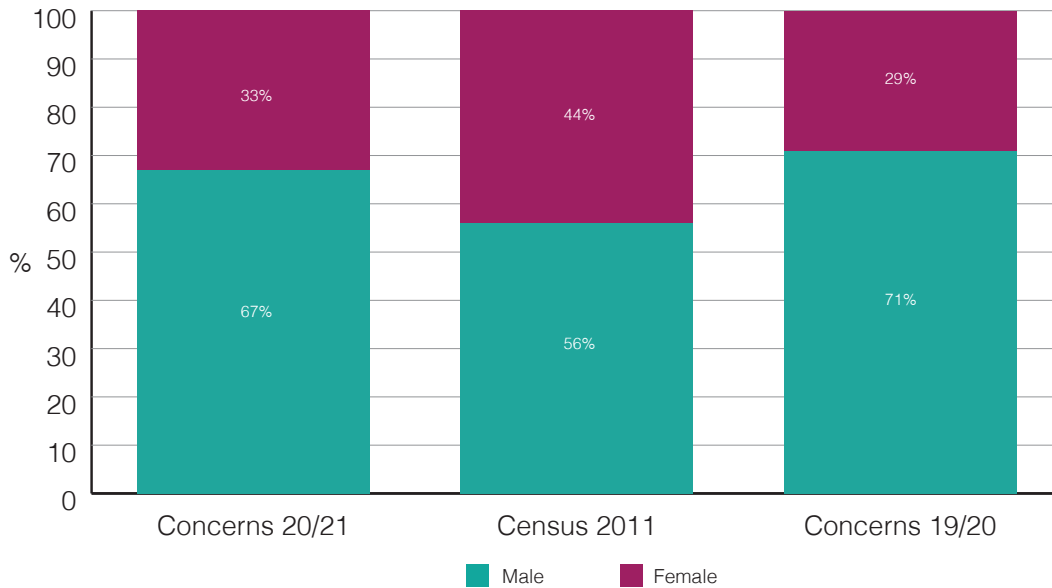
### Enquiries - age



The majority of S42 Enquiries were regarding people aged 18-64, which accounted for 32% of the enquiries and is similar to the previous year's figures of 30%. Prior to this, older people (aged 65+) featured in the majority of safeguarding concerns. This change may be due to the general public

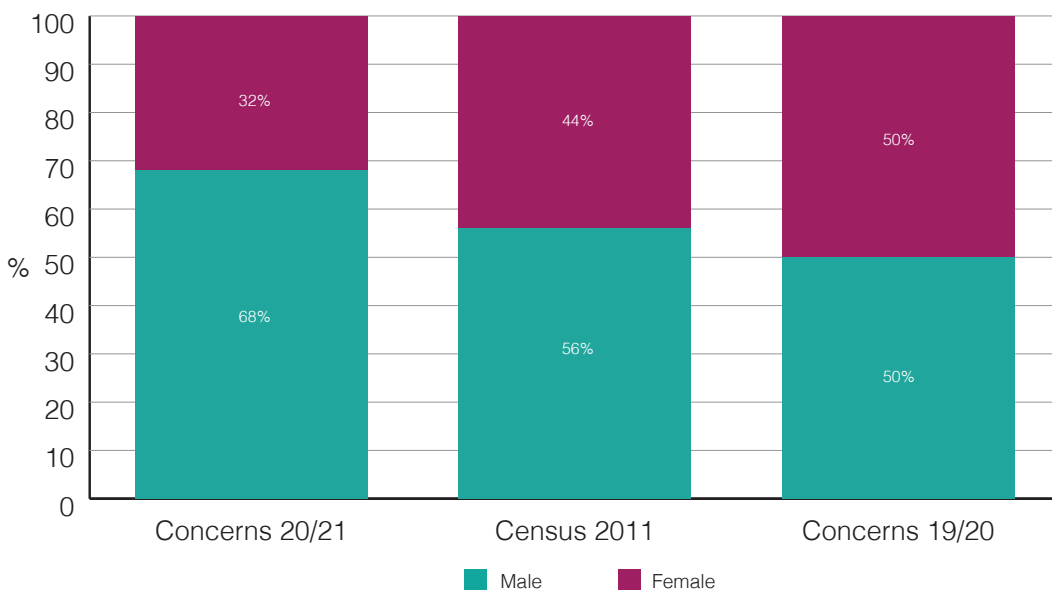
and professionals being more aware of adult safeguarding, which is causing an increase in referrals and subsequent enquiries in comparison to previous years. However, this change is more likely to be due to higher visibility of rough sleepers during the Covid-19 pandemic and increased reporting of safeguarding issues during this period.

**Concerns by gender**



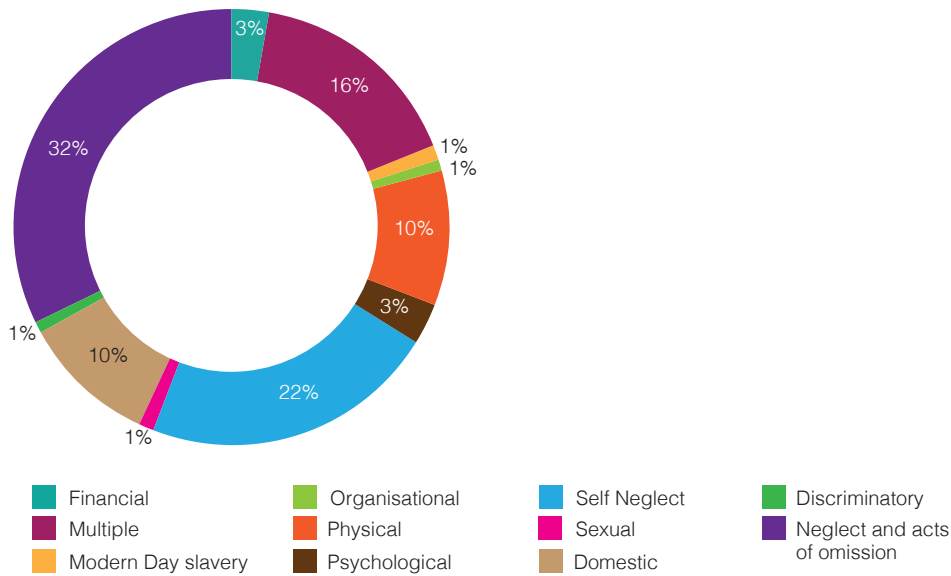
In 2020/21 the majority of safeguarding concerns reported were about men, which was similar to 2019/20. This pattern has varied year to year with more women being the subject of safeguarding concerns in some previous years. On further examination some of the concerns represent multiple referrals for one person, and taking this into account, the differential was smaller.

**Enquiries by gender**



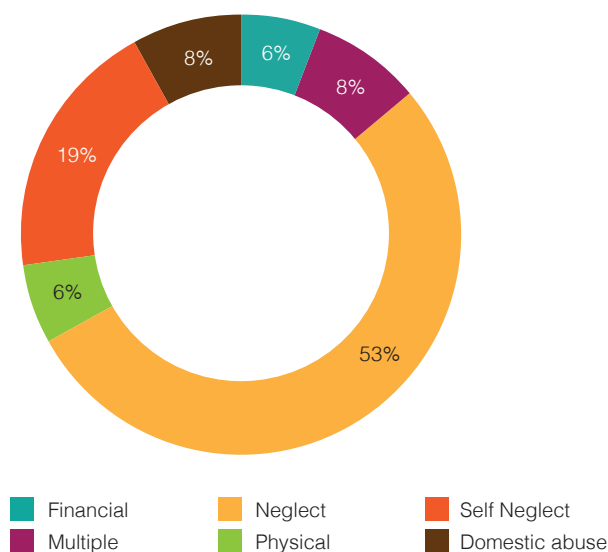
The majority of safeguarding enquiries involved men, compared to 2019/20 when there was an even split with both males and females accounting for 50% of S42 enquiries. However there is only a marginal difference between males and females so these changes are not significant.

Concerns by abuse type



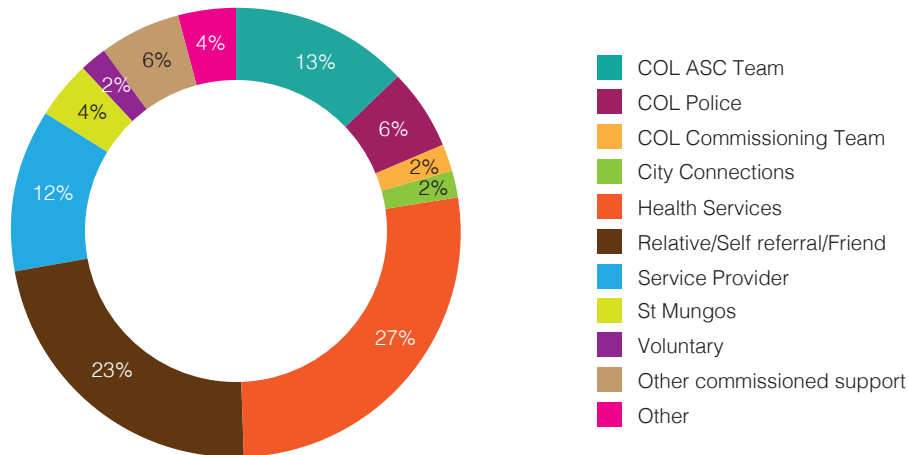
The most common form of abuse reported during 2020/21 was neglect and acts of omission. The data showed a significant rise in the number of reported safeguarding concerns involving domestic abuse. Financial abuse has declined as a cause of harm for the second year in a row. This may indicate that prevention of financial abuse is improving. It may also indicate that, since the pandemic has commenced, there has been an increase in other forms of abuse, in particular neglect, domestic abuse and self-neglect.

Enquiries by abuse type



The most common form of abuse that was identified through safeguarding enquiry was neglect and acts of omission. This was consistent with previous year’s data. Self-neglect was the second most common type of abuse, accounting for 19% of enquiries. As mentioned above, the number of enquiries involving financial abuse has also decreased with only two enquiries involving financial abuse.

**Source of referral**

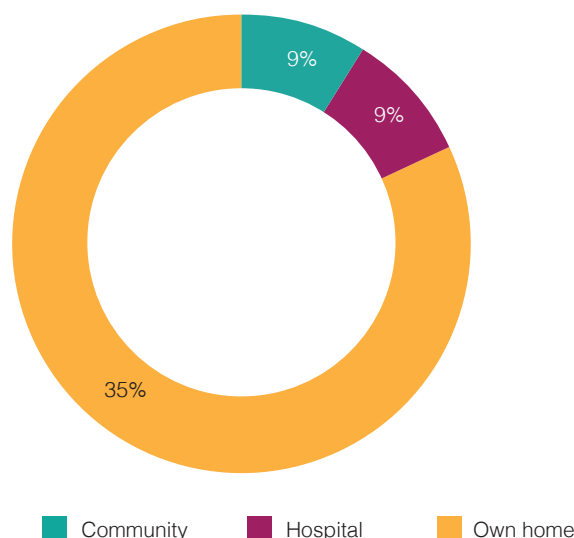


During 2020/21 the top three sources of referral were:

- 14 from Health services
- 12 from Relative / self referral / friend
- 10 from City of London (1 of which relates to City Connections)

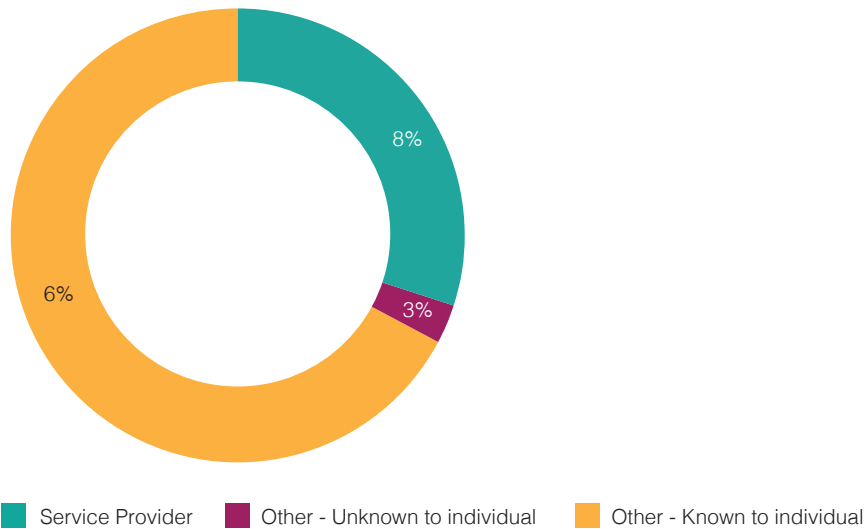
It was positive to see that the second highest rate of referral to safeguarding services was from a friend, relative or self-referral. This suggests that the public are becoming more familiar with adult safeguarding and how to refer people for support.

**Location of risk for concluded cases**



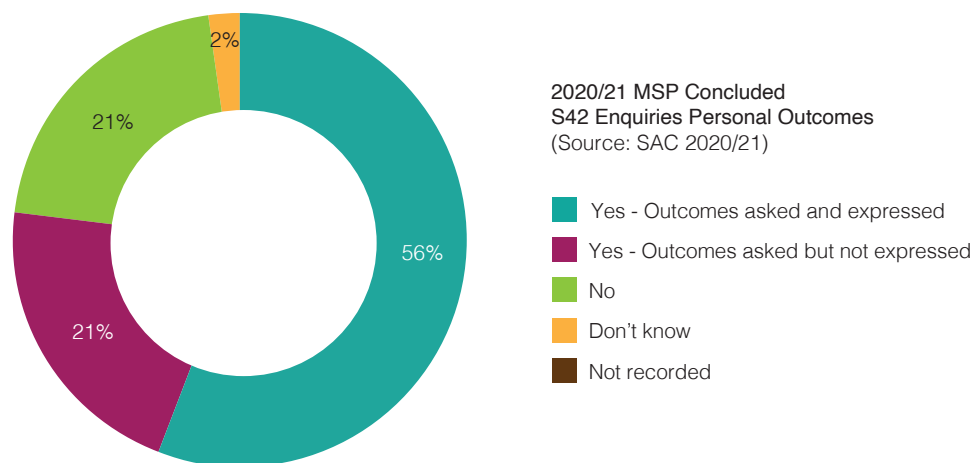
The majority of abuse occurred within the person’s own home. This is consistent with previous year’s data and national trends identified in NHS Digital’s Safeguarding Adults Collection (SAC), which collects safeguarding data from all Local Authorities in England. There were fewer cases where the location of abuse was in the community or a hospital. This is likely to be a direct result of the Covid-19 pandemic with many people being unable to leave their homes during this time.

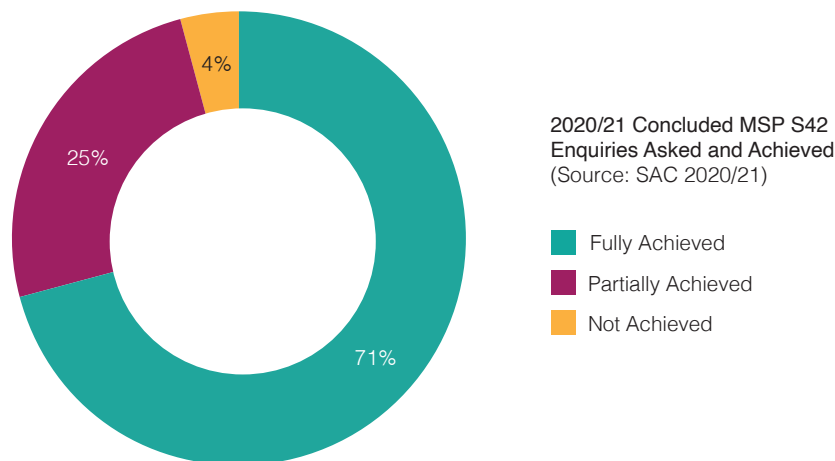
Source of risk for concluded cases



In the majority of safeguarding enquiries, the person who was alleged to have caused harm was known to the individual. This information is consistent with previous years’ data and also reflects national trends identified in the NHS Digital SAC returns.

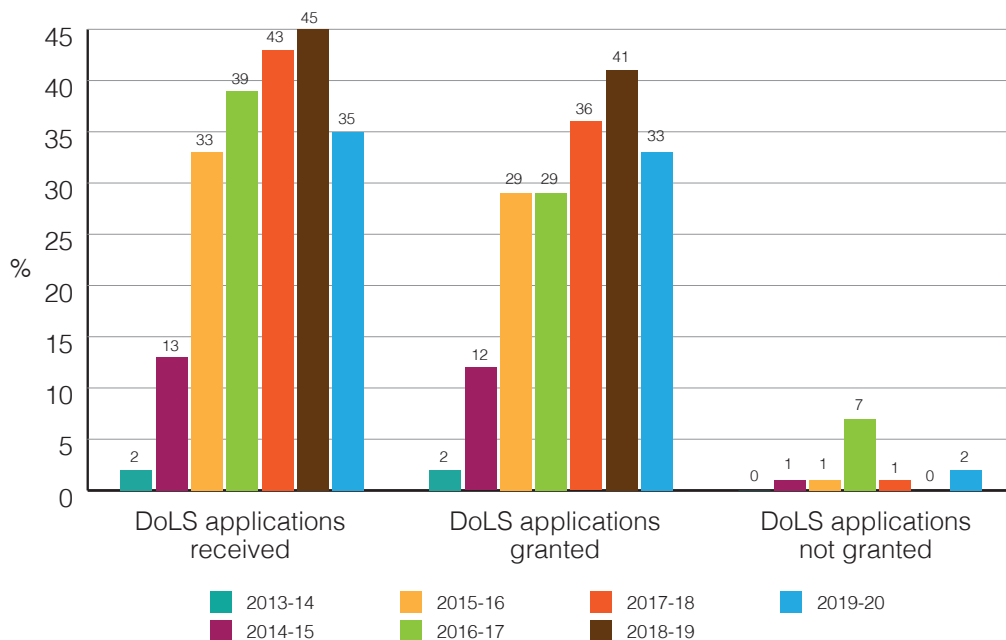
Making Safeguarding Personal





Making Safeguarding Personal is a way of undertaking safeguarding activity that is person-centred and focuses on delivering outcomes that the individual using safeguarding services wants. Professionals ask the person what they want or need to help them keep themselves safe. Where someone is unable to tell professionals about their needs, a best interest decision can be made to ensure their values and beliefs are upheld. The data shows that there has been an increase in the number of people who have not been asked about their desired outcomes. The reasons for this are not clear and will be explored further. There has, however, been an increase in wishes being achieved where people have expressed the outcomes that they want to be achieved.

Deprivation of Liberty Safeguards (DoLS)



During 2020/21 there were 39 DoLS applications, although 4 were from last year’s reporting period. ‘Active DoLS’ refers to DoLS from the prior reporting period that remained active during the current reporting period. The number of DoLS applications remained stable from the previous year, although there is a wider pattern of DoLS applications reducing in number.



# Appendix A:

## CHSAB Annual Strategic Plan 2020-2021

# CHSAB Annual Strategic Plan 2021 – 2022 (Update February 2021)

The CHSAB Plan addresses the six core principles contained in the CHSAB’s Strategy for 2020 – 2025

Partner	Lead
London Borough of Hackney (LBH)	Helen Woodland
City and Hackney CCG (CCG)	Siobhan Harper / Jenny Singleton
City of London Police	Anna Rice
Barts Health NHS Trust	Claire Hughes
London Fire Brigade (City of London and Hackney)	
National Probation Trust	Clare Andsell
Healthwatch Hackney	Jon Williams
Hackney CVS Age UK	Kristine Wellington Larissa Howells
London Borough of Hackney and City of London Public Health	Andrew Trathen
Turning Point (substance misuse service)	Graeme Hodgkinson
Older Person’s Reference Group	Cynthia White
Commissioning LBH	Zainab Jalil

Partner	Lead
City of London Corporation (CoL)	Andrew Carter / Chris Pelham
Hackney Metropolitan Police (MPS)	Marcus Barnett / Daniel Rutland
Homerton University Hospital Foundation Trust (HUHFT)	Catherine Pelley / Jennie Wood
East London Foundation Trust (ELFT)	Dean Henderson
London Fire Brigade City of London	David Bulbrook
Department of Work and Pensions	Ian Young
Healthwatch City of London	Paul Coles
The Advocacy Project	Judith Davey
London Borough of Hackney Housing	Jennifer Wynter
City and Hackney Safeguarding Children’s Partnership	Jim Gamble
City of London Commissioning	Ian Jarman
City of London Housing	Liam Gillespie

Sub-group	Chair
SAR & Case Review	Chris Pelham
Quality Assurance (QA)	John Binding
Workforce Development (WFD)	Zak Darwood

Task & Finish Groups	Chair
Transitional Safeguarding (joint group with Community Safety Partnership & Children’s Safeguarding Partnership)	Dr Adi Cooper

Sub-Committee	Chair
City of London	Dr Adi Cooper

Principle 1: Proportionality - “I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”				
Priority	Action	Lead	Intended Impact	Update
1. To respond to any safeguarding issues arising from the Covid-19 pandemic	1.1 The Executive Group will facilitate partners to consider any safeguarding issues relating to Covid-19. This will include ensuring that there is oversight of emerging safeguarding issues, the safeguarding responses to Covid-19 pandemic and recovery.	Executive Group	<ol style="list-style-type: none"> <li>To assure ourselves that we are effectively safeguarding issues affecting residents are responded to</li> <li>Quality assurance problems are reported and addressed in a timely manner.</li> </ol>	
	1.2 The Board will continue to review data to identify safeguarding trends that emerge as a result of Covid-19 and identify proportionate responses	Executive Group / QA sub-group	<ol style="list-style-type: none"> <li>The Board has a picture of safeguarding in the City and Hackney and allocates resources to respond to the need that has been identified.</li> </ol>	
	1.3 The Board will identify any learning opportunities relating to safeguarding, as the Covid-19 pandemic progresses and through recovery stage	Executive Group	<ol style="list-style-type: none"> <li>Frontline staff will have the knowledge they require to provide good quality support to residents</li> </ol>	

<b>Principle 1: Proportionality - “I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”</b>	
<b>2. To ensure that agencies are preparing staff for the introduction of Liberty Protection Safeguards (LPS) through training and development of skills and knowledge</b>	<p><b>2.1</b> LPS Leads in City and Hackney will provide assurances to the Board that they have appropriately prepared for the introduction of LPS. This includes responding accordingly to any national issues.</p> <p><b>2.2</b> Partners who have duties under the LPS will provide assurances to the Board that appropriate training has been commissioned for their staff. It will further consider whether training should be commissioned for agencies who may require a general understanding of LPS. Please refer to section four for further details on training requirements</p> <p><b>2.3</b> LPS Leads will work in partnership with Childrens' Social Care and the Safeguarding Childrens' Partnership to ensure that practitioners are supported in preparing for introduction of LPS.</p>
<p>LPS Leads</p>	<p><b>1.</b> The Board is confident that practitioners can exercise their duties in relation to LPS</p> <p><b>2.</b> Residents in the City and Hackney will have appropriate LPS arrangements in place</p>
<p>All partners with LPS responsibilities</p>	<p><b>1.</b> The Board is assured that professionals can appropriately exercise their duties in respect of LPS</p> <p><b>2.</b> Residents in the City and Hackney have appropriate LPS arrangements in place</p>
<p>Head of Adult Safeguarding / LPS Project Lead</p>	<p><b>1.</b> The Board is assured that all 16 - 17 year olds that require a LPS are provided with this</p> <p><b>2.</b> That there are effective transitions of young adults on an LPS into adult services</p>

Principle 2: Empowerment - “I am asked what I want as the outcomes from the safeguarding process and this directly inform what happens.”				
Priority	Action	Lead	Intended Impact	Update
<b>3. To engage with the voluntary sector to continue to increase awareness of safeguarding issues</b>	<b>3.1</b> A programme of bitesize learning sessions to voluntary sector staff and volunteers will be delivered by the Safeguarding Adults Board Manager and Board’s voluntary sector partners.	CHSAB Manager / HCVS/ Age UK / The Advocacy Project	<ol style="list-style-type: none"> <li>There will be an improved understanding of safeguarding across the voluntary sector</li> <li>Staff will be more empowered to respond and support safeguarding need.</li> </ol>	
	<b>3.2</b> HCVS will run quarterly forums with the Safeguarding Champions to ensure that they are provided with training opportunities regarding safeguarding and ensure that there is a pathway to share safeguarding intelligence.	CHSAB Manager / HCVS	<ol style="list-style-type: none"> <li>Safeguarding champions will be better equipped to deliver their role</li> <li>The Board will receive an increase in safeguarding intelligence from the safeguarding champions.</li> </ol>	
	<b>3.3</b> The workforce development sub-group will identify and develop additional resources to support practitioners working in the City and Hackney, this will include a monthly bulletin with updates on safeguarding legal issues and policy	CHSAB Manager / workforce development sub-group	<ol style="list-style-type: none"> <li>There will be better communication of safeguarding information to frontline staff</li> <li>There will be an improvement in safeguarding practice and how to apply the law to ongoing safeguarding concerns and enquiries.</li> </ol>	

Priority	Action	Lead	Intended Impact	Update
	<p>3.4 The Board will create a feedback loop with voluntary sector staff and volunteers so that safeguarding issues and intelligence can be routinely shared with the Board.</p>	<p>CHSAB Manager / HCVS/ Age UK/ The Advocacy Project</p>	<ol style="list-style-type: none"> <li>There will be improved relations between voluntary sector services and the Board with a streamlined process for feeding back intelligence to the voluntary sector</li> <li>There will be a stronger awareness of the Board amongst the voluntary sector</li> </ol>	
<p><b>4. To continue to embed engagement with people with lived experience and ensure that they and their carers can influence all aspects of the Board's work</b></p>	<p>4.1 The Board will identify local service user groups to engage with remotely to promote awareness of safeguarding issues until such time that the service user groups can meet face-to-face. Hackney CVS and The Advocacy Project will support engagement with faith, carers and different cultural networks in the City and Hackney</p>	<p>All Board partners</p>	<ol style="list-style-type: none"> <li>There will be an increase in community engagement with the Board evidenced through increased engagement with Board resources &amp; events for residents - this will help raise awareness of safeguarding across different communities</li> <li>The Board will receive more intelligence on safeguarding issues affecting different communities</li> </ol>	
	<p>4.2 The Board will consider procuring a third sector organisation to obtain feedback from people with lived experience regarding their experiencing of safeguarding on behalf of the Board.</p> <p>4.3 The Board Manager will work with voluntary sector services to identify three people with lived experience of safeguarding to attend the London Safeguarding Voices Group</p>	<p>CHSAB Manager</p>	<ol style="list-style-type: none"> <li>The Board will be able to identify how to improve adult safeguarding services for residents</li> </ol>	
		<p>CHSAB Manager / Healthwatch/ Hackney CVS</p>	<ol style="list-style-type: none"> <li>The needs of City and Hackney residents and the Board will influence regional decision making around safeguarding.</li> </ol>	

Principle 3: Prevention - “I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”				
Priority	Action	Lead	Intended Impact	Update
5. To embed the learning from Safeguarding Adults Reviews (SARs) and the National Analysis of SARs	5.1 The Workforce Development Group will identify the key learning from the National Analysis of SARs and disseminate this to frontline practitioners in a series of briefings and learning sessions.	WFD sub-group	1. Practitioners will increase their knowledge of SARs and this will inform best practice when working with residents.	
	5.2 The SAR Action Plan Task and Finish Group will ensure that the learning and actions from EF Fire Death Review and MS SAR are delivered and review how improvements are embedded into practice.	SAR Action Plan Task and Finish Group	1. There will be a reduction in the number of SAR actions being uncompleted 2. The Board's approach to quality assurance will be more robust.	
	5.3 The SAR sub-group will review and update CSHAB SAR policy and process documents to ensure that these are compliant with the recommendations outlined in the National Analysis of SARs	SAR sub-group	1. The Board will be able to evidence that it meets its statutory obligations effectively 2. The risk of SARs being legally challenged will reduce	

Priority	Action	Lead	Intended Impact	Update
<p><b>5. To embed the learning from Safeguarding Adults Reviews (SARs) and the National Analysis of SARs</b></p>	<p>5.4 The SAR sub-group will review all previous SAR action plans to identify what the achievements, gaps and challenges remain in relation to successfully embedding learning into practice.</p>	<p>SAR sub-group</p>	<p>1. The Board will be able to use the information to ensure that future SARs are more effectively embedded into practice. This will result in a reduction in the same issues being highlighted in all SARs.</p>	
	<p>5.5 The Workforce Development Group will identify and create resources that will help embed long-term organisational memory of SARs for staff across the partnership.</p>	<p>WFD sub-group</p>	<p>1. There will be an increased knowledge of SARs and the key learning among frontline staff.</p>	
	<p>5.6 The SAR sub-group will review and evaluate how each SAR has changed practice in the City and Hackney.</p>	<p>SAR sub-group</p>	<p>1. The Board will be able to quantify the value of SARs and the impact that they have in the City and Hackney.</p>	



<b>Principle 4: Partnership - “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”</b>				
Priority	Action	Lead	Intended Impact	Update
<b>6. To continue to engage with Community Safety Partnerships, Safeguarding Children’s Partnership and Health and Wellbeing Boards</b>	<b>6.1</b> The Board will continue to address strategic issues and work collaboratively on issues affecting CSP, CHSCPs and HWBs at the Hackney Joint Chairs meeting and City of London equivalent.	CHSAB Manager / CHSCP	<ol style="list-style-type: none"> <li>There will be an improvement in the way that residents needs are met across the City and Hackney.</li> </ol>	
	<b>6.2</b> The Board will explore with the Hackney Community Safety Partnership safeguarding issues arising from residents who exhibit anti-social behaviour and how to improve appropriate support.	Independent Chair / Community Safety Partnership	<ol style="list-style-type: none"> <li>Practitioners will have a better understanding of how ASB is linked to safeguarding</li> <li>There will be improved interventions for people who have safeguarding needs and also exhibit anti-social behaviour e.g support will be offered at an earlier stage.</li> </ol>	
	<b>6.3</b> The Board will continue to build its relationships with organisations across City and Hackney: <ol style="list-style-type: none"> <li>Adult Social Care teams in the London Borough of Hackney</li> <li>City of London Housing and Commissioning Teams</li> <li>Housing Associations in the London Borough of Hackney</li> </ol>	Independent Chair / CHSAB Manager	<ol style="list-style-type: none"> <li>The Board will work more collaboratively with partners across the City and Hackney and ensure safeguarding is embedded into all areas of work.</li> </ol>	

Priority	Action	Lead	Intended Impact	Update
	<p><b>6.4</b> The Board will continue to identify opportunities to engage and work collaboratively with new organisations and partnerships.</p>	<p>CHSAB Manager / Independent Chair</p>	<ol style="list-style-type: none"> <li><b>1.</b> The Board will work more collaboratively with partners across the City and Hackney and ensure safeguarding is embedded into all areas of work.</li> <li><b>2.</b> To boost the Board's profile and mean that it has greater influence</li> </ol>	
	<p><b>6.5</b> The Board will continue to lead and/or assist other Partnerships with on-going work regarding:</p> <ol style="list-style-type: none"> <li>1. Modern Day Slavery</li> <li>2. Suicide Prevention</li> <li>3. Domestic Homicide</li> </ol>	<p>CHSAB Manager</p>	<ol style="list-style-type: none"> <li><b>1.</b> Safeguarding will inform prevention work and decrease the need for people to receive safeguarding support in the long-term.</li> <li><b>2.</b> Professionals working outside ASC will have an increased awareness of their safeguarding duties</li> </ol>	
<p><b>7. To progress work on Transitional Safeguarding</b></p>	<p><b>7.1</b> The Transitional Safeguarding Task and Finish Group will continue to deliver the transitional safeguarding action plan on behalf of CHSAB, the Safeguarding Children's Partnership and Community Safety Partnerships across City and Hackney</p>	<p>Transitional safeguarding T&amp;F group</p>	<ol style="list-style-type: none"> <li><b>1.</b> There will be an improved safeguarding response to young adults in the City and Hackney</li> <li><b>2.</b> The work will build trust amongst young people and statutory organisation</li> </ol>	

Principle 5: Protection - “I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”				
Priority	Action	Lead	Intended Impact	Update
8. Assurance that residents using Out of Borough placements or placed in unregulated settings are appropriately safeguarded from abuse and neglect	8.1 The Board will review the mechanisms by which commissioners get information on deaths of Hackney residents placed in Out-of-Borough placements.	LBH / COL / City and Hackney CCG Teams	<ol style="list-style-type: none"> <li>The Board will have improved oversight on safeguarding issues affecting residents placed out-of-Borough</li> <li>The quality of care provided to residents is equitable.</li> </ol>	
	8.2 London Borough of Hackney, City of London and City and Hackney CCG will report any (Covid-19) safeguarding issues that may affect City or Hackney residents living in an out-of-Borough placements.	LBH/Col/ City and Hackney CCG Commissioning Teams	<ol style="list-style-type: none"> <li>The Board can be assured that partners have provided good safeguarding care to residents.</li> <li>The quality of care provided to residents is equitable.</li> </ol>	
	6.3 The Board will support and promote any work at a national or regional level to strengthen cross boundary/Borough working in this area.	Independent Chair / CHSAB Manager	<ol style="list-style-type: none"> <li>There will be a reduction in the amount of people denied care due to disputes centred on who is the lead Borough responsible for care.</li> </ol>	

Priority	Action	Lead	Intended Impact	Update
<p><b>9. To raise awareness of executive mental capacity amongst professionals based in the City and Hackney</b></p>	<p><b>9.1</b> The workforce development group will develop a suite of resources for frontline practitioners to assist with developing skills for assessing executive mental capacity.</p>	<p>WFD group</p>	<p><b>1.</b> Audits will showed that practice around mental capacity continues to improve.</p>	
	<p><b>9.2</b> The Head of Adult Safeguarding will deliver a series of briefings and learning sessions on the following:</p> <ol style="list-style-type: none"> <li>1. How professionals can escalate complex safeguarding cases</li> <li>2. The role of the Court of Protection and High Court</li> <li>3. Legal literacy in relation to mental capacity cases</li> </ol>	<p>Head of Adult Safeguarding LBH &amp; CoL</p>	<p><b>1.</b> There will be a better infrastructure in place to prevent high risk service users experiencing harm</p>	

Principle 6: Accountability - “I understand the role of everyone involved in my life and so do they.”				
Priority	Action	Lead	Intended Impact	Update
<b>10. To ensure that all agencies across the City and Hackney deliver their core duties in relation to safeguarding</b>	<b>10.1</b> To promote the voluntary sector audit tool amongst voluntary and provider agencies and support agencies to complete and identify improvements.	CHSAB Manager / Commissioning / Voluntary sector partners	1. This will help the Board assure itself that providers are undertaking their safeguarding obligations and help improve the safeguarding response in this sector.	
	<b>10.2</b> To create a Provider Concerns Group to improve oversight of safeguarding concerns impacting this sector.	Head of Adult Safeguarding / Head of Commissioning	1. There is assurance that the provider sector is meeting its obligations. 2. There will be earlier interventions to support residents where safeguarding issues are identified.	
	<b>10.3</b> To quality assure safeguarding training across the partnership to ensure that staff all have received the safeguarding training they require .	Workforce Development Sub-Group	1. There will be evidence that all staff working with adults at risk are appropriately trained to do so. 2. There will be an increase in staff receiving safeguarding training.	

Principle 6: Accountability - “I understand the role of everyone involved in my life and so do they.”				
Priority	Action	Lead	Intended Impact	Update
	<p><b>10.4</b> The Board to undertake a Making Safeguarding Personal temperature check with all partners.</p>	QA sub-group	<p><b>1.</b> MSP has been embedded into practice properly.</p> <p><b>2.</b> The Board can identify areas where MSP needs to be strengthened.</p>	
	<p><b>10.5</b> The Board will undertake a self-assessment of adult safeguarding across London Borough of Hackney Social Care.</p>	Head of Adult Safeguarding / Executive Group	<p><b>1.</b> The Board will understand how well adult safeguarding is being embedded into practice.</p> <p><b>2.</b> There will be an action plan identifying how to improve the adult safeguarding response to residents.</p>	

Principle 6: Accountability - “I understand the role of everyone involved in my life and so do they.”				
<p><b>11. To ensure the delivery of the Board’s core business</b></p>	<p>11.1 The Quality Assurance sub-group will continue to collect and analyse safeguarding data to identify safeguarding trends arising in the City and Hackney and provide reports to the Board.</p>	<p>QA sub-group</p>	<p>1. The Board will be able to use this information to inform its priorities for future years. 2. The Board will be able to evidence that it is responding to need in the City and Hackney.</p>	
	<p>11.2 The Neighbourhood Team and Board will continue to work together to identify how safeguarding and learning from SARs can be reinforced and incorporated in development work undertaken by the Neighbourhood Teams.</p>	<p>CHSAB Manager/ Neighbourhood Team Project Manager</p>	<p>1. Safeguarding will form a fundamental element to the Neighbourhood Team work and influence all of their workstreams. 2. Safeguarding need will be identified at an earlier stage.</p>	
	<p>11.3 Set up a small working group to deliver and support activities across the partnership for Safeguarding Adults Week, November 2021.</p>	<p>WFD/ service user engagement sub-group</p>	<p>1. There will be greater awareness of safeguarding across the City and Hackney.. 2. The number of professionals and residents engaging during SAW will increase.</p>	
	<p>11.4 The Quality Assurance sub-group will oversee the delivery of one multi-agency audit on the theme of self-neglect and report the findings to the Board. .</p>	<p>QA sub-group</p>	<p>1. The Board will be able to identify how well we respond to self-neglect and improve practice by identifying areas of focus going forward.</p>	

Principle 6: Accountability - “I understand the role of everyone involved in my life and so do they.”				
Priority	Action	Lead	Intended Impact	Update
11. To ensure the delivery of the Board’s core business	11.5 The Board will continue to commission and provide training to update professionals on safeguarding and relevant areas of legal literacy.	CHSAB Manager / AD People CoL	<ol style="list-style-type: none"> <li>Frontline staff will be able to better utilise legislation to help them support residents.</li> <li>There are improved outcomes for high risk individuals.</li> </ol>	
	11.6 The Board will continue to engage with residents via quarterly newsletters and seek their input on any initiatives that the Board is working on.	CHSAB	<ol style="list-style-type: none"> <li>Residents will have a better awareness of safeguarding issues affecting residents.</li> <li>There will be increased engagement with the Board.</li> </ol>	
	11.7 All partners will provide assurances regarding their commitment to the Board by completing the Safeguarding Adults Partnership Audit Tool at the Board’s annual Development Day and contributing to the annual report.	All partners	<ol style="list-style-type: none"> <li>The Board will be assured that all partners are meeting their statutory obligations.</li> <li>Where partner agencies are not meeting statutory obligations the Board will be able to put in place directives to tackle problems that have been identified.</li> </ol>	





**City & Hackney Safeguarding Adults Board**

1 Hillman Street

Hackney

London

E8 1DY

Email: **CHSAB@hackney.gov.uk**

Tel: **020 8356 6498**

