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Foreword by Independent Chair

Welcome to the Royal Borough of Greenwich Safeguarding Adults Board Annual Report for 2017/18. The report provides evidence to demonstrate the work that has been undertaken across organisations in Greenwich during the year and identifies the priorities for the coming year.

This year was the first year of our new three-year strategic plan and a key priority was to continue to actively work to raise awareness about safeguarding adults.

Greenwich Inclusion Project and Greenwich Action for Voluntary Service have both undertaken valuable work to raise awareness of safeguarding across communities and this has been very successful and led to an increase in safeguarding concerns raised with the Council.

We have also worked closely with the Safeguarding Children's Board and Safer Greenwich Partnership on areas that are important for us all. Our first joint conference took place in June 2017 and there is more information about this later in the report.

The joint conference was part of the Safeguarding Adults Board's 'Safeguarding Week' which included a public event in Woolwich and many training sessions for staff. We plan to hold a joint conference every two years and next year are planning an 'Adults Safeguarding Month' where there will be a range of events for staff and the public.

The emergence of Modern Slavery and trafficking in the UK is of major concern. There is more information later in this report about what Modern Slavery is and how you can help us to stop it.

In February 2018, there was a review of adult safeguarding carried out by Directors of Adult Social Services from other authorities in London. The review was very positive about the Board and thought that there was 'balanced representation' with 'strong attendance' and that our Strategic Plan was 'clear and detailed'. They made several recommendations and all of these will be included in the updated strategic plan for 2018/19. Again, I am pleased to report that there has been active participation of organisations in reviewing and refreshing priorities for 2018/19. The revised Strategic Plan is available on the website. www.greenwichsafeguardingadults.org.uk



Foreword by Independent Chair

It is the Board's role to seek assurance from organisations when issues are identified. During the year the Board asked the Council and NHS Clinical Commissioning Group to undertake work to address issues in nursing homes regarding choking difficulties. There is more on this later in the report. There are currently three Safeguarding Adults Reviews being undertaken. Once these reviews have been completed during 2018/19 it is proposed that they will be published on the website.

The Board's priorities for 2018/19 include:

- implementing the recommendations and learning from safeguarding adult reviews
- continuing to improve joint working between organisations
- improving awareness and support regarding domestic abuse

We want to hear from people in the Borough who would be prepared to share their stories and experiences to help the Board further improve safeguarding. The Communication sub-group is being led by Healthwatch Greenwich and Greenwich Inclusion Project – there are details about how to get involved on the last page of this report.

Finally, I would like to thank Helen Bonnewell, Board Manager and Peter Davis, the Council's Head of Safeguarding for all their work over the past year in continuing to ensure safeguarding arrangements are improved to support people at risk from abuse and neglect. I'd also like to thank all of the Board Members and those on sub-groups for their hard work and commitment to joint working.



Mark Godfrey

Independent Chair

Royal Borough of Greenwich Safeguarding Adults Board

Introduction to Royal Greenwich Safeguarding Adults Board

The Royal Borough of Greenwich Safeguarding Adults Board is a **partnership** of statutory and non-statutory agencies working across the borough. Its vision is to enhance the **quality of life, health, wellbeing and safety** of adults at risk of abuse and neglect. It aims to enable people who need help and support to retain **independence, wellbeing and choice**; and to access their right to live a life that is free from **abuse and neglect**. Its role is to make sure local safeguarding arrangements are effective. The Board meets four times per year.

Under the **Care Act 2014**, the Safeguarding Adults Board has three core duties:

- ✓ **Publish a Strategic Plan** for each financial year that sets out how it will meet its main objectives and what the members will do to achieve these objectives.
- ✓ **Publish an Annual Report** detailing what the Safeguarding Adults Board has done during the year to achieve its main objectives.
- ✓ Conduct any **Safeguarding Adults Reviews**.

The Board worked together as a **multi-agency partnership** to formulate a new Strategic Plan for the next three years 2017-2020. In 2016/17, a **Safeguarding Adults Review Evaluation Group** was established to consider referrals for Safeguarding Adult Reviews.

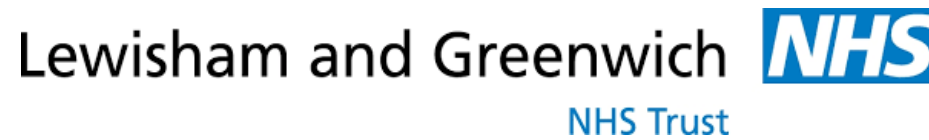
In 2017/18, the Safeguarding Adults Board was chaired by **Mark Godfrey**, who is **independent** of the Council and all of the statutory and voluntary organisations in the Royal Borough of Greenwich. Mark has held this position since August 2015.

The Chair reports directly to the local authority **Chief Executive** and meets regularly with the **Director of Health and Adult Services**, and other **key partners**.

The **Board Manager** post sits within the **Safeguarding Adults Team** for the Royal Borough of Greenwich Council and is designed to ensure a strengthening of support that will enable the Safeguarding Adults Board to confidently meet the requirements of the Care Act 2014 and deliver **better outcomes** for vulnerable residents



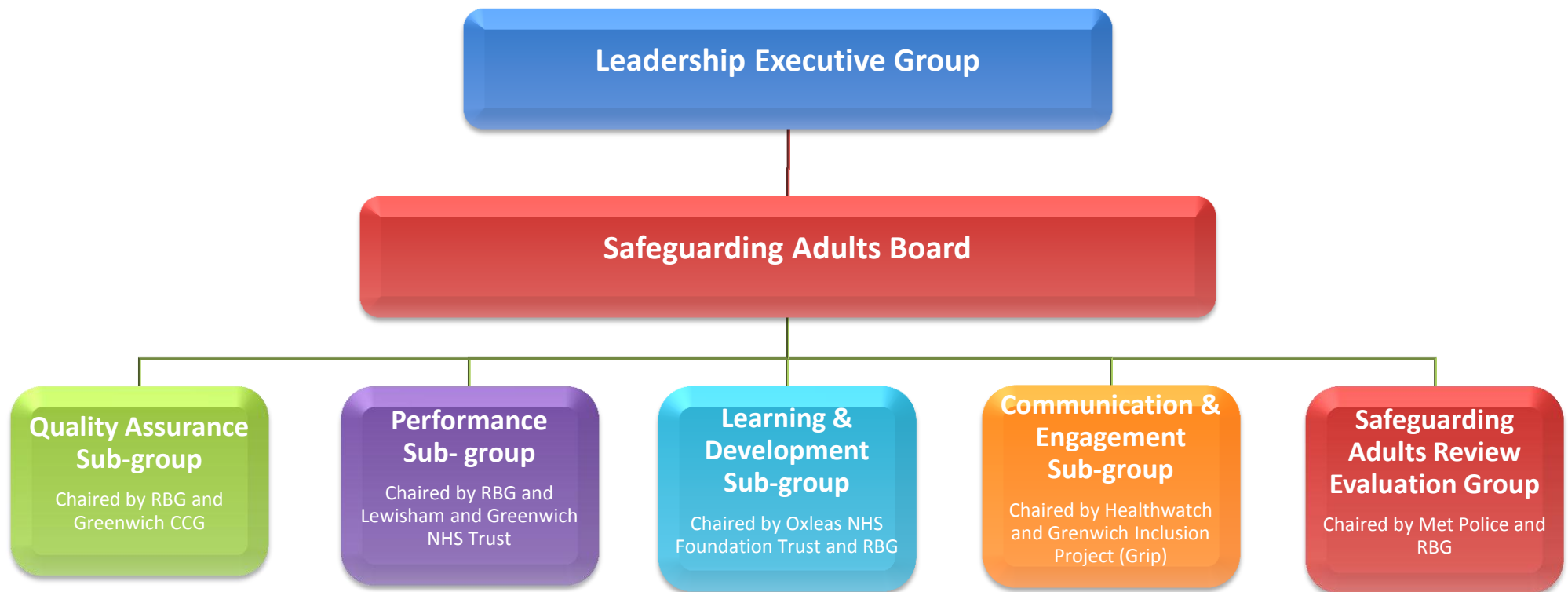
Board Members



Structure

The work of the Safeguarding Adults Board, including the work contained within the Strategic Plan is undertaken by sub-groups with oversight by the Safeguarding Adults Board. This year and in line with the **new strategic plan** decisions were made to make changes to the sub-groups; with a **Performance sub-group** and a **Communication and Engagement sub-group** being established and Mental Capacity Act sub-group being disbanded.

The **Communication and Engagement sub-group** is to ensure the **voice of service users** are truly represented at the Board. The Board also agreed that the sub-groups should be **jointly chaired** with chairs from **different partners** to ensure that there is **equal commitment** to the sub-group to ensure its effectiveness



Funding

Funding of Royal Borough of Greenwich Safeguarding Adults Board is provided by the **partner organisations**. The Safeguarding Adults Board appreciates the contribution of partners.

The budget funds the cost of the **Independent Chair** and the **Board Manager, Safeguarding Adults Reviews**, along with the work of the Board in delivering the Strategic Plan. The **budget** for 2017/18 is detailed below

Royal Borough of Greenwich	• £60,000
Greenwich Clinical Commissioning Group	• £60,000
Lewisham and Greenwich NHS Trust	• £15,000
Oxleas NHS Foundation Trust	• £15,000
Metropolitan Police	• £5,000
London Fire Brigade	• £500



Links to other boards

The Royal Borough of Greenwich has a protocol for safeguarding partnerships which outlines the **co-operative** relationship between the **Safeguarding Children’s Board, Safeguarding Adults Board, Health and Wellbeing Board** and **Safer Greenwich Partnership** to safeguard and promote the welfare of children and adults in the Royal Borough of Greenwich

The Chairs of each Board meet twice a year.



“The Adults and Children’s Safeguarding Boards are looking at a number of ways that they can work together to raise awareness of safeguarding issues for all aspects of vulnerability across all ages in...we strongly believe that safeguarding is everyone’s business and that safeguarding is a golden thread which all partners, agencies and the community need to understand and promote.” – Nicky Pace (Independent Chair, Children’s Safeguarding Board)

The Safeguarding Adults Story in Greenwich



1012 contacts were raised by people worried someone might be at risk of abuse



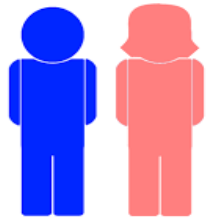
312 of these contacts were investigated further



44% of enquiries were about neglect



20% of enquiries were about physical abuse



59% of enquiries concerned women and 41% men



45% of abuse took place in someone's own home



In 51% of cases the person being abused knew their abuser



81% of people felt their outcomes had been met

Priorities for 2017/18

The Joint Strategic Plan 2017-20 sets out the outcomes that the Safeguarding Adults Board want to achieve and its priorities and actions for the next three years. The **6 key principles** of safeguarding defined in the **Care Act 2014** formed the framework around how the **priorities** for safeguarding adults in Greenwich were to be identified. Here is a **summary** of work carried out this year to meet the priorities.

EMPOWERMENT

People are supported and encouraged to make their own decisions

We set up a Communication and Engagement sub-group chaired by the voluntary sector

We held a Safeguarding Adults Week which included an anonymous questionnaire for members of the public

We undertook a quality audit during quarter 2 and 3

We produced an easy read version of the annual report 2016/17

We hosted a faith leaders event to raise awareness and offer support to community faith leaders

PREVENTION

It is better to take action before harm occurs

We developed a training Competency Framework

We developed a Training programme for GPs

We wrote and implemented a lessons learnt policy

We held 3 learning events held across Adults and Childrens services

PROPORTIONALITY

The least intrusive response is appropriate to the risk presented

We implemented new safeguarding adults forms to capture making safeguarding personal outcomes

We completed a protocol for conducting Statutory Case Reviews

We created and implemented a new safeguarding adults policy and procedures

We asked a Transforming Care representative to give reports to the Board

Priorities for 2017/18

PROTECTION

Support and representation for those in greatest need

We arranged for training to be undertaken with all Royal Borough of Greenwich staff around Making Safeguarding Personal in relation to the new forms

We added a transition protocol as an appendice to the "See the Adult and See the Child protocol"

We asked Greenwich Inclusion Project to undertake the second year of the safeguarding raising awareness project

We trained 6 members of staff across partners in human trafficking and they have delivered sessions to staff.

PARTNERSHIP

Services working with their local communities to help in preventing, detecting and reporting neglect and abuse

We implemented an Information Sharing Agreement that applies across all of London

We added a standard agenda item to Board meetings to discuss future challenges

We ensure that all Care Quality Commision reports/Safeguarding Adults Reviews etc are reported to the board

We are continuing to work to engage all 3 prisons with the Board

ACCOUNTABILITY

Accountability and transparency in delivering safeguarding

We compiled and maintained a list of all Board members

We link with the South East Safeguarding Adults network and with neighbouring boroughs to share resources and learning

We have a representative from Probation who attends the Board

Safeguarding Adults Week 2017



We held a **public event** in General Gordon's square, Woolwich. We asked members of the public to complete an anonymous questionnaire. We had **information stalls** hosted by partners and even a **Fire Engine!**

Safeguarding Adults Week 2017 was held on **19th-24th June 2017**. We held **18 events** across the week including training, workshops, service user events and public events.



"I found all the information extremely helpful. Some content provided questions for me in regards to my practice & understanding of issues. I am always willing to learn"

"Attending these courses has given me insight and better knowledge of the different types of Safeguarding and how to react and identify possible signs of abuse"

"Very interesting subjects, good presenters. Very shocked by some of the statistics, a learning curve"



Across the week we held events for **260 staff/professionals** and partners on all areas of Adult Safeguarding such as, **Domestic abuse, Counter Terrorism, Hate Crime and Advocacy** and much more.



Joint Safeguarding Conference

The highlight of the Safeguarding Adults week was a **Joint adults and children’s conference ‘Working together to keep Everybody Safe’** which covered cross cutting topics to over **120** professionals and was held on 21st June 2017.

“This was the highest quality and most useful training event of any kind run in Greenwich that I have attended! It was an excellent platform from which to build on and work to raise awareness and understanding throughout the borough’s partner’s services”

Keynote speakers included Tamara Barnett, **Human Trafficking Foundation**, Sophie Lott, **Forced Marriage unit** and a Forced Marriage Survivor.

“I learnt a lot about topics that I didn’t have a good understanding of before. The joint working was also really good. Much better than a standard training course. It was brilliant!”



Feedback from the conference was hugely positive. **91%** of the respondents indicated that the event was very or extremely valuable in relation to their professional development.



During the afternoon session there were **4** different seminars for participants to choose from

1. Understanding Female Genital Mutilation (Forward UK)
2. Forced Marriage; assisting those at risk (Forced Marriage Unit)
3. Human Trafficking (The Salvation Army)
4. Ending harmful practices; Honour based violence (Asians womens resource centre)




Modern Slavery- What is it and how you can help us stop it?

One of our key priorities is to work with local communities to raise awareness about safeguarding, and a major concern is the emergence of **modern slavery** and **trafficking** in the United Kingdom.

So, what is modern slavery?


It covers the **trafficking of people**, different types of **exploitation**, **forced labour** and **domestic servitude**.

You might think that slavery doesn't take place here; however, slavery still goes on today across the country and across the world. You may have seen newspaper and television headlines regarding a number of people convicted of modern slavery.




Trafficking

- This is where children and adults are brought to the United Kingdom, often coerced or deceived by being promised a better life, only to be sexually exploited or forced to work for little or no pay. Trafficking can similarly occur where people in this country are taken to other countries.




Exploitation

- Sexual Exploitation can happen to children and adults and includes physical and sexual abuse, prostitution and the abuse of children for making child abuse images and videos.
- Criminal exploitation is where someone is made to commit a crime (pick-pocketing, shoplifting, cultivating cannabis, drug trafficking etc).
- There are also other forms of exploitation such as forced marriage, forced benefit fraud, organ removal, forced begging and illegal adoption.



Forced Labour

- This is where people have to work long hours for little or no pay in poor conditions and are often physically and/or verbally threatened with violence or told that their families will be harmed. This can happen in lots of different jobs including building, manufacturing, catering, food packaging, farming and beauty treatments. Often there are lots of people all housed together.



Domestic Servitude

- This is where a person is forced to work, normally in someone else's home, doing household chores and caring for children. They may not be allowed to go out and often work long hours for little or no pay. 25% of reported victims of domestic servitude are children.

How you can help us to stop it

If you think that you have come into contact with someone or a group of people in Greenwich who you think might be a victim or victims of modern slavery we are asking for your help to stop it.

Please telephone the Council or the Police (the telephone numbers are on the last page of this report). If you would like some more information about modern slavery; we have put some short films on our Safeguarding Adults website. www.greenwichsafeguardingadults.org.uk

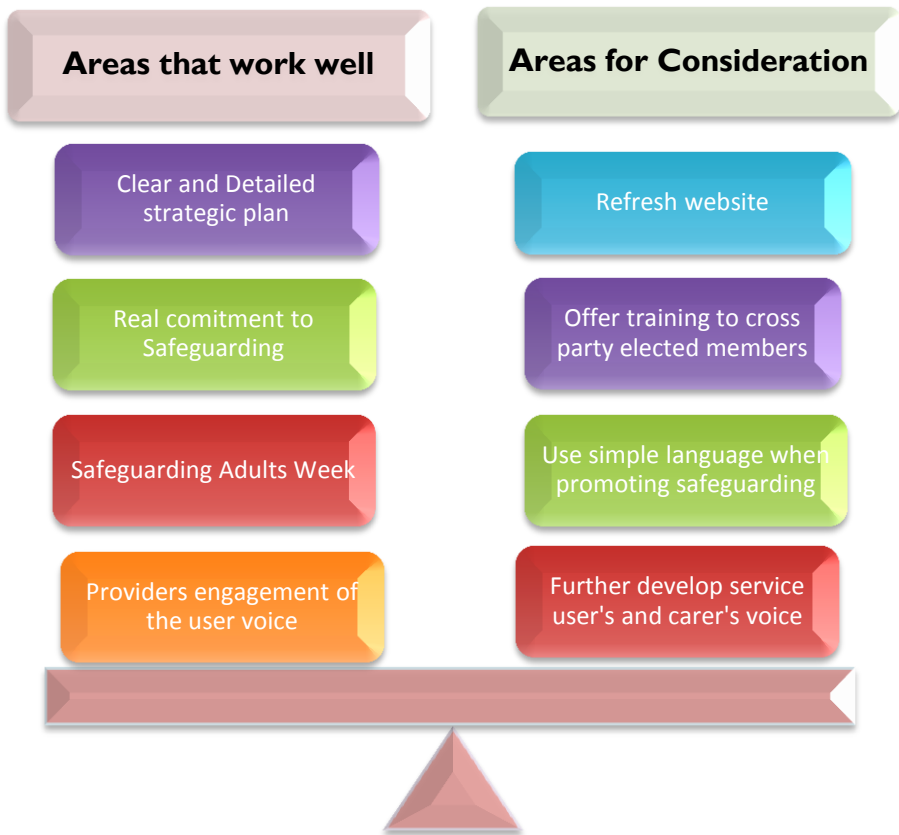
Association of Directors of Adult Social Services (ADASS) Peer Review

The Royal Borough of Greenwich participated in an **ADASS Peer Review** around the theme of Safeguarding Adults. The review took place between the **7th** and **9th February 2018**.

During the review a range of people were interviewed; **staff** at all levels, **service users** and their **carers**, and **external organisations/partners**.

The peer review team gave feedback and recommendations. These included;

The London Association of Directors of Adult Social Services (ADASS) works to improve and develop services in the Adult Social Care sector in London. The aim of Peer Reviews is to support self-evaluation and service development. Reviews are undertaken by teams from across London each led by a Director.



"I was impressed by the friendly, informal, competent and professional manner in which it was conducted. We came away feeling that our input would have relevance to the whole process and that we had been heard"- (Carer)

Key achievements by partners



Addressing choking risks in nursing homes

The Royal Borough of Greenwich and the NHS Greenwich Clinical Commissioning Group undertook a piece of work to address issues identified in nursing homes in relation to choking difficulties. Training was undertaken with nursing homes in the borough with support from Speech and Language specialists. A nursing home choking risk guidance was developed in conjunction with Oxleas Speech and Language Team and was sent out to all nursing homes. This included leaflets on Dysphagia, Dementia and Swallowing. The Clinical Commissioning Group and local authority have now jointly established a Greenwich Health & Wellbeing in Care Homes Working Group



Raising Awareness Project

Royal Borough of Greenwich Safeguarding Adults Board commissioned GrIP to undertake the second phase of the community outreach project in 2017/18. The aim of this project was to improve understanding of Safeguarding and support processes for those communities currently under-represented. GrIP undertook this work by employing a dedicated outreach worker who worked with minority communities in the borough to promote safeguarding awareness and to increase referrals from those communities.

As a result the referral rate for black and minority ethnic communities has increased from 13% to 17%.



Key achievements by partners



Keeping Your Community Safe: an event for Faith Leaders in Greenwich

On 27 November 2017 a Safeguarding Adults Conference aimed at faith groups in Greenwich was co-ordinated by **METROGAVS** and **Project MOSAIC** (which is a Metropolitan Police initiative) and attended by **23 faith group** representatives. The conference featured presentations from the **Safeguarding Adults team** and the **Police** on the unique role of faith groups in keeping communities safe and on what to look out for. The event identified 7 barriers to making safeguarding referrals and possible solutions to those challenges. An **action plan** has been developed which aims to address these challenges in the coming year.



Care Providers Fire Safety Awareness

This **training** was set up to address the fact that the majority of people who die or are seriously injured in domestic fires have common vulnerabilities and are known to public service agencies. **Carers** have access to people's homes on a daily basis. The aim of the training provided was to assist carers in identifying vulnerable people who are at a greater risk of fire and to educate them around the steps that could be taken to **reduce the risk**. Over a period of approximately **12 months** the London Fire Brigade provided training to **5 care providers** across Greenwich. Each training session was attended by between **6-20 people**. In some cases the training provided now forms part of a new carer's induction training.



Safeguarding Adults Reviews

The Royal Borough of Greenwich has a statutory responsibility to undertake Safeguarding Adults Reviews under the Care Act 2014.

“Safeguarding Adults Boards must arrange a Safeguarding Adults Review when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult...Safeguarding Adults Boards must also arrange a Safeguarding Adults Review if an adult in its area has not died, but the SAB knows or suspects that the adult has experienced serious abuse or neglect”- *Care and Support Statutory Guidance*

The Safeguarding Adults Review Evaluation Group meets every **two months** and considers all referrals for potential Safeguarding Adults Reviews for **recommendation** to the independent chair. Once a decision is made to undertake a SAR then an independent reviewer is appointed.

The Safeguarding Adults Board is currently undertaking **3** Safeguarding Adults Reviews which are due to be completed in 2018-19. There were **4 referrals for potential** safeguarding Adults Reviews considered by the Safeguarding Adults Evaluation Group during 2017-18.



Learning Events

The Safeguarding Adults Board has held 2 learning events this year.

A learning event is held when a case does not meet the criteria for a SAR but it is considered there is still learning to be shared.

Priorities for next year 2018/19



Getting Involved

If you **live** in the Royal Borough of Greenwich and would like to **become involved** in the work of the Royal Borough of Greenwich Safeguarding Adults Board, we would like to **hear from you**. Our Safeguarding Communication and Engagement Group provide an opportunity for residents and people who have used safeguarding services to **share their stories and views**. This helps other people **stay safe** from abuse and neglect and helps the Safeguarding Adults Board to **improve** safeguarding services.

If you would like to get involved, please contact us via safeguarding-adults-board@royalgreenwich.gov.uk

Tel: 0208 921 2378

Or write to us at

Royal Borough of Greenwich Safeguarding Adults Board

The Woolwich Centre

2nd Floor

35 Wellington Street

London

SE18 6HQ



If you are worried that an adult at risk in the Royal Borough of Greenwich may be being abused, or could be harmed or exploited contact:

Health and Adult Services, Royal Borough of Greenwich

Phone: **020 8921 2304** (9am to 5pm) or **020 8854 8888** (out of hours).

Email: aops.contact.officers@royalgreenwich.gov.uk

If you feel immediate help is needed from one of the emergency services, call 999.

The phone number for non-urgent calls to the police is 101.