



Royal Greenwich Safeguarding Adults Board



Annual Report

2019-2020





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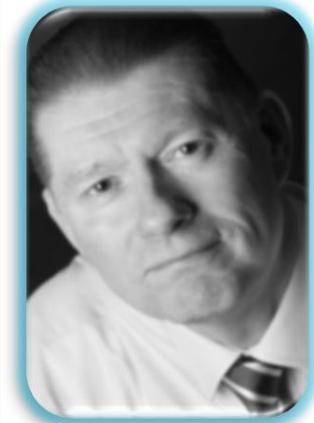
Foreword by Independent Chair

Welcome to the Royal Greenwich Safeguarding Adults Board's Annual Report for 2019/20. The purpose of this report is to provide useful information to residents about the work of the Board during the past year in supporting people to keep safe from abuse and neglect. It also identifies the areas that the Board will focus on during the coming year and beyond.

The Care Act 2014 requires each local area to have a Safeguarding Adults Board, and in Greenwich the Board consists of statutory agencies such as the Police, NHS, Council, Fire Service, Ambulance Service and Prisons, and organisations such as Healthwatch and Metro Gavs. The role of the Board is to seek assurance that local safeguarding services are working together and are effective, and that services are making enquiries and supporting people where abuse and neglect occurs.

This year was the final year of the Board's three-year plan and the focus was completing, publishing and ensuring lessons are learned from Safeguarding Adults Reviews; improving community and service user engagement and delivering Safeguarding Adults month and a conference about people moving on in their lives.

In this year's report on page 11 there is a summary on the Board's first three Safeguarding Adults Reviews that have been completed and published. It is important that the Board fully understands what has happened when a person has tragically died and that lessons are learned to try to prevent deaths in the future. There have already been sessions held with staff to learn lessons and a programme of events will take place over the next year. There are currently five further Safeguarding Adults Reviews in progress and I expect that these will be published during 2020/21.



The Board continues to try to improve community and service user engagement and there is a section later in the report that evidences what we have been doing. There is always more that can be done, and this area will remain a focus for the Board.

This year's joint annual conference with the Children's Safeguarding Partnership and the Safer Greenwich Partnership focused on 'transitions'; young people moving from children's services to adulthood; people with a learning disability moving on to more independence; people returning home or to another setting following a stay in hospital and people moving back into the community following a prison sentence. The conference was well attended and a successful event. This year's Safeguarding Adults month was a great opportunity to deliver many events to highlight safeguarding issues with residents in the borough and provide training to staff from a range of organisations and again was well attended.



The Board also continues to raise awareness of safeguarding across the borough, and especially around issues such as modern slavery and domestic abuse. There is a section in this report on what you can do if you have encounter someone or a group of people who you think may be victims of modern slavery or domestic abuse.

In February 2020 the Board held a Challenge Event to discuss the priorities and work plan for the next three years. Subsequently the Covid-19 pandemic arrived. During the pandemic it remains important to keep safe from abuse and neglect. Issues related to an increase in domestic abuse and scams and rogue traders have been highlighted. Later in this report there are sections on who you can contact if you are experiencing domestic abuse and want to talk to someone, and a section on how you can protect yourself from scams.

The Board has extended the Strategic Plan to cover the next four years up until 2023/24 due to the impact of the Covid-19 pandemic and key themes have been identified to examine for each year and these are as follows:

2020/22 – Social Isolation

2022/23 – Mental Health and Safeguarding

2023/24 – Hate Crime

I would like to express my thanks to all the members of the Board and those on sub-groups for their work and continued commitment to working collaboratively. Finally, I would like to thank Alina Deniz who has been the Board Manager on a temporary basis for the past year and wish her well for the future. I'd also like to thank Helen Bonnewell, Board Manager, who has now returned from maternity leave and has drafted this report.

Mark Godfrey

Independent Chair

Royal Greenwich Safeguarding Adults Board



What is the Royal Greenwich Safeguarding Adults Board?

The Royal Greenwich Safeguarding Adults Board is a **partnership** of 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 live a life that is free from **abuse** and **neglect**. Its role is to make sure local safeguarding arrangements are effective.

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 Safeguarding Adults Board has been chaired by **Mark Godfrey**, who is **independent** of the Council and all the statutory and voluntary organisations in the Royal Borough of Greenwich since 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 the Safeguarding Adults Board can confidently meet the requirements of the Care Act 2014 and deliver **better outcomes** for vulnerable residents



The members of the board

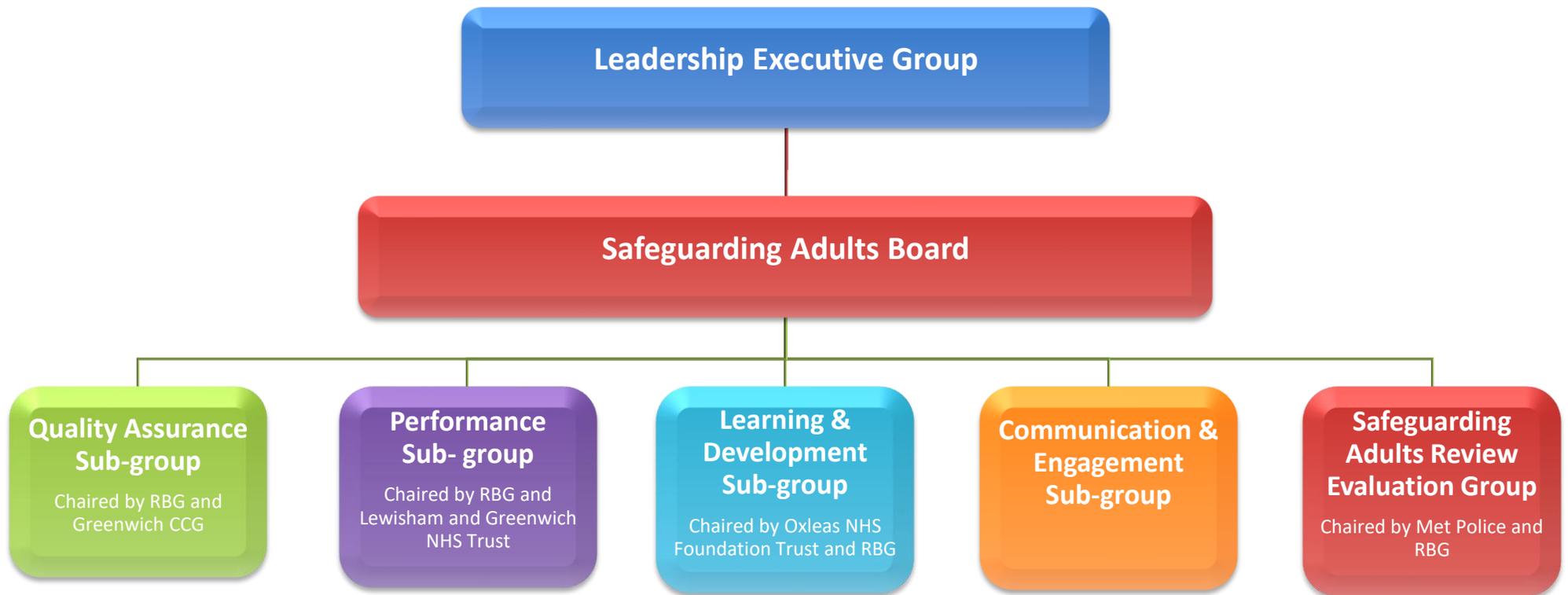




Royal Greenwich Safeguarding Adults Board Structure

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.

Sub-groups are **jointly chaired** with chairs from **different partners** to ensure that there is **equal commitment** to the sub-group to ensure its effectiveness





Funding

Funding for the Royal Greenwich Safeguarding Adults Board is provided by the **partner organisations**.

The budget funds the cost of the **Independent Chair** and the **Board Manager, Board Administrator and Safeguarding Adults Reviews**, along with the work of the Board in delivering the Strategic Plan. The budget for 2019/20 is detailed below

Royal Borough of Greenwich	• £64,500
Greenwich Clinical Commissioning Group	• £30,000
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 **Greenwich Safeguarding Children Partnership, 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 Safeguarding Adults Story in Greenwich



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



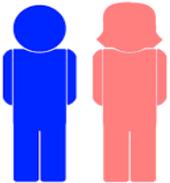
204 of these contacts were investigated further



49% of enquiries were about neglect



17% of enquiries were about physical abuse



59.3% of enquiries concerned women and 40.7% men



48% of abuse took place in the persons own home



Most referrals came from care providers



94% of people felt their outcomes had been met



Key achievements of the Board 2019/20

The Joint Strategic Plan 2017-20 set out the outcomes the Safeguarding Adults Board wanted to achieve for the 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

Easy read leaflets co-produced with people with learning disabilities

Safeguarding Adults Month

PREVENTION

Safeguarding Adults Conference

Domestic Abuse videos and presentation shown on Big Screen in Woolwich

PROPORTIONALITY

Development of Voluntary Sector Safeguarding Adults Template policies

PROTECTION

Safeguarding awareness workshop at the Islamic Centre

An event for people with learning disabilities: "Abuse... Stop it now"

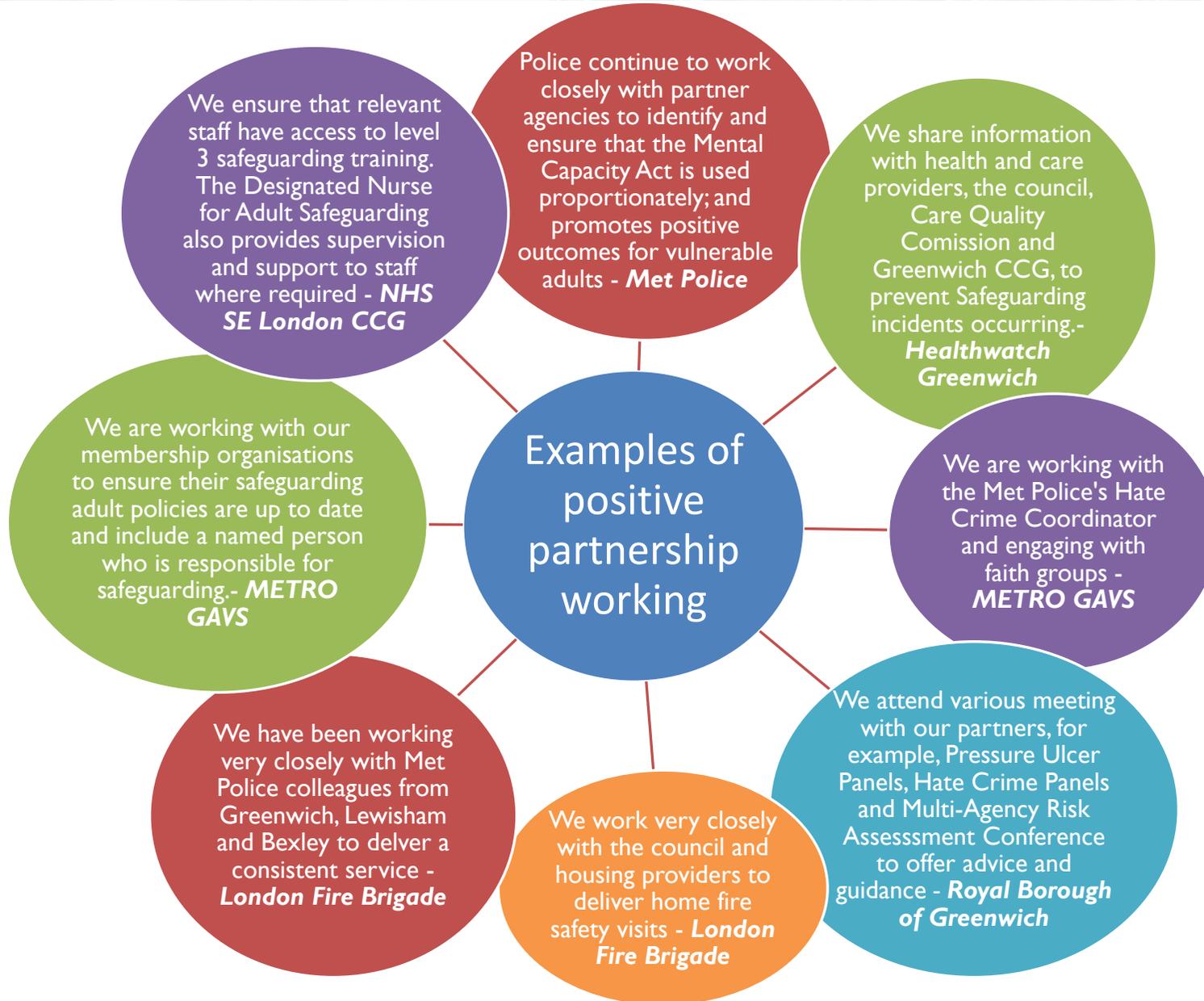
PARTNERSHIP

Consistent engagement with community via Carer's Centre: attendance at three Carer's forum and facilitation of partner agencies to raise awareness

Challenge Event 2019

ACCOUNTABILITY

Three Safeguarding Adults Reviews completed and published on the website and learning events held to disseminate and embed the learning





Safeguarding Adult Reviews (SARs)

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

The Safeguarding Adults Review Evaluation Sub-Group meets to consider all referrals for potential Safeguarding Adults Reviews. Once a decision is made to undertake a SAR then an independent reviewer is appointed.

The Safeguarding Adults Board is currently undertaking **5** Safeguarding Adults Reviews which are due to be completed in 2020-21. There were **3 new referrals for potential** Safeguarding Adults Reviews considered by the Safeguarding Adults Evaluation Sub-Group during 2019-20.

The Board undertook **7** learning events across health and adult's services to disseminate the learning from the Safeguarding Adults Reviews.

“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 (updated Oct 2016)*

The Royal Greenwich Safeguarding Adults Board have published **3 Safeguarding Adults reviews (SARs)** this year and the details of these are found in the next page.

You can access the full Safeguarding Adults Reviews as well as the action plans by visiting our website

www.greenwichsafeguardingadults.org.uk





Mrs A and Miss B

(published July 2019)

- This was a Joint Safeguarding Adults Review and Mental Health Homicide Independent Investigation undertaken by NHS England and the Royal Greenwich Safeguarding Adults Board.
- The circumstances of this SAR involved the homicide of Mrs A by Miss B who were family members and both known to services.
- There were 17 recommendations as a result of this review which identified areas of improvement for both health and social care.
- Recommendations included learning around information sharing, risk assessments and appropriate monitoring.
- An action plan has been implemented and will be jointly reviewed in 2020/21.

Rose

(published April 2019)

- Rose was a 75 year-old woman who died as a result of injuries sustained following the use of an inappropriate hoist in a care home.
- Rose was living in a care home for a period of respite, however was moved back home by family and later taken to hospital where she died.
- There were 8 recommendations made as a result of this review which identified areas of learning for both local authority and the care provider.
- The recommendations included learning around appropriate assessments, training on correct moving, handling and equipment use and communication between staff and families.
- An action plan has been implemented and will be reviewed in 2020/21

Mr C

(published August 2019)

- Mr C was a 82 year-old man who moved into a care home from a neighbouring borough after his family were finding it difficult to care for him at home.
- Two weeks after his move to the care home, Mr C sustained 2 falls and was taken to the hospital by ambulance, and died 5 days later.
- There were 10 recommendations made, including information sharing, risk assessments and putting the person at the centre of the safeguarding enquiry.
- An action plan has been implemented and will be reviewed in 2020/21.



Safeguarding Adults Month 2019

Safeguarding Adults Month was held between **4th November and 29th November 2019**. We held **38 events** across the month including training, workshops, service user events and public events. The Board also delivered the annual conference: Moving on... A conference about transitions.

Workshops included topics such as

- ✓ Safeguarding adults
- ✓ Deprivation of liberty safeguards
- ✓ Learning disabilities
- ✓ Modern slavery
- ✓ Domestic abuse
- ✓ Hate crime
- ✓ Prevent
- ✓ Advocacy and mental capacity assessments
- ✓ Drug and alcohol services
- ✓ Anti-social behaviour



We also held public events in our **local libraries** (Woolwich, Greenwich and Eltham Library). Colleagues from the **local domestic abuse service, trading standards, fire brigade, police, and local voluntary organisations** joined us and spoke to members of the public and professionals. Each agency brought along informational sheets and leaflets.

Supporting people to stay safe in their own homes



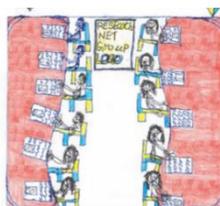
As part of **Safeguarding Adults Month**, the Board held an event for **home care agencies**, (these are agencies that support people with personal care and daily living tasks in their own home). Partner agencies were invited to attend and give presentations on **doorstep crime and scams, fire awareness in the home and reporting crimes**. There was also a focus on **strokes, hydration awareness and falls prevention**. The event finished with a general discussion about safeguarding awareness.



Learning Disabilities Event - Abuse...Stop it now!

On 5th November the Board launched the first easy read leaflet for people with learning disabilities. The Board has worked with Research Net, Safe Places (Advocacy in Greenwich), the Carers Centre and other local resources to make sure the information contained in the leaflet is accessible.

The launch event took place at Charlton House and hosted 40 people with learning disabilities and their carer's and families. Safe Places talked about the Safe Places app, which will help registered users to find safe places in the scheme. The Mayor and Mayoress were in attendance and spoke and information sharing.



aising awa



The attendees also watched a short video called: *"I was not brought"*, explaining the difficulties people with learning disabilities face when they need to see a Doctor.

We held workshops with partner agencies such as London Fire Brigade, Trading Standards, Transport for London and Community Learning Disability Team. Each attendee received a pack containing a copy of the leaflet and informative material from participating agencies.



Joint Safeguarding Adults Conference

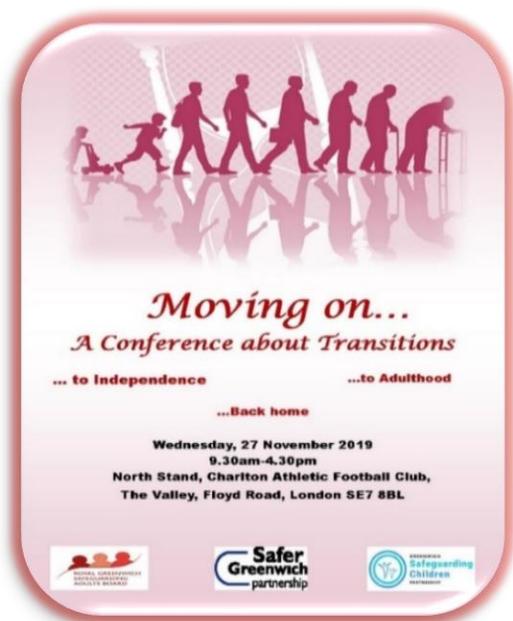
On **27th November 2019**, we held our **annual conference**, this year focusing on different aspect of **transitions between services**. The purpose of this conference was to raise awareness around processes, and potential barriers for people moving on.

The conference was organised in partnership with **Safeguarding Children Partnership and the Safer Greenwich Partnership**. The conference hosted over 117 professionals from all partner agencies and voluntary sector. The event comprised presentations from **4 speakers** as well as **4 workshops** and was chaired jointly by Independent Chair, the Director of Health and Adults Services and Chair of the Safeguarding Children's Partnership.



Keynote speakers included,

- ✓ **Dez Holmes** (*Director of Research in Practice and Research in Practice for Adults*),
- ✓ **A local carer-parent**
- ✓ **A person with lived experience** of care and prisons.



Workshops included:

- ✓ **Transitions for young people with learning disabilities** (*Community Learning disability Team*)
- ✓ **Steps to Adulthood** (*Children's Services*)
- ✓ **Behind bars and beyond** (*Prison Social Care Team and HMP Thameside*)



"The speakers were excellent... I thought they told their story eloquently and I wanted to hear what they had to say"



Case Study

Anima was born in India where she had an arranged marriage. She moved with her husband to the UK where she has lived for many years, is a British Citizen and has two children.

During a telephone conversation with a family member about Amina's care package they disclosed that she had been subjected to domestic abuse for almost 50 years.

Two Social Workers visited Anima at home. One Social Worker tried to distract the husband and undertake a carers assessment so that the other could speak with Anima in confidence. A Hindi visual aid was used, and Anima indicated she did not feel safe and wanted help. She disclosed years of physical, emotional and sexual abuse from her husband and domestic servitude by her in-laws. Anima's family reported their own accounts of what they had observed.

Anima made the decision to leave her husband. She wanted to live in her own home, and to remain local to her family. Anima's Social Workers contacted local domestic abuse agencies who supported Anima.

Anima was fearful of being shunned by her community and the risk of a potential honour killing. Due to her own health needs, anxiety and feeling overwhelmed Amina was supported by her Social Worker, health services, housing and family. Amina's social worker helped her identify and weigh up all the risks of leaving her husband and together they formulated a safety plan as to how and when would be the safest way for Amina to leave.

Anima was offered her own accommodation to meet her needs and a care package from social services was put in place. Her main purpose in life was to feel safe, happy and in control. She moved with the support of her family, domestic abuse agencies and Social Workers during a period when her husband was away from home.

Anima has not experienced any further harm, had additional security fitted in her home and felt safe and happy.

The name Anima is being used as a fictitious name to ensure confidentiality and protect the identity of the adult concerned



Domestic Abuse is never ok!

In England and Wales, one in four women and one in six men experience domestic abuse in their lifetime. In the Royal Borough of Greenwich, **over 23,000 women have experienced domestic abuse since the age of 16.**

Anyone can be affected by domestic abuse regardless of gender, age, ethnicity or sexuality. The most common type of domestic abuse occurs in relationships, although it also can happen between family members. Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour including sexual violence. There are different kinds of abuse but it's always about one person having power and control over another person

Emotional abuse can include

- Threatening to hurt /kill themselves or the children
- Destroying things that belong to you
- Standing over you and invading your space
- Reading your texts or emails
- Harassment and/or following you (this can be called stalking)

Physical abuse can include

- Slapping, hitting or punching
- Pushing or shoving
- Biting or kicking
- Choking or holding you down
- Throwing things

Sexual abuse can include

- Touching you in a way you do not want to be touched
- Making unwanted sexual demands
- Hurting you during sex
- Pressuring you to have sex or unsafe sex
- If a person has sex with you when they don't want to do this – this is rape

If you or someone you know may be suffering domestic abuse, the following organisations provide support.

Greenwich Domestic Violence and Abuse Confidential Helpline – Telephone: **020 8317 8273**

National Domestic Violence and Abuse Helpline – Telephone: **0808 2000247**

Her Centre – Telephone: **020 3260 7772**, Legal Advice on 020 3096 6843 (domestic abuse matters)

or for in-person support go to the drop-in service on Fridays 10am-12pm at Woolwich YMCA SE18 5QG

Victim Support – Telephone: **0808 1689 111** or Victim Supportline 24/7 – **020 8801 1777**

Men's advice line – Telephone: **0808 801 0327** **National LGBT helpline** – Telephone: **0300 330 0630**

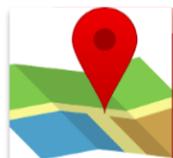


If you need urgent help and/or are concerned for your own or someone else's safety, call the Police on 999.



Stop Modern Slavery!

Modern Slavery is the **trafficking of people**, different types of **exploitation**, **forced labour** and **domestic servitude**



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 by making child abuse images and videos.
- Criminal exploitation is where someone is made to commit a crime such as pick-pocketing, shoplifting, 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 encountered 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 Board website. www.greenwichsafeguardingadults.org.uk

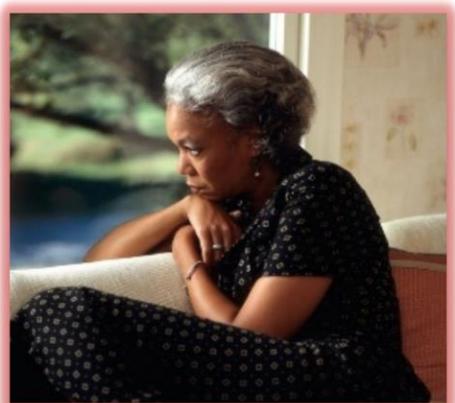


New Strategic Plan

The **Joint Strategic Plan 2020-24** sets out the actions that the Safeguarding Adults Board want to achieve for the next four years, Partners will use these priorities to set targets for their own organisations.

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. An event was held on 26th February 2020 to identify the actions for the next three years. However, given the impact of the Covid-19 pandemic the strategic plan has been extended to four years, with the first year's actions spread over two years. Board members will be responsible for leading on certain priorities.

The Board agreed to focus each year on a theme in relation to safeguarding in Royal Greenwich. The three themes are **Social Isolation**, **Safeguarding and Mental Health** and **Hate Crime**.



You can view the Strategic plan for 2020-2024 on the Safeguarding Adults Board website

www.greenwichsafeguardingadults.org.uk



Getting Involved

If you **live** in the Royal Borough of Greenwich and would like to **become involved** in the work of the Royal 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

Royal Greenwich Safeguarding Adults Board
The Woolwich Centre, 2nd Floor
35 Wellington Street
London
SE18 6HQ



Concerned about an adult at risk of abuse?

If a person is in **immediate danger** call **999** and alert the police. If you suspect a person is at risk of abuse or is being abused, **report it to the Contact Assessment Team**.

- Phone: **020 8921 2304**

- Out of hours: **020 8854 8888**

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

The Contact Assessment Team will put you in contact with the appropriate service or direct you the right organisation

The switchboard is open 24-hours a day, seven days a week. Anyone who is concerned that abuse may be taking place or feels they are subject to abuse themselves should seek help.

For more information visit our website:

<https://www.greenwichsafeguardingadults.org.uk/>

Or the council's website:

<https://www.royalgreenwich.gov.uk/>

Need help during the Covid-19 pandemic?

Residents who are **self-isolating** and **haven't got a family member, friend or neighbour** who can help can contact Royal Greenwich **Community Hub** who offer a range of support

Tel: **0800470483** (seven days a week 8:30am to 6pm)

E-mail covid19support@royalgreenwich.gov.uk