



# **Lambeth Safeguarding Adults Board Annual Report 2023/24**



Safeguarding  
Adults  
in Lambeth

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**BOARD**  
**ANNUAL REPORT 2023-24**

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## Introduction from our Independent Chair Anu Singh



As the Independent Chair of the Lambeth Safeguarding Adults Board, I am pleased to introduce our annual report which is filled with the inspiring work of the dedicated practitioners, leaders, and advocates across Lambeth's many communities and organisations. This report sets out the difference we make through our unrelenting ambition to work closer together as partners and to continuously learn from our communities.

This year we have come together with some new members; with a renewed focus on tilting everything we do towards better understanding and serving our communities; and a consciousness that we need to do much more around lived experience and bringing their voice both into our board and our subcommittees.

Each year we gain in maturity as a partnership, and this last year we have strengthened how we hold each other to account on our individual effectiveness and the impact we may have on other partners. We have focused on better understanding changes across policy and practice that might impact our communities and our practitioners. We know that some of our most vulnerable communities for example those suffering homelessness, or those with mental health issues experiencing poor interagency interactions - these communities need us as a partnership to improve how we work together and understand each other.

We have stepped up our efforts to make sure our communities are supported across the multitude of Boards, panels, interagency committees and working groups. Often it is the most vulnerable that fall between the gaps between multiagency Boards and the failure of agencies to make effective links or better share and understand data and trends.

As always, we are supported to deliver these important changes by an amazing team at the Council who have helped our partnership to target our attention on the key issues, to spend strategic time together developing the changes we need to drive, and to manage and govern ourselves to a high standard. They have helped us to flourish as a partnership by making the most of our data, especially around improving our understanding and ambition around equality, diversity, and inclusion.

Finally, my thanks of course to all our brilliant staff who continue to deliver person centered and courageous interventions and support in unprecedentedly challenging times. I hope you enjoy the breadth of impact we have shared in this report, and I look forward to another highly impactful year.

# SAFEGUARDING ADULTS IN LAMBETH

Safeguarding adults is about protecting someone's right to live in safety, free from abuse and neglect. It is also about preventing the abuse of adults who might be unable to protect themselves because of their disabilities or care needs. We all have a role to play. We want to ensure that all Lambeth residents, health and social care staff and other professionals working in the borough have access to information about Safeguarding Adults that helps them understand what this looks like and what steps we can take to support adults who may be at risk of or experiencing abuse or neglect. The Care Act 2014 states that safeguarding duties apply to an adult who:

- ❖ has needs for care and support (whether or not the local authority is meeting any of those need)
- ❖ is experiencing, or at risk of, abuse or neglect as a result of those care and support needs.
- ❖ is unable to protect themselves from either the risk of, or the experience of abuse or neglect.



Have you got a safeguarding concern about someone?

**If you are concerned about someone's immediate welfare, please call 999 in an emergency.**

**If you are concerned about an adult and want to make a safeguarding referral:**

**Please do so via online referral [here](#)**

**or call 0207 926 5555 Option 1 for care and Option 3 for Safeguarding.**

## **WHAT IS THE LAMBETH SAFEGUARDING ADULTS BOARD?**

The Lambeth Safeguarding Adults Board (Lambeth SAB) co-ordinates safeguarding adults work in Lambeth. Its main objectives are to ensure



that the safeguarding arrangements across the partnership are effective, that organisations work collaboratively to prevent abuse and neglect where possible. The SAB seeks assurance that safeguarding

practice is person centered and outcomes focused and the local safeguarding arrangements in Lambeth are carried out in accordance with Care Act 2014 and statutory guidance.

The SAB's statutory functions include:

- ❖ **Developing and publishing a strategic plan setting out how we will meet objectives and how the partnership will contribute to this.**
- ❖ **Publishing an annual report detailing how effective their work has been.**
- ❖ **Commission and conduct Safeguarding Adults Reviews for any cases which meet the criteria.**



The Board has an Independent Chair and is a multi-agency partnership that includes a range of organisations. We want to ensure that all residents and people who work with adults at risk in Lambeth know about safeguarding adults and how to respond should they come across a concern. We do this by maintaining cohesive partnership working. The Board is not responsible for delivery of services, those who plan and make decisions about services locally have representation at the Board and give the Board regular assurance on how their services respond to and protect adults at risk of abuse or neglect.

### **Our Budget:**

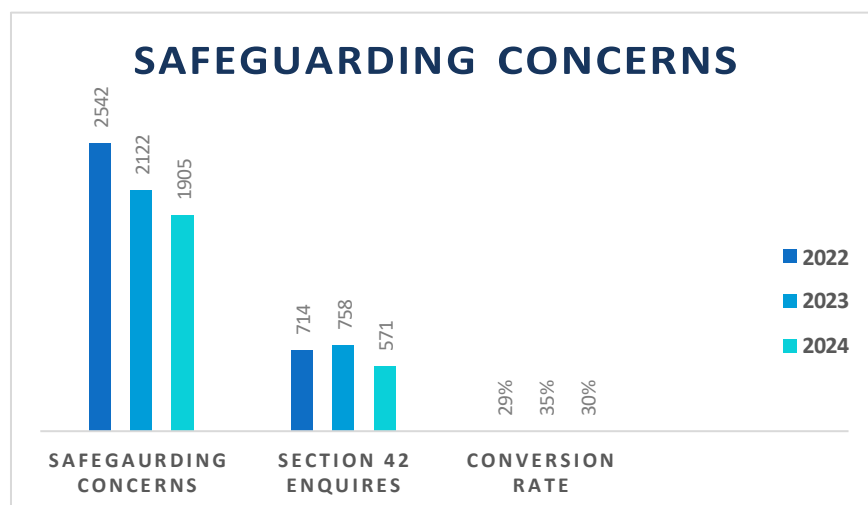
It has been a priority for LSAB to increase contributions from SAB Members to align with SAB budgets elsewhere in London and ensure that we are able to deliver on our stated aims. We are in conversation with our partners to ensure we have contributions that constitute a workable budget.

**In the year 2023/24 we received partner contributions from:**

- **Mayor's Office for Policing and Crime (MOPAC) £5000**
- **South-East London ICB £30,000**

This is the third year that we have received contributions from ICB colleagues. Our total yearly expenditure is approximately £200,000. This includes the salaries of those coordinating the work of the SAB, as well as funding for Safeguarding Adults Reviews ([page 20](#)) and the work of the Independent Chair.

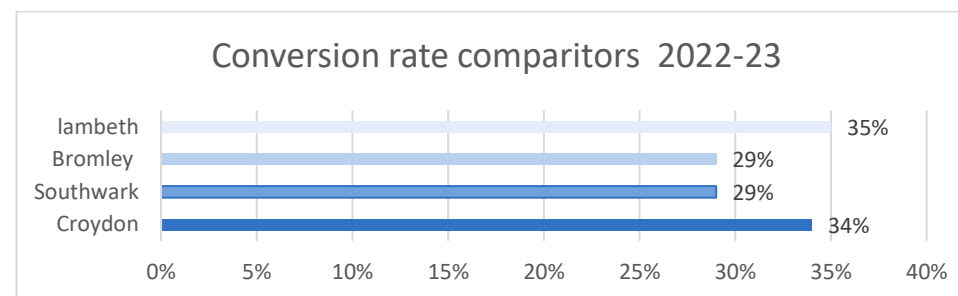
## THE LOCAL PICTURE



Overall, we have seen a reduction in Safeguarding Concerns received by Adult Social Care (ASC) in 23/24, with 1905 concerns recorded. We believe this to be due to the established Safeguarding Hub which enables consistency in decision making. There is also a volume of work that is passed to the Safeguarding Hub that is not deemed to be Safeguarding and may require signposting or feeding back to the referrer to consider initiating the complex case framework to address some of the risks or concerns identified. This has not been captured as part of the numbers provided but should be considered when thinking about managing demand.

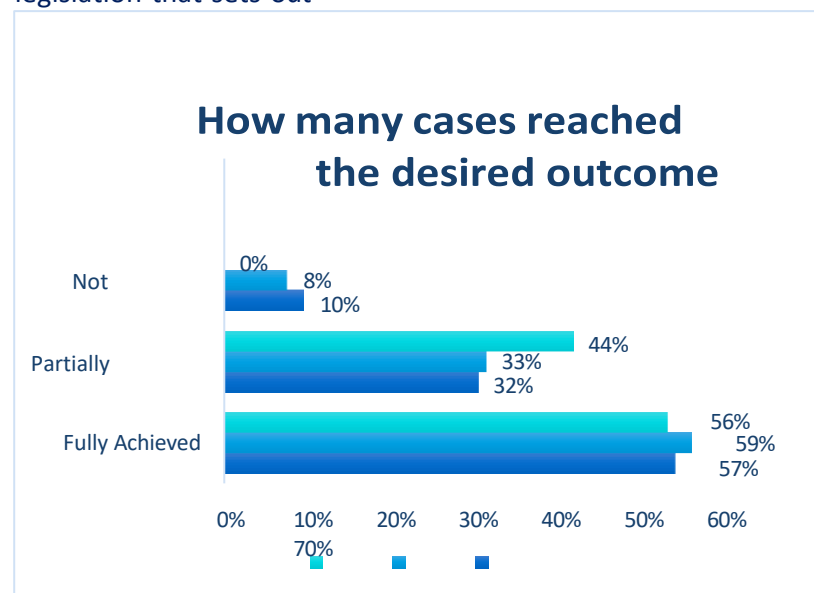
## Conversion rate Comparators.

Benchmarking against neighboring Local Authorities for the last financial year, Lambeth had slightly higher conversion rates than Croydon, and were 6% higher than both Southwark and Bromley. We will continue to report to comparators. This financial year, we have seen a reduction in the conversion rate, which aligns us more closely with our neighbours.



In 23/24 the S.42 conversion rate is 31%. This represents the volume of safeguarding referrals received and captured as concerns, that met the safeguarding criteria and required enquiries to be made. The number of people receiving support from Adult Social Care in 2023-24 has increased by 2% to 5084, with an increase in activity of 9%, when considering: Referrals, Assessments, Safeguarding Enquiries and Mental Capacity Assessments. 11% of Lambeth residents who accessed support from ASC in 23/24, experienced safeguarding enquiries.

Notably 69% of safeguarding referrals received from our partners and the public did not warrant a safeguarding enquiry. An action for the SAB partnership to take forward in 24/25 would be to review a sample of referrals that did not require a safeguarding enquiry to better understand this, and for partners to go back to their organisation to determine why these referrals were made and if other more appropriate actions should have been taken. This may include additional education about safeguarding adults and the legislation that sets out



our responsibilities, considering a preventative response or action carried out by the organisation or referrer themselves e.g. initiating the complex case framework.

### ***Making Safeguarding Personal***

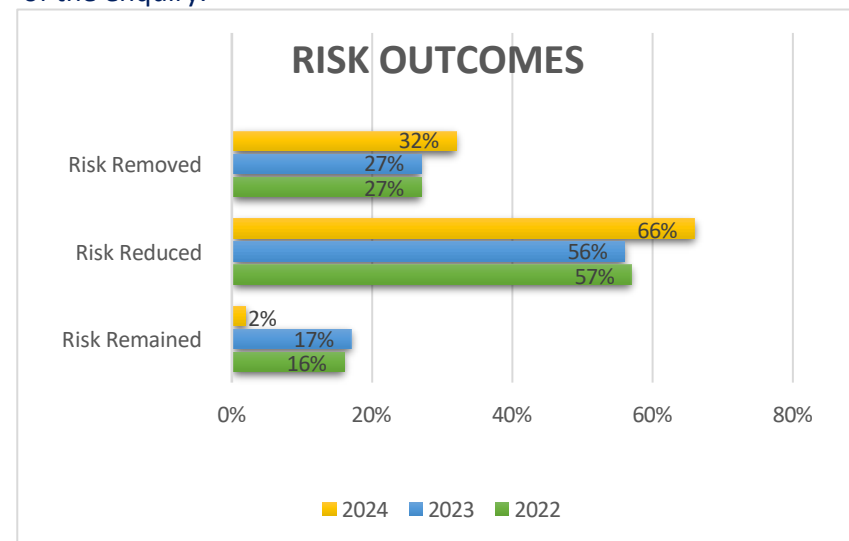
A success measure of 'Making Safeguarding Personal', includes the extent to which the person's desired outcomes are met. Locally, 82% of people involved in a safeguarding enquiry expressed their desired outcomes, a significant increase from 66% in the previous year. These

outcomes were either fully (56%) or partially (44%) achieved.

This is good evidence that safeguarding practice in Lambeth is person-centered and follows the principles of MSP. In the cases where outcomes were not expressed or not met, this is usually due to the person not engaging with the process or being unwell at the time of the enquiry.

### ***Impact on risk***

This measure determines if the safeguarding plan and action taken as part of the enquiry has had a positive impact on risk by capturing the risk outcomes. This is done in consultation with the person and/or their representative. In 2023/24 66% of cases showed that the actions taken to mitigate risk reduced the risk. In 32% of cases the risk was removed fully and in 2% of cases the risk remained the same. A closer review of these cases where risk remained showed that this was for some more complex situations of domestic abuse or self-neglect and although actions were taken it was not sufficient to impact the risk status. It is worth noting that the risk status is in relation to the specific safeguarding concern at the time of the enquiry.





### Types of abuse

*Abuse is when someone treats an adult in a way that harms, hurts, or exploits them. It can take many forms – ranging from shouting at someone or undermining their confidence and self-worth, to causing physical pain, suffering and even death. Abuse can happen just once or many times; it can be done on purpose or by someone who may not realise they are doing it.*

**Neglect and acts of omission** remain the highest reported type of abuse with 31% recorded in 23/24. This is not surprising, as the category covers many aspects including medical or physical care needs and the withholding of necessities, such as medication and adequate nutrition.

**Financial or material abuse** includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits. This is our second highest reported category of abuse, accounting for 19% of enquiries. This is a slight increase from previous years and is something the SAB will focus on particularly as the cost-of-living crisis continues.

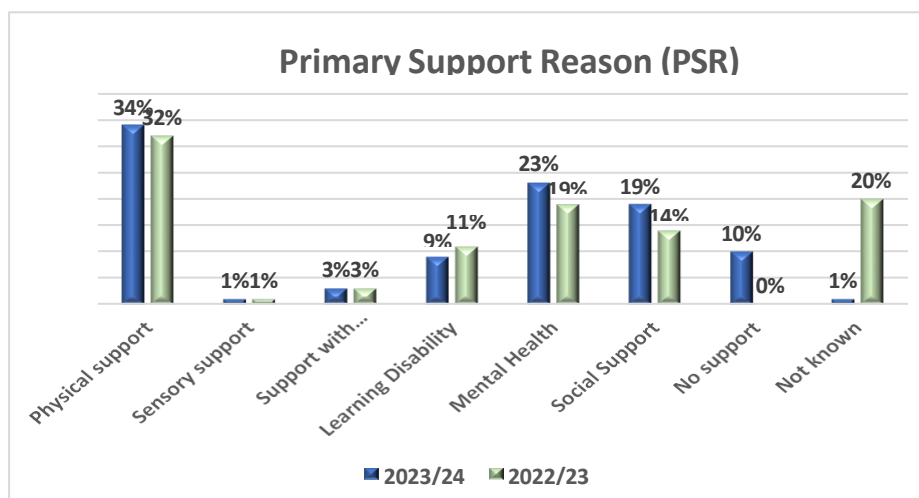
**Psychological abuse:** accounts for 14% of safeguarding enquiries in 23/24. This is comparable to the previous year. Psychological abuse encompasses many elements and will often be selected alongside reported domestic abuse, cuckooing, or neglect. It includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

**Self-neglect:** Self-neglect has seen a steady increase which can be attributed to increased awareness and identification. This accounted for 13% of safeguarding enquiries in 23/24, which is comparable to previous years. It is worth noting that in situations where adult

safeguarding is not the correct route for this type of concern, the complex case framework can be initiated to enable multi-agency dialogue risk management and action. Self-neglect covers a wide range of behaviours including neglecting to care for one's personal hygiene, health, or surroundings.

### Equality diversity and inclusion

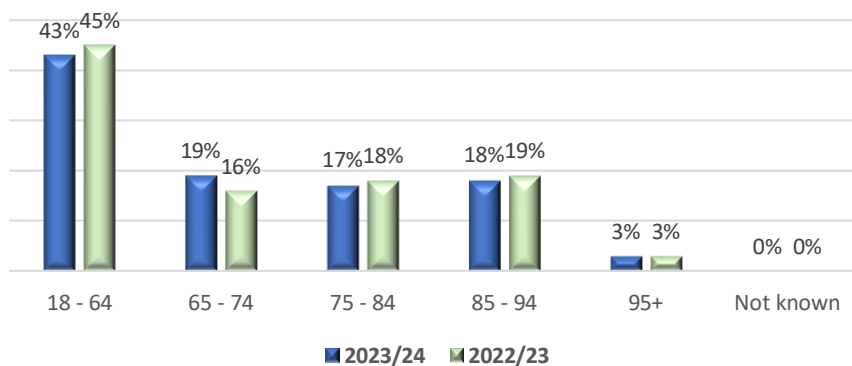
We continue to look at different protected characteristics as part of the safeguarding and the impact that this has had on the S.42 enquiry process. Quarterly reports are presented to the Board showing oversight of types of abuse, age, race, religion, and gender as part of the data we receive on those going through the safeguarding process.



We have noted an improvement in the data quality recorded on the ASC recording system, including consistent recording of Primary Support Reason, ethnicity, gender and sexuality. This data is important as it enables further analysis of who is experiencing abuse/ neglect which requires enquiries and if there are any groups of people who the SAB need to reach to support them to understand what safeguarding adults is and how to make referrals.

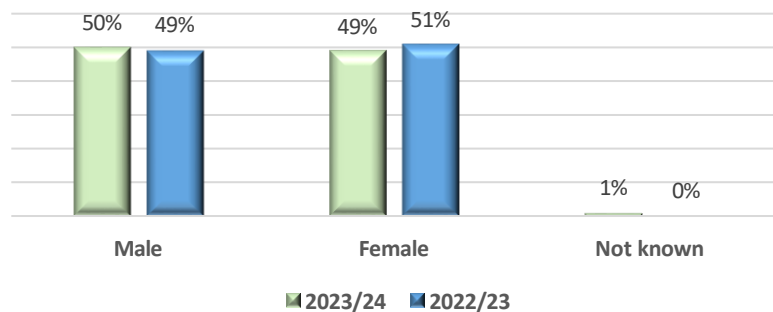


### Age breakdown



This remains similar to previous years in the division of age with a slight increase in those under 65 years of age. Further to that Gender has also remained similar to that of previous years (see below) with nearly a half split between genders in those that we support around safeguarding.

### Gender Breakdown

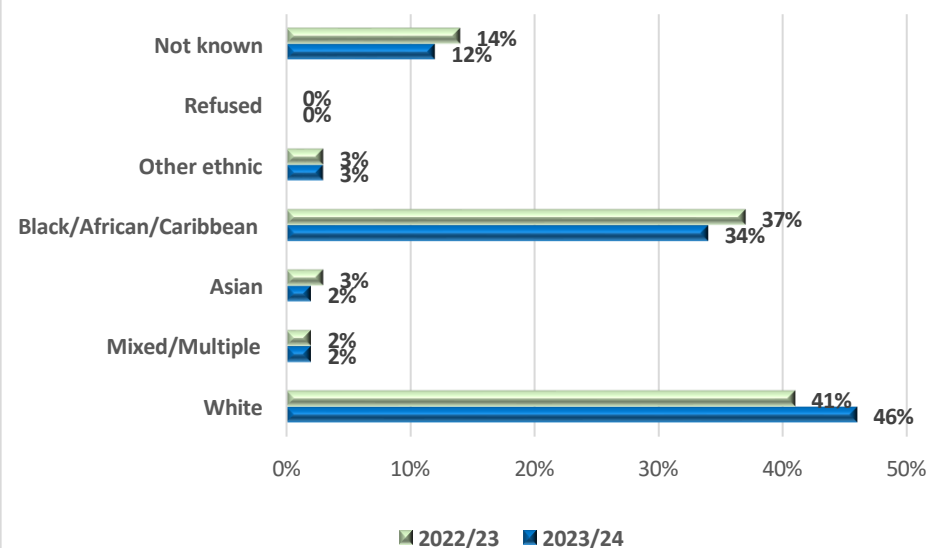


Recording protected characteristics has improved around Ethnicity with a 2% reduction in those recorded as “not known”. This however

will be a focus of improvement in 24/25 so we know more about the backgrounds of those we support in the safeguarding process.

In further analysis with data from our SALT report we can now see that safeguarding referrals and ethnicity are in proportion and representative as to the service users we support.

### Ethnicity breakdown



## What we have done in the last year

Each year the Lambeth Safeguarding Adults Board (SAB) must publish its strategic plan outlining how it will meet its main objectives. In 2022-23 we concluded our 3-year strategy with a focus on consolidating and reviewing work that had been completed by the Board. During 2023 the LSAB developed our new **three year strategy** for **2023 -2026** this identifies our priorities and objectives for the next three years. Our targeted aims for 2023-26 are complemented by a more detailed action plan which will be monitored regularly by the Board and its subgroups. This will also consider our responses to specific and thematic issues, such as modern slavery, domestic abuse, self-neglect, financial abuse, and adult safeguarding. The new detailed work plan focusses on



**Communication Partnership and Equality Diversity and Inclusion.**

### Mental Capacity Act - MCA AUDITS

The Mental Capacity sub-group (MCA) continues to be chaired by *Mala Karasu, Head of Safeguarding adults at Guys and St Thomas's hospital Trust (GSTT)*. The group meets bi-monthly and membership includes partners from Health, Police, Lambeth Adult Social Care, and our Care Providers who provide services for residents in Lambeth.

One of the actions taken forward by this group was to better understand the quality of mental capacity assessments being undertaken by different professionals, the application of the Mental Capacity Act and to build a shared understanding of what key information should be included in these assessments and how any best interest decisions should be recorded and put into action.

The audit form was co designed by the MCA Subgroup. A total of one hundred and forty-two audits (142) were completed across the Lambeth safeguarding partnership including Lambeth Adult Social Care, GHSTT, KCH SLaM and multiple care homes throughout the borough. The process gave general assurance that staff largely demonstrated a good understanding of the mental capacity act and that decision makers took a person-centered approach, using principles of the MCA.

However, a smaller number of cases were found to have a superficial awareness of MCA principles and did not evidence sufficient engagement with the subject who was being assessed and the decision at centre of the assessment was not always clear. Areas identified for improvement were a person-centered focus:

- **Enabling the person to understand the information around the decision.**
- **Framing the decision from person's viewpoint**

*Mala Karasu, Head of Safeguarding (GSTT) Hospital Trust* facilitated a lunch and learn session in June 2023 for staff across adult social care and the GSTT teams on the **Mental Capacity Act** and the **Mental Health Act**, focusing on the differences between the two pieces of legislation and their application in supporting the people these services work with. The session was well attended by 60+ staff from ASC and Health. These sessions are a terrific way for colleagues to come together for an opportunity to learn and reflect across organisations by sharing case studies and practice examples.

## Care Quality Commission (CQC)



In July 2023, the re-introduction of inspections of local authority's adult social care functions by the Care Quality Commission (CQC) was announced. The inspections will focus on how local authorities meet their duties under Part 1 of the Care Act 2014. Lambeth Adult Social Care has commenced preparation for this and there has been positive support received from partners of the SAB in relation to Theme 3 of the inspection which focusses on ensuring safety, including safeguarding adults work.

- **Theme One - Working with People**
- **Theme Two - Providing Support**
- **Theme Three - Ensuring Safety**
- **Theme Four - Leadership**

Self-Assessment engagement has taken place with leaders and partners – including LSAB in relation to Theme 3, ensuring safety. Strengths in this area include robust quality assurance frameworks, provider monitoring and continuing to reduce risk outcomes through safeguarding interventions and placing the voice of the person at the centre of our work. During 2024 the 0- 25 social care team is due to be established, and this will support positive joint working with colleagues in children's services to a transitions model delivering improved outcomes.

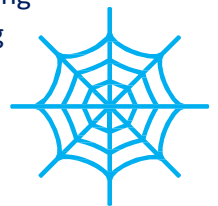
### LPS Update

On 5 April 2023, the Department of Health and Social Care announced the planned implementation of the Liberty Protection Safeguards (LPS), following the Mental Capacity (Amendment) Act 2019. It was reported

in early 2024 that LPS will be delayed “beyond the life of this Parliament” (Autumn 2024).

### LSAB (Lambeth Safeguarding Adults Board) Website

The current safeguarding adults board website is being redesigned, all documents stored on the website are being reviewed, documents created during Covid will be removed and the remaining documents will be assessed for validity and uploaded onto the new platform ensuring they are accessible.



### Communication



**Strengthening our communication with colleagues internal and external to the organisation around safeguarding ensuring they know what we do and why** Partners of the board will build on having knowledge of escalation pathways and understanding each other's roles and responsibilities, improving the complex pathways escalation routes between agencies communicate learning from LSAB to the Lambeth LSCP and community safety boards and requesting them to share their own.

## Partnership



### **How do we measure outcomes and learning from SARs?**

The (SARSG) SAR sub-group now meets quarterly; Lizzy Lacey Adult Safeguarding Lead for Lambeth has been the interim chair of this sub- group since the

departure of Claire Kelland from the Metropolitan Police Service (MPS) in 2023. It was agreed that the role would be best served by an alternative chair, and this is currently being explored with partners.

## Safeguarding Adults reviews (S.44) Referral pathway

The SAB wants to strengthen the SAR referral pathway to ensure that the referrals have been quality assured by the relevant safeguarding lead or manager within the referring organisation before being submitted and that the legislation has been considered and applied. This will promote a streamlined pathway for presentation at the subgroup and consideration by members. To support a shared understanding of S.44 process across the partnership the SAR sub-group will create a presentation and training session on what a SAR is, when to consider a referral, and how to complete and submit this. It is envisioned that this training will be offered via an online lunch and learn format, staff from all partner organisations will be invited. There is scope for this to be repeated at the next National Safeguarding Adults week November 2024.



## Equality Diversity and Inclusion

### **How do we act on the data we have and how we use and share it?**

Partners of the Board to be culturally curious, encouraging conversations about Sexuality, Gender, and service user backgrounds and recording this. This data collection will help the Board determine what training and practice development investments are needed to better serve the cultural needs of our communities. Accessibility looking at accessibility thinking about how people access information and how they access care and support is equally relevant.

# KEY EVENTS IN 2023 -2024

## National Safeguarding Adults Week, November 2023

This was a positive week of discussion of practice, legal processes, reflection on how we support those in the safeguarding process and improving the service user experience through the principles of making safeguarding personal (MSP). We had a 90.2 % increase in attendees in attendance from 2022 to 2023, moving from 297 people to 565 people.

### National Safeguarding Week Sessions

- ❖ What's My Role in Safeguarding Adults?
- ❖ Taking The Lead on Safeguarding in Your Organisation
- ❖ Who Cares for The Carers? Secondary and Vicarious Trauma
- ❖ Adopting a Trauma Informed approach to Safeguarding Adults
- ❖ Learn, Lead – Co-Production with Experts by Experience
- ❖ Working Together - Outcomes and Risks

Many of our LSAB partners participated and attended sessions over the week including colleagues from South London Maudsley NHS Foundation Trust (SLaM) Guy's and St Thomas's NHS Foundation Trust (GSTT) Kings College Hospital NHS Foundation Trust (KCH) London Fire Brigade

"I enjoyed the interactive part of the session".

(LFB) and the Metropolitan Police (MPS) along with members from our community engagement group and the SAB independent chair, Anu Singh.

95% of those in attendance felt that they could use what they had learned during the session within their daily practice, and 75% of those in attendance stating that the session had exceeded their expectations with 22% sharing that their expectations had been met with its content.

Polls taken after the session showed us that attendees would like to see the following topics covered next year as part of their continued professional development.

"Great Sessions this week lots of learning "

Hoarding MCA  
MSP Domestic Violence

## Complex Case Pathway Framework

The Complex Case Pathway was developed in response to learning from Safeguarding Adults Review (SAR) E and SAR Martin, and in collaboration with Bromley and Southwark Safeguarding Adults Boards. The tool was agreed by the Lambeth SAB in July 2021 and has been used by partners.

The framework aims to:

- ***promote a pro-active responsibility on the agency that identifies the concern to take action and coordinate a response.***
- ***encourage the facilitation of multi-agency conversations about risk.***
- ***develop on-going consideration of risk and actions through the identification of a lead agency.***



Initial feedback had shown that whilst this is a useful tool in principle, some practitioners have found the accompanying guidance confusing, and is not always clear under what circumstances to use the tool. During Mental Capacity Act (MCA) practice week in 2023 the tool was discussed, and a poll was launched during an online session to establish who is using the tool and any challenges or barriers to using it. The poll results showed a significant increase in awareness of the tool among practitioners since 2022, but indicated little change in the number of practitioners using the tool. The Lambeth Safeguarding Board (LSAB), in collaboration with the Bromley and Southwark Safeguarding Adults Boards, is currently leading a task and finish group. This group is attended by partners who have hands-on experience with the tool, including:

- ❖ **South London Maudsley Trust (SLaM)**
- ❖ **Lambeth Adult Social Care**
- ❖ **Kings College Hospital Trust (KCH)**
- ❖ **Guys and St Thomas Hospital Trust (GSTT)**
- ❖ **Safeguarding Adults Board Managers (SAB) from Lambeth Southwark and Bromley.**

The group has agreed to promoting the complex case framework by producing a leaflet to raise awareness and reviewing it's use across all three boroughs to strengthen a unified approach and improve mechanisms on how to further embed the tool and measure outcomes.

**Mental Capacity Act (MCA) Practice Week, February 2024** – This practice week is a Lambeth SAB initiative coordinated and led by Lambeth Safeguarding Adults Board partners who are members of the MCA sub- Group. It provides an opportunity to share learning and expert knowledge around MCA, offering a lens on complex areas of practice pertaining to the Mental Capacity Act and how this translates into practice. Findings from the MCA audit completed across the partnership in August 2023 assisted in determining areas of focus for the sessions. Nine sessions were held, two of these were self-directed learning. Attendance at this annual practice week has steadily grown, reaching 793 participants in 2024. The primary goal is for attendees to apply the knowledge and skills gained during these sessions and for this to be demonstrated in mental capacity assessments and through the application of MCA legislation. Some of the positive feedback received is shared below. –

Session title
Principles of MCA and completing good assessments at all levels
Best interest's decisions - ensuring a balanced sheet approach.
Complex Decision-Making in Mental Capacity: what is important to know about acquired brain injury- Tracey Morgan -
How to maximise decision making in MCA
Ensuring good MCA in health and social care
Testing executive functioning - Approaches to assessment of Mental Capacity.
Lunch and learn session Advocacy - <a href="#"><u>PohWer</u></a>
<b>Total attendance across the week     793</b>

“Regular sessions like this are great for continued professional development”.

“Refresher has been very useful regarding to changes to MCA chapters 1-11”

“Great Session on Brain Injury with a knowledgeable facilitator”.



Tracey Morgan, a Lead Consultant Clinical Neuropsychologist and Clinical Director with extensive expertise in brain injury as an accomplished author and practitioner, facilitated a session titled "The Complex Decision-Making in Mental Capacity: What is Important to Know About Acquired Brain Injury." The session was attended by 130 participants and received positive feedback, with attendees noting that the subject matter was very interesting, and the session had a good balance of interaction and knowledge sharing.

In 24/25 the LASB aims to develop their learning resources, storing them in a shared space so partners can access them. This will include recordings of practice week sessions.

### **LAMBETH SAFEGUARDING ADULTS BOARD (LSAB)**



The Board meets quarterly and has excellent attendance by LSAB Partners. The meetings are interactive and collaborative, led by our three-year strategic and yearly targeted work plans that are agreed with partners at our annual development day.

The development day held in March 2024 was an in person event, chaired by our Independent Chair, Anu Singh, and attended by partners from Health, Adult Social Care, Housing, Community Safety and the Metropolitan Police. At the development day, partners shared their key achievements and challenges using the Safeguarding Adults Partnership Audit Tool (SAPAT), resulting in an interesting and lively exchange as they reflected on the previous year and looked ahead to the coming year's focus and areas of priority in relation to safeguarding adults work. Board members' achievements and reflections can be viewed on page 22.

The quarterly Board meetings, also chaired by our independent chair, typically feature a report from the chair and a presentation from one of the Boards' members. In 23/24 we introduced the approach that the presenting Board member would include a case study or vignette to bring to life the safeguarding work being done and enable members to reflect on this through group discussion. This has been positively received and has drawn out areas of focus or priority for the SAB to take forward.

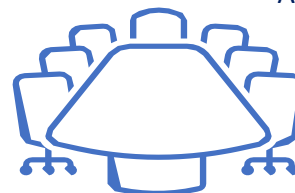
## COMMUNITY ENGAGEMENT GROUP



The Community Engagement Group has gone from strength to strength since its establishment, serving as a vital link between the Safeguarding Adults Board (SAB) and the local community in Lambeth. In 2023, the group has welcomed numerous new members, its newest member being the Royal Deaf Association (RDA). With a strong and growing membership, the Community Engagement Group, chaired by the SAB Business Manager Jenny Johnson, meets regularly. Their proactive approach has effectively engaged the local community, raising awareness on adult safeguarding. This collaborative effort has made a positive impact, especially among the voluntary and community sector working directly with vulnerable adults in Lambeth.



The meeting format established last year center's on members presenting their organisation's role within the community, their support for service users, and the impact of safeguarding on their work, to other agencies in attendance. In September 2023, Healthwatch introduced their organisation to the group, with the presentation led by their Engagement Officer Anna D'Agostino. The presentation provided valuable insights into how Healthwatch serves as a health and social care champion for their service users, aiding them in providing feedback on care and services. Additionally, Healthwatch collaborates with professionals to enhance services and outcomes based on the feedback received from service users. Healthwatch supported Lambeth Adult Social Care with interviews of service users to gain feedback on their lived experience with Lambeth's safeguarding process.



As part of Lambeth's commitment to enhancing accessible communication about safeguarding with the residents we serve in Lambeth, the Adult Social Care Safeguarding Lead, Lizzy Lacey and the SAB Business Manager, Jenny Johnson in collaboration with the wider SAB partnership, initiated a 6-month roadshow of events. The roadshow, named the Lambeth CEG and Partners Safeguarding Adults roadshow, aims to raise awareness

about adult safeguarding by visiting local community and voluntary groups, team meetings, and social events. Through this process, it was revealed that some residents lack an understanding of safeguarding, its significance to them, how to keep themselves safe, and what steps to take should they or someone they know be experiencing or at risk of abuse or neglect. As part of the roadshow our first visit was to new members of the CEG the Breaking out of the Bubble Team affectionately known within the community as the [BOB Team](#). They are a local Lambeth support group for service users with learning difficulties they have supported 1000s of people, also providing training to professionals on how they can engage members of the community with learning difficulties. The feedback to be considered by the SAB included that they would like an easy read version on how to report a safeguarding concern and to understand what happens when a concern has been reported. This has been taken forward by CEG who have co-produced an easy read guide on what is adult safeguarding and how to raise a concern. The following community groups have now been visited:

- **Healthwatch**
- **Supported housing and provider forums.**
- **Lambeth Links**
- **Carers Hub**

There is a plan to continue this piece of work so that all members of the CEG may have the opportunity to engage with this presentation.

In 2024/25 Lambeth Safeguarding Adults Board Partners will have the opportunity to attend the CEG group to speak about safeguarding adults, their role from their own organisations perspective and enable opportunity for questions and discussion.

**Making safeguarding Personal (MSP)** Members of the CEG [Faiths Together in Lambeth \(FTiL\)](#), an independent, borough-wide body, fostering constructive relationships among faith communities and promoting faith and multi-faith involvement in civic life and the [Disability Advice Service Lambeth \(DASL\)](#) a local, user-led organisation co-facilitated a session with the Adult Social Care Safeguarding Lead Lizzy Lacey as part of National Safeguarding Adults Week titled:

***What's My Role in Safeguarding Adults?*** This session explored safeguarding from their organisation's perspectives. During the session, FTiL examined the role of faith communities in safeguarding, emphasising the incorporation of faith into care and support processes. DASL presented a case study involving a service user with learning difficulties and highlighted how their advocacy service supported the individual throughout a safeguarding enquiry, ensuring that the user's perspectives and wishes were respected and that they had access to relevant information about the process and their rights. This session provided valuable insights into safeguarding from diverse perspectives.

**Feedback was gathered from members of CEG** regarding their thoughts on safeguarding adults and their collaboration with the Lambeth Safeguarding Adults Board (LSAB). Responses were received from Carers Hub, Faith Together in Lambeth, Healthwatch, Lambeth Links, Disability Advice Service Lambeth (DASL) and Royal Association for Deaf People (RAD). It was noted that the use of acronyms without explanation can be confusing, and efforts will be made to ensure that they are clarified in the future to ensure accessibility for all.

"I have learnt more about other services through CEG meetings."

"There is a lot of learnings and discussion."

"Good group to produce an easy read leaflet"

"Great opportunity to network."



## SAFEGUARDING ADULTS' REVIEWS

Under S.44 of the Care Act 2014, the LSAB is responsible for the coordination of Safeguarding Adults Reviews (SARs). These are statutory independent reviews commissioned where there has been an incident of serious harm or death involving an adult at risk in their area.

The most recent SAR commissioned by Lambeth SAB was a thematic review of 3 cases, known as SAR H, I and J in 2022. This review was undertaken by Steve Chamberlain, independent reviewer and the report on the learning can be viewed [here](#).

### **LAMBETH SAR SUBGROUP**

The Lambeth SAR sub group consists of partners from Health, Adult Social Care, the Police and Housing. Since SAR HI and J was commissioned, the Lambeth safeguarding adults board have not commissioned another SAR however there have been three referrals that have been reviewed by the members of the SAR sub group and have not met the criteria. In some of these cases management reviews or serious incident pathways were completed and single agency learning was identified.

The Board and its partners continue to learn and reflect on the key areas identified from SAR H, I & J. **The 6 key areas identified:**

**1. Mental Health and Diabetes care** The SAR findings highlighted the prevalence of diabetes within the population of those people they work with who have chronic and severe mental ill health. For the Trust to consider establishing a professional who can 'champion'

diabetic care and provide advice and assistance to colleagues, including escalation to a specialist if necessary.

### **2. Escalation pathway for MDT supporting chronic patients**

Community professionals and providers of services to this group of individuals are reminded of the range of chronic and acute outcomes of poor compliance with diabetic care and advised on how to escalate concerns.

### **3. Understanding complex decisions and fluctuating capacity.**

The Safeguarding Board considers how best to enhance understanding of the practical complexities of the MCA across all professionals, including particular reference to professional differences of opinion, fluctuating capacity and legally robust but proportionate recording of capacity.

**4. Ensuring S.117 care plans are completed.** All individuals subject to section 117 aftercare have a s117 care plan which specifies the range of care and support provided to them, and differentiates the support provided under s117 and that provided under other provisions (e.g., Care Act 2014)

**5. Ensuring collaboration and communication on shared care plans:** When they involve multi-agency involvement, include explicit provision for communication between agencies when circumstances change.

**6. Annual health checks** Where individuals with chronic and severe mental illness refuse or do not cooperate with annual health checks, further consideration is given within the care planning process on how to ensure such health care support

The Integrated Care Board focused on increasing the uptake of annual health checks in Lambeth for both the Seriously Mentally Ill (SMI) and Learning Disability and Autism (LDA) population.

The South London and Maudsley Health (SLaM) Trust have implemented a comprehensive care plan system outlining patients Section 117 aftercare and review date is put in place. These processes also define the joint responsibilities under Section 117 and outline

how partner agencies collaborate to provide aftercare services. Kings College Health Trusts senior managers have provided training Mental Health Law which includes content relating to S117. Some of this content was commissioned and delivered by external partners.

### What changes

### have been made since SAR HIJ

The MCA Subgroup is currently chaired by Mala Karasu Head of Safeguarding Adults at Guy's and St Thomas's NHS Trust (GSTT). The subgroup developed an audit tool to be used

across the partnership completing 142 audits and this led to a task and finish group to improve MCA practice throughout the partnership. The audit focused on decision making for complex, intermediate and simple cases, 100% of service users that received a service from GSTT and Lambeth Adult Social Care were able to make complex decisions. 50 % of service users who received a

service from KCH were able to make complex decisions and 50% were able to make simple decisions.

### Understanding complex decisions and fluctuating capacity.

Following the time that

SAR H, I and J took place there has been the introduction of the case framework which has focused on those service users who may be known to Self-neglect and may sit across services and neglect their own health, well being and social care needs. This has been further embedded as a risk assessment tool in the last 12 months and is under

### Escalation and Partnership work

review as a partnership so we can look at its efficacy in the borough. As with all SARs we have undertaken in Lambeth, it is highlighted that partnership is sometimes unclear on SARs and there

is a need for more joined up working. We continue to build and develop our escalation pathways and discussion on cases to ensure we do not have gaps. The board has helped to have good conversations and build relationships that keep people safe in the borough.

## Partner responses to SAR HIJ



### Kings College Hospital Trust (KCH)-

We have started the delivery of mental health awareness training for health care assistants and junior doctors. The aim is to enhance the basic level of understanding of mental illness across two entirely separate layers of the MDT to instill knowledge across the clinical areas. We have set up a trust wide vulnerable patient's service that allows for clinical areas to request expert advice and review of our most complex vulnerable patients, this service invites expert independent review of mental capacity and specifically the correlation of capacity to medical treatment. The introduction of our EPIC patient record system has improved organisational access to the London Care Record, the EPIC system has been in place since 01/10/2023. The introduction of our full day's course on adult safeguarding has allowed for all senior clinical staff within diabetes services to undertake level 3 training. This includes medical staff, nursing, and allied health professionals. Our Assistant Director of Nursing for Mental Health and Safeguarding Education Lead have delivered sessions on Mental Health Law which includes content relating to S117. Some of this content was commissioned and delivered by external partners.



### South London and Maudsley NHS Foundation Trust (SLaM)-

SLaM is actively integrating the lessons learned from SAR HI and J into its operations. A comprehensive care plan outlining patients Section 117 aftercare and review date is put in place. These processes also define the joint responsibilities under Section 117 and outline how partner agencies collaborate to provide aftercare services. SLaM is dedicated to enhancing the application of MCA 2005 and Best Interest Principles through various methods such as training, learning opportunities, supervision, and a visible presence in clinical areas to raise awareness and support practice. SLaM staff utilise the Complex Case Framework to address complex cases where a Multi-Disciplinary Approach has not achieved the required outcome to support the Adults at Risk. Clear escalation pathways for safeguarding concerns have been established ensuring accessibility for all SLaM staff.

SLaM has a physical health team and a nurse overseeing the diabetes portfolio who work closely with primary and acute secondary providers such as Kings Health and GSTT Diabetic Foot Clinic. Initiatives such as the DIAMONDS support patients with diabetes and ICB has funded a new post for a MH Liaison Nurse to work across Kings Health and GSTT diabetic foot clinic.





## **The London Probation Service (LPS)**

The Probation Service has in house training on the MCA alongside using the local authority training to increase awareness, understanding and appropriate referrals. The learning from the SAR's is disseminated locally and feeds into the London wide training plan.



## **Guys and St Thomas's NHS Foundation Trust (GSTT).**

In an effort to improve the inconsistent use of the MCA as identified in SAR HI&J, GSTT has established a MCA task and finish group with the aim to improve MCA practice across the Trust and achieve consistency in the application of the MCA. Work includes setting standards for documentation, driving a consistent approach to documenting capacity assessments and best interest's decisions and developing an audit tool specific for use in the acute health sector. To aid this work, capacity assessments and best interest decision

recording templates have been embedded within Epic (patient health records system) to encourage good practice, consistency in approach and learning as these templates will guide practice. Frequent use of the complex case pathway approach allows professionals to exercise professional curiosity and appropriately challenge partners on decision making, ultimately achieving the best outcome for the patient. Epic allows clinical staff access to the London Care records enabling partners to have the relevant information necessary for risk assessments and to identify additional care needs on which personalised care plans can be developed with the patient.

An updated Trust Mental Capacity Act guidance offers staff information on the more challenging aspects of cognition and capacity such as fluctuating capacity and executive functioning. These complex concepts were discussed during the MCA week in February 2024 by experts in the subject to raise awareness among staff. Work is underway with the LSAB MCA subgroup to develop an MCA toolkit for partners on the application of the MCA. The capacity assessment proposed is the 3-stage test which looks at functional ability before ascertaining if it is due to a disorder of the brain or mind as decided by case by case. This approach helps to assure a less discriminating decision is made as less likely to be based on diagnosis. Patients with complex needs including mental health needs are supported by liaison psychiatry in hospital where care is planned and delivered in a shared care manner with both physical and mental needs managed together. The Trust has a well embedded safeguarding adults referral pathway where staff can escalate any concerns they have about patients. The safeguarding adults' team, made up of general and mental health nurses and social workers, provide immediate advice and support and where appropriate escalates to the senior safeguarding adults' and legal team for further support.





**Lambeth Adult Social Care-** Partnership working, excellent communication and escalation pathways continue to be an important part of the work we do in ASC. This is highlighted as an area of focus and outcome from all SARs and particularly with service users with dual diagnosis or complex health needs as in SAR HI&J. To support information sharing, escalation and partnership working there is a commitment to attending multi agency panels e.g. MARAC (multi agency risk assessment conference), MAVI (Multi Agency Violence and exploitation panel), PAC (Prevent and change panel), SEHP (Sexual Exploitation and Harm panel), MAPPA (Multi agency and Public protection arrangements) and Vulnerable Victims Panel. These panels have a wide range of key partners attending. We also work closely with SLAM and have built new ties with SLAM safeguarding leads following their teams restructure. This ensures good relationships and positive discussions on how we work jointly to manage risk. We also continue to promote the work we are doing around safeguarding in provider forums. In 2023/24 adult social care joined directorates with housing becoming Housing and Adult Social Care. This has been a positive step towards better working together with them as a partner. This will help to build our relationships, escalation pathways and risk management as we go into 2024/25. We continue to support staff with practice around application of the Mental Capacity Act which was a key action point of all SARs. This has been through audit, feedback, training and upcoming review of the forms to help aid practice. We have also developed a legal framework

workstep on our recording system, Mosaic. This is used if we need to apply to the Court of Protection for cases like H, I or J that staff have clear steps to follow to move this quickly forward in a clear and concise way. As part of our assurance work, we have invested in a new role to lead our Quality Assurance service, which has specific focus on training, audits and practice development around all practice areas including mental capacity assessments and safeguarding. This will help build on understanding around professional curiosity and legal literacy. In 23/24 ASC in partnership with CSC and partners continued to work on the development of contextual safeguarding and transitional safeguarding pathways and understanding of these areas of practice. This included development of a work step for those service users coming through from CSC with care needs to streamline the transition process into ASC. We have also partnered with colleagues in CSC to establish a transitional safeguarding working group to help move this forward in partnership with other teams in the council, a finalised policy and procedure will be coming in 24/25.

## Board Member achievements and reflections for 2023/24



**South London and Maudsley NHS Foundation Trust (SLaM)**- In the past year, the South London and Maudsley NHS Trust (SLaM) has worked to improve its Safeguarding Service. Reports of poor safeguarding governance led to significant risk, prompting a transformation journey. Phase one of the Trust Safeguarding Improvement Program involved the launching of a Centralised Safeguarding Team to provide leadership and support on 13th October 2023. This strengthened safeguarding governance to ensure the Trust meets its statutory duties. All interim safeguarding roles have been filled substantively including the Lambeth Safeguarding Lead post, and newly developed roles such as the Domestic Abuse and Exploitation Lead and Safeguarding Coordinator. Safeguarding Level 3 training package has been reviewed in line with the Intercollegiate Document (2019), focusing on Think Family and incorporating familiarly elder abuse, contextual safeguarding including cuckooing, county lines, sexual exploitation, radicalization to extremism, self-neglect/hoarding, and fire risk. Work is in progress to streamline safeguarding datasets and safeguarding referral processes via the electronic patient record system (ePJS). This will provide ePJS with full functionality for safeguarding assurance reporting. The supervision policy has been reviewed to include a variety of robust safeguarding supervision models, followed by the formulation of a mandatory

supervision e-learning training for all staff. A supervision tracker has been developed to ensure consistency and provide Trust wide safeguarding assurance report to the Trust Board, ICB and other external partners, a new document called The Safeguarding Health Outcomes Assurance Framework (SHOF) has been introduced. Phase 2 of the Safeguarding Improvement Program, which aims to integrate a safeguarding culture into the standard operational processes of all Directorates has been launched.



**Guys and St Thomas's NHS Foundation Trust (GSTT)** A very busy year with significant numbers of complex safeguarding adult referrals, many of which required complex pathway approach. There was evidence of good partnership working with good attendances at complex case meetings convened in hospital and relevant information shared. Increased use of the complex case pathway continues to raise staff awareness of this process. Epic, the new patient health record system was launched in GSTT and KCH in October 2023. The system has improved information sharing with patients using the MyChart functionality and between agencies using the London Care Records to appropriately support patients who have care and support needs. Much work was undertaken to embed processes to enable safeguarding referrals, MCA templates, safeguarding adults patient experience questionnaire, DoLS forms and review dates etc. all within the patient health records system. MyChart and the 'Proxy Access' functionality in Epic allows patients and or their delegated advocates to access their health records ensuring good information flow between patient and clinical teams. The Safeguarding Adults team has worked hard to maintain the compliance of safeguarding adults and Prevent training at above 85% over the last year. Staff have now been profiled for safeguarding adults' level 3

training which has commenced. The team has produced a rapid read and a training package on the use of restraint which is being delivered across the Trust within Level 2 and 3 training, within preceptorship training for new staff and also through bespoke face to face ward level training. GSTT now has a consistent approach towards safeguarding across all 4 hospital and 2 community sites with one central safeguarding adults team providing advice and support. Work was also undertaken to identify clear processes for disseminating lessons learnt from a number of investigatory processes including.

Safeguarding Adults Reviews and Domestic Homicide Reviews. We have updated our safeguarding adults and related policies in line with the overarching policies of the LSAB to support and guide staff.



### The London Probation Service

The Probation Service (PS) Lambeth is a statutory criminal justice service that supervises all eligible offenders both in custody and in the community. We are responsible for sentence management in both England and Wales, along with Accredited Programmes, Unpaid Work, and Structured Interventions. We have also unified the delivery, increasing effective service user desistance and rehabilitation. The unified Probation Service has managed and delivered Accredited Programmes, Structured Interventions, Unpaid Work and Senior Attendance Centres across London whilst continuing to deliver sentence management in custody and the community. In Sentence Management our focus is on strengthening the probation practitioner's relationship with people on probation, using the right key skills, activities and behaviours to achieve the most effective outcomes and enable offenders to make positive changes to their

lives. This includes making sure that all Probation Staff (PS) staff are clear about their roles and responsibilities in relation to safeguarding concerns including escalation routes for where they feel a manager, or another agency has not responded appropriately to a safeguarding concern. The learning from SAR's are disseminated on borough level and inform any wider learning across the Service. The Probation Service contributes to a number of multi-agency meetings within the borough and the community safety partnership to address contextual safeguarding concerns and work with specific groups. To support the transition from youth to adult services in the criminal justice system a PS Probation Officer is seconded to the Youth Justice Service. The co-location of units within both the Local Authority and PS continues to promote a positive working relationship and maintains the required integral partnership working.



### Lambeth Housing

Lambeth Housing continue to prioritise safeguarding, with our ongoing commitment outlined in our Housing Strategy, A place we can all call home 2024-2030. Our safeguarding policies outlines how Housing collaborates with other services and agencies to promote the welfare of children and vulnerable adults which is aligned with the existing policies of the Lambeth Safeguarding Board.

**Domestic Violence and Abuse** are a key issue that remains at the forefront of our Housing Strategy. We are in the final stages of Domestic Abuse and Housing Alliance (DAHA) Accreditation. We have continued to take a victim and survivor-focused approach. Victims and survivors of domestic abuse will be provided with assistance to either move quickly into an alternative temporary accommodation if they need to leave their home. Through working in collaboration with the Gaia Centre, if they choose to stay in their current home, we can also put in place security measures as part of the safety plan formed in the Sanctuary Scheme. **Supporting Vulnerable Individuals.** Another important aspect of our approach is to provide accessible and adaptable housing options that support individuals with social, physical, and mental health needs, allowing them to stay in their homes for as long as possible, both in social and private rented sectors. Additionally, we recognise the financial burdens relating to housing and additional housing costs that can negatively impact the most vulnerable who experience a range of serious health problems, including mental health issues. They often also miss out on receiving benefits. Due to their complex, overlapping needs, they require a more specialist offer of benefit advice support. We have proactively targeted these residents with, or at risk of developing, long- term serious health conditions, who are likely to be experiencing financial difficulties, to provide a holistic response which includes benefit advice. We have continued to fund and deliver the Lambeth vulnerable adults supported housing pathway. The pathway provides short to medium term supported accommodation options. It brings together supported housing projects to accommodate individual rough sleepers or homeless people who have been assessed as having support needs in areas such as offending, substance misuse and mental health. There are often safeguarding considerations, and we continue to work closely in partnership to ensure the needs of our vulnerable adults are addressed. **Partnerships** Housing acknowledges its key role in identifying individuals with care and support needs who are at risk of abuse. We are an essential part of multi-agency working groups that aim to safeguard

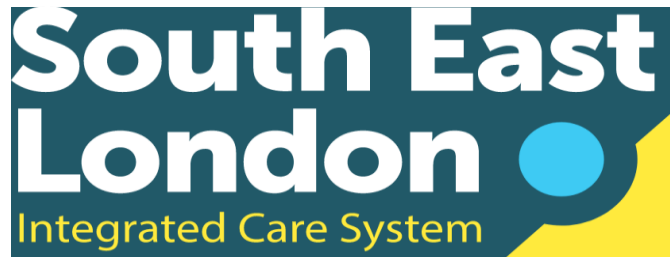
vulnerable residents and enhance their health and well-being. Our work includes but is not limited to: Serving as a Board Member of the Lambeth Safeguarding Adult Board Serving as a Board Member on the Lambeth Youth Justice Board Participating in the Vulnerable Victims Panel and various sub-groups, including the Multiagency Violence and Exploitation Panel. Supporting and promoting safeguarding in Lambeth, including assisting the LSAB in conducting workshops and training sessions. Referring cases to and attending the Multi Agency Risk Assessment Conference. Serving as a Board Member of Lambeth Made Safer.



#### **Age UK Lambeth(AUKL)**

During 2023/24 Age UK Lambeth (AUKL) received 17 safeguarding alerts across our services. These were flagged using our customer relationship management (CRM) System to our Safeguarding Leads to follow up and determine if they needed to be raised as a safeguard with Lambeth Adult Social Care (LASC). Of the 17 safeguarding alerts 5 were raised with LASC. AUKL ensures all staff are fully equipped and trained. All new starters must complete Adult Safeguarding and Children Safeguarding training modules. This is all staff, not just frontline staff (working directly with clients). We require all staff to complete this training annually. AUKL also promoted the Lambeth ASC safeguarding training sessions as part of Safeguarding Adults Week with frontline staff attending some of the sessions. All volunteers must also complete safeguarding training before commencing their volunteering role. This is delivered by our Volunteer Coordinator. Our Deputy CEO, who sat on the Safeguarding Board retired in February. This role is now shared by the AUKL CEO and My community Lambeth Services Manager. AUKL

continues to work in close partnership with Lambeth ASC. Our MY community Services Lead is part of the ASC Engagement group. As part of this work, a group of AUKL clients supported with the evaluation of the new Financial Assessment Form.



#### **Lambeth Integrated Care Board (ICB)**

ICB adults safeguarding team has been working in collaboration with LSAB in promoting the safety, protection, and welfare of adults in the Lambeth community. In addition, the team works in close partnership with the children safeguarding leads to support the 'Think Family' strength-based approach and enhance relationships across related safeguarding networks. The Designated Nurse had been working collaboratively with local practitioners and continues to develop relationships and work closely with colleagues across the SEL ICB safeguarding system to ensure effective ways of working including through encouraging constructive challenge and sharing learning in a sustainable and coordinated way. We have also been working collaboratively with partner agencies and stakeholder groups. The Designated Safeguarding Adults Nurse co-chairs the LSAB Performance and Quality sub-group. Working in alliance with Children Safeguarding Team promoting the 'Think Family Approach', the Designated Safeguarding Nurse and Named GP for safeguarding have facilitated Safeguarding Training for Lambeth GPs. ICB adults safeguarding team has been providing professional and strategic advice on safeguarding concerns and had been a vital source of safeguarding

expertise for related agencies, health and social care providers and Continuing Health Care services in Lambeth. The ICS has been working to strengthen the NHS commitment to promoting the safety of "Adults at Risk" and in Lambeth to meet its statutory duties to safeguard adults who are at risk of abuse across the health and care system. There have been several initiatives for cross borough pilot projects in the past year, for example the Prevent and Change program for perpetrators of domestic abuse in Lambeth and Offensive Weapon Homicide Review. It is important that boroughs have a consistent approach to these projects and consult at an early stage with each other and with information governance to identify whether there are any GDPR requirements to be satisfied before the ICB agrees to be a participant. This avoids duplication of effort and helps ensure any projects that are progressed can meet the intended objectives.



#### **The London Fire Brigade (LFB)**

London Fire Brigade in Lambeth has been working across the Borough to improve the quality of information contained in the Person at Risk (P.A.R.) safeguarding and welfare forms which are forwarded from L.F.B. to Lambeth Safeguarding Adults Hub. We have raised awareness of how important Firefighters are in raising concerns to the Safeguarding Adults Board. We are also working with the Safeguarding Adults Board on a joint project to highlight safeguarding in the community. We are looking forward to this joint working to see how we can improve on the effectiveness and co-operation between our organisations in Lambeth. An example of our improved working is the rise in second referrals, if the London Fire Brigade have visited a household and a Subject matter expert assess that a review for additional support may be needed by within the Safeguarding adults



Community. This co-operative working has included joint visits, when we have been requested to do so, with social workers with the aim to improve support and fire safety to vulnerable residents in Lambeth.



### **Metropolitan Police Service (MPS)**

Central South are actively engaging in the Right Care – Right Person (RCRP) operational model which has been initiated across the whole of the Metropolitan Police Service (MPS). The model provides guidance on the way the MPS responds to health-related calls and is aimed at making sure the right agency deals with health-related calls, instead of the police being the default first responded where there is a concern about a person's physical or mental health. We are pleased with how RCRP has landed so far and continue to work effectively with partners to troubleshoot issues. Since the introduction on the 1<sup>st</sup> of November 2023 the deployment of Metropolitan police officers to RCRP related calls has reduced from 41% to 29% compared to the same period in 2022. For the month of February 2024 for example, the reduction has led to 40,000 officer hours being saved including travel time, time on the scene and after call work. This has released pressures on officers so they can be freed up to attend other calls in line with the expectation of the public. Crucially, our partners are not reporting material increases in demand which we can attribute to RCRP, however we know the London Ambulance Service have seen an increase in demand for certain types of calls and the NHS have seen increased demand into their 111 services.

There is more work to do to understand the impact of these reductions in deployments on partners and on Londoners. There is a partners data group, led by the NHS reviewing this and this is subject to close monitoring from all those involved.



### **Kings College Hospital Trust (KCH)**

King's College Hospital has continued to delivery emergency and elective treatment to local residents across 2023-2024. The safeguarding adult service continues to provide a clinical response to all adult patients who present and appear at risk due to abuse. The service ensures that referrals are made to statutory agencies, but equally can support the undertaking of delegated statutory enquiries under The Care Act 2014 for persons who are in Hospital or when allegations relate to NHS Care. The median rate of monthly referrals for the last 12 months is currently 284 requests for support around adults with care and support needs where there are concerns relating to abuse, in addition we have had 52 requests a month to support adults with a learning disability, there are on average 131 requests relating to a standard authorisation of a person subject to a deprivation of liberty and we manage on average 79 referrals a month for adults who present as homeless. In the last 12 months we responded to feedback from CQC regarding not having appropriate training on adult safeguarding and developed an entire curriculum focused on safeguarding adults. In the last 12 months we have trained over 1500 employees with a full day of safeguarding adults – this has been complimented by a weekly rotational program of bite sized training topics referred to as 'SPRINT' which offer employees the opportunity to connect and engage with more specialist safeguarding content that has relevance to their particular role or clinical area. A significant achievement of the department in the last 12 months has been the creation and implementation of a new service called 'Vulnerable Patients'. The service provides a multidisciplinary and shared care approach to facilitate a streamlined, comprehensive and trauma

informed approach towards the care of our most vulnerable patients. The priority of the service is to improve health outcomes for vulnerable people who traditionally experience difficulties in accessing healthcare. The priority is given to safeguarding and protection of children and adults, the team also supports staff and teams in delivery of excellent care. The clinical function of the service has allowed us to create caseloads of the most vulnerable patients, delivering in person reviews and virtual reviews, we attend ward rounds and carry a response phone that allows for rapid in-person assessment. Since November 2023 their service has had 63 referrals.



### **Lambeth Adult Social Care**

Adult Social Care (ASC) has had a busy and productive year in relation to expanding knowledge, sharing learning from audits and identifying good safeguarding practice across operational teams. Following on from the review of our Quality Assurance Framework in 22/23 we have built on this with a program of audits, practice weeks and monthly practice webinars. These activities are driving practice improvement as well as supporting our preparation for CQC assessment. CQC is assessing how all local authorities meet their care act duties and our safeguarding work is a key area of focus in theme 3, which is Ensuring Safety.

Through regular audit work, data collections and focused sessions with staff we have driven improvement on recording outcomes and risk within

a S.42 process. Our safeguarding champions group meets every 6 weeks and provide updates to our teams around good practice. An example of the successful work they completed in 23/24 is when we listened to our frontline staff who felt our safeguarding forms could be streamlined and through consultation were reviewed. The champions will be key points of contact for their teams when the new forms are launched in 24/25. We have established an ASC Engagement Group which provides leadership and oversight to focus on the service user voice and lived experience which will help us to shape and deliver services in ASC. We have successfully recruited to an Engagement Coordinator to support these initiatives.

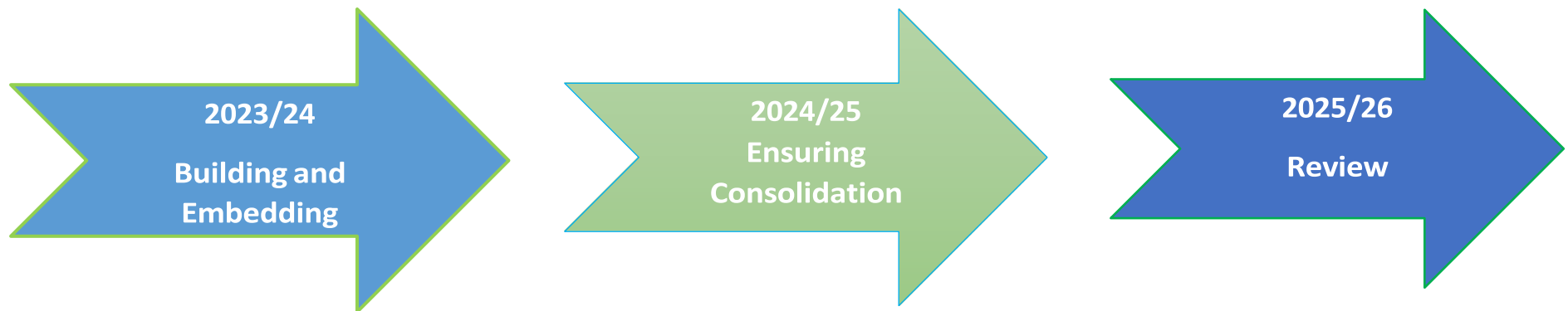
The ASC safeguarding lead has facilitated a number of outreach training sessions with providers in housing and social care provider sector. This has had a focus on improving the quality of referrals and the pathway into adult social care. We continue to promote the complex case pathway for managing risk outside of S.42, for those with complex needs. Adult social care wants to improve recording of the preventative work that we do every day. A preventative work step has been developed and is being used at our front door to help show and monitor the types of work done and to measure efficacy of some of these interventions.

The safeguarding hub sits within ASC's front door service and the safeguarding lead has done training with the team to promote clear recording of the preventative work done when a safeguarding referral is received and does not meet the S42 criteria. ASC completed the annual statutory Safeguarding Adult Collection which sets out adult safeguarding activity for the year. Notably the conversion rate from concern to S42 enquiry was 31%. This indicates that 1320 (69%) of the referrals received were not deemed to meet criteria for safeguarding enquiries. In 24/25 we would like a commitment from the Partnership to better understand the types of referrals their organisations are making which are not Safeguarding, and to consider developing a quality assurance process in order to reduce the volume of referrals being received by ASC that do not meet the threshold for Safeguarding enquiries, which would enable an increased focus on those matters which require a Safeguarding response.



## What are we planning to do next year?

The Lambeth SAB strategic plan for 2023-26 can be viewed [here](#) this strategy was developed by all Safeguarding Adults Board Partners in consultation with members of the Board's subgroups.



## Communication



- Strengthen a unified approach to using the Complex Case Framework (CCF)
- Review of the Self-neglect and Hoarding policy
- Review of SAR guidance and referral pathway
- Consider the outcomes from the 2<sup>nd</sup> National SAR Analysis and any actions

## Partnership



- To reflect on good practice from each organisation and how they share learning from SARS.
- To reflect on how we feedback learning from SARS and other risk panels such as Domestic Homicide Reviews (DHRs )and The Learning Disability Mortality Review Program(LeDer)
- Mental Capacity Audits (MCA) and produce an MCA Toolkit
- Analyse the findings from the MCA Audit 2024

## Equality Diversity & Inclusion



- Sharing Data on demographics.
- To resource training around difficult conversations with service users and how to overcome some of the barriers to this (MSP)
- To consider how we communicate with the community and develop communication tools which are accessible, including not using acronyms or when they are used ensuring that they are explained.
- Review and improve our accessibility online to ensure we are inclusive.
- To reflect on disparities around accessing services/ safeguarding for mental health service users, considering outcomes and the role of advocacy.