



Richmond and  
Wandsworth  
**Safeguarding  
Adults Board**

# ANNUAL REPORT 2022 - 2023

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# FOREWORD FROM THE INDEPENDENT CHAIR OF THE RICHMOND AND WANDSWORTH SAFEGUARDING ADULTS BOARD

I am pleased as the Independent Chair appointed in October 2021 to introduce the 6th Annual Report of the Richmond and Wandsworth Safeguarding Adults Board (RWSAB) – for 2022/23.

As I write, the National Covid Enquiry has started and it is poignant to look back at April 2022 when Covid restrictions were lifted but we still saw lots of hospital admissions and huge demands on health and social care staff in all sectors whether residential, nursing homes, domiciliary care or supported living. I pay tribute to all staff working over and above what would be expected to ensure the safeguarding of adults at risk.

But of course, it is those adults at risk and their carers and families who have needed most support to manage the Covid-19 and its aftermath both physically and mentally and the RWSAB business plan was adjusted to promote awareness about safeguarding and isolation. The lessons from the overall impact of Covid-19 on health inequalities in disadvantaged communities also required more consideration to promote awareness of safeguarding and working with Public Health, still work in progress.

At the same time the significant national changes for the NHS changing from Clinical Commissioning Groups (CCGs) to Integrated Care Boards (ICBs) with an Integrated Care System across South-West London inevitably meant a change of approach to safeguarding

work with boards, but in South-West London (SWL) we are fortunate to have retained similar input and commitment to the RWSAB.

The SAB Executive has a priority to improve coordination across Children's and Community Safety Partnerships, as issues and concerns such as transitional safeguarding, domestic abuse, homelessness and suicide prevention affect all partnerships. Disseminating and embedding learning from Domestic Homicide Reviews (DHRs), Safeguarding Adults Reviews (SARs), and Child Safeguarding Practice Reviews is also a joint priority. Whilst Richmond and Wandsworth have separate Children's Partnerships, updates were given on the Think Family, Mental health and transitional safeguarding.

The SAB Executive has the lead for overall assurance and strategic direction, with the four sub-groups, the Annual General Meeting and Peer Support and Challenge events providing oversight and constructive challenge. Key assurances were given across health and social care services and the Integrated Care System continued reporting on the assurance by NHS England on the national findings in the NHS Safe and Wellbeing Reviews for people with learning disabilities placed in assessment units

following a national CQC report highlighting failure in support after three people died in a residential assessment unit outside of London.

The overall achievements and difficulties in progressing the business plan set in line with the Vision and Strategic Plan are detailed in this report. Key multi-agency achievements were developing more strategic borough-focused Community Forums with voluntary sector engagement to promote awareness for the different diverse groups within each borough.

Using safeguarding performance data to better understand the types of abuse to focus on increases seen in financial abuse and scams, resulting in working with Trading Standards across the partnership to raise awareness. The number of Fire Safety checks, an important safeguarding preventive measure, increased with the return of home visits.

Whilst another objective to provide support on safeguarding for Wandsworth Prison was reactivated post Covid, changes of personnel meant developing a more formal approach to engagement is needed.

Working across Community Safety and the Police to develop better joint work on safeguarding and cuckooing is work in progress.

Last summer the growing concerns and impact of the energy crisis and cost of living resulted in multi-agency concerns about the impact on safety at home. The business plan adapted to reflect Fire Safety concerns, and potential for financial abuse with raising awareness at public events.

The RWSAB takes seriously its responsibility to learn when the multi-agency partnership does not work, and SARs are required to look at multi-agency learning. Whilst no SAR referrals met mandatory criteria, a SAR carried out by

a neighbouring SAB concerning a Wandsworth young person led to significant learning, as detailed in this report. The focus was on learning around Transitions and Transitional Safeguarding, listening to the voice of those receiving services, understanding of the legal and policy frameworks and Police intervention and multi-agency working, which were addressed by both Adults and Children's social care services through joint events and the work of the Young People Transitions Board.

A key challenge for SABs is how to be assured of the learning being embedded and maintained in systems and professional practice. This year we undertook a multi-agency case audit to ensure safeguarding practice effectiveness and that learning from SARs translates into practice, which gave assurance around quality of safeguarding referrals, multi-agency working and sharing of information, and professional curiosity. We also set up a liaison with the SWL Chairs to broaden our shared learning from respective SARs, often covering the same health providers. In the same way the SWL and St George's Mental Health NHS Trust reinstated a liaison meeting with Chairs to consider safeguarding issues for those with mental health needs and promoting joint learning.

The RWSAB Annual General Meeting provided the opportunity for challenge and assurance through self-assessment of the London Safeguarding Audit tool and to agree priorities from April 2023. A key gap was the involvement of People with Lived Experience, which will be prioritised in 2023/24.

A recognised key challenge was the new CQC approach to local authority adult social care assurance including safeguarding and work is done to ensure best practice. It was also agreed to review the effectiveness of RWSAB's governance arrangements and arrange a survey with partners across RWSAB.



The overall Vision and Strategic Plan, finished in May 2023 and is currently being reviewed and widely consulted on for new priorities as from November 2023. These will inform the annual business plans.

### Key priorities for 2023/24 are:

- **Engagement with People with Lived Experience.**
- **Developing a Cuckooing guidance and get assurance from Community Safety of impact of the Cuckooing pathway.**
- **Improve effectiveness of transitional safeguarding arrangements through partnership collaboration.**
- **Embedding and assurance of SAR learning.**

I am privileged to be the Vice Chair of the London Chairs' Network contributing issues from the RWSAB as well as bringing back other issues for learning such as safeguarding accommodating concerns for refugees and asylum seekers and growth in numbers of homeless rough sleepers.

As part of the National Chairs' Network there is opportunity to contribute to wider safeguarding issues such as the need to join up more with government departments on promoting safeguarding, and liaison has been effective with the Home Office.

I am confident that all the RWSAB partners, local authority, health, Police, fire and rescue service, housing, community groups and providers in both boroughs remain committed to ensuring they strive to meet the objectives of the business plan.

**Christabel Shawcross**



# INTRODUCTION

The statutory purpose of the Richmond and Wandsworth Safeguarding Adults Board is to help safeguard adults with care and support needs in Richmond and Wandsworth. It does this by:

- Working collaboratively to prevent abuse and neglect where possible.
- Ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred.
- Seeking assurance that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance.
- Seeking assurance that safeguarding practice is person-centred and outcome focused.
- Seeking assurance that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

This report provides safeguarding data for Richmond and Wandsworth, and information on how safeguarding is monitored, how the Board and its partners have worked and what we have achieved around our strategic priorities throughout the year.

A key focus of the main statutory partners in 2022/23 was to respond and provide support to refugees, and with the cost-of-living crisis. The Local Authority set up web pages with extensive information around the help and support available, prioritising vital support to vulnerable residents, struggling as a result of the cost-of-living crisis in the respective Boroughs. Support included more crisis support, additional funding for Citizens Advice Bureau to support residents, free Covid tests for frontline workers, a Cost-of-Living Payment for pensioners, a network of warm spaces and the launch of an independent Cost of Living Commission.

In Richmond and Wandsworth, officers have been supporting refugees, asylum seekers and others seeking sanctuary in our boroughs. As part of the Government's "Homes for Ukraine" initiative, over 850 Ukrainians have arrived in Richmond, and over 1,000 have arrived in Wandsworth. The Councils support Ukrainian guests and hosts under the scheme, carrying out the required checks on the sponsors and accommodation, and helping

Ukrainians to access the help they need to integrate into their communities. The Councils' Adults Commissioning team commission local group Ruils to carry out welcome visits to all adult groups in Richmond, and commission Enable to carry out the visits in Wandsworth. In a few instances, these visits have highlighted potential safeguarding issues that have been investigated by the Safeguarding and Commissioning Teams. In other cases, commissioners have increased the capacity of English (ESoL) lessons or mediation services to address relationship breakdowns.

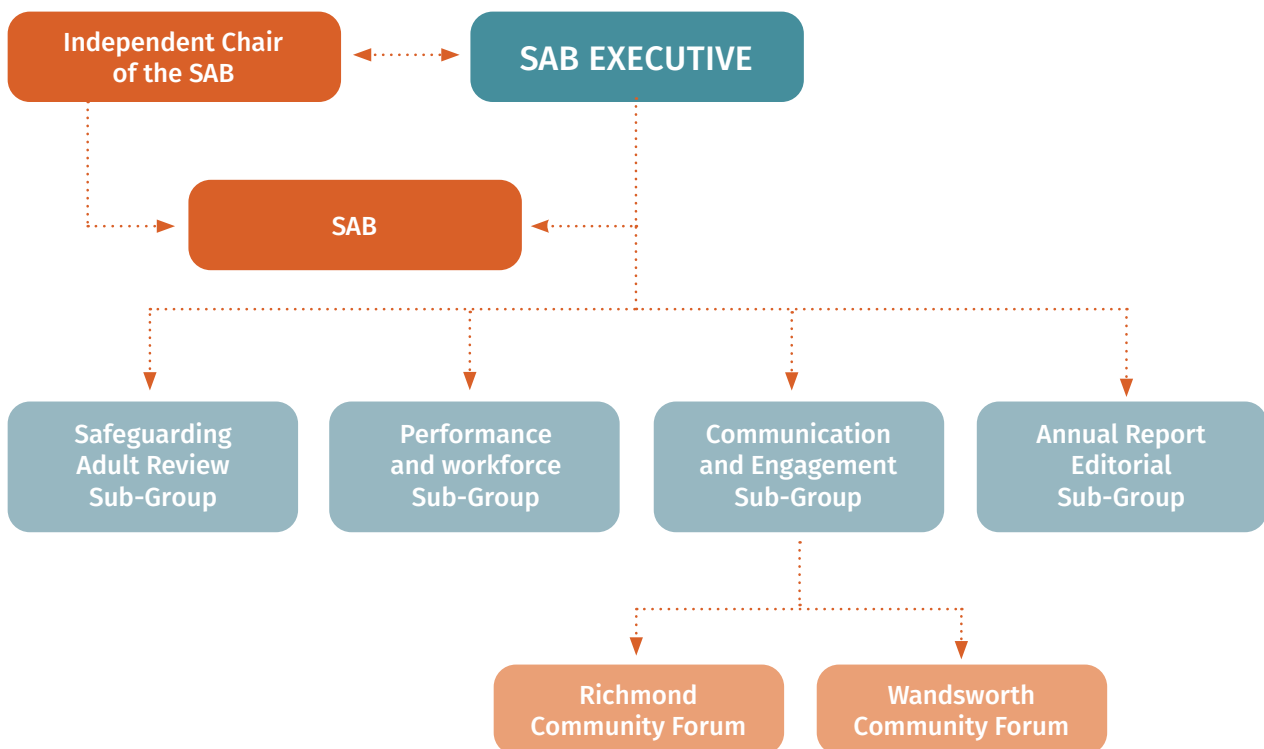
The Council has also facilitated in the past the resettlement of families under the Government's Afghan and Syrian resettlement schemes. Officers from the early help team in Children's Services in Wandsworth, and Housing

in Richmond, worked intensively with families to support their integration and help them complete key tasks such as registering with a GP, and enrolling in local schools.

More recently, in Wandsworth, we have also supported a growing number of asylum seekers housed in the borough by the Home Office in contingency asylum accommodation, working with partners in the local Voluntary and Community Sector, the Integrated Care Board and UK Health Security Agency to make sure individuals were safe and supported.

Both Councils are also pursuing Borough of Sanctuary status, making our boroughs as open, welcoming and accessible to all those seeking sanctuary.

## Structure of the RWSAB



# REVIEW OF ACHIEVEMENTS IN RELATION TO THE BUSINESS PLAN 2022/23

Some significant achievements in relation to the priorities in our Strategic Plan are:

## Prevention and early intervention

- Attended events in the community to raise awareness of safeguarding in the general population. These include:
  - Richmond Knowledge Nights (a couple of events since their restart in Summer 2022)
  - Met Police Day in Richmond in August 2022
  - Full of Life Fair (Richmond) in September 2022
  - Silver Sunday (Wandsworth) in October 2022
  - Multicultural Richmond in January 2023
- The aim of attending these events is to raise awareness with the general population around safeguarding adults, how to recognise signs of abuse and how to report it, and they have been very well received. More are being planned for 2023/24. The impact of these sessions will be difficult to measure, but long-term improved safeguarding referrals from the public and better engagement in S42 enquiries would be one gauge of the effect from wider awareness raising efforts.
- Added protected characteristics for both safeguarding Concerns and safeguarding Enquiries in the Performance Dashboard and expanded the 18-64 age group to provide data by decade. The aim is to look for any data points which show areas of concern and agree how to address them. This was implemented towards the end of the year, and no particular trends were established.

The Board continues to monitor these.

- Established links and disseminated messages with the two local Children Partnerships, Health & Wellbeing Boards, Community Drug & Alcohol Service, resulting in improved engagement and understanding between partnerships.
- The Escalation Policy was signed off by Executive in May 2022 and disseminated via Newsletter and Forums, addressing an existing gap.
- Established better links with Wandsworth Prison, who participated in the annual self-assessment and attended the Peer Support and Challenge Event.
- Following a number of fires across neighbouring Boroughs and wider London, as well as concerns around the Cost-of-Living crisis, the Board confirmed with London Fire Brigade (LFB) that all dwelling fires were reviewed and if there are any recurring themes or any unforeseen risks, this is reviewed against Boroughs' Training plans and shared with partners. LFB have not had any incidents that have triggered this, so there have been no recurring themes or issues to report.
- The Home Fire Risk Assessment forms were promoted in the Community Forums, an article was put in the Local Authority internal news for staff and disseminated out to partners separately via SAB newsletter and emails.
- Organised masterclass on Substance Misuse and Self-neglect and participated in jointly organising events for National Safeguarding Adults Week 2022 (themes included Transitional Safeguarding, Exploitation/County Line, Self-neglect, Safeguarding Adults with Mental Health needs, Domestic Abuse and Violence Against Women and Girls), which were attended by over 150 participants each and received very good feedback.

## Making Safeguarding Personal

Promoted sharing of best practice, tools and materials to practitioners across the partnership via the Newsletter, the Safeguarding Adults Practice Awards and via direct emails. This enabled practitioners to stay informed of news and good practice, issues and latest materials around safeguarding, and to keep safeguarding practice in the forefront of professionals' minds.

Sent out the Safeguarding Adults Partnership Assessment Tool (SAPAT) audit in November 2022 and held Peer Support and Challenge Events for each Borough in February 2023. The self-assessment showed assurance of overall good safeguarding practice, with main successes around Making Safeguarding Personal, managing levels of risk, and the oversight and monitoring of Covid-19 arrangements. Main section for development was around involving Experts by Experience and people with lived experience in developing local practice, which is one of the Board's priorities for this year. More work is also needed in demonstrating the impact of learning from SARs.

## Learning lessons and shaping practice

Undertook a multi-agency case audit to ensure safeguarding practice effectiveness and that learning from SARs translates into practice. It gave assurance around quality of safeguarding referrals, multi-agency working, sharing of information and professional curiosity.

The Local Authority provided an update on the use of technology to address social isolation, and technology provided as a result of a S42 Enquiry. Out of 154 Care Tech referrals in the Local Authority's Gloria project, 60 were tech supplied to reduce social isolation and 3 were the outcome of safeguarding concerns. This is welcome news, however we acknowledge that technology can provide its own set

of challenges, so the Board will promote awareness around online safety and tech abuse during 2023/24.

Scheduled and held quarterly meetings for South-West London (SWL) SAB Independent Chairs and Managers to share good practice and discuss issues, improving links across SWL and promoting joint problem-solving and avoiding duplication of efforts where feasible.

The SAB Executive continued to receive update from Wandsworth Children's and Adults Services and Achieving for Children on work around improving transitions for young people into adulthood. An audit of 35 safeguarding cases of 18-25-year-olds in 2022 showing evidence of clear recording that action had been taken to mitigate immediate risk, good evidence that desired outcomes had been agreed with the individuals and that independent advocates were used to support young people during the safeguarding process. There was good multi-agency working and Whole Family approach was used where appropriate. Some more work needs to be done around more

robust case recording, Making Safeguarding Personal and use of advocates, which is being monitored.

Worked with Community Safety colleagues on having Domestic Homicide Reviews (DHRs) learning in 7-minute format, which will be disseminated to the Partnership to facilitate shared learning.

The above achievements were discussed at the RWSAB's Annual General Meeting at the end of March 2023, and the new Business Plan was reviewed and agreed by the partnership. The Board is also in the process of reviewing and consulting on the partnership's strategic priorities for the next 5 years, which will help guide the yearly Business Plans.

Glossary of safeguarding adults terms can be found on our website in the Annual Reports section.



# 03

## RICHMOND AND WANDSWORTH PERFORMANCE INFORMATION

### RICHMOND



**195,278\***  
Borough population

**16.5%**  
Black, Asian and Mixed Ethnicity

**16%**  
Older people (65+)

\*As per 2021 Census

### Safeguarding in numbers – safeguarding figures

#### Safeguarding Concerns and Enquiries<sup>1</sup>

2022/23 saw a redesign of the Front Door services, which now provides all the initial screening of incoming safeguarding concerns. This has resulted in improved screening and in turn has meant better use of resources and professionals' time. The number of concerns has fallen by 3%, however the number of enquiries has gone up by 10%, showing better conversion rate of concerns into enquiries.

90.4% of safeguarding enquiries were completed, which is on par with previous year (91% in 2021/22). Enquiries not completed within the year were raised and logged close to the end of the year, taking their timelines for completion into next financial year.

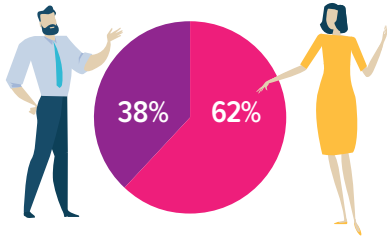
<sup>1</sup> A safeguarding concern is any issue raised with Adult Social Services which is identified as being about an adult safeguarding matter. Concerns are reviewed, risk assessed and resolved, or when deemed to not concern a safeguarding issue – dealt with through another appropriate route. If assessed to meet the criteria for an adult safeguarding, a Section 42 Enquiry is raised, which involves fuller investigation and formal intervention.



Concerns in 2022/23

1821

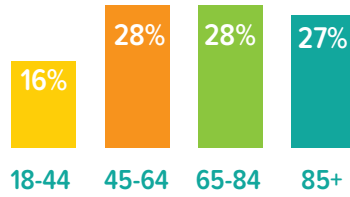
(1402 people)  
3% decrease  
(1886 in 2021/22)



Enquiries in 2022/23

469

(415 people)  
10% increase  
(426 in 2021/22)

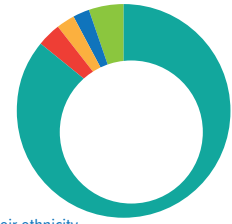


Completed Enquiries in 2022/23

424

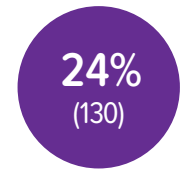
90% of enquiries completed  
(compared to 91% in 2021/22)

85.2% White  
3.7% Asian  
2.6% Black  
2.6% Mixed  
5% Other Ethnic Groups



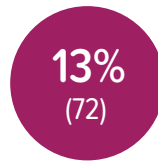
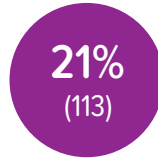
3 people did not state their ethnicity

TYPES OF ABUSE



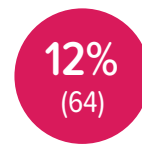
Neglect/Omission

Self-neglect



Domestic Violence

Financial/Material



61%  
(231)

Own Home



20%  
(75)

Care Home



5%  
(20)

In the community  
(excluding community services)

35%  
(132)

Known to Individual



11%  
(41)

Care, health or other Professional



1%  
(3)

Not known to Individual



53%  
(202)

No alleged person recorded

84.9%  
(360)

Outcomes expressed



95%  
(342)

Outcome fully or partially met  
(of those asked)



98%  
(352)

Felt safer after safeguarding



92%  
(330)

Risk Reduced or removed



100%  
(98)

Support from advocate, family or friend  
(people lacking capacity, all of whom were supported through the Safeguarding process by advocate, family or friend)



The percentage of enquiries relating to sex, age and ethnicity is in line with the Borough's Population (Richmond upon Thames has the largest proportion of 40+ population in London; over 80% are white and population is made up of 51% females and 49% males, with the proportion of females increasing with age).

The majority of abuse takes place in an individual's own home (61%), which is in line with the national and regional average as the majority of people live in their own home. Richmond upon Thames has a relatively large number of care homes (43), which reflects the second-highest place of abuse (20%).

Most cases (53%) involved people who receive physical support. People who receive support with memory and cognition, and people with Learning Disabilities represent 13% of cases each, as do people with Mental Health support.

## Types of Abuse<sup>2</sup>

Neglect or Acts of omission has been the highest reported type of abuse for the last four years. This is not surprising, as the category can encompass a large number of different aspects. Self-neglect has seen a steady increase for the past three years, rising firmly to second highest type of abuse, which is a result of both the effects of the Covid-19 Pandemic, and increased awareness

raising and promoting understanding and reporting with both public and professionals. Domestic Abuse cases have seen an increase in 2022/23, doubling up again to levels seen in the Pandemic and overtaking Financial/ Material abuse. This is a result of the redesign in the front door services, increasing the cases which progress to enquiries. Levels of Modern Slavery and Discriminatory abuse remain low, due to insufficient recording and under-reporting, so the RWSAB has made it a priority to raise awareness on the new Modern Slavery pathway in 2023/24 and improve recording of discriminatory abuse.

## Making Safeguarding Personal

Making Safeguarding Personal (MSP) is a sector-led approach which aims to develop outcomes focus to safeguarding work and is required by all agencies undertaking safeguarding duties in terms of the Care Act 2014. This means all safeguarding activities should be person-led, focus on outcomes, be supportive of involvement, choice and control, improve the quality of life for the person and promote well-being and safety.

As an important success measure of the 'Making Safeguarding Personal', the extent to which the person's desired outcomes are met is measured. Locally, 85% of people involved in a safeguarding enquiry expressed desired

<sup>2</sup> A single enquiry may consider more than one type of abuse – hence there are more Types of abuse than safeguarding enquiries.

Number of enquiries by abuse type												
	<b>24%</b>	<b>21%</b>	<b>13%</b>	<b>12%</b>	<b>12%</b>	<b>9%</b>	<b>5%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	
	130	113	72	64	63	48	29	12	4	0	0	535
NEGLECT / OMISSION	SELF-NEGLECT	DOMESTIC VIOLENCE	FINANCIAL / MATERIAL	PHYSICAL ABUSE	PSYCHOLOGICAL ABUSE	ORGANISATIONAL	SEXUAL	DISCRIMINATORY	MODERN SLAVERY	RADICALISATION	TOTAL	

outcomes, with 95% of people's outcomes being fully (67%) or partially (28%) met, which is good evidence that safeguarding practice is person-centred 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.

All 98 people lacking capacity had support from family, friend or advocate during the safeguarding process.

## Impact on Risk and sense of safety

The London Borough of Richmond upon Thames has continued to ask individuals and/or their representatives if they feel safer because of the help from people dealing with the safeguarding concern. Out of 424 completed enquiries, 83% (352) expressed they felt safer after the process. In the remaining 72 (17%), due to the nature of the concern and the impact on the person, people have not felt safer. These cases are monitored to ensure risk is managed.

## Case study

Gladys is a retired woman who has lived alone in her privately rented flat for several decades. Her landlord lives in the flat below her. A safeguarding concern was raised due to concerns around how Gladys was managing activities of daily living and the condition of her home due to excessive belongings. When the Social Worker went to visit Gladys, they found that her home was also in need of maintenance work and repairs. Gladys advised that she loved her flat and never wanted to live anywhere else, however the relationship with her landlord was strained. For this reason she was reluctant to take any significant actions that may affect her living situation.

Gladys' case was referred to the Community multi-agency risk panel which is made up of representatives from the Local Authority, London Fire Brigade (LFB), SWL Basic Command Unit (Police), Community Mental Health Team (CMHT) and other relevant agencies. The benefits of this multi-agency panel were felt as partners were able to share their professional knowledge regarding the different options available to reduce risk and support Gladys. Through these discussions actions were agreed for LFB, Environmental Health, the GP and Community Mental Health Team. It was also identified that referrals to Age UK, Richmond Parish Lands and Kew Neighbourhood Association would be of benefit to Gladys.

Gladys has since reported she has found the safeguarding process "very helpful". She explained to her Social Worker, **"I can open up and speak to you" because "I feel like you listen to what I have to say" and "I believe that it has been really helpful for someone outside to look at the situation and support"**. Gladys was supported with developing a safety plan. This included completing repairs to electric sockets and heating; as well as the Local Authority taking steps to formally support Gladys to manage her finances. Whilst there is ongoing work being completed with Gladys, her outcome to remain in her home has been achieved whilst reducing the risks to her safety.

<b>Richmond DoLS</b>	<b>21/22</b>	<b>%</b>	<b>22/23</b>	<b>%</b>
Granted	<b>488</b>	<b>61.9%</b>	<b>515</b>	<b>63.1%</b>
Not Granted	<b>238</b>	<b>30.2%</b>	<b>221</b>	<b>27.1%</b>
Not yet signed off by Supervisory Body	<b>62</b>	<b>7.9%</b>	<b>80</b>	<b>9.8%</b>
Total Number of Requests Received	<b>788</b>		<b>816</b>	

Adult safeguarding aims to ideally remove or at least reduce the risk to the adult. The impact of safeguarding on risk is good with the risk removed or reduced in 92% of cases. Where the risk remains, this is usually the result of people choosing to live with risk and understanding the implications of it.

## Deprivation of Liberty Safeguards (DoLS)

The total number of DoLS authorisations received in Richmond has continued to increase, and while the increase is slight, by about 5%, it continues an upward trajectory. Performance has also increased with a rise in the number of authorisations granted. The number of not granted has decreased, which demonstrates that most applications are appropriate – predominately authorisations not granted are as a result of people failing one of the qualifying assessments, such as being assessed as having capacity or the person leaves hospital before the assessment process is completed or the person dies. Our efficient renewal process which provides an opportunity to sign authorisation before it expires, however, the number of applications received but not yet authorised this has also increased, this is due to increased demand. All requested authorisations are reviewed and monitored to ensure that the most urgent are prioritised and there is a process in place to ensure renewals are addressed to minimise breaks in the authorisation. A summary of the

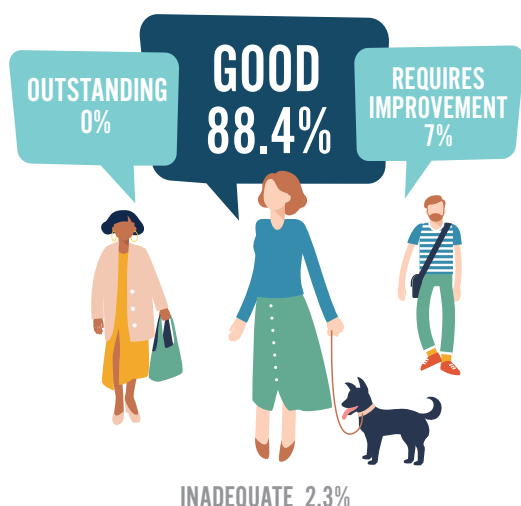
number of Deprivation of Liberty Safeguards requests and authorisations in Richmond during 2022/23 is shown above.

In April the DHSC informed that the Liberty Protection Safeguards would not be implemented within the life of this parliament. Effectively indefinitely postponing LPS. Given that LPS will be for a new Government to implement. LB Richmond, along with other authorities (including our health partners) will be focusing on improving practice and compliance with implementing the Mental Capacity Act as this is a major tool for promoting the rights of the individual. There will be increased focus on Community Dols and ensuring that the safeguards are more widely applied. To support this the policy and procedure has been updated.



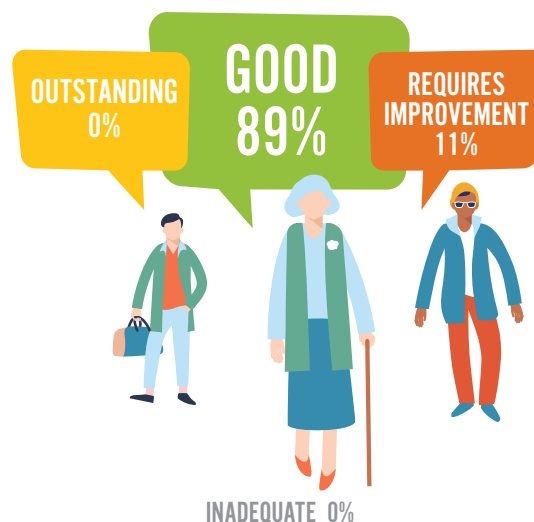
## Provider Quality

In Richmond there are 43 local Care Homes and 19 Homecare Services Providers registered with the care regulator the Care Quality Commission (CQC). 38 Care Homes (88.4%) are rated Good by the CQC and, three homes require improvement and are monitored by the Local Authority's Quality Assurance Team, and two homes are rated Inadequate. Action plans and regular quality monitoring is in place to help improve this rating. Two of the Community Services Providers require improvement and 17 (89%) are rated Good. For the last 2-3 years with the Covid 19 pandemic, care home managers were dealing with increased Infection Prevention & Control Standards (IPC), Health and Safety, complex cases of hospital discharge with increased needs, reduced workforce and increased inflation, it has been hard to attract staff. This in essence means that services had fewer staff for more complex cases and more stringent IPC and regulations around Covid19, so in certain areas good standards have slipped somewhat and managers do not have the capacity, the

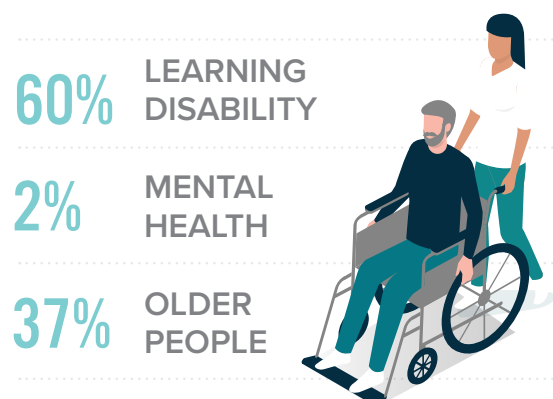


Care Homes CQC Rating (Richmond)	No	%
Outstanding	0	0.0%
Good	38	88.4%
Requires improvement	3	7%
Inadequate	2	4.7%
Total	43	

funding, or the workforce to go the extra mile. In some cases, maintenance of properties is also a factor in decreased CQC ratings. However, the overall quality of both Care Home and Homecare services across the borough remains good.



Community Services CQC Rating (Richmond)	No	%
Outstanding	0	0%
Good	17	89%
Requires improvement	2	11%
Inadequate	0	0%
Total	19	



Care Home Type (Richmond)	No	%
Learning disabilities	26	60%
Mental health	1	2%
Older people	16	37%
Total	43	

## Learning from Lives and Deaths of people with a Learning Disability and Autistic People

The national programme, previously known as “The Learning Disability Mortality Review (LeDeR)”, was set up to review all deaths of people with a learning disability in every locality across England and now includes all people who are diagnosed as being autistic. The LeDeR programme has direct links to adult and child safeguarding and aims to identify areas of good practice but also where there is a need for improvement in services. This information is used to support changes in practice across the whole health economy in SW London but can be used to influence changes at a national level depending on review findings.

The ICB is charged with running the Learning from Lives and Deaths Programme which includes employing and overseeing a small team of trained specialist reviewers, allocation of reviews following notification from NHSE of any deaths of people with a learning disability and/or autism, chairing local steering groups and supporting learning and recommendations into actions and service changes. The LeDeR programme for SW London ICB is overseen by the Kingston Safeguarding Adults Designate who provides the links between relevant teams across the ICB and links with NHSE LeDeR national team and provides supervision and support to all LeDeR reviewers.

There is no backlog of reviews and local steering groups receive presentations from reviewers of cases in each borough that the reviewer has undertaken. Areas of good practice and areas for improvement/development are presented and recommendations given and discussed by the group members. This information is recorded and monitored, and action plans are developed for each area which are reviewed at each steering group. The 2022/2023 LeDeR

annual report is currently being drafted ready for publication in September 2023.

The figures for Richmond show from the 6 total reviews 3 people had Learning Disability & Autism, whilst 3 only Learning Disability. All 6 were white, 4 female and 2 male. All lived in a Care Home. 3 died in Care Homes, the other 3 in hospital. There were no unavoidable deaths.

All were aged over 50, with youngest 56, whilst the oldest person was aged 72.

Over the year, 5 people died of aspiration pneumonia and 1 was classed as a natural cause (unexpected).

In all cases there was effective input from multi-agency team working, including reports from GP and health services.

There had been one concern in hospital of a person who was a Jehovah Witness, the NOK was phoned by a doctor and said they felt pressured into agreeing to a blood transfusion.

Overall good practice outweighed concerns in the reports.

More details on LeDeR and programme reports, can be found on the [SWL ICB website](#).



# WANDSWORTH



**327,506\***

Borough population

**30%**

Black, Asian and Mixed Ethnicity

**10%**

Older people (65+)

\*As per 2021 Census

## Safeguarding in numbers – safeguarding figures

### Safeguarding Concerns and Enquiries

2022/23 saw a redesign of the Front Door services, which now provide all the initial screening of incoming safeguarding concerns. This has resulted in improved screening and in turn has meant better use of resources and professionals' time.

As a result of raising awareness around appropriate safeguarding referrals with professionals, the number of concerns reported to Wandsworth Council (as the lead agency for safeguarding adults) in the past year decreased by 11%. At the same time, due to the improved screening process via the Front Door redesign, the number of enquiries increased by 11% from the previous year. This shows that more appropriate referrals are being made and better screening ensures a better conversion rate between concerns and enquiries.

83.4% of safeguarding enquiries were completed, which is a slight decrease from the previous year (88% in 2021/22), largely due to the increased volume of progressed enquiries and ones logged close to the end of the year, taking their timelines for completion into next financial year. Staff vacancies have also increased workload and resulted in timeframes for some enquiries slipping, which is being closely monitored.

The percentage of enquiries relating to sex, age and ethnicity is in line with the Borough's Population (Wandsworth has one of the highest proportions of the 20–44 year-old population in London; around 30% of the residents are Black, Asian or Minority Ethnic and the population is made up of 59% females and 41% males, with the proportion of females increasing with age).



Concerns in 2022/23

**3104**

(2499 people)  
11% decrease  
(3486 in 2021/22)



Enquiries in 2022/23

**797**

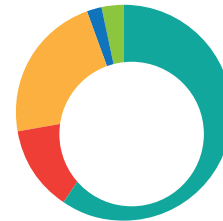
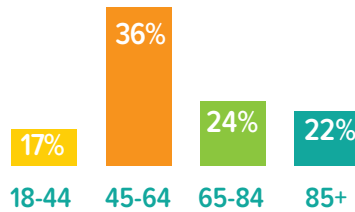
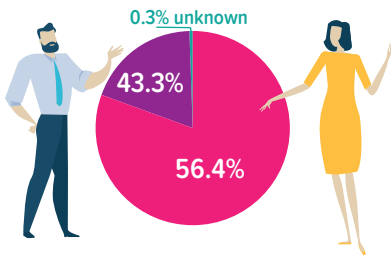
(727 people)  
11% increase  
(717 in 2021/22)



Completed Enquiries in 2022/23

**665**

83.4% of enquiries completed  
(compared to 88% in 2021/22)



40 people did not state their ethnicity

TYPES OF ABUSE



Neglect



Self-neglect



Financial/Material



Physical

**59%**  
(367)

Own Home



**16%**  
(98)

Care Home



**8%**  
(51)

Hospital

**28%**  
(173)

Known to Individual



**6%**  
(39)

Care, health or other Professional



**1%**  
(7)

Not known to Individual



**65%**  
(405)

No alleged person recorded

**79.2%**  
(527)

Expressed Desired Outcomes



**94%**  
(494)

Outcome fully or partially met



**84%**  
(557)

Felt safer after safeguarding



**95%**  
(446)

Risk Reduced or removed



**100%**  
(123)

Support from advocate, family or friend  
(people lacking capacity, all of whom were supported through the Safeguarding process by advocate, family or friend)

The majority of abuse takes place in an individual's own home (59%), which reflects the fact the majority of people live in their own home. Wandsworth has many care homes, including some of the biggest in the country, and a number of hospitals in which reflect the second and third highest locations of abuse (16% and 8% respectively).

46% of safeguarding enquiries involved people who receive physical support. People with Mental Health support represent 19% of cases, followed by people with social support (14%) and people with Learning Disabilities (13%).

### Types of Abuse<sup>3</sup>

Neglect or Acts of Omission is the highest reported type of abuse, followed by self-neglect, which has been rising steadily over the past few years. This is in part due to increased awareness raising around recognising and reporting self-neglect, and in part a result of the Covid 19 Pandemic, which saw increase in self-neglect as result of lockdowns. Financial/ Material Abuse and Physical Abuse have dropped slightly, and Domestic Abuse cases remain high and comparable to last year. Levels of Modern Slavery and Discriminatory Abuse remain low, due to insufficient recording and under-reporting, so the RWSAB has made it a priority to raise awareness on the new Modern Slavery Pathway in 2023/24 and improve recording of discriminatory abuse.

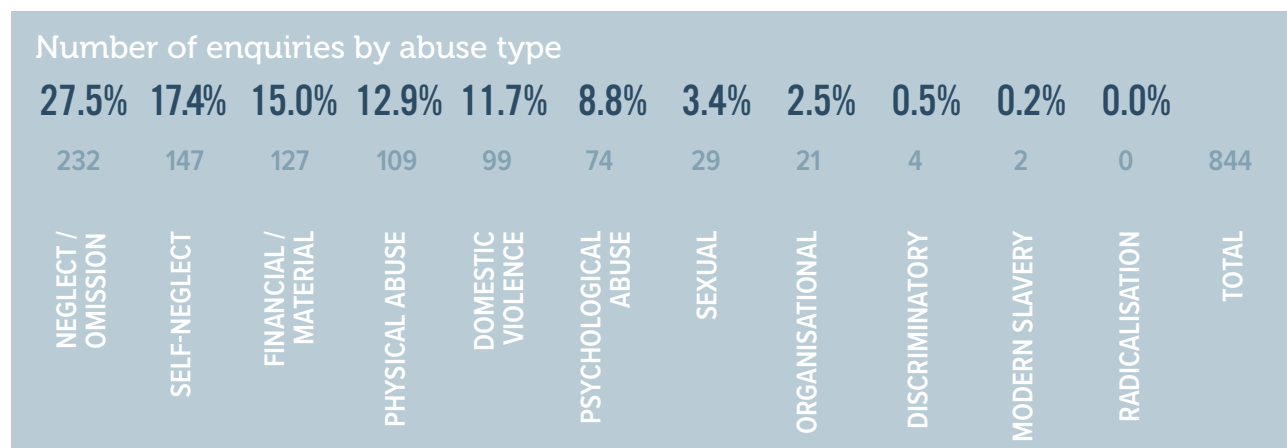
### Making Safeguarding Personal

Making Safeguarding Personal (MSP) is a sector-led approach which aims to develop outcomes focus to safeguarding work and is required by all agencies undertaking safeguarding duties in terms of the Care Act 2014. This means all safeguarding activities should be person-led, outcomes focussed, supportive of involvement, choice and control, improve the quality of life for the person and promote well-being and safety.

As an important success measure of the 'Making Safeguarding Personal', the extent to which the person's desired outcomes are met is measured. Locally, 79% of people involved in a safeguarding enquiry expressed desired outcomes, with 94% of people's outcomes being fully (72%) or partially (22%) met, which is good evidence that safeguarding practice is person-centred 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.

All 123 people lacking capacity had support from family, friend or advocate during the safeguarding process.

<sup>3</sup> A single enquiry may consider more than one type of abuse – hence there are more Types of abuse than safeguarding enquiries.





## Impact on Risk and Sense of Safety

The London Borough of Wandsworth has continued to ask individuals and/or their representatives if they feel safer because of the help from people dealing with the safeguarding concern. Out of 665 completed enquiries, 557 people (84%) have expressed that they feel safer after the process, which is really positive feedback. In the remaining cases, due to the nature of the concern and the impact on the person, the feeling of safety remains the same.

Adult safeguarding aims to remove or reduce the risk to the adult. The impact of safeguarding on risk is very good with the risk removed or reduced in 95% of cases. Where the risk remains, this is usually the result of people choosing to live with risk and understanding the implications of it.

## Deprivation of Liberty Safeguards (DoLS)

The total number of DoLS authorisations received in Wandsworth has decreased slightly. The number of those not granted has decreased, which demonstrates that the majority of applications are appropriate, predominately authorisations not granted are as a result of people failing one of the qualifying assessments such as being assessed as having capacity or the person leaves

hospital before the assessment process is completed, or the person dies. Performance has also increased with a rise in the number of authorisations granted. The number of requests received but not yet authorised has also slightly decreased, this is due to our efficient renewal process which provides an opportunity to sign authorisations before they expire. All requested authorisations are reviewed and monitored to ensure that the most urgent are prioritised and there is a process in place to ensure renewals are addressed to minimise breaks in the authorisation. A summary of the number of Deprivation of Liberty Safeguards requests and authorisations in Wandsworth during 2022/23 is shown below.

In April the DHSC informed that the Liberty Protection Safeguards (LPS) would not be implemented within the life of this parliament, effectively indefinitely postponing LPS. Given that LPS will be for a new Government to implement, LB Wandsworth, along with other authorities (including our health partners) will be focusing on improving practice and compliance with implementing the Mental Capacity Act as this is a major tool for promoting the rights of the individual. There will be increased focus on Community DoLS and ensuring that the safeguards are more widely applied. To support this, the policy and procedure has been updated.

Wandsworth DoLS	21/22	%	22/23	%
Granted	667	58.8%	669	62.6%
Not Granted	368	32.5%	315	29.5%
Not yet signed off by Supervisory Body	99	8.7%	84	7.9%
Total Number of Requests Received	1134		1068	

## Case study

Riley lives alone in a multi-bedroom property that he owns. He had been referred to the Local Authority before due to ongoing concerns about his home environment. Previously Riley had expressed a preference to resolve the issues independently. More recently, a safeguarding referral was received due to the concerns regarding his home being significant and posed a risk to both Riley and his neighbours.

A Social Worker visited Riley at his home and found Riley did not have hot water and was unable to access various rooms in his home due to all the items he possessed. The London Fire Brigade also completed a home visit and noted there a clutter rating of 10 which is very high. They were concerned that Riley may be smoking inside which with all the belongings, would pose a significant risk should a cigarette not be disposed of correctly.

The Social Worker referred Riley to the multi-agency panel which is made up of specialist professionals from within the Borough of Wandsworth and includes the Local Authority, Community Mental Health Team (CMHT), the London Fire Brigade (LFB), Environmental Health, Met Police and District Nurses, to name a few. It was imperative for the multi-agency panel to find the best way to engage Riley, so he had control and autonomy whilst addressing the concerns with his living environment. LFB provided fire retardant bedding, while CMHT completed a home visit to offer their support. Contact was made with Riley's relative who lives overseas

with his consent. They were aware of the difficulties Riley had with accepting help or making changes to reduce the risks. They were able to arrange for workmen to remove excessive items from Riley's home, and for essential repairs, including a new boiler, to be installed. Riley was offered a Care Act assessment to consider ongoing support at home.

Once Riley's living environment was improved, his engagement with services also improved. His relative shared the following feedback:

"What impressed me most about the social worker was that they were not on automatic pilot, but took an individualized approach to my brother, trying to understand his particular situation, his vulnerabilities and his specific needs. When it came to his issues, I very much appreciated that the Team focused on the decluttering of his house, which has been a perennial problem but is now under control, ensuring proper personal hygiene and that he got medical attention for a host of issues rather than delaying getting treatment, which he is prone to do. He is in a much better place now, taking better care of his health and attending doctor's appointments. My brother was always thankful for the help that he received and appreciated that someone was looking out for him. For me, who lives abroad but is also my brother's primary relative, it was very helpful to receive regular updates. I am very grateful to the Team for their proactive and sympathetic approach to providing support and assistance to my brother".

## Provider Quality

There are 30 Care Homes in Wandsworth, and 36 Homecare Services Providers which are registered with the care regulator the Care Quality Commission (CQC). 1 Care Home is Outstanding, 25 (83%) are rated Good, with 3 (10%) Requires Improvement and 1 not yet rated by the CQC. 3 of the Services Providers have been rated Outstanding, 30 (83%) Good, 1 service has not been rated yet, 1 requires improvement and 1 is rated Inadequate (Wandsworth does not have any clients with this provider). Action plans and regular quality monitoring are in place to help improve ratings. Overall quality of service provision for both Care Homes and Homecare providers across the borough remains good.



Care Homes CQC Rating (Wandsworth)	No	%
Outstanding	1	3%
Good	25	83%
Requires improvement	3	10%
Total	33	



Homecare Services CQC Rating (Wandsworth)	No	%
Outstanding	3	9%
Good	30	83%
Requires improvement	1	3%
Inadequate	1	3%
Unrated service	1	3%
Total	36	

50% OLDER PEOPLE

37% LEARNING DISABILITY

13% MENTAL HEALTH



Care Home Type (Wandsworth)	No	%
Older people	15	50%
Learning disabilities	11	37%
Mental health	4	13%
Total	30	

## Learning from Lives and Deaths of people with a Learning Disability and Autistic People

The national programme, previously known as “The Learning Disability Mortality Review (LeDeR)”, was set up to review all deaths of people with a learning disability in every locality across England and now includes all people who are diagnosed as being autistic. The LeDeR programme has direct links to adult and child safeguarding and aims to identify areas of good practice but also where there is a need for improvement in services. This information is used to support changes in practice across the whole health economy in SW London but can be used to influence changes at a national level depending on review findings.

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annual report is currently being drafted ready for publication in September 2023.

The figures for Wandsworth show 14 completed reviews for the year, with 11 people of White ethnic origin and 3 people of Black ethnic origin. More were female (8), 6 were male. 6 lived in care homes, 1 in long stay specialist hospital, 4 in supported living (one of these was extra care sheltered) and 3 lived at home.

Of the 14 people, 6 died in hospital, 1 person died at home with end-of-life care/services to support them, 7 died in care homes/supported living. 1 person was 40, the rest were over the age of 50 (the youngest being 55 and the oldest 87.) There were no unavoidable deaths.

The reports show generally the GP and community-based services are key to responsive and good provision of care at in any placement setting including own home and this was reflected in a number of reports. There was good use of advocacy, Mental Capacity Assessments and Best-interest decision making reflected.

One learning put in place was to ensure there is always a staff member trained in CPR on duty in a Care Home.

Good practice outweighed any concerns.

More details on LeDeR and programme reports, can be found on the [SWL ICB website](#).



# 04

## LEARNING FROM SAFEGUARDING ADULT REVIEWS

### Safeguarding Adult Review Referrals

During the year two Safeguarding Adult Reviews (SARs) referrals were considered (one from Richmond and one from Wandsworth), none of which met the criteria for a mandatory SAR.

#### Safeguarding Adults Review Referrals

	SAR Referrals received	Met the criteria for SAR
Richmond	1	0
Wandsworth	1	0
<b>TOTAL</b>	<b>2</b>	<b>0</b>

#### Completed Safeguarding Adult Reviews

	Completed SARs
Richmond	0
Wandsworth	0
<b>TOTAL</b>	<b>0</b>

A SAR which met the mandatory criteria the previous year is still in progress, a complex case involving transition from children to adult services and learning from it will be published in next year's annual report.

One review commissioned by Croydon SAB on a Wandsworth resident – ‘Madeleine’ SAR (full report [here](#), 7-minute briefing [here](#)) – produced learning around Transitions and Transitional safeguarding, listening to the voice of those receiving services, understanding of the legal and policy frameworks and Police intervention and multi-agency working, which were addressed by both Adults and Children’s services via joint events and the work of the Young People Transitions Board. The RWSAB Executive receives regular updates around Transitions from both Richmond and Wandsworth Children’s Services.

The referrals received did not bring out overlapping themes and showed good multi-agency working was in place.

The RWSAB carried out a Multi-agency Live Case Audit in January 2023, intending to look at a sample of cases from Health partners to ensure safeguarding practice effectiveness and that learning from SARs translates into practice. The audit found that:

- Most concerns are done in a timely manner and are well articulated.
- Making Safeguarding Personal is well embedded with outcomes asked in 80% of cases.
- Mental Capacity is regularly considered, however some follow up where individuals’ needs are more complex could be better.
- Agencies worked well together, with the right professionals involved in the safeguarding process and good sharing of information.
- More professional curiosity was needed in 3 cases, the others showed good professional curiosity.
- Whole Family Approach was not needed in majority of cases, but family could have been involved in better ways in some cases.

- Ethnic and cultural background was generally not well recorded and not taken into consideration, even in cases of poor engagement with the person, where such factors could have a considerable impact.
- Feedback was not provided in majority of cases at screening stage and in half the cases at outcome. Local Authority has done major work on improving this in the past few months, with changes to the safeguarding form on the database to prompt and encourage feedback and ensure it is recorded.
- Some additional learnings from the audit involve the way the person’s views are recorded – it is more powerful to record what the person said in their own words, rather than rephrasing in professional language; and the way professionals consider Autism diagnosis.

As a result of the audit there is an action plan to improve aspects of the safeguarding process and recording, which is being monitored by the Performance and Workforce Sub-group.





05

# PARTNERS' CONTRIBUTIONS

## Adult Social Care – Richmond and Wandsworth Councils

We have continued to provide a high-quality safeguarding service this year, with the majority of residents feeling safer following our intervention and with their stated outcomes having been met. We continue to receive high numbers of safeguarding concerns, which are now screened by our Community Advice and Support Team. Once screened these are either being passed onto a Locality team for necessary safeguarding action, or the referrers are provided with advice and information for other services or options. There has been a positive focus on training and supporting our practitioners with robust decision-making and this has helped us manage our safeguarding concerns.

We are working in a context of a national shortage of social workers, and this has meant we have faced some challenges with recruitment and retention of staff. However, we have an Action Plan that supports us to mitigate this to some extent, and we have recruited a strong cohort of newly qualified social workers, and a number of apprentices. We also have excellent links with Kingston University so we can support students and internships within our services.

There was intensive work done last year to ensure all our Adult Social Care practitioners completed mandatory safeguarding training and over the last six months we have focussed on disseminating learning from Safeguarding Adult Reviews.

Children's Services in Richmond and Wandsworth introduced new exploitation-focused panels for young people (Vulnerable Adolescents Supported into Adulthood [VASA] and Multi-Agency Child Exploitation [MACE]), with Adult Social Care also playing key role to ensure a joined-up approach. We will be working closely with Community Safety colleagues to roll out the new Modern Slavery Pathway. In addition, our Navigation pilot is up and running, designed to support families through the safeguarding process on those rare occasions where the communication between partners and the family has broken down. Finally, we are planning a strengthened focus on Community Deprivation of Liberty Safeguards, to identifying those vulnerable residents who lack capacity and who may be deprived of their liberty.

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## Age UK Wandsworth

Age UK Wandsworth remains committed to being a partner in the RWSAB. We completed the yearly self-assessment questionnaire and engage in relevant learning and development events. All our volunteers and staff must complete an online safeguarding training course as part of the recruitment process, and we provide guidance on how to recognise and report abuse, making referrals where appropriate.

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## Alzheimer's Society Wandsworth

The team continue to provide support to anyone affected by dementia in the Borough of Wandsworth, we work closely with our internal safeguarding team who support to triage and assess each safeguarding concern. They agree actions and raise with the local authority when appropriate, these are reported as part of our commissioner meetings each quarter.

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## Central London Community Healthcare NHS Trust (CLCH)

CLCH provides community services in 11 London Boroughs and in Hertfordshire. Our key achievements in 2022/23 are:

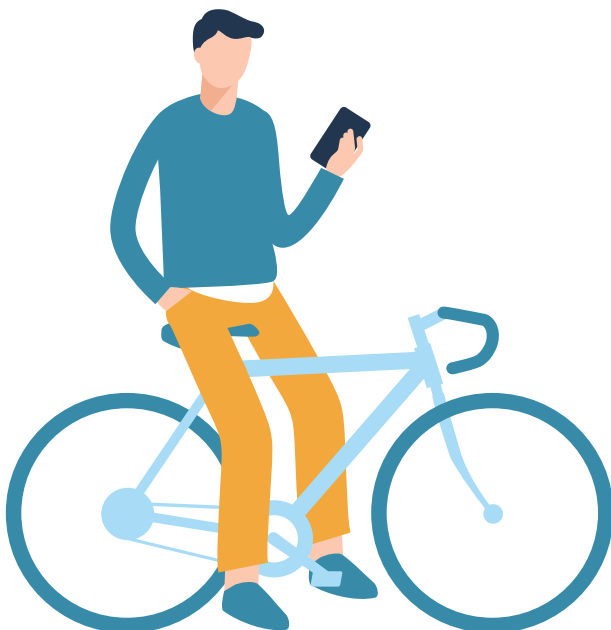
- We worked in partnership to achieve positive outcomes for our service users.
- We contributed to S42, S44 and S40 inquiries and CMARAP, MARAC and RWSAB sub-groups.
- An external audit of adult safeguarding in CLCH found robust governance in place.
- Safeguarding templates updated to include national safeguarding read codes.
- Safeguarding single point of contact supported access to timely advice and support.
- Safeguarding Champions provided additional support to frontline teams/services.
- We audited the quality of safeguarding adult referrals, including follow up with the local authority.
- We developed a tracker to capture data on safeguarding referrals/cases to be escalated.
- We dip-sampled records to assure fire risk assessments for service users at increased risk were completed and referrals to London Fire Brigade made.
- We revised our safeguarding training packages to include case studies to embed changes in practice and learning from SARs.



- We delivered bespoke safeguarding training to teams re: consent and mental capacity and local safeguarding matters.
- We started a Safeguarding Journal Club to share audit findings, learning from reviews, case law and research.
- The CLCH safeguarding conference: “Human Stories in Safeguarding” was attended by 620 delegates and included live feedback and interaction from the family involved in a safeguarding adult review.
- We welcomed new team members.

## Chelsea and Westminster NHS Foundation Trust

The Trust has seen an increase in the safeguarding referrals it has made which provides assurance that, despite the disruption of the pandemic to Trust activity, staff awareness of safeguarding has remained high. The Safeguarding Team has been producing a quarterly trust wide newsletter to disseminate learning from safeguarding enquiries and to provide up to date information about local training resources. The Team contributes the Safeguarding Board activities across a number of local authorities. A recent newly created Safeguarding Practitioner role based on the Chelsea site will further enhance the ability of the team to provide advice and support to clinicians.



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## Community Safety – Richmond and Wandsworth Councils

Community Safety continues to deliver the statutory responsibilities and implements guidance/ policies as set out in the Crime and Disorder Act, Domestic Abuse Act and other relevant legislation. The team is structured to provide both a reactive and proactive response against the areas of priority of crime and disorder, listed below:

- Safer Neighbourhoods (high-volume crimes e.g., serious violence, anti-social behaviour, car related crimes).
- Violence against women and girls.
- Offender management.
- Hate crime and counter terrorism.
- Keeping children and young people safe.

Over the past year the Community Safety team has worked internally to create an effective funding structure and governance structure to appropriately respond to crime and disorder in the community. The intention is that each priority area has its own strategic delivery group, forum and case panels (where necessary) which means that the strategic direction is managed at the right level and operational oversight is maintained to deliver effective services.

The team provides reactive support, case panels and reviews, e.g., refuge, advocacy, DA MARAC, Community Triggers, CMARAC, DHRs. But also, proactive responses to priority issues e.g., knife crime forums, problem solving plans, task and finish, awareness raising, communications campaigns, training.

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## Healthwatch Richmond

Healthwatch Richmond sits on the Board and sub-groups as a critical friend. We're working to ensure that partners use their wider integrated communications and engagement capacities to help promote safeguarding messages and raise awareness amongst the community. Our staff work to the shared safeguarding objectives and make referrals as well as supporting members of the community to raise appropriate alerts.



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## Hounslow and Richmond Community Healthcare (HRCH)

In 2022, post pandemic pressures on community healthcare, combined with growing cost-of-living challenges, contributed to increased community patient acuity and more complex hidden harms such as domestic abuse and self-neglect.

Adult safeguarding maintained a multi-disciplinary approach to prevention of harm, risk assessment and management, which continues to work well.

Progress has been made with embedding the Mental Capacity Act principles consistently in practice and recording.

Bitesize learning (short slidesets, animation and 7 minute summaries) has been used to complement the mandatory training offer, to ensure busy frontline staff have easy access to engaging and relevant content.

An Adult safeguarding Staff Satisfaction Survey for 2022 evidenced that we are providing timely and effective advice and support and provided some learning for our 2023 Workplan.

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## Housing and Regeneration Department – Richmond and Wandsworth Councils

The Housing Department is committed to the priorities of the SAB and looks for ways to help achieve these. The department aims to participate constructively in SAB events, relevant sub-groups and multi-agency meetings to provide a housing perspective on issues and ensure policies and procedures reflect decisions made by the Board and in addressing safeguarding and meeting the needs of vulnerable residents.

The housing policy team has a dedicated safeguarding Action Plan setting out how residents and housing staff are empowered on safeguarding matters and publicity and that staff and contractors have appropriate training in place. This includes new procedures for no-contact checks on isolated vulnerable residents and hate-related incidents. A revised anti-social behaviour policy and procedure provides additional guidance on cuckooing and in addressing the needs of potentially vulnerable victims and perpetrators. Throughout the year, the residents magazine, Homelife; publishes relevant articles to raise awareness of safeguarding and vulnerable residents. The Housing and Regeneration Department retains an ongoing commitment to continuing with their Domestic Abuse Housing Alliance (DAHA) accreditation.

Specialist courses in safeguarding adults and children are available and staff, and new starters are required to complete their mandatory courses.

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## Kingston and Richmond Safeguarding Children Partnership (KRSCP)

KRSCP has continued to promote our business priorities of Contextual Safeguarding & Child Sexual Abuse, Mental Health, & Parental Vulnerabilities & Early Help through the work of our subgroups and boards. In addition to this we have disseminated the learnings of the Family T and Child V local Child Safeguarding Practice Reviews, developed, and delivered Harmful Sexual Behaviour training for the multi-agency workforce and continued with the pilot Think Space reflective sessions case discussions for multi-agency practitioners. We have continued with our programme of multi-agency audits, and this has included a 'dry run' in preparation for a potential multi-agency Joint Targeted Area Inspection by Ofsted. Our DSL events and Partnership events have continued to be successful and have raised awareness on current safeguarding themes across the workforce. KRSCP has also launched a new website and recruited a Scrutineer to support our programme of work.

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## Kingston Hospital Foundation Trust

During 2022/23 we introduced Safeguarding Adults Level 3 training to staff bands 6 and above, and for all maternity staffing. There is a strong focus within this training on the Mental Capacity Act, early identification of safeguarding concerns, and the process of a safeguarding enquiry from a hospital perspective. We have welcomed feedback from staff and the training has adapted accordingly.

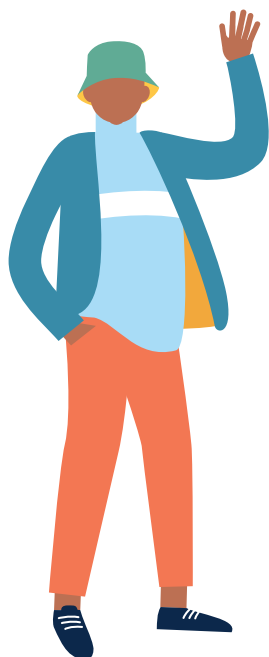
We have seen an increase in hospital safeguarding concerns being raised with the main types of abuse being neglect, self-neglect and domestic abuse. There has been a local focus on self-neglect, and the hospital contributed to the Kingston Self-Neglect and Hoarding Guidance. We will be incorporating this guidance into hospital training in 2023.

As a hospital we contribute monthly to Kingston MARAC and when necessary, Richmond and Wandsworth MARACs. Our Independent Domestic Violence Advisor (IDVA) has delivered training to our Emergency Department and supports our patients and staff with referrals and advice.

The Medical Safeguarding Adult/MCA Lead post is now filled as a joint position with HRCH.

Our hospital Learning Disability Liaison service has now expanded to two permanent members of staff. They continue to promote equity in health, and support patients both as inpatients and outpatients.

We will continue to promote the above services and training for safeguarding, mental capacity and domestic abuse into 2023/24.



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## London Fire Brigade (LFB) – Richmond

Richmond London Fire Brigade works in partnership to identify, refer and assist the most vulnerable – assistance given in fire safety visits, fire retardent bedding and equipment supplied, alongside linked smoke detection (Tunstall alarms) and arson proof letter boxes. Attendance at Vulnerable Adults Multi-agency Panel (VAMA) and other relevant RWSAB meetings, including Multi Agency Risk Assessment Framework. Providing training to frontline care staff in fire safety awareness and risks associated with clients. Setting up priority initiatives within the borough around Dementia, Alzheimer, Bluebird Care. Giving advice where appropriate to partners in the borough.

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## London Fire Brigade (LFB) – Wandsworth

Commitment to safeguarding is fully integrated into every aspect of the LFB’s community safety activities in Wandsworth. We have successfully engaged with our colleagues across the partnership over the last 12 months, to make sure our residents’ safety and wellbeing are at the forefront of everything we do.

To assist our crews in identifying the signs of potential serious vulnerabilities when carrying out HFSVs, or when attending incidents in residential properties, our teams are trained in safeguarding processes. This includes recognising the signs of hoarding, self-neglect, and abuse, which could lead to a heightened risk of fire and other significant consequences. Part of this awareness and training includes how to make referrals to our Local Authority Social Care team.

We continue to actively participate in the development of effective information sharing agreements and robust referral pathways, to ensure a multi-agency approach is adopted and maintained at all times.



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## Metropolitan Police South-West Basic Command Unit (SW BCU)

SW BCU continues to come together with partners to raise awareness of the shared responsibility to recognise and respond to adults who are vulnerable and may be in need of help and protection. Across the BCU there is work ongoing with all staff to highlight safeguarding key issues, facilitate conversations and to raise awareness of safeguarding best practice. The appointment of a dedicated Detective Inspector to lead on Adult Abuse has been significant in the roll out of the Vulnerability Assessment Framework (VAF) as a tool to assist MPS police and staff in identifying vulnerability in members of the public that they encounter. The focus being to apply the VAF at the earliest stage in order to maximise opportunities for early intervention to prevent someone becoming a victim or suspect at a later stage. There is ongoing work around professional curiosity and compliance of Merlin ACN (Adult Coming to Notice) reports. Earlier in the year the Commissioner set out his Turnaround Plan to be delivered over the next two years regarding fulfilling the Met's mission of More Trust, Less Crime and High Standards through our core policing activities. The Turnaround Priority of strengthening work in Public Protection and safeguarding is intended to see significant impact within the adult safeguarding space. SW BCU continues to be fully engaged with the Safeguarding Adults Board Executive and Safeguarding Adults Board sub-group meeting and other multi-agency panels such as the Multi-Agency Risk Assessment Conference and Community Multi-Agency Risk

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Assessment Conference.

## National Probation Service

Safeguarding is a key priority in our overall management of risk in the community, ensuring we identify and assess those at risk from others and support those individuals considered most vulnerable under our supervision. As a learning organisation we are committed to learning lessons and to improving the quality of our practice in this critical area of our work. A quality improvement programme was recently launched in the London Probation Service which includes mandatory safeguarding training for all our practitioners. We continue to work collaboratively with our partners to ensure our assessments are fully informed and information is shared in a timely way. Our Multi-Agency Public Protection Arrangements enable effective partnership working, ensuring safeguarding measures are in place for those most considered to be at risk. The Probation Service continues to be fully committed to working with our partners across all sectors to continue to raise awareness, drive improvements and holding ourselves and others to account to achieve best safeguarding practice and to protecting the most vulnerable.

## Richmond Carers Centre

Richmond Carers Centre is committed to a holistic and integrated approach to safeguarding where safeguarding practices are embedded within all aspects of our work. All staff and volunteers, including trustees, are required to undertake safeguarding training as part of their induction, along with regular refreshers. Our adult safeguarding policy was reviewed in July 2022. We continue to liaise with our colleagues in Adult Social Care to ensure appropriate safeguarding measures are taken so that carers and the people they care for are safe and our team are confident in relation to practice and procedure. We completed the annual Adults at Risk self-assessment audit in January 2023. We have enhanced our policy on DBS checks for staff and volunteers working with vulnerable children and adults. Safeguarding remains a standing item on our board agenda and internally we report quarterly on safeguarding alerts and referrals - keeping safeguarding visible.

## Richmond Council for Voluntary Services (CVS)

We have continued to promote information, resources and learning opportunities on safeguarding to local voluntary and community groups. This year has also included a significant amount of work providing 1:1 support to groups needing to develop or update their policies and procedures which is resource intensive and illustrates the demand in this area. We have signposted groups to relevant training and started working with the Council to develop a new safeguarding training session for VCS groups which will hopefully run later in 2023.

In early 2023 we commissioned an external trainer to run a new training session for trustees to help them understand their responsibilities around safeguarding which had a more strategic focus.

Our continued membership of the Richmond Safeguarding Community Forum enables us to benefit from the collective wisdom of the other members, provide opportunity for discussion and learning which we can then use in our role to increase awareness and good practice of safeguarding in the VCS.



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## Richmond Housing Partnership (RHP)

RHP has strengthened its safeguarding activities throughout the period of 2022/23. A key focus has been to raise awareness across the organization regarding safeguarding as a collective responsibility.

To achieve this comprehensive training programmes were implemented to ensure that all customer service employees have a clear understanding of their safeguarding responsibilities. This includes recognizing signs of vulnerability, understanding the procedures for reporting concerns, and promoting a culture of vigilance and action.

RHP has also actively supported multi-agency working and interventions by fostering strong partnerships with local authorities, social services, and the Police. Regular information sharing, joint risk assessments, and coordinated action plans have been established to address concerns such as cuckooing (exploitation of vulnerable adults' homes for criminal activities) and drug-related activities involving vulnerable adults.

Furthermore, RHP has taken a proactive approach in supporting victims of domestic abuse. Collaborating closely with local support services, the organization has implemented effective protocols for risk assessment, safety planning, and provision of appropriate housing options for those affected.

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## South-West London and St. George's Mental Health Trust

Safeguarding continues to be at the front and centre of everything that we do. This year we have continued to promote and prioritise the safeguarding adults' agenda across the Trust in a number of ways:

1. We have co-produced an award-winning domestic violence and abuse policy for staff experiencing domestic abuse.
2. We have promoted safeguarding learning in more creative ways this year such as developing tools to support with safeguarding decision-making, partnering with SLAM to jointly deliver safeguarding workshops and hosting two highly impactful events focused around learning from safeguarding incidents and domestic abuse which jointly had over 350 attendees.
3. We have streamlined our reporting and developed a new safeguarding adults dashboard to monitor data.
4. We have started work around capturing and analysing ethnicity data in order to understand if some ethnic groups are over or unrepresented within our safeguarding response.
5. We have undertaken a review of our safeguarding arrangements to ensure we are making safeguarding personal.



## South-West London Integrated Care Board<sup>4</sup> (SWL ICB) – Richmond and Wandsworth

<sup>4</sup> Previously known as Clinical Commissioning Group (CCG)

The safeguarding adults team comprises of six designate professionals each responsible for their own sovereign borough (Croydon, Kingston, Merton, Richmond, Sutton, and Wandsworth) but now as an ICB we are also more focused on the broader picture looking across South-West London. We work together as a team to focus on themes that affect all areas of adult safeguarding such as domestic violence, but we also individually take the lead on areas of specialism such as learning disabilities for the whole of the ICB. We are a small but strong team, and we meet regularly to support each other with local and national updates on safeguarding and provide regular peer supervision within the team and to colleagues in provider services.

Starting on 21st November 2022, for National Safeguarding Adults Week, the team worked together to set up and run a series of online webinars and presentations for all staff across the health and social care economy covering a variety of current safeguarding topics. Sessions were presented by guest speakers from NHS England and local authorities as well as members of the safeguarding adults team and covered topics such as exploitation and gang violence, transitional safeguarding, self-neglect, domestic abuse and the elderly, lessons learned from domestic violence and domestic homicide reviews, and others.

These sessions were advertised locally and on national web sites and forums and were well attended by people from a broad spread of professional backgrounds from across the country.

The Safeguarding Adult's Team has also been working with NHS England to provide information and support on the safeguarding adult review tracker system which collates all information from SARs nationally and brings together all themes and learning in one place, making this information more accessible and centralised. This also applies to "heat maps" which are templates that highlight issues and concerns when incidents are reported on. Heat maps are an effective way of identifying where concentrated areas of concern in adult safeguarding are occurring geographically and what these concerns entail.

At a local level the ICB designate adults' and children's professionals for Kingston and Richmond, as well as our named GP safeguarding lead, work together and continue to provide important support and advice to all GP colleagues in both boroughs as well as running the quarterly GP half day Safeguarding Adults and Children's.



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Some of the more recent topics that we have covered in the half day training have been:

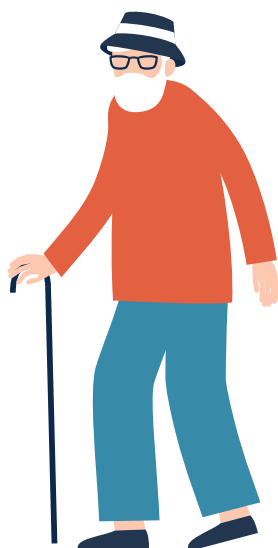
- Learning from a Safeguarding Adults Review of a young person who took their own life.
- Understanding single point of access.
- Update on PREVENT and national threats from terrorism.
- Radicalisation and extremism.
- How to keep children and young people safe online.

Over the last year 2022/23, the Designated Safeguarding Adults lead for Wandsworth ICB has worked closely with RWSAB through attending all sub-groups (Workforce and Performance, SAR, Communication and Engagement) and chairing the Wandsworth Community Forum.

The Wandsworth Community Forum continued during 2022/23 with meetings taking place virtually. The purpose of this sub-group is to deliver key communication and engagement activity to enable the SAB to achieve its strategic objectives locally. The Designated Safeguarding Lead has also invited external stakeholders such as GPs to a meeting to talk about the accelerating access to records and its safeguarding implications, and the SWL ICB Head of Patients Safety to talk about the PSIRF (Patient Safety Incident Response Framework) and compassionate engagement and involvement of those affected by patient safety incidents and the safeguarding implications to the SAB sub-groups. Local, Regional and National updates on safeguarding adults were shared with the SAB.

The designated safeguarding adults lead in Wandsworth worked closely with the Community Safety Partnership Board as a member of the Domestic Homicide Review (DHR) panel and attends the Channel Panel Prevent meetings for Wandsworth.

The ICB is pleased that The Royal Hospital for Neuro- Disability (RHND) achieved the Gold Award in the journey for excellence in safeguarding, this reflects a positive journey forward and significant achievement.



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**St. George's  
University  
Hospital NHS  
Foundation Trust  
(StGH)**

Continual increase in referrals to the Hospital safeguarding team with a total of 1,366 concerns (an increase of 24% from 2021/22).

Training compliance is consistently above the required 85% for both Level 1 and Level 2 Adult safeguarding and PREVENT.

Successful recruitment to an additional safeguarding practitioner role reflects the ongoing increase in referrals and case complexity. The wider Adult Safeguarding Team includes MCA specialists and all Band 7 staff have undertaken the Best Interests Assessor course as part of Liberty Protection Safeguards preparation with support from the Wandsworth DoLS team.

Very close working with our RWSAB partners to improve quality of patient care and wider system outcomes for our population.

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**Trading Standards  
– Richmond and  
Wandsworth (part  
of the Regulatory  
Services  
Partnership)**

Doorstep Crime and Scams is still a high priority area for the team. We continue to work with partner agencies to provide advice and support to those affected by these issues.

This is achieved through:

- Community Talks
- Organising ward-based patrols with the Safer Neighbourhood Team's (in some boroughs)
- Working with banks, financial institutions, and the National Scams Hub

This year we have seen an increase in scams aimed at younger people, so we are working on expanding our links to groups and partners working with youths. We are also taking part in a national project and installing phone blockers to those most vulnerable to these scams, as phone scams continue to be a common medium used by scammers.

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**Wandsworth  
Care Alliance  
(WCA)**

Healthwatch Wandsworth is part of the Wandsworth Care Alliance and continues to comply with our local safeguarding policy, which is in line with Wandsworth Council's policies and procedures of safeguarding adults and children. We have had no safeguarding activities beyond the routine maintenance of policy and governance. WCA volunteers continue to sit on both the Adults' and Children's Safeguarding boards.

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## Wandsworth Prison

HMP Wandsworth has recently joined the RWSAB and is keen to work more closely with external agencies to safeguard visitors and residents and is hoping to be able to produce data to evidence this in the future. We attended the Peer Support and Challenge Event following completion of the Annual Self-assessment Questionnaire and initiated discussions around clarifying responsibility for safeguarding when person in prison is from outside of Wandsworth, which has been helpful in considering avoiding duplication of work.

In terms of staffing, Prison Offender Managers are trained through the Probation Service to stay up to date with relevant safeguarding policy, legislation and practice.

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## Wandsworth Safeguarding Children Partnership (WSCP)

Over the last twelve months the WSCP has continued to promote innovation and strong partnership links to deliver the best services for children and families in Wandsworth.

Continuing our focus on neglect and the impact of Covid 19, and the increase of domestic abuse referrals, over 150 staff have become licensed in the use of GCP2, and a Multi-Agency Domestic Abuse Training Offer has been rolled out.

On 25th November 2022 the WSCP held it's first face-to-face Annual Conference since 2018, the theme of the conference was Domestic Abuse. Over 100 multi-agency colleagues attended, many of whom were meeting in person for the first time in over a year. Attendees heard from a number of speakers who shared their lived experiences, research and resources for families experiencing domestic abuse in Wandsworth.

Following the publication of the Ofsted Abuse in Schools report a group of young women were supported in recording a video for practitioners, discussing the impact of peer-on-peer abuse within schools and their solutions for school leaders and the wider children's workforce.

This has been well received and has encouraged several conversations on what more can be done to reduce peer-on-peer abuse in school settings.

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## Your Healthcare (YH)

In 2022-23 Your Healthcare raised a consistently high number of safeguarding concerns from direct observation or through disclosures made to practitioners. The most prominent areas of concern were those of neglect, self-neglect, and domestic abuse. In addition, concerns related to its own services remained low.

The Safeguarding Team is made up of both Adult and Child safeguarding practitioners and continues to take a “think family” approach to safeguarding. Examples of this are the co-production of the “Was Not Brought” policy which guides staff in responding to a situation where a service user of any age, who needs assistance to attend an appointment has not attended. This avoids inappropriate discharges where a choice may not be being made by the service user themselves. Also, the Joint Safeguarding and Domestic Abuse Policy provide a single policy, covering all ages.

Key achievements within the year were:

- The implementation of routine questions for domestic abuse across all services.
- Working within the multi-disciplinary teams to identify concerns of potential self-neglect; and agreeing how to respond to those concerns in a way which ensures the service users’ choice, wishes and beliefs were central to the risk assessment and plan.
- Increasing staff knowledge and awareness of safeguarding through level 3 training, rapid reads and guidance material, video briefings on policies, and the addition of safeguarding to supervision templates and team meeting agendas.





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# REPORTING A SAFEGUARDING CONCERN

## Richmond

**Phone**

020 8891 7971

**Out of hours**

020 8744 2442

**Email:** [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)

## Wandsworth

**Phone**

020 8871 7707

**Out of hours**

020 8871 6000

**Email** [accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk)

## Emergency

Call the Police or emergency services

999







## Questions about this report

If you have any questions about this  
report, please email  
[sab@richmondandwandsworth.gov.uk](mailto:sab@richmondandwandsworth.gov.uk)

**Remember,  
safeguarding is  
everyone's business**

