

Appendix A

Who is in the partnership?

Age UK

Camden and Islington NHS Foundation Trust

Camden and Islington Probation Service

Care Quality Commission

Crown Prosecution Service Integrated Care Board

Healthwatch Islington

Independent Chair

Integrated Care Board Designated GP

Islington Council

Islington Children Safeguarding Board

London Fire Brigade

Metropolitan Police

Moorfields Eye Hospital NHS Foundation Trust

Notting Hill Pathways

Safer Islington Partnership

Single Homeless Project

Voluntary Action Islington

Whittington Health NHS Trust

Partnership working

Although Islington Council leads on safeguarding adults in Islington, all partners contribute to our strategy. This section sets out how our partners went about achieving the aims and objectives of our ambitious strategic plan.

Below are the key achievements of each of our partners:

London Metropolitan Police

- The Metropolitan Police Commissioner has promised a New Met For London (NMFL). The mission is to deliver more trust, less crime and high standards. The Met has listened to the Baroness Casey Review and reform has included raising standards and expectations of our staff. You'll see the people who fall short of our high standards being dealt with swiftly and robustly. You'll see officers, staff and volunteers that are well trained, equipped and led.

- The NMFL has set out clear objectives on what the Met Police will achieve after having listened to over 10,000 members of the community. Work with communities to fight crime and anti-social behaviour, because Londoners have told us that's a priority.
- Recruit an additional 500 Police Community Support Officers (PCSOs). Put more officers and PCSOs into local neighbourhoods and make sure they're delivering against the priorities of Londoners.
- Use data to better understand the demands we face and deploy officers to where we'll make the biggest difference to communities.
- Strengthen specialist teams, with an extra 565 people who will work closely with local police teams and partners on investigating domestic abuse, sexual offences, and child sexual abuse and exploitation.
- Make it easier to contact us, whether by phone, digitally or face to face – each borough will have at least one 24/7 front counter Continue to improve our 999 service so your calls get answered more quickly Continue to work with our partners to ensure individuals in need of care and non-crime help get supported by the right agency, freeing up officers' time to tackle crime.
- We will create a Victim Focus Desk to provide better support and advice.
- Ensuring that the right people in our community get the right help first time is important and we have achieved this by ensuring that the responder that attends to the 999 call is the person with the skills and expertise to deal with the safeguarding concerns.

Islington Integrated Care Board

The North Central London Integrated Care Board (ICB) was established in July 2022 and 2023 has seen a year of re-organisation and significant changes to meet the new responsibilities across our healthcare system by imbedding integrated care systems, integrated care partnerships, provider collaboratives, primary care networks, and local maternity and neonatal systems, and new legislation which will impact on how we all safeguard people and populations.

The executive responsibility for safeguarding sits with the Chief nurse supported by the Director of Safeguarding. The team includes safeguarding designated nurses and professionals for both adults and children and lead GP's. This meets our statutory responsibilities as an ICB.

The safeguarding team have remained a constant, high-profile team within the ICB and our local Boroughs throughout this time and continue to be Borough focused and work in

partnership with the local safeguarding community to protect and support those in greatest need and contribute to statutory multi agency reviews and share learning across the health system.

As we move forward, our focus continues to be about supporting people locally throughout their lives without barriers or prejudice.

We have introduced our internal safeguarding oversight meeting to ensure that we have a robust system assurance and learning framework in line with the NHS England Safeguarding Assurance Accountability Framework (SAAF). This will ensure improvements are made through the ICB safeguarding commissioning assurance governance processes.

We have supported training and development opportunities for staff to enhance their skills and knowledge, including training health staff to become best interest's assessors.

The ICB hosted its second NCL wide Safeguarding Adults and Children's conference (April 2024) focusing on promoting curiosity. Themes included the launch of our nonfatal strangulation pathway, understanding and using research findings from people who have experienced Female Genital Mutilation (FGM) to improve curiosity in practice, Violence Against Women and Girls (VAWG) and Human Rights, the insidious nature of coercive control, gaming and extremism and resilience in supporting people and families.

In July 2023 we facilitated a multi-agency workshop focusing on emerging themes from safeguarding reviews in July 2023 which will provide a focus for future developments.

We are committed to the continued multiagency practices and borough facing focus and system wide safeguarding leadership and learning across the lifespan of our residents.

Moorfields Eye Hospital NHS Foundation Trust

- The Safeguarding Adults Committee continued to receive quarterly safeguarding adults activity in the form of an infographic including anonymised lived experience case study's to support learning and raise awareness.
- An audit of safeguarding was completed by an external audit company to provide assurance around internal safeguarding processes.
- Face-to-face Safeguarding Adults Training Level 3 was developed and co delivered by the police.
- Bespoke safeguarding sessions, using a variety of methods were also delivered across the Trust, including Pre-Assessment Clinics and Governors and safeguarding adult content was delivered as part of the care certificate and preceptor training.
- Successful completion of the Best Interest Assessor (BIA) course by the Safeguarding Adults & Mental Capacity Act Practice Development Nurse brought the total number of BIA's in the Trust to two.

- Worked collaboratively with the internal communications team to develop a training video to encourage and enhance quality of flagging vulnerable patients' healthcare records.
- Continued to work in partnership with Mencap, Alzheimer's Society, SeeAbility, service users and carers raising awareness of learning disability, dementia and carer issues
- In response to the "Liam" SAR actions taken included:
 - i. Highlighted in Safeguarding Snippets Newsletter: "A Spark of Knowledge" raising awareness of the incident and promotion of the home fire safety checker tool.
 - ii. Safer October 'Quality & Safety Bulletin' created by the safeguarding team raising awareness of the SAR and promoting discussion amongst teams around home fire safety referrals with patients. The bulletin also included a link for staff to complete the Islington council e-learning session ' Fire Safety in the Home' for carers and support workers.
 - iii. Eye Clinic Liaison Officer (ECLO) team held an information session with London Fire Brigade (LFB) to be the key point of contact for advising patients on home fire safety referrals or submission of referrals on patients' behalf as appropriate.
 - iv. The safeguarding team worked with the nursing research lead and contributed to the development of a smoking cessation algorithm with a pathway for advising new and current patients on stopping smoking. This pathway will also highlight the importance of recognising the categories which may put a person at higher risk of fire in the home. Staff will be directed to discuss home fire safety referrals with the patient and to refer patients to ECLO team for assistance with making a referral if support needed.
 - v. Trust wide 'Clinical Lunch and Learn' session was held in December 2023 led by a representative of the London Fire Brigade.

London Fire Brigade (LFB)

LFB continue to provide Home Fire Safety Visits (HFSV's), prioritising their attentions on those most vulnerable.

Following a triage process, residents requesting an HFSV either for themselves or through a referral are now categorised into four risk categories:

- very high
- high
- medium
- low

Through this targeted approach, the proportion of visits within Islington focussed on High Risk members of society have increased by 17%.

Due to the perceived severity of risk, 10 residents were visited in under 4-hours of referral. High and medium risk individuals have been offered an HFSV within a designated, convenient time, dependant on both their level of risk and availability.

During these visits, residents receive an in-person HFSV including guidance on fire safety measures and free smoke alarms where required.

The LFB continue to provide support and information to less vulnerable groups through the online [Home Fire Safety Checker](#) over the telephone. Through our Borough Risk Management Plan, the LFB have identified and provided appropriate actions to mitigate foreseen risks within the Borough. Working with community partners, we look to ensure that prevention and protection strategies are in place and meet the needs of the population.

The LFB are working closely with the Metropolitan Police, London Ambulance Service and London NHS, to support the implementation of Right Care Right Person. Centrally incident data is being monitored to identify trends and ensure the effectiveness of both the Right Care Right Person and further care measures in place for individuals within the community. The LFB's SAR Champion continues to provide a consistent approach to learning from SARs. Internal/ external action plans and review meetings are used to plan/monitor progress post SAR.

LFB continues to

- participate in the Community Risk MARAC, Hoarding Panel, Safeguarding Adults Board, Safer Islington Partnership and Multi-agency public protection arrangements (MAPPA)
- review risks within our communities to provide targeted prevention activities to support our communities
- offer fire safety awareness sessions to the care sector personnel visiting vulnerable residents.
- train all staff in Safeguarding practices, both identifying concerns and proactively dealing with the situation.

During 2023-24, Camden and Islington Foundation Trust entered a formal partnership with Barnet, Enfield and Haringey Mental Health Trust, to form the North London Mental Health Partnership (NLMHP), covering the 5 borough North Central London footprint.

In response to Domestic Abuse (DA) cases remaining high and the NHS Sexual Safety in Healthcare Charter, the DA Practitioners from C&I and BEH began delivering a weekly DA and sexual safety drop-in surgery, whereby practitioners from across NLMHP can discuss live cases for advice, support and guidance. The C&I Awareness and response to Domestic Abuse (ARSDA) network and Safeguarding Hub hosted various themed webinar events, inviting specialist speakers to strengthen staff awareness and knowledge on topics relating to DA and harmful practices. This included C&I hosting the Violence against women and girls (VAWG) annual White Ribbon Event, to mark the International Day for the Elimination of Violence against women and girls.

As signatories to the NHS Sexual Safety in Healthcare Charter since November 2023, an action plan has been developed to progress all 10 core principles to commit to a zero-tolerance approach to any unwanted, inappropriate and/or harmful sexual behaviours towards our workforce, ensure we provide a safe space for staff and patients, and a place in which sexual misconduct, violence, harassment or abuse will not be tolerated.

In addition to the DA and sexual safety drop in, the safeguarding team also delivers a weekly safeguarding, mental health law and mental capacity act drop in and a daily (Monday to Friday) advice service for Trust staff.

The safeguarding team continue to undertake their statutory and mandatory duties; attending multi-agency and safeguarding partnership meetings as required. We continue to implement Think Family, Professional Curiosity, Making Safeguarding Personal and appropriate information sharing in all case discussions, supervision and statutory/Mandatory training.

The safeguarding team have worked in collaboration with the operational services in the Trust to implement learning and recommendations from Safeguarding Adult Reviews, Domestic Homicide Reviews and Child Practice Learning Reviews, including cascading 7-minute briefs, monitoring action plans at the appropriate meetings and including new learning in our participatory level 3 safeguarding training.

NLMHP works collaboratively with all Local Authorities and Safeguarding Partnerships. We have aimed to strengthen the pathway between internal and external high-risk panels for the management of the most complex safeguarding cases. We look forward to our continued collaboration, multi-agency working and strengthening of safeguarding processes for improved outcomes for all service users.

Islington Council continues to lead the borough on safeguarding adults. Specific initiatives and achievements carried out during the year include:

The Safeguarding Adult Unit (SAU) has made significant strides in enhancing safeguarding practices within Adult Social Care over the past year. Collaborating closely with operational teams, the unit has sought to reinforce adherence to recommended safeguarding processes, advocating for stronger line management support for safeguarding cases. A new safeguarding quality assurance framework has been launched to ensure effective safeguarding and Mental Capacity Act (MCA) practices.

In its commitment to being a learning organisation, LBI has introduced serious incident guidance for practitioners to learn from near misses. Ongoing forums for safeguarding practitioners and leaders have facilitated the sharing of insights from audits. The SAU also partnered with community safety and children's services to host a modern-day slavery workshop involving various agencies, including voluntary services and housing.

Additionally, an Equalities Deep Dive has been conducted, focusing on raising safeguarding awareness among under-represented groups. LBI acknowledges the importance of robust risk management systems and has established multiple support platforms, including daily and monthly meetings, supervision sessions, and specialised training.

The SAU has successfully developed three e-learning modules: Modern Day Slavery and Human Trafficking, Fire Safety in the Home for Carers and Support Practitioners, and Safeguarding Adults – Basic Awareness. There has been a good uptake for all these training sessions.

In-person sessions were also conducted for Islington residents who participated in the Safeguarding Awareness and Modern-Day Slavery sessions at local day and support centres. Additionally, a session on Raising Safeguarding Awareness and Cuckooing was attended by residents from Adult Community Learning classes. Collaborative efforts with adults with learning disabilities led to co-produced scenarios on Mate Crime and Cuckooing,

Islington Council launched the Integrated Front Door and Rapid Access Service, enhancing referral processes for adult social care and health services. The Domestic Abuse Daily Safeguarding Meeting processed 507 high-risk referrals, including from Adult Social Care and Mental Health Services, revealing significant support needs among survivors.

Notably, there is currently no DoLS waiting list in Adult Social Care in Islington, ensuring timely assessments for individuals in hospitals and care homes requiring safeguarding measures.

In the last year, LBI Provider Service supported timely referrals for Deprivation of Liberty Safeguards (DoLS) assessment when needed and followed up on mandatory and advisory conditions. The team collaborated with training leads to regularly review the Training Matrix and ensure the booking of Safeguarding and Mental Capacity Act (MCA) training sessions. Additionally, they have partnered with Islington Learning Disabilities Partnership professionals, families, and social workers to holistically assess the evolving needs of residents, ensuring that services are inclusive of the residents' voices.

The Collaborative Commissioning team completed the co-production of Adult Social Care principles, now embedded in service specifications. Islington continues to participate in the unique "See Me First" initiative, and the commissioning team has led the Integrated Provider Quality Oversight Board to enhance oversight of service providers, launching a new Quality Assurance Framework in care homes.

Single Homeless Project (SHP)

- Led with Solace on the second women's rough sleeping census, with most London boroughs participating, as well as 14 authorities across England including Greater Manchester, Gloucestershire, Herefordshire and Coventry. Recommendations made to central government to adopt the methodology in future counts; for Ministry of Housing, Communities and Local Government to fund and lead on the census; and to use the data to fund specialist gender informed provision. London Borough of Islington and London Borough of Camden piloting one of these - verifying that women are rough sleeping according to the census definition and without needing to see the woman bedded down, as well as doing regular gender informed shifts using the census guidance to try and reach more women/approach women they wouldn't have previously
- Domestic Abuse Housing Alliance (DAHA) – accreditation progressing. Appointment of Domestic Abuse Organisational Lead and local champions
- Registered with Ofsted for services provided to 16 – 17-year-old looked after children and care leavers, including in Islington

- Facilitated two days of specialist safeguarding training with external provider for staff with strategic leads – Senior Management Team, Regional Managers and Health Specialists
- Launched new Children and Young People Safeguarding training
- Launched new online training with learning development pathways built into our refresher training.
- The SHP Designated Safeguarding Adults Lead contributed to the London Homelessness Health & Safeguarding Practice Development Group and the London Multi-Agency Safeguarding Adults Policy review
- In Islington SHP service managers continue to contribute to the 'Built for Zero' pilot and the 'Creative Solutions' panel

Healthwatch

- Healthwatch is speaking to recipients of home care and next of kin about their experiences. This will be shared with commissioners to help them understand people's experiences.
- Healthwatch also talk to residents about the value of cancer screening and immunisations.

Whittington Health NHS Trust

- Whittington Health have established a drop in session for community staff to discuss Mental Capacity Act (MCA) and safeguarding adults concerns.
- The new Safeguarding Allegations policy has been embedded across the Trust, and this feeds into the Persons in Position of Trusts (PiPoT) framework within Islington.
- There has been an increase in resources/staffing for the Trust safeguarding adults team to reflect the increased activity for safeguarding adults, the MCA and DoLS.
- Face to face training for safeguarding adults level 2 has been maintained. This now includes our new, co-produced learning disability awareness training video, and information about autism.
- New training has been developed for both the preceptorship and Health Care Support Workers training programmes.
- In total, 75 sessions of face-to-face training were provided by the safeguarding adult team, and acute liaison learning disability acute liaison nurse. Sessions covered safeguarding adults, use of the MCA Act generally

and more specifically its relevance in relation to pressure ulcer care, self-neglect and dementia care, and learning disability awareness. Over 2,300 staff received this training.

- Whittington Health have co-produced information videos for our learning disability patients about attending the hospital for outpatient appointments, coming to Accident and Emergency, and finally, going to theatres. and leaflets. Whittington have also co-produced a training video for learning disability and purchased 'Learning Disability care bags' which aim to reduce anxiety and distress experienced by our learning disability patients.
- Whittington Health have created a system in which a daily list of all current inpatients with a safeguarding adult concern for this admission is circulated, to ensure any safeguarding adult concerns form part of discharge planning.
- Whittington Health continues to be an active member of the Safeguarding Adult Board and associated sub-groups.

Voluntary Action Islington

Key messages continue to be promoted to local voluntary organisations via communication channels.

Our partners' annual reports

Health partners of the Safeguarding Adults Board have also published their annual reports for 2023-24:

- [Whittington Health NHS Trust](#)
- [North London Mental Health Partnership](#)
- [Moorfields Eye Hospital NHS Foundation Trust](#)
- [North Central London Integrated Care Board](#)