

DRAFT Islington Safeguarding Adults Board Annual Report 2023-2024

Islington Safeguarding Adults Board (ISAB) Chairs Foreword

This year we have adapted how we present our annual review, condensing this into a highlight report so anyone can see at a glance how partners actively contribute towards the important work of the ISAB. It is never easy to do justice to all the work undertaken at every level of our partnership to help keep adults with care needs safer in Islington, but changing the format means we need to acknowledge and commend this in different ways. Throughout the report you will find links to areas where you can explore in more depth what has been done to achieve our strategic objectives and statutory duties. Please do take time to do so, reflect too on how your own understanding of risk and practice may have changed over this time.

As chair of the partnership, I am fortunate to witness first-hand how hard people work to safeguard adults in Islington. Our partnership is fortunate to benefit from real expertise across our statutory, voluntary and community organisations. We are also extremely grateful to our resident ‘experts by experience’ who generously donate their time to enable our work to be shaped by the views of people who live and work in Islington. I want to thank everyone, including family and carers who have engaged with our work, often at times of personal distress, demonstrating a real commitment to fundamental principles of fairness and care for each other.

Whilst there is much to commend this year, local data also highlights there is still much to be done to remove and reduce risks faced by adults with care needs in Islington. I am confident that our partners remain committed to our shared values and to the strength of this partnership so continue to look forward, focused on clear, achievable goals that will have real impact for people in Islington.

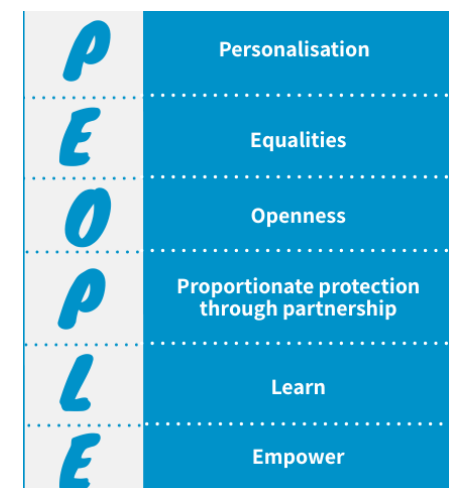
Fiona Bateman, Independent Chair, ISAB

ISAB Strategy

Our strategy places ‘PEOPLE’ as our core values. You can read more about the strategy [here](#). In November 2023 partners reviewed progress made halfway through our ambitious three-year strategy. Partners reported confidence that agencies were engaged in our shared workplan and identified new areas of focus.

Although Islington Council leads on safeguarding adults in Islington, all partners contribute to the strategy. You can find out more about who our partners are and read more about their key achievements over the last year (appendix A). You can also find more about partners attendance to meetings in appendix B.

The Islington Health and Wellbeing Board has oversight of this report, but we also report to North Central London Integrated Care Board, Healthwatch and North Central Business Command Unit. Each year Islington Council’s Health, Wellbeing and Adult Social Care Scrutiny Committee also review the report.



Key ISAB Achievements in 2023-2024

Dignity in Care: Following focus group discussions with our service user and carer group, we have re-designed how ISAB receives assurance that commissioned care services are robustly monitored and concerns addressed, including where necessary through regulatory action. ISAB receives a comprehensive overview report every quarter, detailing actions taken by commissioners to ensure safe, dignified care.

Adult Social Care Peer Review: Islington council commissioned a Peer Review which took place in October 2023. The Peer Review highlighted the work of the ISAB as an “**outstanding board with clear shaped purpose and vision**”. It also acknowledged the ISAB’s service user and carer subgroup involvement in driving the board’s strategic direction which was positive and evidenced service user voice being heard. Other strengths identified included good attendance at ISAB subgroups with good outcomes delivered and the involvement of people with lived experience when developing ISAB strategies.

Right Care Right Person: The **Right Care Right Person** model was implemented in November 2023. This is an operational model which changed the way emergency services respond to concerns involving mental health. This has had an implication on partners across the SAB. Much work has been done around the local implementation of RCRP and a task and finish group has also been set up to understand how the new practice is being put into practice. This will help identify any challenges so partners can work strategically to address any emerging issue and mitigate risks for residents.

Disclosure and Barring Service: Ensuring a safe workforce was in place across all the ISAB partners is key. An Independent [Review](#) of the Disclosure and Barring Regime concluded in May 2023. The ISAB shared the recommendations from this review with board partners and received assurance around partner organisations local **Persons in Positions of Trust (PiPoT)** policies to ensure relevant local policies were in place and up to date to ensure safer recruitment decisions in respect of employees and/or volunteers.

Homelessness and safeguarding: There has been a significant increase in homelessness in London. ISAB recognizes that homelessness is not just a housing issue but impacts of health and wellbeing. Adults experiencing homelessness also experience heightened safeguarding risks. A new **Radical approach to working to prevent homelessness** was discussed with board partners and the ISAB continues to work around the complexities around safeguarding people with health and care support needs who do not have a home. Islington has long been at the fore in recognising that support is necessary to prevent the most vulnerable residents from experiencing destitution and safeguard them from the risk of abuse and neglect associated with life on the streets.

Other achievements include:

- Strengthening our presence across our health, social care and justice systems. We continue to play an active role at national and regional safeguarding networks and locally within the Safer Islington Partnership, Islington Borough Partnership and the Violence Against Women and Girls (VAWG) strategic group.
- Our Creative Solutions panel reviewed over 12 people at risk of harm to support frontline staff problem solve and ensure safe care.
- Working with local and national partners, we progressed actions arising from recommendations made within ‘Liam’ SAR.
- Continue to build the ISAB website with relevant materials for public and practitioners.

ISAB Structure- whilst we meet quarterly as the full board, our members are active within the executive group and our subgroups. These are the engine behind the ISAB. During 2023-2024 subgroups worked on the following:

Safeguarding Adults Review (SAR) subgroup

- Published 'Liam' SAR and oversaw the action plan
- Helped shape a pan London SAR guidance and adopted this locally to ensure consistency of practice for partner agencies working across London
- Reviewed five new SAR cases. Four referrals did not meet the criteria for a SAR and were processed via other channels, including a Domestic Homicide Review which the SAR subgroup actively engaged with.
- One referral progressed to a SAR thematic review involving four individuals who exhibited multiple disadvantage. An independent reviewer was recruited, and the review is currently being conducted
- Continues to oversee the creative solutions panel and is well sighted on any complex cases being reviewed at the panel.

Quality, Audit and Assurance (QAA) subgroup

- The data dashboard has been developed so partners are better able to identify trends or emerging concerns in our area. The development of the Safeguarding Accountability and Assurance Framework (SAAF) within health will further enhance this
- Reviewed specific areas of interest, audit and self-assessment including domestic abuse, local issues relevant to Baroness Casey's review and explored safeguarding and disrepair- including damp and mould following the tragic death of Awaab Ishak

Prevention and Learning (P&L) subgroup

- Dissemination of learning particularly relating to fire safety, pressure ulcers and safe discharge following the outcome of SARs
- Initiation of a review of the impact and efficacy of training in partner organisations
- Consideration of multi-agency decision-support tools relating to pathways for s42 safeguarding Enquiries
- Initiated work with seldom heard communities to ensure that learning reaches them
- Seeking assurance around out of area placements
- Promoting the modern slavery e-learning training.

Service user and carer subgroup

The group expressed concerns about the police's Right Care Right Person approach to callouts to people in mental health crisis. Safe, compassionate and proportionate responses to people in mental health crisis are important to our group. In response, the police and mental health services attended two of the service user and carer meetings to provide assurance around the new systems that were now in place to help overcome this concern. The subgroup found this reassuring. Other topics discussed included Persons in positions of trust (PiPoT), dignity in home care, advocacy and ISAB development day planning.



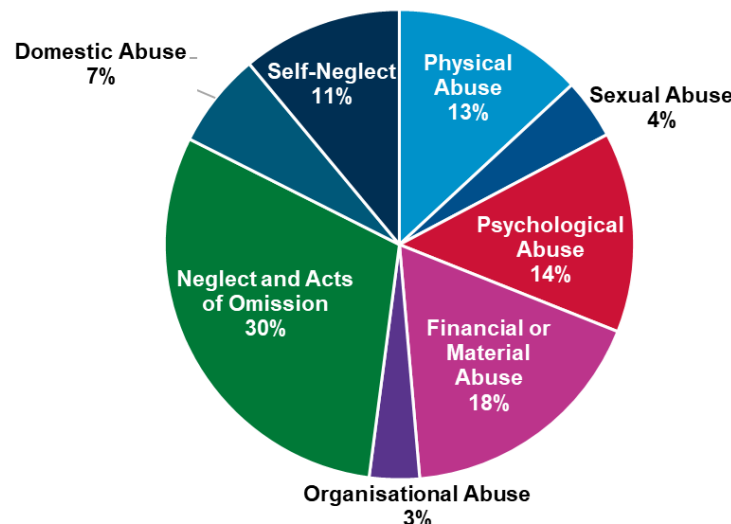
Statistics

Safeguarding Enquiries

Safeguarding concerns reported	2023-2024	2022-2023	2021-2022
	2396	2179	2844

Safeguarding concerns have fluctuated over the past couple of years. This may be due to several actions that have been taken including better awareness amongst our partner organisations about when to raise a safeguarding concern and when to make another type of referral and changes in internal processes. In comparison with other areas, Islington has always had a high number of concerns referred but a lower conversion rate.

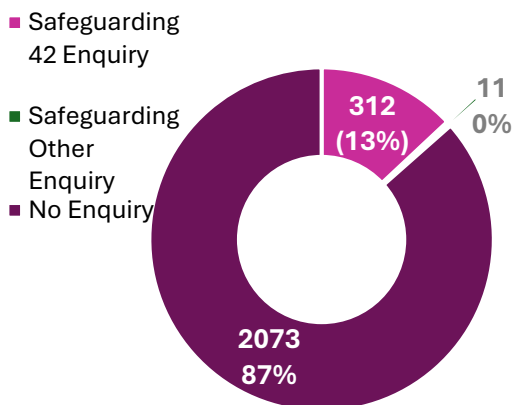
Enquiries by type of abuse, section 42 and other 2023-2024



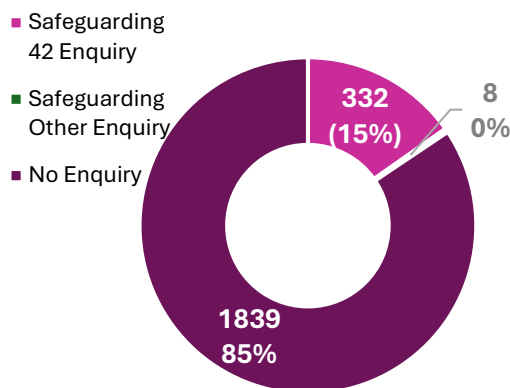
The three most common types of abuse we made enquiries into were **neglect, financial** and **material** abuse and **psychological** abuse. Cases involving neglect and financial abuse have had a 5% increase in comparison to the last year and cases involving psychological abuse have increased by 2% this year.

Safeguarding concerns to enquiries 'conversion rate'

This year (2023-24)

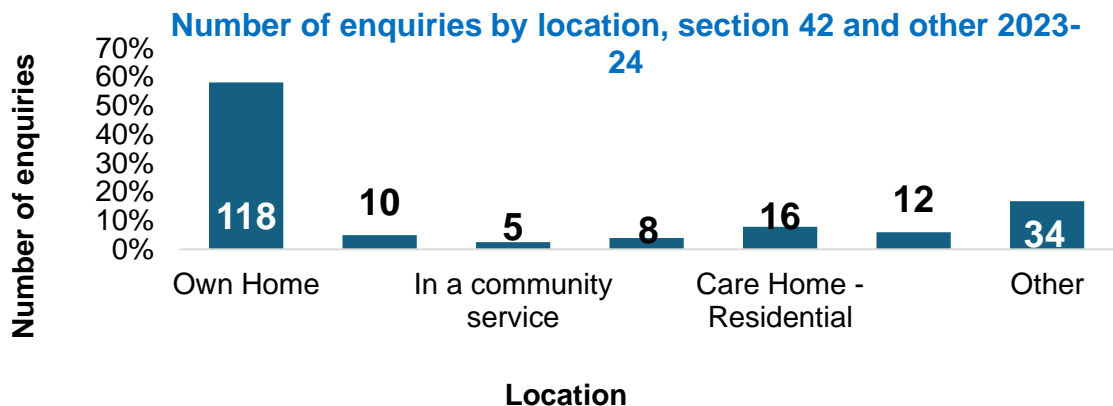


Last year (2022-23)



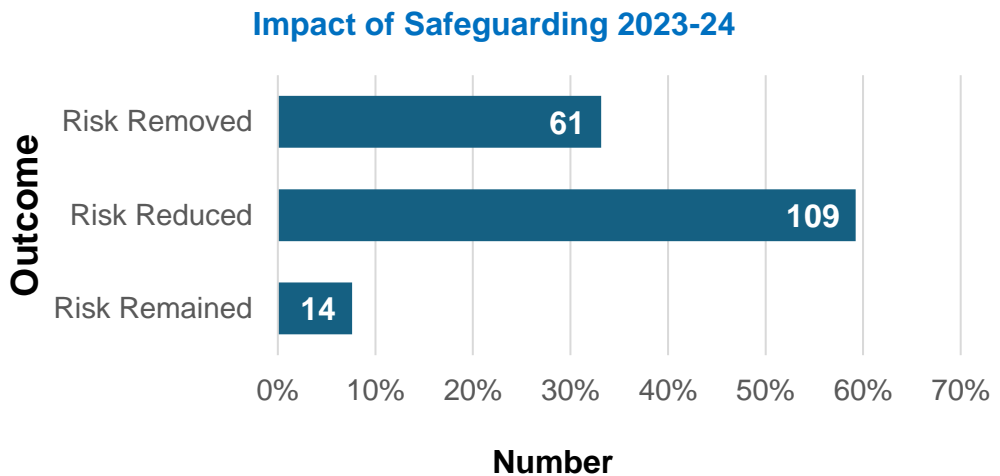
Practitioners use the framework created by ADASS in partnership with the Local Government Association (LGA) to support their decision making about whether a reported safeguarding adults concern requires a statutory enquiry under the section 42 duty of the Care Act 2014 or a non-statutory response by either the local authority or other partners. As closely as local authorities follow the framework guidance, there is inevitably a degree of variation locally about how it is applied.

Our conversion rates in recent years have ranged between 10-15%. Audits around this have shown that practitioners are carrying out the relevant safeguarding actions around a case but not recording this in the correct forms resulting in low conversion rates. This has been addressed via the relevant practitioner forums, team huddles and a review of safeguarding forms.

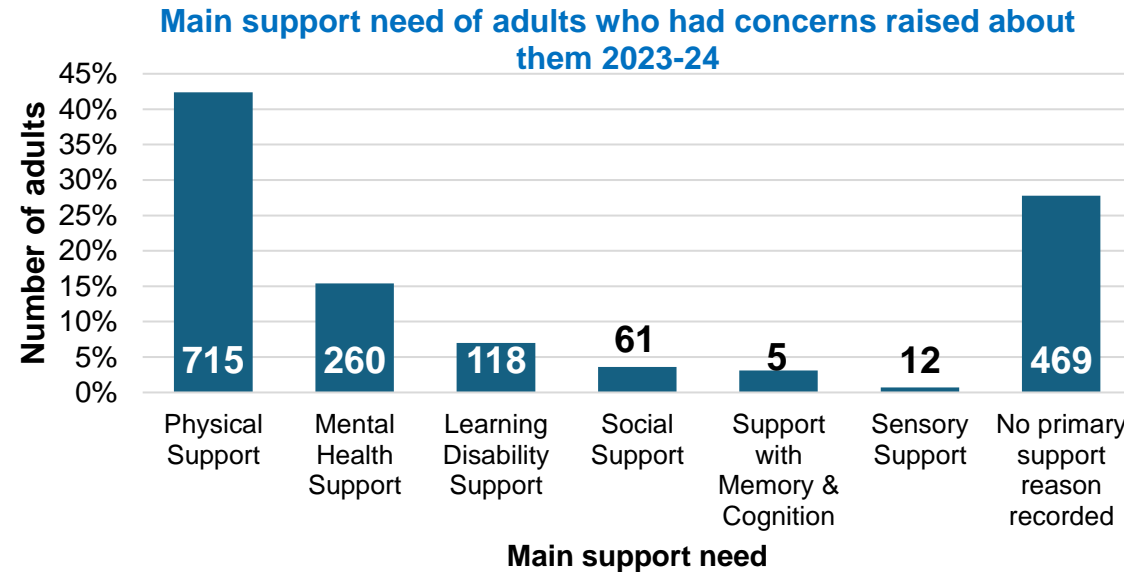


Increased awareness within care and hospital staff often results in concerns referred by those settings. Our ‘provider concerns’ quality assurance framework uses safeguarding data to inform their monitoring activity. Over the last few years we have seen, nationally and in Islington, a steep rise in safeguarding concerns and enquiries arising from risks in the person’s own home. In August 2023, ISAB contributed into a deep dive review of [financial abuse](#) which directly contributed to the national [Safe Care at Home Review](#). We will use those findings to continue to improve recognition of safeguarding risks and improved responses so that our most vulnerable residents can feel safe in their own homes.

Note: Hospital admissions have been grouped together due to small numbers & potentially disclosive



This graph is based on the number of closed section 42 enquiries in 2023-2024 and not the overall number of enquiries. This is because some enquiries take longer than others to investigate. We have excluded any enquiries which were still being investigated at the time of submission of the year end data to NHS Digital.



There continue to be more safeguarding concerns raised about adults with physical support needs than any other group of people. This is similar across the country. The chart shows that few concerns raised for people whose main need was that they care for someone else. It suggests we need to continue raising awareness amongst carers and organisations that support carers. We continue to encourage practitioners to record the primary support reason of the person so that our data sets are more complete.

Equality and diversity matter to us. We want to make sure that everyone who needs to be safeguarded is. Keeping a watch on who needs safeguarding in Islington also helps us target our services at the right groups.

Age



Most concerns about people aged 65 years of age or over.

During 2023-2024					
Number of adults we safeguarded by age group	18-64	65-74	75-84	85-94	95+
		136	53	60	52

Gender



Number of adults who had safeguarding concerns raised about them	Male	Female	Transgender
	45%	55%	0

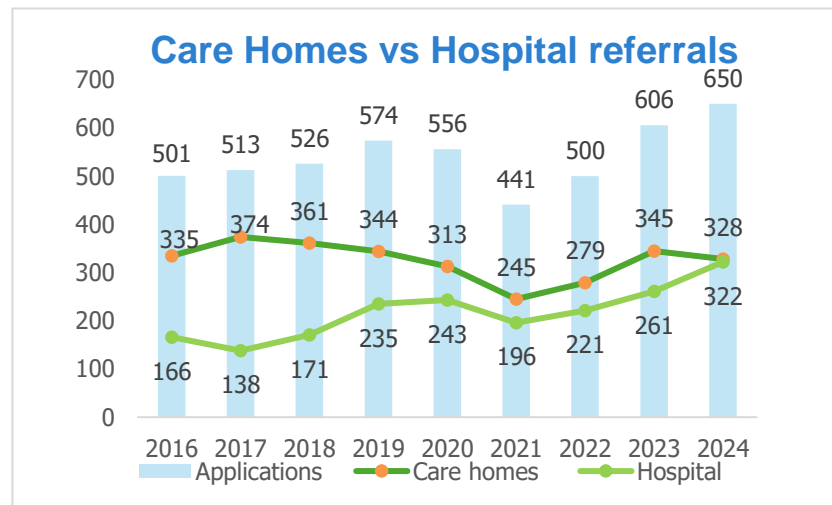
Ethnicity



Ethnicity of adults who had safeguarding concerns raised about them	
White	898
Other Ethnic group	361
Black/African/Caribbean/ Black British	235
Asian/ Asian British	74
Mixed/ Multiple	3
Undeclared/ Not known	52
Refused	13

Some ethnicities are less likely to have safeguarding concerns reported about them in proportion to their population size within Islington. It may be that there are language barriers and that our awareness raising materials are not reaching some communities, or it may be that some communities are less likely to trust services to respond sensitively to their concerns. We will be exploring this further in the next year.

Deprivation of Liberty Safeguards (DoLS)



The number of DoLS referrals for April 2023-March 2024 is slightly higher than the previous year. This year there were 650 DoLS referrals as opposed to 606 the previous year. New referrals and where a DoLS authorisation have been in place previously and is about to expire, have returned to levels broadly in line with pre-covid pandemic levels. As in previous years, we do not hold a waiting list in relation to DoLS assessments. This means that the DoLS process in Islington provides a strong set of safeguards to our residents.

Making Safeguarding Personal

This year 96% of service users who have been supported with safeguarding and who are able to comment report that their desired outcomes were partially achieved or fully achieved.

Case Study

Ben's case was escalated to one of the panels within the council. There were concerns that Ben was being financially exploited by a friend in exchange for drugs. A panel date was arranged with all relevant professionals working with Ben including the manager of the accommodation he had been moved to. Ben requested support from substance misuse services but often missed appointments with them. The panel arranged for the service to explore environmental barriers and requested for Ben to be visited at home (which was not part of their usual practice). Ben's care coordinator was able to build a good rapport with him and found that Ben was lonely and thus did not want to lose contact with his only friend who was exploiting him. Ben's support worker was successful in encouraging him to start attending local support groups. This helped increase Ben's independence and gave him the confidence to build new friendships to overcome the loneliness hence reducing the risk of further financial exploitation.



Feedback from training sessions

"The trainer was knowledgeable of the subject matter and answered questions well"

Safeguarding Adults Managers 2-day course

"Overall, the training was well delivered, and the training clearly highlighted the role of the Safeguarding Adults Manager"

Safeguarding Adults Managers 2-day course

"It had a good presentation style with lots of opportunities to ask questions and talk about real life case examples. This made it enjoyable and informative"

Safeguarding Adults Managers 2-day course

"That was an absolutely excellent training session on self-neglect and hoarding today and I have enjoyed it very much as well as finding it very, very useful"

Self-Neglect and Hoarding course

Next Steps

Risk management and escalation- The ISAB have already made progress in addressing the most complex and high-risk safeguarding cases by setting up a Creative Solutions Panel. We will continue to keep this under review and ensure that escalation pathways are well understood and used by practitioners.

In Islington there are already several multi-agency issue-specific panels, such as hoarding panel, cuckooing panel and daily safeguarding meetings to name just a couple. We will consider whether there are any gaps for cases that do not neatly fit into these existing categories and how these cases get escalated where the risks remain high and unresolved.

Right Care Right Person- The ISAB has developed a Task and Finish group around RCRP to support partners with local implementation of this model and ensure there was consistency in practice locally. This work continues and partners were able to share case studies for the purpose of learning to enable multi-agency risk management for residents needing support across different services to stay safe from abuse or harm.

Homelessness and Rough Sleeping- The ISAB is working closely with relevant teams across the councils and with partners to support actions that will 'End Rough Sleeping for Good' in line with governmental initiatives. Relevant colleagues attended the ISAB meetings as well as the subgroup meetings to support this piece of work.

Learning- We are committed to learning from serious cases. These are always sad and distressing for families, friends and the professionals involved, more so when the situations could have been prevented had agencies worked better together. It is also important that we do not lose sight of learning from previous SARs and Coroner's Prevention of Future Deaths Notices.

Listening- Your views are important to us. The ISAB are committed to listening to what our community has to say. If you want to share your views with us, please get in touch. Our contact details are at the end of this report.

If you suspect abuse of a vulnerable adult, please contact **Adult Social Services Access and Advice Team** on Tel: 020 7527 2299 or complete an online safeguarding **concern form**

For any questions, feedback or further detail, please email safeguardingadults@islington.gov.uk



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