

# Health and Social Care Scrutiny Commission

Monday 5 February 2024  
7.00 pm  
160, Tooley Street, SE1 2QH

## Supplemental Agenda

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### Contact

Julie Timbrell on 020 7525 0514 or email: [Julie.Timbrell@southwark.gov.uk](mailto:Julie.Timbrell@southwark.gov.uk)  
Webpage:

Date: 1 February 2024



## Health and Social Care Scrutiny Commission

MINUTES of the OPEN section of the Health and Social Care Scrutiny Commission held on Wednesday 15 November 2023 at 7.00 pm at 160, Tooley Street, SE1 2QH

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**PRESENT:**

Councillor Maria Linforth-Hall  
Councillor Esme Dobson  
Councillor Sandra Rhule  
Councillor Sabina Emmanuel  
Council Charlie Smith

**OTHER MEMBERS  
PRESENT:**

Councillor Evelyn Akoto, Cabinet Member for Health and Wellbeing

**OFFICER  
SUPPORT:**

Martin Wilkinson, NHS full time chief operating officer for Partnership Southwark  
Pauline O'Hare, Director of Adult Social Care  
Chloe Harvey, Thrive-to-25 Programme Manager, Children and Adult Services  
Matt Little, Principal Strategy Officer, Local Economy Team  
Stuart Robinson-Marshall, Head of Business Strategy, Housing and Modernisation  
Shaidi Khan, Accessible Transport Manager, Customer and Exchequer Services  
Michelle Peake, Head of Specialist Services, Housing and Modernisation  
Julie Timbrell, Project Manager, Scrutiny Team

**1. APOLOGIES**

The chair, Councillor Suzanne Abachor, gave apologies as she was in Nigeria on family business. Councillor Nick Johnson and Councillor Sam Dalton also gave apologies.

Council Charlie Smith attended as a reserve for Councillor Suzanne Abachor. Councillor Sabina Emmanuel attended as a reserve for Councillor Sam Dalton.

The vice chair, Councillor Maria Linforth-Hall, chaired the meeting.

## **2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT**

There were none.

## **3. DISCLOSURE OF INTERESTS AND DISPENSATIONS**

There were none.

## **4. MINUTES**

The minutes of the meeting held on 19 September 2023 were agreed as an accurate record.

## **5. REVIEW: ACCESS TO TOILETS - LOOS FOR SOUTHWARK**

The chair drew member's attention to a briefing enclosed from Loos for Southwark – a group of local residents supported by Age UK London. She then invited John McGeachy, Campaigns Manager, Age UK London to present and local resident loo campaigners Thelma Purcell, Eileen Conn and Carol Vincent to introduce themselves.

Members were then invited to ask questions and the following points were made:

- Members asked about the consequences of insufficient toilets; in places such as Peckham where there is poor provision. Campaigners said this a Public Health issue and they have seen men urinating in the street, children held over gutters, and then there is the unseen issue of people not coming out.
- Several years ago there was a petition of 4,000 people for a toilet at Peckham Town Centre.
- The plan at Peckham Rye station is understood to be a toilet behind the barriers, however this is unclear and residents have been unable to get clarity on delivery and how these will be operated. This is an example of the need for transparency and early dialogue with local people.
- A toilet strategy with early engagement with the community, including business, in advance of published plan, would be the best approach. It is crucial that the views of a wide range of people are heard so the community can get the type of toilet that is really needed and problems such as anti-social behaviour are mitigated.
- A member commented that there are toilets at leisure centres and libraries however people do not know about them and more information would help in advance of delivery of Peckham Rye Station toilet.
- Member raised concern about the loss of the Camberwell Green automatic loo, which may be the result of anti-social behaviour.

- A member asked if installation of stand up Pissiors would improve provision. John McGeachy said that this could help male delivery drivers, however there is the principle of potty parity for sex .
- It was suggested that a councillor toilet champion would be helpful.
- Campaigners said a Community Toilet scheme with good engagement with business would be welcome. There are several good examples of community toilet schemes: Lewisham is very good at engagement, Richmond is considered to have one of the best schemes and Merton is revisiting its scheme. Campaigners cautioned that a while a good Community Toilet scheme can contribute to expanded provision they are only one part of the solution.
- Member asked why a strategy was being recommended and the campaigners said that often in councils often there are lots of officers doing different things so a good plan is about joining up and coordinating delivery.
- Campaigners said that a good toilet strategy would also focus on bringing partners together, engagement and better information. This can all help with delivery when there are budget constraints. A good plan is about the community being kept updated and the council and partners held accountable. There also is a need for a London wide plan and ultimately government funding.
- A member asked campaigners if provision of toilets ought to be considered an equalities issue and the loo campaigners said yes, absolutely. They said otherwise people cannot get out and about. It is also about health and wellbeing, participation, especially with an aging society. There is also a race issue here, as it is often easier for white women to access provision in pubs, whereas for a black women this is harder.
- Members suggest a signs on local business such as “use our loo”. Members commented that unfortunately some pubs discourage use which is a shame users might also be potential customers. Campaigners said attitudes of business owners can vary a lot.
- Members asked about Radar key holders and how accessible and easy to use they are. A campaigner said that Radar loos are often not open and of recent her dentist and other places no longer provide them. It is a big problem when out and about – it is possible to traverse Oxford Street and find none. She said this really impacts on older people, and added that another issue is accessible loos being too small and not fit for purpose.
- The chair and members thanked the campaigners.

## **6. REVIEW: ACCESS TO TOILETS - AGE UK LONDON BRIEFING ON ADDRESSING ANTI-SOCIAL BEHAVIOUR**

The chair drew members attention to the briefing that John McGeachy, Age UK London, has provided, following up on questions raised at the last meeting around anti-social behaviour and the provision of public toilets. This was noted.

## 7. REVIEW: ACCESS TO TOILETS - OFFICER REPORTS AND PRESENTATIONS

The chair brought members attention the following briefings enclosed in the main agenda:

- Changing Places
- Access to Toilet facilities – Business engagement

The following officers were then invited to present:

- Chloe Harvey, Thrive-to-25 Programme Manager, Children and Adult Services presented the Changing Places programme
- Matt Little, Principal Strategy Officer, Local Economy Team presented on business engagement
- Stuart Robinson-Marshall, Head of Business Strategy, Housing and Modernisation, how provided a presentation AccessAble

In response to the previous agenda item officers noted that anti- social behaviour has been an issue in Southwark and that Belair Park toilet suffered an arson attack and Portland Street toilets near East Street Market have been destroyed twice, and immediately repaired.

Council officers are doing an accommodation review of the around 200 properties that the council and partners utilize. Around 100 of these could potentially have toilets that could be accessed by the public. Once the review is completed these toilets can potentially be added to the AccessAble.

Member were then invited to ask questions and the following points were made:

- Members asked how business could be involved in a Community Toilet scheme and officers said that engagement with businesses via the Business Improvement District (BIDS), Southwark Chamber of Commerce and other fora could contribute to a toilet strategy. There would be potential to produce stickers and other information on websites to promote such a scheme.
- Member asked about a map for Community Toilets. Mathew Little said that while the Local Economy team would not get involved in producing a map they could distribute this to business and would expect that libraries would have a hard copy as well as digital offer.
- Officers were asked how much the Changing Places modular unit cost. Officers said this cost £70k unit per unit and associated ground work cost. It is the gold standard, and meets heritage requirements. This will open up the park to disabled residents.
- Members asked officers if there is an equalities duty to provide accessible toilets.

Officers said that opening up as many accessible toilets in Southwark buildings as possible would contribute to increasing equitable provision and they believed this was a duty. There is new guidance expected on Changing Places that refers to duties to provide accessible provision where people convene.

## **8. INTERVIEW WITH THE CABINET MEMBER FOR HEALTH AND WELLBEING**

The chair invited Councillor Evelyn Akoto, Cabinet Member for Health and Wellbeing, to give a short introduction to her portfolio and the following themes were covered:

- Food transformation
- Food insecurity/ right to food borough
- Integrated care
- Disability inclusion forum
- Maternal health inequalities
- Care home providers

Members were then invited to ask questions and the following points were made:

- Quality of care and gaining assurance. Officers are working with providers, holding regular conversations with CQC, working with health professionals, talking with families and moving to broaden the approach beyond compliance to quality of care.
- Short Break / Orient Street consultation and decision making timeline. Once the consultation is completed the information will be collated and options appraised. The intention remains to take this through cabinet and March will be a good time for pre-scrutiny. There are other providers of Short Breaks (other than Orient Street) for people with high care needs and Direct Payments are also an option. People with higher needs ought to have a social workers to pass on information.
- Care Charges and the council budget position. Government improvements to funding for social care and Direct Payments would enable significant change, meanwhile support is available to those most in need.
- Disability Related Expenditure and the role of social workers and finance team, and council support including guidance.
- Mental Health - middle age and the wellbeing hub.

- Support for unpaid carers.
- Life expectancy/ health inequalities/ behaviours. Receiving different treatment depending on where you are from, and being treated with a lack of respect, impacts negatively on relationships, and health and well-being overall, and is a concern.

## 9. BLUE BADGE APPLICATION PROCESS AND CRITERIA FOR AWARD

The chair drew members' attention to the briefing on the Blue Badge process and criteria for award. She then invited the following officers to present and take questions:

- Shaidi Khan, Accessible Transport Manager, Customer and Exchequer Services
- Michelle Peake, Head of Specialist Services, Housing and Modernisation

Members were then invited to ask questions and the following points were made:

- Officers were asked about help to fill out the form and officers explained that MySouthwark service point offers advice and information Monday to Friday, 9am to 5pm, based at Peckham Library. People can book a 30 minute appointments and officers will do the application with the resident, if needed. This can take an hour, which will be accommodated. There is also self-service access to computers, with floor workers to assist.
- Members suggested advertising this service further, including on the Blue Badge webpage, and officers acknowledged there was more that could be done and provided reassurance this would be taken forward. Members asked for information so they can assist with alerting constituents.
- Officer were asked if a similar facility could be opened in the north of the borough. Officers said previously there were more locations to get assistance but budget cuts meant these have been cut back. Officers are now exploring libraries, but this would take additional resources and so this would be a cabinet decision, and if agreed would take time to implement.
- Members asked if home visits can be done and were advised that there is a benefit service that visits people in homes, if required.
- Members asked if it would be possible for people with ongoing disabilities or degenerative conditions to have an automatic renewal rather than yearly assessments, which can be very difficult to arrange. Members' spoke of the

difficulty in obtaining medical opinion, particularly for conditions where visiting a specialist is rare, alongside the current pressure on the NHS. They asked if it was possible to have a more compassionate system and recommended looking at Haringey Council, which has taken steps to renew deaf peoples' applications.

- Officers said will look at Haringey to see what more can be done. They explained that the Blue Badge process is a national system. It does allow some automatic renewals such as people who are blind. There are also some neurodegenerative conditions where this is possible. Officers said, however, it can be difficult to continue and application with a change of borough as then new data is often required. It is also possible for officers to access some information required for the application, depending on data protection. Officers said they do check every system to increase automation. However officers said there are some occasions where conditions and circumstances can change and there is also sensitive data that the council do not hold on to. Officers undertook see what more they can do.
- Officer were asked about recovery of the estimated value of a Blue Badge (£700) in the case of fraud and officers said they work closely with the fraud team to recover losses.
- Member noted that the appeal success rate is high at 52%. Officers said that the appeal process is a way of guiding of people to provide extra information. One of challenges is that some people do not feel comfortable sharing sensitive information. Members suggested that in that case using words such as 'review and reconsideration' would be a better way of communicating to applicants that they did not meet the threshold for acceptance, rather than refusal and officers provided assurance that this is their approach.

## **10. MUSCULOSKELETAL (MSK) COMMISSIONING CHANGE**

The chair drew members attention to the 'Trigger Template' from lead commissioners from the South East London Integrated Care Board, setting out their intention to decommission the Southwark community Musculoskeletal (MSK) service. This was circulated by email, as unfortunately there were problems uploading it onto the website.

Martin Wilkinson, NHS full time chief operating officer for Partnership Southwark presented and members then asked question. The following points were made:

- A member commented she was provided self-help information electronically but would have preferred a one to one session initially.



- Members were provide with assurance that removing the service would keep sufficient capacity through services provided by GSTT.
- Appointments can be made via GP and via self-referral into GSTT .
- Obesity may be a contributing factor to MSK problems, along with other determinants of health.

## **11. WORK PROGRAMME**

The work programme was noted.

### **RESOLVED**

The Short Breaks/ Orient Street consultation will be added to the agenda of the last meeting.



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## 1. Message from the Chair of Southwark Safeguarding Adults Board

Welcome to the Southwark Safeguarding Adults Board (SSAB) annual report, the production of which is one of the statutory requirements of the Care Act 2014 and covers the period April 2022 to March 2023. The purpose of the report is to set out what we have done in Southwark in the last 12 months in order to help and protect adults at risk of abuse and neglect.

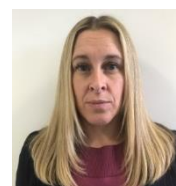
Progress has been made during the last year with ongoing work to address the more complex safeguarding cases including themes of homelessness and self-neglect. There has also been positive cross partnership working to consider thematic areas such as domestic abuse and cuckooing. There is still much to do in order to raise greater awareness of what constitutes abuse and neglect, how to report it and the risk factors associated with it, in order to minimise the risk of it happening.

A significant and critical part of the Safeguarding Adults Board role relates to assurance, learning and development, which is coordinated through the work of the Learning Network, the Safeguarding Adult Review sub-group, and the Quality and Effectiveness sub-group. We have seen through the work of this infrastructure, a plethora of work to support developments and improvements in practice. In particular the work that has been undertaken to understand the current position of cuckooing, has informed the development of an innovative learning package for the year ahead that evidences wider community engagement with residents and frontline workers.

The annual multiagency audit of practice yielded rich information that has helped to set the priorities for next year. In particular, there is further work to be done to enhance our quality assurance and data analysis from across the partnership, to build on the data provided by the local authority. During 2023, the Care Quality Commission will begin the assessment of the quality of care at a local authority and Integrated Care Board level. The new assurance regime will shine a light on adult safeguarding and hopefully open the door to further local collaborative and partnership work, which will benefit adults who are at risk of abuse and neglect. The work of the SAB will continue to align with the CQC framework.

This annual report articulates the breadth of work undertaken by the Safeguarding Adult Board during 2022/2023 and has prompted a robust priority setting consultation to inform the year ahead. I would like to acknowledge the work and commitment of our front line practitioners in Southwark, and the significant contributions to the work of the SAB by all of its member agencies. I would like to finish by extending my thanks and appreciation to the Board Business Manager, the Board members and members of our various sub groups, for their continued support to developing and promoting the work of protecting adults.

**Anna Berry**  
Independent Chair, Southwark Safeguarding Adults Board (SSAB)



## 2. Our Vision & Purpose

*We believe all adults at risk that are living in or visiting Southwark have the right to be safe and protected from harm. We will all work together to support these adults and their carers to make informed choices and to provide the highest quality services so they can live full, independent and self-determined lives.*

2.1 Southwark Safeguarding Adults Board's primary objective is to assure itself that local safeguarding arrangements and partners act to help and protect adults who are at risk of/or experiencing abuse or neglect.

The Board will hold agencies to account for their key safeguarding responsibilities, so that:

- All those who work with vulnerable adults know what to do if there are concerns about possible harm or abuse.
- When concerns are raised regarding an adult who is vulnerable to harm / abuse, action is taken in a timely manner and the right support is provided at the right time.
- Agencies which provide services for vulnerable adults ensure they are safe, and monitor service quality and impact.

### Key strategic questions for the Board

- Is the help provided effective? How will we know our interventions are making a positive difference?
- How will we know all agencies are doing everything they can to make sure vulnerable adults are safe?
- Are all partner agencies meeting their statutory responsibilities as set out in The Care Act?
- Do all partner agencies quality assure practice and is there evidence of learning and improving practice?
- Is safeguarding training monitored and evaluated and is there evidence of training impacting on practice?

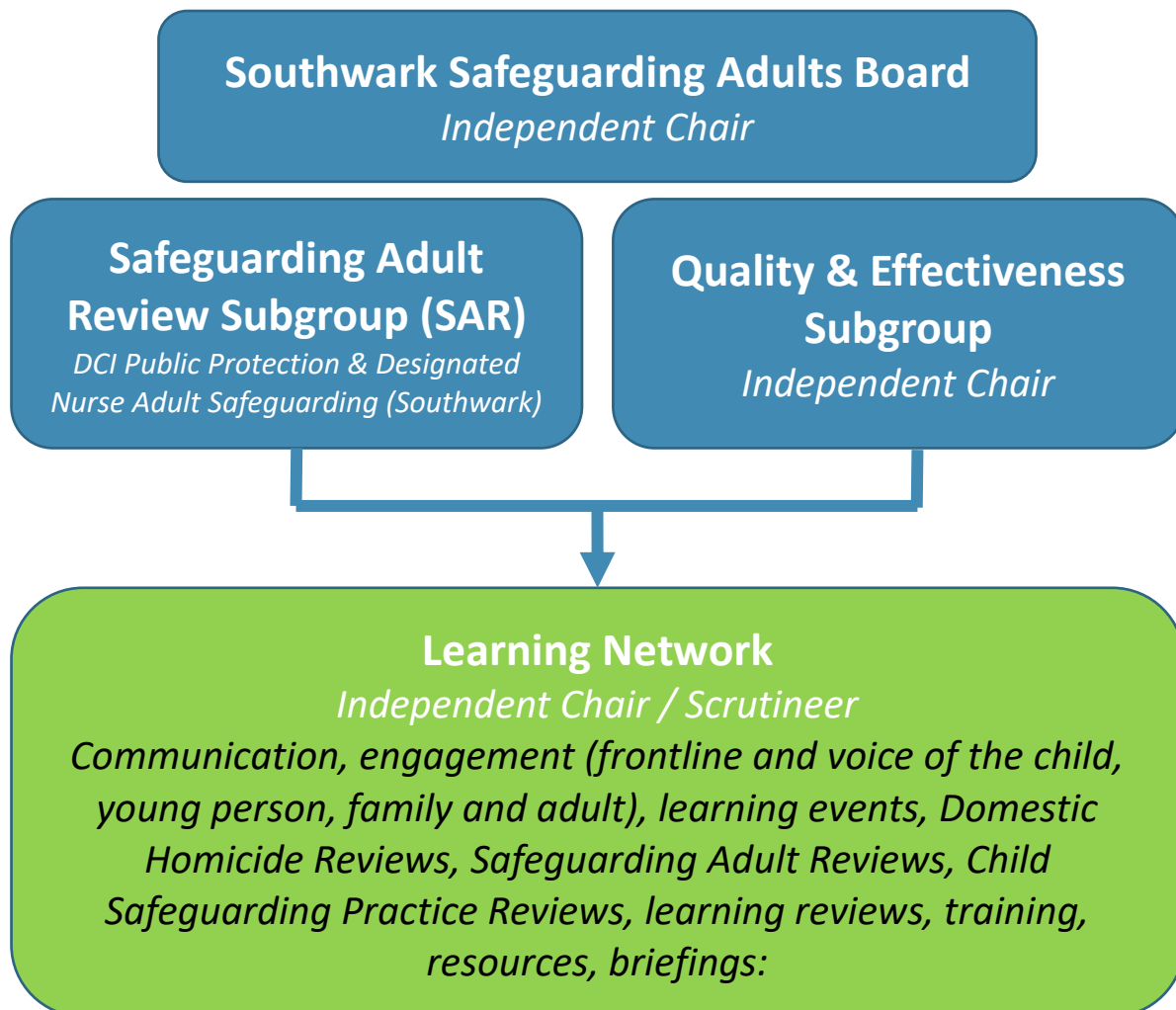
### 3. Membership of the SSAB

3.1 Partnership work is vital to the successful delivery of safeguarding services and interventions in Southwark. We remain confident that safeguarding is at the heart of the services delivered by statutory and voluntary services in Southwark, and we also remain committed to maintaining an open dialogue with all our partners, and working jointly with partners to ensure the best, person-centred outcomes to protect adults who are vulnerable to harm / abuse.

3.2 To ensure the Board fulfils its duties effectively, our membership is made up of senior officers from across the partnership who are able to promote the respective priorities of the organisations around the partnership.

<b>Southwark Council</b>	<b>ICB/NHS</b>
Independent Chair, SSAB	Chief Operating Officer, Southwark, SELICB
Strategic Director of Children's and Adults Services	Designated Nurse for Adult Safeguarding (ICB)
Strategic Director of Housing and Modernisation	Named GP for Adult Safeguarding (ICB)
Strategic Director of Environment and Leisure	Head of Safeguarding Adults (GSTT)
Director of Adult Social Care	Safeguarding Adults Lead (KCH)
Director of Communities	Safeguarding Adult and Child Lead (SLaM)
Director of Public Health	<b>Police</b>
Director of Resident Services	Chief Superintendent Southwark and Lambeth BCU
Director of Commissioning, Children and Adults' Services	Detective Superintendent - Head of Public Protection
Assistant Director, Community Safety and Partnerships	<b>Other Organisations</b>
Principal Social Worker for Adults	Borough Commander, London Fire Brigade
Cabinet Member for Community Safety	Head of Probation Service, Southwark
Cabinet Member for Council Homes and Homelessness	Community Southwark
Cabinet Member for Health & Wellbeing	Provider Representatives

## 4. Governance Structure





## 5. Communication & Engagement

5.1 It is vital that key messages are cascaded to front line staff and as a partnership we are committed to continually strengthening our approaches to this. As a result, during 2022-23 we began to develop a Communication and Engagement strategy

5.2 This plan will embrace the 'think family' approach and engage with service users, families and wider community. We will challenge ourselves to identify the best way to share messages with the public and professionals and to capture the voice of service users and residents.

5.3 Looking ahead to 2023 – 24;

- We will ensure that we ask the frontline staff in Southwark what is working well for them and where there are challenges or barriers.
- We will engage with people receiving services in Southwark and learn from them what works well and what could be improved
- We will consider the best techniques and create innovative methods to get key messages out, including the use of social media, roadshows, themed events and videos.
- We will not overcomplicate messages as we recognise that safeguarding can feel daunting and complex to many frontline staff.



## 6. Work of the Subgroups

### 6.1 The Learning Network

The Learning Network is a joint subgroup of the Safeguarding Children's Partnership and the Safeguarding Adults Board and focuses on the partnership training offer, the implementation of learning and developing communication and seeking assurance. The Learning Network continually strives to strengthen the approach where learning is embedded in the culture of all safeguarding practice.

The SSAB is committed to promoting a culture which values and facilitates learning and in which the lessons learned are used to improve future practice and partnership working. This approach facilitates robust mechanisms to review, analyse and develop practice. We are confident that our approach to learning and development drives improvements in the wider safeguarding system as well as in the outcomes experienced by users of services.

During 2022/23 this network has focused on its Communication and Engagement Plan to ensure engagement with both frontline staff and people receiving services in Southwark, to enable a better understanding of what is working well for them and where there are challenges or barriers.

### 6.2 Quality and Effectiveness Subgroup

The purpose of the Quality and Effectiveness Subgroup is to provide the Safeguarding Adults Board with assurance around the quality and effectiveness of the safeguarding responses within Southwark, and through this to improve effectiveness. One of the key assurance pieces of work undertaken was the safeguarding self-assessments, which all partners complete annually. This group identifies the key themes from the assessments which informs the priorities for the forthcoming year.

Other areas of assurance included undertaking a self-assessment in preparation for forthcoming CQC visits, the ICS safeguarding accountability framework and LeDer

In addition, this subgroup drives forward the priorities of the SSAB, such as the strengthening of our local support services for older victims of domestic abuse and the embedding of the complex case pathway. Development and roll out of the complex case pathway and the domestic abuse deep dive took place during 2022/2023.

Although work is ongoing to review and develop the existing performance dashboard and align it with the Board's agreed priorities, annual safeguarding reports, including data were received from the Metropolitan Police Service and Adult Social Care which the group scrutinised.

Looking ahead to 2023/24 this group will continue to monitor the CQC inspection readiness of the partnership, will roll out and embed the pending new Department of Health pressure Ulcer guidance and will support the local LeDer 3 year strategy 2023-26.

### 6.3 Safeguarding Adults Review (SAR) Subgroup

During 2022/23 the group has strengthened its referral process as a direct result, seen a significant increase in the number of cases referred for consideration. In addition to making decisions whether the SAR threshold has been met, this group also reviews and implements recommendations regarding learning from the National SAR Analysis and takes forward priorities for sector led improvement. Most importantly, this subgroup seeks assurance from across the partnership on progress of SAR recommendations and action plans with a focus on impact on practice.

## **7. Safeguarding Adults Partnership Audit Tool (SAPAT)**

7.1 Under the Care Act (2014), Safeguarding Adults Boards must have an audit process to monitor and evaluate their performance and that of the member organisations. The SSAB disseminated a self-assessment audit tool to all partner

agencies and following submission, with a specific focus on areas held a multi-agency Challenge event.

The key themes that were identified from the 2022/23 SAPAT include:

1. Management of complex cases

The complex case pathway is being utilised but further consideration needs to be given to how the process could link with existing pathways in Southwark

2. Engagement of Service users

Appropriate structures are required to enable those with lived experience to feed into reviewing and improving the systems in place in Southwark

3. Dissemination of learning from SARs

Partnership pathways to be formalised for embedding learning regarding from SARs, and for monitoring single agency and multi-agency action plans

These areas have begun to be addressed, and will continue to be driven forward by the subgroups of the Board during 2023/24.

## 8. Financial Arrangements

8.1 SSAB receives financial contributions from a number of agencies and other forms of in-kind support.

Money received in 2022/23 is detailed here.

Contribution	Total
Police (MOPAC)	£5,000
NHS Southwark CCG	£55,000
London Fire Brigade	£500
London Borough of Southwark	£63,421.50
<b>Total from contributions</b>	<b>£123,921.50</b>

## 9. Core Adult Safeguarding Data

9.1 During 2022/3, Adult Social Care (ASC) addressed a total of 1145 concerns, with 252 of these necessitating a S42 (2) enquiry. The conversion rate from concerns to enquiries was 22%, demonstrating a 7% decline from the previous year and a 7.5% deviation from the national average, presently standing at 29.5% (NHS digital).

9.2 Notably, all completed enquiries successfully identified and mitigated risks, achieving a 100% risk reduction rate. Furthermore, 77% of citizens, when prompted, expressed a desired outcome, indicating a noteworthy 10% improvement from the preceding year. Of these expressed outcomes, 98% were perceived as fully or partially achieved in concluded inquiries.

Concerns and Enquiries	2021/22	Change	2022/23	S42	Other
1. Safeguarding concerns received	1400	-18%	1145	-	-
2. Safeguarding enquiries commenced	401	-37%	252	206	46
3. Rate of Concerns to Enquiries	29%	-6.63%	22%	-	-
4. Safeguarding enquiries concluded	401	-37%	252	206	46
5. Safeguarding enquiries concluded within 30 days	277	-34%	183	141	42
%	69%	3.92%	73%	68%	91%
6. Concluded enquiries where the individual assessed as lacking capacity	100	-33%	67	60	7
7. Safeguarding enquiries concluded where risk was identified	401	-40%	241	198	43
%	100%	-4.00%	96%	96%	93%
8. Where risk identified - risk reduced or removed	377	-36%	241	198	43
%	94%	1.99%	100%	100%	100%
9. Safeguarding enquiries for which the individual expressed desired outcomes	268	-27%	195	161	34
%	67%	10.17%	77%	78%	74%
10. Safeguarding enquiries for which the individual's expressed outcomes were fully or partially achieved	263	-27%	191	157	34
%	98%	0%	98%	76%	74%

9.3 There is a marked 18% decrease in the volume of concerns received during this period. Looking ahead to 2024, strategic initiatives are planned to enhance the front door of the Older People and Physical Disabilities (OPPD) service, optimizing the pathway for citizens. Additionally, enhancements to the Safeguarding pathway are on the agenda, starting with a comprehensive revision and streamlining of the S42 (1) Safeguarding concern and S42 (2) Safeguarding enquiry processes.

9.4 Continued efforts are underway to refine the Safeguarding training program, ensuring that the workforce is equipped with the requisite skills for their roles. Throughout 2023/24, attendance rates will be closely monitored, and adjustments to the nature and frequency of courses offered will be considered, aligning with the commitment to ongoing improvement and efficiency in Adult Social Care.

## 10. Our Priorities

10.1 In March 2022 a consultation and engagement session was held for all SSAB partners to agree the priorities for 2022/23. The partnership acknowledged that significant work has been done to build strong foundations for the current priority areas which are all still very relevant with continuing progress. It was therefore agreed to maintain the existing priorities and continue to embed existing learning whilst focusing on effectiveness.

10.2 For 2022/2023 the focus would be to:

- Embed the ongoing priorities work into frontline practice by driving forward learning
- Test the effectiveness, impact and parity of partnership ownership
- To strengthen data and intelligence which will tell us where we may need to focus
- Be flexible to take forward emerging areas robustly

### 10.3 Domestic Abuse

Sadly, domestic abuse affects thousands of people in Southwark every year. It is often hidden but its impact spans generations. Despite the successful work already undertaken locally, we are seeing an increase in the number of older victims coming the attention of services. As a direct result, Southwark have been engaging with Hourglass, a safer ageing organisation who specifically support older people who are affected by Domestic Abuse.

With the recent introduction of the new Domestic Abuse Act, the partnership have also focused on raising awareness and understanding about the devastating impact of domestic abuse on victims and their families and the implications the Act will have on everyday practice. There was a specific emphasis that domestic abuse is not just physical violence, but now also includes emotional, controlling or coercive and economic abuse. Partners of the SSAB, together with the SSCP and the Community Safety Partnership are working collaboratively to ensure all aspects of the Act are understood and implemented.

### **10.4 Managing Complexity**

Findings from local and national Safeguarding Adults Reviews (SARs) have identified concerns about how agencies worked together effectively to support adults at risk of self-neglect, where the risks (both known and unknown) are increasing, and where providing support for the person is either challenging or those support pathways are unclear.

These risks and challenges can often be compounded as the adult may not meet the criteria for a formal adult safeguarding response, or the person may not be in receipt of a service with clear responsibility for overall care co-ordination that takes into account the entire well-being of the person, or the person may fall outside eligibility criteria for statutory services.

In response to this, the SSAB have developed a Complex Case pathway, which seeks to;

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

Following the launch of the pathway the previous year, its use has demonstrated that the complex case pathway is a helpful tool in bringing agencies together to assess and manage risk in complex situations relating to self-neglect. The facilitation of multi-agency discussions provided an effective space for professionals to focus and think creatively about managing risk. Extensive efforts have been made across there partner agencies to embed the use of the pathway but this has identified a number of challenges, namely how it aligned with existing policies, procedures and pathways and this will be strategically explored as we move into 2023/24.

### 10.5 Homelessness



A Homelessness task and finish group was established in 2022/23 to review the current homeless pathways for multiple disadvantage service users, with the aim of identifying gaps with the various partner agency 'touchpoints' and how this can be improved. The work also

includes the development of a shared Risk Assessment toolkit to safeguard service users with multiple complex needs which was adopted by the partnership in the latter part of the year.





## 11. Learning from Reviews

### 11.1 Safeguarding Adults Reviews (SARs)

The SSAB must carry out a SAR when an adult at risk dies or is seriously harmed, and there is concern that partner agencies could have worked more effectively to protect them.

During 2022/23 six referrals were received for SAR consideration, of which it was agreed in the latter part of the year that two met the criteria and should progress to a SAR. The progress and findings from these SARs will be reported on in 2023/34.

### 11.2 Thematic Review - Cuckooing

The SSAB also commissioned a thematic review into the prevalence of cuckooing in the borough. 'Cuckooing' occurs when the home of an individual is taken over within the context of exploitation, usually for the use, supply, storage and/or production of drugs and other criminal activities. It exposes the individual to harm and risk. Cuckooing is a safeguarding area of concern in Southwark.

The purpose of the review was to:

1. Review the work undertaken by the Cuckooing Forum; to identify the key drivers and characteristics present for those subject to cuckooing and review the effectiveness of the actions that are undertaken to resolve cuckooing.
2. Review the Cuckooing Forum processes, including referral process, data collection and storage, recording of actions and outcomes.

### 11.3 Learning Disability Mortality Reviews (LeDeR)

LeDeR is a service improvement programme which aims to improve care, reduce health inequalities and prevent premature mortality of people with a learning disability (LD) and autistic people by reviewing information about the health and social care people received

Approximately 2.16% of adults in the UK are believed to have a learning disability and approximately 1% of the population is autistic. Locally, our figures under represent the national picture, with Southwark having a population of 356,056 in 2022/23, and of that, the learning disability population was 1,294.

Evidence shows that people with learning disability and autistic people experience health inequalities, leading to preventable mortality compared to the general population.

On average, the life expectancy of women with a learning disability is 18 years shorter than for women in the general population (Mencap, 2023). The life expectancy of men with a learning disability is 14 years shorter than for men in the general population (Mencap, 2023).

Whilst we have some insight about the themes of health inequalities experienced by Black, Asian and Minority Ethnic communities. However, we still do not know enough about the lives and deaths of people with autism and the health inequalities they face.

Therefore, we have ensured focused reviews are undertaken for all notified deaths of autistic people and people who have a minority ethnic background. This will provide more detailed data to support a greater understanding of need and inform our work streams as we move into 2023/24.

## 12. Looking Ahead to 2023/24

12.1 As we move into 2023/24, the SSAB has agreed to five thematic priority areas to focus on which are represented in the yellow sections in the diagram below.

12.2 In addition, there will continue to be a focus on strengthening the current arrangements, including the alignment with other partnerships together with gaining assurance on the progress of these priority work streams to demonstrate the positive impact on front line services.



## 13. Contact Information

If you have any questions about the content of this report, or thoughts about what we should include in future reports, please contact [ssab@southwark.gov.uk](mailto:ssab@southwark.gov.uk).

If you are concerned about an adult at risk in the borough of Southwark you should notify us immediately on [OPPDCcontactteam@southwark.gov.uk](mailto:OPPDCcontactteam@southwark.gov.uk).

If the adult has been injured you should seek advice from their GP, or in an emergency call 999.

If you believe a crime has been committed you should notify the police.

<b>Item No.</b> 10	<b>Classification:</b> Open	<b>Date:</b> 5 February 2024	<b>Meeting Name:</b> Health & Social Care Scrutiny Commission
<b>Report title:</b>		Health & Social Care Scrutiny Commission Work Programme 2023 - 24	
<b>Ward(s) or groups affected:</b>		N/a	
<b>From:</b>		Julie Timbrell, Project Manager, scrutiny.	

## RECOMMENDATIONS

1. That the Health & Social Care Scrutiny Commission note the work programme as attached as Appendix 1 Work Programme, and review scopes in appendices A and B.
2. That the Health & Social Care Scrutiny Commission consider the addition of new items or allocation of previously identified items to specific meeting dates of the commission.

## BACKGROUND INFORMATION

3. The general terms of reference of the scrutiny commissions are set out in the council's constitution (overview and scrutiny procedure rules - paragraph 5). The constitution states that:

Within their terms of reference, all scrutiny committees/commissions will:

- a) review and scrutinise decisions made or actions taken in connection with the discharge of any of the council's functions
- b) review and scrutinise the decisions made by and performance of the cabinet and council officers both in relation to individual decisions and over time in areas covered by its terms of reference
- c) review and scrutinise the performance of the council in relation to its policy objectives, performance targets and/or particular service areas
- d) question members of the cabinet and officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects and about their views on issues and proposals affecting the area

- e) assist council assembly and the cabinet in the development of its budget and policy framework by in-depth analysis of policy issues
  - f) make reports and recommendations to the cabinet and or council assembly arising from the outcome of the scrutiny process
  - g) consider any matter affecting the area or its inhabitants
  - h) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working
  - i) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the scrutiny committee and local people about their activities and performance
  - j) conduct research and consultation on the analysis of policy issues and possible options
  - k) question and gather evidence from any other person (with their consent)
  - l) consider and implement mechanisms to encourage and enhance community participation in the scrutiny process and in the development of policy options
  - m) conclude inquiries promptly and normally within six months
4. The work programme document lists those items which have been or are to be considered in line with the commission's terms of reference.

#### **KEY ISSUES FOR CONSIDERATION**

- 5. Set out in Appendix 1 (Work Programme) are the issues the Health & Social Care Scrutiny Commission is considering in 2023- 24.
- 6. The work programme is a standing item on the Health & Social Care Scrutiny Commission agenda and enables the commission to consider, monitor and plan issues for consideration at each meeting.

## BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Health & Social Care Scrutiny Commission agenda and minutes	Southwark Council Website	Julie Timbrell Project Manager
Link: <a href="https://moderngov.southwark.gov.uk/ieListMeetings.aspx?Committeeld=518">https://moderngov.southwark.gov.uk/ieListMeetings.aspx?Committeeld=518</a>		

## APPENDICES

No.	Title
Appendix 1	Work Programme 2023-24
Appendix A	Review: Access to Toilets
Appendix B	Review: Adult Safeguarding – how can this be implemented to better protect vulnerable adults, carers and paid staff?

## AUDIT TRAIL

<b>Lead Officer</b>	Everton Roberts, Head of Scrutiny		
<b>Report Author</b>	Julie Timbrell, Project Manager, Scrutiny.		
<b>Version</b>	Final		
<b>Dated</b>	1 February 2024		
<b>Key Decision?</b>	No		
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>			
<b>Officer Title</b>		<b>Comments Sought</b>	<b>Comments Included</b>
Director of Law and Governance		No	No
Strategic Director of Finance and Governance		No	No
<b>Cabinet Member</b>		No	No
<b>Date final report sent to Scrutiny Team</b>			1 February 2024

# Health and Social Care Scrutiny Commission

## Work programme 2023/24

### Reviews and topics

- Review: access to toilets - with reference to concerns that limited provision is particular impacting older people's mobility
- Review: Adult Safeguarding – how can this be defined to better protect vulnerable adults, carers and paid staff?
- Joint review with the Environment and Community Engagement Scrutiny Commission: Environmental Health – Streets for People / Air Quality ( *may not go ahead*)
- Topic: Access to dentists
- Topic: Blue badge application process and criteria for award
- Topic: Southwark's Drug and Alcohol Strategy and Southwark's Healthy weight strategy 2022-27

- Topic: Pain management clinic – with reference to sufficient provision , back pain and arthritis

### **Standing items**

- Interview with the Independent Chair of the Southwark Safeguarding Adults Board (SSAB). The Safeguarding Adults Board is a multi-agency partnership which has statutory functions under the Care Act 2014. The main role of Southwark Safeguarding Adults Board (SSAB) is to ensure that local safeguarding arrangements work effectively so that adults at risk due to health needs, social care needs or disabilities are able to live their lives free of abuse or neglect.

### **Interview Cabinet member/s**

- Cabinet Member for Health and Well-being



## Dates

Health & Social Care Scrutiny Commission	Date	Work Programme
Meeting 1	Wednesday 20 July	<ul style="list-style-type: none"> <li>• Work-planning</li> </ul> <p>Topic:</p> <ul style="list-style-type: none"> <li>• Southwark's Drug and Alcohol Strategy Southwark's</li> <li>• Healthy weight strategy 2022-27</li> </ul>
Meeting 2	Tuesday 19 September	<p>Review: access to toilets - with reference to concerns that limited provision is particular impacting older people's mobility</p> <ul style="list-style-type: none"> <li>- Toilet Manifesto</li> <li>- Age Concern loo campaign</li> </ul> <p>Healthwatch : Latin American report and presentation and Annual report as background.</p>

		<p>Health and Cabinet report back on:</p> <ul style="list-style-type: none"> <li>• Access to Medical Appointments ( with Martin Wilkinson and Nancy Kuchmann )</li> </ul> <p>Review: Adult Safeguarding – how can this be defined to better protect vulnerable adults, carers and paid staff? Officer report</p> <p>Cabinet response:</p> <ul style="list-style-type: none"> <li>• Care Contributions</li> </ul>
Meeting 3	Wednesday 15 November	<p>Review: Access to Toilets Loos for Southwark local residents supported by Age UK London</p> <p>Review: Access to Toilets – Age UK London briefing on addressing anti-social behaviour</p> <p>Review: Access to Toilets – officer reports and presentations.</p>

		<p>Cabinet Member for Health and Wellbeing interview.</p> <p>Topic: Blue badge application process and criteria for award – officer briefing and presentation.</p> <p>Muscular Skeletal Service decommissioning – with a presentation followed by a q &amp; a</p>
Safeguarding structured interview	23 January 2024	SLaM dementia nurse
Meeting 4	Monday 5 February	<p>Briefing on changes to Health Regulations and the power to refer to the Secretary of State</p> <p>Presentation on Safeguarding practice by Elder Care/ Social Work institute</p>

		<p>Interview with the Independent Chair of the Southwark Safeguarding Adults Board (SSAB)</p> <p>Headline report Access to Loos</p>
	Workshop 22 or 23 February	Care Home providers invited to discuss their Safeguarding and Investigation/ Disciplinary policy.
Meeting 5	25 April 2024	<p>Topic: Pain management clinic – with reference to sufficient provision , back pain and arthritis - GSTT, KCH (tbc) , Primary Care. ( Pencilled in for first on the agenda)</p> <p>Topic: Access to dentists</p> <p>Short Breaks respite care / Orient Street (outcome of consultation and pre-scrutiny of cabinet report)</p> <p>Update on Tower Bridge care home procurement of new provider</p> <p>Final Safeguarding Implementation report</p>

		Final Loo report
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## **Scrutiny review scoping proposal**

### **1 What is the review?**

Access to Toilets.

The review is driven by members concerns that limited toilet provision is impacting on mobility for disadvantaged groups, particularly older people, disabled people, pregnant people and parents and carers of young children.

### **2 What outcomes could realistically be achieved? Which agency does the review seek to influence?**

A Southwark Toilet Strategy

### **3 When should the review be carried out/completed? i.e. does the review need to take place before/after a certain time?**

Completed by 2024

### **4 What format would suit this review? (eg full investigation, q&a with executive member/partners, public meeting, one-off session)**

Full investigation

### **5 What are some of the key issues that you would like the review to look at?**

Understanding the impact limited provision is having on older people's mobility and other groups, such as disabled people, pregnant people, and parents and carers of young children.

Best practice in toilet provision.

Developing a council toilet strategy.

- 6 Who would you like to receive evidence and advice from during the review?

GLA

<https://www.london.gov.uk/press-releases/assembly/the-toilet-paper-improving-londons-loos>

Age UK London Loos

<https://www.ageuk.org.uk/bp-assets/globalassets/london/campaigns/out-and-about/london-loos-in-focus---local-authority-toilet-strategies.pdf>

Tinkle: The Toilet Manifesto for London Group:

<https://tinkle.rca.ac.uk/resource/1179/>

- 7 Any suggestions for background information? Are you aware of any best practice on this topic?

**Council:**

### **Background**

On 13 December 2005 the executive agreed the following approach to improving toilet provision:

<https://moderngov.southwark.gov.uk/Data/Executive/20051213/Agenda/Item%2009%20-%20Public%20Toilets-%20Mini%20Review.pdf>

As part of the Council Plan 2018 – 2022 refresh, Cabinet (8 September 2020) there was a commitment, under Tackling health inequalities, on: 'Creating a network of Toilets and baby changing facilities' see <https://moderngov.southwark.gov.uk/documents/s90466/Appendix%201%20Council%20Plan%202018-2022%20refresh%20updated.pdf>

### **Current provision:**

**Southwark Community Toilet scheme**

<https://www.southwark.gov.uk/business/join-the-community-toilet-scheme>

### **Map of Toilets**

<https://www.southwark.gov.uk/environment/public-toilets>

### **AccessAble**

The council also participates in AccessAble, which provides information on accessible toilets to enable residents and visitors to plan journeys and work out where accessible toilet facilities are located:

<https://www.accessable.co.uk/london-borough-of-southwark>

### **July Council Assembly Question:**

“QUESTION TO THE LEADER OF THE COUNCIL FROM  
COUNCILLOR MARIA LINFORTH-HALL

According to the Southwark council's website, the council currently maintains around 30 public toilets across the borough, but the map is not up to date, with some appearing on it having since closed. Groups such as Age UK, the Royal Society for Public Health, and the Campaign for Public Infrastructure have highlighted the crucial need for these facilities both for vulnerable groups and the wider public benefit.

Better provision of public toilets provides convenience to all, but significantly helps to provide dignity for those with chronic illnesses, as well as the elderly and pregnant people. By providing greater access to public spaces, this also serves to boost local businesses and markets, as more people will have confidence to leave the house for extended periods of time without worrying about such basic needs as toilet access.

1. In which team, in which department, does the responsibility for toilets sit within the council?
2. Will the council commit to increasing the number of public toilets?
3. Why has the programme to proactively approach businesses for the community toilet scheme not been re-started after covid?

### **RESPONSE**

Within the council there are several teams that have responsibility for different elements of public toilet provision. These include waste and cleansing, the Local Economy Team and parks and leisure. The council does provide public access to toilets, but the greatest number of toilets are in commercial buildings and businesses. We



therefore work with business owners to maximise the number of toilets that are made available for public use, and will continue to do so. We particularly support the increase in toilets which are fully accessible under the accredited Changing Places scheme. These provide larger than average facilities for adults and children where privacy and dignity can be maintained for individuals (and their carers if relevant). In addition to the Changing Places provision that was installed for public use in the Castle Leisure Centre, a Changing Places toilet has just been installed in Peckham Pulse Leisure Centre. The new Canada Water Leisure Centre will also have a Changing Places facility, and installation of a further Changing Places facility is in progress in Dulwich Park. Toilets are an essential feature of our streets, public buildings and parks, making life comfortable for our residents when travelling and working across the borough. We continue to review public toilet provision and consider new areas where there is need.”

## Best Practice

### Community Toilet provision:

#### [London Loos in-focus:](#)

#### [Local authorities. Community Toilet Schemes](#)

This information sheet has been produced by Age UK London as part of the London Loos campaign for better public toilet provision in London. Along with other information sheets produced by Age UK London it has been written for anyone interested in actions London's local authorities can take to improve the provision of public toilets in their borough. It is recommended in particular for council officers and council directors, as well as councillors.

### London Council May 2023 event bringing LA's together, covering Community Toilet provision:

#### [Age UK blog on the event](#)

Presentations from the event on Community Toilets:

[Cardiff Council Presentation \(ppt\)](#)

[Cardiff Council Toilet Guide \(pdf\)](#)

[Cardiff Council Community Toilet Scheme Leaflet \(pdf\)](#)

[Cardiff Council Community Toilet Scheme Sticker \(png\)](#)

[Tower Hamlets - Community Toilet Scheme Presentation \(ppt\)](#)

[Tower Hamlets Community Toilet Scheme Leaflet A5 \(pdf\)](#)

[Tower Hamlets Community Toilet Scheme Sticker \(pdf\)](#)

[Tower Hamlets Toilet Poster \(pdf\)](#)

[Tower Hamlets Community Toilet Scheme Welcome Leaflet A5 \(pdf\)](#)

[Lewisham Community Toilets Map \(pdf\)](#)

## **Developing a Toilet strategy:**

[London Loos in-focus:](#)

[Local authorities and toilet strategies](#)

This information sheet has been produced by Age UK London as part of the London Loos campaign for better public toilet provision in London. Along with other information sheets produced by Age UK London it has been written for anyone interested in actions London's local authorities can take to improve the provision of public toilets in their borough. Age UK London has recommended that local authorities in London develop and implement a toilet strategy based on local population needs as part of their broader public health work. Toilet strategies have also been called for by the Toilet Manifesto for London group, the London Assembly's Health Committee and as part of research in to public toilet provision in the Royal Borough of Greenwich.

### **8 What approaches could be useful for gathering evidence? What can be done outside committee meetings?**

e.g. verbal or written submissions, site visits, mystery-shopping, service observation, meeting with stakeholders, survey, consultation event

Evidence from Age UK , older peoples campaigning groups and officers.

## **Scrutiny review scoping proposal**

### **1 What is the review?**

Adult Safeguarding – how can this be implemented to better protect and assist vulnerable adults, families, carers and paid staff?

The review is being conducted as members believe there is sometimes ambiguity, or different interpretations, over how abuse is implemented for vulnerable adults and this can create difficulties for the people concerned: adults, staff, families, and carers.

These are some of the consequences of false accusations of abuse or neglect:

- Staff leaving the sector
- Staff staying but being resentful and demoralised (in the context of there already being a problem with recruitment and retention)
- In the case of family carers, them needing support and solutions but instead getting the opposite i.e criticism, leading to possible disengagement with services

### **2 What outcomes could realistically be achieved? Which agency does the review seek to influence?**

Goals:

- To make things clearer for staff so that they are not accused of abuse or neglect when it is not abuse or neglect, so as not to put people off working in the sector
- Introduce checks and balances to prevent vexatious accusations
- Make the sure there is good systems in place for people to raise concerns / whistleblowing to report issues and ensure this is more transparent and accessible
- Improved guidelines for implementation of tricky safeguarding decisions

The review is aimed at improving outcomes for :

- Council safeguarding leads , social workers and commissioners
- Paid staff
- Care providers
- Vulnerable Adults
- Carers
- Family and friends of vulnerable adults

- 3 When should the review be carried out/completed? i.e. does the review need to take place before/after a certain time?**

Completed by 2024

- 4 What format would suit this review? (eg full investigation, q&a with executive member/partners, public meeting, one-off session)**

Full investigation.

- 5 What are some of the key issues that you would like the review to look at?**

Would it be beneficial to:

- To make better use in Adult Safeguarding of PIPOT (Persons in a Position of Trust) and replicate the LADO process – used in safeguarding children .
- promote undercover boss type work experience for senior managers to gain a better understanding of the work of care workers
- Recommend that social workers spend a week as a front line care worker ( for example) as part of their training?
- SCIE training for local care home staff?

Conduct case studies and examine examples of where things are unclear:

- Some consider turning people every two hours during the night is necessary in order to prevent pressure sores, others consider

this to be abuse. <https://hellocare.com.au/two-hourly-repositioning-prevent-bedsore-abuse-study/>

- Some staff are told that it is abuse to wake care home residents up, but sometimes staff are then told to do this
- Is it abuse or neglect to leave someone in bed all day?
- Call bells in care homes - disconnection considered to be abuse but there are cases where it could be necessary
- When looking after someone at home, families are often told that they should not lock the front door, but they do because they want to keep their relative with dementia safe. How can the approach of experienced practitioners be championed ? ( see case study SLAM nurse)

**6 Who would you like to receive evidence and advice from during the review?**

- A. Hourglass (elder abuse charity)
- B. SCIE (Social Care Institute for Excellence)
- C. Chair of the Southwark Safeguarding Adults Board
- D. Officers from adult safeguarding department
- E. Managers of a local homes attend meeting to discuss i) Safeguarding ii) Disciplinary policy , with a view to discussing how investigations are carried out , and how to best balance fairness and valuing workers with the need to safeguard residents

[Agincare](#)

Greenhive Care Home (Peckham)  
Waterside Care Home (Peckham)  
Rose Court Care Home ( Rotherhithe)  
Bluegrove House Care Home ( Bermondsey)

[Country Court](#)

Camberwell Lodge Care Nursing Home

### HC One

Tower Bridge Care Home

### Mission Care

The Elms Residential Care Home

- F. Unions – to consider how investigations are conducted
- G. Care home resident ( case study)
- H. SLAM dementia nurse ( case study)
- I. Carer / former carers ( case study)

Workshop / structured interviews addressing two themes:

- How are safeguarding investigations into allegations about workers being conducted and how can the right balance be found between being fair and valuing staff, whilst safeguarding vulnerable adults
- How to best reach consensus / balance safeguarding and autonomy over definitions e.g. people with dementia leaving home and turning people in the night

### **7 Any suggestions for background information? Are you aware of any best practice on this topic?**

London Safeguarding Policy and Protocol

### **8 What approaches could be useful for gathering evidence? What can be done outside committee meetings?**

e.g. verbal or written submissions, site visits, mystery-shopping, service observation, meeting with stakeholders, survey, consultation event

Interviews with organizations with expertise in this area.

Case studies – through a workshop.



## Health & Social Care Scrutiny Commission

**MUNICIPAL YEAR 2023-24**

### AGENDA DISTRIBUTION LIST (OPEN)

**NOTE:** Original held by Scrutiny Team; all amendments/queries to Julie.Timbrell@southwark.gov.uk

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Councillor Sabina Emmanuel				
Councillor David Watson				
Councillor Victor Chamberlain				
Non Voting Co-opted places				
		<b>Total: 12</b>		
		<b>Dated: October 2023</b>		