Here are some of the organisations working to keep children, young people and adults at risk safe in Enfield.

We all have a role to play to help keep children, young people and adults who may be at risk, safe.

If you have concerns, please contact us and we can act to stop abuse.
Please talk to us

Safeguarding children, young people and adults at risk is everyone’s responsibility. As someone who might live, work or study in Enfield you have a role too. If you are worried about someone or yourself, please talk to us.

You can get help in any of these ways.

**Children and young people**

If you or the person you are concerned about is under 18 (a child or young person):

- Ring the Children Multi-Agency Safeguarding Hub (MASH) Team on **020 8379 5555**, Monday to Friday 9.00am to 5.00pm.
- Call the emergency duty team on **020 8379 1000** at night and weekends, and tell them what is happening.
- For people who work with children and young people, please make your referral using the Children Portal: [www.enfield.gov.uk/childrensportal](http://www.enfield.gov.uk/childrensportal)
- You can email at: [ChildrensMash@enfield.gov.uk](mailto:ChildrensMash@enfield.gov.uk)
- In an emergency – such as when someone is being hurt or shut out of their home – ring the police on **999**. You can also ring ChildLine on **0800 1111** or visit the ChildLine website: [www.childline.org.uk](http://www.childline.org.uk)

If you don’t want to talk to someone you don’t know, you can ask an adult that you trust, like a teacher or youth worker or even a friend, to make the phone call for you. When people are working with children they have to follow set procedures, but they will explain to you what they will do and should be able to support you through the process.

**ChildLine**

ChildLine have launched the ‘For Me’ app – the first app to provide counselling for young people via smartphone and other mobile devices. For more information and to download the app for free, go to: [www.childline.org.uk/toolbox/for-me](http://www.childline.org.uk/toolbox/for-me)

**Adults**

If you or the person you are concerned about is over 18 (an adult at risk) you can call anonymously on the Adult Abuse Line: **020 8379 5212** (Textphone: **18001 020 8379 5212**). In an emergency always call **999**.

There is also helpful information on the Safeguarding Enfield website. Go to: [www.enfield.gov.uk/SafeguardingEnfield](http://www.enfield.gov.uk/SafeguardingEnfield)
# Contents

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Foreword from the Chair

As the Independent Chair of the Enfield Safeguarding Adults Board and the Safeguarding Children Partnership, I’m delighted to introduce the 2018-19 report for the work done to keep people safe in Enfield.

Safeguarding is everyone’s business, and if you are worried about a child, family, young person or adult at risk, please speak up using the contact information in this report. We can help.

2018 onwards has seen various changes across the Safeguarding Partnerships, as well as significant changes in the law which has led to the joint responsibility for safeguarding children across the Local Authority, Clinical Commissioning Group and Police. Financial pressures on all our partners continues, and in this context, it is good to find lots of work taking place that we can be proud of. Whilst we are not complacent about the challenges, it is important to recognise the progress being made.

A notable success has been the outcome of the Children Services Ofsted Inspection. In March 2019, Enfield Council received a “Good” rating and the report indicated that “children in need of help and protection, child in care and care leavers in Enfield receive good services”. Whilst it was the Local Authority under scrutiny clearly all partners contribute to keeping children and young people safe, and the report commends the multi-agency partnership approach across the borough.

Our work on Modern Slavery has also been very encouraging. Enfield is developing an ambitious programme of work to tackle this. Awareness raising work began in early 2018, and we now have Modern Slavery champions, a multi-agency working group, and we are developing a strategy. Enfield, with the Human Trafficking Foundation and the Local Government Agency, have established a London network, which is leading to sharing of learning, and improvements in practice.

I have been joint Chair of the Adults and Children’s work since September 2018, and since the establishment of the new Safeguarding Children arrangements we have been working under the recently launched Safeguarding Enfield banner. The Safeguarding Adults Strategy 2018-23, and the Children Safeguarding Partnership arrangements, both inform much of our partnership work, and are discussed more later. One of the main benefits of the new Safeguarding Enfield approach is that Adults and Children’s Safeguarding are able to work more closely together, learn from each other, and organise messages for the community in one conversation focussing on preventing or stopping abuse.

Keeping children, young people and adults at risk, safe from harm requires highly skilled and motivated staff. I want to thank everyone across the partnership who contribute on a daily basis to what is a very challenging area of work.

I trust you will find this report informative, and if you have any feedback on the report or on any of our work, please email us at: SafeguardingEnfield@enfield.gov.uk

Geraldine Gavin
Independent Chair of the Safeguarding Adults Board, and Safeguarding Children Arrangements
Safeguarding Adults Board members, June 2019

Safeguarding Children Partnership members, June 2019
Introduction

This report presents the work that the Enfield Safeguarding Adults Board, the Safeguarding Children’s Partnership, and the organisations that are part of them have done to keep children, young people and adults at risk of abuse, safe.

The report covers the period 1st April 2018 to 31st March 2019. The style and presentation of this report has been developed by Enfield Safeguarding Adults Board’s Service User, Carer and Patient group.

Care Act 2014 (Adults)

The Care Act requires the Board to report on its activities in the past financial year, and its plans for the coming year to keep people who may be at risk of abuse or harm, safe.

Working Together 2018 (Children)

The statutory guidance says we must publish a report at least once in every 12-month period. It must set out what we have done as a result of the arrangements, including on child safeguarding practice reviews. The report should also include evidence of the impact of the work of the safeguarding partners and relevant agencies.
Safeguarding in Enfield

Safeguarding is the work done to protect children, young people and adults who are, or may be, at risk of abuse or harm.

Safeguarding is everyone’s business. This means you, your friends and families, your neighbours, as well as the people who work for organisations like Enfield Council, the Police, the NHS and others, have important roles to play to help keep people safe in our community.

Safeguarding work in Enfield is brought together in two ways:
1. the Safeguarding Adults Board, and
2. the Safeguarding Children’s Partnership.

These arrangements bring together organisations that work in Enfield to make sure there are good ways of working to keep safe children, young people and adults at risk.

The Safeguarding Adults Strategy 2018-23 outlines our work and priorities for Adults at risk; and the Safeguarding Children Arrangement document (2019) details how partnership work for Safeguarding Children is organised. Many of the Activity Groups (please see page 31) work for both Children’s and Adults Safeguarding. Both of these documents can be found at: www.enfield.gov.uk/SafeguardingEnfield

The work of the Safeguarding Partnership is organised into one of four areas: Prevent abuse, Protect those at risk, Learn from Experience, and, Improve Services.

Care Act 2014 (Adults)
The Enfield Safeguarding Adults Board is a statutory board formed under the Care Act 2014.
The Local authority, the Police and the NHS are statutory members of the Board.

Working Together 2018 (Children)
The guidance requires the arrangements agreed by the Safeguarding Partners to be in place by the 29th September.
(Note: Enfield’s arrangements were agreed and signed on 5th June 2019).
The Statutory Safeguarding Partners are the Local Authority, the Police, and the Clinical Commissioning Group.
Summary of what we did in 2018-19

This section presents a summary of the main pieces of work that the Enfield Safeguarding Partnership completed or oversaw in 2018-19. This is followed by information presenting work in each of the four priority areas.

**Ofsted rating “Good”**

Enfield’s Children Social Care services were inspected between 4th and 15th March 2019. Ofsted inspect across four categories:

- The impact of leaders on social work practice with children and families
- The experiences and progress of children who need help and protection
- The experiences and progress of children in care and care leavers
- Overall effectiveness

Enfield received the “Good” rating in all categories.

**Modern Slavery**

A dedicated team was established in 2018, and in a short space of time have deployed a range of awareness raising activities (face-to-face training, online training for social care staff and regularly updates to strategic multi-agency boards and meetings). This has impacted over 350 members of staff.

Enfield Council has played a pivotal role in the formation of the London Modern Slavery Leads Group.

**Safeguarding Adults Strategy and Children Partnership arrangements**

From June to August 2018, we consulted on the Safeguarding Adults Strategy 2018-23. 224 responses were received, with 80% agreeing with priorities of Prevent abuse, Protect people, Learning from experience, and Improve services.

During the year we also develop the new arrangements for Safeguarding Children. This was agreed by the partners and launched in June 2019.

Both of these documents are legally required and inform our work.

**Safeguarding Adolescents from Exploitation strategy**

This strategy was launched on 1st April 2019.

This is Enfield’s strategy to prevent and tackle exploitation and abuse of adolescents in the borough. It sets out our collaborative arrangements to ensure that preventative and protective mechanisms are effectively safeguarding young people from harm, and for supporting victims.

The Strategy has a Pledge committing organisation to deliver on the priorities. Our Safeguarding Partners signed the pledge in June.
Safeguarding Information Panel

The purpose of the Safeguarding Information Panel is to effectively share information to identify any risks of harm to those who use services, and to prevent any future or additional harm taking place.

The Panel can initiate actions such as Provider Concerns, Quality Checker visits, Immigration Enforcement visits, London Fire Brigade visits.

Child Death Reviews

Every child death in Enfield is reviewed, to ensure there is appropriate bereavement support, and to help us understand if there are any patterns or issues that need to be addressed.

Over 2018-19 there were 22 child deaths (death of a person under 18 years of age).

Working Nationally to improve Locally

Enfield has a strong record of putting service users at the heart of it’s safeguarding adults processes. This approach is called Making Safeguarding Personal (MSP) and we’ve been part of a national project, with academics, local areas and central government groups to create an audit to measure how well this is being done: an outcomes framework.

Enfield has been part of national workshops to improve consistency in safeguarding practices.

Community Awareness

As part of the new Safeguarding Children’s Partnership arrangements, a joint Activity Group with Safeguarding Adults Board, called the Community Awareness Raising Group has been set-up.

This is bringing together the good work already taking place in the children’s 3rd Sector, and the work of the Service User, Carer and Patient group to improve awareness of abuse in community groups.

(PREVENT) (LEARN) (PROTECT) (PREVENT)
Prevent abuse

In this section we present the work we’ve done to prevent abuse from happening. This can include:

• raising awareness about risks so people can stay safe;
• making sure we’ve identified the right priorities (consultations); and,
• continue to work in ways that can prevent abuse from happening.

Modern Slavery

Modern Slavery is the exploitation of people who have been forced, deceived, or coerced into a life of labour and servitude. It is a crime hidden from society where victims are subjected to abuse, inhumane and degrading treatment. Modern Slavery is linked to Human Trafficking, but not all victims of modern slavery have necessarily been trafficked.

Examples of enslavement include:

• a person who is forced to work or serve – through fear and threats of violence
• is ‘owned’ or controlled by an ‘employer’ who uses mental or physical abuse to exercise control

Modern Slavery includes County Lines and Human Trafficking.

Enfield Council, as the borough’s largest employer, signed the Charter against Modern Slavery on 18th October 2018. This showed the council’s commitment to removing Modern Slavery from its supply chain.
A multi-agency working group was formed on 5th November 2018 to ensure a more streamlined and dedicated response is provided to potential victims of modern slavery. This is now the Modern Slavery Board and is chaired by the Director of Health and Adult Social Care.

An extensive programme of training has started and seen over 350 officers trained face-to-face. The eLearning training figures in the Protect section are in addition.

Modern Slavery Champions have been placed throughout Enfield to ensure that our statutory organisations have the knowledge and skills to respond appropriately when concerns are raised about potential modern slavery cases. These champions have access to specialist training which they then disseminate throughout their teams.

There is a dedicated page on MyLife to support members of the public and professionals with dedicated resources and links about modern slavery. Go to: www.enfield.gov.uk/mylife

Preventing Abuse in Enfield’s Adult Care Providers

Enfield has 178 CQC registered providers, one of the highest numbers in London. To manage the risks around Quality and Safeguarding it is crucial that there is effective sharing of information about concerns agencies may have.

Enfield has a Safeguarding Information Panel which brings together the Local Authority’s Safeguarding Adults team, the Care Quality Commission (CQC), Enfield NHS Clinical Commissioning Group, the London Metropolitan Police, London Fire Brigade and others, to share intelligence about quality issues in Enfield’s care and support provider organisations, ideally before they become safeguarding issues.

The Panel met eight times over the year, and as a result, 81 different actions were undertaken, including out of hours visits, contract monitoring visits, provider concerns meetings and Quality Checker visits (please see page 29).

Responding to every Safeguarding Adult concern

Over 2018-19, we received 2,307 concerns about adults who people were worried might be experiencing abuse. The majority of these concerns do not require a Safeguarding response. However, in Enfield, we have a commitment to respond to every concern with a contact to make sure future abuse might be prevented.

Despite the increase in concerns this was maintained.

Making sure our community has a voice in setting our priorities

The language we use in Safeguarding can be highly technical. The Service User, Carer and Patient subgroup highlighted that community engagement would be more effective if it was in Plain English. They lead on the Safeguarding Adults Strategy 2018-23, and helped to steer the strategy consultation.

The strategy consultation took place between 4th June 2018 and 31st August 2018. We received a total of 224 responses. The responses show that approximately 80% of people agreed with our priority areas of Prevent abuse, Protect Adults at Risk, Learn from experience, and Improve services.

Some of the ways we let people know about the consultation:
- Advert in Our Enfield magazine
- Bulletin to the voluntary groups
- Facebook and Twitter posts
- Presentations to voluntary sector groups and council staff
CHILDREN

Raising awareness in schools about exploitation

Two important pieces of training were provided to secondary school students, one dealing with sexual exploitation (Chelsea’s Choice), and another discussing County Lines.

Chelsea’s Choice

Across the year, performances of Chelsea’s Choice a powerful and thought-provoking play, focusing on the challenges and dilemmas many young people face was delivered in schools. The play continues to have a positive impact by prompting a great deal of discussion and learning opportunities. It has helped young people gain a better understanding of the devastating impact that sexual exploitation can have on a young person’s life. It provides them with some skills and knowledge to be able to protect themselves from this form of abuse.

County Lines

Awareness raising training was provided for secondary school students. County Lines is a term used to describe gangs, groups or drug networks that supply drugs from urban to suburban areas across the country, including
market and coastal towns, using dedicated mobile phone lines or ‘deal lines’. They exploit, groom, children and vulnerable adults to move the drugs and money to and from the urban area, and to store the drugs in local markets. They will often use intimidation, violence and weapons, including knives, corrosives and firearms.

For a description of how we monitor and respond to exploitation risks please see the Protect section, page 18.

**Total number of students impacted by Year groups**

<table>
<thead>
<tr>
<th>Year</th>
<th>Chelsea’s Choice</th>
<th>County Lines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 7</td>
<td>1,091</td>
<td>240</td>
</tr>
<tr>
<td>Year 8</td>
<td>963</td>
<td>400</td>
</tr>
<tr>
<td>Year 9</td>
<td>410</td>
<td>1,695</td>
</tr>
<tr>
<td>Year 10</td>
<td>252</td>
<td>1,255</td>
</tr>
</tbody>
</table>

**Early Help for Children**

The Early Help Family Hub triages all early help referrals ensuring that children and families can access the service(s) they need quickly and efficiently. The Early Help Family Hub went live in September 2018.

There was an increase in referrals accepted by Early help, a total of 1,025, with also a continuing increase of cases, total of 136, being stepped down to the Early help hub, between November 2018 and March 2019. Indicating that there is a strong local early help model and offer.

Within the Joint Service for Disabled Children (JSDC) there are approximately 700 children with disabilities receiving a service. 160 have an allocated social worker. The service provides a strong offer to families, and staff have been trained to deliver positive behaviour support programme. Notable successes with supported internships has led to 83% still in employment and 17% returning to college.

The number of children being permanently excluded has seen a year on year reduction. Also, an increase in children who are being electively home educated in the current academic year.

A streamlined electronic referral and information system was developed and recently launched, aimed to reduce bureaucracy and simplify processes. This is called the Children’s Portal. You can raise concerns about children or make Early Help referrals. ([www.enfield.gov.uk/childrensportal](http://www.enfield.gov.uk/childrensportal))
Protect people at risk

One of the main tasks for the Safeguarding Partnership is to make sure we have excellent responses to concerns. We do this through having clear policies, good training, looking at our data and audits (checks). Here we present our some key policies, talk about our training and present some high-level data.

ADULTS

Making Safeguarding Personal “National Outcomes framework”

Enfield has done some really good work in this area, achieving the Gold standard in 2015 following an evaluation from Bournemouth University.

Alongside a team of academics, central government departments and other local areas, we are part of a national project that has developed an audit tool which will help us understand whether service users really are at the heart of their safeguarding processes and identifies where improvements can be made. Over 2018-19, we have been part of the first group of local areas to test the outcomes framework, making sure our local practices remain excellent.

Care Act 2014 (Adults)

Safeguarding Adults duties are detailed in Section 42 of the Care Act and in the accompanying Statutory guidance. Where the following criteria are met for a concern the Local Authority, who is named as the lead agency for safeguarding, must ensure that a Safeguarding Enquiry takes place. The criteria that a concern must meet to require an enquiry are that: it is about a person who is over 18 years of age, with care and support needs, and who is experiencing, or is at risk of, abuse or neglect, and is unable to protect themselves.
Number of concerns reported about adults

- Concerns that led to enquiries
- Concerns that did not lead to enquiries

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Concerns</th>
<th>Led to Enquiries</th>
<th>Did Not Lead to Enquiries</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018-19</td>
<td>2,307</td>
<td>656 (28.4%)</td>
<td>1,651 (71.6%)</td>
</tr>
<tr>
<td>2017-18</td>
<td>1,616</td>
<td>741 (45.9%)</td>
<td>875 (54.1%)</td>
</tr>
<tr>
<td>2016-17</td>
<td>1,144</td>
<td>771 (67.4%)</td>
<td>373 (32.6%)</td>
</tr>
</tbody>
</table>

Adult at risk’s view on whether their desired outcomes were met

- Met | Partially met | Not met | Not applicable | No Safeguarding form

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Concerns</th>
<th>Met</th>
<th>Partially Met</th>
<th>Not Met</th>
<th>Not Applicable</th>
<th>No Safeguarding Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018-19</td>
<td>549</td>
<td>343 (62.5%)</td>
<td>135 (24.6%)</td>
<td>16 (2.9%)</td>
<td>27 (4.9%)</td>
<td>28 (5.1%)</td>
</tr>
<tr>
<td>2017-18</td>
<td>634</td>
<td>421 (66.4%)</td>
<td>147 (23.2%)</td>
<td>13 (3.0%)</td>
<td>34 (5.4%)</td>
<td>13 (2.1%)</td>
</tr>
<tr>
<td>2016-17</td>
<td>419</td>
<td>331 (60.3%)</td>
<td>146 (26.6%)</td>
<td>10 (1.8%)</td>
<td>57 (10.4%)</td>
<td>5 (0.9%)</td>
</tr>
</tbody>
</table>
As of the 31st March 2019
Joint Service for Disabled Children provide services to 700 children
160 of these had an allocated social worker

Of the 382 LAC, 71 are UASCs, (Unaccompanied Asylum-Seeking Children), an increase from 63 children the previous year

1,025 early help assessments completed in 2018-19, compared to 977 in 2017-18

1 Local Learning Review commissioned and 0 published on the website

162 children and young people identified as affected by children sexual exploitation (CSE), this is an increase on previous years and an indicator of increased awareness

22 child deaths were reviewed in 2018-19
Safeguarding Adolescents from Exploitation (SAFE) Strategy

The SAFE strategy has been put together to prevent and tackle exploitation and abuse of adolescents in the borough. It sets out our collaborative arrangements to ensure that preventative and protective mechanisms are effectively safeguarding young people from harm, and for supporting victims. It replaces our 2014 Child Sexual Exploitation Strategy.

Adolescents often face multiple threats outside of their family lives. This strategy, in connection with other related plans, strategies and policies, is about how we prevent and tackle all forms of exploitation including:

- Child sexual exploitation
- Children and young people exposed to exploitation through gang involvement, county lines, trafficking and serious youth violence
- Radicalisation and the prevent agenda
- Children missing from home or education.

The Strategy includes a pledge to: Lead and collaborate, Pursue, Prevent, Protect, Prepare.

Members of our Safeguarding Partnership signed the pledge on the 5th June.

You can find the strategy on our website [www.enfield.gov.uk/SafeguardingEnfield](http://www.enfield.gov.uk/SafeguardingEnfield)

Critical Incidents Protocol for Schools and Education settings

The protocol was developed following the tragic Manchester bombings of 2017. The protocol enables schools to work through what might need to be done at a time of crisis and demystifies the psychological processes. It was developed for the partnership in consultation with Children and Young People Mental Health Partners (i.e. Educational Psychology Service (EPS) and Children and Adolescent Mental Health Services (CAMHS), Schools & Early Years Improvement Service, Police, Emergency Planning, Public Health, Schools).

To find this document, please visit our website: [www.enfield.gov.uk/SafeguardingEnfield](http://www.enfield.gov.uk/SafeguardingEnfield)

Female Genital Mutation (FGM)

This is a form of child abuse and violence against women and girls (VAWG). The Enfield VAWG strategy highlights that FGM is a crime under the Anti-Social Behaviour, Crime and Policing Act 2014.

In 2018-19 a new FGM Steering Group was established, led by Public Health, with Health, voluntary organisations and Enfield Council teams. The group are focusing on raising awareness and strengthening responses.
Children in Need of Protection

Overall contacts to children services increased in 2018-19, to 29,353 contacts; this is compared to 27,301 contacts received in 2017-18.

Due to a strong early help model, there has been a reduction in contacts to the Children’s Multi-Agency Safeguarding Hub (MASH) service in 2018-19, 14,211 contacts, down from 19,418 in 2017-18.

Number of contacts to Children Social Care

Compared to 2017-18, there was an increase in child protection enquiries. This rose to 115.3 per 10,000 children, which was low compared to the outer London borough average (156.40) and our statistical neighbours (205.36). There has also been an upward trend in the number of children with Children in Need plans and who are then subject to a Child Protection Plan. A review of cases was undertaken and this found that decision making and thresholds have been appropriate and proportionate.

At the end of March 2019, there were 296 children subject to a child protection (CP) plan. The number of children subject to child protection plans in Enfield has remained relatively low for some years but has increased over the last few years. At the end of 2016-17 Enfield had a rate of 26.6 per 10,000 children (223 children), and at the end of 2017-18 it was 27.9 per 10,000 (235 children).

Two social work practice weeks focused on domestic abuse and sexual abuse with specific activities, team discussions and workshops.

The percentage of CPP under neglect and emotional abuse has slightly decreased.

Private Fostering

Locally, there are low numbers of known private fostering arrangements. There were 10 private fostering placements closed during the year and 6 notifications of new private fostering arrangements of which 5 became private fostering arrangements. Private fostering was an area Ofsted identified for further improvement around consistency. Action has been taken and there are changes in the local arrangements.

Children on the edge of care

Our commitment to strengthening families and improving relationships has enabled children to remain living within the family home safely and sustainably.

Children on the edge of care, or those whose families need support maintaining relationships in the family homes, receive a good response and over the year good outcomes have been achieved. From January 2018 until February
2019, the Family Adolescent Support Team (FAST) has worked with a total of 107 young people at risk of homelessness or entering the care system, and their families. Of these young people, 21 became Looked After Children, 68 were supported to live at home and 18 were assisted to access supported accommodation and to engage with services to enable them to follow a pathway through housing to independent living.

To complement the work of the Family Adolescent Support Team, a service was commissioned in July 2018 for 1 year to work with children aged 8 to 16-year olds on the edge of care. The 6-month review of 40 children has shown a 90% success rate, 17 cases successfully closed, 19 stepped down from CP to CiN/Early Help and only 1 child became looked after and 3 children remained subject to child protection plans. There is evidence of improved education, employment and training outcomes: increase in school attendance in 10 cases and 2 young people gained employment.

Enfield’s care applications remain low at 5.60 per 10,000 child population, this down from 6.60 (2018), 7.30 (2017). For 2019, our statistical neighbours were higher at 12.27 per 10,000. There is a national downward trend.

**Missing Children**

Between April 2018 to March 2019 there were 487 episodes of missing, this was attributed to 158 children. Ofsted identified further improvement in the response to children missing from home. A response to this, following leadership investment, was the establishment of a return home and debriefing service.

**Child Sexual Exploitation**

In 2018-19, 162 children were identified as affected by CSE (increase from 136 in the previous year). There has been a year on year increase in the identification of exploitation, with a notable increase in young people with indicators of criminal exploitation. This year a new Safeguarding Adolescent for Exploitation (SAFE) strategy was developed.
Progress of Children in Care

The number of looked after children (LAC) placements has remained stable with a gradual increase during 2018-19. At the end of March 2019 there were 382 children in care, an increase of 10% (35 children) from the number at the end March 2018. The year has seen an increase in the number of Unaccompanied Asylum-Seeking Children, who make up 19% of the looked after children.

The completion rate of Personal Education Plans for Looked after children is good with improvement in education attainment and reduction in exclusions. Annual health assessments of young people increased to between 85 and 92%. However, there has been a decline in young people accessing dental checks, which have fallen below 70%.

Arrangements for Looked After Children and those Adopted

Most looked after children are placed with foster carers, 69.5% at the end of March 2019, this was below the national average of 73% (2017-18). There are no children in welfare secure accommodation. 20% are in semi-independent.

There has been a continued focus on recruiting new foster carers; this year has seen a slight decrease in the number of foster carer approvals. 14 new mainstream Foster Carers were approved over the last year, a decrease from 18 last year. 13 Enfield children were adopted in 2018-19, a small increase from 2017-18 when 12 children were adopted.

Enfield has joined the Adopt London North Regional Adoption Agency and its go live in October 2019. During 2018-19, 4 sets of adoptive families were approved. This is considerably less than in 2017-18 when 11 families were approved.

Progress of Care Leavers

The Leaving Care service is currently working with a total of 263 looked after children and care leavers aged between 16 and 25. At the end of the financial year 60% were showing as being in Education, Employment and Training. This is an improvement from the previous year, but there continues to be room for improvement.

Feedback from care leavers with mental health issues requesting more emotional support resulted in an increase in the use of mentors and additional support from the HEART service.
## Training data for 2018-19

A key part of making sure we have an effective safeguarding response, is by making sure we have effective training. The table here shows the training that’s been delivered in the year.

### Adults

<table>
<thead>
<tr>
<th>Course</th>
<th>eLearning</th>
<th>Seminar</th>
</tr>
</thead>
<tbody>
<tr>
<td>DoLS Signatory Training (Legal Update)</td>
<td>12</td>
<td>20</td>
</tr>
<tr>
<td>Best Interest Assessor (Refresher Course)</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Self-Neglect and Hoarding</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Medication Management and Audit</td>
<td>12</td>
<td>20</td>
</tr>
<tr>
<td>Mental Capacity Act and DoLS Awareness</td>
<td>54</td>
<td>53</td>
</tr>
<tr>
<td>Safeguarding Adults under the Care Act 2014: Making</td>
<td>54</td>
<td>53</td>
</tr>
<tr>
<td>Mental Capacity Act and DoLS Awareness</td>
<td>54</td>
<td>53</td>
</tr>
<tr>
<td>Substance Misuse</td>
<td>31</td>
<td>43</td>
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<tr>
<td>Signs of Safety workshop</td>
<td>22</td>
<td>31</td>
</tr>
<tr>
<td>Child to Parent Abuse</td>
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<tr>
<td>Impact of Parental Mental Health</td>
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<tr>
<td>Positive Behaviour Support</td>
<td>31</td>
<td>43</td>
</tr>
<tr>
<td>Basic Child Protection</td>
<td>19</td>
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<tr>
<td>Prevent</td>
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<tr>
<td>Prevent Intensive Care Protection</td>
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<tr>
<td>Prevent Community Child Protection</td>
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<tr>
<td>Prevent Signs of Safety Workshop</td>
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<td>Prevent Child to Parent Abuse</td>
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<tr>
<td>Prevent Signs of Safety Workshop</td>
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<td>Prevent Substance Misuse</td>
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<tr>
<td>Prevent Signs of Safety Workshop</td>
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</table>
Learn from experience

Here, we discuss the various tools the Enfield Safeguarding Partnership uses to understand where things might have been or are going wrong and learn lessons.

Outcomes and findings from all our reviews are used to promote a culture of continuous learning and improvement across the partner agencies. The processes here are required by law, either the Care Act for adults safeguarding, or Working Together for children’s safeguarding.

**ADULTS**

**Care Act 2014 (Adults)**

The Care Act places statutory functions on the Board. One of these is in relation to review events and practices when things go wrong.

The Safeguarding Adults Board must conduct a Safeguarding Adult Review (Section 44) should an adult with care and support needs die or experience serious harm, and abuse or neglect is suspected, and where there are concerns about how partners worked together.

**What is a Safeguarding Adults Review?**

A Safeguarding Adults Review (SAR) is a process that investigates what has happened in a case and ultimately identifies actions that will reduce the risks of the same incident happening again. The investigations are completed by people who are not involved in the case.

**Safeguarding Adults Review referrals in 2018-19**

A referral was received regarding the care and treatment to an older woman living by herself. In October 2018, the referrer was advised this would not progress to a SAR. Learning from the case has been to develop a Hoarding Policy.

One review was agreed in July 2018 in response to how partners provided care and treatment to a young woman. This review is in progress and is expected to be reported on in 2019-20.

**Safeguarding Adults Reviews in Progress:**

- A review which was agreed in December 2017 in response to the care and treatment to an older woman living by herself is still ongoing. The review will be reported in 2019-20.

- A review which was agreed in December 2017 in response to the systemic financial abuse of service users over a number of years is still in progress. The review will be reported in 2019-20.
Safeguarding Adults Reviews that we have published

Thematic Review of Domestic Abuse
The purpose of the thematic review was to audit practice across agencies relating to domestic abuse and seek to understand why a particular group are more at risk or may have experienced poorer outcomes.

Key recommendations:
- Need to strengthen front-line practice with regard to adults at risk and domestic abuse
- Need to strengthen multi-agency working and responses
- Reviewing and strengthening carer assessments
- Developing a pathway for perpetrator work
- Service responses to be survivor informed

Review for Mr A
The review related to a fatal fire case and was published in February 2019. The themes of learning from the case are:
- Recording, Supervision and Sharing Information
- Early Intervention, Assessment and Review
- Identifying and Managing Risk
- Training
- Fire Risk Identification and Management
- Carers and Support
- Mental Capacity
- Organisational Factors

Review for Mr N
The review relates to the care and support received by a man with learning disabilities. The review was published in February 2019. The themes of learning from the case are:
- Reasonable adjustments required to meet the needs of people with learning disabilities – services accessed by telephone
- Long term planning – services, perspectives and facing the future
- Use of the Mental Capacity Act (MCA)
- Professional to professional communication
- Communication and relationships with the family

All Safeguarding Adults Reviews can be found on our website: www.enfield.gov.uk/SafeguardingEnfield

Learning Disability Mortality Reviews
As from the 1st April 2017, all NHS and Local authority bodies are required to notify and review all deaths of children (4-17) and adults (18+) with learning disabilities in their area.

A local process in Enfield has been established which builds on our previous best practice in mortality reviews. Learning from the reviews will be collated nationally and locally, with local learning being reported to the Safeguarding Adults Board, the Local Authority and Clinical Commissioning Group in the Annual End of Life Report. Review training is being provided by NHS England and the ILDS will have 10 trained review staff from across the service. Information on the programme is available at www.bristol.ac.uk/sps/leder/easy-read-information

Over the 2018-19 financial year period, 11 mortality reviews have been ‘signed off’.

A number of improvement areas have emerged from the reviews, and these have been shared with our Safeguarding Adults Board partners, as well as regionally and nationally through the Review process. The lessons include:
- Mental Capacity Assessments
- End of Life care
- Annual Health Checks
- Shared records
Children’s Review during 2018-19

Serious Case Reviews (SCRs) are published on the Safeguarding Enfield website.

One local learning review was started in 2018-19 focusing on neglect suffered by children whilst in the care of their parents, where there were concerns about substance misuse and domestic abuse. The case was referred to the national Child Safeguarding Practice Review Panel, who confirmed that a Local Learning Review was appropriate. The review is due to be completed in 2019-20. One out-of-borough serious case review was contributed to.

Child Death Overview Panel (CDOP)

The Child Death Overview Panel determine and share key learning from every Enfield child death. They monitor and challenge agencies for the completion of identified actions and publish a separate annual report.

Between April 2018 and March 2019 CDOP received notifications of 22 child deaths (death of a person under 18 years of age). The number of deaths reported over the last three years has been stable.

Over the year, 10 child death cases were reviewed: 10 cases, 8 cases were from previous 2017-18 financial year.

Of the 10 cases reviewed: 4 were males, 6 females. 8 deaths were unexpected, 5 cases were referred to the coroner, 5 post-mortems were undertaken, 1 inquest was held.

Modifiable factors, in other words, things that could have been done differently, were found in two cases.

eCDOP came into use with one-year funding from NHS England. Enfield started using the system in December 2018 and we recorded 9 deaths from December 2018 to March 2019.
Improve services

We have a number of processes to help us improve the quality of our services. This is an important part of managing safeguarding risks.

Some of these processes are national, for example, OFSTED inspections, and others are local, for example, the Quality Checkers. They all have a role to play in making sure our services and safeguarding responses meet local people’s needs.

ADULTS

Supporting Enfield’s Adults Social Care Providers

Enfield has one of the largest number of care providers in London, including 85 care homes.

The map here shows the spread of care homes (nursing and residential) we have in the borough, one of the highest in London. All registered providers are monitored by the Care Quality Commission.

Who are the CQC?
The Care Quality Commission (CQC) is an executive non-departmental public body of the Department of Health and Social Care of the United Kingdom. It was established in 2009 to regulate and inspect health and social care services in England.
Provider Concerns Process

Our Provider Concerns process was initiated eight times in the year through our Safeguarding Information Panel. The process brings together the organisations that are involved with a care provider to discuss concerns and risks, and work with the provider to make improvements for the residents or service users. The process can include a suspension on new placements, or in some cases, particularly if there is a risk of de-registration, an exit strategy.

The Provider Concerns process was developed in Enfield, but now forms part of the Pan-London Safeguarding policy and procedures. The policy can be found on the MyLife Enfield website. Go to: www.enfield.gov.uk/mylife

The Care Quality Commission rate all of the providers they inspect. The tables below show these ratings for 2018-19, and for the previous year.

### 2018-19 (ratings at end of March 2019)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Outstanding</th>
<th>Good</th>
<th>Requires Improvement</th>
<th>Inadequate</th>
<th>Yet to be inspected</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community based adult social care services</td>
<td>1%</td>
<td>64%</td>
<td>12%</td>
<td>1%</td>
<td>22%</td>
<td>94</td>
</tr>
<tr>
<td>Residential social care</td>
<td>0%</td>
<td>83%</td>
<td>11%</td>
<td>3%</td>
<td>3%</td>
<td>71</td>
</tr>
<tr>
<td>Residential social care with nursing</td>
<td>0%</td>
<td>69%</td>
<td>31%</td>
<td>0%</td>
<td>0%</td>
<td>13</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1%</strong></td>
<td><strong>72%</strong></td>
<td><strong>13%</strong></td>
<td><strong>2%</strong></td>
<td><strong>13%</strong></td>
<td><strong>178</strong></td>
</tr>
</tbody>
</table>

### 2017-18 (ratings at end of March 2018)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Outstanding</th>
<th>Good</th>
<th>Requires Improvement</th>
<th>Inadequate</th>
<th>Yet to be inspected</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community based adult social care services</td>
<td>0%</td>
<td>59%</td>
<td>11%</td>
<td>1%</td>
<td>29%</td>
<td>82</td>
</tr>
<tr>
<td>Residential social care</td>
<td>0%</td>
<td>85%</td>
<td>13%</td>
<td>0%</td>
<td>3%</td>
<td>72</td>
</tr>
<tr>
<td>Residential social care with nursing</td>
<td>0%</td>
<td>69%</td>
<td>23%</td>
<td>0%</td>
<td>8%</td>
<td>13</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1%</strong></td>
<td><strong>71%</strong></td>
<td><strong>13%</strong></td>
<td><strong>1%</strong></td>
<td><strong>16%</strong></td>
<td><strong>167</strong></td>
</tr>
</tbody>
</table>

*All Inadequate provision will be subject to Enfield’s Provider Concern processes*
Quality Checker projects

Quality Checkers are service users and carers who live in Enfield who work with us and tell us about what’s working and what needs improvement. Over the year, they’ve been involved in the following projects.

Red Bags

In partnership with NHS Enfield Clinical Commissioning Group and NHS providers, Quality Checkers took part in the pilot scheme of ‘red bags’. Red bags were introduced by the NHS Enfield Clinical Commissioning Group to improve the experience of residents in care homes admitted to hospitals and also communications between hospital staff and care providers. Quality Checkers distributed bags to 40 care providers in the borough and conducted follow up visits to collect provider feedback following a three month period.

Value for Money Activities in Care Home Toolkit

Developed a toolkit for care providers to share ideas and good practice of activities in care homes which are low cost and value for money, including local places of interest for day excursions. Toolkit was shared with all residential care providers in Enfield and is updated regularly.

Mystery Shopping

Quality Checkers took part in a mystery shopping project working with the Council’s Corporate Customer Experience team. The aim is to test the customer experience when contacting the Council and to share feedback with the Corporate Customer Experience Board to improvement practices.

Other work

Quality Checkers take part in consultation panels in adult social care to improve services for local people. They regularly attend the ‘Disability Related Expenditure group’ (part of the financial assessments process) and also the ‘funding for small grants panel’, which was a group formed to look at grant funding and which organisations are awarded social care funding grants to support vulnerable people.

An application submitted on behalf of the project to the MJ Local Government Awards was highly commended by the awards panel as a ‘valuable service’.

Quality Checker quote;

Our contribution really does make a difference to improving standards of care.

Deborah, Quality Checker

Quality Circle for Nursing Homes

There are 12 nursing homes in Enfield. To improve and maintain quality standards the managers are regularly brought together to form a Quality Circle. They discuss issues that are impacting on quality, and with the support of Safeguarding and Quality staff work on improvements. The group meet quarterly.

Nurse Assessor

Enfield CCG and Enfield Council jointly fund a nurse assessor, who provides specialist clinical advice as part of Safeguarding concerns, and Provider concerns processes. The Nurse assessor focuses a lot of attention on resolving issues in Nursing homes in the borough.
**Ofsted inspection of Children Services**

Ofsted inspected Enfield’s Children’s Social Care Service between the 4th and 15th March 2019.

They determined a grading against four judgement areas. Enfield achieved a “Good” in each area.

<table>
<thead>
<tr>
<th>Judgement</th>
<th>Grading</th>
</tr>
</thead>
<tbody>
<tr>
<td>The impact of leaders on social work practice with children and families</td>
<td>Good</td>
</tr>
<tr>
<td>The experiences and progress of children who need help and protection</td>
<td>Good</td>
</tr>
<tr>
<td>The experiences and progress of children in care and care leavers</td>
<td>Good</td>
</tr>
<tr>
<td>Overall effectiveness</td>
<td>Good</td>
</tr>
</tbody>
</table>

The inspection report said that “children in need of help and protection, child in care and care leavers in Enfield receive good services.”

To read the report, please go to: [https://files.api.ofsted.gov.uk/v1/file/50070309](https://files.api.ofsted.gov.uk/v1/file/50070309)
New Safeguarding Children’s arrangements

The Safeguarding Children arrangements were signed off at a Safeguarding Partnership day on the 5th June 2019. The day was well attended, and also saw the signing of our Safeguarding Adolescents from Exploitation (SAFE) pledge.

Why did we make changes?

In May 2016, a review of Local Safeguarding Children Boards by Alan Wood was published. The review presented its view on the effectiveness of Local Safeguarding Children’s Boards and made recommendations on how the arrangements to safeguard children and young people could be improved.

The changes detailed in the Children and Social Work Act 2017 and Working Together 2018 are the government’s response to the recommendations.

These tell local areas what they must do from the 29th September 2019. The ambition is that these changes will improve the way organisations and communities work together to safeguard children and young people.

The biggest changes are that:

• Local Safeguarding Children Boards (LSCBs), which are set up by local authorities, will be replaced by safeguarding partner arrangements.

• The three safeguarding partners (Local Authority, Police and Enfield Clinical Commissioning Group) will have a shared responsibility for these arrangements.

• The Local Authority is no longer leading this area of work.

In Enfield, we have used these changes and an opportunity to encourage more joint working between adults and children’s safeguarding.

Three of the Activity Groups are joint – Insights, Practice Improvement and Community Awareness Raising. A list of relevant agencies that the new arrangements apply to can be found at Appendix A.
The following pages outline the key actions for 2019-20 and how they relate to our overall priorities. You will note that community engagement, and co-production are key themes; as well as using technology and data to better focus the work we do.

### PREVENT ABUSE

<table>
<thead>
<tr>
<th>What</th>
<th>How</th>
<th>Actions for 2019-20</th>
<th>How will we know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engage with our community, to promote a culture where abuse and neglect are not tolerated (Adults and Children)</td>
<td>Create a culture in Enfield where our community has a zero tolerance of abuse and neglect and understand how to report any concerns they may have. (We can develop our own marketing materials or use our neighbours tools to help us with this).</td>
<td>Complete an awareness raising toolkit for Safeguarding Adults and Children, and develop a methodology to engage with our communities (face-to-face, and online).</td>
<td>Completed toolkit, with feedback from community groups where it has been tested.</td>
</tr>
<tr>
<td>Use technology and social media to engage with our community, professionals, providers and voluntary organisations (Adults and Children)</td>
<td>Improve website and social media presence, so people can stay informed and report concerns; promote developments in assistive technologies and social media options (including video calls).</td>
<td>Rebuilt the website so that it will work more effectively on multiple devices.</td>
<td>New website developed with feedback from Service User, Carer and Patient reference group and young people, and published.</td>
</tr>
<tr>
<td>Work to reduce isolation (Adults)</td>
<td>Online training; community engagement to encourage groups to stay in touch with people who might be isolated.</td>
<td>Develop project and make at least two funding bids to support work.</td>
<td>Project plan developed by March 2020.</td>
</tr>
</tbody>
</table>
## PREVENT ABUSE

<table>
<thead>
<tr>
<th>What</th>
<th>How</th>
<th>Actions for 2019-20</th>
<th>How will we know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work with people alleged to have caused harm to prevent further abuse (Adults)</td>
<td>Identifying and working with people who will benefit from support and intervention.</td>
<td>Use analysis of Safeguarding Concern data to finalise project plan by March 2020.</td>
<td>Project plan will be outlined and ready to initiate.</td>
</tr>
<tr>
<td>Raise awareness of exploitation of adolescents to wider partnership (Children)</td>
<td>Highlight the Enfield Safeguarding Adolescents from Exploitation Strategy, and work of the Vulnerable Young People’s Activity Group.</td>
<td>Deliver a conference for local businesses and third sector organisation by March 2020.</td>
<td>Conference is delivered. Success will depend on attendance and feedback from delegates.</td>
</tr>
<tr>
<td>Improve outcomes for children who are living in families that are experiencing harmful parental conflict</td>
<td>Implement Reducing Parental Conflict (RPC) awareness raising and practice skills, based on established evidence.</td>
<td>Work with DWP, KnowledgePool and Early Intervention Foundation to develop training to social care staff, safeguarding partner and relevant agencies.</td>
<td>By end of March, Reducing Parental Conflict training and awareness raising sessions delivered. Agreement for RPC to be embedded into Family Resilience Strategy.</td>
</tr>
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</table>
## PROTECT ADULTS AT RISK

<table>
<thead>
<tr>
<th>What</th>
<th>How</th>
<th>Actions for 2019-20</th>
<th>How will we know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make sure our community knows how to recognise and report abuse (Adults and Children)</td>
<td>Raise awareness about our Adult abuse line, online resources, and different types of abuse through our marketing and community engagement activity.</td>
<td>Develop our website and online/social media offering; so that the engaged networks have resources that can support their work with members of their community.</td>
<td>Attendance and feedback from community activity and visits to website.</td>
</tr>
<tr>
<td>Make sure professionals are appropriately trained, with a focus on Making Safeguarding Personal (Adults)</td>
<td>Ensure partners and providers have trained professionals to the required level of safeguarding. Everyone who works with adults at risk should have safeguarding adults basic training, which includes: different types of abuse, including hidden or under reported abuse such as Modern Slavery, Domestic Abuse, Female Genital Mutilation, and details of what to do to report concerns.</td>
<td>Develop and deliver training programme based on learning from reviews and audits. Coordinate training, as far as possible, with neighbouring areas.</td>
<td>Attendance and feedback from training sessions.</td>
</tr>
<tr>
<td>Develop a pack to help people protect themselves from abuse and harm (Adults)</td>
<td>Paper and online factsheets; information videos; and links to organisations that can help (e.g. for fraud, home security).</td>
<td>Website needs to be re-built so that people can confidently use it. From this platform, we need to raise awareness of our five factsheets amongst Adults Social Care users and their Carers.</td>
<td>Downloads of factsheets; visits to page.</td>
</tr>
</tbody>
</table>
### PROTECT ADULTS AT RISK

<table>
<thead>
<tr>
<th>What</th>
<th>How</th>
<th>Actions for 2019-20</th>
<th>How will we know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop online tool to make sure everyone knows how to access different services (Adults)</td>
<td>Update website with new tool; this will also make sure that as partner organisations change, once updated, other agencies will still know who to contact and what everyone does.</td>
<td>Ensure effective links between website and MyLife pages. Create space for people who work with children and adults at risk to highlight referral details.</td>
<td>Hits on website, improved referrals, feedback in audits.</td>
</tr>
<tr>
<td>Ensure there is effective multi-agency analysis of data/information to understand current and emerging risks (Adults and Children)</td>
<td>Develop work of Insights group to explore current data and methods to create an effective local picture.</td>
<td>Identify key area of analysis and develop product to inform risk assessments and identify appropriate responses.</td>
<td>Analysis product completed, and response options identified.</td>
</tr>
<tr>
<td>What</td>
<td>How</td>
<td>Actions for 2019-20</td>
<td>How will we know</td>
</tr>
<tr>
<td>------</td>
<td>------</td>
<td>---------------------</td>
<td>------------------</td>
</tr>
<tr>
<td><strong>Check that the way we manage safeguarding concerns is working properly</strong> (Adults)</td>
<td>We have regular checks and an annual independent audit and we will work with our neighbours*. Checks will include: the user experience, applying the Making Safeguarding Personal approach and understanding Deprivation of Liberty Safeguards. We will also work with neighbours to develop consistent London-wide assurance framework, and thresholds.</td>
<td>Implement Safeguarding Adults Risk Assessment Tool, with Section 11 audits by March 2020.</td>
<td>Audit reports, and evidence provided to justify their self-assessments.</td>
</tr>
<tr>
<td><strong>Ensure we have robust children’s safeguarding arrangements</strong></td>
<td>Implement multi-agency quality assurance using the Section 11 audits.</td>
<td>Ensure the Section 11 audits are conducted by March 2020, with learning identified. Deliver this with the Safeguarding Adults Risk Assessment Tool.</td>
<td>Section 11 audit returns completed.</td>
</tr>
<tr>
<td><strong>Learn lessons from customer feedback</strong> (Adults)</td>
<td>Implement learning from Quality Checkers; ask people who have been through a safeguarding process about their experience and make improvements where necessary.</td>
<td>Develop methods to collate adult at risk feedback as part of safeguarding process using MSP Outcomes framework.</td>
<td>Partners’ confirmation of the action they have taken to address issues raised by feedback.</td>
</tr>
</tbody>
</table>
## LEARN FROM EXPERIENCE

<table>
<thead>
<tr>
<th>What</th>
<th>How</th>
<th>Actions for 2019-20</th>
<th>How will we know</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>If things go wrong, review what happened and learn lessons</strong></td>
<td>Identified in Care Act, we have to undertake Safeguarding Adults Reviews and learn lessons, and we will also make sure we learn from Children’s and Community Safety reviews.</td>
<td>Publish SARs and develop training plans to improve practices, and distil learning to encourage Systems change.</td>
<td>Audits feedback, data.</td>
</tr>
<tr>
<td><strong>(Adults)</strong></td>
<td><strong>Learning from our neighbours</strong></td>
<td><strong>Continue to work closely with Safeguarding Adults Boards of North Central London area – Barnet, Haringey, Islington and Camden.</strong></td>
<td><strong>Annual review and audits to identify improvements to Enfield’s safeguarding arrangements based on learning from other borough.</strong></td>
</tr>
<tr>
<td><strong>(Adults)</strong></td>
<td>We work with our neighbouring boroughs to learn lessons together. We share our lessons from reviews and will work on checks together.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Improve sharing of learning between adults and children’s safeguarding</strong></td>
<td>Develop a Practice Improvement Activity Group, as part of new Safeguarding arrangements to share learning.</td>
<td>Establish Practice Improvement Activity group by September 2019. Ensure discussions relating to children’s and adults issues are influencing improvements.</td>
<td>Group established and has met. Terms of reference agreed. Minutes from meetings.</td>
</tr>
</tbody>
</table>
## Priorities for 2019-20

<table>
<thead>
<tr>
<th>SUPPORT SERVICES IMPROVEMENTS</th>
<th>Actions for 2019-20</th>
<th>How will we know</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What</strong></td>
<td><strong>How</strong></td>
<td></td>
</tr>
<tr>
<td>Ensure we have effective</td>
<td>Support Enfield</td>
<td>Number of</td>
</tr>
<tr>
<td>arrangements in place to</td>
<td>services to</td>
<td>provider concerns/</td>
</tr>
<tr>
<td>intervene when provider</td>
<td>improve, due to</td>
<td>improvement</td>
</tr>
<tr>
<td>quality drops below</td>
<td>quality standards,</td>
<td>processes and key</td>
</tr>
<tr>
<td>expected standards</td>
<td>whenever possible.</td>
<td>issues addressed.</td>
</tr>
<tr>
<td>(Adults)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ensure partners share</td>
<td>Ensure there are</td>
<td>Regular meetings</td>
</tr>
<tr>
<td>information and intelligence</td>
<td>arrangements in</td>
<td>with partner</td>
</tr>
<tr>
<td>about poor quality services</td>
<td>place to share</td>
<td>agencies and</td>
</tr>
<tr>
<td>(Adults)</td>
<td>information</td>
<td>evidence of</td>
</tr>
<tr>
<td>Ensure the voices of</td>
<td>Implement Young</td>
<td></td>
</tr>
<tr>
<td>children and young people,</td>
<td>Scrutineer</td>
<td></td>
</tr>
<tr>
<td>as partners and</td>
<td>programme and work</td>
<td></td>
</tr>
<tr>
<td>scrutineers, are built into</td>
<td>with children and</td>
<td></td>
</tr>
<tr>
<td>our Safeguarding Partnership</td>
<td>young people to</td>
<td></td>
</tr>
<tr>
<td>work</td>
<td>scrutinise and</td>
<td></td>
</tr>
<tr>
<td>Online space for Providers</td>
<td>Develop online</td>
<td></td>
</tr>
<tr>
<td>(Adults)</td>
<td>presence to share</td>
<td></td>
</tr>
<tr>
<td></td>
<td>information, policies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>and best practice</td>
<td></td>
</tr>
<tr>
<td></td>
<td>with providers to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ensure organisations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>have tools they</td>
<td></td>
</tr>
<tr>
<td></td>
<td>need to improve.</td>
<td></td>
</tr>
</tbody>
</table>

## How will we know

- Number of provider concerns/improvement processes and key issues addressed.
- Regular meetings with partner agencies and evidence of actions.
- At least 8 young people recruited and working with us on projects (website, Section 11 audits).
### SUPPORT SERVICES IMPROVEMENTS

<table>
<thead>
<tr>
<th>What</th>
<th>How</th>
<th>Actions for 2019-20</th>
<th>How will we know</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Consistent policies with neighbouring boroughs (Adults)</em></td>
<td>Make sure Enfield has clear and consistent policies with neighbouring boroughs which represent best practice in all areas.</td>
<td>Safeguarding Adults Risk Assessment Tool – self assessment developed by London ADASS will highlight any gaps in key multi-agency arrangements.</td>
<td>London ADASS self-assessments.</td>
</tr>
</tbody>
</table>
Relevant agencies

- Barnet, Enfield and Haringey Mental Health NHS Trust
- BMI (The Cavell Hospital & Kings Oak Hospital)
- CAFCASS
- Educational Establishments, other than Schools – we have 15, including 9 Children’s Centres
- Enfield Children’s and Young Peoples Service (ECYPS) – representing the 3rd sector. Enfield has over 1,000 third sector organisations who work with children and young people and their families, ranging from sports clubs, uniformed groups (e.g. Scouts), social care and community groups
- GP practices, we have 47 in Enfield
- London Ambulance Service
- London CRC
- London Fire Brigade
- North Middlesex University NHS Trust
- Probation
- Royal Free London NHS Foundation Trust
- Special healthcare providers, including pharmacy, dental practices and optometrists
- The Priory Hospital North London
- Department of Work and Pensions
- Schools (68 Primary, 20 Secondary, 7 Special and 6 Independent schools; details listed)

Primary Schools
- Alma Primary School
- Bowes
- Bowes Primary
- Brettenham Primary
- Brimsdown Primary School
- Bush Hill Park Primary School
- Capel Manor Primary School
- Carterhatch Infant School
- Carterhatch Junior
- Chase Side Primary School
- Chesterfield Primary School
- Churchfield Primary
- Cuckoo Hall
- De Bohun Primary School
- Delta Primary School
- Eastfield Primary School
- Eldon Primary
- Enfield Heights Academy
- Eversley Primary
- Firs Farm Primary
- Fleecefield Primary School
- Forty Hill CE Primary School
- Freezywater St George’s
- Galliard Primary School
- Garfield Primary School
- George Spicer Primary School
- Grange Park Primary
- Hadley Wood
- Hazelbury Primary School
- Hazelwood Schools
- Highfield Primary School
- Honilands Primary School
- Houndsfield Primary
- Keys Meadow Primary
- Kingfisher Academy
- Latymer All Saints CE Primary School
- Lavender Primary
- Meridian Angel
- Merryhills Primary
- Oakthorpe Primary
- One Degree Academy
- Our Lady of Lourdes Primary School
- Prince of Wales Primary School
- Raynham Primary School
- Southbury Primary School
- St Andrew’s CE Primary School Enfield
- St Andrew’s CE Primary School Southgate
- St Edmund’s RC Primary School
- St George’s RC Primary School
- St James’ CE Primary School
- St John & St James’ CE Primary School
- St John’s CE Primary School
- St Mary’s RC Primary School
- St Matthew’s CE Primary School
- St Michael at Bowes CE Junior School
- St Michael’s CE Primary
- St Monica’s Catholic Primary School
- St Paul’s CE Primary School
- Starks Field Primary School
- Suffolks Primary School
- The Raglan School
- Tottenhall Infant School
- Walker Primary School
- West Grove Primary School
- Wilbury Primary School
- Wolfson Hillel Primary School
- Woodpecker Hall Academy
- Worcesters Primary School

**Secondary Schools**
- Ark John Keats Academy
- Aylward Academy
- Bishop Stopford’s CE School
- Broomfield School
- Chace Community School
- Edmonton County
- Enfield County Upper School
- Enfield Grammar
- Heron Hall Academy
- Highlands School
- Kingsmead School
- Lea Valley Academy
- Nightingale Academy
- Oasis Academy
- Southgate School
- St Anne’s Catholic High School for Girls (Upper)
- St Ignatius College
- The Latymer School
- Virtual School for LAC & HEART Manager
- Winchmore School

**Special Schools**
- Durants School
- Fern House
- Oaktree School
- Orchardside School
- Russet House School
- Waverley School
- West Lea School

**Independent Schools**
- Grange Park Prep School
- Keble Prep School
- Palmers Green High School
- Salcombe Prep School
- St John’s School
- Vita Et Pax Prep School
Appendix B
Enfield Safeguarding Data
Protect – assurance data for 2018-19

Key data is presented here showing the trends in comparing to the previous financial year.

Overall concerns and enquiries

- Total number of concerns = 2,307
- Of these, 656 went on to Section 42 Safeguarding Enquiries
- The remaining 1,651 concerns will have received some form of Other Safeguarding/preventative measure (e.g. Information and advice, referral to a service).

Please note we’ve made a number of improvements in how we count Concerns. This has developed from our audit work which has focussed on thresholds and how contacts in MASH are processed.

Gender of concern

<table>
<thead>
<tr>
<th>Year</th>
<th>Female</th>
<th>Male</th>
<th>Not recorded</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-18</td>
<td>941 (58.2%)</td>
<td>644 (39.9%)</td>
<td>31 (1.9%)</td>
</tr>
<tr>
<td>2018-19</td>
<td>1,303 (56.4%)</td>
<td>941 (43.0%)</td>
<td>13 (0.6%)</td>
</tr>
</tbody>
</table>

Age range of concerns

<table>
<thead>
<tr>
<th>Year</th>
<th>18 or Under</th>
<th>19 to 29</th>
<th>30 to 39</th>
<th>40 to 49</th>
<th>50 to 59</th>
<th>60 to 69</th>
<th>70 to 79</th>
<th>80 to 89</th>
<th>Over 90</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-18</td>
<td>15 (0.9%)</td>
<td>136 (8.4%)</td>
<td>82 (5.1%)</td>
<td>102 (6.3%)</td>
<td>161 (10.0%)</td>
<td>162 (10.0%)</td>
<td>302 (18.7%)</td>
<td>433 (26.8%)</td>
<td>197 (12.2%)</td>
</tr>
<tr>
<td>2018-19</td>
<td>18 (0.7%)</td>
<td>176 (7.6%)</td>
<td>132 (5.7%)</td>
<td>145 (6.3%)</td>
<td>203 (8.8%)</td>
<td>235 (10.2%)</td>
<td>483 (20.9%)</td>
<td>626 (27.1%)</td>
<td>290 (12.6%)</td>
</tr>
<tr>
<td>2018-19</td>
<td>0 (0.0%)</td>
<td>0 (0.0%)</td>
<td>0 (0.0%)</td>
<td>0 (0.0%)</td>
<td>0 (0.0%)</td>
<td>0 (0.0%)</td>
<td>0 (0.0%)</td>
<td>0 (0.0%)</td>
<td>0 (0.0%)</td>
</tr>
</tbody>
</table>
Location of concern (top 8)

<table>
<thead>
<tr>
<th>Location</th>
<th>2018-19</th>
<th>2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own Home</td>
<td>1,445</td>
<td></td>
</tr>
<tr>
<td>Care Home with Nursing - Permanent</td>
<td>260</td>
<td>122</td>
</tr>
<tr>
<td>Other</td>
<td>131</td>
<td>76</td>
</tr>
<tr>
<td>North Middlesex Hospital</td>
<td>99</td>
<td>103</td>
</tr>
<tr>
<td>Mental Health Inpatient Setting</td>
<td>84</td>
<td>121</td>
</tr>
<tr>
<td>Not known</td>
<td>61</td>
<td>0</td>
</tr>
<tr>
<td>Care Home - Permanent</td>
<td>106</td>
<td>59</td>
</tr>
<tr>
<td>Public Place</td>
<td>54</td>
<td>41</td>
</tr>
<tr>
<td>Supported Accommodation</td>
<td>0</td>
<td>52</td>
</tr>
</tbody>
</table>

KEY:
- **2018-19**
- **2017-18**
Type of abuse
Please note there can be multiple forms of abuse so numbers do not add up to total number of cases.

<table>
<thead>
<tr>
<th>Type of Abuse</th>
<th>2017-18</th>
<th>2018-19</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neglect and acts of omission</td>
<td>645 (28.5%)</td>
<td>753 (22.7%)</td>
<td>-5.9%</td>
</tr>
<tr>
<td>Self-neglect or hoarding</td>
<td>214 (9.5%)</td>
<td>624 (18.8%)</td>
<td>9.3%</td>
</tr>
<tr>
<td>Emotion / psychological</td>
<td>343 (15.2%)</td>
<td>422 (12.7%)</td>
<td>-2.5%</td>
</tr>
<tr>
<td>Physical</td>
<td>303 (13.4%)</td>
<td>409 (12.3%)</td>
<td>-1.1%</td>
</tr>
<tr>
<td>Financial / material</td>
<td>272 (12.0%)</td>
<td>367 (11.1%)</td>
<td>-1.0%</td>
</tr>
<tr>
<td>Organisational</td>
<td>110 (4.9%)</td>
<td>256 (7.7%)</td>
<td>2.8%</td>
</tr>
<tr>
<td>Domestic abuse</td>
<td>156 (6.9%)</td>
<td>185 (5.6%)</td>
<td>-1.3%</td>
</tr>
<tr>
<td>Pressure sores</td>
<td>141 (6.2%)</td>
<td>181 (5.5%)</td>
<td>-0.8%</td>
</tr>
<tr>
<td>Sexual abuse or exploitation</td>
<td>51 (2.3%)</td>
<td>82 (2.5%)</td>
<td>0.2%</td>
</tr>
<tr>
<td>Hate crime or disability hate crime</td>
<td>8 (0.4%)</td>
<td>18 (0.5%)</td>
<td>0.2%</td>
</tr>
<tr>
<td>Modern slavery of human trafficking</td>
<td>4 (0.2%)</td>
<td>11 (0.3%)</td>
<td>0.2%</td>
</tr>
<tr>
<td>Discriminatory</td>
<td>10 (0.4%)</td>
<td>6 (0.2%)</td>
<td>-0.3%</td>
</tr>
<tr>
<td>Forced marriage</td>
<td>1 (0.0%)</td>
<td>3 (0.1%)</td>
<td>0.0%</td>
</tr>
<tr>
<td>Female genital mutilation</td>
<td>0 (0.0%)</td>
<td>1 (0.0%)</td>
<td>0.0%</td>
</tr>
<tr>
<td>Honour-based violence</td>
<td>2 (0.1%)</td>
<td>1 (0.0%)</td>
<td>-0.1%</td>
</tr>
</tbody>
</table>

Risk outcomes
Where risk identified what was the outcome.

<table>
<thead>
<tr>
<th>Risk outcomes</th>
<th>2017-18</th>
<th>2018-19</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk reduced</td>
<td>409 (64.5%)</td>
<td>324 (59.0%)</td>
<td>-5.5%</td>
</tr>
<tr>
<td>Risk removed</td>
<td>75 (11.8%)</td>
<td>86 (15.7%)</td>
<td>3.8%</td>
</tr>
<tr>
<td>Risk remains</td>
<td>54 (8.5%)</td>
<td>51 (9.3%)</td>
<td>0.8%</td>
</tr>
<tr>
<td>Not applicable</td>
<td>50 (7.9%)</td>
<td>38 (6.9%)</td>
<td>-1.0%</td>
</tr>
<tr>
<td>Risk did not exist</td>
<td>41 (6.5%)</td>
<td>37 (6.7%)</td>
<td>0.3%</td>
</tr>
<tr>
<td>No Safeguarding form</td>
<td>5 (0.8%)</td>
<td>13 (2.4%)</td>
<td>1.6%</td>
</tr>
</tbody>
</table>
Appendix C
Partner Statements
Barnet, Enfield and Haringey Mental Health NHS Trust’s progress with regards to safeguarding Children and Young People of abuse and harm in Enfield over 2018-19

A Safeguarding Children handbook has recently been completed which will be given to all staff to support them in front line practice.

We have increased our capacity to ensure staff who require level 3 safeguarding children training are compliant by commissioning extra level 3 sessions.

We have worked closely with our partners to ensure we have an improved response to attendance at Child Protection Case Conference. This work has proved to be very positive and has shown a significant increase in attendance at conference and in the number of reports provided.

We continue to promote “Think Family” practice which supports our strategy of an integrated approach to safeguarding across the trust.

Our Safeguarding Strategy is currently being refreshed for the next three year. The strategy is supported by a three year overarching workplan.

We have worked closely with our partners to ensure we have an improved response to attendance at Child Protection Case Conference. This work has proved to be very positive and has shown a significant increase in attendance at conference and in the number of reports provided.

A Tri-borough Harmful Practice Group has been established chaired by Public Health.

We are developing close working relationships with the Metropolitan Police BCU to ensure co-ordinated and appropriate response to complex cases that may involve the police such as cases of suspected human trafficking.

Barnet Enfield Haringey Mental Health Trust’s progress with regards to safeguarding Adults at Risk of abuse and harm in Enfield over 2018-19

We are pleased to report that the joint proposal to the Sustainability and Innovation Fund was approved by the Pathfinder Project Board on 13 May 2019. This means we have been awarded £30,000 for a joint project between the North Middlesex Hospital and BEH.

We plan to use the extended funding to develop the Pathfinder site’s approach to supporting older women. We will have a two-pronged approach – forum theatre and training for professionals across the health sector and counselling for older women across Haringey and Enfield. This will be accompanied by counselling and support for older women who disclose abuse.

In addition we are currently working with Victim Support who have won the new Integrated Victims and Witness Service contract. This has enabled us to move towards locating an IDVA at Chase Farm Hospital to support our response to domestic abuse.

Currently BEH is involved with 11 Domestic Homicide Reviews across the three boroughs. Ensuring that we meet the statutory requirement to engage with the DHR process and to ensure shared learning remains a challenge and has been added to the trust risk register.

The trust is about to undergo a full CQC inspection commencing on 18th June.

To view the Trust’s Safeguarding webpage go to: www.beh-mht.nhs.uk/safeguarding.htm
Community Safety Unit

Children – Serious Youth Violence

Enfield continues to have the highest levels of serious youth violence in London. A public meeting was held on 23rd March in relation to what partners are doing to tackle Serious Youth Violence.

CSU are represented at North Area Violence Reduction Group meetings every six weeks to coordinate activity across the BCU. A communication plan is being developed by the police and will be shared as soon as available.

Community Safety at Safeguarding Children’s Board

Head of Community Safety has joined a task and finish group for London Safeguarding Children’s Board, whose aims are to:

Identify and promote multi-agency practice which:

• Engages with adolescents at risk

• Works across the range of environments, including online, which can pose risks to adolescents

• Works with groups of young people at risk

• Works with families to enhance the safety and well-being of their son/daughter even where the main risks are external to the family environment

• Intervenes at wider level to reduce risk – a whole school or a local area

Other highlights

• DV Campaign “Swipe Right” to be launched in February

• Work started to agree a community Multi-Agency Risk Assessment Conference (MARAC) process

• Activity to tackle prostitution and kerb crawling and public meeting at Community House – focussed at Fore Street

• “Safe event” further dates set for 23rd March at 12.00 Community House (SYV)

• Modern Slavery offences being considered for “cuckooing” cases identified via ASB investigations

• Funding for EMWA refuge and the WISER project agreed – MHCLG

• Prevent – training being provided to CSU and WRAP

• Also DV training provided by WISER to CSU officers, Social Services and Housing officers.
Enfield Carers Centre

The Enfield Carers Centre’s progress with regards to safeguarding children and young people over 2018-19 includes:

- Safeguarding Level 3 course completed by two trustees, the CEO, the Operations Director and Young Carers Project (EyPIC) staff
- Trustee responsible for Children’s Safeguarding appointed
- Child Protection Policy updated to Safeguarding Policy and amended based on feedback from Safeguarding staff at the NSPCC and London Youth
- Safeguarding Log created to highlight safeguarding concerns in one place
- EyPIC staff have worked with multiple agencies including Change and Challenge (particularly in regard to our new 12-week support programme), and have made referrals to DAZU
- Support staff have attended Team Around the Family and Child Protection meetings for several of our Young Carers which has involved liaising with professionals from other agencies and schools
- The Young Carers Project Manager attended multiple safeguarding courses to improve practice and policy

The Enfield Carers Centre’s progress with regards to safeguarding adults at risk over 2018-19 includes:

- Adult Safeguarding policy reviewed and approved by board
- All staff DBS checks up to date
- Safer recruitment policy followed for all new staff and volunteers

To visit the Carers Centre website, please go to: www.enfieldcarers.org
Enfield Children’s and Young People Services (ECYPS) is an umbrella organisation with charitable status. ECYPS provides advice and support to voluntary organisations working with children and young people aged 0-25 years.

**Some of the highlights of 2018-19 include:**

- Roadshows on mental health, sexual health and stress reduction commenced with participation from 30 local schools.
- Sexual health workshops for young women held, in partnership with the Children’s Society.
- Relaunch of Community Health Point Scheme (CHiPS) points. There are currently around 200 in the borough and all tube stations now on board.
- Holding an open day for the local community on 6th June at the Ark.
- Multi-Agency Mental Well Being Forum held on 14th June at Lea Valley Athletics Centre. There will be a presentation by members of Proud – LGBT group.

**ECYPS continue to provide regular training on:**

- Introduction to Child Protection
- Basic Child Protection
- Child Protection and Diversity
- Female Genital Mutilation
- Impact of Parental Mental Health on Children and Young People
- Domestic Abuse
Enfield Council’s progress in relation to safeguarding children and young people over 2018-19

- Children and Family Services have their Practice Week from 10th June focus Child Sexual Abuse.
- Joint audit conducted with Children Social Care and the police reviewing exploitation cases.
- Safeguarding Partnership Business Unit was formed following a restructure of the Safeguarding Adults Board and LSCB in October 2019. They have co-ordinated the development of the Safeguarding Children Arrangements document and started to develop joint Activity Groups across Children and Adults Safeguarding for Community Awareness Raising, Insights (Data and Risk horizon scanning) and Practice Improvement. The Business Unit is also supporting the Child Death processes, overseeing the first stage of the transition to the eCDOP system.
- A new FGM Steering Group has been established with membership from LBE, CCG, Sexual Health Services, VCS and Acute Trusts (NMUH). The group will be developing an FGM Action Plan and revisiting an FGM Needs Assessment that was originally completed in 2014.

Enfield Council’s progress with regards to safeguarding Adults at Risk over 2018-19

Modern Slavery
- The Council signed the Modern Slavery Charter. This charter sets out a clear set of pledges for Local Authorities with the aim of reducing the risk of modern slavery in the supply chain.
- Extensive training of Local Authority officers to improve awareness of Modern Slavery and National Referral Mechanism.
- Modern Slavery Conference delivered to over 100 delegates, funded jointly with the Clinical Commissioning Group.
- We have led on developing a London-wide steering group for Modern Slavery. Sharon Burgess, the Enfield Council lead for Modern Slavery, is chair of the group.

Making Safeguarding Personal
We are currently testing the Making Safeguarding Personal outcomes framework questions for service users as part of our assurance work. Providing quarterly data on MSP questions to NHS Digital to support analysis in this area.

Improving systems and record keeping
Enfield Council has been working on improving our safeguarding record keeping. Recent analysis has highlighted that client information was sometimes being recorded in up to 3 different places. The information system forms will include the Safeguarding templates and the most up-to-date Making Safeguarding Personal questions. This will mean that we significantly reduce the amount of time it takes to keep records up-to-date for each concern, it will also mean that our data reporting (to the Board and our Statutory reporting) will improve.

Safeguarding Adults Managers Network (peer supervision and practice development) requested training on legal literacy in safeguarding – this was provided.
**Enfield Council Housing**

**Enfield Council’s Housing Departments progress in relation to safeguarding children and young people over 2018-19**

We have a Safeguarding Children in Housing Policy. This includes procedures for responding appropriately to safeguarding issues for families in temporary accommodation placed inside and outside of the borough.

There is a comprehensive training plan to ensure that anyone providing services on behalf of the council housing, whether staff or contractors, know how to recognise and report safeguarding concerns.

**Enfield Council’s progress in relation to safeguarding Adults at Risk over 2018-19**

The Council Housing Service has an action plan to embed safeguarding in the delivery of housing services to tenants and leaseholders. This includes a comprehensive training plan to ensure that any person carrying out functions on behalf of the council, whether staff or contractors, know how to recognise and report safeguarding concerns.

Training has already been provided to Council Housing staff on safeguarding adults with hoarding and self neglect behaviour. The department has also contributed to the corporate Hoarding Policy to make sure it reflects the needs of people living in council homes.

The initial design of a major estate renewal schemes in Edmonton includes elements that promote the safety of vulnerable adults, such as improved walkways and lighting.
Healthwatch Enfield

Healthwatch Enfield was established to act as the statutory, independent consumer champion for health and social care services in the borough. Our roles and responsibilities include:

- Obtaining the views of local people regarding their need for, and experiences of, local health and care services and importantly to make these views known
- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local health and care services
- Enabling local people to monitor the standard of provision of local health and care services and whether and how local care services could and ought to be improved
- Providing advice and information about access to local health and care services so choices can be made about these
- Producing reports and recommendations about how local health and care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England

Healthwatch Enfield is also able to raise relevant issues at a number of strategic boards including Safeguarding Adults Board and highlight issues raised with us locally or through our work with local care and health organisations. This allows us to provide challenge and highlight issues raised by local people in the development and delivery of local strategies.

Our contribution to safeguarding 2018-19

In terms of safeguarding, Healthwatch has:

- supported the work of the Safeguarding Adults Board, to ensure that the patient’s/local people’s voice is central to service planning and in any case reviews
- ensured that our Board, staff and volunteers are trained to understand and follow up any safeguarding concerns identified by us or raised with us in our work locally

We attended the North Central London Challenge and Learning event for Safeguarding Adults Boards and were able share the views of local people and communities.

We have supported the Board’s strategy consultation process. We have been able to reinforce the issue of engagement and involvement of local people and communities in service development and delivery across partner organisations.

We have been able to use the experience of our ‘Enter and View’ activity in care homes to inform our contribution to Board discussions.

We welcome the commitment to improving engagement and understanding of safeguarding across all communities.
London Ambulance Service

Our priorities in 2018-19

- Secure sufficient resources to develop safeguarding in the Trust
- Monitor trust’s safeguarding processes and compliance
- Support Trust with safeguarding practice and requirements
- Assure Trust processes by driving consistency and improvement in safeguarding practice
- Forge effective relationships internally and externally

What we did

- Secured funding to increase safeguarding team by 100% to enable a dedicated safeguarding specialist in each area of Trust
- 7% increase in safeguarding concerns and referrals to 23,471
- Introduced 24/7 safeguarding telephone line for staff
- >90% safeguarding training Compliance
- Introduced quarterly Safeguarding newsletter
- Produced new safeguarding pocketbook for staff
- Introduced Chaperone and Supervision policies
- Held Safeguarding Conference for over 170 staff and partners
- Introduced Learning Disability and Mental Capacity Act Strategies

Our priorities for 2019-20

- To be outstanding in quality standards and drive continual improvements
- Excellent Governance and Assurance of Trusts safeguarding processes and compliance
- Development of the Safeguarding Team
- Successful delivery of safeguarding training plan, local education and supervision
- Safeguarding innovation and review current practices to identify cost savings
- Ensure integration of 111 & IUC
- Forge effective relationships internally and externally to safeguarding children and adults

In conclusion the LAS is committed to safeguarding and has invested in the safeguarding team to ensure trust is compliant with standards and provides the highest level of care for its most vulnerable patients.

The Full LAS annual report can be found on the Trust website.
London Community Rehabilitation Company

What did we do?
London Community Rehabilitation Company (LCRC) is one of 21 Community Rehabilitation Companies established across England and Wales as part of the 2014 Transforming Rehabilitation agenda. In 2015, MTCNovo was successful in winning the management bid for the LCRC and currently manage approximately 30,000 low to medium risk Service Users across the 32 London boroughs.

Our focus in 2018-19 in relation to safeguarding has been two fold: first to strengthen our visibility across the partnership and secondly to ensure staff are skilled in the recognition of and responsiveness to, any safeguarding concerns.

What was the impact?
Our new operating model has allowed greater oversight to our Service User population and greater engagement with our local partners. The recent HMIP inspection published on 8 March 2018 shows a considerable uplift in our management of Service Users which signifies a greater containment of risk and reduction in re-offending.

What we plan to do next?
LCRC will continue to strengthen our management of Service Users in the community through increased managerial support, increased partnership working and the development of evidence based interventions reflective of our Service Users needs. This ambition is present across our organisation and will continued to be the focus of our work in the future.

Our commitment to safeguarding children and adults at risk remains paramount and will continue to be so.
London Fire Brigade

With particular regard to safety from fire we have met with partners within the Fire Prevention Working Group to ensure recommendations made following previous fatal fires have been adopted. Further meetings are planned.

London Fire Brigade have been consulted on LBE Hoarding Policy and have shared our own Policy to inform and shape this.

LFB crews within Enfield have, in 2018, made 42 safeguarding referrals into MASH.

Crews have a target to carry out 1,936 Home Fire Safety Visits for the 2018 year and have exceeded this target by 298 with 2,234 visits carried out so far.

All council managed residential care homes within the borough have been, or will be, visited by crews for familiarisation purposes, Home Fire Safety Visits have been conducted where necessary and the accuracy of the information contained in the Premises Information Box checked.

All crews within Enfield have received refresher training on LFB Safeguarding Adults and Safeguarding Children Policies provided at our Borough Training Days.
Over the year, The Metropolitan Police is restructured from 32 borough based operational command units to 12 Basic Command Units (BCUs).

Enfield (YE) merged with Haringey (YR) to become NORTH AREA (NA). This commenced from January 2019 with specialist child and sexual abuse investigators arriving in February.

The BCU model is predicated on 5 Superintendent led portfolios:

- Response
- Partnership
- Safeguarding
- Local Intelligence
- HQ Support

Within that construct the safeguarding strand incorporates the following:

- Safeguarding Adults;
- Safeguarding Children;
- Investigations of Domestic, Child and Sexual abuse.

**Vision**

Our vision for Safeguarding is to provide a coherent victim focused service to the public, including:

- ‘Virtual front door’
- Integrated Safeguarding service
- Improved partnership working

**Purpose**

- Facilitate a holistic approach to vulnerability and risk across MPS services and strategic partners;
- Create a flexible, multi-skilled Safeguarding function; capable of adapting & responding to further change;
- Enable MPS to maintain effective operational delivery at every stage of delivery;
- Enable collaborative working with MOPAC, Strategic partners (including Local Authorities) and the public;
- Enable delivery against existing and future operational and performance requirements.

**Continuous Improvement**

We seek to drive improved, efficient and safer services that inspires professionalism within the work force; which includes ensuring that training needs are met at all levels across all specialised areas and, innovatively, with our partners.

We are seeking to establish a more nuanced and broader approach to what good looks like. This is being worked on with our partners and indeed aims to include the views and outcomes for the service users.

An example of this is to transform the way we manage regular missing persons at risk of exploitation and ensuring that we better link with internal units and external partners, putting the vulnerable person in the centre of what we do.

**Assure practice** – Working closely with partner agencies to ensure that joint training is the bedrock of assuring practice within the police.

**Prevent** – Processes in place to identify poor practice and identify learning opportunities. Focus efforts on identifying patterns of risk and target these areas to prevent suffering. Areas include domestic abuse, hate crime, neglect, anti-social behaviour. Development of a Community MARAC will help identify themes further. North Area Police have one of the highest rates of domestic violence disclosures (Claire’s Law) across London.

**Respond** – Police public protection desk and the Child abuse referrals desk within MASH risk assess all children coming to notice and share information with partners and ensure a proportionate response.

**Learning** – Dip sampling of cases by the Dedicated Inspection Team ensure that safeguarding practice is continuously improved and learning is identified.
National Probation Service

Emphasis has been placed on Safeguarding in developing our work with our offenders.

All staff have completed an internal training programme entitled “Risk is Everybody’s Business”. This is to be followed up this year with individual modules, including one on safeguarding practice: Children and Adults.

Work has commenced in the London Division and in the Barnet, Brent and Enfield Cluster on developing greater awareness of transition of young adults from youth to adult services, particularly around developmental needs, mental health and learning challenges.

As part of our Multi-Agency Public Protection Arrangement development in the cluster we are working on our closer ties with the London Fire Brigade to improve the quality of our assessments when on home visits and with working with issues such as hoarding.

**Training**

All staff to complete mandatory training including E-Learning when available.

Offender Managers and their line managers will have a mandatory learning and development objective in their annual appraisals.

The Barnet, Brent and Enfield are looking at a package of training to work with Offender Managers to increase their understanding of working with Autism and Dyslexia.
NHS Enfield Clinical Commissioning Group's (CCG) progress with regards to **safeguarding children and young people** over 2018-19:

- There have been four quarterly Safeguarding Lead GPs forums – Forum provides an opportunity to update the lead GPs on local and national changes, as well as information sharing and case discussion
- The CCG has facilitated four Adult and Children training sessions for GPs including PREVENT
- CCG coordinated a Supervision Skills course for Safeguarding Children Leads which comprised of: Nurses, Doctors and Psychotherapists, across the health economy
- Oversight of Safeguarding Children Training within Health Organisations continued in Enfield health organisations
- Contribution to SCRs and Domestic Homicide Reviews
- The Designated Nurse is a member of the steering Group for the Identification, Referral to Improve Safety (IRIS)
- Delivered a training session on Child Sexual Abuse Pathways to police and Social Care staff

NHS Enfield Clinical Commissioning Group’s (CCG) progress with regards to **safeguarding Adults at Risk** over 2018-19:

- The CCG has facilitated four Adult and Children training sessions for GPs
- Continuing Health Care Nurses have received training on Liberty Protection Safeguards
- Infection Control Training rolled out to Nursing and Residential Care Staff
- Nursing Home Audit
- PREVENT Training by NHS England for General Practitioners
- Bespoke Pressure Ulcer Training for Social Workers
- NCL Care and Nursing Home Strategy
- GP attendance once a week to MASH Dept. triaging and giving advice with live cases
- Safeguarding Training for Enfield CCG Staff
- ECCG signing of the Modern Slavery Charter with London Borough of Enfield
- Learning Disability Mortality Review (LeDeR) Programme – the designated nurse continues to work with the Integrated Learning Disability Service on reviews for children and adults with a learning disability who die
- Nurse provided to assist with triaging live cases for MASH
- Oversight of Safeguarding Adult Training within Health Organisations in Enfield
- Contribution to SAR's and Domestic Homicide Reviews
Key Safeguarding achievements in 2018-19

Training compliance continues to maintain above 85% however this is not achieving the target of 90%. This can be attributed to the turnover of staff and the rotation of medical staff across hospital.

- MCA and DoLS training compliance has increased and a total of 18 trainers have completed the Train the trainer sessions rolled out for Matrons/Educators. MCA and DoLS is now a standalone training program.
- The consistent theme of safeguarding’s raised against the trust remains predominately pressure ulcers, communication and discharge planning.
- The weekly meetings with Enfield social services to review all safeguarding’s continues and a robust tracker in place to review progress.
- There is a fortnightly safeguarding Section 42 panel meeting with attendance from all departments. The meeting looks at all safeguarding adult concerns identified by staff to ensure correct processes have been followed. An escalation plan is in place and triangulation of concerns enables us to liaise with local authority.
- Harm free panels for falls and pressure ulcers takes place weekly to give assurance plans are in place and prevention of further deterioration. Safeguarding Lead attends meeting to identify vulnerable patients early.
- Developments within the links between NMUH, Enfield and Haringey Roughsleeper and Homelessness coordinators and local Homelessness and Rough Sleeper charities has improved with weekly visits from St Mungos to support rough sleepers on site and direct referrals to Street Link has increased.
- The bid for a hospital based IDVA (Independent Domestic Violence Advocate) to be in A&E to support victims at time of presentation are now in post from 25th February. IDVA has supported one client already who attended A&E and client has engaged with her.
- Child Protection Information System (CPIS) now in all areas – A&E / maternity / eye clinic and fracture clinic.
- The project for youth workers who specialise in working with young people involved in gangs, has successfully acquired further bid monies to extend the project for another two years and more recently to expand the service with additional youth workers and administration support.

Example of good practice

There have been two cases of pregnant women found by the police and brought to the hospital for care. One case involved a pregnant woman who was homeless and was found living underneath a bridge and the other case was a woman who had been trafficked into the country. Both examples required immediate response to address the concerns and integration into antenatal care. Once the safety plan were established both women were able to be seen in the specialist vulnerable women’s clinic led by the Named Midwife to enable joint working with support service to address their complex needs.

Important areas of work to note

- There has been a continued theme of young people being admitted to the ward with mental ill-health and/or behavioural issues, which have impacted on the management/safety in the acute ward. The cases have required a multi-agency approach with risk assessment and planning and have had a significant impact on staff emotionally.
- The number of assaults has increased which mirrors the increase of risk seen in both Boroughs. Dr Gayle Hann was named in the Evening Standard Progress 1,000 Awards 2018. The nomination stated: “Paediatrician who goes beyond the call of duty in helping gang victims and abandoned children who arrive in hospital with nothing but the clothes they are wearing.”
The Royal Free London NHS Foundation Trust provides services for children and families across three hospital sites, Barnet hospital (BH), Chase Farm hospital (CFH) and the Royal Free hospital (RFH). Both Barnet and the Royal Free have emergency departments, inpatient and outpatient paediatric services and maternity and neonatal services. Chase Farm hospital provides paediatric outpatients, Urgent Care Centre walk-in and maternity outpatients.

**Children’s Safeguarding**

**Safeguarding Children Advisors**

There is a Safeguarding Children Advisor (SCA) based at RFH and BH. The SCA at BH also provides advice and support for CFH. The SCAs are supported by the named nurse. There are two teams of specialist midwives for vulnerable women, one based at RFH and the other at BH. The midwives see women in community clinics co-located with children centres as well as on hospital sites. The teams are supported by the named midwife for safeguarding.

**Coping with crying**

Following some recent cases where babies have been diagnosed with non-accidental injuries we have introduced the NSPCC coping with crying programme on the neonatal unit at Barnet hospital. The training package skills up staff to feel confident to discuss with parents the reality of how a crying baby can make you feel, strategies in how to cope and the dangers of shaking a baby. We aim to role the programme out across relevant areas of the Trust once we have analysed the outcomes.

**Safeguarding in maternity**

**Supervision for community midwives**

We have now rolled out safeguarding supervision for all the community midwives.

They have a session every two months that is facilitated by one of the specialist midwives from the vulnerable women’s team or the named midwife for safeguarding.

We have Improved awareness of vulnerability in maternity through the implementation of child protection information sharing system (CP-IS).

**Adults Safeguarding**

**CQC inspection**

The CQC published the report of their findings from their inspection in December in May 2019. The Trust overall was rated as ‘Requires Improvement’ but Chase Farm in particular was rated Good.

The Trust has created the role of Adult & Children safeguarding Link Workers who are frontline workers based in wards and departments across the Trust.

**Modern Slavery**

After staff identified a victim of modern slavery/trafficking The Safeguarding adult team worked closely with the National Crime Agency during December 2018. This collaboration meant that the victim was successfully transferred to a location outside of London and was protected. Because of this a further 22 people were identified and three more accepted protection. Two further referrals were made for patients who were thought to be victims of modern slavery/trafficking.

It is positive that wards/departments are now starting to recognise signs and referring to the adult team.

**Training**

We developed and implemented Level 3 Safeguarding Adult Training across the Trust. The Workshop to Raise Awareness of Prevent (WRAP) training remains at 90%.

The Safeguarding Team has developed a ‘Quick Guide’ for clinicians regarding implementation of the Mental Capacity Act which can be displayed in clinical areas as visual prompts.

**Domestic abuse**

RFL public health team with the support of the safeguarding team and hospital based IDSVA’s ran a week long campaign to raise awareness amongst staff about how they could access support if they were experiencing domestic abuse.
One-to-One (Enfield) is a charitable organisation that works with adults with learning difficulties and/or autism. As an organisation we are very committed to protecting our members’ physical and psychological well-being and safeguarding them from all forms of abuse.

The followings are some of the actions and activities we do to ensure this.

- Provide ongoing training and learning opportunities to our staff and volunteers to ensure that they are able to correctly identify situations if our members experience abuse and take appropriate actions to record and report the incidents.

- Promote cohesion and tackle hate crime by raising awareness to the public about learning difficulties and autism.

- Offer interactive learning and training opportunities to organisations and businesses on learning difficulties and autism, through our social enterprise project.

- Share our learning with our staff and volunteers so we can make improvements and prevent abuse and keep our members safe.

- Work with our members and carers to develop risks assessments to safeguard and reduce risks and abuse.

- Keep raising awareness of our members about hate crimes and support them to improve their understanding about different kinds abuse and help and encourage them to speak up against abuse.

- Ensure to discuss safeguarding matters at our weekly staff meeting and share relevant information with relevant people and organisations.