



Newham London

Safeguarding Adults Annual Report

1 April 2011 – 31 March 2012

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MESSAGE FROM THE INDEPENDENT CHAIR

Catherine Jeffrey

This annual report details the important issues, challenges and achievements of Newham SAPB over the last 12 months.

The key message to all of you who are involved in the delivery of care to the vulnerable and to everyone in the wider community is that Safeguarding is everyone's business and responsibility.

This need for us all to be vigilant has been highlighted by the recent national cases where care staff have been convicted for their degrading treatment of vulnerable adults in care homes. This year there has been a series of national reports from the Care Quality Commission which have detailed a catalogue of the poor care and neglect experienced by some of the elderly patients in hospitals all over the country,

The critical role and work of the Newham SAPB lies in monitoring and scrutiny of safeguarding performance and helping to ensure safe and high quality care is delivered to Newham residents in all the various care settings including care homes, hospitals, and domiciliary care and in the wider community.

It is essential that all the SAPB employed staff and contractors are fully trained and alert so that any instances of abuse, physical, mental or financial or neglect are immediately followed up and dealt with appropriately.

At the quarterly meeting of the SAPB safeguarding statistics which are detailed in this annual report are also subject to scrutiny. This year has continued to see an increase in the number of safeguarding alerts and the sources of these referrals, which indicates an improved awareness of safeguarding concerns but also means more work for all agencies in risk assessment and prevention.

One of the main areas of concern continues

to be financial abuse of the vulnerable. This year here was a very useful user and carer training and we hope to extend this next year and also extend SAPB user and care involvement events.

As independent chair I feel it is a priority that the Board develops as a learning organisation particularly through the review and analysis of Serious Case Reviews. This process ensures that cases where there has been serious abuse or death are subject to independent and rigorous analysis to identify key areas for improvement.

This year across London, SAPBs have contributed to an independent analysis and review of a number of cases to try to identify any common themes and issues. The Newham SAPB is also keen to learn from other authorities and will look to embed this learning by further training in risk assessment and interagency working.

Newham SAPB has a key role in challenging and holding agencies to account to ensure their continued commitment to properly resource the delivery of safe and good care particularly during this period of major organisational change and financial pressures. An important aspect of my remit as independent chair remit is to ensure that links and relationships with partner agencies remain strong.

It is critical that safeguarding continues to be a cornerstone of all the partner agencies work.

Newham SAPB remains very committed to staff and member training safeguarding, I hope that the partner's programme of training will help to deliver good practice, increase community awareness of safeguarding issues and improve interagency communication.

In the spirit of listening and learning the SAPB has held user and carers' events and encouraged feedback from people who have directly experienced the process of safeguarding. The message from their experience is that users want to be more integrally involved and empowered in all

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aspects of their care planning as well as with safeguarding process. This valuable feedback data is used in the review and improvement of safeguarding systems and forms an important element in staff training.

Finally as independent chair I very much welcome and recommend this annual report and would like to thank all of those involved with the SAPB for their hard work and commitment to this crucial area of work.

MESSAGE FROM THE DIRECTOR OF ADULT SOCIAL SERVICES (DASS) –

Foreword from Grainne Siggins

The Serious Case review carried out by South Gloucestershire County Council, following the exposure by the BBC Panorama programme in to events at Winterbourne View in May 2011 has highlighted how crucial it is for partner organisations to work together to do everything in its power to ensure we never see a repetition of this.

Care regulators, commissioners and providers across health and social care can - and should- make a significant impact on our services to ensure the highest standards are achieved and these must reflect what our customers tell us they want to receive. Our Safeguarding Adults Partnership Board has a key role in ensuring the strategies and frameworks for safeguarding adults are in place to deliver a strong joined up approach to support our community's most vulnerable residents. Individually, as can be seen in this annual report, Adult Social Care and all our partners are making good progress to deliver services that support the needs, safety, resilience and wellbeing of our residents. As Adult Social Care moves towards a commissioning approach, we will continue to work with our partner agencies to ensure that the quality of services delivered in Newham continues to improve and that individuals receiving services are appropriately safeguarded.

We acknowledge that by working together that we can make the most powerful difference. Our Safeguarding Adults Partnership Board will continue to play a significant role in ensuring our services reflect our common objectives.

There has been a strengthening of safeguarding arrangements this year, which has been achieved against a backdrop of financial savings for all partners, the transformation of Adult Social Care Services and the reorganisation of health partners. The Board plays a pivotal role in scrutinising these new developments and in ensuring these challenges continue to support the safety of our residents.

This year Newham has been preparing to host the greatest games on earth with the 2012 Olympics and Para Olympics coming to our borough. Here again, in our contingency arrangements we have seen how partnership working can make the strongest difference. We are all looking forward to seeing a safe and inclusive games for all to enjoy.

THE SAFEGUARDING ADULTS PARTNERSHIP BOARD

Chaired by: Catherine Jeffrey since July 2009

Representatives from:

- **Newham Council**
- **North East London and City NHS (NELC)**
- **East London Foundation NHS Trust (ELFT)**
- **Newham Homes**
- **Newham Links forum**
- **EKTA Project Action For Asian Elders And Carers.**
- **Care Quality Commission**
- **LBN Adults Projects & Partnerships (Commissioning)?**
- **Newham Public Protection Unit (Metropolitan Police Service)**
- **London Fire Brigade Newham**
- **Newham University Hospital Trust**
- **Safeguarding Adults Team**
- **LBN Legal Services Division**
- **London Ambulance service**

The Partnership Board promotes, informs and supports the work to safeguard adults in Newham. It does this by ensuring that safeguarding adults is a theme that is strategically driven, adequately represented across the borough and included in strategic thinking, documents and plans. The partnership and multi-agency approach to safeguarding adults is essential for arrangements to be effective in terms of information sharing, pooling expertise and the coordination of interventions. This year we have appointed an Independent

Chair to lead the partnership board. The chair will participate in the review of the board, its membership and terms of reference in the year ahead.

THE WORKING GROUPS THAT SUPPORT THE SAPB

The Serious Case Review Panel

The SCR Panel comprises representatives from the SAPB and provides oversight and scrutiny of any ongoing serious case reviews, The panel met 4 times this year to oversee the work and actions in relation to the ongoing serious case review, which is reported on further in this report. Its other role has been to review the recommendations arising from the Munro Report in relation to SCRs in Childrens Services and to consider how these can be applied to Adults work. Going forward it is our intention to deliver the learning from future SCRs in a faster and more direct way.

Children and Adults Joint Strategic Working Group.

This group has met 4 times this year and its role has been to identify and align the key priorities in both areas and to synchronise these going forward. Key areas have been:

- **Serious Case Reviews**
- **Safer recruitment**
- **Developing stronger transition pathways**
- **Areas for joint training**

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The Training Sub Group

Across the Partnership there is already a strong training agenda. The role of this sub group has been to develop mechanisms to ensure this is properly reported upon and to provide scrutiny of this. The group's work going forward is to ensure it meets with Newham's own strategic objectives as well as the national agreements in place.

REVIEW OF THE YEAR

The challenges imposed nationally and locally which began in the previous year have continued to have its impact on safeguarding Adults arrangements. These have included the effects of Comprehensive Spending Review, the Adults Transformation Programme and the re-shaping of NHS Newham, all of which has impacted on partners. Nearly all of our partners have been required to make continued reductions in spending, whilst at the same time ensure that the Council's key priorities around Safer Newham are maintained. Newham Council's Adults Transformation Programme saw a shift in the way safeguarding investigations are followed through, with the creation of the Adults Supporting Care team to pick up on most safeguarding investigations. The Safeguarding Adults team has now strengthened its governance arrangements which is reflected in its change of name to the Safeguarding Governance Team. The Client Affairs team, which handles the financial affairs of some of the borough's most vulnerable residents, has now been placed in the Social Care Governance team alongside the Safeguarding Governance team. The two teams can now work even more effectively together to respond to and minimise the risk of financial abuse.

Last year NHS Newham changed the way in the way in which community health services were

commissioned and delivered, with these being devolved into the commissioning arm, Newham Community Health Services and the provider arm delivered through East London Foundation Trust (ELFT). This year the priority has been to ensure these reforms have been embedded into core practice. Much work has been ongoing to ensure the safeguarding pathways are agreed, understood and disseminated to colleagues and citizens.

This year has seen Newham University Hospital Trust preparing for a major re-organisation which sees the dismantling of its Trust in order to merge with nearby Whipps Cross, Barts and the Royal London Hospitals to create the Barts NHS Trust. This will come in to effect on 1st April 2012.

The quarterly meetings have seen strong and sustained attendance levels, which has supported the Board's capacity to steer its strategic direction and achieve its priorities for the year. The Board has clear objectives contained in its Safeguarding Adults Strategic Plan and an agreed strategy for achieving these.

This year the way in which Adult Services as a whole reports on its performance has changed previously the Care Quality Commission (CQC) looked at the performance of all councils who provide Adult Social Care and published an annual statement telling us where they thought we could improve. Government has now withdrawn this annual inspection and has asked all councils to produce a Local Account instead. The Local Account is a way of engaging Newham's residents about our Adult Social Care performance and providing information that will allow local people to hold us responsible if they think we are not doing well enough.

The next 3 year strategic Plan is due for renewal in 2012 and preparation work is underway to agree how we can continue to ensure

Newham's citizens can live safely and free from harm. To this end an extended SAPB is planned in May 2012 to agree these along with considerations for how the Board can measure its own effectiveness. The key principles underpinning this will be based on the following measures and linked to the Local Account:

- Empowerment
- Protection
- Prevention
- Proportionality
- Partnership
- Accountability

Despite these challenges, the Safeguarding Adults Partnership Board has had its busiest year yet. The safeguarding team has seen an increase of 30% in referrals received.

This large increase in referrals is the culmination of a lot of this work this year at Board level which has increased the take up from a wider range of partners. There is greater clarity in recognising abuse and how to respond.

The Adults Transformation Programme has delivered a model of care based on more effective use of universal service provision in Newham that enables people to create their own sustainable solutions to their social care needs. The new model of care is targeted on prevention and enablement, maximising choice and control, whilst ensuring vulnerable people requiring on-going support are assisted to determine their own solutions from a more responsive market place. Whilst these changes are embedding the Safeguarding team continues to meet regularly with colleagues to triage existing safeguarding cases to assess the duration of each case, the risk and future planning to ensure these are dealt with smoothly.

The Corporate Senior Management Review has seen a re-structure that has resulted in a change of Director of Adults Social Services (DASS). The DASS has lead responsibility for Safeguarding Adults and was a position held previously by Dr Graeme Betts. This responsibility has been transferred to Grainne Siggins, who will continue the work Dr Betts began by working closely with the Independent Chair to steer the safeguarding adults agenda forward.

FUNDING ARRANGEMENTS FOR THE SAFEGUARDING ADULTS PARTNERSHIP BOARD

Newham Council currently funds the Safeguarding Adults Team at an annual cost of £255,000; a further £25,000 is funded by NHS Newham. We have estimated that the total costs of running the board are an additional £36,000 per annum. Partner agencies give their time and commitment to the work of the Board but we asked for a financial contribution of £6,000 per annum to support the costs of the Board,

Breakdown of funds received

MPS Newham	£5k
NHS Newham	£0
Newham Homes	£5k
ELFT	£0
LAS Newham	£0
NUHT	£6k
	£18k

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Breakdown of expenditure

Independent Chair	£7.500
SAPB Learning Away Day	£
SCR	£5.000
Annual report & other publicity	£6.000
SAPB Admin costs	£5.000
Training	£2.500
	£26.8k

OLYMPICS 2012

The Olympics 2012 are still weeks away from taking place but throughout 2011/12 all partners have had Olympic contingency planning at the centre of all their agendas. The planning and arrangements for safeguarding adults at the 2012 games is the responsibility of LOCOG, the DASS and appropriate leads in other organisations. The SAPB has ensured this was a key agenda feature throughout the year. A risk register has been disseminated to Board members and contingency arrangements have been scrutinised throughout. For SAPB the priority remains the welfare of vulnerable adults travelling to and from the games and for those where their daily lives may be subject to disruption or placed at increased risk.

ENGAGEMENT WITH SERVICE USERS

There continues to a strong emphasis on service user involvement throughout every step of the safeguarding process and service user views are listened to. As a demonstration of this, service users and carers who have attended User events have consistently told us that a priority for them is to be able to report adult abuse easily and speedily when they need to. To this end from 1st April 2012 a dedicated safeguarding adults telephone contact number

will go live specifically for service users and carers to use to report abuse. This will be a direct line that will be available 365 days a year with trained staff available to answer this at any time. Our thanks to staff at Telecare for agreeing to respond to calls out of hours.

Safeguarding adults' forms and procedures are being updated to ensure there is even greater participation from service users and carers, to enable their views and input to be heard throughout. These mechanisms are being embedded into practice to ensure Social Workers clarify how service users who go through the safeguarding process feel about the experience and how they are safer as a result.

This year the London Borough of Newham launched its new Information Advice and Guidance website, which gives service users and carers clear information on a range of services and how to access these, including safeguarding adults. The link to this site can be found here at:

<http://adultsocialcare.newham.gov.uk/pages/safeguarding-adults.aspx>

Service users and their carers or advocates have regularly attended the Risk Enablement Panel and we continue to see greater participation of service users, their families, and /or advocates at strategy meetings.

SERIOUS CASE REVIEWS

In January 2011 an incident occurred at NUHT, which resulted in injury to a number of patients. The seriousness of the incident attracted media attention and the case was reported in the local and national press. The key agencies involved at the time of the incident were the police, NUHT and mental health services. The case was subject to a Serious Untoward Incident investigation by NUHT and became the subject of the MPS Gold Group meeting. The recommendation from the Gold Group was for

consideration to be given for a Serious Case Review, which was agreed by the SCR Panel in March 2011. Since then an independent investigator has been appointed and has concluded his findings. The recommendations are being taken forward with the agencies involved. The executive summary and recommendations will be made available when all parties are in agreement.

REVIEW OF MENTAL CAPACITY/ DEPRIVATION OF LIBERTY SAFEGUARDS (DOLS) ISSUES

Below is an extract of the key activities for mental capacity and Deprivation of Liberty Safeguards during 2011/12.

The full report is available separately from Cathy Newcombe.

During the period of 1st April 2011 to 31st March 2012 a total of **77** requests for deprivation of liberty authorisations were received in Newham. **54** were from care homes, and therefore local authority referrals, **23** were from hospital units, PCT referrals. Overall these figures represent a **57% increase** in comparison to the previous year, when a total of 49 referrals were received. The number of referrals from hospital units has increased by **91%** compared to the 12 received last year. Local authority referrals, from care homes show a **46%** rise compared to the 37 received last year. This may be attributable to an increase in awareness of the deprivation of liberty safeguards amongst care home and ward managers, and health and social care staff. **44** of the year's applications were for service users subject to a deprivation of liberty authorisation which was due to expire. **33** of the applications were first requests.

18 of the total 77 deprivation of liberty requests also had an urgent self authorisation completed

by the managing authority (care home or hospital)

48 Deprivation of Liberty panels were held during this period. These panels, are chaired by a group manager with the participation of one of the Safeguarding Team managers and the Practice Manager. The role of the panel is to ensure that all the assessments are appropriately evidenced and that they meet the legal requirements of the deprivation of liberty safeguards. The panel identifies the conditions that any authorisation is subject to and determines its duration. During 2010/12 the Newham Deprivation of Liberty panels authorised **51** deprivation of liberty requests and refused **26**. **Five** Requests were refused because the service user was assessed as having mental capacity and **19** because there was no deprivation of liberty occurring. **One** hospital request was refused because the patient, was moved to a mental health unit under the Mental Health Act and therefore failed the eligibility requirement. **One** care home request was refused because the service user was assessed as not having a mental disorder.

There have been eight cases where an Independent Mental Capacity Advocate was involved in the deprivation of liberty assessment process. Six service users subject to a deprivation of liberty authorisation had no family or friends who can be involved in this process. Newham therefore appointed paid representatives for these people. These representatives were advocates from Age UK and other voluntary bodies. They visited the service user on a regular basis to ensure that the deprivation of liberty remained appropriate and it was being implemented appropriately.

All the requests for deprivation of liberty authorisations and assessments were carried out within the prescribed time scales.

KEY ACHIEVEMENTS FROM PARTNERSHIP SERVICES

This year some of our partners have kindly provided us with an update of their key achievements in relation to safeguarding activity.

NHS North East London & City

Key safeguarding achievements 2011-12

- The Safeguarding Adults Team has continued to work closely with commissioning staff within both the Council and NHS Newham, especially with regard to cases arising within residential and nursing care which are often commissioned by both health and social care. It is the intention of partners to continue to develop integrated commissioning and a key aim for the Safeguarding Adults Team will be to ensure that safeguarding is fully incorporated into these processes.
- NHS Commissioning structures are undergoing a period of change in line with the Health and Social Care Act and NHS Tower Hamlets is now part of North East London and the City Commissioning organisation, (NELC).
- NHS NELC has a Safeguarding Adults Commissioning Group to ensure governance arrangements are in place and issues relating to safeguarding adults can be discussed. Newham safeguarding adult lead is a member of the group.
- NHS NELC have completed the pan London SAAF framework 2011 and self-assessed ourselves as effective or working towards all key standards. We worked with our provider colleagues to identify areas for improvement. An overview report was published by NHS London.
- NHS NELC hosted a multi-agency Safeguarding Adult Summit in October 2011.

The priorities from this Summit now inform our workplan and the development of a Safeguarding Adult at Risk Commissioning Policy

- A Safeguarding Adults from Abuse Policy was ratified in 2011 with standards for health providers to follow and report on.
- Monthly Clinical Quality Review Meetings (CQRM) are held with Barts Health and ELFT where all aspects of QA including safeguarding is included in the discussion. This is an opportunity to discuss areas of achievement and best practice.

Key Priorities for 2012-13

- Safe transition of safeguarding adult responsibilities to the borough Clinical Commissioning Groups.
- A robust legacy for safeguarding adults with appropriate policies and processes in place to support the legacy work.

Nb: As an organisation NELC will not exist post April 2013

Newham Housing

Key safeguarding achievements 2011-2012

What has been achieved?

Housing – General

- Tenant satisfaction up by 5 percentage points to 75%
- Reduced homeless temporary accommodation from 5,752 households in Dec 2007 to 2,253 in March 2012, the largest (proportionate and absolute) reduction of any London Borough.
- Following the introduction of the Localism Act in April 2012, the introduction of fixed term

tenancies in 2012-13 for council tenants will exclude sheltered housing for older people who will still receive life-long secure tenancies.

Telecare + Sheltered Housing

- The Telecare & Sheltered Housing Teams have both received basic safeguarding training to help them identify any safeguarding issues.
- The Safeguarding Team has visited residents living within the LBN sheltered schemes to raise awareness and advise them on safeguarding issues.
- The Safeguarding One number out of hour's service was launched on the 1st April 2012 and this has simplified the process for reporting abuse and has ensured that residents can reach someone 24 hours a day.
- The Telecare services team are now able to produce a SA1 form to escalate any allegations of abuse.
- The safe from adult abuse booklet have been included in the Telecare service welcome pack, which is issued to every new client linked to the service (approx. 400 per annum).
- The Telecare plan completed when visiting new clients enables us identify vulnerable people and people with capacity issues who may be at risk of abuse.

We are monitoring a number of door entry systems for clients who have been identified as being at risk of abuse.

Key Priorities for 2012-13

Housing – General

- Newham has licensed over 250 private rented dwellings in the Little Ilford area of Newham.

There are proposals to roll out landlord licensing across the borough in 2012. Implementation is scheduled from October 2012 meaning the council has greater control over the private rented sector housing standards, this will reduce the exploitation of many vulnerable people.

- NEWCO (our factory employing mainly disabled people) to become local authority interest company from Summer 2012.

Telecare + Sheltered Housing

- Housing staff receiving refresher training on safeguarding issues.
- In view of the need to make savings and reduce costs the Telecare & Sheltered Housing Services are currently undergoing a Service Review in 2012/13.

To identify and make the required budgetary costs savings whilst still being able to maintain the same quality of service to vulnerable residents.

To increase our income by:

- Increasing the number of clients receiving Telecare service
- Ensure that void properties in sheltered housing schemes are re-let within the target thus increasing income.

East London Foundation Trust (Mental Health Services)

Key safeguarding achievements 2011-12

- Implementation of Training strategy- Minimum of 80% of all staff to receive Safeguarding Adults level 1 training.
- Safeguarding Adults Case File Audit- Audit of each locality case files for identified safeguarding adults Alerts and reported to Safeguarding Committee.
- Improved recording of protection plans / minimising risk of future harm for victim safety- Guidance for clear recording of the safeguarding action and outcome either on file notes or electronically.
- Consider implications for Human Resources, if any, following the national review of Independent Safeguarding Authority (ISA)- Guidance paper of any required changes to HR procedures.
- Routine Inquiry of Domestic Abuse - Pilot sites to be identified, trial period established and final evaluation of pilot.

Annual Policy Review (Priority 2)	Each local SAB are reviewing their procedures at present and ELFT to review its policy after these are finalised.	June 2012
Self-Assessment & Action Plan (Priority 2)	Self-assessment was sent to DoH in August 2011. It will be presented to the next Safeguarding Committee for discussion and decision about inclusion on Action Plan for 2012/13	Initially February 2012 and then annually
Staff Training (Priority 1)	Level 1 figures increasing minimum of 10% per quarter. Levels 2 & 3 currently provided by local authority but need these figures to be made available. Trust develop additional courses according to staff roles. These courses will then be delivered throughout the year 2012/13	April 2012 July 2012 July 2012 March 2013
Guidance for Alerts (Priority 2)	These are available in each locality procedures. To be checked for consistency and put on intranet site.	April 2012
Timelines for Alerts (Priority 2)	These are available in each locality procedures. To be checked for consistency and put on intranet site.	April 2012
Case Files Spot Checks (Priority 3)	Processes are in place in each Locality to undertake case file spot checks.	June 2012
Regular Performance Reporting (Priority 1)	Annual Report to include performance data with analysis.	April 2012
Benchmarking (Priority 2)	Comparison with other Mental Health Trusts on numbers of Alerts raised.	July 2012

Newham University Hospital Trust

Key safeguarding achievements 2011-12

- Safeguarding culture further embedded throughout the organisation.
- 99% of junior doctors completed Safeguarding Adult's, MCA/DoLS e-learning sessions.
- 53% of Trust staff received Safeguarding Adult's, MCA/DoLS training.
- All new staff received Safeguarding Adult's MCA/DoLS training during first week of employment at Induction.
- 2 authorisation requests for MCA/DoLS made.
- Additional training sessions created to increase uptake of staff attending Safeguarding Adult's, MCA/DoLS training.
- Learning Disability Awareness Training now included within Statutory & Mandatory training updates.
- Identification and payment of £6000 towards maintenance of SAPB.
- Further Integration and partnership working due to previous introduction of Learning Disabilities Liaison Nurse.
- Safeguarding Adults Action Plan maintained and majority of actions achieved.

Key Priorities for 2012-13

Key Priorities for the next year

- Standardisation of Safeguarding practice across the newly merged organisation.
- Ensure take-up of training at Levels 1, 2 & 3.
- Increase number of staff receiving PREVENT training.
- Completion of the Safeguarding Adults Self

Assessment & Assurance Framework (SAAF).

- Increased partnership working through the 5 local authorities.

Age Concern Newham

Key safeguarding achievements 2011-12

Response:

Age UK Newham has worked tirelessly to ensure older people are aware of their rights including an understanding of safeguarding. We promote understanding through all of our projects and provide support through our independent advocacy service. All staff and volunteers undertake annual mandatory training and we ensure that safeguarding is part of our staff and volunteer induction to the organisation.

Challenges over the next 3 years is ensuring that all staff and volunteers are able to attend safeguarding training through the LBN training programme and often these are unavailable due to the popularity of the course. With funding cuts we need to ensure that this remains a priority for the forthcoming year.

REVIEW OF TRAINING

Against a background of change, both locally and nationally, economic constraint, restructuring of services, and a reduction in staff and resources, the Learning and Organisational Development Team were able to deliver and exceed the core programme for safeguarding adults as determined at the Training Sub Group of the Safeguarding Partnership Board in June 2011. Courses ran from September 2011 through to March 2012. There were fifteen one day courses at an introductory level – “Good Practice in Safeguarding Adults – The Newham Perspective’ and three two day courses for staff undertaking investigations – “Safeguarding Adults – The Role of the Investigator.”

The courses were open to all partner organisations.

The courses commissioned from the allocated budget are identified below:

Course title	Number of courses	Training Providers	Costs
Good Practice in Safeguarding Adults – The Newham Perspective	15	Ann Clark, NT Training. Annie Zlotnick, A & R Associates Margaret Dorney, Norman Mark Training	
Safeguarding Adults – The Role of the Investigator	3	AKD Training	

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Advertising for these courses was done through distribution of flyers using a series of specific databases to ensure all partner organisations were informed of the programme. Additionally information was distributed through a variety of newsletters and mail shots for partners. The courses were also publicised at relevant forums and meetings.

Good Practice in Safeguarding Adults - The Newham Perspective

Fifteen courses took place between September 2011 and March 2012, with 20 places per course. These courses had been designed and commissioned for the 2010-11 programme, replacing the previous half-day modules 1 & 2. The redesigned course coincided with the need to re-commission training providers so three new providers were successful, with the work being divided between them. As the 2010 - 11 programme had been a great success it was repeated for this year.

Course objectives:

These are from the national safeguarding competencies:

Participants will be able to:

- Understand what safeguarding is and their role in safeguarding adults.
- Recognise an adult potentially in need of safeguarding and take action.
- Understand the procedures for making a 'safeguarding alert'
- Understand dignity and respect when working with individuals.

All courses took place as planned with the majority having high or maximum attendance therefore being cost effective.

The Safeguarding Coordinators requested two courses to take place between September 2011 and March 2012 but in fact three were commissioned as demand rapidly exceeded supply. This course had run previously but needed to be re-commissioned through the NECTR system in order to comply with financial regulations. The successful company was AKD Training who provided Emma Mortimer to deliver all courses.

This 2 day course is targeted at all staff who may need to take a lead role in investigating allegations of abuse. It is open to experienced practitioners in Health Services, Adult Social Care, East London Foundation Trust or local provider organisations. Applications are targeted at social workers, senior practitioners, team managers, experienced health practitioners and senior staff and managers in all relevant settings.

The course objectives were adapted from the national safeguarding competencies:

- Explain the purpose of undertaking a safeguarding investigation and the factors that need to be considered, including when to notify and/or involve the police.
- Understand their role and the role of others (including vulnerable adults, police, advocates and IMCAs) in ensuring that a multi agency investigation is carried out effectively to required timescales and processes.
- Explain how to keep vulnerable adults safe, ensure their rights are upheld and choices respected, taking into account mental capacity and best interest.
- List key factors to consider in achieving best evidence including good practice in interviewing.

- Develop strategies to minimise risk for the vulnerable adult, perpetrator, staff or organisations.
- Explain the potential impact of abuse on vulnerable adults and their informal carers, on staff and organisations.
- Consider ways of supporting victims of abuse and their carers through the process of an investigation, including working proactively with those who are resistant, or refuse to engage with services.
- Explain the relevant legislation and guidance which underpins good working practice in safeguarding adults.
- Present reports that are concise, objective and consistent with local requirements.
- Explain and demonstrate good practice in relation to chairing strategy meetings or case conferences.

EVALUATION SUMMARY

It is evident from analysis of participant and trainer evaluation forms, anecdotal evidence and officer observation that these training interventions were successful. From the Investigators training it appeared that for lots of participants it was a steep learning curve but there was increased confidence at the end of day two, much of which had come from all participants being actively involved in planning a thorough investigation. It may be useful to return to these participants one year on to see how their practice has changed, to analyse their investigations and to consider a further day to consolidate their knowledge.

SUMMARY OF SAFEGUARDING ADULTS STATISTICS

How many cases of abuse have been reported in Newham?

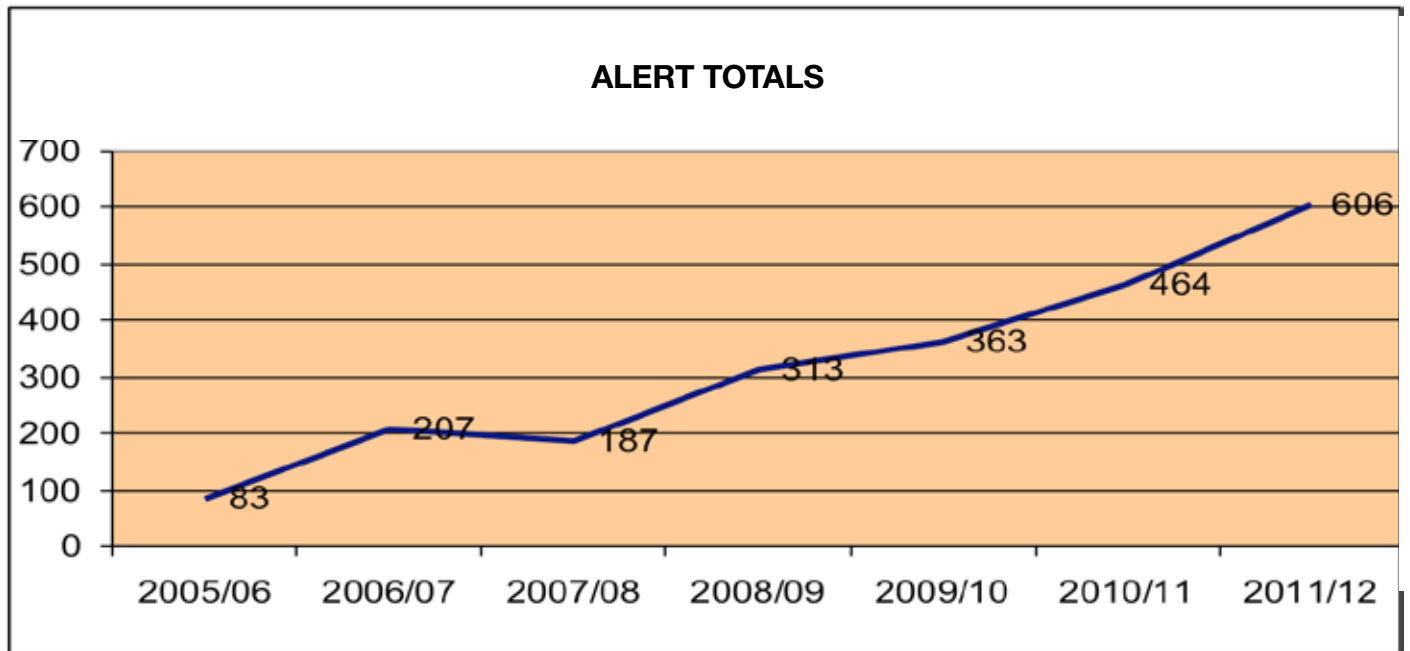


TABLE 1

This year we have reported on the number of alerts received as well as the number that went through to referral. The total number of alerts received was 606 of which 520 went through to the referral stage. Sometimes alerts are raised which do not meet the safeguarding adults criteria or information may be provided via an alert form which is for information only. A number of notifications of grade 1 or 2 pressure sores which do not have a safeguarding element to them are included in these figures

As table 1 highlights there has been a steady increase over the past 5 years.

It is encouraging that across Newham the message is reaching people that the abuse of adults at risk will not be tolerated and actions will be taken to protect people. The dedicated safeguarding adults telephone line and the introduction of the IAG website will add further commitment and

Who was abused?

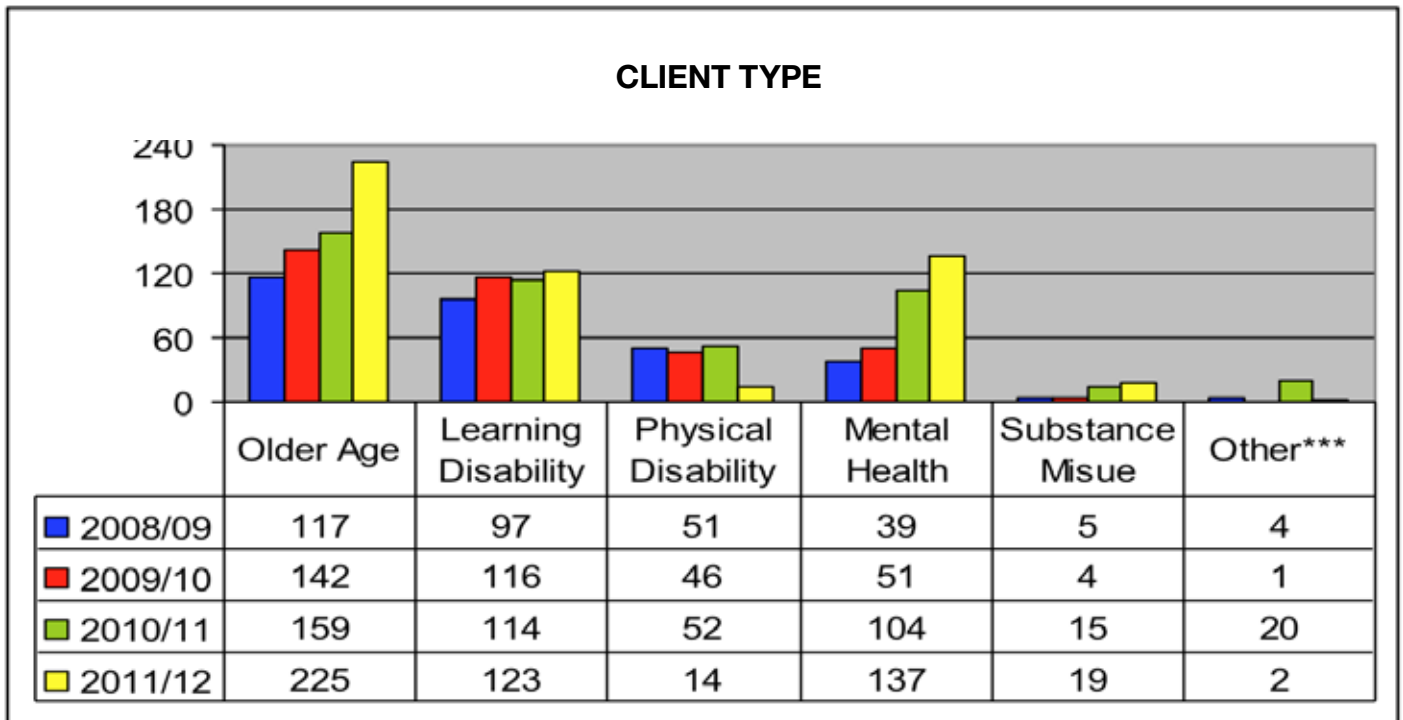


Table 2 April 2008-March 2012

The data in table 2 shows people over the age of 65 as still being the most reported upon group in Newham followed by people with learning disabilities. These figures are representative of national trends and reflect that there are a significantly higher number of older adults per head of the population compared to the other service user groups. However there continues to be a marked increase in referrals for people with mental health and substance misuse needs. This highlights the continued vulnerability of people within these groups and the increased awareness amongst staff and service users of the safeguarding agenda.

* gaps in data set due to changes in procedures of recording information - this category has either ceased or been introduced

** for further breakdown of this category please visit our website:

<http://www.newham.gov.uk/HealthAndSocialCare/AdultAbuse/default.htm> *** both of the above apply

Types of abuse

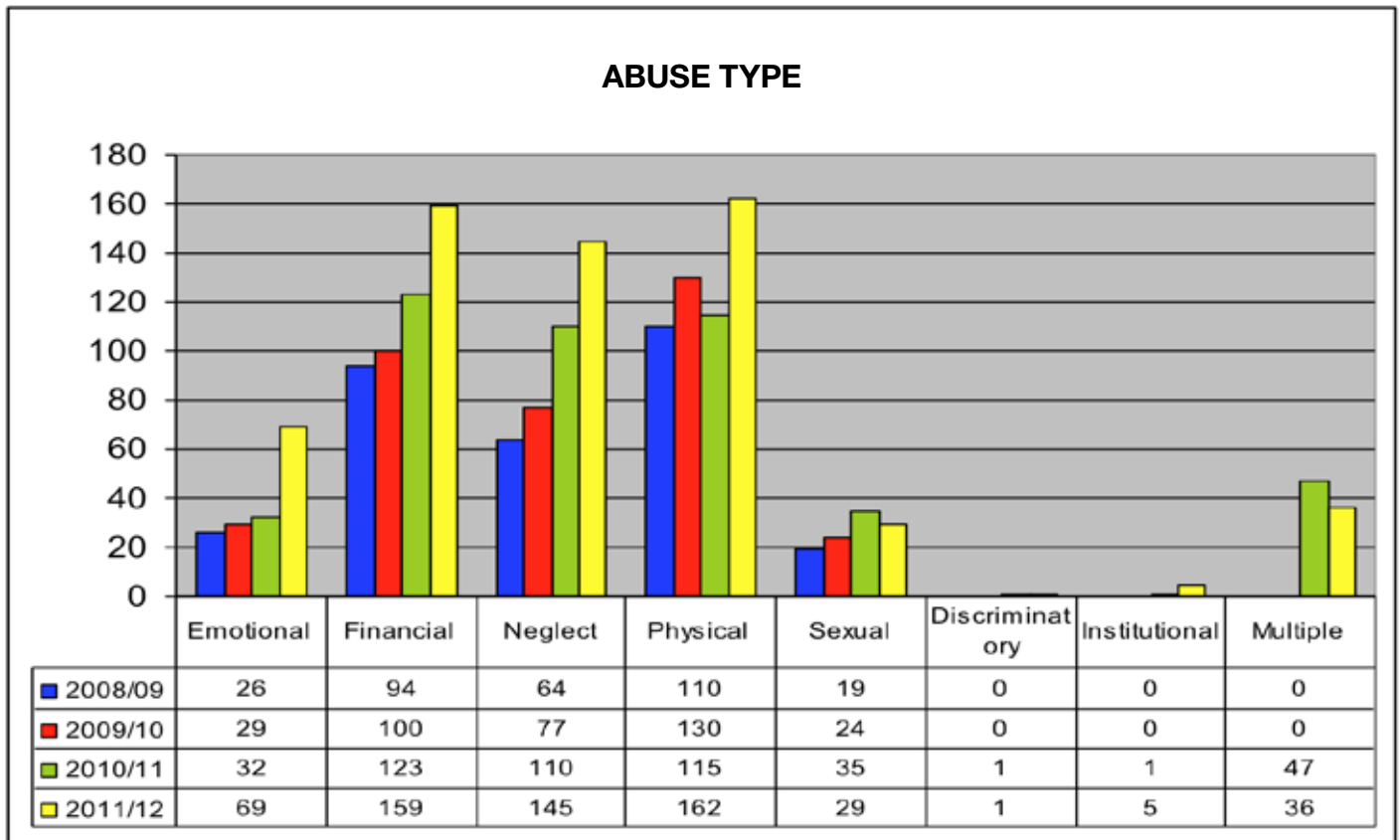


Table 3 April 2008-March 2012

Data in this table shows that this year, physical abuse was the most reported type of abuse, followed closely by financial abuse. The number of physical abuse cases has risen significantly this year, representing 26% of all referrals. This is consistent with national trends and the impact of the Panorama programme uncovering our practice at Winterbourne View may have had an impact on public awareness here. Financial abuse came a very close second in terms of most reported abuse. With the increase in referrals to our Client Affairs team, which now sits within the same division as the Safeguarding Governance team,

those very vulnerable adults in the community are now able to use the council services to protect their finances. A financial resilience event is scheduled for May 2012 organised jointly by the Safeguarding Governance and Client Affairs teams and will be reported upon next year.

Data shows there has also been a rise in reports of neglect and once again is the third most reported type of abuse reported. Grade 3 and 4 pressure ulcers are now reported as a safeguarding referral and is likely to be one of the reasons for this increase. This year sees a small decline in sexual abuse.

Where did the alleged abuse happen?

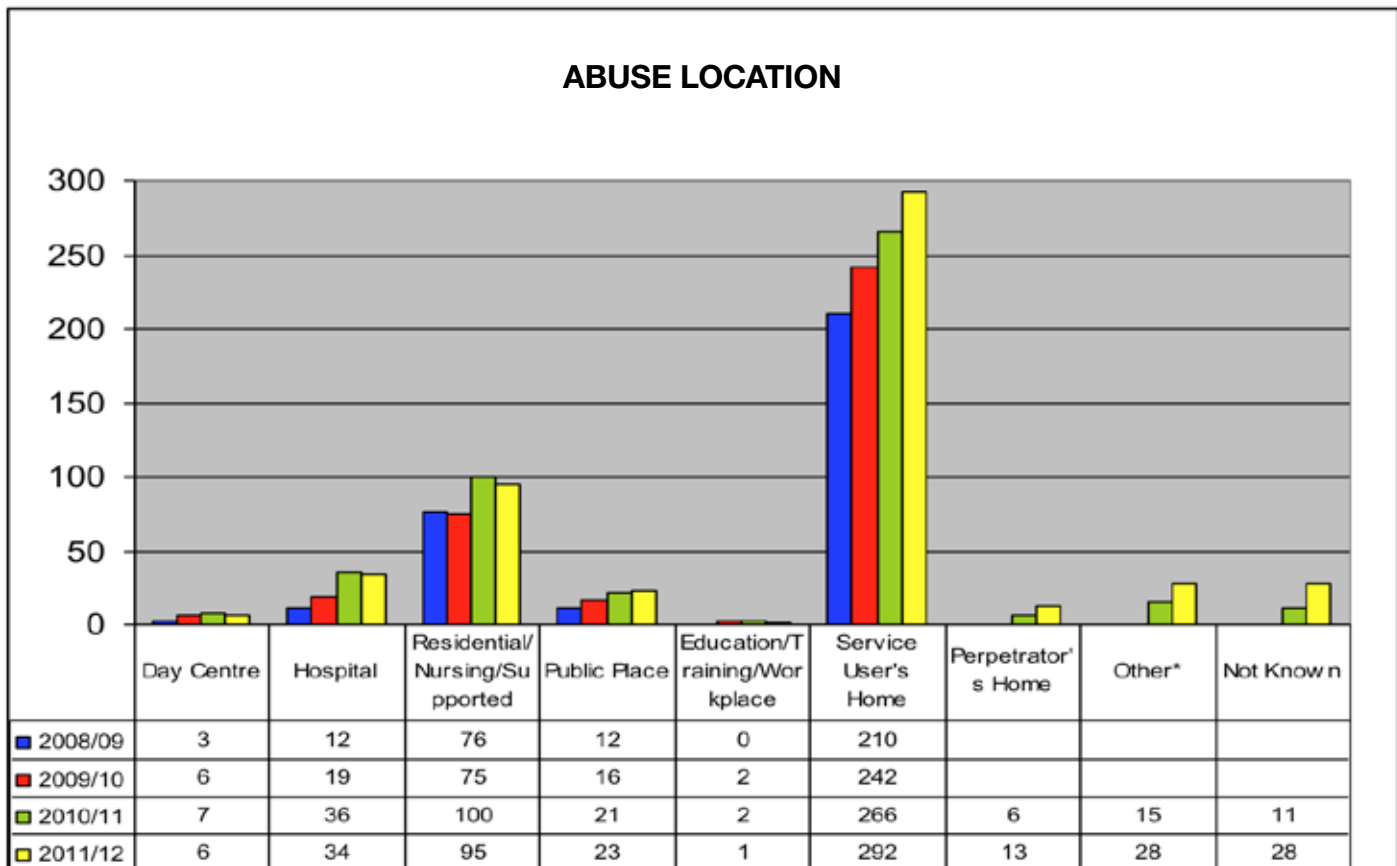


Table 4 April 2008 – March 2012

The data in table 4 shows that in Newham, most abuse continues to be reported as occurring in the service user's own home. Of the 292 reports of abuse in the home, 32 of these occurred within supported living accommodation. Abuse at home figures are consistent with national trends, but it is also recognised that abuse is still more likely to go unreported in people's own homes (or where service users live with parents or other family members).

Whilst this may indicate that living at home is risky for vulnerable adults, it has to be seen in the context that many thousands more people live at

home than in any of the other categories.

Referrals from the Acute Trust at Newham account for 6 which remains low and is unlikely to be representative of all people's experiences. Work is continuing with the safeguarding lead at Newham University Hospital to raise the safeguarding profile and thus the increase in referrals from the trust.

What was their ethnic origin?

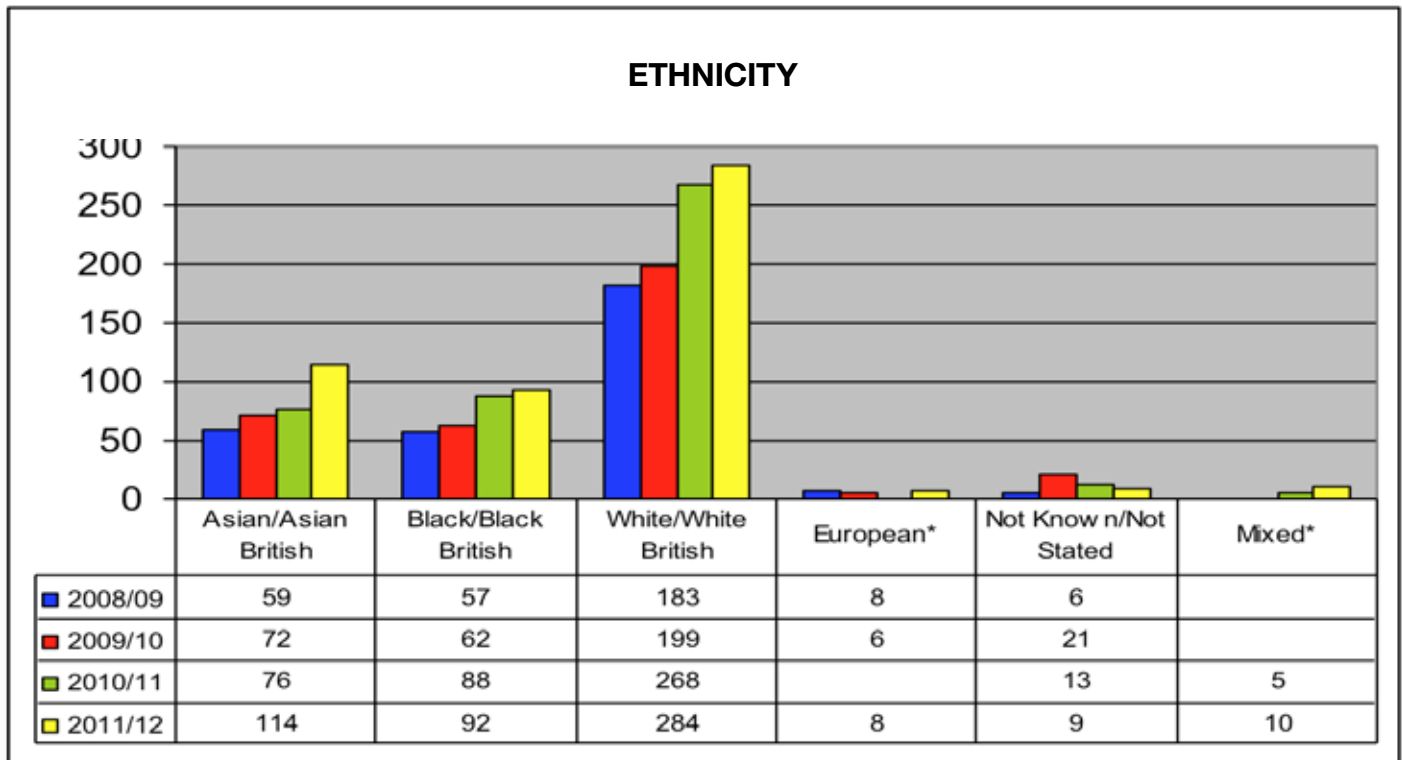


Table 5 April 2008 – March 2012

Newham has one of the most diverse populations in the country and the ethnic range of communities living here is not reflected across the rest of the country. So data collection for the annual safeguarding submission is not broken down in a way that fully represents Newham's full diversity. Data from this table highlights that those from the 'white' origin category have increased once again, however it is likely that some Eastern European groups may be included in this category even though there is a separate reporting category for other European groups. Given the high increase of people from Eastern European countries now living in Newham, this is one explanation of the increase in this section.

Encouragingly, this year there is a higher reporting rate from the Asian/Asian British groups.

The ethnic origin of the referrals received by the Safeguarding team generally reflects the ethnic composition of Newham according to the 2001 Census. It is acknowledged that the 2001 Census is not likely to be reflective of more recent migration indicators; however this is likely to be resolved once the next census information is published.

Outcomes

Total of 199 cases closed for 2009/10, and 231 closed for 2010/11

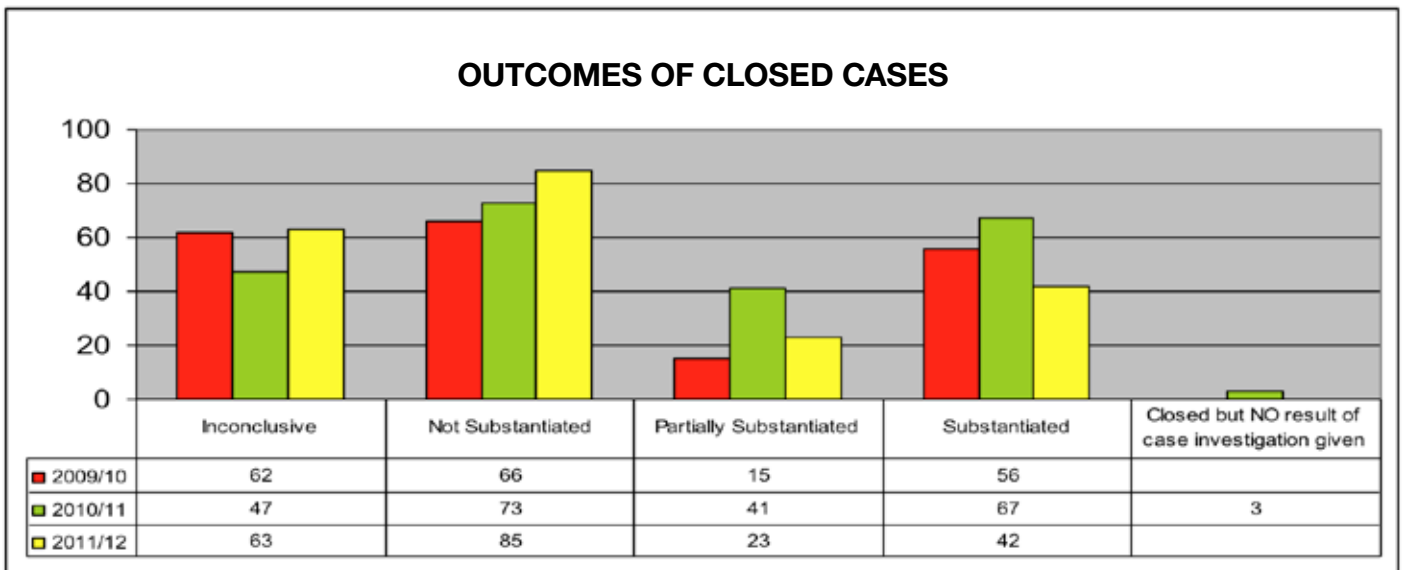


Table 6 April 2009 – March 2012

The recording of the outcome of a safeguarding event is crucial to ensure the person has been safeguarded and that the accuracy of the allegation in the original alert is confirmed, however the complexities of each case mean that there are always varying timescales to completion.

This year there has been a decrease in the substantiated cases and an increase in the number of outcomes not substantiated. This needs further scrutiny to understand this better.

The collation on the outcome of a safeguarding event is crucial to ensure the person has been safeguarded and that the accuracy of the allegation in the original alert is confirmed.

NEWHAM SAFEGUARDING ADULTS PRIORITIES FOR 2009/2012

These are to be reviewed in May 2012 and will be reported in the 2012/13 annual report

1. Safeguarding Adults Partnership Board (SAPB)

- Strengthen SAPB membership, roles and responsibilities.
- Set Key annual priorities and targets for the SABP work plan and ensure member compliance.
- Identify multi agency resources on a year by year basis.
- Monitor progress of the working groups
- Review the audit arrangements to ensure robustness.
- Publish annual report.

2. Safeguarding Adults Working Groups

2.1 Best Practice and Policy Implementation Group

- Develop a robust audit framework to ensure that the policy and procedures are embedded and adhered to within all agencies in Newham
- Monitor and Review implementation of Deprivation of Liberty safeguards
- Ensure safeguarding issues influence the commissioning and de-commissioning of services.

2.2. Training Group

- Review membership and purpose of group.
- Ensure all staff across partner agencies, providers and voluntary staff are trained at an

appropriate level, including specialised training where appropriate.

- Agree multi agency training programme 2010 2012.
- Ensure partners are aware of their responsibilities to implement existing requirements of the vetting & barring scheme under the Vulnerable Groups Act 2006.

2.3. Working with Service Users Group

- Increase the involvement of people who use services and carers in contributing to strategic development in safeguarding.

3. Priorities for the Safeguarding Adults Team 2010-2012

- Develop an effective performance management information system in line with national reporting guidelines.
- Increase stakeholder and public awareness through a range of media.
- Vulnerable adults are aware of abuse and how to report it.
- Develop awareness materials accessible to all service users.

4. Mental Capacity Act and Deprivation of Liberty Safeguard Priorities

- Audit the DOLS service in conjunction with a neighbouring Supervisory Body.
- Participate in in the Bristol School for Policy Studies research project examining the impact of the Deprivation of Liberty Safeguards on social care practice and human rights.

- Audit social workers and others' understanding of the MCA DOLS, with additional training being provided in these areas.
- Support the acute hospital trust to audit its implementation of MCA DOLS.
- Development of policies regarding self directed support, end of life care and the use of restraint in care homes, with specific reference to MCA DOLS.

More information on definitions and a whole range of issues for all partners working in the area of adult abuse can be found in the Multi – Agency Safeguarding Adults policy, the LBN procedure manual and the Multi Agency Partnership Toolkit

<http://www.newham.gov.uk/Services/AdultAbuse>

Safeguarding Adults
Annual Report

