



Newham London

Safeguarding Adults

Annual Report

1 April 2010 – 31 March 2011

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MESSAGE FROM THE INDEPENDENT CHAIR:

As independent chair I very much welcome and recommend this annual report to you. It highlights key aspects of the work of the SAPB and the partner agencies in the delivery of safeguarding in Newham.

During the last 12 months there have been some real achievements in safeguarding, particularly in staff and member training, user and care involvement events and the introduction of the Pan London Safeguarding procedures. Newham has been very committed to the production of these Pan London procedures which will ensure agencies across London follow common pathways and processes. I hope that this innovative work will help to further embed good practice, increase community awareness of safeguarding issues and improve interagency communication.

However all our Partner agencies have also had to respond to significant challenges, notably major organisational restructures in Health and Social Care and an unprecedented level of financial pressures.

A major aspect of my role as independent chair has been to ensure that links and relationships with partner agencies remain robust during this time of change, and that safeguarding continues to be a cornerstone of all their strategic plans. It is also important that the SAPB is able to challenge and hold agencies to account to ensure their continued commitment to properly resource the delivery of safe and good care.

A core element of the SAPB work lies in the monitoring and scrutiny of safeguarding performance. I am keen to ensure the Board develops as a learning organisation through the review and analysis of serious case reviews. There has been one Serious Case Reviews (SCR) undertaken this year. This have been subject to

independent and rigorous analysis to identify key areas for improvement. The Newham SAPB is also keen to learn from SCRs undertaken throughout the country.

The safeguarding statistics which are detailed in this annual report are also subject to scrutiny at every SAPB meeting. This year has seen a significant increase in the number of safeguarding alerts and the sources of these referrals, which indicates improved awareness of safeguarding concerns. However there remains underreporting from some black and minority ethnic communities and it will be a key driver for the SAPB plans in the coming year to continue and strengthen our work to raise awareness of vulnerable people across all communities.

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 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 I would like to thank all of those involved with the SAPB for their hard work and commitment to this crucial area of work and to conclude this message with the important reminder for all involved in the delivery of care to the vulnerable and to all in the community that safeguarding remains everyone's business and responsibility.

MESSAGE FROM THE EXECUTIVE DIRECTOR

No-one could have seen or heard about Winterbourne View and not been shocked and concerned to make sure that it couldn't happen again. While an extreme case, it reminds us of the importance of having robust safeguarding processes and procedures in place and the importance of the safeguarding partnership working effectively to ensure that voices are heard and acted upon.

Within the public sector we continue to experience severe financial pressure and huge change not least in the NHS. In spite of this, safeguarding remains a top priority and continues to be afforded the attention it rightly demands.

Further, where appropriate and necessary, there is enhanced activity to support independent providers and this will continue to be developed in the coming year. Within adult social care services, there is ongoing review of practice in the assessment and care management teams to ensure safeguarding runs through all the contacts users and carers have with staff. And, as appropriate, improvements will be achieved through audit, training and practice development.

Over the past year, adult social care services have enabled over 30% of people requiring care to receive this through a personal budget. This is a great achievement as it enables local people to achieve independence, choice and control. However, there is potentially higher levels of risk in doing this but adult social care services are taking appropriate measures to mitigate these risks and ensure safeguarding are fully considered within the care plan.

I am pleased that there is progress in our approach to safeguarding in Newham over the past year but there is no room for complacency. We need to ensure that we continue to make

the case that safeguarding adults is everybody's business and that we continue to invest resources to achieve this goal.

MESSAGE FROM CLLR JOY LAGUDA

As the Lead Member for Adults Services in Newham once again I have been pleased to attend many safeguarding events throughout the year. As I visit settings throughout the borough, both provided by LBN and our partners it is pleasing to witness the increasing awareness of the safeguarding agenda and how this should be applied. This is supported by the increase in safeguarding referrals received this year, which is an indication of how more people than ever, who live in Newham are safeguarded. Safeguarding Adults has a valuable contribution to make for ensuring Newham is a safe place to live and work and where its vulnerable residents can live safely, without fear from abuse or harm.

Our strengthening of user and carer participation in safeguarding adults is crucially dependent on strong and effective partnerships and liaison.

This year has been a year of enormous change brought about by external pressures on funding streams and organisational change. There is always a risk that at these times, individuals and organisations may lose their focus on key priorities. But there remains no greater priority than to protect adults from abuse and to ensure that we have in place the systems, training and culture that will ensure we can safeguard adults in Newham.

I'd like to thank all the staff and partners involved in ensuring that Newham residents can continue to live safely in the borough.

PAN LONDON DEVELOPMENTS

We are pleased to announce that on 19th January 2011 the document entitled; 'Protecting adults at risk: London Multi Agency policy and procedures'. This was developed and agreed by the Association of Directors of Adult Social Services (ADASS), NHS London, the Metropolitan Police and the Social Care Institute for Excellence (SCIE) and was the culmination of many months work to deliver a policy and procedures framework which would be applied across the 32 London boroughs.

To view this document please use the following link: www.scie.org.uk/publications/reports/report39.asp Alternatively it is available on our own safeguarding adults web page:

The purpose of the pan London approach is to ensure:

- the needs and interests of adults at risk are always respected and upheld
- the human rights of adults at risk are respected and upheld
- a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- all decisions and actions are taken in line with the Mental Capacity Act 2005*.

*(source: SCIE Website)

Each London partnership has been asked to adopt these procedures to ensure there is a consistent approach to safeguarding adults across London. Newham's safeguarding leads through the London Safeguarding Adults Network (LSAN) has been working with its counterparts across London to make this a document that will provide all partners, both within Newham and beyond, with clarity and consistency when dealing with safeguarding issues.

It's important to note that the policy and procedures are for all agencies and individuals involved in safeguarding adults, including managers, professionals, volunteers and staff working in public, voluntary and private sector organisations. This means that for our partners who work with a number of London boroughs there will now be a shared approach to safeguarding adults. As SCIE says on their website; 'They represent the commitment of organisations to:

- work together to prevent and protect adults at risk from abuse
- empower and support people to make their own choices
- investigate actual or suspected abuse and neglect
- support adults and provide a service to adults at risk who are experiencing abuse, neglect and exploitation.'

It is intended that there will be good practice guidance developed to support partners further on a range of specific areas of safeguarding adults work, including personalisation and Mental Capacity and safeguarding. This is likely to be produced later in 2011.

For each London borough further work is required to ensure these are fully implemented and embedded across the partnership. The Pan London approach will have an impact on nearly every London borough in terms of how it currently carries out its safeguarding work. Local arrangements, for example around referral routes will vary; and the adoption of agreed terminology means that changes here will be required. For example the use of the term Safeguarding Adults Manager (SAM) has been adopted within the procedures to describe the manager of any safeguarding adults investigation which is ongoing. There will therefore, by definition, be

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more than one SAM at any time. This is not to be confused with Newham's existing Safeguarding Adults Managers, who sit in the Safeguarding Adults Team, for whom a change of title must be found. Work has begun to deliver on this in Newham and the implementation will continue throughout 2011.

THE SAFEGUARDING ADULTS PARTNERSHIP BOARD

Chaired by: Catherine Jeffrey since July 2009

Representatives from:

- Newham Council and PCT integrated Adult Services?
- East London Foundation NHS Trust
- Newham Homes
- Newham Links forum
- EKTA Project Action For Asian Elders And Carers.
- Care Quality Commission
- LBN Adults Projects & Partnerships (Commissioning) ?
- Department of Work and Pensions?
- 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 SUB GROUPS

The SAPB 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. The SAPB reports to the Crime and Disorder Reduction Partnership Board (CDRP).

The SAPB has an advisory group and four sub-groups:

1. Policy and practice group (advisory)
2. Champions – local authority focus at present
3. Provider best practice – improving provider practice i.e. safer recruitment
4. Training
5. Service user forum – to be developed

The Safeguarding Team in Adults Services acts as an advisory body for the SAPB along with the co-ordination role. They also ensure that the decisions and priorities of the SAPB are implemented across Newham.

REVIEW OF THE YEAR

This has been a challenging year for all partners, which has seen a number of major changes impacting on Safeguarding Adults arrangements. These include the announcement 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 significant reductions in spending, whilst at the same time ensure that some of the Council's key priorities around Safer Newham is maintained. NHS Newham has seen changes in the way services commissioned and delivered and on 1st February the PCT was devolved into the commissioning arm, Newham Community Health Services and the provider arm delivered through East London Foundation Trust (ELFT). At the point of writing this report the impact of the NHS reforms is not clear but is likely to impact further in the coming year.

Despite these challenges, the Safeguarding Adults Partnership Board has had its busiest year yet. The safeguarding team has seen an increase of 33% in referrals received.

The quarterly meetings have seen sustained improvements in attendance levels, and in addition to these the Board has met on two away days. These sessions have been used to clarify its strategic direction, agree its priorities for the year and to develop on the Safeguarding Adults Strategic Plan. The Board has clear objectives and an agreed strategy for achieving these

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 aims to deliver a model of care in Newham that enables people to create their own sustainable solutions

to their social care needs. The new model of care is based on more effective use of universal service provision, timely and targeted prevention and enablement, maximising choice and control, whilst ensuring vulnerable people requiring ongoing support are assisted to determine their own solutions from a more responsive market place. Whilst these changes are taking place the Safeguarding team has been meeting 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 whilst the transition takes place.

In last year's report we acknowledged the opening of the Family Justice Centre in Stratford, the offices of Newham's Domestic Violence Team. This was a welcome opportunity for safeguarding, police and domestic violence teams to work together on shared cases. This year we have to report on the closure of the FJC and the disbanding of the in house Domestic Violence team. The Domestic Violence work is now being managed by Newham Action Against Domestic Violence (NAADV), with whom we are working closely. Good links had not only been developed with DV colleagues, but also with the police and we were keen for these not to be lost. The safeguarding team now meets weekly with police at Plaistow Police Station to discuss strategies for all safeguarding cases that have a criminal aspect to them.

FUNDING ARRANGEMENTS FOR THE SAFEGUARDING ADULTS PARTNERSHIP BOARD

This is the second year in which a financial contribution of £6,000 was requested from the statutory members. 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	6k
NHS Newham	£0
Newham Homes	£6k
ELFT	£0
LAS Newham	£0
NUHT	£6k

	£18k

Breakdown of expenditure

Independent Chair	£7,500
SAPB Learning Away Day	£800
SCR	£5,000
Annual report & other publicity	£6,000
SAPB Admin costs	£5,000
Training	£2,500

	£26.8k

NEW DEVELOPMENTS WITHIN THE BOARD

- The appointment of the new Executive Director for Adults, Community and Leisure and member of the Safeguarding Adults Board. This is a permanent appointment, following a number of interim arrangements. It is anticipated that this appointment along with the Independent Chair, who has now completed her second year in the role, will provide more consistent leadership in Newham's safeguarding work.

DEVELOPMENTS IN SAFEGUARDING ADULTS WORK

- The introduction of the new Pan London procedures, 'Protecting adults at risk; London multi-agency policy and procedures to safeguard adults from abuse' which was launched in January 2011
- Embedding the role of the Practice Manager for MCA & Deprivation of Liberty Support. This has been pivotal in ensuring the key principles relating to MCA & DoLS are fully implemented into safeguarding work
- Introduction in August 2010 of a new suite of safeguarding adults forms through CareAssess on CareFirst, aimed at streamlining the process and reducing on repetition. Introduction of these were accompanied by a set of training workshops to take staff through the changes Staff responded well to these and this is likely to have impacted on the improved referral rates.
- Introduction of the policy, 'Identifying and Tackling Financial Abuse in Adults who are at Risk.' The Safeguarding team has worked pro actively with the Client Affairs team to develop a Finance Panel as a means of supporting staff through complex cases where financial abuse has been identified and Appointeeship or other court related actions are required.

- Feeling Safe in Newham – In September 2010 there was a launch of the Keep Safe project at Morrison’s supermarket. This was a multi agency event hosted with the Safer Transport police, Adults services and members of Newham’s Peoples First organisation. This project aims to sign up shops and businesses to provide safe havens to people with disabilities who need assistance if in difficulty when out and about
- Participation in Safety Express, a joint working initiative with colleagues in health, nursing care settings and Adult Social Care to work and support across organisational boundaries with the aim of reducing category III and IV pressure ulcers by 80% in hospital.

ENGAGEMENT WITH SERVICE USERS

There continues to a strong emphasis on service user involvement throughout every step of the safeguarding process. Service users and carers have participated in User events and have been able to have on record their experience of being part of the safeguarding process. Safeguarding adults’ forms and procedures have been amended to ensure service users views are 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.

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. During 2008 and into 2009 the Safeguarding Team worked with EKTA voluntary organisation to commission a play especially for service users around issues of adult abuse. This has been seen by over 200

people at day centres and other venues. We also held a successful service user event at the Resource Centre in Chargeable Lane in April 2009 at which 55 Newham residents attended a day of activities, discussion, film and in the afternoon were joined by Cllr Laguda to see a performance of the EKTA play, Everybody’s World. The event was also attended by local Police, Ambulance and Fire Services & its focus was ‘Keeping Free From Abuse’

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. The SCR Panel met in March 2011 where it was agreed that the presenting issues met the criteria to proceed. An independent investigator has been appointed and it is anticipated the report will be completed in June 2011.

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

The Deprivation of Liberty Safeguards (DoLS) came into force 1st April 2009. These safeguards focus on those people who, for their own safety and in their own best interests, need to be accommodated under care and treatment regimes that may have the effect of depriving them of their liberty, but who lack the capacity to consent. The safeguards ensure that any decision to deprive someone of their liberty is made following defined processes and in consultation with specific authorities.

Deprivation of Liberty Safeguards procedures have been produced. There is a Section 75 agreement delegating PCT responsibilities and funds for the deprivation of liberty safeguards to London Borough of Newham. Detailed quarterly returns are submitted to the Department of Health. These provide a range of information on the authorisations requested, and the outcomes of the assessments carried out.

There are now **14** operational Best Interests Assessors (BIAs) whose areas of expertise cover the range of service users groups within Adults Services and East London Foundation Trust (ELFT). **11** BIAs work for LB Newham and three work for ELFT. **Three** of the original BIAs left Newham in the last year. Three workers were trained and approved to practice in this role in 2010 – two LB Newham workers and one from ELFT. There are plans to second a further ELFT professional to undertake BIA training later in the year.

A BIA forum takes place every two months. This opportunity to discuss assessments and to reflect on practice issues is facilitated by the Practice Manager. Annual BIA refresher training is a legal requirement if BIAs are to continue in this role. Two one day BIA refresher training sessions took place 28th June 2010 and 13th September 2010.

All the BIAs completed at least one day's training, and most attended both sessions. Feedback received indicated that both sessions were useful and informative. A further BIA refresher training workshop is planned for 6th June 2011.

During the period of 1st April 2010 to 31st March 2011 a total of **49** requests for deprivation of liberty authorisations were received in Newham. **37** were from care homes, and therefore local authority referrals, **12** were from hospital units, PCT referrals. The number of referrals from hospital units is the same as in the previous year. Local authority referrals, from care homes show a small rise, from 33 last year. This may be attributable to those residents currently subject to a deprivation of liberty authorisation for whom a further request is made. Across the country the number of deprivation of liberty requests has risen by 30%. However, in London referrals have dropped by 30%. In maintaining the same level of referrals Newham follows neither of these trends.

17 of the total 49 deprivation of liberty requests also had an urgent self authorisation completed by the managing authority (care home or hospital)

34 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 2010/11 the Newham Deprivation of Liberty panels authorised **37** deprivation of liberty requests and refused **11.4** Requests were refused because the service user was assessed as having mental capacity, (see case study 6) and **4** because there was no deprivation of liberty occurring (see case study 3). **One** hospital request was refused

because the patient, who was in a mental health unit, failed the eligibility requirement. The hospital was advised to carry out a Mental Health Act assessment. **Two** requests were rejected because although a deprivation of liberty was occurring this was not assessed as being in the service users' best interests. In both cases the care homes were instructed to make an immediate change to the care plans.

There have been **Five** cases where an Independent Mental Capacity Advocate was involved in the deprivation of liberty assessment process. **Five** service users currently subject to a deprivation of liberty authorisation have no family or friends who can be involved in this process. Newham has therefore appointed **paid representatives** for these people. These representatives are advocates from Age UK and other voluntary bodies. They visit the service user on a regular basis and ensure that the deprivation of liberty remains appropriate and it is 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.

New Priorities for 2010 – 2011

- Further integration of Consent & Capacity issues
- Strengthening of the Safeguarding Governance Group
- Improved documentation within safeguarding alerts
- Improved partnership working with Maternity Services.

NEWHAM UNIVERSITY HOSPITAL TRUST

Key safeguarding achievements 2010-11

- 98% of junior doctors completed Safeguarding Adult's, MCA/DoLS e-learning sessions
- 60% of Trust staff received Safeguarding Adult's, MCA/DoLS training
- 99% of all new staff received Safeguarding Adult's, MCA/DoLS training during first week of employment
- 6 authorisation requests for MCA/DoLS made
- Review of statutory and mandatory training schedule to increase uptake of staff attending Safeguarding Adult's, MCA/DoLS training
- Identification and payment of £6000 towards maintenance of SAPB
- Integration of Learning Disabilities Liaison Nurse.

Key Priorities for 2011-12

- Development of safeguarding action plan from strategy document
- Further integration of relevant documents into safeguarding practice and policies (i.e. CQC,

better healthcare for all, safeguarding and governance)

- Audit of safeguarding processes to ensure relevance of safeguarding, MCA and DoLS referrals
- Further review of safeguarding training within the trust
- Further integration of Consent & Capacity issues
- Strengthening of the Safeguarding Governance Group
- Improved documentation within safeguarding alerts
- Improved partnership working with Maternity Services.

NEWHAM METROPOLITAN POLICE

Key safeguarding achievements 2010-11

- MPS safeguarding adults priorities as per pan London procedures
- Weekly meetings between SA team and Police to review ongoing cases, identify new cases, identify good working practises
- Introduction of MASH
- Introduction of "Keep Safe" project in Newham.

Key Priorities for 2011-12

- To hold people causing abuse accountable for their actions
- Where criminal proceedings are deemed inappropriate, to work with partnership agencies and to identify courses of action
- The MPS Newham to concentrate on the correct identification and recording of incidents offences
- MPS Newham to work to prevent offences, detect them and bring to justice those responsible for offences.

- The MPS should look towards training both at a local and Pan-London level - with central support of course for any local initiatives. Training needs to include all staff, including investigators and patrol officers
- Police attendance at all SAPB meetings 2010/11
- Safeguarding representation on the sub-groups. DI Level on training sub group
- £6000 contribution to safeguarding board from MPS.

NEWHAM COMMUNITY HEALTH CARE SERVICES

Newham Community Health Care Services (NCHCS)

Key safeguarding achievements 2010-11

- Transformation of the PCT in February 2011, which devolved into the commissioning arm, with Provider services transferring to East London Foundation Trust
- Creation of NCHCS to oversee community health provider services
- Creation of a local safeguarding group and identifying lead safeguarding professionals from services
- Identification of a local safeguarding lead.

Key Priorities for 2011-12

- Creation of a local operational partnership safeguarding leads group
- Creation of safeguarding champions
- Agreeing an ELFT wide process for reporting safeguarding issues using Datix
- Reviewing each local safeguarding alert and learning points from each incident.

EAST LONDON FOUNDATION TRUST (MENTAL HEALTH SERVICES)

Key safeguarding achievements 2010-11

- New Trust Safeguarding Committee March 2010– merging governance structures of safeguarding adults and safeguarding childrens
- Trust intranet sites for safeguarding adults and domestic abuse
- Trust designated representatives from adult services and MHCOP attending SAB meetings.
- There has been an increase in staff reporting of safeguarding adults concerns via the Trust Assurance system.

Key Priorities for 2011-12

- E-learning Training to ensure a refresher course for all staff
- Safeguarding Champions nominated per team
- Quality Assurance and Monitoring system to improve effectiveness in identifying safeguarding alerts
- Serious Untoward Incidents to pick up safeguarding adults concerns and feedback outcomes to staff
- User involvement strategy.

NHS East London & City

Key safeguarding achievements 2010-11

- Transformation of the PCT in February 2011, which devolved into the commissioning arm
- Creation of NCHCS to oversee community health provider services
- Creation of a local safeguarding group and identifying lead safeguarding professionals from services
- Identification of a local safeguarding lead.

Key Priorities for 2011-12

- Host an ELC wide safeguarding adults summit in October to help to agree priorities for next 18 months during period of transition and implement action plan that results from the summit
- Review and strengthen the health contribution to the SAB and its sub-groups
- Review the safeguarding adults arrangements in all contracts and how the commissioners in NHS ELC are monitoring contracts
- Preparing the Clinical Commissioning Groups for their role in adult safeguarding as part of the authorisation process
- Develop and strengthen the role of primary care in safeguarding adults activities.

Review of Training

The highest standards of practice must always be underpinned by sound learning and development. This year, following an audit and review of current safeguarding training, the decision was taken to revise the training programme to reflect the way in which safeguarding has developed and evolved nationally and across the partnership. The original training programme had been in place for 3 years, during which time a number of revisions had been made to reflect changes to practice in line with regulation changes and improved working relationships within the Newham. During 2010 it was decided to replace the modules 1 & 2 training with a new safeguarding course, entitled Good Practice: the Newham Perspective. This is available to all staff and provides an overview of what abuse is and how workers need to work within the London Borough of Newham Multi Agency Policies and Procedure & Pan London Procedures that guide good practice. In October 2010 the revised course was launched. In total 875 staff from across the partnership attended one or more of the safeguarding training courses provided in-house.

Work is continuing to revise the investigators training and the former module 4 training for managers.

Table 1

Alert Totals

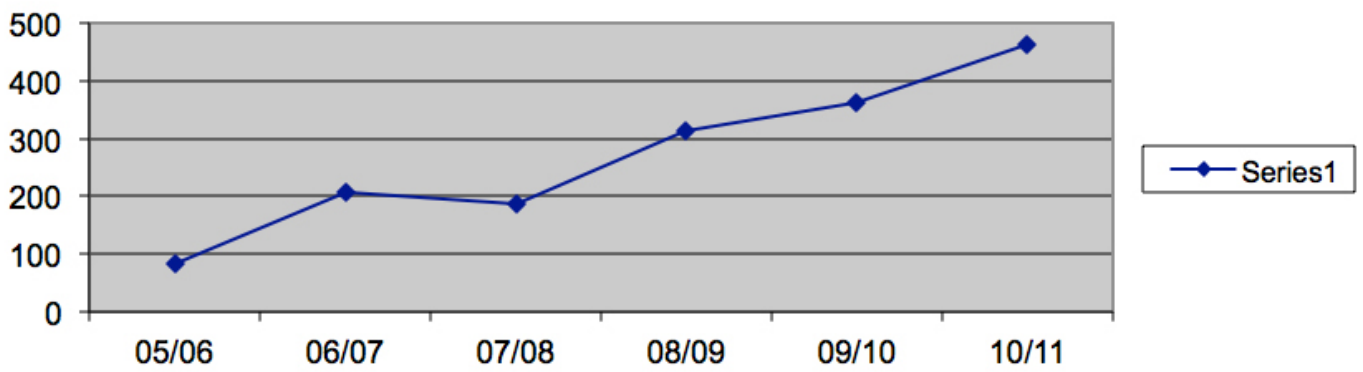
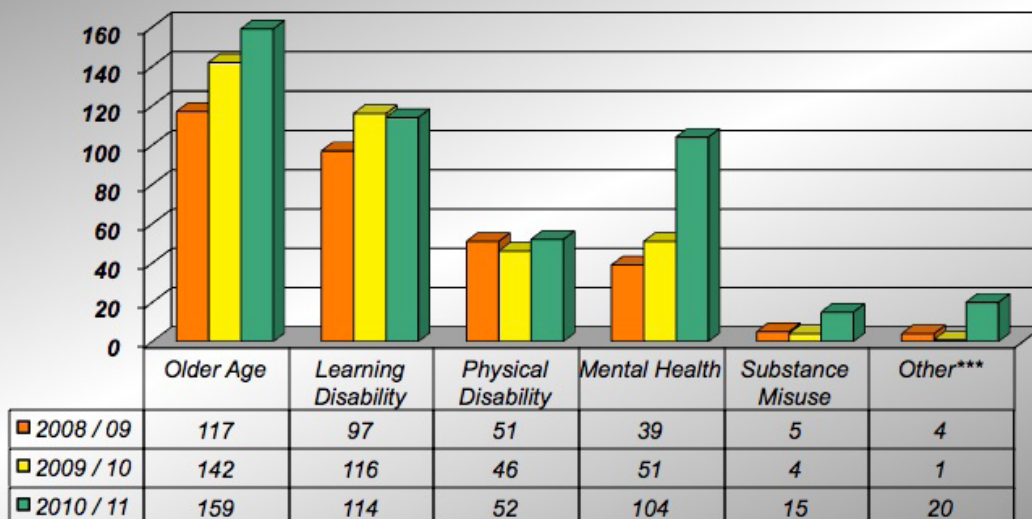


Table 2

Client type



Summary of Safeguarding Adults Statistics

HOW MANY CASES OF ABUSE HAVE BEEN REPORTED IN NEWHAM?

Table 1

The total number of cases reported to the Safeguarding Adults team for April 2010- Mar 2011 = 464

As table 1 highlight's there has been a steady increase over the past 4 years with a substantial increase this year.

It is encouraging that across Newham the message is reaching people and that the abuse of adults at risk will not be tolerated and actions will be taken to protect people.

Whilst this increase in referrals is positive, work continues to promote the adult safeguarding agenda to ensure the message is as familiar as child safeguarding is with both professionals and residents.

WHO WAS ABUSED?

Table 2 April 2008-March 2011

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 has been a marked increase in referrals for people with mental health and substance misuse needs is year. 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

Table 3

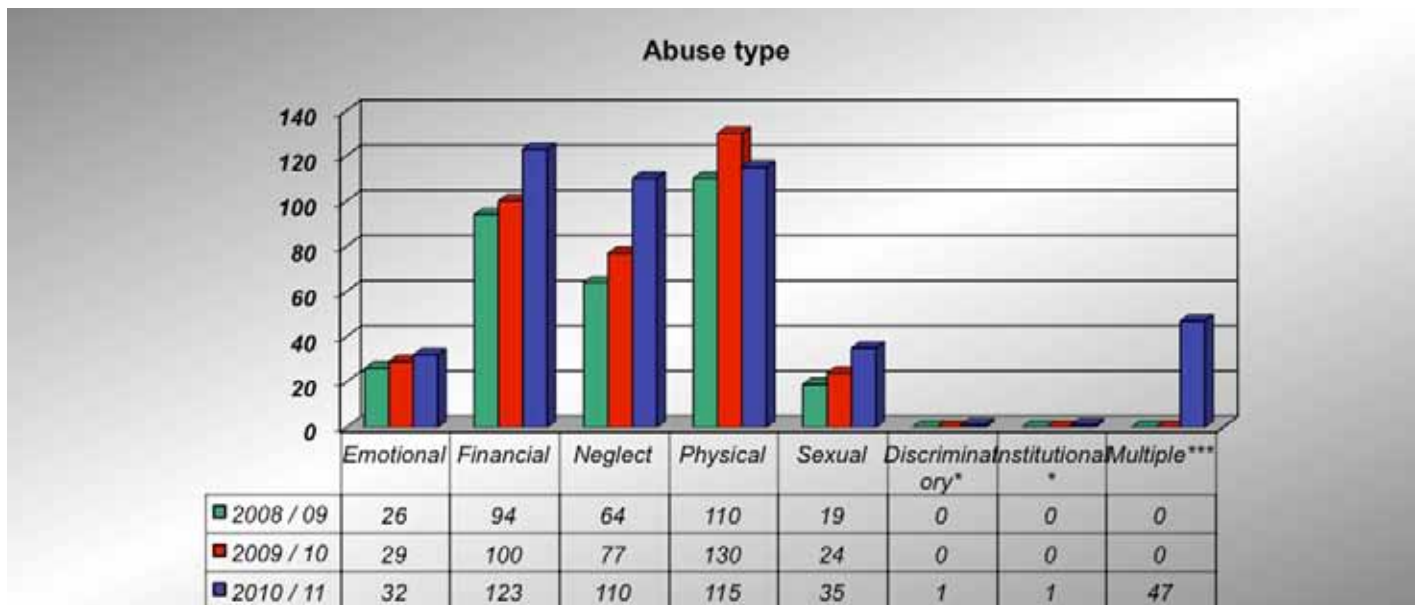
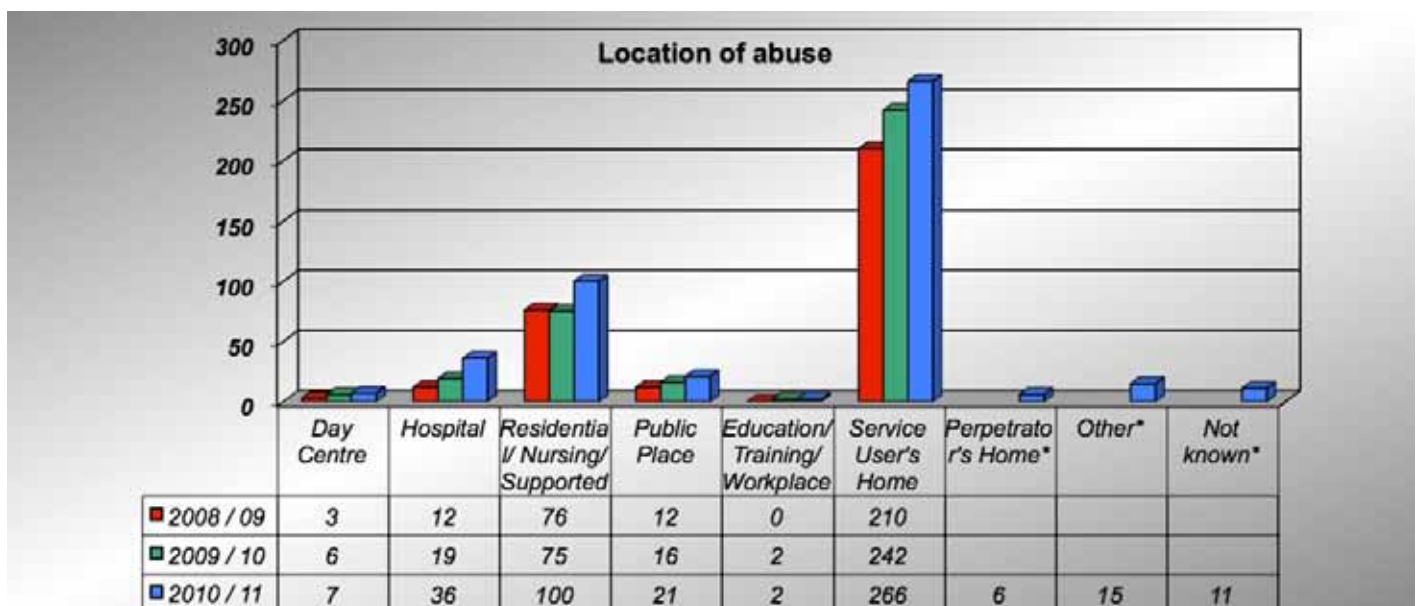


Table 4



TYPES OF ABUSE

Table 3 April 2008-March 2011

Data in this table shows that this year, financial abuse was the most reported single type of abuse. This may be explained by the downturn in the economy where people in situational risks are more vulnerable to financial loss. Work has begun to introduce a Finance Panel which aims to reduce risk. With the increase in referrals to our client affairs team, those very vulnerable adults in the community are now able to use the council services to protect their finances.

Data shows there has also been a significant rise in reports of neglect and sexual abuse with a small decline in physical abuse. 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. Further interrogation into the increase in sexual abuse is underway to ensure

pressure ulcer policy mentioned above, but also that training and recognition/awareness of safeguarding adults is a key requirement and has successfully been implemented across all our care settings. The appointment of the safeguarding lead nurse at Newham University Hospital continues to raise the safeguarding profile and thus the increase in referrals from the trust

WHERE DID THE ALLEGED ABUSE HAPPEN?

Table 4 April 2008 – March 2011

The data in table 4 shows that in Newham, most abuse continues to be reported as occurring in the service user's own home. This is 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.

Increased reports from our care settings continues to rise, this is likely to be from the

Table 5

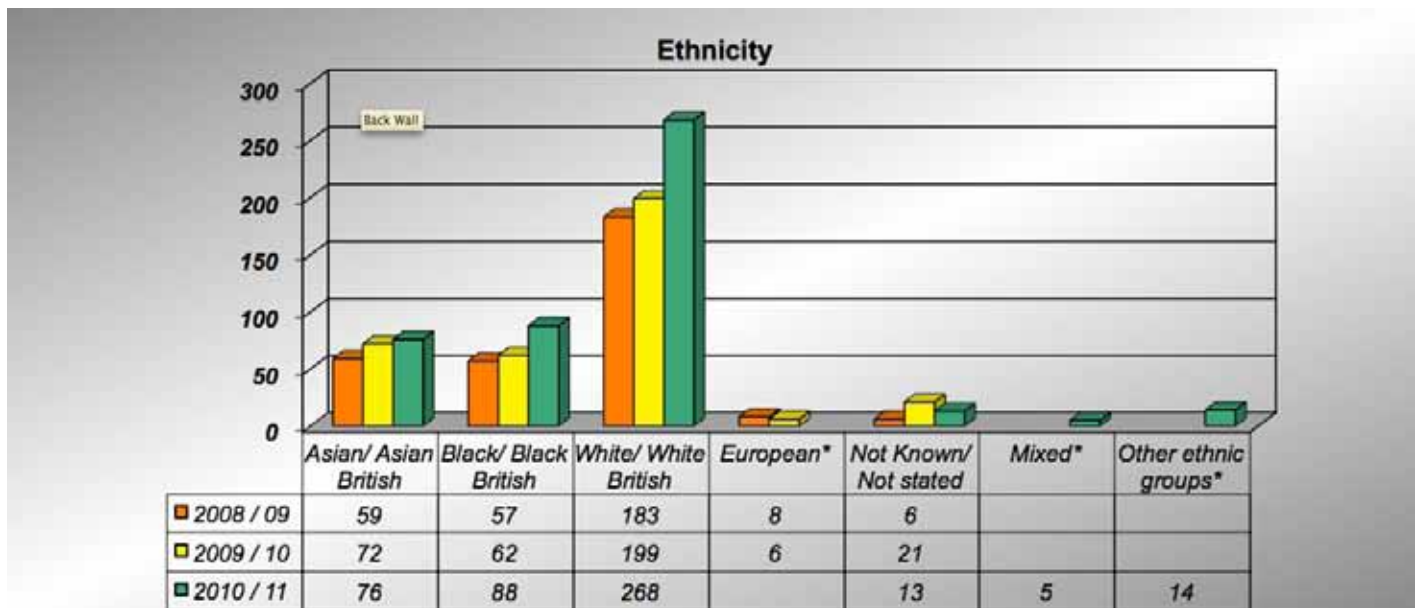
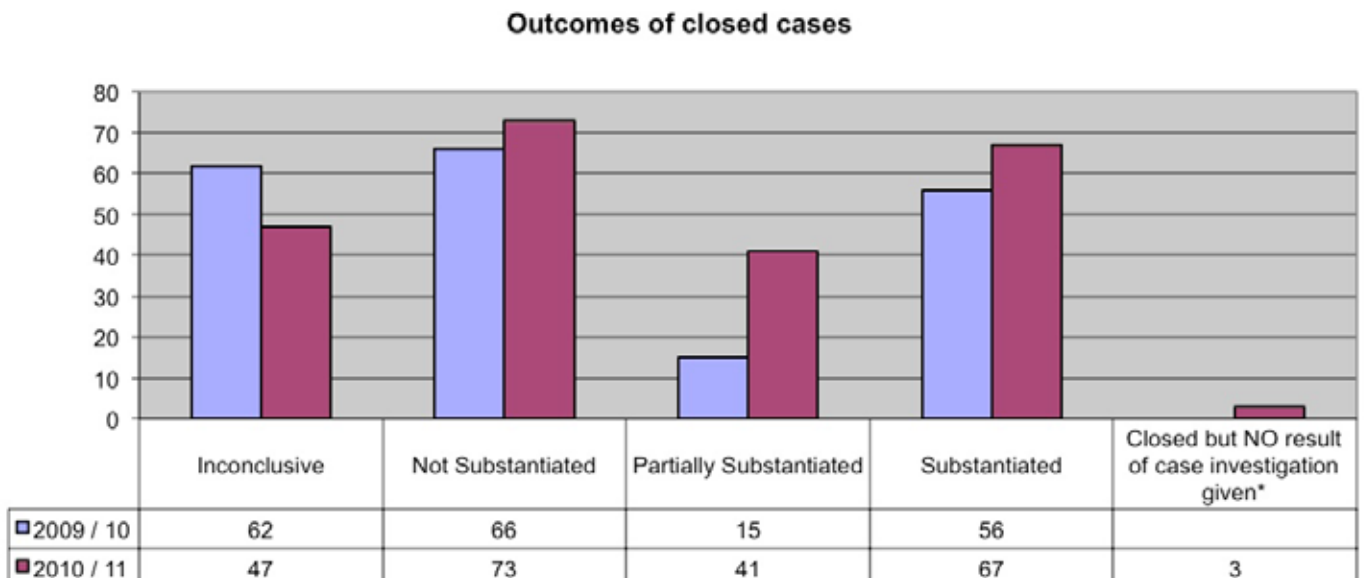


Table 6



WHAT WAS THEIR ETHNIC ORIGIN?

Table 5 April 2008 – March 2011

Data from this table highlight's that those from the 'white' origin category have increased significantly, however this year, the data requirements have changed, so included in this section are those from 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, there is a higher reporting rate from the Black/Black 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 2011

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, however the complexities of each case mean that there are always varying timescales to completion.

This year there has been a marginal increase from the previous year in the substantiated and not substantiated groups. The drop in the inconclusive stats may indicate a better understanding of investigating and the better

collation of supporting evidence which is reflected by the larger increase in those partially substantiated.

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.

Table 7

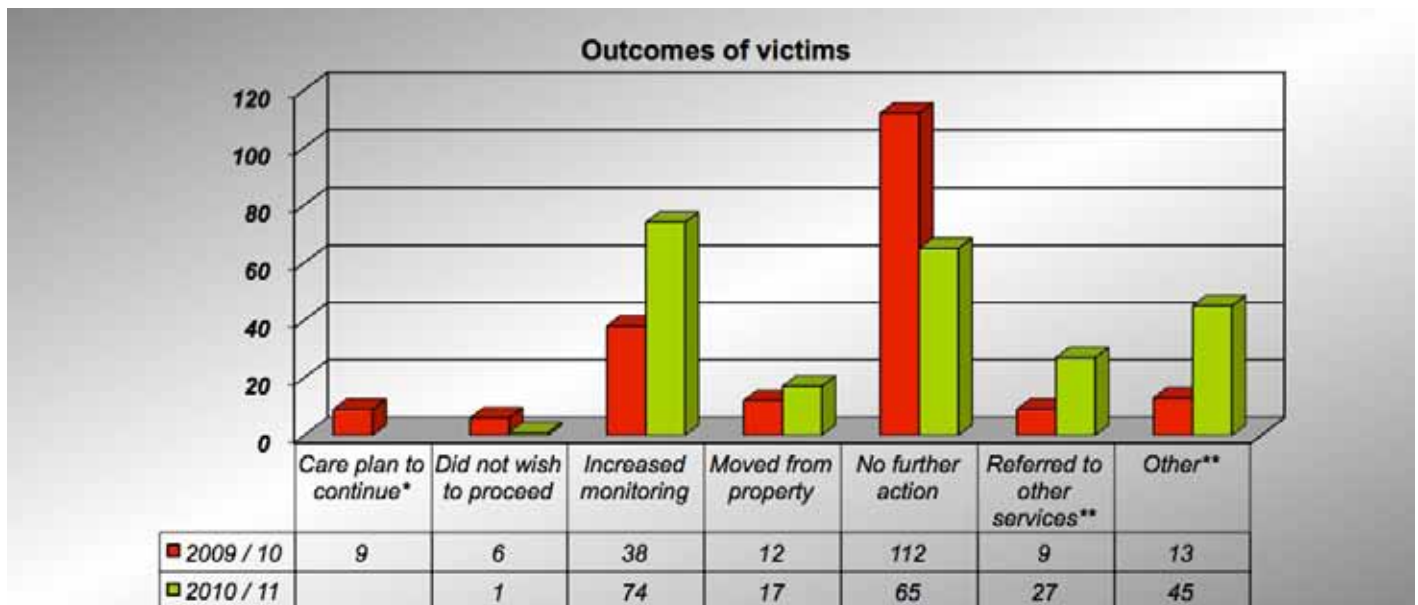
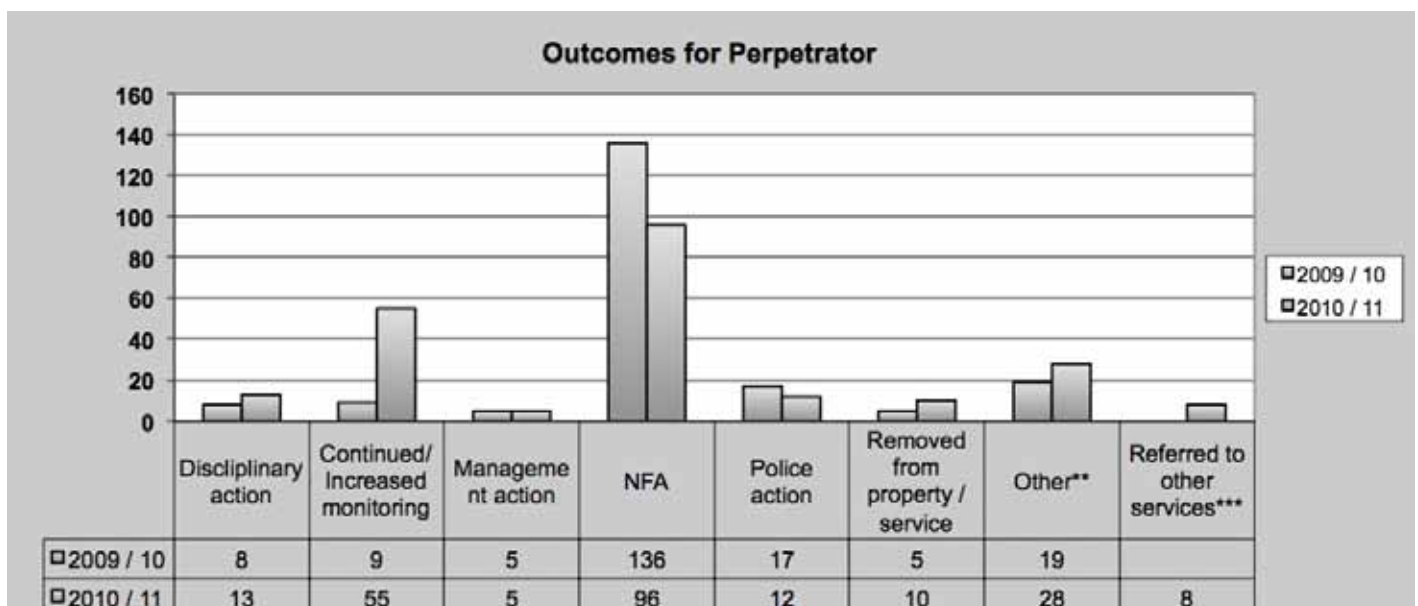


Table 8



VICTIM OUTCOMES

Table 7 April 2009 – March 2011

This table indicates a large decrease in 'no further action' however for most people this is a positive outcome in so much there is minimal impact on their day to day lives.

The data shows that for the majority of people it is rare that they have to leave their home. For those that have a change of property, this usually is the result of families no longer being able to care for the person or where a person is targeted by people, usually drug or alcohol users and it is agreed that it is impossible to protect them from further abuse. The increase in financial abuse and neglect frequently leads to an outcome of 'Increased Monitoring' which may explain the 100% increase in this area.

PERPETRATOR OUTCOMES

Table 8 April 2009 – March 2011

This year has seen a large drop in 'No Further Action' which is a positive achievement as it means that more people are being held accountable for their actions. Most other outcomes remain similar however it is worrying that Police Action has fallen. This will be carefully monitored and any concerns brought to the attention of the MPS board rep.

Perpetrator outcomes can be the most difficult to collate as disciplinary or criminal processes are lengthy. Newham has had a good response to criminal charges compared to national statistics . Often perpetrators unintentionally abuse, through carer stress or un-informed practices, which are stopped once the issues are identified. Families including those identified as perpetrators can be reassured by the safeguarding process.

NEWHAM SAFEGUARDING ADULTS PRIORITIES FOR 2009/2012

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 on

<http://adultsocialcare.newham.gov.uk/>

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