



# Newham Multi-Agency Partnership Safeguarding Adults Annual Report

1 April 2009 - 31 March 2010



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## Message from Catherine Jeffery, Independent Chair for the Safeguarding Adults Partnership Board

Newham has established a positive and open approach to safeguarding in appointing an independent chair which sends out the clear message that in Newham there will be 'no secrets' from the community.

The work of the Safeguarding Adults Partnership Board (SAPB) is both complex and challenging. I see my main role as ensuring that the work of the Safeguarding Board and the partner agencies is open to public scrutiny and comment and to be the voice of the users and carers.

This year, in its role of monitoring and scrutiny, the SAPB has set up three serious case reviews. This process enables individual complex and problematic cases to be subjected to an in-depth and independent review. It ensures that all organisations involved in caring for vulnerable adults learn lessons from their mistakes or omissions and most importantly implement real changes for the future.

The SAPB regularly scrutinises the safeguarding statistics which are also set out in this annual report. Analysis of the information shows that there is still under reporting of abuse from some black and minority ethnic groups in the community and the message is clear that we all need to continue to raise awareness about abuse and that there must be a zero tolerance policy of abuse in any care setting. This year the Care Quality Commission undertook a rigorous inspection of the work of the SAPB.

They gave some very positive feedback, but underlined that there is a continuing need to strengthen user and carer involvement and to develop public awareness and communication between partner agencies.

I greatly enjoyed the user and carer group event held in May where many of Newham's service users gave their views on the causes and how to prevent abuse. The users who attended this event were from all sections of the community and they asked that the SAPB organise another event where they could meet representatives from the health services and police, to talk to them about their experiences of abuse. Further events will be arranged throughout the year.

I hope that the SAPB can build on these links so that all who use and receive services in Newham can be actively involved in developing our safeguarding plans and policies in the future.

Finally I would like to thank all those involved with the SAPB, for their hard work and commitment to this crucial area. I will do my very best over the coming year to lead and encourage Newham SAPB and all the partners to push forward in their determination to prevent abuse and safeguard the vulnerable in the community.

## Message from Dr Graeme Betts, Executive Director for Adults, Community and Leisure



There is always a risk that at a time of enormous change, individuals and organisations may take their eye off the ball and lose their focus on key priorities. With major structural and cultural changes looming for health and care organisations, it is essential that we all remain focused on safeguarding adults. 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.

Following the inspection last year, it is clear that there are weaknesses in some areas across the safeguarding partnership but there are also strengths and our approach as we move forward must be to build on these strengths in order that we can reduce the weaknesses. The action plan that is being delivered will ensure that we are taking the appropriate actions to achieve this goal.

It must be remembered that safeguarding isn't just an issue for the safeguarding board or the safeguarding team. It is the responsibility of staff and leaders in all the partner agencies and the wider public. For those in leadership roles across the partnership, it is essential that we develop and build the systems and the culture that will reduce the risk of abuse in all its forms in Newham. Also we must remember that we are responsible for developing leadership at all levels across our organisations.

It is clear that the workload in safeguarding is increasing for a wide range of reasons and everything suggests that this will continue over the coming years. The safeguarding board must ensure that the partnership in Newham is fit for purpose and can rise to this challenge – it must start with itself ensuring it provides the leadership necessary and it must ensure that all the partners are responding to safeguarding issues effectively.

In the short time I have been in Newham, I have seen excellent practice on the ground and clear leadership. There are good grounds for optimism that Newham is rising to the challenge but there is no room for complacency; we must maintain our focus on safeguarding adults which remains a top priority.



## **A message from Councillor Joy Laguda MBE, Executive Member for Older People and Adults**



As the lead member for adult services in Newham, I have been pleased to attend many safeguarding events throughout the year and have seen the increasing awareness of the safeguarding agenda. Our strengthening of user and carer participation in safeguarding adults is crucial, and is dependent on strong and effective partnerships and liaison. Safeguarding adults has a valuable contribution to make to ensure that Newham is a safe place to live and work, and where its vulnerable residents can live safely, without fear of abuse or harm.

There was a successful Inspection of Adult Social Care in November 2009 by our regulators, the Care Quality Commission (CQC) which is a reflection of the commitment and hard work of staff and partners. The ambitious safeguarding work plan will provide the framework for further improvements, led by the new Independent Chair and supported by our new but experienced Executive Director Dr Graeme Betts. I'd like to thank all the staff and partners involved in ensuring that Newham residents can continue to live safely in the borough.



## National context

In July 2009 the report on the consultation, 'Safeguarding Adults: the review of no secrets guidance', was published. The consultation which was carried out by four government departments: the Department of Health, the Home Office, the Ministry of Justice and the Attorney General's Office, ran from 16 October 2008 to 31 January 2009. Newham SAPB was among the 12,000 participants who responded to the consultation.

Key messages from the report included

- Safeguarding needs to be built on empowerment; professionals must help to empower individuals but ensure safeguarding decisions are taken by the individual concerned. People wanted help with options, information and support, but wanted to retain control and make their own choices.
- A call for better leadership from central government, local government, the NHS, the Care Quality Commission, the police service and housing leaders.
- Support for making safeguarding adults boards statutory; for developing prevention work, having joint inspections and identifying workable outcomes.
- Safeguarding adults is not to be developed along the child protection model. Adults do not want to be treated like children and do not want a system that was designed for children.
- The need to develop ways to ensure there is participation/representation of people who lack capacity.

The report also highlighted the need to establish the appropriate balance between safeguarding and personalisation and identified further work is needed to develop financial safeguards. The report reflected the views from all key partners.



Professionals nationally across the National Health Service (NHS) reported the struggle to 'own' the concept of safeguarding, with greater reliance on internal parallel systems of investigations. Concerns were highlighted about the participation of GPs and mental health trusts in safeguarding meetings. Housing providers reported wanting to play a part in safeguarding and were seeking leadership from within the housing sector in defining their role within safeguarding.

The Association of Chief Police Officers (ACPO) participated actively and showed their commitment to the safeguarding adults' agenda. The police service believed that national leadership should lie with adult social care and the Department of Health and, on a local level that responsibility should sit with safeguarding adult boards. They supported legislation to make safeguarding adult boards statutory and to oblige partners to co-operate, share information and report suspected abuse. The report acknowledged that there were reportedly few successful prosecutions in relation to safeguarding.

The consultation identified that people from black and minority ethnic (BME) backgrounds, particularly the older generations, had less understanding of what abuse meant or how to get help; and some had significant concerns about being able to get help in ways that were respectful and might help to keep their family honour intact. The findings have provided all local authority safeguarding boards with a framework through which to take this work forward.

Also The Deprivation of Liberty Safeguards (DoLS) came into force on the 1 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.

The supervisory role for this new legislation required the local authorities and Primary Care Trusts (PCTs) to produce procedures and authorise Deprivation of Liberty Safeguards referrals across the London Borough of Newham's care providers. Both organisations agreed to provide one service, which was formalised with a Section 75 agreement delegating PCT responsibilities and funds for DoLS to the London Borough of Newham to manage.





## The Safeguarding Adults Partnership Board (SAPB)

Chaired by: Catherine Jeffrey since July 2009

Representatives from:

- Newham Council (LBN) and PCT integrated adult services
- Newham Family Justice Centre
- East London Foundation NHS Trust
- Newham Homes
- Newham Links forum
- EKTA Project Action for Asian Elders and Carers
- Care Quality Commission
- LBN Adults Projects and Partnerships (Commissioning)
- Department of Work and Pensions
- Newham Public Protection Unit (Metropolitan Police Service)
- 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 co-ordination of interventions. 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 of safeguarding 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 adult 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 work achieved this year

It has been another busy year for safeguarding adults, key milestones being the appointment of Catherine Jeffery the Independent Chair in June 2009 and the CQC Inspection of Adult Social Care (IASC) in November.

Newham was one of the first boroughs in London to appoint its independent chair, the main purpose being to strengthen the governance arrangements for the safeguarding adults partnership board and to ensure that the board operates effectively in exercising its functions as set out in 'No Secrets' 2000 guidance. This role also brings an independent voice to the board and provides independent leadership and strategic vision to the SAPB. Following Catherine's arrival a workshop was held for all safeguarding board members, facilitated by an external consultant, to revise the terms of reference and agree priorities for the board. Membership was reviewed to ensure representation at the highest level from across the partnership and to agree funding contributions from key agencies.

The Deprivation of Liberty Safeguards (DoLS) came into force 1 April 2009. During the period of 1 April 2009 to 31 March 2010 a total of 45 requests for deprivation of liberty were received in Newham. Thirty three were from care homes, and therefore local authority referrals, 12 were from hospital units and PCT referrals. These figures are around 50 per cent lower than were anticipated. However they broadly reflect the Department of Health expectation that around 80 per cent of referrals would be for the local authority and 20 per cent for the PCT. A separate annual report detailing the work of the Newham Mental Capacity Act / Deprivation of Liberty Safeguards Service can be requested from the safeguarding team.

In preparation for the IASC an audit and mock inspection took place in June 2009, in which 26 case files were audited. Their findings highlighted improvements around case file recording, particularly in respect of the process being followed, but identified improvements needed on the chronological description of safeguarding investigations.





The June audit was supported by an innovative competency interview programme that took place in May 2009 in which 90 front line staff participated. External consultants posed 17 questions to staff on a range of issues relating to knowledge and understanding of safeguarding adults and the process. Their findings showed a high level of understanding and strong commitment amongst staff.

During the summer 2009 details of the forthcoming IASC inspection were announced for November 2009. The themes of the inspection were 'safeguarding' and 'increased choice and control' for service users and carers, alongside 'leadership' and 'commissioning and use of resources', each of the areas was judged against performance characteristics which described the outcomes that the council and its partners should be achieving for people.

In February 2010 it was announced that Newham was judged to be performing well in all of the outcome areas except in safeguarding where it was judged as adequate. These outcomes are a reflection of all the work that has taken place since the Independent Wellbeing & Choice Inspection in 2007 and we are pleased that the adequate judgement represents an improvement for safeguarding, which it must now build on in the next year. Thank you to all partners that made an active contribution to the inspection itself and also to all those that contribute to the ongoing work.

## Funding arrangements for the Safeguarding Adults Partnership Board

This year for the first time since the board's creation, a 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	£6000
NHS Newham	£6000
Newham Homes	£6000
ELFT	£0
LAS Newham	£0
NUHT	£0
<b>TOTAL</b>	<b>£18000</b>

### Breakdown of expenditure

Independent Chair	£7500
SAPB learning away day	£800
SCR	£5000
Annual report and other publicity	£6000
SAPB administration costs	£5000
Training	£2500
<b>TOTAL</b>	<b>£26800</b>

## New developments within the Board

- The appointment of Independent Chair for the Board.
- The development of a number of sub groups to provide the operational support needed to implement the Board's strategic vision for safeguarding; including:
  - risk choice and enablement group, which has developed innovative responses to managing risk, specifically (though not exclusively) in relation to people in receipt of Individual Budgets.
  - the training advisory group, which brings together managers from a range of providers across the partnership to agree training priorities and share learning.
  - best practice group, created with partners to take forward the key priorities as agreed by the Board.

## Developments in safeguarding adults work

- The appointment of the practice manager for Mental Capacity Act (MCA) and Deprivation of Liberty in April 2009 and the MCA / DoLS support, who joined us permanently in September 2009. These posts have been pivotal in embedding the key principles relating to MCA and DoLS into safeguarding work.
- Appointment of a safeguarding adults senior practitioner in June 2009 to provide advice on complex operational issues and to support the development of a stronger emphasis on quality monitoring. The team now routinely undertake safeguarding audits to gauge staff understanding around reporting, responding and recording safeguarding activity.
- Safeguarding champions, in which every team across adults services has representation. Champions act as 'lead officers' on safeguarding issues within their team.
- Introduction of the positive risk taking policy providing clear guidance and support to staff on managing complex risk.



This is complemented by the risk enablement panel. This is a forum at which staff, service users or their families can share risk decision making where there are concerns about managing significant risk issues.

- We welcome the opening of the Family Justice Centre (FJC), in July 2009 which brings together a single centre for the police, domestic violence, children's and adults' safeguarding and the Multi Agency Risk Assessment Conference and is an exciting opportunity to make the shared agenda work in new and innovative ways. The safeguarding adults team has office space within the FJC where cases will be discussed jointly between the police, safeguarding and the DV experts. This is improving joint working relationships between the police and adult services to ensure there is a greater awareness of how and when to report and respond to criminal activity.



## Engagement with service users

There continues to be a strong emphasis on service user involvement throughout every step of the safeguarding process. Service users and carers participated in last year's IASC process and it was acknowledged that they were 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 adults team worked with EKTA voluntary organisation to commission a play 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, Chargeable Lane, in April 2009, that 55 Newham residents attended. It was a day of activities, discussion, film and in the afternoon Councillor Laguda joined the event to see a performance of the EKTA play, 'Everybody's World'. The event was also attended by local police, ambulance and fire services and its focus was 'keeping free from abuse'.



## Key achievements from the Partnership

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

### Newham University Hospital Trust

#### 2009 – 2010 achievements

- Creation of a safeguarding lead officer post.
- MCA / Deprivation of Liberty Policy written and ready for ratification.
- Action plan for learning disabilities – informed by ‘Health Care for All’ recommendations.
- Education sessions rolled out in conjunction with safeguarding adults managers delivering training to doctors, consultants and clinicians from across the hospital.

#### Key safeguarding achievements

- Appointment of lead for safeguarding adults.
- Introduction of MCA and DoLS within the trust’s safeguarding statutory and mandatory training.
- Increased awareness of safeguarding, MCA and DoLS throughout the trust.
- Development of safeguarding vulnerable adults strategy.
- Review of trust safeguarding vulnerable adults policy.
- Reintroduction of NUHT safeguarding governance group.
- MCA and DoLS specific half day training for relevant Trust staff.
- Effective partnership working to protect vulnerable adults within the borough of Newham.

#### New priorities for 2010 – 2011

- 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.

## Newham Metropolitan Police (MPS)

### 2009 – 2010 achievements

- Criminal charges brought using new MCA powers, under section 44, criminal neglect, following a joint operation with the safeguarding adults team. This is one of several significant investigations some of which have resulted in custodial sentences and others which are currently progressing through the criminal justice system.
- Lunchtime seminars held on 'achieving best evidence' and 'forced marriages with emphasis on people with disabilities'.
- The MPS launched the safeguarding adults at risk policy. This policy seeks to professionalise and improve the quality of service delivery to adults at risk who are or suspected of being the victims of abuse / crime. It will provide a standardised approach across the MPS to the identification and management of safeguarding incidents, by issuing clear instructions to staff, ensuring that everyone understands their roles and responsibilities.

### Key safeguarding achievements

- Achievements for Newham include successful prosecutions under the mental capacity act and other offences, such as assault and false accounting.
- The introduction of specialist evidence retrieval cars to concentrate on domestic violence and safeguarding scenarios.
- Joint training for social workers and other professionals around honour based violence / female mutilation in safeguarding scenarios and the initial gathering of evidence and police procedures.
- Safeguarding cases heard at the Multi Agency Risk Assessment Conferencing (MARAC) when required.
- High rate of detections with regard to safeguarding offences (36 per cent up until January 2010 – one of the highest in London).
- The introduction and distribution of hate crime reporting packs to key sites in the borough, which makes it easier for disabled people to report offences.

### New priorities for 2010 – 2011

- The MPS will concentrate on the correct identification and recording of incidents / offences.
- They will work to prevent offences, detect them and bring to justice those responsible for offences.
- The MPS will look towards training both at a local and pan-London level, with central support for any local initiatives. Training needs to include all staff, including investigators and patrol officers.

## Newham Primary Care Trust

### 2009 – 2010 achievements

- Temporary funding was identified to employ 1.5 full time equivalent PCT clinicians for three months up to the end of March 2009 to help embed safeguarding practice in the PCT.
- Commissioning of a play 'Everybody's World' by the Asian Elders charity EKTA, in conjunction with the safeguarding team, funded by Newham PCT to develop a play based on issues around adult abuse.

### Challenges from 2008 – 2009

In relation to safeguarding, we have found a lack of understanding about the Mental Capacity Act and Disability Discrimination Act (DDA) in relation to people with learning disabilities as well as a lack of awareness of how to access Patient Advice Liaison (PALs) and make complaints.

### Key safeguarding achievements

- Streamlining the serious case review process (local authority process) with the serious untoward incident process (health reporting process) to prevent

duplication of effort and confusion.

- From the Learning Disabilities (LD) performance and self assessment framework, an action plan to address the health inequalities currently faced by people with learning disabilities has been drawn up.
- The access to acute liaison nursing role based within Newham University Hospital Trust (NUHT) (but part of the specialist LD team) ensures that people with LDs are identified within the hospital and supports staff to meet their needs. A lot of work has been done around discharge planning and ensuring that support is in place before discharge happens. This is currently a vacant post and is a priority to be filled.

### Priorities for 2010 – 2011

- A priority is to ensure there is a dedicated resource within PCT, much like safeguarding children, that can ensure the safeguarding adults agenda is embedded in all provider services and that lessons learned from serious case reviews are addressed and risk of reoccurrence is minimised.
- Form a learning disabilities performance

and self assessment framework, to ensure that all people with learning disabilities that are eligible for continuing care funding have access to advocacy or other independent support.

- Ensure that all people with learning disabilities who are eligible for continuing care funding have at least a yearly review which includes drawing up a person centred, outcome focused support plan.
- To continue with implementing annual health checks for all people with learning disabilities and improve health action planning.
- Raise awareness and understanding of the Mental Capacity Act, DDA and Human Rights Act in relation to people with learning disabilities.
- Raise awareness of PALs and how to use the complaints process.
- Improve health action planning, begin to collate data from the annual health checks to target resources more effectively and offer training to mainstream staff from the specialist team on how to support people with a learning disability.



## East London Foundation Trust - Newham

### 2009 – 2010 priorities

- Develop training for awareness of safeguarding adults and domestic abuse to be delivered on induction programme.
- Safeguarding incidents to be recorded on Datix.
- All teams to have a designated safeguarding champion and demonstrate accurate knowledge of the alert system to the Newham safeguarding team.
- Regular Trust representation at each Safeguarding Adults Board.

### Key safeguarding achievements

- 625 staff attended training (approx 200 from Newham).
- Datix system has the question: 'Is this a safeguarding vulnerable adults incident?' for trust monitoring purposes.
- Trust designated representatives from Mental Health Community for Older People (MHCOP) and adult services to attend Safeguarding Adults Board, with corporate lead as back up.
- Launch of the Trust Domestic Abuse strategy January 2010.
- New Trust Safeguarding Committee – merging safeguarding children and adult governance structures in March 2010.
- Trust intranet sites developed for safeguarding adults and domestic abuse.

### Challenges from 2008 – 2009

- Safeguarding adults training strategy and implementation plan to be produced for trust.
- Accurate records for staff from different boroughs attending all safeguarding adults training.
- Review most effective means for data sharing with partner organisations.
- Review of Trust safeguarding adults procedures.

## Serious case review

There have been two cases that have been referred for a serious case review during this period.

### Case one

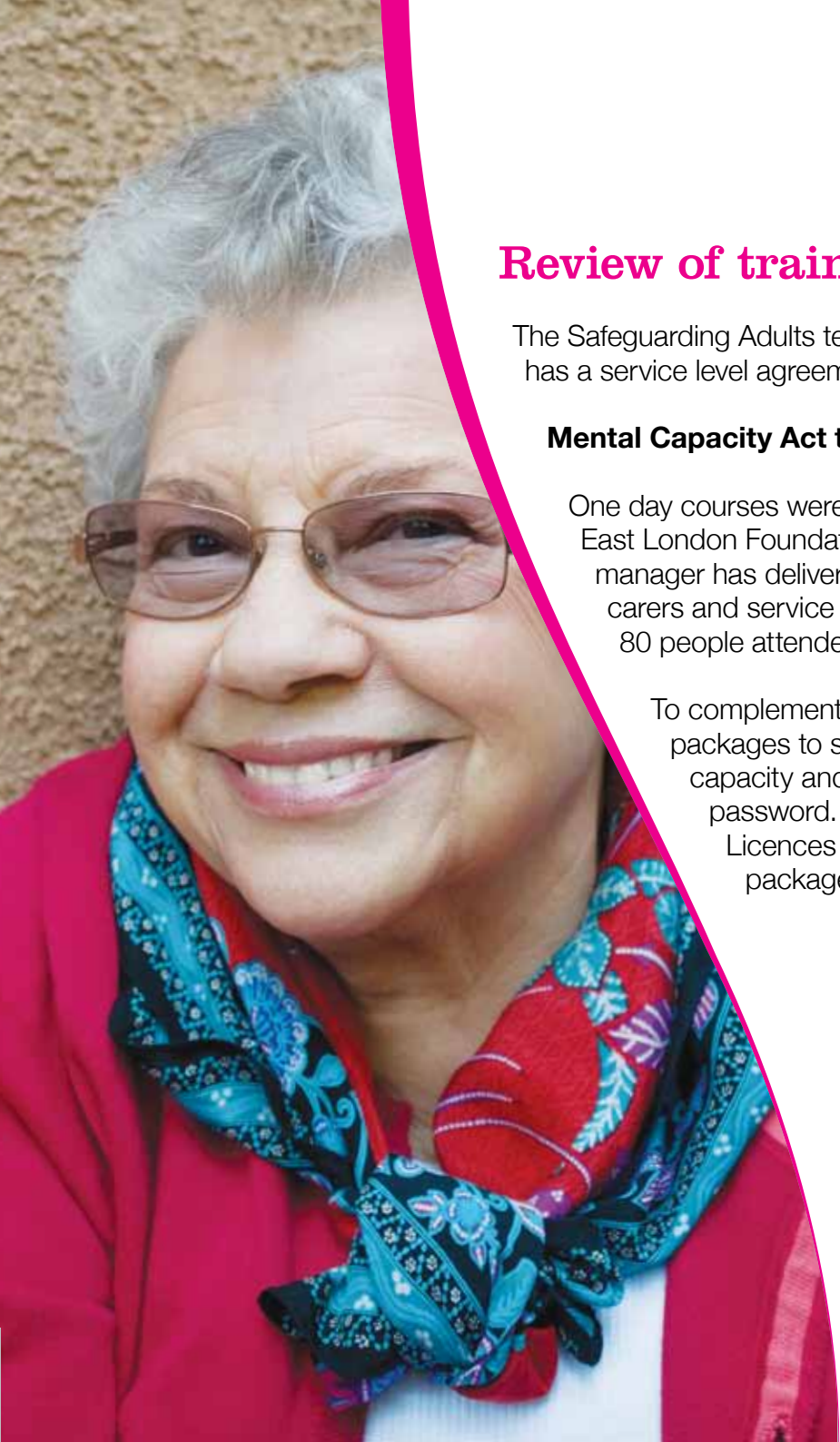
In May 2009 an alert came in to the safeguarding team regarding the death of GG, a 62 year old woman with learning disabilities. The alert was raised by GG's care provider and highlighted concerns around the lack of effective communication with health professionals. Following the safeguarding investigation the case was referred to the police to request a coroner's inquest into her death. The hearing took place in January 2010 and concluded that GG had died of 'necessary medical interventions' and police decided to close down their inquiry. At this stage the SAPB agreed that the circumstances of the death and the findings from the previous investigations met the criteria for proceeding to a serious case review.

An independent consultant was appointed to bring together the key reports arising from the previous investigations and to make overarching recommendations to minimise the risk of this event reoccurring. The report and its recommendations have been agreed by the SAPB and work is ongoing to oversee the action plan arising from this.

### Case two

In January 2010 an alert was raised by Newham police who had been asked by Her Majesty's Coroner to undertake an investigation into the death of a 56 year old man, RS, who was admitted to hospital weighing only 32kg and who died of a condition related to poor nutrition and starvation.

Although RS was in receipt of a number of statutory services the decline in his physical and mental health was not picked up. The safeguarding procedures were implemented and the SAPB agreed that the circumstances of the death and the findings from the investigations met the criteria for a serious case review. An independent consultant was appointed and the review commenced. The report and recommendations from this have not been concluded at the time of this report.



## Review of training

The Safeguarding Adults team has worked closely with the learning and organisational development team and has a service level agreement in place to ensure the planned delivery of training to staff across the partnership.

### **Mental Capacity Act training**

One day courses were held on 16 occasions. 313 workers attended these courses, across adult services, East London Foundation Trust and the PCT including 61 from care homes. In addition the MCA practice manager has delivered 23 sessions to health and social care staff, seven to care home staff and three to carers and service users on the Mental Capacity Act and deprivation of liberty safeguards. Also around 80 people attended the MCA forums in 2009/10.

To complement these training sessions the team purchased three e-learning framework and materials packages to support staff and partners in consolidating, understanding and awareness of mental capacity and safeguarding adults. Around 469 workers have been issued with a user name and password. Care homes have been given one username and password per organisation. Licences and passwords are available to all partners who wish to access the e-learning packages.



## Safeguarding training

Safeguarding training has been delivered to over 500 staff across the PCT, LBN and the third sector. This is an excellent achievement in terms of raising understanding and awareness. This continues to have a positive impact throughout care provider services both in terms of good care practice and awareness issues.

This year we have welcomed the additional training provided to 150 ELFT staff from the ELFT safeguarding lead, which has helped to embed safeguarding practice across the trust.

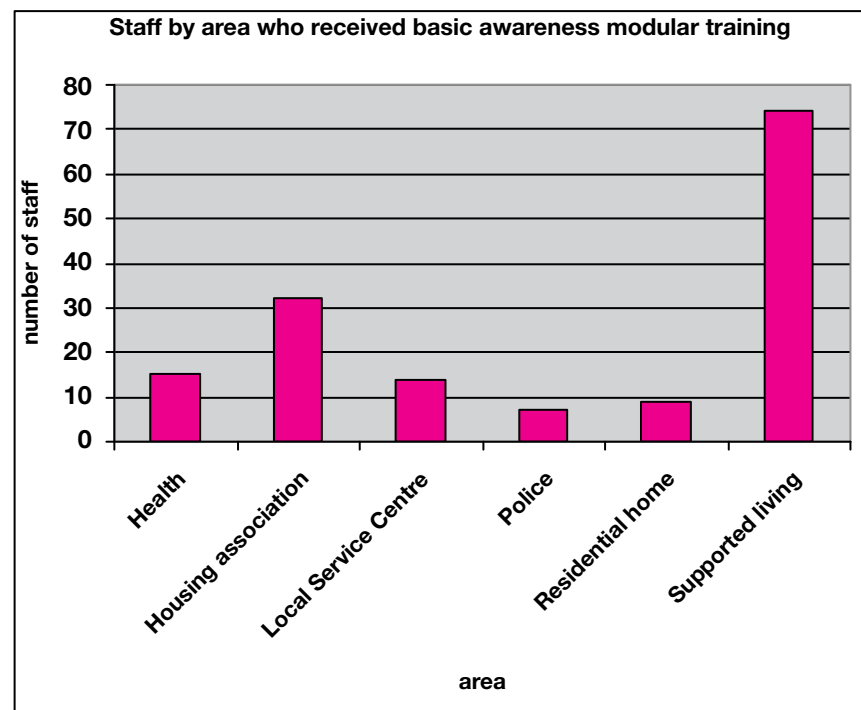
Professional training continued to be delivered on a modular basis, with modules one and two 'Raising awareness' and 'Safeguarding procedures' training. During last year, six module three investigator courses were run, primarily for social workers leading in safeguarding investigations but open to PCT staff and other professionals who may take on this role. Two module four courses were commissioned specifically for managers. This course focuses on managers' responsibilities around the process and will help embed the changes to practice that have been implemented.

## Safeguarding training modules 1 – 4

SGA module training		Module		
Service area	Total	1 & 2	3	4
Bed and day	12	11	1	0
ELFT	20	16	2	2
Housing	51	50	1	0
Learning disabilities	25	17	4	4
Newham PCT	53	49	3	1
Older people	53	28	16	9
Other	86	77	6	3
Residential / nursing	37	36	1	0
Substance	8	5	3	0
Therapy and rehabilitation	30	20	5	5
<b>Total</b>	<b>375</b>	<b>309</b>	<b>42</b>	<b>4</b>

### Basic awareness training

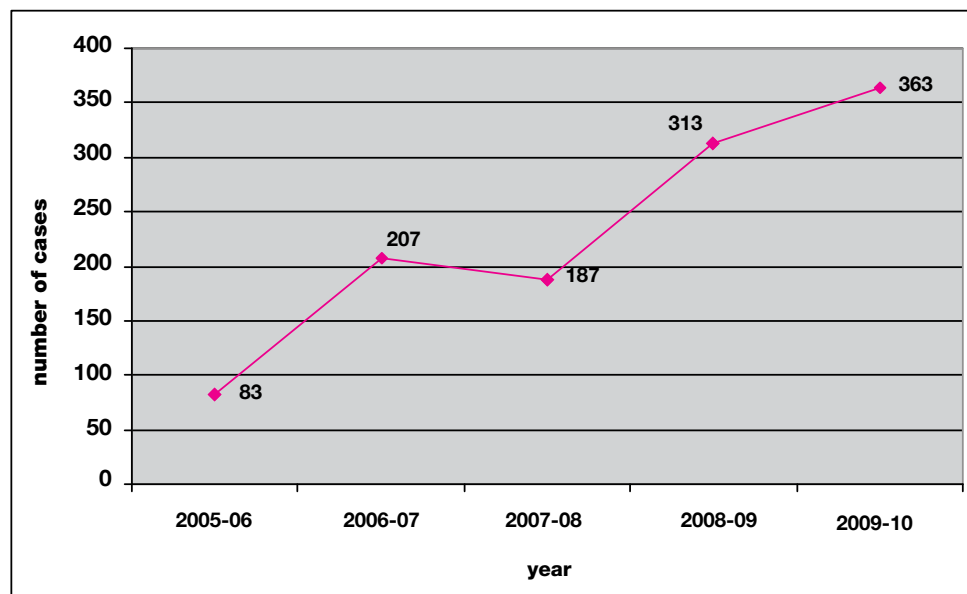
April 2009 – April 2010	
	Total
Organisation health	15
Housing association	32
Local Service Centre	14
Police	7
Residential home	9
Supported living	74
<b>Total</b>	<b>151</b>



## Summary of safeguarding adults statistics

At a national level the Department of Health sends all local authorities its Self Assessment Survey (SAS) which requires all authorities to provide information on the number of safeguarding adults referrals being made and the types and sources of referral. This section provides some of the data which has been sent in respect of this year's activity.

### How many cases have been reported in Newham



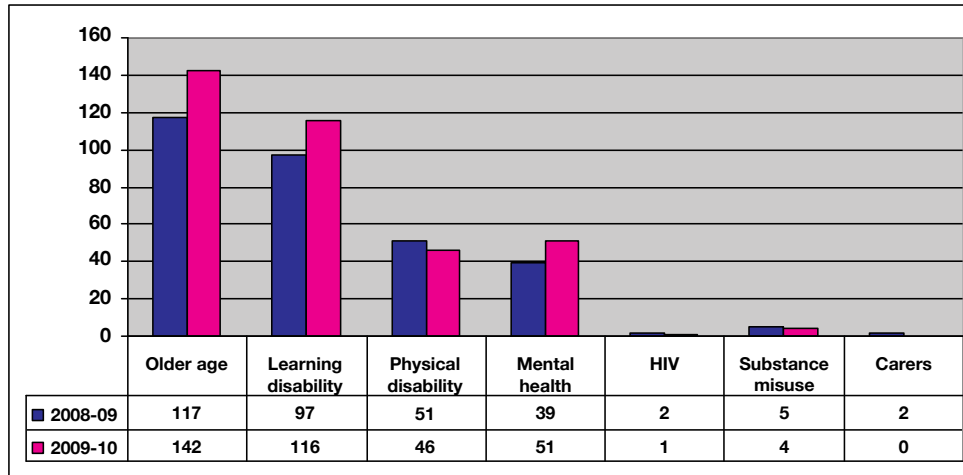
The total number of cases reported to the Safeguarding Adults team April 2009 - March 2010 was 363 (as recorded on Self Assessment Survey to CQC).

This is an increase on last year's figures (313) and the graph highlights the generally steady increase in referrals over the past five years. Whilst this is viewed as a positive response to staff and others understanding of how to recognise abuse and report on it, further work is required to ensure that alerts raised are appropriate. Many incidences of poor practice come to the attention of the safeguarding team, which might be better addressed in the first instance elsewhere. Work is now ongoing with commissioners and contract monitoring staff to address this.

Where comparative data is available from the previous year this has been included in the tables that follow.

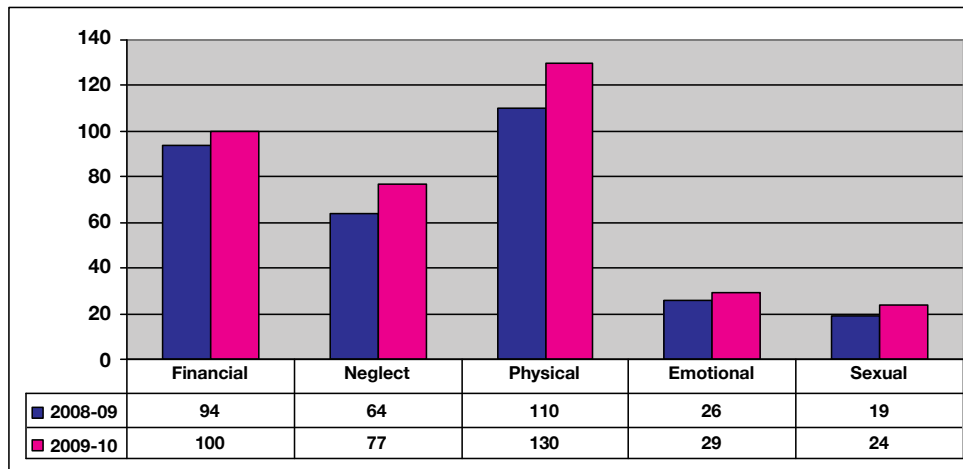


## Who was abused



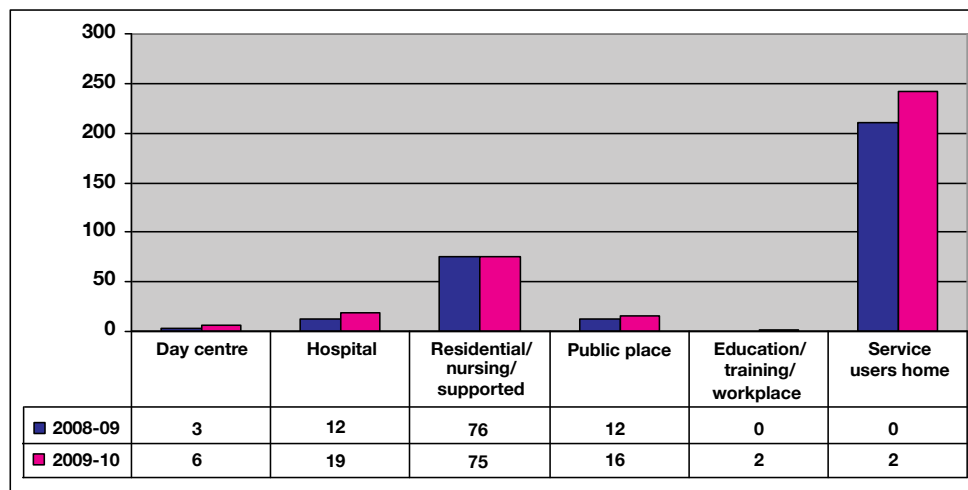
The data shows older people being the most reported upon group in Newham followed closely by people with learning disabilities. These figures are representative of national trends. This year has seen the number of alerts for people with mental health issues exceed people with physical disabilities. There has been extensive awareness raising training delivered across mental health teams this year not only provided by the safeguarding team but also from the ELFT safeguarding lead.

## Types of abuse



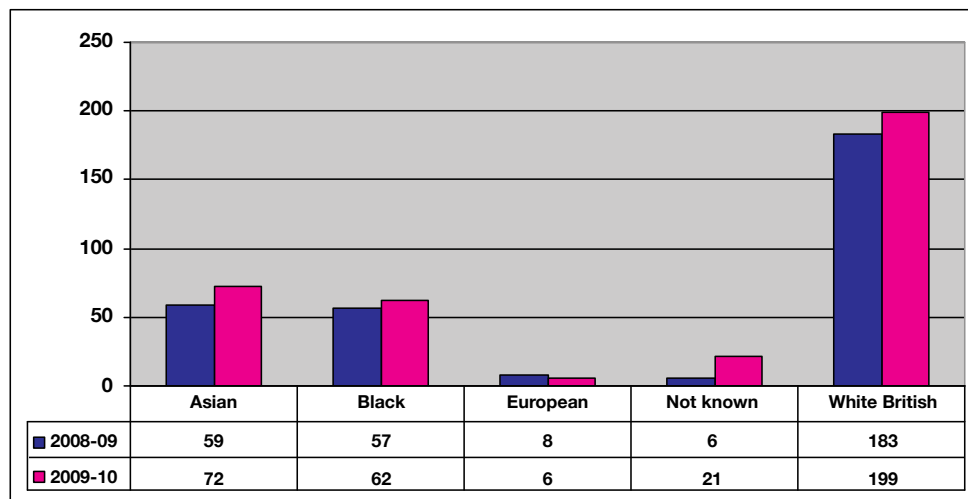
The data highlights that the most common type of abuse the residents of Newham experience continues to be physical abuse, followed by financial abuse. This too is reflective of national trends. Neglect is now more frequently reported upon and we know this is most often seen in care homes and in the service user's own home where they are reliant on care provider services. This highlights the need for increased training around good practice with provider organisations.

## Where did the alleged abuse take place



The data shows that in Newham most abuse is reported as occurring in the service user's own home. This is consistent with national trends, but it is also recognised that abuse is more likely to go unreported in people's own homes or where service users live with parents or other family members.

## What is their ethnic origin



The ethnic origin of the referrals received by the safeguarding team generally reflects the ethnic composition of Newham according to the 2001 Census. Referrals of those from a white origin remain consistently high with several alerts now being reported from the increasing population of eastern Europeans within Newham. It is acknowledged that the 2001 Census is not likely to be reflective of more recent migration indicators, which has seen an influx of white eastern Europeans into the borough.

It is known that the ethnicity breakdowns in Newham show significant variations for people aged 18-64 years and 65 years plus.

### Over 65s (make up 18 per cent of total population)

Ethnicity	Per cent
White	52%
Black	17%
Asian	26%

Although only 18 per cent of the population of Newham is aged over 65 years, 40 per cent of alerts received were from this age group and the ethnicity figures need to be seen in this context.

Safeguarding figures suggest under reporting amongst Asian service users. A workstream has been identified with colleagues from the PCT to undertake further analysis of this. At a recent service user event a group of Asian service users and carers also expressed a willingness to engage with the safeguarding team to find ways to address this under reporting.

### 18-64 years (make up 64 per cent of total population)

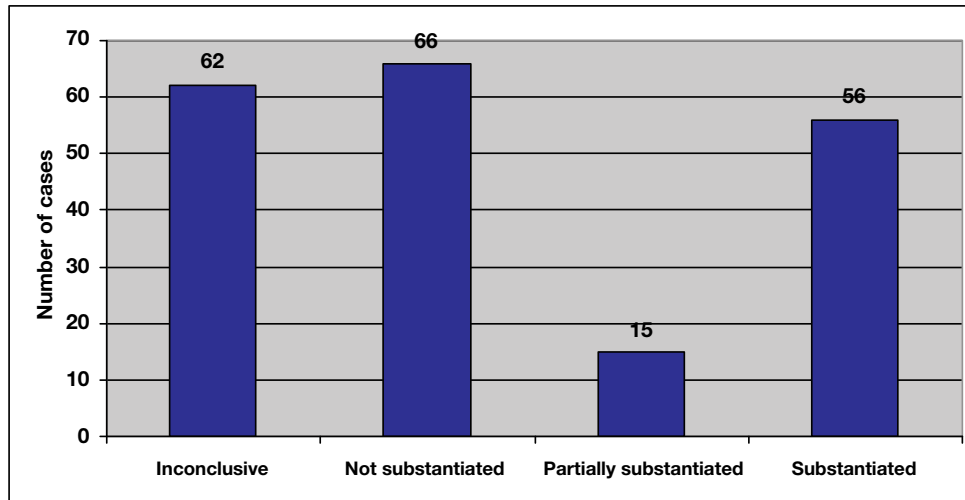
Ethnicity	Per cent
White	35%
Black	23%
Asian	35%

### Outcomes

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.



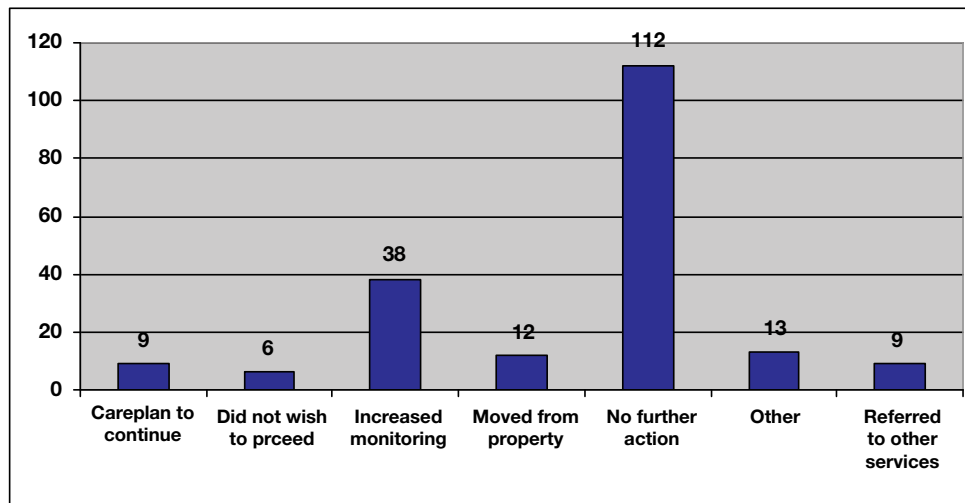
## Case outcomes



Total of 199 cases closed.

The complexities of each case mean that there are always varying timescales to completion. The results show that there is a high number of unsubstantiated alerts. There are many reasons for this but the most common is that upon further investigation a sound explanation is found. Inconclusive decisions are frequently made when there is a lack of supporting evidence

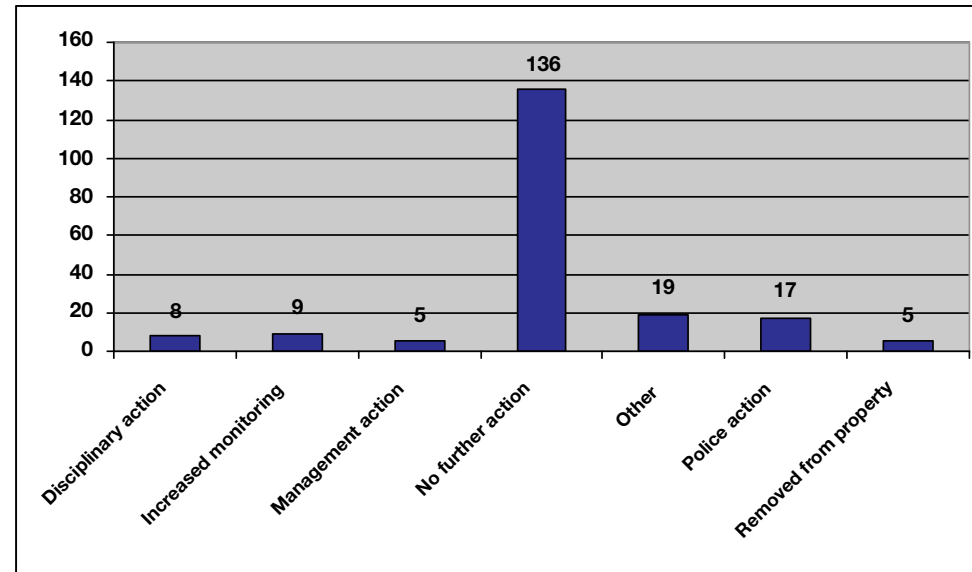
## Victim outcomes



Outcomes for victims show that for the majority of people nothing drastic needs to happen, such as a move of home, although this does not assess the psychological impact of the allegation rather the practical actions agreed in protection plans and on case closure.



## Perpetrator outcomes



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

## Safeguarding Adults Partnership Board (SAPB)

- Strengthen SAPB membership, roles and responsibilities.
- Set key annual priorities and targets for the SAPB 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.

## Safeguarding Adults working groups

### 1. Best practice and policy implementation group.

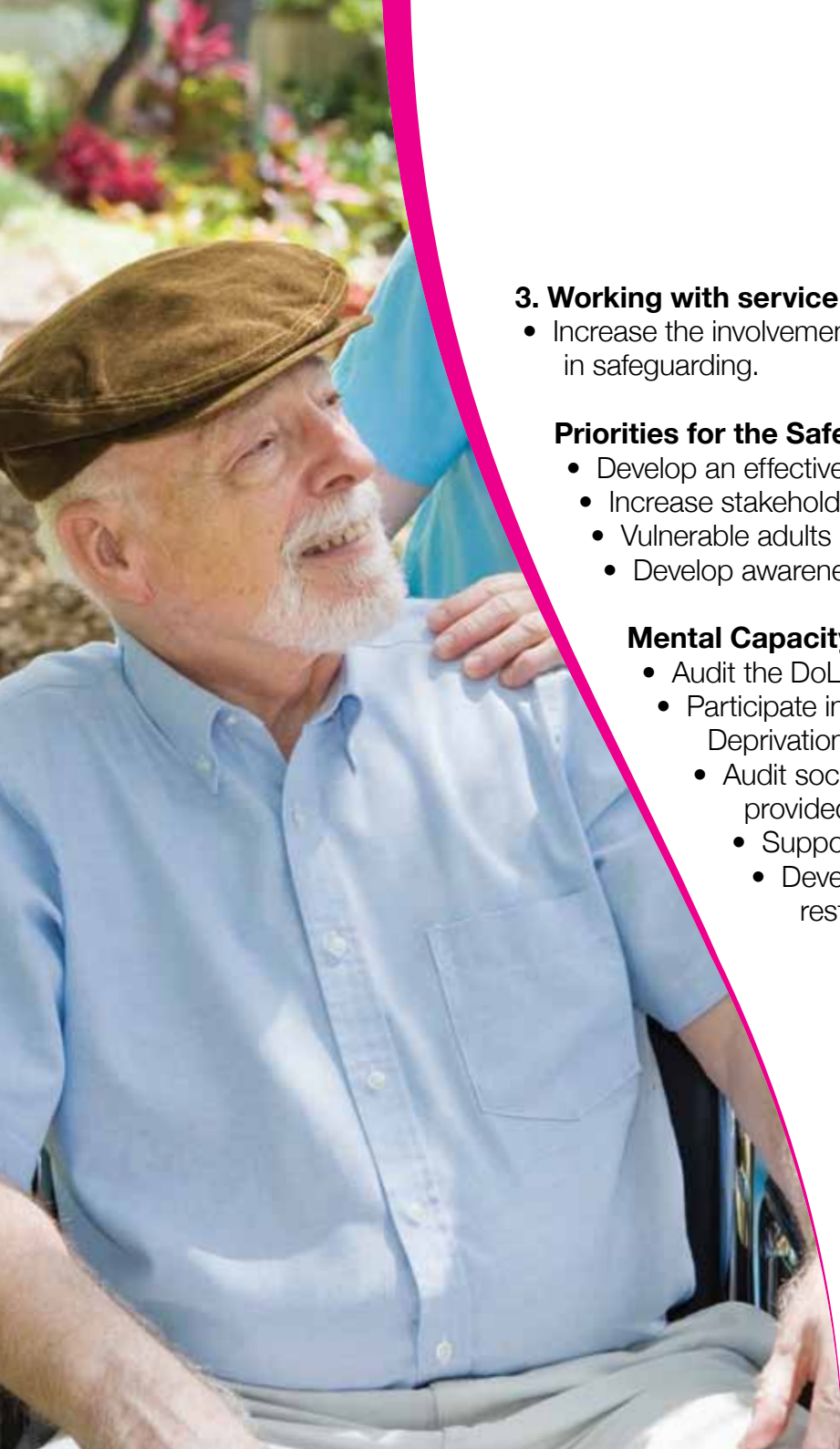
- Develop a robust audit framework to ensure that the policy and procedures are embedded and adhered to within all agencies in Newham.
- Monitor and review implementation of Deprivation of Liberty safeguards.
- Ensure safeguarding issues influence the commissioning and de-commissioning of services.

### 2. Training group.

- Review membership and purpose of group.
- Ensure all staff across partner agencies, providers and voluntary staff are trained to 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 and barring scheme under the Vulnerable Groups Act 2006.







### **3. Working with service users group.**

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

#### **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.

#### **Mental Capacity Act and Deprivation of Liberty Safeguard Priorities**

- Audit the DoLS service in conjunction with a neighbouring supervisory body.
- Participate 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.

## Further information

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.

**Visit:** [www.newham.gov.uk/services/adultabuse](http://www.newham.gov.uk/services/adultabuse)

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