

NEWHAM MULTI-AGENCY PARTNERSHIP

Safeguarding Adults Annual Report

1 April 2007 – 31 March 2008



East London and The City 
Mental Health NHS Trust

Newham 
Primary Care Trust

Newham University Hospital 
NHS Trust

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Message from the Mayor

Welcome to the third safeguarding adults annual report. I am sure the following pages will provide you with an informative insight into the work carried out by the Safeguarding Adults Partnership Board over the past year.

Newham is a great place to live with so much to be excited about – our major regeneration work and the countdown to the London Olympic and Paralympic Games to name but a few. But what is vital is that we remember all members of our community and ensure that those who experience more difficulty speaking up for themselves are safe, involved and have a good quality of life.

I believe in Newham we take good care of our more vulnerable people and those in need of more support but no one organisation can do that alone. This is why I feel that our commitment to partnership working is so important and I hope this report will give you all the information you need to know about the work we have been doing over the past year.

A white, handwritten signature on a dark background. The signature is stylized and appears to be 'RW' with a large, sweeping flourish above it.

Sir Robin Wales
Mayor of Newham



Message from the Chair

I'm pleased to again be able to acknowledge the very robust partnership working and input from many agencies in improving and better assuring good 'safeguarding' of Newham people. There are few activities as important as our collective and individual roles in better safeguarding people and it is very evident that all the key agencies in Newham are really committed to continuing improvement.

During the past year, the council had an inspection from the Commission for Social Care Inspection (CSCI). The inspection found a number of weaknesses in aspects of service delivery by the council and so we are doing a lot to strengthen internal arrangements in the council. However, it was good to see and hear the positive recognition by CSCI of our central and partnership infrastructure on safeguarding adults and how it is working well. Obviously we'll build on the opportunities for improvement, particularly in ensuring wider publicity for safeguarding work and better reaching into communities where we currently receive a lower than expected level of alerts or safeguarding issues.

My thanks as ever to the Partnership Board membership and to the safeguarding team for their dedicated and enthusiastic work during the past year.

A handwritten signature in black ink, appearing to read 'Paul Gocke', with a horizontal line underneath.

Paul Gocke
Head of Adults' Services
Newham Council and Primary Care Trust
Chair of Newham Safeguarding Adults Partnership Board

Introduction

In the spirit of partnership a number of people have contributed to the introduction of this annual report.

Councillors help the Mayor run the council on behalf of the community. One, Councillor Joy Laguda, has been particularly supportive of the safeguarding partnership.

She says: “As a lead member for Older People’s Services in the London Borough of Newham, I have a keen interest in the work that is being undertaken across Adults’ Services, around safeguarding adults. Our strengthening of safeguarding adults is crucially dependent on strong and effective partnerships and liaison. Safeguarding adults has a valuable contribution to make to the council’s wider agenda for ensuring Newham is a safe place to live and work. This year has seen the safeguarding adults team consolidate its ambitious agenda and embed its key principles across the multi-agency partnership.



“I was pleased to be part of the review day which took place last June at which I had the opportunity to meet a number of practitioners from across all sectors. I was impressed by the enthusiasm and commitment to the safeguarding agenda. Safeguarding has been further strengthened with formal audits and measures that support consistent delivery of the services to adults.

“When CSCI came to Newham last September, as part of the Wellbeing, Choice and Independence inspection, it was disappointing that the work which had been started was not supported by the evidence in safeguarding practice. I have been involved in many safeguarding events that have taken place since that time and I am confident that the resource capacity, together with energy and commitment, are present to drive the safeguarding agenda forward. There has been a lot of hard work from all of us in the past year, with more ahead. But I am confident that with the right focus and commitment we can achieve a positive outcome.

“The formal mechanisms in place this year provide Newham with the right platform to evidence the strong safeguarding culture within the work practices of adult social care. This will be evidenced with improved outcomes for residents of Newham.”



In June this year, Joe Duckworth joined the council as its new chief executive. He joined Newham from the Isle of Wight where he had been chief executive since 2006.

He says: “As the new chief executive for Newham I know how important it is that we have the highest standards in safeguarding the more vulnerable members of our community, both children and adults. I have been pleased to note the significant improvements that have taken place during the past year. We are building strong operational standards as well as making the right links with our other corporate strategies such as the Crime and Disorder Reduction Plan.

“I am confident that the safeguarding partnership will now go from strength to strength.”

Adults Services is made up of an integrated team of staff from both the council and the Primary Care Trust (PCT) who work together to provide health and social care services.

As Chief Executive of the Newham PCT, Melanie Walker says: “We share an absolute commitment to safeguarding vulnerable people who live in Newham – their lives, their health and wellbeing and their human rights as citizens. We are pleased to be working closely with the whole range of local partner agencies in doing this. We are all equally determined that people's needs and interests are properly safeguarded.”

Alan Adams is the Executive Director of Adults, Culture and Community, the council directorate whose responsibility it is to provide many and diverse services for the adult community in Newham.

Alan says: “Safeguarding vulnerable adults is a fundamental responsibility for the council and it is essential that we carry out this function to the highest possible standard.

“Last year the council was severely criticised for the standards of its safeguarding. Many people have worked very hard to put that right. I am confident that we have made real improvements since then and we must build on that and continue to learn from best practice until others are coming here to learn from us. That requires us to be clear, focused and work in exemplary partnership.

“I look forward to an exceptional year in developing and delivering safeguarding in Newham.”



The Safeguarding Adults Partnership Board

The board includes:

- Chair Paul Gocke, Head of Adult Services, Newham Council and Newham Primary Care Trust

And representatives from:

- Newham Council and PCT integrated Adult Services
- Newham Domestic Violence and Hate Crime Unit
- East London Foundation NHS Trust
- Newham Homes
- Black and Ethnic Minority Community Care Forum
- EKTA Project Action For Asian Elders and Carers
- Commission for Social Care Inspection (CSCI)
- Healthcare Commission
- LBN Adults Projects and Partnerships (Commissioning)
- Department of Work and Pensions
- LBN Social Regeneration Unit
- Newham Public Protection Unit (Metropolitan Police Service)
- Newham University Hospital Trust
- Safeguarding adults team
- LBN Legal Services Division



The role of the Partnership Board is to promote, inform and support 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 board is establishing and maintaining clear links with the Crime and Disorder Reduction Partnership Board as part of its overall strategy for reducing all forms of hate crime in Newham.





Review of work achieved this year

This has been another busy year in the safeguarding adults team, with new developments occurring at both local level and nationally.

In Newham we remained committed to delivering the safeguarding model described in the Association of Directors of Adults Social Services (ADSS) National Standards for Safeguarding Adults. This is based on a comprehensive set of national standards designed to back up a 'zero-tolerance' approach to the neglect or abuse of vulnerable adults.

Newham Council, as the lead agency for safeguarding adults, now has a fully staffed team, comprising one manager position (covered by job sharers), two part time safeguarding officer posts, jointly funded with the PCT, and a full time admin position, which has been filled intermittently during the past year mostly through the use of agency staff. Further additional investment has recently been committed by the council.

The team has continued to raise the profile of safeguarding adults' issues and develop pathways for working collectively with partners across Newham to understand the nature and incidences of adult abuse in Newham and to promote effective work as a result.



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 numbers of safeguarding adults referrals being made and the types and sources of referral. This year the SAS has focused on outcomes for service users, looking for real evidence of how our service users are being safeguarded.

The SAS also requires reporting on the delivery of training to in-house staff and staff from partner agencies. The strengthened reporting requirements reflect the importance being given to this work and the increased requirements being placed on all authorities to report on and indicate what steps are being taken to minimise abuse occurring. To this end, work to build reporting requirements into CareFirst, the local authority's case management system, so that data can be captured more effectively, has now been completed for use by all social work practitioners.



This year Newham was one of the first local authorities to undergo CSCI's Independence, Wellbeing and Choice inspection which focused specifically on personalisation in learning disabilities services and safeguarding adults across Newham. As part of the safeguarding inspection case files were looked at from across all Adult Services. The inspectors found positive work in place in terms of safeguarding adults' policies and procedures and the robustness of the partnership work that is going from strength to strength in Newham.

However, it was disappointing that the very positive safeguarding casework, which we know largely takes place, was found to be significantly lacking in terms of recording evidence and indicating outcomes for our service users both on case files and CareFirst. The council has acknowledged that radical improvements in delivery against core practice standards has been required.

Information from the inspection also requires us to find more effective ways of engaging directly with service users to improve awareness of safeguarding issues. Our and CSCI's view is that if the work cannot be evidenced then it is tantamount to not having happened. Work is ongoing to meet these challenges, led by Alan Adams, Executive Director of Adults, Culture and Community and Paul Gocke, Head of Adult Services and Chair of the Safeguarding Adults Partnership Board. Details of the action plan relating to the inspection findings can be found further on in this report.

Like last year, one of the key findings from this year's SAS is the high incidence of financial abuse being reported within Newham. At a national level, prevalence studies are being undertaken to understand more about how financial abuse is impacting on vulnerable adults and to identify the steps needed to reduce this. We are currently working proactively with partners to find ways of preventing the risk of financial abuse and projects are continuing to support this. This also links with the council's wider agenda to increase the number of service users in receipt of self-directed support (SDS) as part of the 'Independence, Enablement and Choice' programme. During the last year the safeguarding managers have been working with SDS project groups to embed safeguarding principles into the SDS process.

Another key area for development in which we have taken very significant steps during the past year is in ensuring the key principles relating to the Mental Capacity Act (MCA) have been embedded into safeguarding work. The safeguarding managers have worked closely with the MCA steering group to ensure that the MCA requirement to undertake a test of capacity is understood in the context of safeguarding. This area of work will continue with the introduction of the Deprivation of Liberty requirements next year.



Serious case review

Last year we reported on the serious case review (SCR) that had been initiated in 2006, when a young man with profound learning and physical disabilities died from natural causes in Newham General Hospital after becoming unwell at home. As he was in receipt of social care and health services, the Safeguarding Adults Partnership Board agreed to conduct an SCR. During the last year an action plan was drawn up and work has been taken forward and implemented across all partner agencies to ensure such an incident is not repeated by tackling system failures. The improvement actions are closely monitored by Paul Gocke and the safeguarding team and are reported on regularly at CSCI's Business Review Meetings.

The culmination of this work was the Serious Case Review Learning Event, held in December 2007, which was attended by over 90 staff from across Adults Services, Newham University Hospital Trust, GP surgeries, police, the PCT and independent care providers. The actions detailed in the SCR Improvement Plan have now been implemented though some work is still ongoing to audit the effectiveness of the improvements we have put in place. The report of the findings is available on the safeguarding adults' intranet website.



Review of training

The training strategy during 2007/08 continued to be ambitious.

One of the key priorities in the safeguarding team during 2007/08 was the delivery of the basic awareness training programme to care workers and other staff in the council registered residential and nursing homes and with domiciliary care providers. The safeguarding team has delivered training to over 1,500 staff across the PCT, the council and the third sector. This is an excellent achievement in terms of raising understanding and awareness and has been administered, planned and organised solely by the safeguarding team. This is having a positive impact throughout care provider services both in terms of good care practice and awareness issues.

Professional training continued to be delivered on a modular basis, with modules 1 and 2, 'raising awareness' and 'safeguarding procedures', training being delivered by in-house staff. During 2007 the safeguarding adults team commissioned its second 'train the trainers' course in which staff across partner agencies were invited to apply, in return for delivering four sessions of modules 1 and 2 per year. During last year five module 3 'investigators' 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. Further courses on this are planned for this year.

This year in response to the CSCI Inspection and the changes that were implemented following this, three module 4 courses were commissioned specifically for managers. This course focuses on managers' responsibilities around the safeguarding process and will help embed the changes to practice that have been implemented. The course will be run again during 2008/2009.

Clearly this does not meet all our training requirements. A new training strategy for 2008 to 2010 has been approved for the years ahead and work will be ongoing during the rest of this year to identify training to best assist practitioners and to improve skills, competence and awareness.





Summary of safeguarding adults statistics

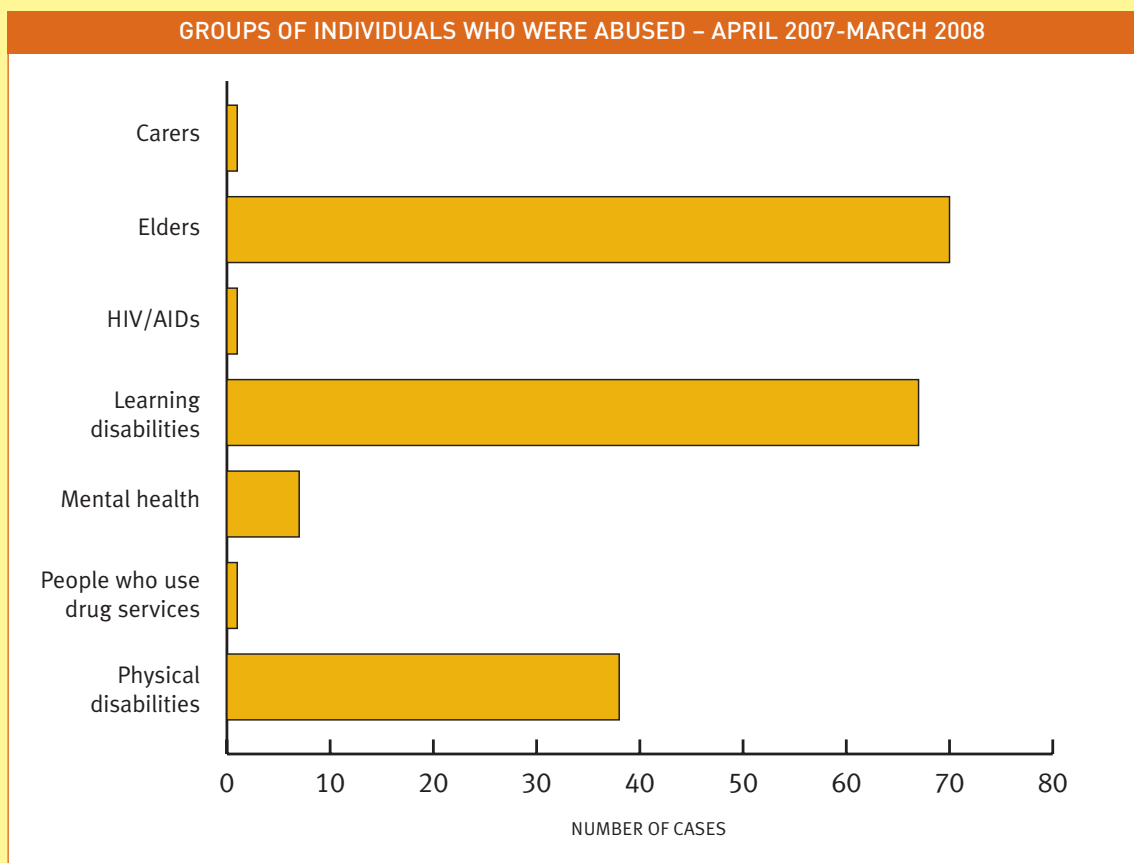
There remains much to be done around data capture for safeguarding adults, both in terms of how the information is collated and what it is actually revealing. We are refining some of the data collected to help improve our focus. Information is currently collected on Excel and CareFirst reporting mechanisms have been developed which will assist significantly.

The number of referrals decreased from 207 last year to 185 this year and represents a decrease of around ten per cent. We believe from the nature and quality of alerts that this is likely to be as a result of the refinement in the reporting process that has occurred as practitioners become clearer on what constitutes a safeguarding alert.

1. How many cases of abuse have been reported in Newham?

The total number of cases reported to the safeguarding adults team from April 2007 to March 2008 was 185 (as recorded on Self Assessment Survey to CSCI).

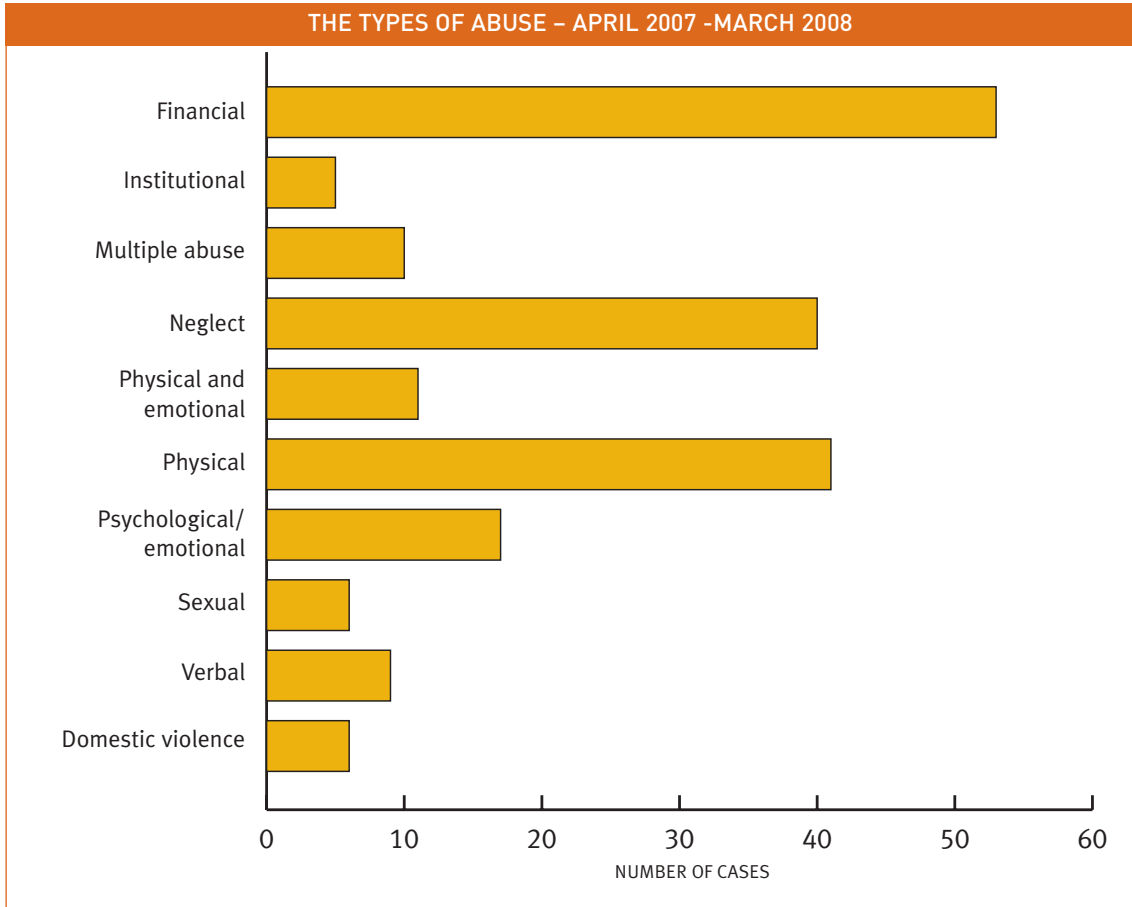
2. Who was abused?



Results highlighting 'who was abused' show 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 a slightly higher incidence among people with mental health issues and people with physical and sensory disabilities but figures still suggest under reporting amongst these groups. We shall be working closely with people from drug services to raise awareness.



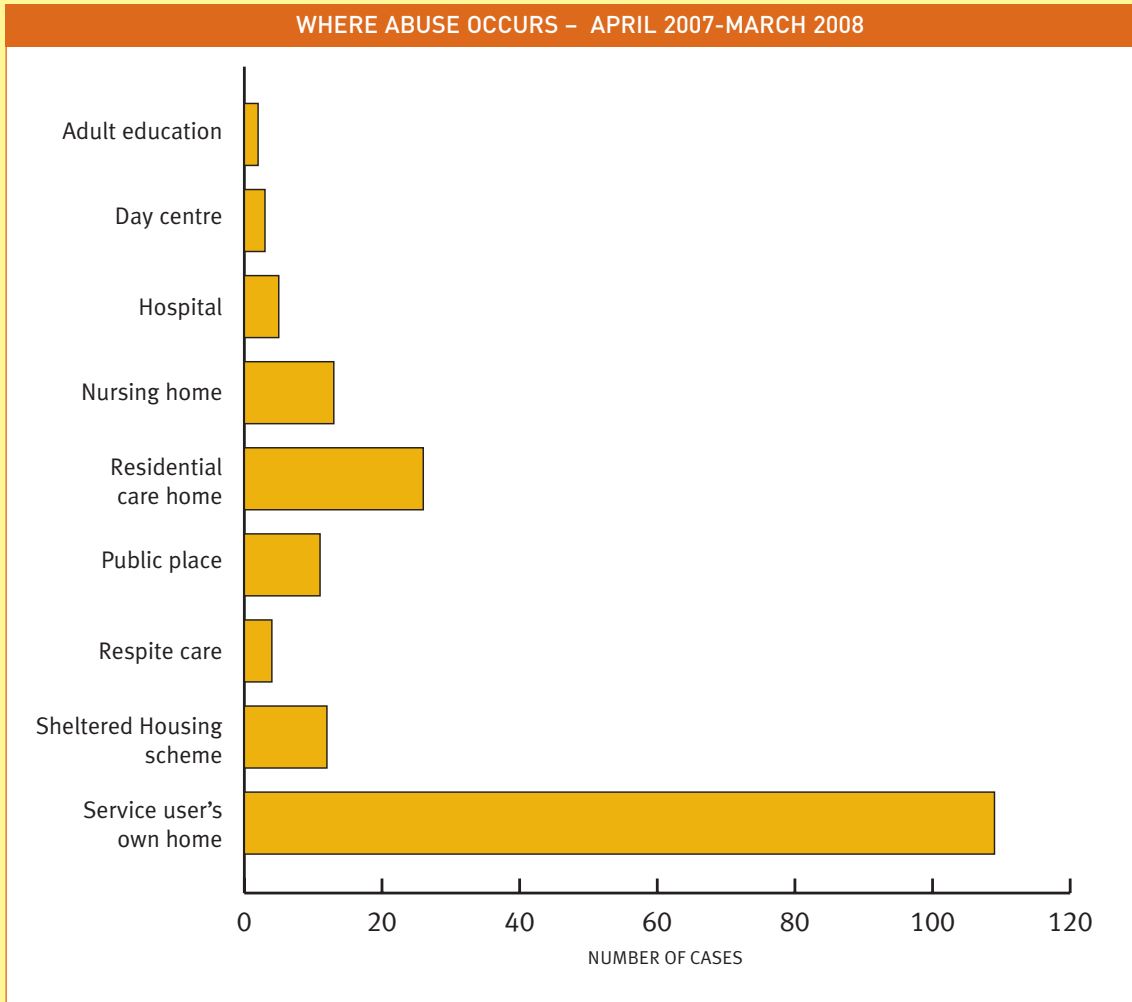
3. Types of abuse



Results highlight that more types are being reported than there were alerts last year. This indicates that in some cases more than one type of abuse is coming to light following investigation, even after the multiple abuse category has been identified. The most common type of abuse the residents of Newham experience is that of financial abuse followed by physical abuse. This is consistent with last year's figures. The data has assisted in fuelling the drive to look closely at the issue of financial abuse in Newham. This year we have been exploring ways of improving our understanding and response to the issue of financial abuse. This year has also seen an increase in the number of cases of neglect being reported. Further work is needed to understand the nature of this and to examine where this is occurring – the findings of which will link to the training agenda as appropriate.



4. Where did the abuse happen?

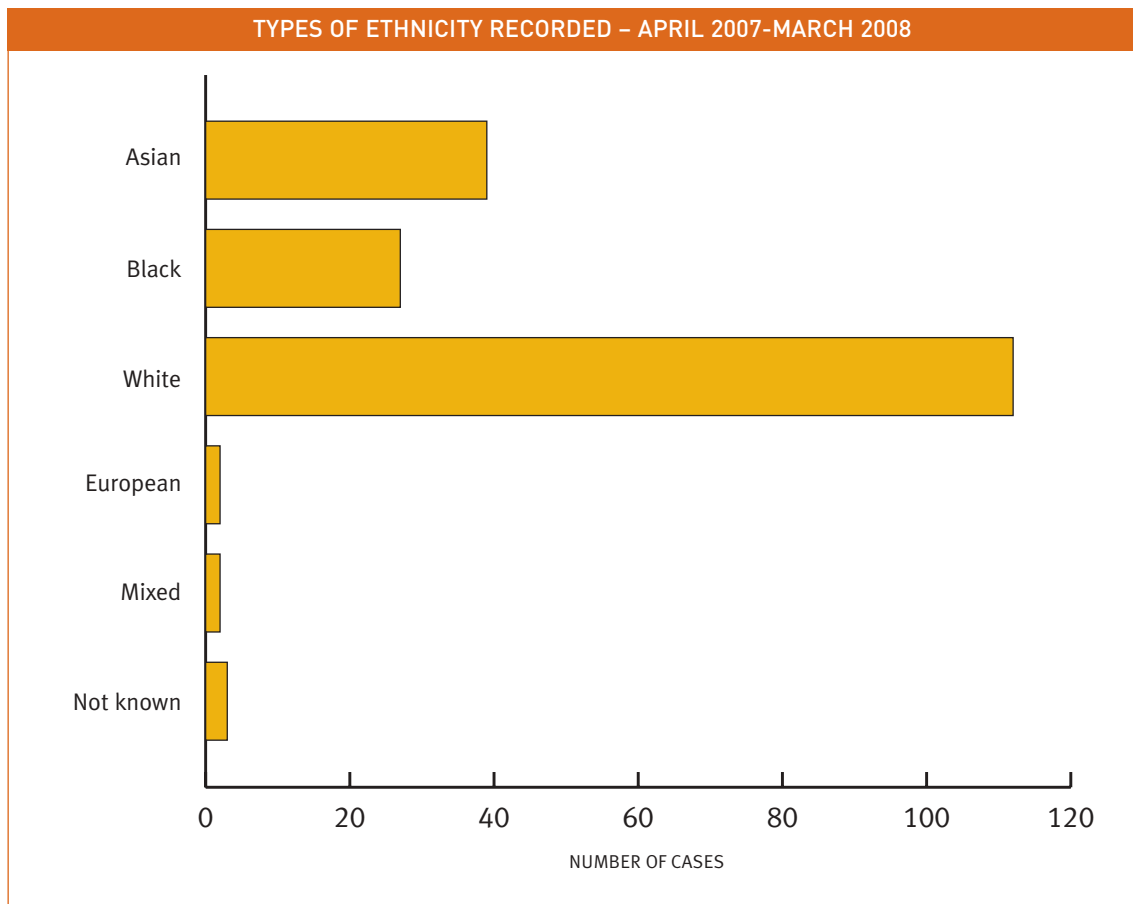


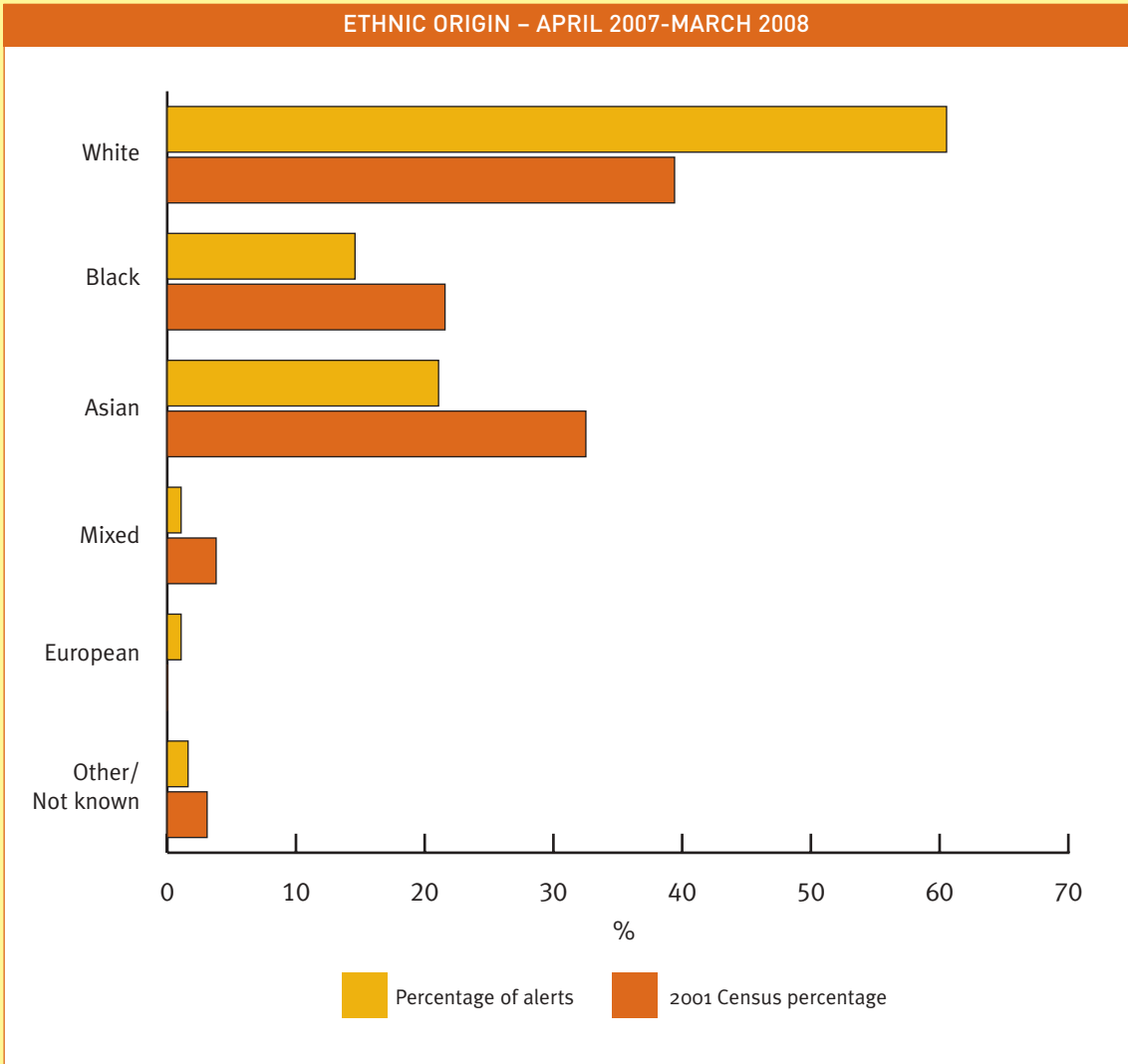
Results indicate that in Newham most reported abuse takes place within the service user's own home. This is a change from previous years when the figures for residential and nursing homes showed a slightly higher referral rate. Increased awareness in residential and nursing care settings and robust reporting mechanisms have assisted staff to understand what constitutes abuse and ways to minimise the risks. Nationally, abuse is more likely to go unreported in people's own homes or where service users live with parents or other family members but this is not reflected in Newham's figures. The increase in alerts from service users' own homes suggests that awareness raising with service users and carers is taking effect and has enabled them to become more enlightened on issues of abuse and how to report it.



5. What was their ethnic origin?

Yellow bars represent the ethnicity breakdown in relation to the number of referrals received by the safeguarding team and orange bars provide the comparison with the 2001 Census figures.

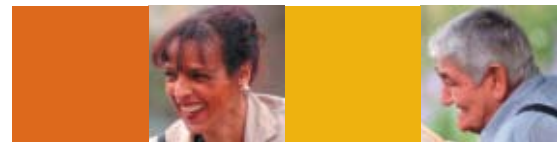




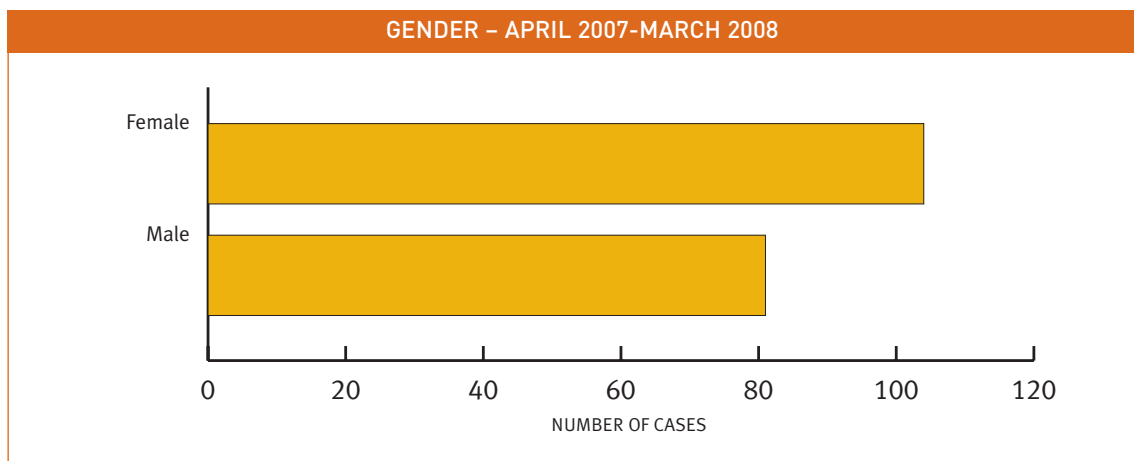
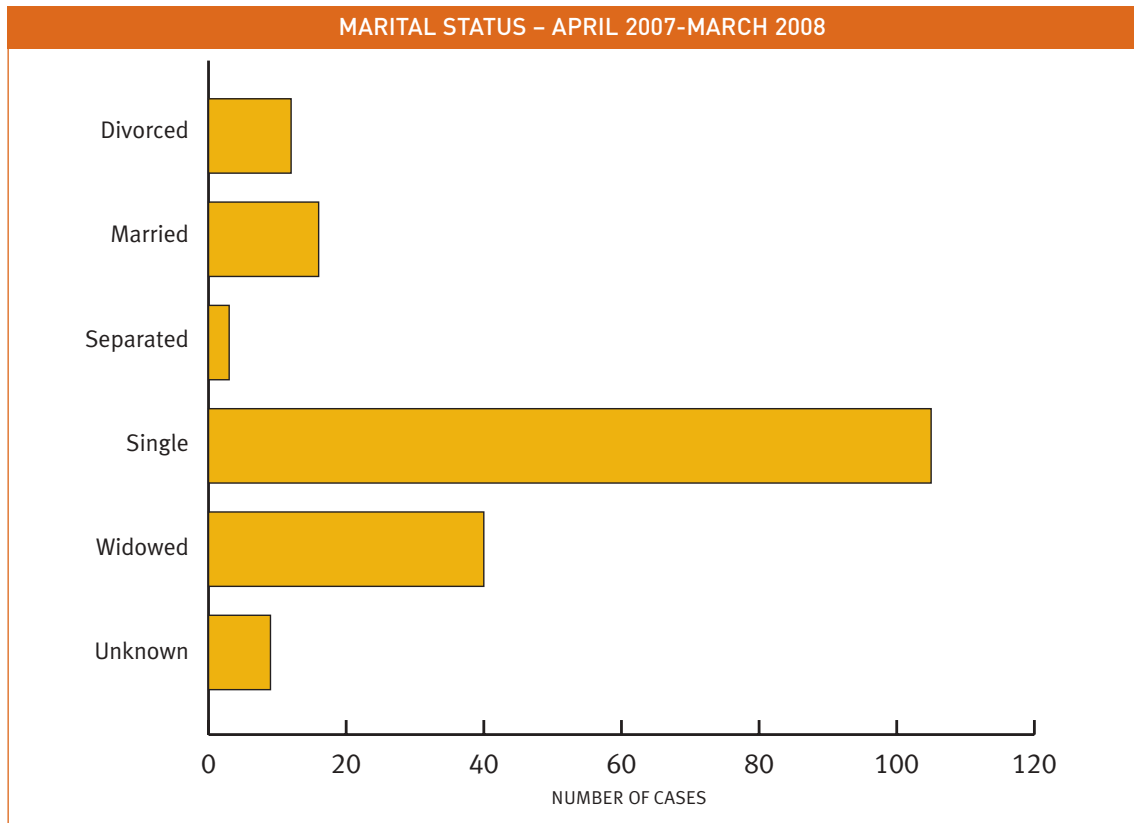
The ethnic origin of the referrals received by the safeguarding team has changed this year when compared with the ethnic composition of Newham according to the 2001 Census. Referrals of those from a white origin is much higher this year and is not reflective of the 2001 Census figures. Several alerts are now being reported from the increasing population of Eastern Europeans within Newham. This is a recent development which the 2001 Census could not measure. The many job opportunities that the Olympic building attracts may well increase these figures in the coming years.

The safeguarding team continues to work with BME (black, minority ethnic) organisations within the independent sector to increase the engagement of all diverse communities and in particular the Asian communities where figures remain lower than the Census figures. While work on raising awareness within all ethnic groups will continue throughout 2008/09 a clear understanding of the current ethnic composition of Newham needs to be obtained to assist the safeguarding team in clarifying the work that needs to be undertaken with Newham’s diverse communities.

The numbers of alerts received with unknown ethnic origin has significantly reduced and is down from 21 per cent last year to less than two per cent. This is a result of the drive towards more robust recording of ethnicity among social workers and other referrers. The effects of having accurate recording of the service users’ ethnic origin will have impacted in the rest of the recordings of ethnicity seen in the graph. This year’s increase in the number of alerts from a white origin may suggest that in previous years the emphasis was on recording only those from other ethnic groups.



MARITAL STATUS AND GENDER



Females, and in particular single people, are more likely to be abused. This is particularly pertinent for older men and women who are more susceptible to ‘sweetheart’ abuse where a younger woman/man becomes romantically involved, usually for financial gain.

Referrals from mental health services and within hospital settings remain low and the safeguarding adults team is working with staff in these areas to clarify these issues and relate them to other arrangements for ‘serious untoward incident’ alerts and investigations in hospitals and other healthcare settings.

Review of 2007/08 targets and delivery

To improve the number of alerts and referrals by ten per cent

This target was not achieved but we believe this was due to the refinement in practitioners' understanding about what constituted a safeguarding alert, as the quality of alerts has evidentially improved. This follows from training modules 1 and 2 which have now been widely received. The safeguarding team did not include all alerts this year where these fell outside of the safeguarding remit, whereas in the previous year these were included.

To develop and deliver an awareness raising programme for service users, carers and voluntary sector organisations (as part of the user participation work)

This work is very much underway. The safeguarding managers sit on a number of boards which service users or carers chair or participate in. Safeguarding issues are a routine agenda item on these boards. Service users have chaired their own strategy meeting on occasions. A user survey has been developed to measure how widely understood safeguarding issues are. This will help us to focus and design the communications campaign being developed. For now we have chosen to have dialogue on service user and carer issues of safeguarding through existing forums rather than establishing a dedicated service user and safeguarding forum. We believe that we will get a better dialogue this way and better ensure that safeguarding issues and principles are embedded as part of mainstream practice.

To improve on the numbers of higher level training for practitioners by 20 per cent

This has been achieved.

To develop CareFirst reporting mechanisms in line with Department of Health reporting requirements

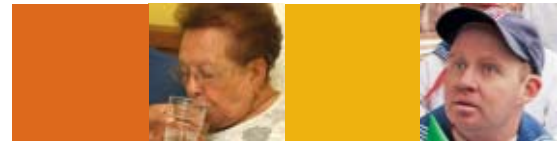
This has been achieved. Safeguarding managers are now routinely auditing cases where alerts have been raised to ensure CareFirst reporting requirements are met.

To widen links with partners in the private and voluntary sector

Safeguarding links are improving. Work is ongoing to meet this target and we welcome the chief executive of EKTA to the Safeguarding Adults Partnership Board.

To continue to explore ways of improving our focus on 'higher risk' areas or gaps (ie where there is possible under-reporting for example in the Asian community) or where there is a greater than previously envisaged incidence (ie in financial abuse)

Work is taking place with EKTA to improve this issue and during the next year a theatrical venture, jointly delivered by EKTA and the safeguarding team, will be taking place across many settings in the borough to assist this. Work is taking place with Age Concern to address issues with service users at high risk of financial abuse.



Action plan 2008 – 2009

Based on CSCI recommendations following the Independence Wellbeing and Choice Inspection in September 2007

RECOMMENDATION

1. The council and its partners should implement robust performance management and quality assurance arrangements in respect of safeguarding practice. These arrangements should ensure that: (a) case files and electronic records keep contemporaneous notes of all the key actions; (b) risks are robustly managed; and (c) the key outcome of keeping people safe is consistently achieved and evidenced against clear quality standards.

ACTION NEEDED

Comprehensive quality assurance arrangements and systems are to be mapped and introduced across all service areas. Safeguarding practice will be an integral part of these new arrangements. Monitored improvement in core practice standards.

HOW WE WILL ACHIEVE THIS

Safeguarding adults managers now, on a fortnightly basis, randomly select recent safeguarding referrals to cross reference information contained on the safeguarding database with that recorded on case files and electronic file records in the safeguarding sub folder.

The emphasis is to ensure agreed actions are evidenced on file and appropriate considered actions and outcomes made explicit. Data will be collected by the safeguarding managers on where gaps in the recording process are identified.

This will be used to reinforce supervision and to identify training needs. We intend to focus more of our capacity on auditing and assuring the quality of case work and recording. The council has invested additional resources to extend the team to allow this and new appointments have been made.

Action plan 2008 – 2009

RECOMMENDATION

2. The council and its partners should ensure that public information about safeguarding, including leaflets and the council's website, are accessible and conform to best practice standards.

ACTION NEEDED

Delivery of targeted public awareness media on safeguarding. Ensure awareness on raising alerts and pathways for accessing specialised support is widely understood within the Safeguarding Adults Partnership Board agencies and by independent sector providers in Newham.

HOW WE WILL ACHIEVE THIS

We are developing easy read formats and re-designing leaflets and posters aimed at service users and the wider public. The corporate communications team will assist in developing a portfolio of literature as part of the planned communications strategy and in identifying any opportunities for including relevant information in council publications.

We are purchasing LD software as part of the council's commitment to provide accessible formats for all.

To explore use of verbal translation of documents for those who are unable to read – CD/cassette versions.

Council to explore other means of communications e.g. posters and local radio to reach the wider and diverse community.

We have work in hand to ensure that the internet can be made more accessible. Relevant information and links on safeguarding now form part of partner websites and intranets.



Action plan 2008 – 2009

RECOMMENDATION

3. The council and its partners should work with people who use services, and the broader public, to increase awareness about how to report incidents of abuse and to increase awareness about the range of support available.

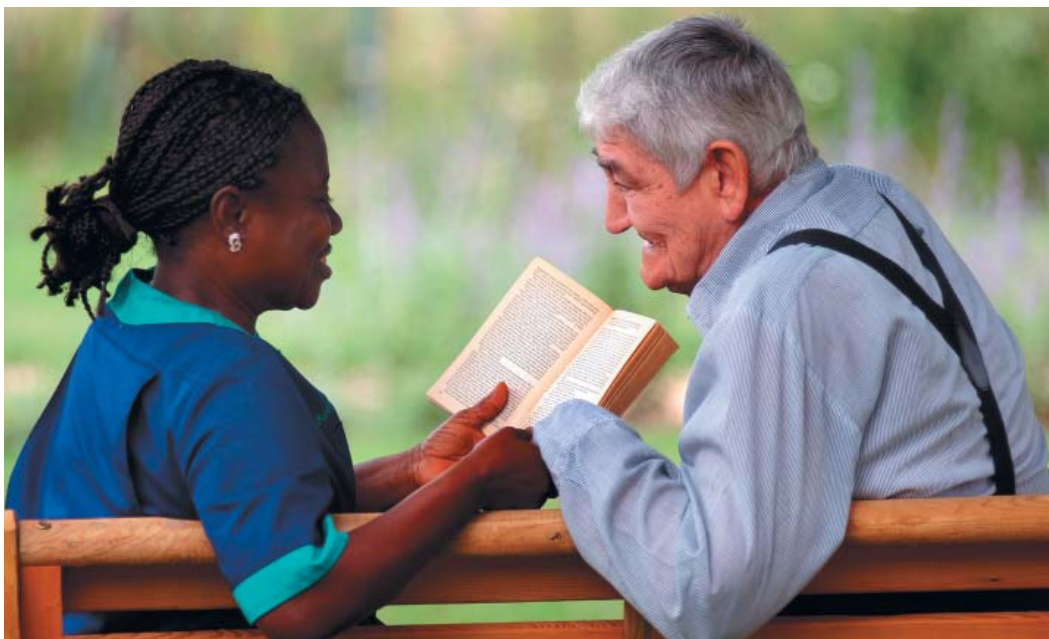
ACTION NEEDED

Delivery of targeted public awareness media on safeguarding and ensure awareness on raising alerts and pathways for accessing specialised support is widely understood within Safeguarding Adults Partnership Board agencies and by independent sector providers in Newham.

HOW WE WILL ACHIEVE THIS

This is being addressed in the first instance by a report to SAPB on awareness/reporting. A proactive programme of outreach work is being undertaken with independent sector agencies. Dedicated corporate communications resources have been brought into planning the work so that safeguarding and prevention takes a higher profile through a range of channels and planned campaigns.

Continuous awareness raising is a core part of the safeguarding function. There is an on-going programme of proactive outreach work.



Action plan 2008 – 2009

RECOMMENDATION

4. The council and its partners should ensure that people who use services, and carers, contribute fully to the monitoring and development of safeguarding work.

ACTION NEEDED

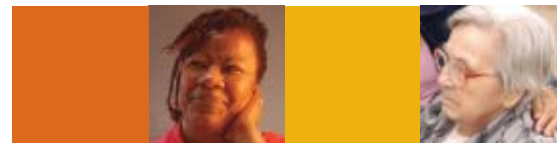
Identify existing user and carer groups. Ensure such groups are aware of and are involved in developing and taking the safeguarding agenda forward.

HOW WE WILL ACHIEVE THIS

Safeguarding adults managers are now linking in to existing Partnership Boards at which there is user and carer participation. This will include links to existing user and carer forums to ensure the safeguarding agenda is included and understood.

Talks and discussion groups are underway at local drop in centres. A play is being prepared in partnership with colleagues in EKTA, which will be performed to a variety of audiences. This will act as a vehicle for increasing awareness and dialogue on safeguarding among users and carers.





Action plan 2008 – 2009

RECOMMENDATION

5. The council and its partners should develop joint workforce strategies to ensure that all staff across the partnership at all levels are competent in safeguarding people who have been or are at risk of abuse.

ACTION NEEDED

SAPB will commission a review of the respective workforce strategies to ensure that safeguarding is integrated into all training and referenced within an overall strategy.

HOW WE WILL ACHIEVE THIS

Prioritised, structured training programmes will be continued and SAPB will receive regular updates on them, including numbers of people trained and an assessment of general competencies.

The council has commissioned external consultants to provide comprehensive training to the managers and owners of all domiciliary care providers, which will be provided on a modular basis over five days. The training programme has commenced and is being offered in conjunction with the existing training provided through the safeguarding adults team which is continuing in 2008/09, using dedicated resources.

Training specifically aimed at managers in relation to their safeguarding responsibilities has been commissioned and three 2-day sessions are planned. This training will cover chairing strategy meetings, safeguarding and supervision, case file recording, monitoring and recording of outcomes and loading on CareFirst. It is proposed that SAPB members also attend this.

The Adults, Culture and Community Directorate (LBN) with PCT involvement, is developing a workforce strategy in which safeguarding competence will be a key component.

A 2008 to 2010 draft training strategy has been written and is being taken forward with the active support and leadership of the Safeguarding Adults Partnership Board which has signed off this plan.

Action plan 2008 – 2009

RECOMMENDATION

6. The council and its partners should ensure that detailed and robust needs analysis is undertaken that will contribute to the commissioning of services that support safeguarding arrangements.

ACTION NEEDED

A strategic needs assessment will be undertaken in the context of the council's overall commissioning strategy and its objectives around personalised services. This will be referenced to the overall contracting arrangements to ensure that they are robust with regard to safeguarding issues.

HOW WE WILL ACHIEVE THIS

The council and PCT are required to collaborate to complete a Joint Strategic Needs Assessment. This work will be jointly led by Public Health and the Adults Strategy, Performance and Commissioning Division. This will inform the revised Adults Services Commissioning Strategy which includes personalised services in all care groups as a central objective and principle.

Existing contracts and Service Level Agreements (SLAs) have been reviewed to ensure they incorporate safeguarding requirements.

Future SLAs and contracts for all service provision (in-house and external) will address requirements for personalised care, promoting independence and choice, with a focus on the risk to independence and on ensuring the safeguarding processes are fully considered.

This will be monitored through SLA and contract monitoring which will include audits of personalised support planning and user feedback.

We now have arrangements for spot placements to be regulated with explicit safeguarding processes.

Systematic work with all external providers is taking place including training, awareness raising, standards setting and on-going monitoring and audit.



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 council procedure manual and the Multi-agency Partnership Toolkit.

www.newham.gov.uk/services/adultabuse

Mobile: 07789 923 433/07786 661 747

Mandy Oliver/ Karen Bohan
Safeguarding adults managers (job share)

Email: mandy.oliver@newham.gov.uk
karen.bohan@newham.gov.uk

Monday - Friday
9.00am - 5.00pm



CDAR/08/40

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