

WE ARE PROTECTING.



WE ARE NEWHAM.

SAFEGUARDING ADULTS BOARD

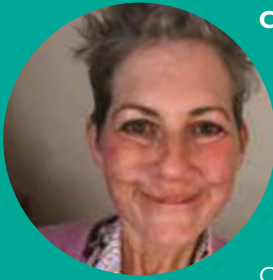
Annual Report 2021 – 2022

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Visit www.newham.gov.uk/health-adult-social-care to find out more information.

FORWARD FROM THE CHAIR



CONTEXT

This report looks back to the year between 1st April 2021- and 31st March 2022. The aim of a Safeguarding Adults Board Annual Report is set out in the Care and Support Statutory Guidance that accompanies the Care Act 2014.

“After the end of each financial year, the SAB must publish an annual report that must clearly state what both the SAB and its members have done to carry out and deliver the objectives and other content of its strategic plan. The reports should have prominence on each core member’s website and be made available to other agencies.”

In Newham we use our Annual Report to both look back at the year that has gone but also forward to the year ahead, which enables us to share our Priorities for the year ahead too.

As the phases and effects of the pandemic changed, we tried to stay agile as a SAB and to review our strategic plan and ask whether our priorities were the right ones. The main change in context to note was of rising cost of living.

ASSURANCE ON PARTNERSHIP WORKING AND COMMITMENT TO THE SAFEGUARDING ADULTS BOARD

Board members are asked for their assessment of how well the partnership is working in an annual process of self-audit that London SABs carry out. Some of the views from the winter 2021 audit round are included. There are a number of ways to assess the effectiveness of partnership, and over the last year the partners around the SAB have come together to respond to risks and emerging safeguarding issues, and to provide assurance at SAB meetings and in the work of our sub groups.

My assessment of our partnership is that it is strong. However, the partnership has been tested continuously since March 2020 and the start of the Covid 19 pandemic in the UK. It continues to be tested by pressure on resources and by stress and fatigue of professionals, and by the impact of the cost of living on top of existing inequalities for Newham residents.

In the introduction to last year’s report, I said that all partners to the SAB feared that harm and neglect with their roots in the pandemic would emerge. Sadly, we have seen some examples where this is the case and as well as trying to learn from these situations, the SAB has a priority on self-neglect which also considers what we can do together by way of prevention.

COMMUNITY ENGAGEMENT

During 2020-2022, as you will see within the report, our work on Community Engagement began to take shape. I use the words ‘our work,’ when really the thanks for starting the work should go to Healthwatch Newham who scoped out a programme of consultation at the SAB’s request and delivered it over several months, ready for presentation and specific activities in Safeguarding Adults Week in November 2021. What this showed us, was that community engagement needs to have the visible commitment of a permanent subgroup of the SAB, and this is now established.

THANK YOU

Thank you for reading our report and thank you to everyone who supports the work of Newham Safeguarding Adults Board as a member, an adviser, or in running our business day-to-day.

Fran Pearson

A handwritten signature in black ink that reads "Fran Pearson". The signature is fluid and cursive.

Independent Chair
Newham Safeguarding Adults Board

WHAT SHOULD AN ANNUAL REPORT INCLUDE

Chapter 14 of the Care and Support Statutory Guidance sets out what is required.

After the end of each financial year, the Safeguarding Adults Board (SAB) must publish an annual report that must clearly state what both the SAB and its members have done to carry out and deliver the objectives and other content of its strategic plan. The reports should have prominence on each core member's website and be made available to other agencies.

Specifically, the annual report must provide information about any safeguarding adults reviews (SARs) that the SAB has arranged which are ongoing or have reported in the year (regardless whether they commenced in that year). The report must state what the SAB has done to act on the findings of completed SARs or, where it has decided not to act on a finding, why not.

The annual report must set out how the SAB is monitoring progress against its policies and intentions to deliver its strategic plan. The SAB should consider the following in coming to its conclusions:

- evidence of community awareness of adult abuse and neglect and how to respond
- analysis of safeguarding data to better understand the reasons that lie behind local data returns and use the information to improve the strategic plan and operational arrangements
- what adults who have experienced the process say and the extent to which the outcomes they wanted (their wishes) have been realised
- what front line practitioners say about outcomes for adults and about their ability to work in a personalised way with those adults
- better reporting of abuse and neglect
- evidence of success of strategies to prevent abuse or neglect
- feedback from local Healthwatch, adults who use care and support services and carers, community groups, advocates, service providers and other partners
- how successful adult safeguarding is at linking with other parts of the system, for example children's safeguarding, domestic violence, community safety
- the impact of training carried out in this area and analysis of future need; and
- how well agencies are co-operating and collaborating



THE PARTNERSHIP

Newham Safeguarding Adults Board (NSAB) is a partnership of statutory and non-statutory organisations, representing health, care and support providers and the people who use those services across the borough. Membership comprises of the senior leaders across these organisations, who under the leadership of the independent Chair, work collaboratively to improve safeguarding across the borough.

The partnership includes:

- Newham Council (adult social care, housing and commissioning)
- Barts Health NHS Trust
- Healthwatch Newham
- London Fire Brigade
- Metropolitan Police Service
- National Probation Service London
- East London NHS Foundation Trust (Community Health and Mental Health)
- North East London (NEL) Clinical Commissioning Group
- GP Clinical Lead for Safeguarding Adults
- Age UK East London
- Voiceability Advocacy Services

Our resources and funding

The work programme for the Board, subcommittees and that of the Chair are part funded through SAB contributions. A well-resourced Board is essential to enable it to deliver its statutory duties. Funding contributions from our partners supports the board to fund Safeguarding Adult Reviews and learning events and other Board activities.



OUR PRINCIPLES

Our safeguarding principles mirror those listed in the Care Act and underpin all adult safeguarding work:

Empowerment: People being supported and encouraged to make their own decisions and informed consent.

“I am asked what outcomes I want from the safeguarding process and this directly informs what happens.”

Prevention: It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

Proportionality: The least intrusive response appropriate to the risk presented.

“I am sure that the professionals will work in my interest, as I see them, and they will only get involved as much as needed.”

Protection: Support and representation for those in greatest need.

“I get help and support if I need to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent I want.”

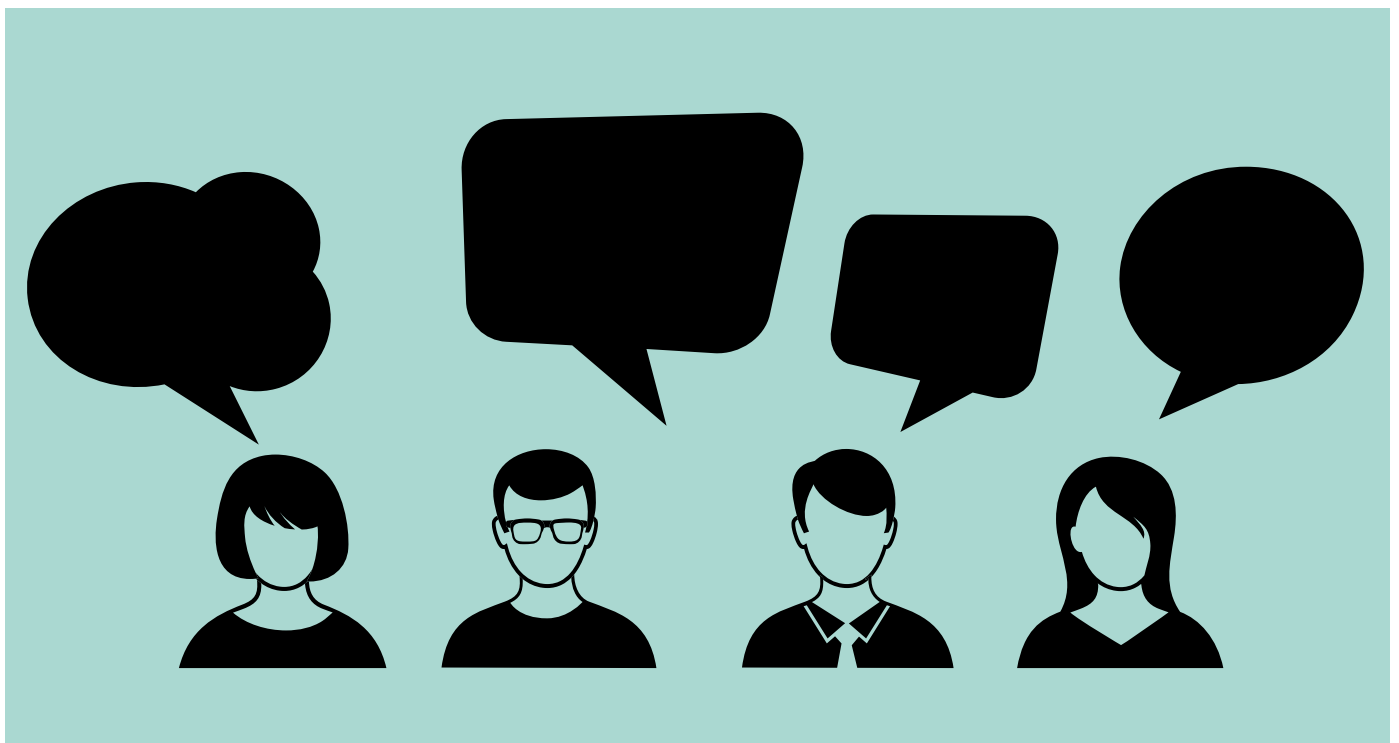
Partnership: Local solutions through services working with their communities.

Communities have a part to play in preventing, detecting and reporting neglect and abuse.

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”






Accountability: Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life and so do they.”



⁴Source: BEIS LA CO2, 2019

NEWHAM AT A GLANCE

<p>Population</p> 	<p>Newham is one of the fastest growing, young, and diverse boroughs in the country. We have over 351,000 people living in Newham. We are the third fastest growing borough in London.</p> <p>We have seen a significant growth in residents (over 14%) moving into the borough in the last decade. This is the third highest rate of growth in London.</p> <p>255,400 (72.7%) of the population are aged 15 to 64</p> <p>25,100 (7.1%) of the population are aged over 64</p> <p>The estimated population of Newham in mid-2020 was 355,266 and it is projected to grow to 393,889 by 2043.</p>																				
<p>Diversity</p> 	<p>Over seven in ten residents are from Black, Asian, and ethnically diverse communities.</p> <table data-bbox="371 869 1477 1032"> <tr> <td>Asian/Asian British</td> <td>42.2%</td> </tr> <tr> <td>Black/African/Caribbean/Black British</td> <td>17.5%</td> </tr> <tr> <td>Mixed/multiple ethnic groups</td> <td>4.7%</td> </tr> <tr> <td>Other ethnic group</td> <td>4.9%</td> </tr> <tr> <td>White group</td> <td>30.8%</td> </tr> </table>	Asian/Asian British	42.2%	Black/African/Caribbean/Black British	17.5%	Mixed/multiple ethnic groups	4.7%	Other ethnic group	4.9%	White group	30.8%										
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<p>Life Expectancy</p>	<table data-bbox="371 1518 1477 1682"> <thead> <tr> <th></th> <th></th> <th>Newham</th> <th>London</th> </tr> </thead> <tbody> <tr> <td>Female (All ages) Life expectancy at birth</td> <td>82.1</td> <td>83.5</td> <td></td> </tr> <tr> <td>Male (All ages) Life expectancy at birth</td> <td>76.5</td> <td>79.0</td> <td></td> </tr> <tr> <td>Female Life expectancy at 65</td> <td>20.4</td> <td>21.3</td> <td></td> </tr> <tr> <td>Male Life expectancy at 65</td> <td></td> <td>16.5</td> <td>18.3</td> </tr> </tbody> </table>			Newham	London	Female (All ages) Life expectancy at birth	82.1	83.5		Male (All ages) Life expectancy at birth	76.5	79.0		Female Life expectancy at 65	20.4	21.3		Male Life expectancy at 65		16.5	18.3
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<p>Deprivation</p> 	<p>Comparatively Newham is moving in a positive direction; however Newham remains within the worse 10% in the country, ranking 12th of 317 local authority districts.</p> <p>Newham has 4 Lower Super output Areas (LSOAs) in the 10% most deprived nationally, compared to 13 in 2015 and 50 in 2010.</p> <p>Whilst Newham has seen improvement in most domains since the 2015 IoD , Newham remains 1st in the Barriers to Housing and Services domain and remains 3rd in Income Deprivation Affecting Older People Index (supplementary indices).</p>																				

WHAT IS ADULT SAFEGUARDING

ADULT SAFEGUARDING

Safeguarding adults means protecting adults at risk from abuse or neglect by taking steps to prevent or stop it from happening. The Care Act 2014 and other statutory guidance sets out a clear legal framework for how local authorities and other organisations that form the SAB, should protect adults at risk of abuse or neglect.

Safeguarding is about protecting an adult's right to live a life free from abuse and neglect and has put systems in place in accordance to the legislative framework and guidance to keep adults with care and support needs safe.

Who do we help keep safe?

All adults aged 18 and over who:

- Need care and support, even if they are not getting care or support now
- They are experiencing, or at risk of, abuse or neglect
- As a result of their care and support needs, are not able to protect themselves from risk of abuse, experience of abuse or neglect.

What is abuse?

Abuse is any action, deliberate or unintentional, or a failure to take action or provide care that results in harm to the adult (this is called neglect). Abuse can be a single or repeated act or lack of appropriate action, which causes harm or distress and sometimes death. Abuse can happen anywhere, at any time such as at home, a day care centre or in a hospital. There are many different types of abuse such as physical, emotional and neglect; more details about abuse can be found on the Newham Safeguarding Adults webpages <https://www.newham.gov.uk/health-adult-social-care/sg-raising-alert>.



GOVERNANCE

GOVERNANCE ARRANGEMENTS

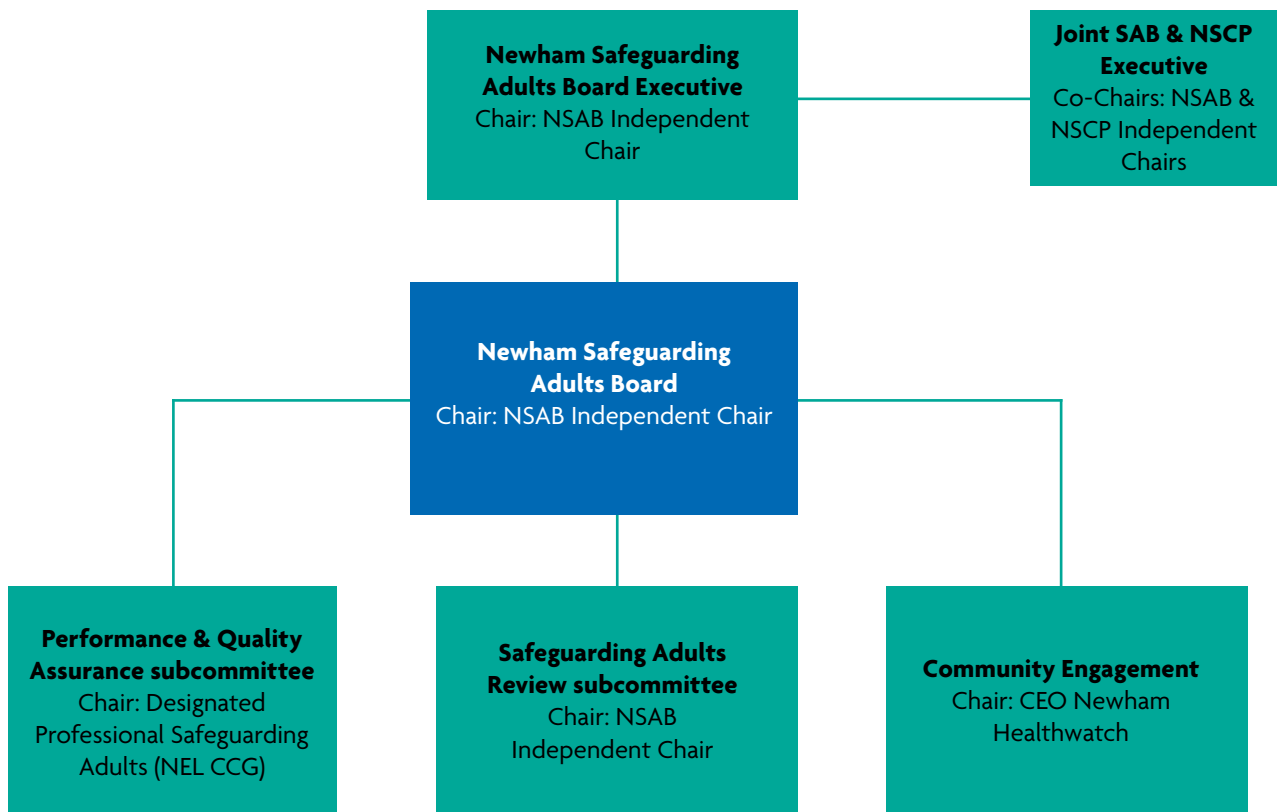
Newham Safeguarding Adults Board has an executive group of statutory partners consisting of Newham Council, Newham Clinical Commissioning Group and the Metropolitan Police. The Board appoints an Independent Chair whose role it is to lead and direct its work and provide the support to meet the Board’s objectives. The chair leads the Board meetings which take place every six weeks, allowing the partnership be more agile and has improved interagency collaboration in responding to safeguarding matters across the partnership. The Board also recognises the need to develop and forge strong links with other partnerships and has continued working effectively with the Local Safeguarding Childrens’ Partnership (LSCP), which includes bi-monthly meetings of the executive groups of both partnerships and developing shared joint priorities on safeguarding issues which impact on young people and adults. The Board will continue to strengthen its links with the LSCP and seek to develop strategic links with other boards and partnerships in Newham.

Safeguarding Adults Board Structure

The Board leads adult safeguarding arrangements across Newham and oversees and coordinates the effectiveness of the safeguarding work of its member and partner agencies.

A SAB Business Manager services the board, its executive and subcommittees, with administrative support provided by a Business Support Officer.

Subcommittees help to deliver the objectives of the Board and take responsibility for three distinct functions: Safeguarding Adult Reviews, Performance & Quality Assurance and Community Engagement. In addition there are also task-and-finish groups to deliver specific Board strategic priorities.



SAFEGUARDING ADULTS DATA

Newham Council has a statutory duty to ensure Safeguarding Adults Collection data (SAC) is submitted to NHS Digital, this is called the annual return. The data in this section is based on the 2021/22 submission.

In 2021/2022, Adult Social Care (ASC) received 1,137 concerns, involving 944 adults this is a 24% reduction in concerns received compared with 2020-21; which had reported 1,502 concerns and a further reduction in numbers when compared to 2019-20 which had reported 1,964.

Newham Council monitors the volume of safeguarding concerns received on a weekly basis. They have identified that their current recording system requires modification to support the recording of Section 42 part 2 enquiries, that meet the criteria under Section 42 part 1 of the Care Act 2014 and those where the adult did not meet all of the Section 42 part 1 criteria; but considered necessary and proportionate to have a safeguarding enquiry. Work is underway to review the recording system.

Safeguarding Concerns

An adult safeguarding concern relates to someone 18 years of age or over who has or appears to have care and support needs, may be subject to, or at risk of abuse and neglect, and may be unable to protect themselves against this. The adult does not need to be already in receipt of care and support.

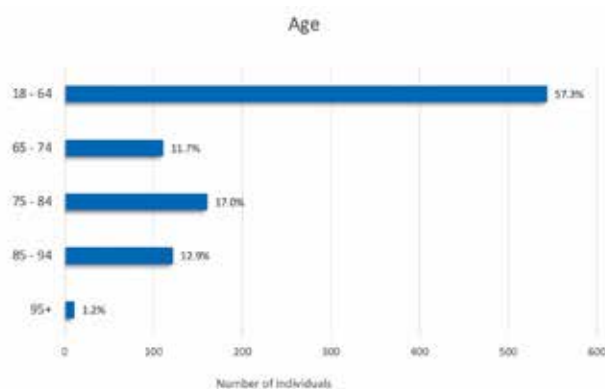


Figure 1 Safeguarding Concerns – Age



Figure 2 Safeguarding Concerns - Gender

Figure 1 - 57.3% of safeguarding concerns related to adults aged 18-64, 535 out of the 944 individuals.

Figure 2 – 59% of safeguarding concerns were recorded as being related to females 41% were recorded as being male. This report only records female or male and we are exploring how to develop our recording to reflect how other identify.

Safeguarding concerns by ethnicity (figure 3) show that White ethnic group was the highest type of ethnicity recorded related to safeguarding concerns at 41.7%. This represents a significant over representation based on Newham’s demographics. The Board recognises the referrals received do not reflect the diversity of the borough’s population. Newham Adult Social Care has worked to establish strong relationships with voluntary sector organisation, Compost Newham, who have been commissioned to represent the third, voluntary and faith sectors in Newham. Some of the early work includes making use of a range of communication methods to deliver safeguarding messages across a wide range of groups and organisations, such as face-to-face awareness raising sessions thus reaching the whole population of Newham to ensure individuals understand how to report safeguarding concerns. As outlined below, community engagement is now a key priority of the Board.

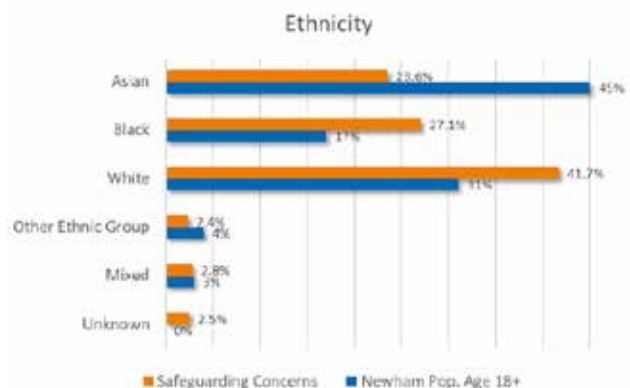


Figure 3 Safeguarding Concerns - Ethnicity

SAFEGUARDING ADULTS DATA

SAFEGUARDING ENQUIRIES – CARE ACT 2014 (SECTION 42)

A section 42 safeguarding enquiry begins when an adult meets the three stage test as outlined in section 42 of the Care Act 2014, and they agree they want help to stop the harm / reduce the risks. If the individual is unable to make the decision due to a lack of mental capacity related to the safeguarding concern, a decision is made under the Mental Capacity Act 2005 in their best interests. There are also occasions when a Safeguarding enquiry will proceed if there are others at risk or the individual the concern is about appears to be under duress and may feel unable to take action in relation to the safeguarding concern.

There were 335 completed safeguarding enquiries from the 1,137 safeguarding concerns received. The conversion rate from concern to enquiry during 2021-22 was 31% of the total number of concerns recorded. This is an increase of 4% from the total number of concerns received in 2020-21 (1,502). The conversion rate in Local Authorities is variable e.g. some have a lower percentage conversation rate from concern to enquiry and some have a larger conversion rate as safeguarding activity is carried out at the concern stage without the concern progressing to an enquiry. Overall, the conversion rate is a result of how activity is recorded on local systems but can be related to different thresholds and practice.

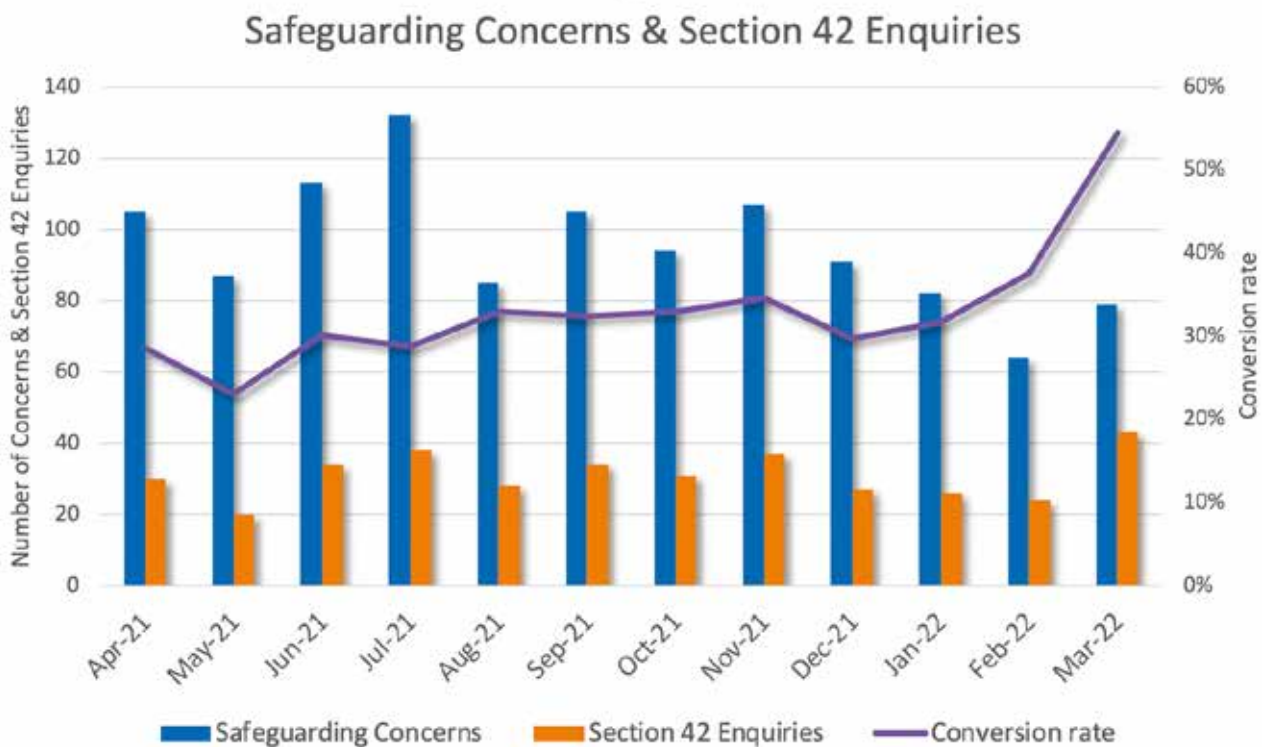


Figure 4 Safeguarding Concerns & Section 42 Enquiries

Concluded Enquiries - Risks Reduced / Remained

Individuals are asked what outcome(s) they want to achieve and we work with them to help them achieve this. However, it is not always possible to remove risk and there are times when the risk will remain in cases where an individual with capacity makes a decision to continue living with risk.

This needs to be balanced with any action needed if there are others at risk too or the individual at risk is under duress and feels unable to take action to reduce the risks.

From the 335 safeguarding enquires received this year, 93% of safeguarding enquiries resulted in the risk being reduced or removed. There are various reasons risk remains and Newham Adult Social Care will continue auditing cases where the risk was not reduced or removed to ensure appropriate action was taken.

SAFEGUARDING ADULTS DATA

MAKING SAFEGUARDING PERSONAL

In 96.5% of Section 42 enquiries where the adult at risk (or a representative) expressed their desired outcomes, those outcomes were partially or fully achieved.

Where outcomes were not achieved or risks remains, we let the individual know they can contact us at another time should they wish to.

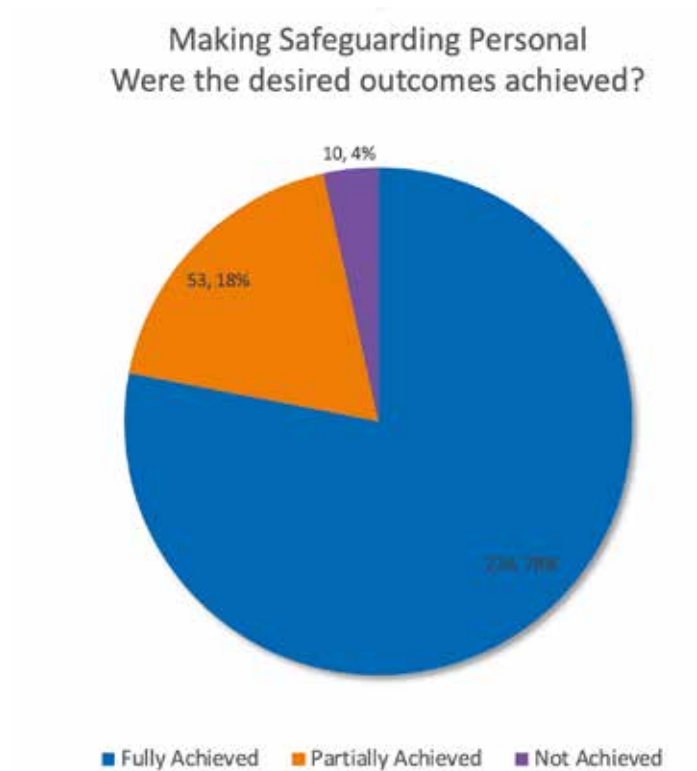


Figure 5 Making Safeguarding Personal

SAFEGUARDING ADULTS DATA

TYPES OF ABUSE

The percentage of safeguarding adult section 42 enquiries where psychological/emotional abuse was recorded increased to 59% compared to 44% last year (and 26% in the previous year). While neglect is the second highest recorded with 50% of all safeguarding enquiries including this type of abuse, this is a reduction compared to the 2020-21 (49%) data. Newham Adult Social Care (ASC) refreshed the Self Neglect and Hoarding Procedure and Hoarding Practice Tool Kit and safeguarding training and awareness raising sessions were delivered in line with research and best practice to operational staff.

Newham Safeguarding Adults Board acknowledges where types of abuse are identified e.g. physical abuse, this should be identified as domestic abuse also where this is appropriate. At times, more than one category of abuse is identified – for example, someone who is experiencing neglect or domestic abuse will also be experiencing psychological/emotional abuse. At such times, officers will record psychological/emotional abuse alongside other types of abuse, which is appropriate to do, and therefore, recording of psychological/emotional abuse is high and in this context neglect is still the most recorded type of abuse.

The percentage of safeguarding adult section 42 enquiries where physical abuse was recorded was 34%, an increase of 10% from the previous year and 17% from the year before.

The percentage of safeguarding adult section 42 enquiries where financial abuse cases was recorded was 32% and this is an increase of 5 percentage points on the previous year.

Out of the safeguarding enquiries that concluded, 67 related to Domestic Abuse and whilst we believe that identification and reporting of Domestic Abuse needs to increase, this is still an increase of cases by 13% compared to the previous year.

The Domestic Abuse and Sexual Violence subgroup is working in conjunction with Newham Safeguarding Adults Board to raise awareness and develop local policies, procedures and systems to increase recording of domestic abuse where this is necessary. Both Boards will also provide updated training to improve practice, recording and performance across the service.

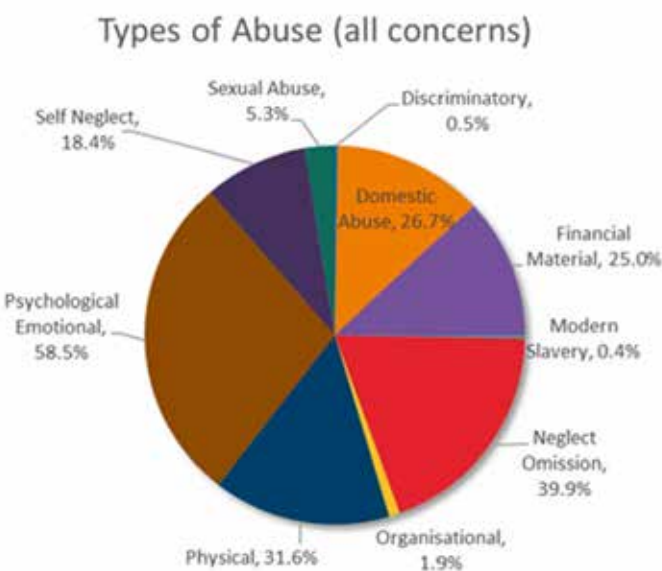


Figure 6 Types of Abuse (all concerns)

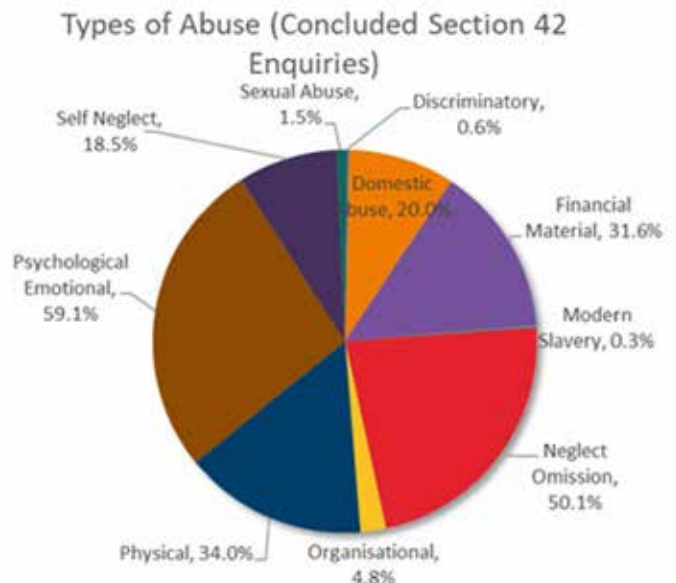


Figure 7 Types of Abuse (Concluded Section 42 Enquiries)

SAFEGUARDING ADULTS DATA

LOCATION OF ABUSE

Of the 1,137 safeguarding concerns reported in 2021- 2022, 774 concerns (73.9%) occurred in peoples home which is an increase of 5 percentage points from the previous year. Care home residential reported 63 concerns (5.5%), while care home nursing reported 15 concerns (1.3%).

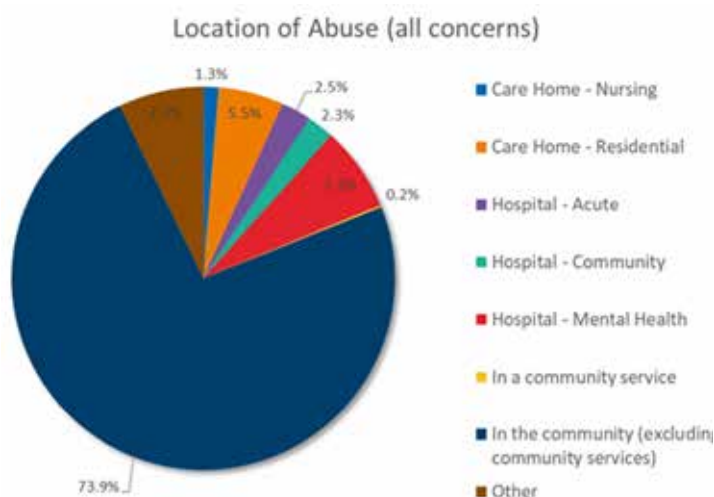


Figure 8 Location of Abuse (all concerns)

The Board acknowledges that due to Covid restrictions many people had to stay in their homes with family members or other individuals. The isolated environments and pressures associated with lockdown/restrictions/Covid overall increased the risk of abuse, neglect and self-neglect. As such due to the restrictions, many people would have not been able to talk about these concerns to anyone and the perpetrator may have been present.

Newham Council set up awareness training sessions with voluntary services in Newham in August 2021, following reports of residents raising safeguarding concerns to volunteers who did not always know what to do with these concerns. The training has been taking place regularly throughout the year, has been well attended and the amount of referrals being received from voluntary services has increased as a result.

Organisational abuse cases

The percentage of organisational abuse cases in care settings rose in 2021-22. The Board acknowledges that providers who deliver care and support have worked in very challenging circumstances. As such, we have implemented robust measures to identify emerging concerns and intervene appropriately, ensuring the safety of the residents remains paramount. We continue to deliver safeguarding training to providers and offer sessions to improve safeguarding practice.

Newham ASC has embedded an organisational abuse concern process, which clearly highlights the various steps and decisions taken at every stage in accordance with the London Multi Agency Adults Safeguarding Policy and Procedure. This has helped in triggering organisational concerns process in a timely manner and ensuring that the process is followed through accordingly. To support Providers improve their understanding of safeguarding adult processes we have developed awareness session to give providers an overview of the Council's processes.

Mental Capacity

The percentage of the adults assessed as lacking capacity remains low. Equally, fewer people lack capacity than in previous years (17% compared with 24% last year and 30% in 2019/20). Concerns have been identified with Mental Capacity Act assessments not always being completed when exploring abuse, neglect and self-neglect and as such, Newham ASC are working to improve the recording system.

STRATEGIC PRIORITIES - WHERE WE ARE

JOINT ADULTS AND CHILDRENS PARTNERSHIP PRIORITY: ALL-AGE EXPLOITATION

Working Together to Achieve Outcomes

The aim of this priority is to co-ordinate and drive forward multi-agency programmes and interventions in Newham which combat exploitation in all its forms e.g. financial abuse, modern slavery, sexual exploitation, criminal exploitation, and radicalisation.

A task and finish group was established, jointly chaired by the Met Police and Newham Council with representation across a range of services. The objective is to ensure Newham is a safer and more nurturing place to live and work by addressing both the symptoms and the root causes of exploitation.

Progress and Impact

A Modern Day Slavery Strategy and Action Plan is now in place with a Task and Finish group to co-ordinate the activities in this plan, led by the Assistant Director for Community Safety, LBN. The group will run until Autumn 2022 and there is a plan to recruit an officer to support the action plan and monitor progress via the Community Safety Service. There will be a relaunch of the Strategy at the Adolescent Exploitation Conference Event, later in 2022, to promote the Strategy and Action Plan progress. Another key activity this year was a multi-agency audit of safeguarding responses to young people and adults at risk of exploitation. This involved a deep dive of 10 individual cases (males and females) most of whom were aged 16-24 years. The audit considered the impact of experiencing exploitation and how our multi-agency responses can improve outcomes for exploited people. The audit provided a professional learning environment for multi-agency reflection and scrutiny and highlighted for the partnership areas of strength in practice as well as areas for development. The All-Age Exploitation Group will be taking forward the learning and improvement plan from this audit.

Joint Adults and Childrens Partnership Priority: Transitions Working Together to Achieve Outcomes

The aim of this priority is to empowering vulnerable young people to move from child to adulthood in a safe and positive way, supported by their families.

A task and finish group has been established, jointly chaired by NEL Clinical Commissioning Group and Newham Council with representation across a range of services that have a role in supporting this agenda.

This year, we focussed on the following key areas: Special Educational Needs and Disability (SEND) with a Written

Statement of Action being developed; Preparation for Adulthood; support for care experienced children; support for school phase transitions; improving pathways into Adult Services for those residents who use our services and embedding a strengths based approach to practice. The Youth2Adulthood Hub for 18-25 year olds (males and females) on probation in Newham and 17 year olds due to transition from the Youth Offending Service to probation is a government-funded pilot aiming to reduce reoffending amongst young adults. The Hub based in the Newham probation office and provides a trauma-informed, multi-disciplinary team co-locating commissioned services and support alongside probation. The Hub was established in September 2021 and will run until March 2023 with full implementation of the pilot in April 2023. The positive outcomes from the Youth2Adulthood Hub include the following: Reductions in: offending, risk levels and homelessness Increases in: compliance, maturity, mental health and resilience, communication, physical and mental health, thinking and behaviour skills, support networks, employment and family relationships. The learning from the Youth2Adulthood Hub pilot can potentially be applied to other areas of transition that are being developed in Newham.

Progress and impact

There are many programmes of work and governance structures, which reference Transitions and Preparation for Adulthood, but there is the absence of one joint programme structure and governance, which is required to oversee, assure and deliver an ambitious programme of work. There is a widely accepted set of principles and ambitions that we would like to collectively work towards, but this has not been formally articulated and developed into a joint vision and action plan. The All-Age Autism Strategy and Adults Learning Disability Action Plan will provide a strategic framework and vision, but it has been agreed that a Transitions vision and programme of work is required to achieve our ambitions in this area. The Transitions programme will be key to supporting the delivery of this wider Strategy and progress on the action plan will be reported. To ensure progress in the coming year, there will be one programme of work with a clear vision, delivering the core objectives linked to Transitions. A new governance structure, with a representative Board and mechanisms in place for co-production with residents who use our services as well as their parents/carers will be established. For practice, ensure there is a robust and consistent approach for Quality Assurance. A strategic performance and outcomes framework will be developed which is accessible and connects to operational activity. There will be a transparent relationship with other governance structures – where they receive updates at key agreed points on the work and progress of the new Transitions Board

STRATEGIC PRIORITIES - WHERE WE ARE

NEWHAM SAB PRIORITY: SELF-NEGLECT

The overall aim of this priority is to strike a balance between respecting peoples' wishes, but intervene early enough to keep them safe when we need to.

Self-neglect (including hoarding) was prevalent among both Section 42 and SAR referral cases, 16.67% of s42 cases had self-neglect recorded as a type of abuse in 2021-22. The Covid-19 pandemic has also had an impact upon increased numbers of self-neglect concerns, which is recognised as both a local and national issue. During 2021/22 Newham SAB focused on developing its understanding and gaining a front-line perspective from partner agencies on their experiences of responding to/ supporting adults in relation to self-neglect, in order to develop high-level objectives for partnerships delivery.

A task-and-finish group has been established with the aim to collate self-neglect baseline data and information and develop objectives for the following year. In addition, a multi-agency self-neglect audit was undertaken with the purpose to bring together partner agencies and frontline staff who directly work with this cohort of people. The aim of the audit was for the Board and its partners to improve and imbed a proactive and proportionate multi-agency approach to people who self-neglect. A response that has the person's voice at the heart of the work we deliver.

In addition to identifying strengths the audit identified areas that the Board needs to strengthen that will be taken forward by the self-neglect task-and-finish group.

Newham SAB Priority: Mental Capacity

The overall aim of this priority is for Newham to be a borough where the diverse population always have their rights and desires respected by professionals with competent skills around mental capacity.

The Board and its partners have undertaken and delivered transformative work in the area of mental capacity. Highlights of this partnership work are detailed in the response to the system findings from the Mr A & Ms C SAR.

During 2021/22, in order to develop high-level objectives for partnerships delivery, the Board focused on developing its understanding and gaining a front-line perspective from partner agencies on their experiences of working with adults where the adult lacked mental capacity. The areas of focus identified by partners include: a multi-agency approach to training, support and supervision; functional assessment, Executive function; Liberty Protection Safeguards and; the Court of Protection.

A mental capacity task-and-finish group will lead on the development of a delivery plan for this priority next year.

PARTNER AGENCY PERSPECTIVE

LONDON BOROUGH OF NEWHAM, ADULT SOCIAL CARE (ASC)

Adult Social Care recognise that staff should be working to prevent abuse and neglect taking place and ensuring we have a timely, robust response in accordance with the key principles of safeguarding adults and Making Safeguarding Personal.

Developing a workforce that focuses on the personalised outcomes desired by individuals with care and support needs who may be at risk or experiencing abuse, neglect or self-neglect is a key operational and strategic goal. To help us achieve this we have facilitated safeguarding adult reflective sessions, carried out a Making Safeguarding Personal case file audit to identify areas of good practice and areas of development and have a dedicated action plan related to strengthening Making Safeguarding Personal.

We completed a self-assessment related to Domestic Abuse as part of the Local Authority’s development of their Domestic

Abuse Strategy. We used this self-assessment to develop our local policies, procedures and practice to strengthen our response to Domestic Abuse.

In accordance with the Provider Concern Process in the ADASS Multi Agency Safeguarding Adults Policies and Procedures, we relaunched our Provider Risk Assessment and Management Board to strengthen our response to quality in care and safeguarding concerns related to providers, to minimise the risk of escalation to safeguarding concerns and where there were safeguarding concerns to ensure our multi agency response was timely and effective.

We delivered the following training to staff in Adult Social Care to strengthen skills and knowledge.

Course Title	Length	Target Audience
Introduction to Safeguarding Adults	3 hours	Internal staff and care providers
The Role of the Enquiry Officer	3 x 3 hour sessions (1 ½ day)	Internal staff and health staff
Radicalisation Awareness	3 hours	Internal staff and care providers
Modern Slavery	3 hours	Internal staff (inc. housing) and care providers
MARAC	3 hours	Internal staff and care providers including educational organisation
Course Title	Length	Target Audience
Introduction to the Mental Capacity Act	2 x 3 hour sessions (1 day)	Internal staff and care providers
Mental Capacity Act – Advanced Level	2 x 3 hour sessions (1 day)	Internal staff and care providers
Executive Capacity	3 hours	Internal staff
Deprivation of Liberty Safeguards Signatory Refresher	3 hours	A&H senior management staff
Best Interest Assessor Refresher	1 day	Existing Best Interest Assessors

PARTNER AGENCY PERSPECTIVE

Deprivation of Liberty Safeguards (DoLS)

Newham Council receives DoLS requests from a full range of Managing Authorities including general acute hospitals, learning disabilities residential units, older people’s care homes and mental health units. Although the majority of these are in Newham, a sizeable proportion are for residents outside the borough.

This is a demand-led service and DoLS applications are processed according to the Mental Capacity Act 2005 schedule 1A and the DoLS codes of practice and therefore we monitor our performance on the following data.

2021/22 has continued to be a challenging year, with best interests assessors (BIAs) and mental health assessors continuing to complete the majority of the DoLS assessments remotely as a result of the restrictions imposed by the pandemic. The Mental Capacity Act (MCA) guidance for remote assessments was removed in August 2021. Therefore, all assessments were being completed face-to-face with the exception of few homes where assessments had to be conducted virtually in balancing the residents Article 5 of the Human Rights 1998 due to Covid-19 risks.

Between April 2021 and March 2022, 772 DoLS applications were received, which is the same number of applications from the previous year. We have seen an increase in the number of urgent applications 265 cases (34%) as opposed to 81 (10%) last year. In 2021-2022 we granted 452 (59%) higher than the previous year and did not grant 292 (38%) which is lower than the previous year. This indicates that we assessed more residents in hospital – 66% granted last year as opposed to 1% for 2020-2021, 91% not granted as opposed to 99% 2020-2021.

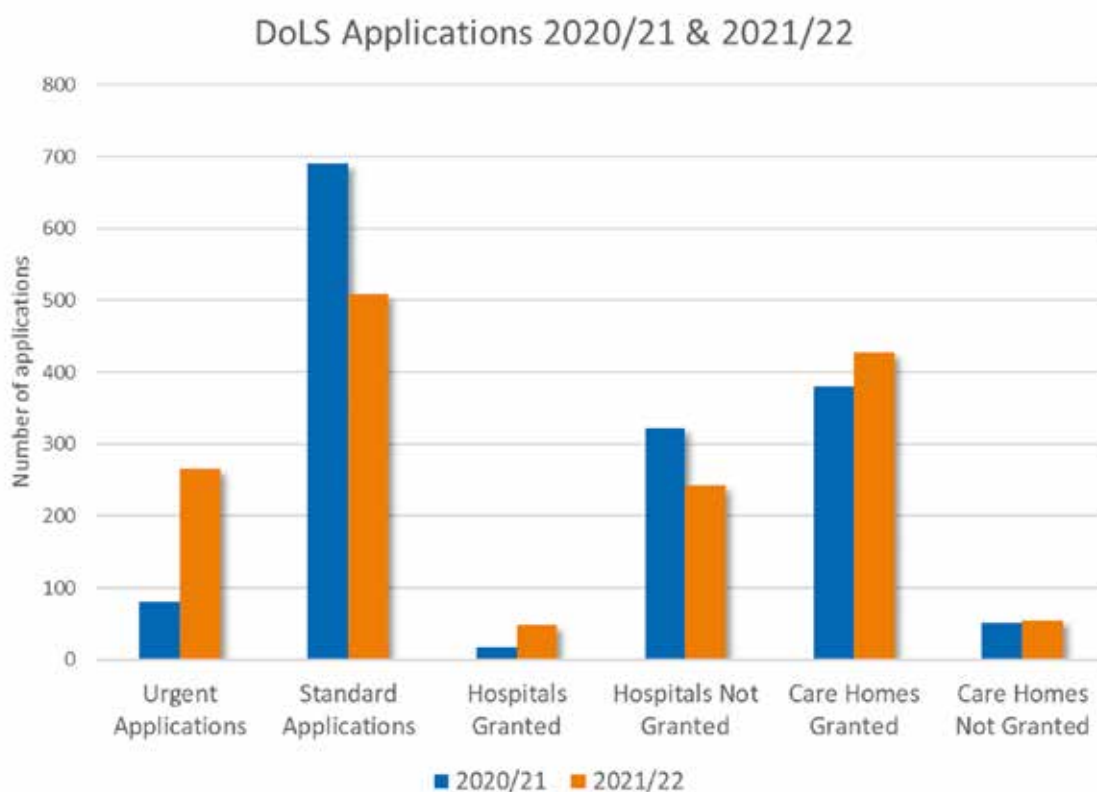


Figure 9 DoLS Applications 2020/21 & 2021/22

PARTNER AGENCY PERSPECTIVE

Liberty protection Safeguards (LPS)

The Mental Capacity Amendment Act (2019) received Royal Assent in May 2019. It repealed Deprivation of Liberty Safeguards (DoLS) and introduced Liberty Protection Safeguards (LPS). The Local Authority continues to upskill the workforce through delivery of Mental Capacity forums, Community DoLS sessions and Best Interest Assessor forums. The Local Authority chairs a multi-agency LPS implementation group to prepare for the implementation of LPS.

Developments in Safeguarding Adults Policies and Procedures

During 2021/22 significant changes in operating models across Adult Social Care were introduced. We recognised, highlighted and celebrated our achievements in promoting and maintaining good standards of safeguarding practice; however, we also identified areas for improvement, which we have plans in place to address.

In 2021/22, Adult Social Care continued to raise the importance of Safeguarding and highlight and make improvements in key areas:

- Developed an electronic Quality Alert form for any type of issues/concerns about the quality of care delivered by providers, so that Operational staff can share intelligence/information to Quality Assurance colleagues.
- The Older Adults and Disabilities Neighbourhoods teams were established in May 2021 and Safeguarding enquiry activity now takes place at a more localised neighbourhood level
- The Safeguarding and Independent Living Team (SAIL) was established in January 2020, the data generated in 2021/22 showed how important it is to have one point of contact for screening safeguarding concerns and MERLIN¹ reports. The screening process is consistent, the response times is appropriate and when these lead to a S42 safeguarding enquiry, pertinent recommendations are made.
- The SAIL Team provides good information and advice and considers ways to prevent or reduce harm.
- All services across Adult Social Care have strengthened their working relationships with health partners and the Police. In the last year the Vulnerable Adults Team has worked closely with the Police and has contributed in the development of alternative approaches in the context of the [Blue Light Project](#).

Safeguarding challenges in 2021/22

- Increased volume of Safeguarding referrals and MERLIN reports
- Volume of hoarding cases with long term social work teams
- Increase in safeguarding activity related to providers and organisations in the borough

Safeguarding priorities for 2022/23

- Reviewing our processes about case closures and further reflections around positive risk taking in the context of strengths based practice
- Taking forward learning from Safeguarding Case file audits
- Obtaining resident feedback following conclusion of the safeguarding process
- Expanding the Vulnerable Adults Team in the context of transitional safeguarding and preventative work for residents who are not Care Act eligible adults
- Improving our systems to feed back to referrers who share safeguarding concerns with us
- Developing our recording systems and performance reports related to safeguarding adults

¹ The Merlin system was created as a vehicle for police officers to deal with vulnerability. This allowed the recording and sharing of concerns with partners in order to effectively safeguard members of the public. An MPS employee records their findings in a Merlin which is then processed according to the type of report written.

PARTNER AGENCY PERSPECTIVE

AGE UK EAST LONDON (AUKEL)

During 2021/22 AUKEL raised 58 safeguarding concerns across East London. Tower Hamlets (51), Waltham Forest (3), Hackney (3) and Redbridge (1). All barring 1 concern went on to a Section 42 investigation. There were 2 possible concerns raised within Newham, but as we have an excellent relationships with the Adult Social Care (ASC) Safeguarding Team, we were able to ascertain as to whether they were currently being supported through the safeguarding route before we sent in duplicate concerns. As the safeguarding concern numbers have been low in Newham, we have requested all staff to attend further training in respect of hoarding, alcohol abuse and suicide awareness. Safeguarding training is mandatory for all paid staff and volunteers within the organisation and is paramount to how we deliver direct services in the community.

Safeguarding Highlights 2021/22

A total of 58 concerns were raised highlighting staff understanding of safeguarding, all barring one proceeded to Section 42 evidencing staff understanding of when to report.

Six monthly reports on safeguarding are presented to our Board of Trustees and we now have a dedicated Board Safeguarding lead who works closely with the Director of Care & Services Development as the organisation safeguarding lead.

Safeguarding Challenges 2021/22

Hoarding and the challenges this brings in the understanding of capacity verses lifestyle choices still continues to be high on our agenda. Lack of understanding around this complex issue continues and dedicated funding which looks at the whole person's needs is desperately needed enabling a personalised long term approach. We very much believe that continual blitz cleans without person support is not the best use of public money.

Safeguarding Priorities 2022/23

- Refresher training for all paid staff and volunteers
- Understanding person that hoards and to the reasons behind
- Suicide training awareness
- Mental Capacity training and Liberty Protection Safeguards
- Educating older people in understand that physical altercations in the home e.g. slap, being shouted at or belittled is abuse and how the individual can raise these concerns safely.
- Continue to promote AUKEL as a safe environment to air concerns.

NEWHAM HEALTHWATCH

Newham Safeguarding Adults Board recognised that analysis of safeguarding reports presented to the Board did not reflect the diversity of the local population. Anecdotal consideration by the board members that the local population was not familiar with the work nor the statutory duties of the board towards supporting adults who may be at risk of harm needed to be reviewed.

During 2021/2022 NSAB worked in partnership with Healthwatch Newham to independently gather the voices of Newham's residents and service users. The partnership was supported by a Task Group drawn from Newham's commissioners, providers, residents, and key stakeholders who:

- Carried out community engagement about the work of the Safeguarding Adults Board.
- Ensured that the voice of service users have informed and influenced the board.
- Worked to improve the quality of engagement with all partners and sections of the community to strengthen adult safeguarding in Newham.
- Aided in ensuring effective responses to safeguarding concerns.
- Demonstrated how the NSAB are making a difference.

Safeguarding Highlights 2021/22

We have been working to engage with a diverse range of community groups and residents. The engagement allowed us to gather more feedback from participants on what they think the concerns are and what can be done to address the issues. We used a mix of tools and engagement methods including focus groups, online surveys and one-to-one interviews. The results were presented to the NSAB, Newham Health and Wellbeing Board and Healthwatch Newham's Public Meeting held during National Adult Safeguarding Week in November 2021 along with a [YouTube video](#) produced by the Healthwatch Newham Team.

Safeguarding Challenges 2021/22

The engagement exercise highlighted a number of areas concerning Newham residents about safeguarding. This included:

- Respondents expressed key abuse concerns of (over 70%) financial, physical and emotional by relatives
 - Respondents want a better under understanding of: how to raise a concern (96%); what constitutes abuse (87%) and; what is safeguarding (57%)
- ### Safeguarding Priorities 2022/23
- Embed the new Community Engagement subcommittee as part of the Newham SAB – to be chaired by Healthwatch.
 - Undertake a communications and engagement programme to:
 - o Raise awareness of what safeguarding means
 - o Raise awareness of how to report a safeguarding concern
 - o Raise awareness of what happens when a safeguarding referral is made
 - o Co-production of policies, procedures and delivery of training
 - o Participate in safeguarding adults reviews and gather insight and information as directed by the board.

PARTNER AGENCY PERSPECTIVE

MET POLICE

2021/22 has been a challenging year for the Public Protection strand as we have coped with increased demand as the country has moved on from the pandemic, combined with a tightening of resources, particularly of trained detectives. Lessons have been learned from both boroughs (Newham & Waltham Forest) within the North East Basic Command Unit (NE BCU), particularly around how first responders identify vulnerabilities in adults and the importance of sharing this information with partners through the Multi Agency Safeguarding Hub (MASH) processes.

Safeguarding highlights 2021/22

The Community Safety Unit has delivered on a significant increase in detections for domestic abuse crimes with current rates at 13% putting the NE BCU firmly in the top third of Metropolitan Boroughs. This statistic reflects more perpetrators of domestic violence and abuse being held to account and survivors having recourse to justice. The Multi-Agency Risk Assessment Conference (MARAC) has continued to be a very effective forum for problem solving and information sharing across the statutory and third sector, supporting and safeguarding survivors of domestic abuse. The All-Age Exploitation meetings are driving improvement in the support we provide to survivors of Modern Day Slavery and our effectiveness in bringing the perpetrators of these particularly callous crimes to justice.

Safeguarding Challenges 2021/22

The challenges for the year going forward are to continue to improve our performance in Domestic Abuse, both in terms of supporting survivors and prosecuting perpetrators. To improve the service we provide to high risk missing persons and their families, by restructuring and professionalising our response to missing persons and taking the most high risk cases into the public protection strand. To increase prosecution of those who exploit or abuse the vulnerable.

Safeguarding Priorities 2022/23

- Violence Against Women & Girls
- Exploitation / Modern Day Slavery
- Hate Crime
- Missing persons – especially the most vulnerable.

NEL CLINICAL COMMISSIONING GROUP

Throughout 2021/2022 the Covid-19 pandemic repeatedly challenged the health economy and partnership to evaluate the existing process and procedures for safeguarding adults with care and support needs. While the pandemic has shown how we can all pull together and support our communities, sadly it also means that abuse and neglect can be harder to spot. People may have fast become more vulnerable to abuse and neglect in a pandemic context as others may seek to exploit disadvantages due to age, disability, mental or physical impairment or illness.

In response to the Covid-19 pandemic, work was undertaken swiftly to collaborate, establish new ways of working, and maintain a focus on safeguarding adults, which have continued.

Throughout this time frame the CCG has undertaken considerable work in progressing towards the [Integrated Care Board \(ICB\)](#) system, which has required considerable organisational review and consultation. Throughout this process the CCG/ICB safeguarding team has continued to be proactive in their approach to safeguarding adults

Safeguarding highlights 2021/22

- East London Foundation Trust (ELFT), CCG & Local Authority jointly completed an appreciative enquiry within Newham centre for mental health. The outcomes were presented to the SAB.
- The Liberty Protection Safeguard multi-agency implementation steering group is working to ensure that all agencies are prepared for the implementation date and have systems in place for people to be lawfully deprived of their liberty. Workshops have been undertaken to develop risk stratification tools in line with scoping exercises to identify people funded by the CCG, identify risk areas and the impact on workload.
- NEL Safeguarding GP's have continued to deliver level 3 safeguarding adults & children's training for primary care throughout the pandemic
- NEL Safeguarding GP led on a series of multi-agency training sessions relating to fabricated illness with a focus on both the child and adult and FGM training across TNW in February 2022 for primary care
- NEL Safeguarding General Practitioners (GPs) lead on the NEL safeguarding conference at level 3, which included the following topics exploitation with focus on online, lived experience from Forced marriage/Female Genital Mutilation/ Domestic Violence Abuse/honour-based violence, themes and learning from Safeguarding Adult Reviews (SARs) & Domestic Homicide Reviews (DHRs)
- Collaborative working and recognition of both the cycle of safeguarding that occurs within families has led to the adult designate being a core member of the Special Educational Needs & Disabilities (SEND) Improvement: Preparation for independence and adulthood work stream & The Health Subgroup

Safeguarding Challenges 2021/22

- The completion of the CCG safeguarding staffing consultation
- Establishing the post for Assistant Director for safeguarding adults that was recruited to in July 2022

SAFEGUARDING PRIORITIES 2022/23

Across NEL ICB

- ICB will continue to prioritise SAB activity at both safeguarding executive and safeguarding board levels. This includes appropriate sub groups and work relating to SARs and DHRs.
- ICB have identified the following priority groups working across the system as well as place based, these include: Domestic abuse; Multiple exclusions & Self neglect; Providers concerns; Learning disability & autism; Fabricated Illness (all age); Looked after children, care leavers & transition; Health Inequalities; Carers & Entrenched neglect – poverty, cyclical behaviours; L&D (Learning from Covid, [LeDeR](#), SARs, DHRs, Children's Safeguarding Practice Reviews, Serious Incidents and Rapid Reviews); Multiple exclusion and; Self-neglect (Homelessness/MH/substance dependence).
- Newham Place Based
 - o Fulfilling the ICB's statutory responsibilities to the Court of Protection by ensuring that patient's voice is central to complex legal cases.
 - o Implementing the ICB's process to identify all Continuing Health Care funded patients, in supported living/own accommodation, who lack mental capacity. This will enable the CCG to seek court of protection approval of deprivation of liberty in the patient's best interest.
 - o Continue to support joint visits with partner agencies to review quality & safeguarding such as LBN, ICB quality team
 - o Support partner agencies with appropriate audits and training.
 - o Support partners with complex safeguarding cases.
 - o Provide clinical supervisions for named professionals and organisation in Newham where safeguarding is a priority activity

BARTS HEALTH NHS TRUST

Newham University Hospital (NUH) is one of the sites within Barts Health NHS Trust. NUH provides secondary care to the local communities within North East London (NEL) and also sees patients beyond NEL. Barts Health NHS Trust has a statutory responsibility to safeguard and promote the welfare of adults and children.

Safeguarding Highlights 2021/22

- Continue to support staff competence through the delivery of the Safeguarding Adults Level 3 training and other relevant training such as Brief local learning in Urgent Treatment Centre

- Supporting the establishment of external agencies such as Hestia Domestic Abuse service on honorary contracts within the hospital.
- Presence of Independent Domestic Violence Advocate (IDVA) on Site – 3 days a week
- An audit was undertaken in July 2021 in relation to staff knowledge on and application of MCA & DoLS. The results indicated staff having same level of knowledge on the subject but the application in practice and recording of assessment are areas for improvement.
- In NUH the total number of referrals in 2021/22 is 436 which is a 7% increase in comparison to 2020/2021 figure of 407. Out of these referrals, NUH raised against the community a total of 408 in 2021-2022. The total number NUH site raised against themselves this reporting year is 28. The top 3 themes this reporting period are: neglect, self-neglect and Domestic Abuse.
- Barts Health are monitoring the progress of the national work on Liberty Protection Safeguards (LPS). Bart's Health and the Strategic Partnership MCA subgroup and the Bart's Health task and finish group have been established.

Safeguarding Challenges 2021/22

- Safeguarding Adults Training Compliance target is 85%. Where training was provided there was limited attendance, as a result, the compliance for level 3 training has fallen and is considerably below the required 85%.
- MCA and DoLS audit showed an increase in staff knowledge but further work is needed with staff application of MCA and DoLS.
- Low uptake of Prevent² and Adult Safeguarding level 3 training, with the potential that staff will not have the knowledge or confidence to recognise complex safeguarding concerns and escalate appropriately
- Cases of failed and unsafe discharges which has left patients at potential risk. However, the Senior Management Team (SMT) and Discharge team are working in collaboration with the partnership to ensure robust pathways are in place.
- A decline in DoLS applications. The reasons for the decline are likely due to knowledge of the application and when to recognise that a person is being deprived of their liberty.

Safeguarding Priorities 2022/23

- Monitor staff knowledge in line with Safeguarding Adults Roles and Competencies framework
- Embed the use of the safeguarding adult referral and DoLS on Clinical Records System (Hospital system for recording patients' information).
- Equalities data to be collected for the safeguarding adult referrals and DoLS applications

² Prevent is an early intervention programme, mobilised locally by a range of partners, which protects individuals targeted by terrorist influences by providing local, multi-agency safeguarding support.

SAFEGUARDING PRIORITIES 2022/23

EAST LONDON NHS FOUNDATION TRUST

The Trust is committed to working in collaboration with all partners seeking to protect adults and children at risk from harm caused by abuse or neglect, regardless of their circumstances. The Named professionals provide the Trust with operational advice, support and input. The professionals are committed to supporting the workforce in understanding safeguarding, embedding it into 'everyday business' and improving outcomes for service users.

Safeguarding Highlights 2021/22

- Level 1 and level 2 safeguarding adult training is completed via an online package. The Level 2 Adult safeguarding training was at 88.50% at the end of quarter 3 as we don't have data from the quarter 4 figures due to the Learning department adopting a new platform.
- The trusts level 3 Adult Safeguarding training significantly improved since the last reporting period from 67% to 86.33%.
- The Trust compliance with WRAP (Workshop to Raise Awareness of Prevent) training is at 87%. This data is based on the quarter three figures and it's likely that the actual figure is likely to be higher.
- Safeguarding supervision for staff working within adult services was formally launched 10 months back and its gaining momentum. The uptake for supervision is at 60% and a number of services are now requesting for safeguarding supervision.
- The safeguarding adult's team have delivered bespoke training to the trust staff where they identified deficits in practice which was either picked up in the monthly audits or supervision.
- The Trust safeguarding team has developed and rolled out a number of Domestic Abuse training sessions for the staff to raise awareness and to ensure early identification of domestic abuse among patients and staff members.
- The safeguarding team has included Domestic Abuse awareness in the new online Level 3 module to which all qualified staff members are mapped.
- The Trust has a Domestic Abuse and Harmful practices policy and established a domestic abuse steering group. There has been increased communications and awareness in response to increased prevalence of domestic abuse during the Covid-19 lockdown. The policy was further updated during the Covid-19 pandemic to include staff members who are victims of domestic abuse.

Safeguarding Challenges 2021/22

The Safeguarding Adult Team continues to provide advice and support for a wide range of safeguarding issues relating to adults who may be at risk of abuse or neglect which could be either deliberate or by acts of omission.

Safeguarding Priorities 2022/23

- The Trust safeguarding team to raise the profile of safeguarding across the Trust and in doing so they are ensuring that the safeguarding process is integrated into the work of ELFT staff and for the staff to feel informed and confident in accessing safeguarding advice.
- The Trust safeguarding team to work closely with the Serious Incidents team to ensure that all serious incidents consider safeguarding issues within them and that the trust safeguarding team are engaged in supporting clinical services to develop meaningful and effective plans to improve safeguarding practice and therefore to improve patient's safety.

LBN HOUSING / HOUSING NEEDS

Housing and Housing Needs are represented on the SAB and on a number of partnership boards. Housing's Independent Living Team continue to support vulnerable Council tenants and work with Adult Social Care (ASC) colleagues to provide assistance particularly around hoarding and self-neglect. The 5-year Homelessness and Rough Sleeping Strategy (HRSS) 2021-2026 came in to effect this year and is Newham's first long term strategy of this kind for a decade, co-produced by Housing and ASC. The strategy involved a number of actions regarding safeguarding single vulnerable homeless adults, including:

- Developing pathways for single people and hospital discharge
- Exploring options for provision of floating support for vulnerable people living in Temporary Accommodation
- Work towards gaining Domestic Abuse in Housing Alliance (DAHA) accreditation for best practice regarding Domestic Abuse in housing, including establishing a sanctuary scheme for victims of Domestic Abuse
- Introduction of pre- eviction support panels, including for vulnerable for care leavers
- Improved training for staff, including complex cases, domestic abuse, young people at risk of exploitation. Through the roll-out of training and awareness-raising, we will identify 'champions' to act as subject experts for colleagues and to further the development of joint working with colleagues from social care and health.
- Support the review of supported accommodation, ensuring pathways to access housing are sufficiently flexible according to individual need

A multi-agency HRSS steering group has been set up to regularly review progress against these actions and to deliver a 'one council' approach.

SAFEGUARDING HIGHLIGHTS 2021/22

Safeguarding Highlights 2021/22

- Specialist Pathway officers have been recruited for vulnerable adults and survivors of domestic abuse, with pathways being developed.
- Collaborated with Domestic Abuse commissioners in ASC to develop a sanctuary scheme model and contributed to the Council's Domestic Abuse strategy
- Worked in partnership to establish a housing pathway and recruit an Early Intervention Housing Officer (Mental Health) funded by ELFT, to provide a housing service across our new Community Integrated Mental Health Service (CIMHS) and the Newham Centre for Mental Health (NCFMH) inpatient service.
- Jointly developed Commissioning Intentions for Supporting Vulnerable Single Homeless Adults (SVSHA) with Housing and Adults & Health to remodel and improve the complex vulnerable single adults' pathway
- Ongoing joint working with the NHS and ASC colleagues to utilise the Fast Falls Service and participation in the NHS England Winter Urgent Falls Response
- Established a mechanism for Repairs & Maintenance operatives to report concerns directly to the Independent Living and Housing Liaison Team

Safeguarding Challenges 2021/22

- Demand for the Housing Needs service is extremely high following the pandemic and as a result of the cost of living/renting crisis. Newham has the highest numbers of households in Temporary Accommodation (TA) in the country, including well over 1,000 single adults, many of whom are vulnerable. These individuals are dispersed and we do not have regular contact with most of them, meaning that sometimes safeguarding issues are only picked up at a point of crisis. We currently do not have access to a floating support service for people in TA, although we are considering how we could provide this, however, there are budgetary constraints. The review of the SVSHA and improvements to the complex single vulnerable adults' pathway should introduce improvements, but this has to be delivered within the existing budget envelope.
- Demand for telecare has increased significantly resulting in increased costs for equipment and installation. A high proportion of referrals are for equipment to be monitored by family members so there is no weekly cost to the service user, but it is not possible to monitor use and impact of the equipment.

Safeguarding Priorities 2022/23

- Make progress against our priorities set out in the HRSS, particularly in embedding effective housing pathways for vulnerable homeless people and achieving accreditation for

best practice regarding those experiencing domestic abuse.

- Widen out safeguarding training to front line officers, including the Repairs and Maintenance service, and review procedures to ensure they align with the Council's wider safeguarding policies.
- Increase representation on Newham SAB to include a representative from Housing Needs.
- Continue to facilitate hospital discharges with the installation of telecare equipment within 24 hours of a referral.
- Monitor the impact of the cost of living crisis on our most vulnerable tenants, particularly those in sheltered accommodation. Ensure support and assistance is promoted and tenants supported to access where required.

LONDON FIRE BRIGADE

- The LFB Safeguarding Team have been part of a challenging departmental restructure post Covid-19 and have achieved:
 - Senior Officer Safeguarding training completed
 - Mandatory online safeguarding package to be launched and rolled out to all staff to complete annually
 - Successful introduction of new electronic 'Person at Risk' referral form. This has been against back drop of a significant increase in safeguarding referrals compounded
- The main priority for 2022/23 is to complete and work towards the National Fire Chiefs Council Safeguarding Fire Standard, which aims to ensure that fire and rescue services are doing all that they can to support and promote the safeguarding of those within their communities, employees and volunteers.

HIGHLIGHTS OF OUR WORK 2021/22

Care Homes & Adult Social Care's Covid-19 pandemic response

From the start of 2021 the Adult Social Care Quality Assurance team continued to lead on the London Borough of Newham response to the Covid-19 pandemic. The team monitored and supported the services when there were cases and outbreaks of Covid-19 and supported NHS colleagues with the rollout of the Covid-19 vaccine and subsequent boosters. This rollout captured residents and care staff at all homes.

At the time the vaccine was mandated for all care home staff so the team provided support to the homes by arranging Q&A sessions and vaccine delivery sessions at the homes. The team also focussed on the business continuity plans with the homes where they had identified they would be losing staff due to them not having had the vaccine. The mandating of the vaccine was reversed in March 2022.

Learning Together Event - Safeguarding

A Learning Together Event was facilitated with Newham University Hospital (NUH) staff, ELFT Community Health Services (CHS) and LBN ASC practitioners to focus on Safeguarding and Hospital Discharge and the role the system partners play in it. Common solutions agreed are:

- Making safeguarding personal - Safeguarding leads from the system to meet and map out any overlapping work on this, identify top 3 priorities for making safeguarding personal and work on this as a system.
- Support for staff (planning ahead, clear next steps and support) - Organisations to use case formulation or reflective practice to support staff with complex / safeguarding cases. As part of the new SI framework, organisations to test system wide critical incident feedback using a recent incident.
- Working across systems to share risks and concerns. – CHS and NUH to be invited to join Newham's High Risk Panel.

Multi-agency Self-neglect Audit

A multi-agency audit on self-neglect was held at the end of the year, led by the designated professional chair of the Performance & Quality Assurance subcommittee. The event brought together both senior and front line staff from all SAB partner agencies to review 6 case studies featuring self-neglect that fell within the section 42 criteria. Themes of self-neglect were vast and broad and included among others: hoarding, medical self-neglect and substance misuse. Organisations involved in the audit discussion were: London Borough of Newham; North East London Foundation Trust; Bart's Health; Metropolitan police; Department of work & Pensions and Newham Healthwatch. Key recommendations from the audit include developing actions in the following areas: workforce development; awareness raising; Self-neglect care/support pathway; Robust monitoring of self-neglect and; self neglect provision audit. The outcomes and recommendations of the audit will feed into the self-neglect SAB strategic priority work programme.

HIGHLIGHTS OF OUR WORK

2021/22

New Community Engagement subcommittee

Newham SAB and Healthwatch partnered on an engagement project to capture the views and experiences, from adult social care service users, informal carers and residents of Newham, to understand what are the key issues for vulnerable adults in keeping safe in in the borough. The project allowed us to gather feedback from participants on what their concerns are around safeguarding and how we can best work with residents and community groups to address these. To build on this work, a new community engagement subcommittee has been created that has local residents as core members to support us to engage with service users in the planning and shaping of safeguarding services. The subcommittee's aim is to increase direct engagement between Newham SAB and people in local communities who are service users of agencies with safeguarding responsibilities. We are engaging with residents to understand the reasons referrals do not reflect the diversity of Newham, to raise awareness of safeguarding, how to make a referral and what happens after a referral is made. We also want to increase the number of residents who are involved in sharing their views on safeguarding in Newham and using this information to develop our approach. The subcommittee will seek to build and develop a strong service user and carer involvement base to ensure that views and experiences are fed-back to the Board and its subcommittees to improve adult safeguarding in Newham.

Blue Light Project – A response to change resistance drinkers

Change Grow Live (CGL) Newham Rise and London Borough of Newham (supported by Alcohol Change UK) partnered together on the Blue Light project. This is an initiative to develop alternative approaches and care pathways for drinkers who are not in contact with treatment services, but who have complex needs. There is awareness of the pressures change resistant drinkers were having across the health and social care system in Newham. Data on this cohort was limited as they do not often present to community treatment services. Working with Alcohol Change UK, we took the decision to implement a Blue Light Project approach in Newham focusing on two key areas – training and treatment.

Headline Activity / Outcomes

- Activity over last 12 months:
 - o 33 referrals (12 female / 21 male)
 - o Referral sources: MASH, CMHT, NUH, CGL (internal), Outreach, Probation, Self, ASC
 - o 20 assessed and engaged into treatment (6 female / male)
- Interventions / Outcomes
 - o 28 home visits, 62 recovery worker contacts, 67 liaisons with professionals, 36 MDT discussions
 - o 2 residential rehabilitation starts
 - o 3 presentations at the High Risk Panel
 - o 7 achieved periods of abstinence / controlled drinking

SAFEGUARDING ADULT REVIEWS

The Care Act (2014) section 44 describes the statutory duties placed upon the Local Authority and its partners to review safeguarding cases where death or serious injury has occurred and where there may be multi-agency learning to be gained from the review of action taken. The SAR subcommittee is the decision making body for SAR referrals and draws its membership from Newham Safeguarding Adults Board. The following SARs are those that Newham SAB has arranged which are ongoing or have been reported in 2021/22.

In 2021/22 Newham SAB:

- Completed 2 Safeguarding Adult Reviews
- Progressing 1 Safeguarding Adult Review

Completed SARs

A SAR related to two care homes

The concerns that triggered this Safeguarding Adults Review were a number of deaths and hospital admissions from two care homes run by the same provider and the consequences surrounding each incident. Five of the six adults at the centre of this review died and there was an identified theme of poor care provision by the Care Provider.

This SAR reviewed care provided to the adults between January 2018 and November 2019.

The individuals subject to this review share the following characteristics:

- They are all over the age of 65
- The adults' date of deaths occurred between 14 July 2018 and 24 November 2019. The SAR covered both the Care Provider and other agencies interventions between January 2018 and November 2019

Key Findings & Actions taken in response to the SAR

Immediate Recommendation ASC and CCG

All existing residents to be invited to participate in a multi-disciplinary review of their needs and care provision. Reviews to include family, adults, the care provider, commissioners including ASC, instructed advocate if needed and the adults GP. Self-funded residents to be offered the opportunity to have a multi-agency care placement review. The recommendation must provide reassurance to the NSAB that all residents placements are safe and that residents are receiving good quality of care.

- All reviews were completed within the timescale set.

Newham Safeguarding Adults Board

Review Newham SAR procedure, including accountability, support and training to IMR authors when the NSAB uses the IMR methodology again. Consider quality marker checklist guidance of what type of SAR is proportionate, including when appropriate to apply the currently piloting Rapid Time SAR.

- SCIE Quality Markers have been incorporated into all SAR panel meetings and are used by the SAR subcommittee to determine the most appropriate methodology for a SAR to ensure that it is proportionate.
- Newham SAB were the first Board to use and publish a report using the innovative new methodology called "Safeguarding Adults Review In-Rapid Time" under a pilot scheme funded by the Department for Health and Social Care and with the review carried out by a national organisation, the Social Care Institute for Excellence
- The SARs In-Rapid Time methodology was used when Newham SAB commissioned the Mr A & Ms C SAR..

SAFEGUARDING ADULT REVIEWS

<p>London Borough of Newham Adult Social Care</p> <p>Annual safeguarding audit of practice and decision making. Audits should consider the ‘beyond auditing’ model which places an emphasis on practitioners developing their skills through participating in the audits of their active cases. The audits should focus on professional curiosity and multi-agency enquiries and decision making.</p>
<ul style="list-style-type: none"> • The principles of ‘beyond auditing’ have been adopted by the Principal Social Worker (PSW) who has a lead on undertaking audits in Adult Social Care. • In November 2021 a new Quality Assurance Case File Audit Framework was launched by the PSW with auditors (supervisors) across Operations teams. The new quality assurance tool provides a deep dive theme-based approach to case file audit. Practitioners have the opportunity to talk to the auditor about their case work intervention. The audits focus on various practice areas: Mental Capacity and Best Interest; Safeguarding Adults; Case Recording Standards and; Carers Assessment and Support.
<p>Newham ASC Contracts and Commissioning team to review the focus of provider monitoring visits to include themed visits, focusing on the customer experience and outcomes. Where appropriate i.e. specific health themed visits, the visits to be conducted jointly with the CCG. Any gaps in care delivery to be identified and for contracts and commissioning to support providers with specific targeted training and development. Consider whether this can be facilitated across different providers across Newham to ensure lessons learnt are shared and to improve outcomes for the Newham adults receiving care and support.</p>
<ul style="list-style-type: none"> • Running in tandem with the Covid-19 pandemic response, the Quality Assurance and Contract Monitoring team undertook their primary role of undertaking monitoring and validation visits across a number of services. • In order to streamline and improve the QA process, a review was undertaken of the tools and processes used by the team. The Quarterly Monitoring tool that is sent to providers has been streamlined and the providers have fed-back that the form is easier to use, avoids duplication and is useful tool as part of their own internal quality monitoring system. • A new tool has been developed that streamlines the monitoring process undertaken by QA officers. The new tool generates a report that can be sent to the provider. The report captures the areas where there is good practice and the areas that require improvement. Where there are concerns with service delivery, the information generated by the tool is used to develop a SMART Service Improvement Plan (SIP) for the provider.

<p>Newham ASC to review their contracts team quality improvement board, terms of reference, including accountability and information sharing with other teams within ASC. Consider how evidence gathered by the safeguarding governance team, through Care Act section 42 enquiries is shared and impacts the decisions of the contracts team. Providers to be briefed on the procedures, criteria for implementing and legislative framework to ensure there is an understanding of accountability, roles and responsibilities.</p>
<ul style="list-style-type: none"> • The Provider Risk Assessment and Management Board was launched during 2021/22. The purpose of the board is to provide strategic oversight of providers or organisations where the Local Authority, Integrated Care Board or Care Quality Commission quality assurance processes have identified significant safeguarding adult or quality in care concerns. The overall objective of this board is the scrutiny and governance of the quality of care and support delivered by providers and organisations within the London Borough of Newham to individuals aged 18 and over.
<p>Review the provider concerns and escalation process to include practice guidance and procedure. The guidance must include transparent criteria for initiating the process, accountability for decision making and monitoring the progression of improvement, support and guidance to achieve the ultimate goal of de – escalation as the quality of care has improves.</p>
<ul style="list-style-type: none"> • A review of the Quality Assurance and Provider Improvement Escalation process was undertaken in line with Pan-London Multi Agency Safeguarding Policy and Procedure. The process details four stages of concern and details clear indicators of concerns and the responses required.
<p>Review mechanisms for sharing both hard and soft information about nursing and care homes that is informed by and in turn informs operational front line staff. Review the escalation process when information considers residents to be at risk or receiving poor quality care, what decisions need to be made to protect not only individuals but other residents. This should include communication with other placing authorities both health and social care.</p>

SAFEGUARDING ADULT REVIEWS

- The QA and Safeguarding Teams meet on a weekly basis to discuss services that are in the Provider Concerns Process (PCP) process and review the number of safeguarding alerts and identify any trends. Information from the QA monitoring visits is discussed and recommendations for any actions, such as bringing a provider into the PCP process and at which level are discussed in line with the Pan London Guidance for Escalation advice on managing the Provider of Concern Processes. Where other authorities have clients in the service the concerns are shared with them.
- If the concerns are serious enough to bring the provider into the process at Level 3 then a report is prepared by the Head of QA for Departmental Management Team (DMT) to approve the suspension of further placements until the service improvement plan has been satisfied.

Care Provider

The care provider to ensure that care planning meetings with new residents, and where appropriate their families, to take place within 14 days of admission to discuss the care planning. Review the care planning for existing residents and ensure appropriate care planning has taken place and if not ensure it is completed as a matter of urgency. The GP to be included in the care planning meeting to facilitate the discussion and authorize the Do Not Attempt Cardio-Pulmonary Resuscitation (DNACPR) if a DNACPR is appropriate.

- Care planning is in place to reflect the support given to maintain residents' safety and promote positive risk taking, and evidences the involvement of external health professionals as required. These are reviewed monthly and updated when needs change. Everyone moving into the home have a draft 7-day care plan in place to support with direct observation, communication and consultation with the person and their representative. Person led care planning and risk assessments are formulated after 7 days to clearly reflect individual choices/preferences.
- All existing care plans have been reviewed in conjunction with the Multi-disciplinary team and DNACPRs are in place as appropriate. The GP makes direct contact with people we care for and their relevant representatives. In addition, discussion regarding DNACPR continue to be held at multi-disciplinary team meetings.

Responsibility and accountability for implementing the agreed home improvement plan to include the local home management team from the onset. Home Management team to focus on building strong partnerships with all other professionals, including the Newham Quality Improvement Board. The care provider corporate team to monitor, support and provide advice and guidance to ensure positive trajectory.

- The home improvement plan is reviewed by Home Management team weekly and further discussed and reviewed weekly with Senior Management Team who provide advice & support where required.
- Updates are shared with CQC on a monthly basis.
- The Home Management team have and continue to develop strong and effective relationships with all partners.

Existing systems to be applied with consistency to 'hear' the residents and their families/ representatives voice. As part of the regular audit of care, residents and families should be given an ongoing opportunity to voice both their compliments and concerns. This includes being part of care planning, residents' surveys, resident meetings, family meetings and responding in a timely manner to formal complaints.

- There is a planned programme of meetings for both residents & relatives.
- Care plans are reviewed at a minimum of monthly in line with the Resident of the Day protocol, this involves remote involvement with relatives via telephone or Zoom platform.
- There is an 'open door' policy and people are able to contact them directly to discuss any concerns or provide feedback. There have been 7 concerns and 23 compliments over the last 12 months (April 2020 – 2021). These concerns were addressed within 72hrs with feedback confirming satisfaction with response and actions taken.

The care home improvement plan to be continually reviewed and critically analysed for effectiveness through considering the experience of the current residents. Are new concerns similar in nature to previous concerns? Or have the changes improved the quality of care provided to the residents?

- The Home Improvement plan is reviewed weekly any updates/ outcomes are shared with the Care Home Team as well as the Senior Management Team.
- Internal Senior Quality Assurance visits evidence sustained improvements and positive outcomes for the people we care for.
- Care review process and wellbeing colleagues meet with people we care for to seek their views.

SAFEGUARDING ADULT REVIEWS

ELFT – Community Health

In cases where the administration of antipsychotic depot medication has been transferred to the GP practices, community nurses to ensure that the contractual agreement which includes a mechanism for review is followed in all cases prior to administering the medication.

- Responsibility for administration of antipsychotic medication either remains with mental health services where home administration or engagement concerns are a theme or will be transferred to the GP Practices as part of their contracts with the CCG (NEL ICB). This contract has a review requirement built in. Community Health Services have reviewed the caseload and identified any patients who had been referred for administration of depot. These patients have been transferred back to primary care.
- To provide assurance the service will undertake twice yearly audits to ensure no patients who require administration of depot antipsychotic medication are transferred for the purpose of administration.

Safeguarding training should stress to all professionals their duty of care and the need to be alert and vigilant to risks of abuse in all settings including care homes, ensuring that the local safeguarding procedure of reporting concerns is embedded in practice.

- ELFT mandatory Safeguarding training includes a strong emphasis on Duty of Care including the need to be vigilant to the risks of abuse in care homes. The plan was for the individual member of staff involved in the case to have additional input from the Lead professional for Safeguarding. However, he is currently on long term sickness and is unlikely to return to work.
- All staff are compliant with mandatory Safeguarding Adults training. Additional Safeguarding supervision provided to the Rapid Response Team who were involved in the SAR.

SAFEGUARDING ADULT REVIEWS

Key Findings & Actions taken in response to the SAR

In 2020 at the start of the Covid-19 pandemic, another rough sleeper with multiple needs, "Peggy" died tragically. A Safeguarding Adults Review was carried out using the same format as for this review and completed within 3 months to maximise learning. From the case of Peggy, the issue that professionals most struggled with was that of working with rough sleepers who for different reasons have fluctuating mental capacity. Consequently it was agreed to take this issue and build on a finding from Peggy's report. The methodology is called Safeguarding Adults Review in Rapid Time and has been developed by the Social Care Institute for Excellence and is funded by the Department for Health and Social Care.

Systems Finding One

Despite the commissioning of innovative and responsive services for rough sleeping adults who drink to the highest levels, is there still a gap for residential alcohol detoxification and rehabilitation for those most at risk?

Systems Finding Two

The level of pressure that acute hospitals are under is greater than at the time of Mr A's repeated discharges back to the street. How can the system support a culture where very pressured professionals in hospitals get enough of an understanding of the combined risks of contested and fluctuating capacity in rough sleepers who experience multiple exclusions, and then routinely draw in partner agencies that can create safer discharge arrangements for these individuals?

There has been a huge evolution and development of services since the deaths of Mr A and Ms C. This has included:

- The implementation of a Blue Light Project approach in Newham focusing on two key areas – training and treatment.
- A number of training courses were delivered by Alcohol Change UK to frontline staff across Newham
- LBN ASC will led on a substance misuse (drugs and alcohol) needs assessment in 2022/23, pulling in data from across the health, social care and criminal justice system.

ELFT are in the process of developing a no fixed abode pathway protocol. There is commissioning and funding for frequent attenders service which goes live and the end of September 2022. There is further funding for dual diagnosis practitioner to work in the community team.

Mr A & Ms C

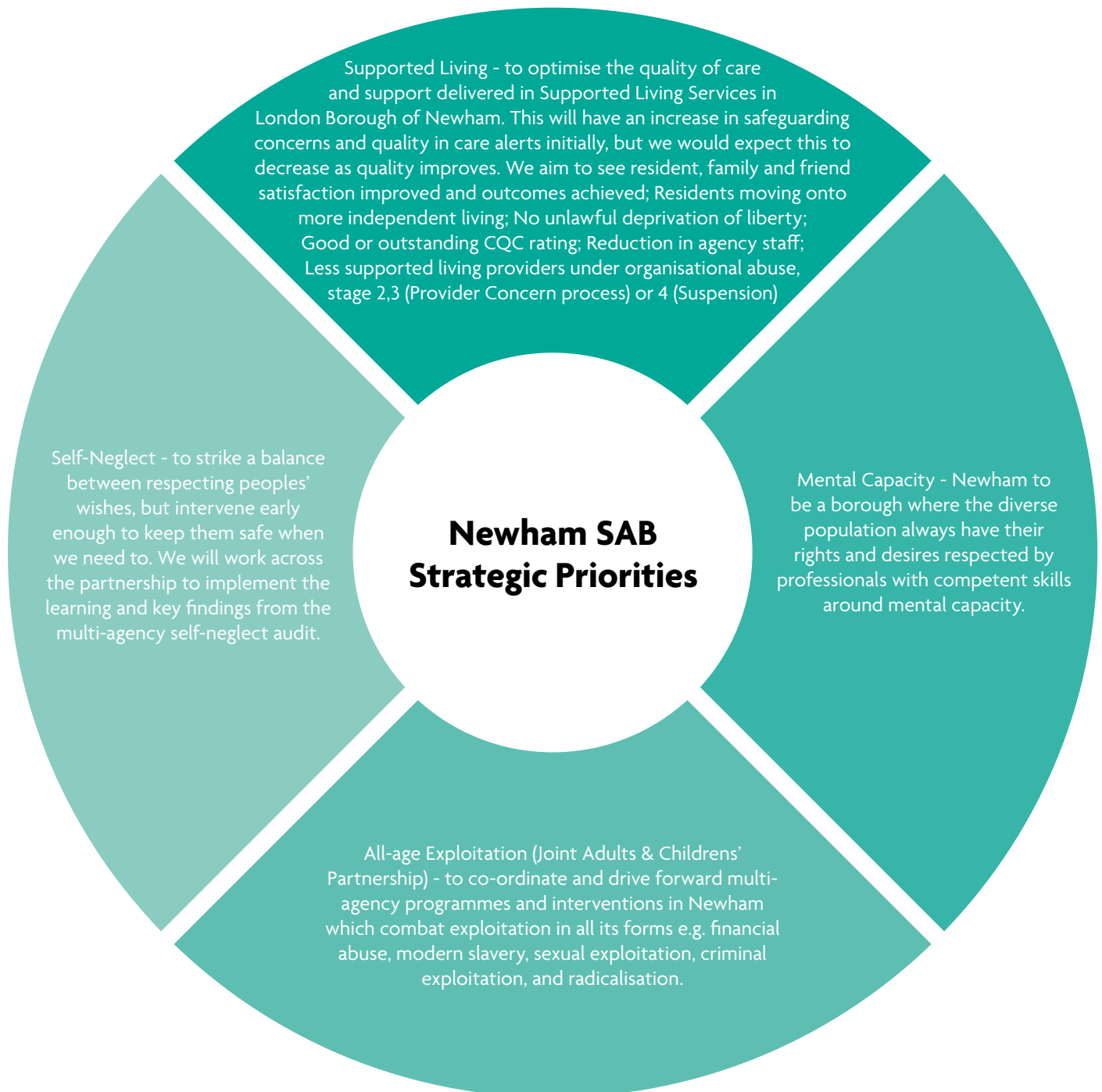
Two individuals from Newham's rough sleeping community were subject to a SAR. Neither abuse nor neglect were thought to have contributed to Ms C's death, so her case did not meet the mandatory criteria for a review, but there were sufficient concerns about Mr A to conclude that his case did meet those criteria. Mr A died in a placement outside Newham, but the SAB for that area did not have concerns about the care he received, however it raised issues for Newham around Mr A's mental capacity and we linked these to the issues that professionals had whilst working with Mr A in Newham as many of these stemmed from the complexities they found in working with the issue of mental capacity. In order to make sure the learning from Mr A and Ms C's situations was focused on what most needed to change, common issues were identified whilst never losing sight of either Mr A or Ms C's individual needs and distinct characteristics.

Progressing one Safeguarding Adults Review

Cultural Competency – Dhiren & Paul

Our Board is committed to commissioning SARs with clear focus that have impact on either systems issues or complex areas of safeguarding practice that we know professionals struggle with precisely because they are so complex. The Dhiren and Paul SAR will focus on cultural competence and the background of the family and the way the system responds to that; look at whether we have equal regard for everyone's background – reasonable adjustments; the interface with culture, race, belief, family background and carers and; a combination of multiple issues and intersectionality.

OUR PLANS FOR 2022-23



HOW TO REPORT ADULT SAFEGUARDING CONCERNS

To report abuse, raise a concern about a vulnerable person or to find out more information about safeguarding adults in Newham, visit www.newham.gov.uk/safeguardingadults or call the 24 hour safeguarding helpline on **020 3373 0440**.

www.newham.gov.uk