



NEWHAM SAFEGUARDING ADULTS BOARD

ANNUAL REPORT 2022 – 2023

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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 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) Integrated Commissioning Board (ICB)**
- **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.”

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 have the third largest population 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 (73%) of the population are aged 15 to 64</p> <p>25,100 (7.1%) of the population are aged over 64</p> <p>The population is projected to rise to over half a million by 2050.</p>															
<p>Diversity</p>	<p>Over seven in ten residents are from Black, Asian, and ethnically diverse communities.</p> <p>Asian, Asian British or Asian Welsh 42.2%</p> <p>Black, Black British, Black Welsh, Caribbean or African 17.5%</p> <p>Mixed or Multiple ethnic groups 4.7%</p> <p>White 30.8%</p> <p>Other ethnic group 4.9%</p>															
<p>Economy</p>	<p>Employment rate (16 – 64) 76.1%</p> <p>Economically inactive (16 – 64) 18.2%</p> <p>Claimant count 6.3%</p>															
<p>Housing</p>	<p>Number of properties 123,270</p> <p>Average house price £435,000</p> <p>36% of households are in the private rented sector. Our average rents represent 65% of average wages compared to 30% across the UK. We have the highest overall level of homelessness in England.</p>															
<p>Life Expectancy</p>	<table border="1"> <thead> <tr> <th></th> <th>Newham</th> <th>London</th> </tr> </thead> <tbody> <tr> <td>Female (All ages) Life expectancy at birth</td> <td>80.7</td> <td>83.4</td> </tr> <tr> <td>Male (All ages) Life expectancy at birth</td> <td>75.8</td> <td>78.8</td> </tr> <tr> <td>Female Life expectancy at 65</td> <td>19.0</td> <td>21.2</td> </tr> <tr> <td>Male Life expectancy at 65</td> <td>16.2</td> <td>18.2</td> </tr> </tbody> </table>		Newham	London	Female (All ages) Life expectancy at birth	80.7	83.4	Male (All ages) Life expectancy at birth	75.8	78.8	Female Life expectancy at 65	19.0	21.2	Male Life expectancy at 65	16.2	18.2
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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, is not able to protect themselves from risk of abuse, experience of abuse or neglect.

What is abuse?

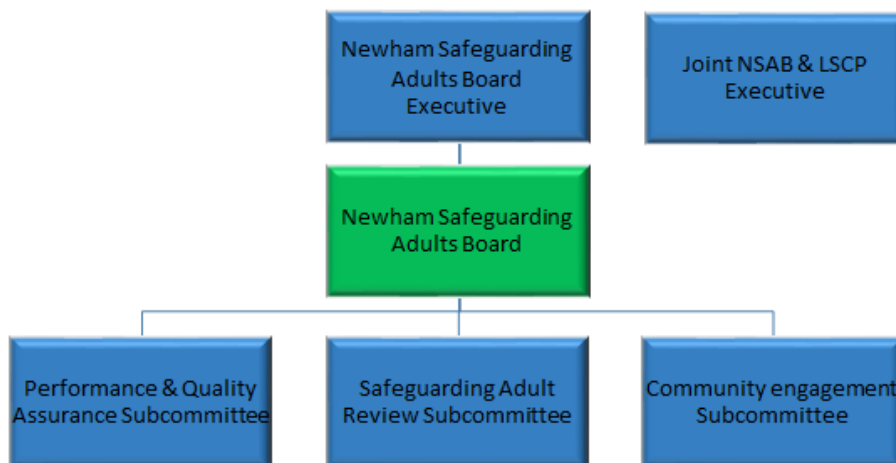
Abuse is any action, deliberate or unintentional, or a failure to take action or provide care that results in harm to the adult (this is called neglect). Abuse can be a single or repeated act or lack of appropriate action, which causes harm or distress and sometimes death. Abuse can happen anywhere, 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 Arrangements

Newham Safeguarding Adults Board has an executive group of statutory partners consisting of Newham Council, North East London Health & Care Partnership 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 SAB has maintained its commitment to strong partnership working with the local safeguarding children’s partnership, with both executive groups meeting bi-monthly on governance on our shared joint priorities and safeguarding issues which impact on young people and adults.

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 part-time 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

Most of the data is based on Newham Council’s 2022-23 submission of the “Safeguarding Adults Collection” data to NHS Digital.

In 2022/23, 1,095 safeguarding concerns were received. This was 3.9% decrease from 1,137 received in in 2021/22. There was a 4% increase in the number of individuals (984) involved in safeguarding concerns compared to the year before (944), while this indicates an increase in the number of different individuals it also shows a reduction in the number of repeat referrals for individuals.

Safeguarding Concerns

An adult safeguarding concern relates to someone who:

- has needs for care and support (whether or not the authority is meeting any of those needs),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

(The Care Act 2014 Section 42 (1))

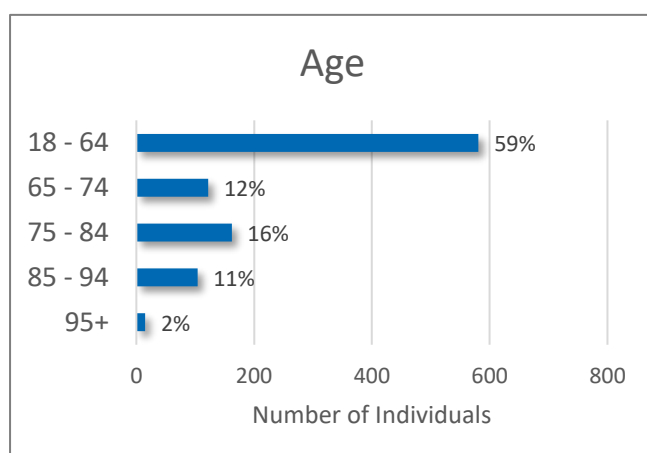


Figure 1 Safeguarding Concerns – Age

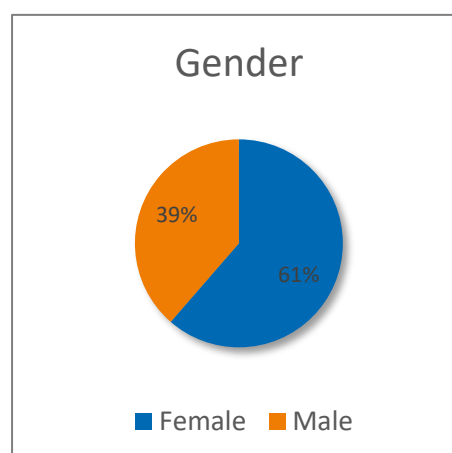


Figure 2 Safeguarding Concerns - Gender

Figure 1 shows 59% of safeguarding concerns related to adults aged 18-64 which is a total of 581 out of the 984 individuals.

Figure 2 shows 61% of safeguarding concerns were recorded as being related to females and 39% were recorded as being male. This report only records female or male and we are exploring how to develop our recording to capture how individuals identify.

Figure 3 shows in relation to safeguarding concerns, the most recorded ethnicity was White (45.2%). This is consistent in relation to previous years and does not represent Newham’s demographics. However, in 2022/23, where the adult’s ethnicity was recorded as Asian, we had 281 concerns, an increase of 52 concerns which is a 22.7% increase from 229 noted in 2021/2022. Newham Adult Social Care has worked to establish strong relationships with voluntary sector organisations via 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 aimed to reach the whole population of Newham, to raise awareness of safeguarding adults and how to report safeguarding concerns. A SAB Quality Improvement project is underway that seeks to understand and tackle the issues resulting in safeguarding concerns not reflecting our diverse population.

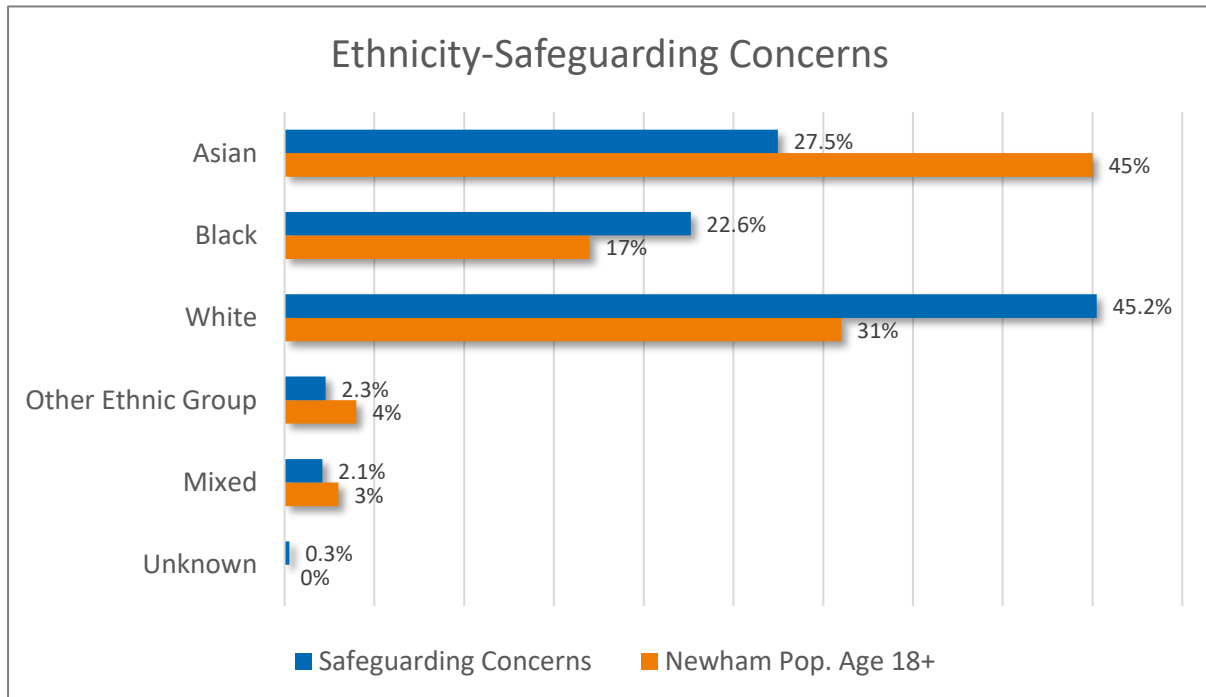


Figure 3 Safeguarding Concerns - Ethnicity

Referral Source

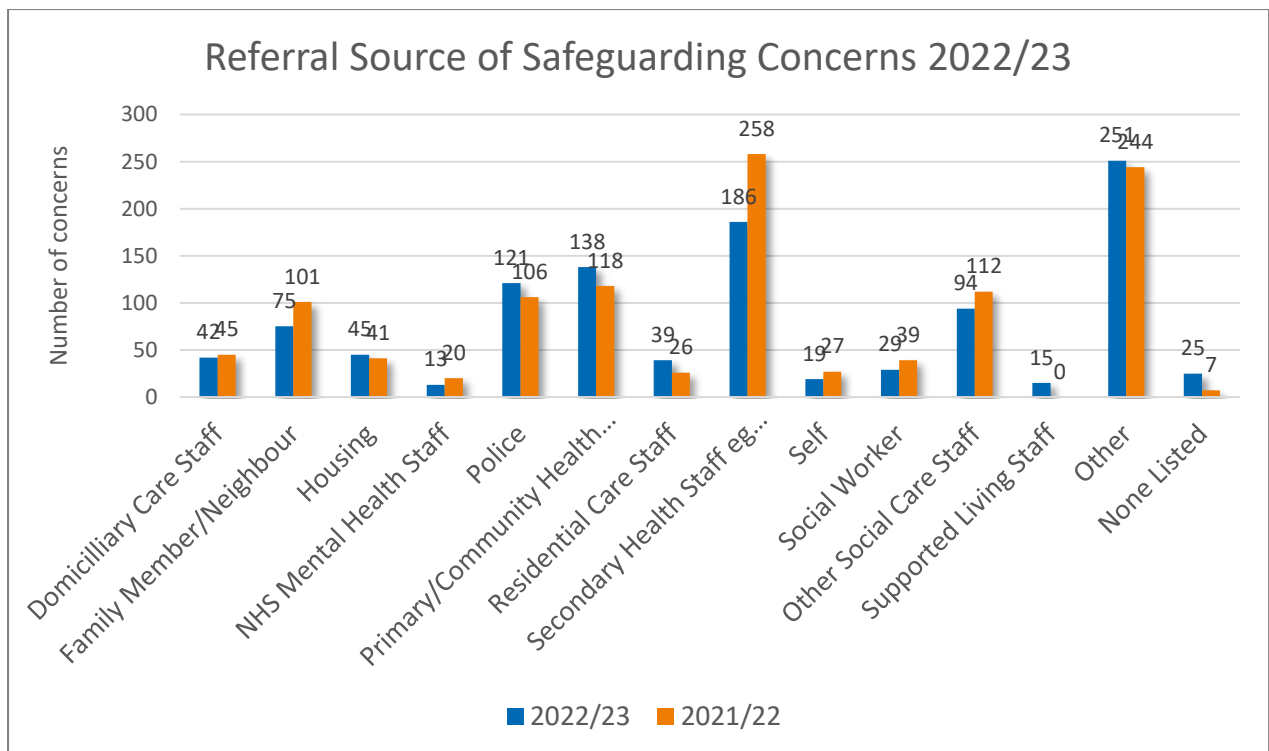


Figure 4 Safeguarding Concerns Referral Source

In 2023 the highest number of concerns by source of referral is recorded as 'other'. The service is aware that some of the referral source is London Ambulance Service and recorded via its recording system on a text box which would not provide hard data. To improve this area further fields to be added on the Adult Social Care software system.

There has been a 28% decrease in referrals reported by secondary hospital staff and this could be due to easing of lockdown and the Covid-19 pandemic, as previously the majority of contact with residents was by secondary and health staff who would have raised safeguarding at the time.

Source of risk –Safeguarding Concerns

The source of the risk remains comparable to previous years:

- In 63% of enquires the source of risk was known to the adult
- In 30% of enquires the service provider was the source of risk
- In 7% of enquires the source of risk was unknown to the adult

Safeguarding Enquiries – Care Act 2014 (section 42)

The adult's view is central to any action taken and in order for further action to be taken to minimise the risk/stop the abuse, the adult should agree to this. There are exceptions when the even if the adult does not consent, action may be taken. These include:

- If the individual is unable to make a decision about the safeguarding concern due to a lack of mental capacity, a decision is made under the Mental Capacity Act 2005 in their best interests
- There are others at risk (public interest)
- The adult is under pressure/ coercion not to take action
- The risks are too high and action must be taken

Of the 1,095 safeguarding concerns, 40% (440) progressed to a section 42 enquiry and these involved 416 individuals. This is a 10% increase on last year when 30% (345) of safeguarding enquiries progressed to a section 42 enquiry.

The conversion rate from concern to enquiry in Local Authorities is variable 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, complexity of the issues and good practice. The increase in the percentage of concerns progressing to enquiry in Newham is viewed as positive, as practice develops and the safeguarding adult framework is applied to support adults.

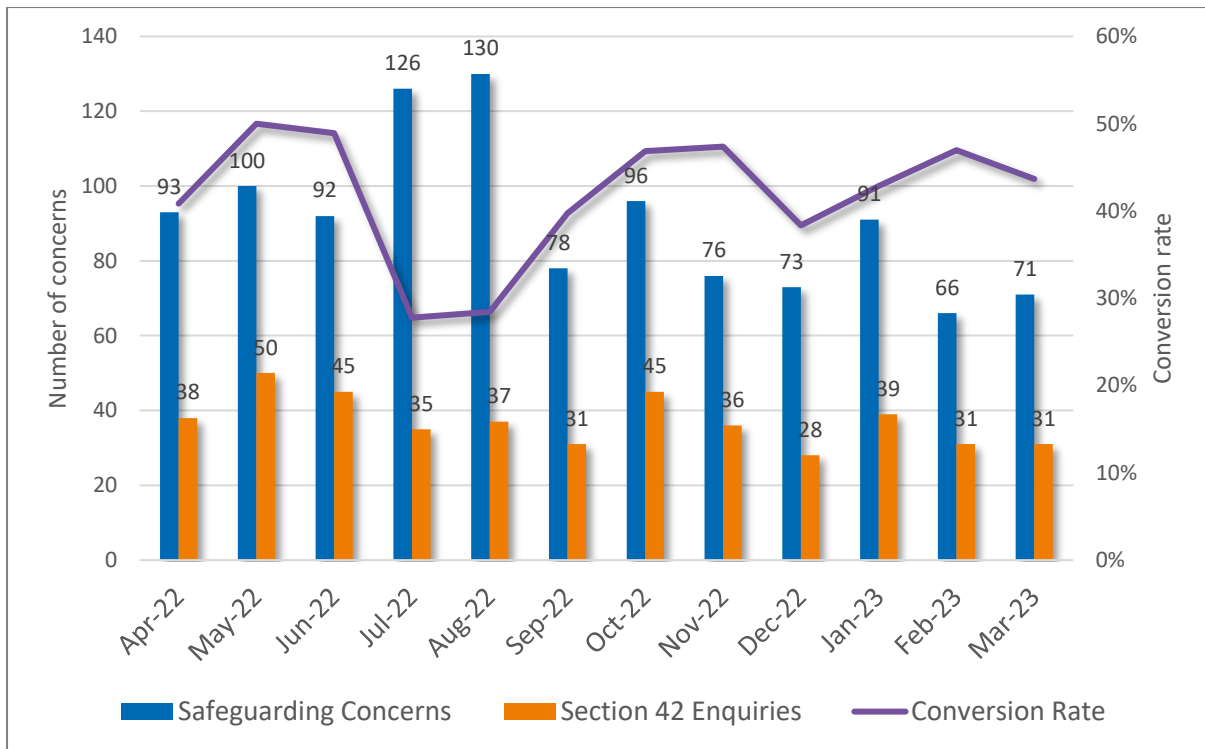


Figure 5 Safeguarding Concerns & Enquiries

Concluded Enquiries - Risks Reduced / Remained

Safeguarding adult activity should prevent harm and reduce the risk of abuse and neglect. In 2022/23 the risk was reduced or removed in 94% of situations where this was recorded. Where risks remained Adult Social Care senior managers reported everything possible had been done to remove or reduce the risk and to satisfy the adult.

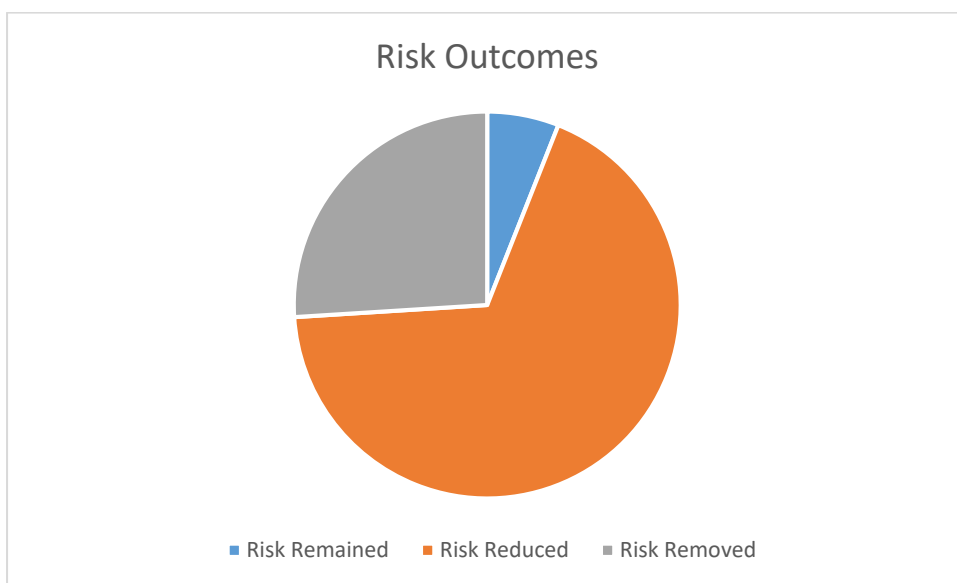


Figure 6 Risk Outcomes

We understand that everyone has the right to live free from abuse or neglect and this right is balanced with the right of privacy and choice, therefore, there are occasions when risk remains. Newham Adult Social Care will continue auditing cases where the risk was not reduced or removed to ensure the decision making was appropriate.

Types of abuse

The Care and Statutory Guidance lists ten types of abuse and we monitor and report on these where section 42 enquiries have been completed.

In 2022/23, Psychological/Emotional abuse was the most prevalent type of abuse reported at 58%. This is because it is linked to other types of abuse as a secondary concern.

- Neglect is second highest at 48%
- Financial abuse was third highest in 32% of cases
- Physical abuse was fourth most prevalent in 27% of cases

There were also a significant number of enquiries involving domestic abuse (22.5%) and self-neglect (15.5%). Sexual abuse/exploitation featured in 7% of cases and organisational abuse featured in 3.5% of enquiries. Many enquiries involve more than one type of abuse so the aggregate of these figures will not be 100%.

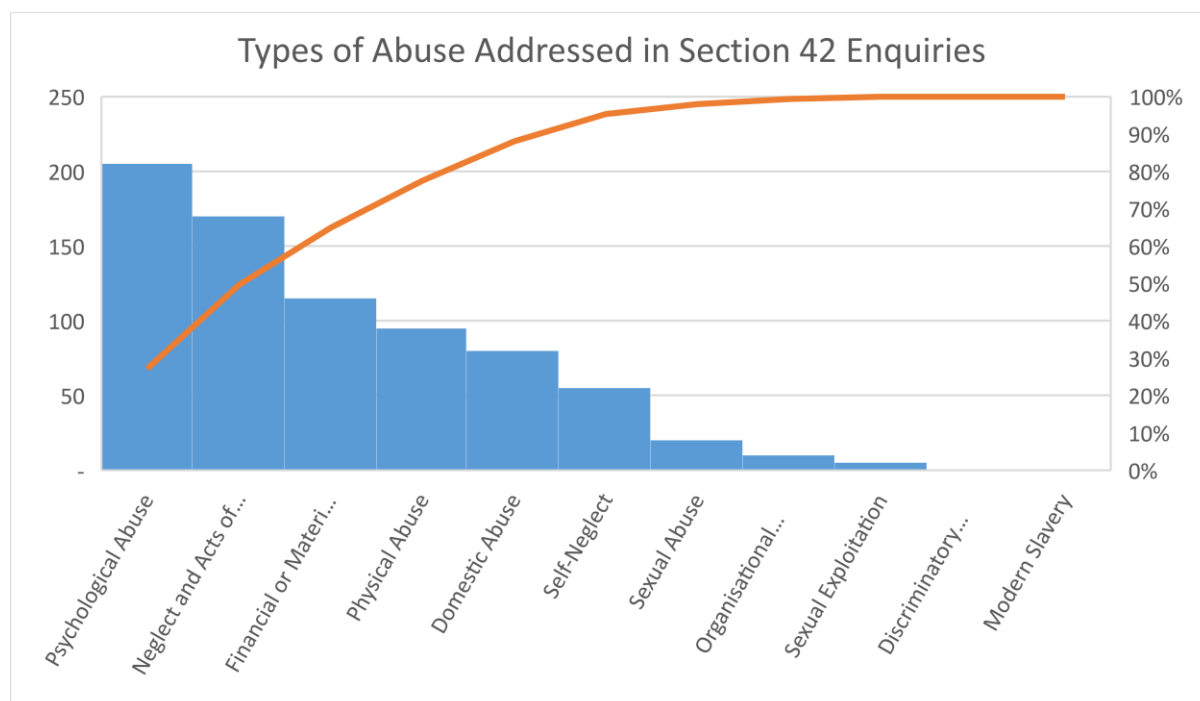


Figure 7 Types of Abuse

Location of abuse-Enquiries

Concern about risk in adults’ homes remained highest remains much higher than last year’s national benchmark rate of 51%. The reasons for this need further exploration but it is suggested some of this may be due to the effects of Covid 19 and people remaining in their own homes. The number of enquiries in psychiatric hospitals has reduced compared to last year and there has been a slight rise in enquiries involving residential care homes. Broadly, however, the data is similar to last year’s figures

Figure 8 breaks down the enquiries by location of abuse.

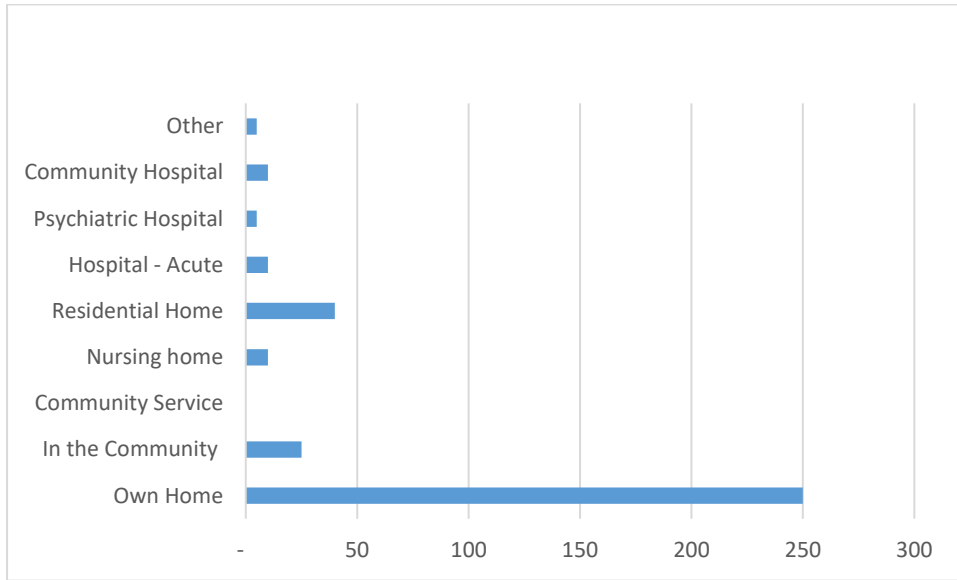


Figure 8 Location of Abuse

Newham Adult Social Care has embedded a Provider of Concern and Organisational Abuse process in accordance with the London ADASS Multi Agency Adults Safeguarding Policy and Procedure, and this enables a timely and coordinated response to emerging or current concerns. Adult Social Care continues to work collaboratively with providers to support them to achieve the requirements improvements and embed learning as required

Making Safeguarding Personal

Making Safeguarding Personal is a term that places the adult at the centre of any decisions and champion’s empowerment, choice and control. Figure 9 provides some details



Figure 9 Making Safeguarding Personal

91% of adults at risk (or their representative) who were involved in a safeguarding enquiry were asked what outcome(s) they wanted to achieve. In these enquiries, 95% the adult’s outcomes were fully or partially achieved.

The data shows that adults were not always asked what outcomes they wanted to achieve and their outcomes were not always achieved. Reasons included because they had sadly died, the outcomes could not be achieved, they had moved away from their address or did not accept the support offered.

Mental Capacity

When an adult struggles to be involved an appropriate advocate should support them and where there is no-one appropriate within their family or friends, it should be an independent advocate and where appropriate an Independent Mental Capacity Advocate.

Almost all adults (99%) who lacked capacity regarding the safeguarding matter were supported by an advocate. We acknowledge there is need to undertake further work because in 7% of enquiries the adult’s capacity was ‘unknown’, this would include cases where the adult had sadly died. We want to develop our reporting to understand who supported the adult.

Strategic Priorities – Where We Are

Joint Adults and Childrens Partnership Priority: All-Age Exploitation

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 by raising awareness and making the borough a safer place to live.

The All-Age Exploitation partnership meetings are driving improvement in the support we provide to children who have been groomed into joining “County Lines” drug retailing operations and other forms of exploitation. The group also focuses on exploring opportunities to successfully disrupt and prosecute the criminal networks that benefit for these crimes.

Impact:

- Increase in the use of the National Referral Mechanism (NRM) (the framework for identifying and referring potential victims of modern slavery and ensuring they receive the appropriate support). A Task and Finish group has been established to drive forward the Modern Day Slavery Action plan.
- A Borough-based Intelligence and Information Sharing Partnership meets three times a week to screen and research individual referrals and determine the most appropriate pathway for the child or young adult of interest, as well as discussing the individual, location, space, and contextual data are explored. This is building up knowledge over time, across the borough and cross borough.
- Those working in Newham have access to a comprehensive child exploitation training programme which 250 delegates registered.

The Newham Prevent team works to protect those who are vulnerable to radicalisation and supporting terrorism or violent extremism from those who seek to recruit people to support their cause. The team commission a number of external providers to deliver Prevent based projects in Newham to children, young people and adults.

Impact:

- Increase in the training offer to professionals with a growth in the number of sessions offered to designated safeguarding leads and schools.
- Pupil Full-Day Workshops, Assemblies, and Specialist Staff Sessions, delivered in 24 schools have reached 1,285 people.
- The team engage with Education to approach supplementary school settings in the borough to support their training needs.

Joint Adults and Childrens Partnership Priority: Transitions

The Transitions Programme Project has to date focussed specifically on the pathways for people who receive care and support from Children and Young People (CYPS) Social Care and Special Educational Needs and Disability (SEND) that will continue to need support under the Care Act, and people who receive care from CYPS social care and are 'on the edge' of needing services under the Care Act or are likely to be referred under our Safeguarding policy. As a result safeguarding has been implicit to all aspects of the programme in terms of ensuring a seamless transition from children's social care to those requiring a service from Adult Social Care and mental health provision.

The Project Board began meeting in December 2022 and there are five key work streams

1. Management Information and Case Management
2. Practice and Workforce Development
3. Funding Decisions and Approvals
4. Commissioning and Market Interventions
5. Pathways

This work continues and in 2023/24 and an additional work stream for Transitional Safeguarding has been incorporated into the programme of work to build upon the progress already undertaken in the All Age Exploitation Board, that sits within the Safeguarding Partnership.

Within the next stage of the project the Transitions Board will aim to become fully multi-agency in approach, and coproduce key piece of work with young people and their families. This is with the express purpose of reinforcing the cross cutting and partnership nature of the response to transitions, linked to our collective overarching Preparation for Adulthood duties held under the C&FA 2014.

Key activity:

1. Completion of a practice and workforce development diagnostic leading to the development of a practice improvement plan
2. Developing the requirements for data systems for use by operational staff and as a tool for strategic planning and monitoring & effecting positive triangulation and learning with partners to support an improved partnership response.
3. Deep dive multi-agency workshop to look at what our current data is telling us about our SEND population, and to identify gaps in our datasets/data quality and key areas of improvement.

The Transitions Board was set up as an internal practice improvement programme and not a wider multi-agency partnership forum. Its purpose has been to support change and transformation in respect of Childrens Social Care, Adult Social Care and SEND operational teams and services within LBN. This was with the express intention of LBN having the required systems and support in place to inform and facilitate broader partnership discussions and feedback required in respect of improving outcomes for children transferring into adult orientated services. The Transitions Board will, from September 2023, be merging with the Preparation for Adulthood Board to become a multi-agency partnership forum to continue to enhance and develop our collective response. Safeguarding will be both implicit and explicit in the Terms of Reference and programme plan for this board.

The robust governance model and work mainstreamed into LBN activity has resulted in transitions not being taken forward as a joint partnership priority in 2023/24.

Newham SAB Priority: Self-Neglect

This self-neglect priority seeks to enable professionals to be confident to intervene early enough while balancing this with respecting people's rights.

Self-neglect (including hoarding) cases continued as the safeguarding theme that is most prevalent among both Section 42 and SAR referral cases. The Covid-19 pandemic had an impact upon increased numbers of self-neglect concerns, which is recognised as both a local and national issue. A multi-agency self-neglect audit was completed in March and the themes fed back to the SAB. The partnership has also joined-up with Public Health colleagues on the 'Cost of Living' – resulting in professionals knowing where to signpost residents for advice and resources.

A self-neglect scoping and oversight group was established to develop the partnership's self-neglect work programme and reach a consensus on an approach to self neglect using evidence on what works. The first year will focus on 3 core objectives:

1. A primary goal is to improve understanding and develop a comprehensive toolkit to effectively address self-neglect. This will involve engaging with service users, family members, advocates to ensure the voice of the user is central to our approach. In addition there will be collaboration with Childrens services due to the cross over and impact on children & young people.
2. To create a more comprehensive and effective approach to commissioning self-neglect services. This also aims to create a SAB training programme that helps to implement self-neglect training.
3. To promote a continuous and comprehensive approach to addressing self-neglect, considering its year-round dynamics and reaching out to those who may be at risk or in need of support. The focus will be on adopting a proactive approach to addressing self-neglect throughout the year, rather than just a 'winter pressure', combined with how we can identify and target hidden and vulnerable groups with information and guidance to help them prevent self-neglect.

Newham SAB Priority: Mental Capacity

Newham SAB will develop a culture where the diverse population have their human rights and are respected by professionals who in turn are supported to do this complex work by a system which acknowledges and responds to the complexities and uncertainties of Mental Capacity work.

Across the partnership, mental capacity has continued to be prioritised in the work that agencies have undertaken this year. Barts Health Trust commissioned an internal audit which looked at the Metal Capacity Act (MCA) processes and staff understanding. The recommendations from the audit informed an action plan which will be used to increase staff's awareness and understanding, whilst also reviewing the tools that are used. The MCA lead for the Mental Health Trust has put into place a Trust wide training strategy to enhance staff understanding around Best Practice in respect to MCA assessment/implementation. Quarterly events that have been scheduled include: Assessing MCA in the context of factitious and induced illness in adults; MCA and suicide; Mental Health Law and pregnancy; Preventing access/delivery of care; Capacity to litigate; ECT: Legal Framework and Treatment of physical health needs and detained patients. LBN ASC have strengthened

delivery of Safeguarding awareness sessions and Mental Capacity to give providers an overview of the Council's processes to support Providers and practitioners to improve their understanding.

The Mental Capacity scoping and oversight group has been established and the work programme will draw on the MCA areas identified by partners to be the focus for delivery across the partnership.

Newham SAB Priority: Supported Living

This priority seeks to optimise the quality of care and support delivery in Supported Living Services in London Borough of Newham. Significant progress has been made with delivering this priority and the work will continue with pace during 2023/24. Supported Living will be moved on from a SAB priority in the following year.

Key achievements

- A new progressive Quality Rating process for Supported Living (SL) developed to demonstrate Bronze Silver or gold rating. Providers will be required to demonstrate a minimum Bronze standard to be admitted to the new Dynamic Purchasing Vehicle (DPV).
- Supported living Accommodation standards established, all SL accommodation required to submit application to be added to Newham Accommodation list.
- January 2023 Safeguarding Awareness Session was delivered to Supported Living providers by Safeguarding Governance in anticipation of the new DPV

In progress

- Inclusion onto the Supported Living Category will require all new providers to meet increased quality and safeguarding standards
- All Supported Living providers will be required to use Outcomes Star to evidence service user outcomes journey
- New Quality rating validation tool to be finalised by June 23 and shared with market.
- Development of process to capture provider KPI performance, quality and outcomes star data to inform ongoing commissioning intentions and highlight provider concerns.
- Exploring the development of the LBN ASC IT System to include Provider, Service and Contract information to bring information into one place. System will capture monitoring, safeguarding and provider details

Key achievements

- Strengthened local policies to work in accordance with Organisational Abuse and Provider of Concern processes related to Supported Living Providers – embedded a collaborative, supportive approach balanced with risk management
- Provider Risk Assessment and Management Board (PRAMB) relaunched in November 2021 working collaboratively to achieve required improvements of SL Providers
- Updated the LBN ASC IT System to record when a safeguarding adult concern is raised related to a SL provider and if a SL provider raises a safeguarding adult concern

- Weekly monitoring of data where providers are alleged to have caused harm to strengthen preventative approach.
- Quality in care forms sent to Quality Assurance Team to triangulate data and enable preventative approach.
- Quality Assurance Team and Commissioning working collaboratively with others to monitor quality of care and support in SL settings.
- Workforce Development staff member trained in outcome stars train the trainer programme.
- Supported Living Provider Forums take place.

In progress

- Sharp focus on in borough and out of borough reviews of resident's care and support plans.
- Development of a new quality assurance framework to monitor quality, KPIs and residents' views

Developing a new joint strategic priority: Cuckooing

Newham Safeguarding Adults Board came together with the Safeguarding Childrens partnership and Community Safety to develop a new shared priority that focused on an area of safeguarding that has implications for both adults and children. Cuckooing was identified across the safeguarding system as a theme that was underreported and not always understood, compounded by gaps in data and how it's collected. A spotlight on cuckooing will provide the scope to add value to how we work as a joined up safeguarding system.

Cuckooing as a safeguarding theme requires improved knowledge and understanding across all partner organisations and our work will be strengthened by a whole systems approach with the goal of intervention.

A strong multi-agency focus will drive how the partnership shapes what an impactful and successful programme might look like and will draw on all the existing learning across the partnership, using data to drive our work and to ensure that mental capacity is central in our work to shape the Cuckooing priority.



Figure 10 Joint Strategic Partnerships Safeguarding Event February 2023

Partner Agency Perspective

London Borough of Newham, Adult Social Care (ASC)

Adult Social Care Services (ASC) recognise the importance of staff understanding their statutory duties and responsibilities around safeguarding; the standards that they need to follow; and how their role contributes to the safety and wellbeing of the people they support.

In 2022/2023, the service continued evolving and adapting to meet resident needs, ensuring best practice, working on embedding the changes that were introduced the previous year and continuing to recognise, highlight and celebrate the achievements in promoting and maintaining good standards of safeguarding practice.

Safeguarding achievements / highlights in 2022/23

In 2022/23, all the KPIs in the following areas were achieved at above the 90% level target.

- a. Safeguarding enquiries where a risk was identified and the risk was removed or reduced: 94%
- b. Safeguarding enquiries of adults and representatives who were asked what their desired outcome is: 91%
- c. Safeguarding enquiries where the desired outcomes of the person at risk were fully or partially achieved: 94%

The Safeguarding Adults and Independent living team (SAIL) and in particular the Rough Sleepers Senior Practitioner have significantly improved the lives of Rough Sleepers in Newham by ensuring they get the support they need.

We developed an electronic Quality Alert form for any type of issues/concerns about the quality of care delivered by providers, to strengthen governance and accountability of operational staff to sharing intelligence/information with Quality Assurance colleagues.

As a learning organisation, we have formed a working group to address fire safety concerns across commissioned services on areas identified as requiring improvement.

Safeguarding challenges in 2022/23

Increased volume of safeguarding concerns related to hoarding with long term social work teams and difficulty to moving these cases and determining when to close the section 42 enquiries.

Increased number of organisational safeguarding enquiries in all areas of provision i.e. Domiciliary Care Services (ILSS), Supporting Living and Residential care, further causing delays in completing safeguarding enquiries. We are currently reviewing our approach to address the increase.

Presentation of vulnerable adults via safeguarding pathways who do not have obvious care and support needs (Care Act eligibility) but present with other urgent needs (for example, complex domestic violence, no recourse to public funds, pregnancy and destitution). This poses challenges with how ASC can appropriately respond.

Safeguarding referrals received into the council do not reflect the diversity of the borough and this remains a challenge. A Quality Improvement project to further understand what the causes are and to address this will commence in 2022/23.

We continue to see an increase on Social Support need category across the Safeguarding concerns given to the impact of Cost of Living and Covid 19.

Top 3 Safeguarding Priorities in 2023/24

Transitional Safeguarding

Children Services and Adult Social Care have identified that there are gaps between services and work needs to be undertaken that is beyond the Local Authority's statutory duties. Currently the support provided has to fit the transitional pathways in the context of the Care Act 2014 on needs and eligibility. Our aim is to work together as a system and approach the young person in a holistic way. Working together as a system to prevent harm or protect young people from harm, we will be able to support them to regain or redirect their life.

Making Safeguarding Personal (MSP)

We will co-produce and launch the Making Safeguarding Personal framework. Our work continues to ensure that MSP is person-led, outcome focused, strength based and improves quality of life while the resident is engaged with the process. We will consider prevention and early intervention while the principles and priorities are consistently applied by frontline staff.

Mental Capacity Act 2005 (MCA)

MCA and DoLS audit showed an increase in staff knowledge but further work is needed with staff application. To strengthen practice the MCA sub-group is scheduled to commence in June 2023 and will report to the NSAB. We will continue to ensure compliance with the MCA through audits, effective reporting, and provision of appropriate training.

NHS North East London ICB

The Designated Professionals continue to engage with wider London and National safeguarding forums, where information is then brought back to place and is shared across the system as appropriate.

The ICB safeguarding team have continued to develop relationships across the system which has enabled greater partnership working both at place and across NEL.

The Designated Professionals have supported Primary Care services by delivering safeguarding adults training and updates at Protected Time Initiative (PTI) for GPs across NEL. These sessions refreshed practitioners around safeguarding processes, as well as updating them on tools and resources that they can use to support their safeguarding practice.

Safeguarding achievements / highlights in 2022/23

- The ICB has developed strong engagement with partners both at place and across NEL in relation to asylum & refugee contingency accommodation. This has been supported by engagement with place based, NEL wide and national forums all of which have been brought back to place.
- ICB designate has led on the SAB Self-neglect priority, which has maintained momentum and will be implementing its work plan.
- Consistent proactive engagement with all SAB work as this is seen as a priority within the ICB.

Safeguarding challenges in 2022/23

- Evolving issues within the self-neglect cohort and cost of living crisis for Newham residents.
- Asylum & refugee contingency accommodation - managing safeguarding risks

Top 3 Safeguarding Priorities in 2023/24

1. Contingency accommodation
 - Maintain engagement with LBN to improve engagement with contingency accommodation and work to improve safeguarding processes.
 - Support the community impact assessments for newly proposed asylum accommodation or increase capacity of existing hotels, recognising the impact on local residents and present displaced residents.
2. Self-Neglect
 - Working with partners to better understand the scope of self-neglect in Newham and what safeguarding issues are developing.
 - Work with the SAB in relation to the self-Neglect priority group
3. MCA, DoLS & Community DoLS
 - Support the SAB MCA priority group
 - Work with partner agencies around MCA & DoLS education & the impact on the service user
 - Learn from Safeguarding Adult Reviews, Domestic Homicide Reviews & LeDeR reviews for both local and NEL wide learning

Metropolitan Police

This year has been a challenging year for Public Protection strands on Command Units across the Metropolitan Police. A return to business as usual after the pandemic is now complete and remote working and IT based solutions remain only where they bring genuine business efficiencies.

A new commissioner has re-energised and given sharper focus to our campaign to rebuilt confidence and regain the trust of the people we serve. This drives our commitment to provide the best possible support to all survivors of crime, particularly in the fields of VAWG and exploitation.

Safeguarding achievements / highlights in 2022/23

The Community Safety Unit maintains a strong detection rate, which sits in the top third in the capital. This statistic reflects our commitment to holding perpetrators to account and supporting survivors in getting justice.

We have expanded and given additional resources to our Missing Person Unit to focus on those at greatest risk and the most vulnerable. This has resulted in a significant decrease in missing persons outstanding and a reduction in how long people are missing.

As part of our commitment to raise standards and build confidence all officers have received “Signa” training to improve the quality of all our interactions both internally and with the public we serve.

Safeguarding challenges in 2022/23

Our challenges are to maintain and improve the quality of service we provide to victims of the crimes we investigate, in particular domestic abuse and serious sexual offences and in doing so to hold perpetrators to account through successful prosecutions.

To ensure that no opportunities are missed for sharing information with our partners to better safeguard the most vulnerable adults in our communities, particularly those at risk of exploitation, abuse and neglect.

To continue to improve the service we provide to the most vulnerable adults who regularly go missing and work closely with carers and families to reduce these instances and shorten the time they remain at large.

To continue to rebuild public and community confidence through the maintenance of high standards and integrity in all our interactions.

Top 3 Safeguarding Priorities in 2023/24

Our safeguarding priorities for the forthcoming year are agreed centrally by the Metropolitan Police and form an essential part of the Service's overarching strategy to build public confidence.

1. Violence Against Women and Girls - working in partnership to address all aspects of violence against women and girls in domestic and community settings is at the heart of Public Protection offer.
2. Missing People: Our newly restructured MPU is committed to providing an outstanding service in returning vulnerable missing adults to their carers and loved ones.
3. Exploitation and Modern Day Slavery - We are committed to tackling the exploitation of vulnerable adults through modern day slavery. We will work in partnership with key stakeholders to safeguard survivors and bring the exploiters to justice"

East London Foundation Trust

ELFT have collaborated with partners to ensure the participation in multi-agency audits, with a focus this year on self-neglect. In addition, monthly audits are undertaken to help identify good practice and areas of improvement which helps the safeguarding team to address themes, trends and risks in supervision and training. The team has completed the following audits: Safeguarding Concerns; Domestic Abuse; Self-Neglect; Section 42 Enquiry and; Making Safeguarding Personal. The key findings of the audits highlighted a number of areas of good practice such as timely completion of enquiries and good partnership working and information sharing. Areas of improvement included poor adherence to MCA and the need for legal literacy knowledge to work with complex cases.

In 2022-23 approximately 2,535 safeguarding concerns were raised for ELFT service users by staff across the Trust, compared to 2,100 safeguarding concerns in 2021-22. This shows a 17% increase in the number of concerns raised across the Trust.

The Trust has a Safeguarding Training Strategy and Training Needs Analysis in place based on the Intercollegiate Document. The training plan incorporates safeguarding children, adults, domestic abuse and PREVENT training. The aim of high quality training is to improve practice and service provision.

The level 3 safeguarding training continues to be delivered by a virtual platform, facilitated by the named professionals for safeguarding. Adult Safeguarding level 3 training compliance has significantly dropped since the last reporting period from 86.33% to 62.32%. This data is

being reviewed as discrepancies have been identified in the mapping. Following this process if compliance figures remain low a recovery plan will be put in place, which will be monitored through the quality committee.

The Trust compliance with WRAP (Workshop to Raise Awareness of Prevent) training is at 82.43% compared to 87% in the previous year. The Basic Prevent Awareness remains consistent at 83.37%.

During 2022 – 2023 the safeguarding adult's team were contacted on approximately 544 occasions. The top three themes were Domestic Abuse, Self-neglect and Neglect and Acts of omission which remains consistent across the adult safeguarding landscape when offering advice and providing supervision to staff across the Trust.

Safeguarding achievements / highlights in 2022/23

Overall the Trust has seen a sharp increase in the number of Domestic Homicide Reviews (DHR) and the Safeguarding team have been involved with 9 specifically in Newham.

The Trust safeguarding team has developed and rolled out a number of Domestic Abuse training sessions throughout the year for the staff to raise awareness and to ensure early identification of domestic abuse among patients and staff members.

The Trust has reviewed its Domestic Abuse and Harmful practices policy and updated it in line with the new Domestic Abuse Act 2021.

Domestic abuse training is available to all staff via the joint Think Family quarterly learning events.

The Trust has seen an increase in reporting of patient on patient abuse since last year as the safeguarding team have been raising awareness about this in light of the section 42 and SAR learnings across the country.

Safeguarding challenges in 2022/23

During the majority of 2022-2023 there was a lack of training compliance data due to the Trust moving to a new learning academy and the data not being available. Registers of attendance were kept by the safeguarding team during this period to monitor attendance and report at the safeguarding committee.

Level 2 adult safeguarding adult training is completed via an online package and the adult safeguarding training is at 79.94%. There has been a drop in compliance since the new data was released since the move to the new platform and this data is being reviewed to understand the identified discrepancies in the mapping.

Top 3 Safeguarding Priorities in 2023/24

1. The Corporate Safeguarding team will focus on Preventative and Early Intervention safeguarding practice to support staff to have knowledge, skills and confidence to protect all ELFT service users, regardless of age. Actions in the work plan to address these area will be:
 - training to raise the awareness of Safeguarding
 - Providing safeguarding and complex case supervision to staff members.
 - By reviewing and updating policies and protocols.
 - Produce guidance for staff around Homelessness,
 - Domestic Abuse, Self-Neglect, Substance Misuse, Harmful Gambling.

SG team to work with the Trust Transition Lead to develop and review the policy and procedures around transition to ensure a more integrated approach

2. The Corporate Safeguarding team will ensure that its expertise is shared within and outside the organisation and the team engages in the dissemination of lessons learnt from safeguarding enquiries, Safeguarding Adult Reviews, Child Safeguarding Practice reviews, Domestic Homicide Reviews, PFD's LeDeR reviews and other relevant enquiries.
3. The Corporate safeguarding team will ensure that their practice recognises and focuses on trauma informed care/practice across all the services as it is crucial to good integrated practice and effective support for staff and service users.

Newham University Hospital (NUH)- Barts Health NHS Trust (BH)

Within this reporting period the safeguarding model within Barts Health was reviewed and the operational management has now been devolved to each hospital under the Director of Nursing (DoN) portfolio. There remains a Trust wide oversight and assurance process through the new Associate Director of Safeguarding (ADoS) post and the Trust Integrated Safeguarding Assurance Committee (ISAC). Safeguarding is a regular agenda item on the Hospital Executive Board (HEB) allowing for greater local oversight and challenge.

Safeguarding policies are being updated to ensure they meet National and Local legislation and guidelines. The training TNA is being reviewed to reflect the intercollegiate guidance for health staff.

Governance processes are being refined and embedded into practice such as allegations against staff and the reviewing of Serious Incident reports by a member of the safeguarding workforce where safeguarding has been identified.

The Trust has recently had an Internal Audit to review MCA and DoLs processes and knowledge. An action plan will be established and monitored at the hospital safeguarding committee for assurance that the recommendations have been embedded into practice.

Safeguarding achievements / highlights in 2022/23

- We have seen a year-on-year increase in the number of safeguarding concerns raised. This is evidence of staff awareness of safeguarding concerns. We have participated in an Internal Audit for MCA and DoLs. We have also completed 2 local audits for DoLs compliance. The action plan will be monitored through the hospital safeguarding committee.
- Joint training with the Local Authority on DoLs
- Targeted work to reduce the number of open safeguarding reports
- Re-established face-to-face safeguarding Level 3 training
- Commenced targeted safeguarding supervision as a result of SI recommendations
- The Trust successfully secured funding to increase the safeguarding adult workforce. This has resulted in the recruitment of a safeguarding adults advisor for NUH
- Ongoing work with Integrated Care System and forward plan on support mechanisms to each service provider
- Safeguarding is well embedded in the NUH Board, reporting quarterly for assurance

Safeguarding challenges in 2022/23

- The Trust continues to recover from COVID and the impact this has had on staffing has at times had challenges on staff completing the safeguarding processes.
- Compliance with safeguarding adults training has remained below the target level of 85%
- Safeguarding model has changed within Barts Health to be devolved to hospitals based and there has been a period of transition
There have been challenges with the database to record safeguarding activity which has periodically resulted in inaccurate data. This has not had a direct impact on ensuring patients are adequately safeguarded
- Medical model with NUH representation to support adults safeguarding

Top 3 Safeguarding Priorities in 2023/24

- Reviewing of Safeguarding Adults Training Needs Analysis in line with the intercollegiate guidance
- To embed the recommendations and complete the action plan from the internal audit for MCA and DoLs processes.
- To continue to raise safeguarding awareness across the hospital through safeguarding huddles, walk arounds, training, medical engagement and through committees.

London Borough of Newham – Housing and Housing Needs

Housing's Independent Living Team continue to support vulnerable Council tenants and work with ASC colleagues to provide assistance particularly around hoarding and self-neglect.

The 5-year Homelessness and Rough Sleeping Strategy (HRSS) includes a number of actions regarding safeguarding single vulnerable homeless adults, including:

- Developing pathways for single people and hospital discharge
- Explore options for provision of floating support for vulnerable people living in TA
- Work towards gaining DAHA (Domestic Abuse in Housing Alliance) accreditation for best practice regarding DA in housing, including establishing a sanctuary scheme for victims of DA
- Implement the requirements of the Domestic Abuse Act
- Introduction of pre- eviction support panels, including for vulnerable for care leavers
- Review and optimise the single vulnerable female support offer
- Enable rough sleepers with complex needs to sustain their move on
- 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
- Working across services to support people who are homeless with substance misuse issues

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 achievements / highlights in 2022/23

- Specialist Pathway officers for vulnerable adults and survivors of domestic abuse have been recruited, and pathways are being developed.
- We have been working closely with Domestic Abuse commissioners in Adults and Health to develop a sanctuary scheme model and provide input to the Council's Domestic Abuse strategy, with commitment to actions within that strategy. We have also commenced preparation work for Domestic Abuse Housing Alliance (DAHA) accreditation and have now written our Housing Domestic Abuse Policy.
- We have worked jointly with colleagues to establish a housing pathway and recruit an Early Intervention Housing Officer (Mental Health) which is 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.
- Commissioning Intentions for Supporting Vulnerable Single Homeless Adults (SVSHA) have been jointly developed with Housing and Adults & Health to remodel and improve the complex vulnerable single adults' pathway – this allow us to establish the best housing pathway to support individual needs of vulnerable single homeless people.
- A proportion of staff have received Domestic Abuse training, and we are working with Adults and Health to develop this further, as well as being in discussions with Health regarding housing officers receiving training on trauma-informed response.
- Ongoing joint working with colleagues in ELFT to utilise the Urgent Community Response service to reduce the reliance on the London Ambulance Service
- The out of hours Adults Safeguarding telephone line continues to be managed by the Newham Network telecare team. Management information is provided on a quarterly basis on the number of calls received and the number of safeguarding concerns raised. Processes have been updated to ensure outcomes are reported back to the team when safeguarding concerns are raised.
- Staff across the Council continue to report make referrals to the Independent Living team so support can be provided to vulnerable Council tenants so they are able to sustain their Council tenancies.

Safeguarding challenges in 2022/23

Demand for the Housing Needs service continues to be extremely high as a result of the cost of living/renting crisis. Newham has the highest numbers of households in temporary accommodation 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 temporary accommodation, 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.

We are currently in the design stage for a 'TA wrap-around support' model which will improve support for vulnerable residents in temporary accommodation.

Demand for telecare also continues to increase, with a high number of referrals being monitored by family members as there is no weekly cost, this is likely to be linked to the cost of living crisis. Self-monitored equipment poses a risk as there is no mechanism for monitor the use and impact of the equipment provided.

Self-neglect has become a bigger issue for the Housing team. Balancing the need to intervene when a resident is deemed to be at risk whilst respecting their wishes is an ongoing area that is being discussed with colleagues in Adult Social on a case by case basis.

Top 3 Safeguarding Priorities in 2023/24

- To continue to ensure that we 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.
- To 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.
- Work with colleagues to address fire safety issues and identify how we can safeguard residents who remain in their own property but are deemed to be a high fire safety risk

LBN Commissioning

Adults and Health Commissioners continue to ensure that the Safeguarding of all Adults is a fundamental priority across all strategic ambitions and service provision. Building on successes and learning from previous years and adopting partnership approaches we have realised a number of tangible outcomes.

In terms of setting strategic priorities and direction, the Domestic Abuse strategy has identified a specific objective regard safeguarding. A multi-agency Drug-related death group includes partners from the safeguarding governance team and the Care Home Transformation project includes Safeguarding related actions within the Quality Work stream.

Competitive procurement of services continues to evaluate competence around the Safeguarding of Adults, an example of this was the recent Extra Care tender which included a specific Safeguarding question developed and evaluated by Safeguarding Governance Team colleagues. The Supported Living “DPV” will see greater emphasis on Safeguarding to drive up standards in this area and again has been supported by SGT partners.

It was agreed at the March 2023 SAB that Supported Living was no longer required to be a formal SAB priority in recognition of the progress made in this area.

Safeguarding achievements / highlights in 2022/23

Consultation work with partner agencies and resident took place on the development of the Domestic Abuse strategy. The strategy and action plan includes a specific objective relating to Safeguarding. The action plan is implemented and monitored via a monthly multi-partnership steering group.

A multi-agency Drug-related death group has now been established, which includes officers from the safeguarding governance team. An audit into the deaths of residents in treatment with the substance misuse service showed that most were the result of physical health problems not associated with the resident’s drug or alcohol use. This is consistent with an ageing treatment population. We are working with health services to ensure that residents receive joined up care in cases of pre-existing long term health conditions and palliative

care. We review every drug related death in partnership with the provider to ensure that all potential safeguarding issues are addressed.

Safeguarding challenges in 2022/23

There has been some specific challenges raised around Safeguarding and the commissioned Integrated Rough Sleeping Service in 2022-23, in response greater scrutiny and performance monitoring has been appropriately applied. Commissioners have recognised a positive and tangible response from the lead contractor but will continue to monitor and support closely.

Commissioning and Care Providers continue to struggle with how safeguarding data is captured and how investigation outcomes are communicated. This is being looked at by the Director of Safeguarding, Quality Assurance and Workforce Development.

Top 3 Safeguarding Priorities in 2023/24

The development of a Sex Worker Strategy will take place in 23/24. This will focus on developing a 'One Council' public health based response to sex workers and other residents impacted by sex work. Given that sex workers are some of our most vulnerable residents, this will include safeguarding issues.

Embedding Safeguarding and driving up standards in all of the Dynamic Purchasing Vehicle (DPV) categories and subsequent contracts, i.e. – Supported Living, Single Vulnerable Homeless Adults, Floating Support and Extra Care will be a key priority and opportunity to hold providers to account and monitor performance based on the experience of the individual' and their specific outcomes achieved.

A new 'Provider Quality Handbook' has been developed to set out the Council's approach to working in partnership with the local care Provider market to drive up quality and maximise outcomes for residents. The new approach brings together intelligence from a range of sources to provide an evidence based and data led picture of overall Provider performance. A new 'Resident Voice' survey is central to this – recognising that the people who are in receipt of care are often best placed to determine service quality. Providers will be involved in co-producing the final version of the document in the autumn of 2023.

Healthwatch Newham

Healthwatch Newham has worked closely with Newham ASC to improve safeguarding reporting in Newham as identified by safeguarding adults data not reflecting the diversity of the local population. We have been instrumental in pushing for these changes and are involved in a Quality Improvement project focusing on understanding why there is underreporting of safeguarding in different communities that will be complete in 2023/24.

During 2022/2023 we:

- Led the Community Engagement subcommittee of the NSAB
- Continued to champion the voice of service users with the board
- Shaped the Safeguarding Adults Week in November 2022

Safeguarding achievements / highlights in 2022/23

- Established a group of voluntary sector partners who support adults at risk to better understand their experience of reporting concerns about their service users who may not be able to support themselves from risk of harm.

- Worked with LBN's Health Equity Programme lead to identify some of the equity challenges arising in relation to safeguarding.
- Participating in the newly established 'Raising Awareness of safeguarding and the voice of residents related to safeguarding'
- Contributed to a Safeguarding Adult's Review for two residents and shaped the discussion to focus on the importance of professional curiosity to be exercised in investigations involving racialised communities.

Safeguarding challenges in 2022/23

- Identifying the key datasets that could help to understand the different approaches required by different communities in understanding safeguarding
- Considering the difference approaches preferred by Newham's diverse communities

Top 3 Safeguarding Priorities in 2023/24

- Include safeguarding into the Health Equity Programme
- Undertake a communications and engagement programme to:
 - Raise awareness of what safeguarding means
 - Raise awareness of how to report a safeguarding concern
 - Raise awareness of what happens when a safeguarding referral is made
 - Co-production of policies, procedures and delivery of training
 - Participate in safeguarding adults reviews and gather insight and information as directed by the board.
- Establish a 'Community Voices' golden thread through the NSAB Action Plan

London Fire Brigade

During 2022/2023 the London Fire Brigade have made the following developments and improvements in our Safeguarding Adults Practice:

- Developed an electronic person at risk safeguarding referral form
- Delivered bespoke safeguarding training to 150 Senior Officers
- Revising and updated our Safeguarding Adults Policy
- Revision of the safeguarding online training for all staff (regardless of rank or role)
- Working towards the new National Fire Chiefs Council Safeguarding Fire Standards.

Safeguarding achievements / highlights in 2022/23

- Acquiring an additional member of the central Safeguarding Team
- Raising the profile of Safeguarding within the LFB.

Safeguarding challenges in 2022/23

- Potential budget constraints and the impact on Internal resources
- Ensuring all LFB staff have received training

Top 3 Safeguarding Priorities in 2023/24

- Revision of the safeguarding online training for all staff (regardless of rank or role)
- Working towards the new National Fire Chiefs Council Safeguarding Fire Standards
- Updating of the electronic safeguarding referral form

Age UK East London

In 2022/23 Age UK East London:

- completed a full audit of all staff and volunteers understanding of 'what is safeguarding'.
- Ensured that safeguarding remains as a permanent agenda item at AUKEL's Board of Trustee meetings.
- Trained all new staff and volunteers in both adult and children safeguarding.

Safeguarding achievements / highlights in 2022/23

Achievement was to ensure that all new staff and volunteers received training which was a priority to AUKEL along with good practice for us as an organisation.

Safeguarding challenges in 2022/23

- Clarity around those who have been deemed to have capacity in hoarding cases
- Little to no feedback from ASC following any concern being raised
- Domestic violence within relationships of older people who will not accept this as abuse

Top 3 Safeguarding Priorities in 2023/24

- Trustee assigned to work with AUKEL's safeguarding lead
- All staff and volunteers receiving refresher training in both adults and children safeguarding
- Front line staff will undertake additional training in respect of potential suicide awareness risks, self-neglect, alcohol abuse and domestic violence in the home where there are children.

Highlights of our work 2022/23

Asylum seeker and refugee accommodation

Strong collaborative work took place between multi-agency partners that included the NHS Integrated Care Board (ICB), LBN Safeguarding Adults, LBN Adults and Childrens Safeguarding services, Public Health and Primary care. This has been through hotel visits and meetings with Public Health hotel providers and the Home Office. ICB Safeguarding Adults and Childrens' designates completed a joint visit to two of the four asylum contingency hotels in Newham. The purpose of these visits were to:

- Better understand the safeguarding processes used by the contingency accommodation.
- Clarify how they recognise and identify the range of safeguarding concerns
- Clarify the reporting processes both internally to the Home Office as well as to LBN Safeguarding in recognising and identifying safeguarding.
- Identify the systemic safeguarding risks.

Following these site visits information was shared with public health at regular asylum contingency hotel meetings, which both LBN adult safeguarding and the ICB safeguarding are represented.

Integrated Rough Sleeper Services

Key to ensuring an individual's safety is the need to support them off the street at the earliest opportunity and sustain them in accommodation that best meets their individual and often complex needs. Therefore it is positive that the April 2023 Street Count figure was **5**, compared with **30** in November 2022. Other selected achievements include the Hospital discharge pathways which have been significantly improved with the introduction of a newly commissioned step-down service for individuals in the rough sleeping pathway leaving hospital, which compliments the wider holistic support services through joined-up working. Additionally, this year, **88%** of rough sleepers have been supported to register with a GP as compared with 71% last year.

Fire Safety

LBN ASC has worked in partnership with the Fire Brigade and Care Providers to introduce Person-Centred Fire Risk Assessments (PCFRA) for vulnerable / high risk residents in receipt of a Care Package and / or a Telecare Service. In addition, changes have been made to the Quality Assurance visit template for accommodation-based services to include fire risk monitoring, as directed by the Fire Brigade.

Supported Living Accommodation

LBN ASC Commissioning introduced Supported Living Accommodation Standards for the first time to ensure that quality and safety of accommodation is formally scrutinised and Landlords can be held to account. All Supported Living accommodation (excluding those already regulated as “Registered Providers”) are now required to submit applications to be added to Newham Accommodation list and are inspected by the LBN Landlord Licencing Enforcement service.

The competitive procurement process for Supported Living services via the introduction of “Dynamic Purchasing Vehicle” (DPV) is fundamentally designed to improve quality standards across all future services and inclusion onto the Supported Living “Category” will require all new providers to meet increased quality and safeguarding standards. To ensure that the market is prepared, in January 2023 a Safeguarding Awareness Session was delivered to Supported Living providers by Safeguarding Governance colleagues.

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. Newham SAR subcommittee is the decision making body for SAR referrals and draws its membership from Newham Safeguarding Adults Board. Each SAR report sets out a series of recommendations to learn lessons from the case and these alongside the review action plans, are overseen and governed by the Performance and Quality Assurance subcommittee.

In 2022/23 Newham SAB arranged one new SAR and had one ongoing from the previous year. Two SARs were completed this year

SAR 1

Ms A was an 86-year-old white British woman. Prior to her admission to hospital in December 2020 she lived alone in a three bedroomed house and was fully independent. Ms A died in hospital in January 2021. The cause of death is reported by the hospital as bronchopneumonia, acute kidney injury and pubic rami fractures. It was suggested that this was a failed discharge, which led to a several readmissions.

The case presentation was made at the Learning Together event in February 2022. The Learning together events are a collaborative system wide learning opportunity. The events are held quarterly and are jointly managed by East London Foundation Trust (ELFT) Community services, Barts Health (Newham Hospital) and London Borough of Newham (LBN). They focus on an aspect of discharge and include case studies and a 'Common solutions Action Plan' which is overseen by Bart's and ELFT's Governance teams.

The Integrated Discharge Hub (IDH) was developed in March 2020 in accordance with government guidance in response to the Covid 19 pandemic. The service was developed in Newham as a collaborative between Barts Health, ELFT and London Borough of Newham (LBN). It was responsible for enabling rapid discharge for all medically optimised patients; co-ordinating and implementing appropriate health and social care; ensuring people are fully assessed and supported in the community post discharge and that there is practical help and support from voluntary agencies.

The IDH has changed and developed since its implementation in March 2020 both in response to this case and other feedback. At the time of Ms A death the service wasn't fully integrated in terms of how the different services worked together leading to communication difficulties. In 2022 the service was able to fully collocate on the Newham hospital site which has improved communication between the team members and also between the team and the hospital inpatient multi-disciplinary teams.

SAR 2

Mr C is male and aged 79 years. He was formally living with his wife in a one bedroom flat on the fourth floor in a lifted block. He was diagnosed a number of health conditions which included impaired cognition and those which adversely impacted on his mobility. He was admitted to hospital with an infection and due to his need for 24 hour care was discharged to a care home via a Best Interests decision while more medical intervention was being arranged.

Mr C was admitted back into hospital due to poor nutritional intake and died in hospital few weeks later. An internal SAR was undertaken which identified a number of lessons to be learnt set out in an action plan for LBN ASC, providers and health partners.

SARs in progress

There are currently two SARs in progress. These reports are in their final stages and will be reported on in next year's annual report. Newham SAB 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.

Case 1

A woman living with a long term mental health condition and other health conditions who was known to health and social care services. She was found deceased in her council owned property having lay undiscovered for a considerable period of time.

Case 2

This review covers the deaths of two men, one with a learning disability and one with complex health needs. It will look at whether we have equal regard for everyone's background – the interface with culture, race, belief, family background and a combination of multiple issues and intersectionality.

Our plans for 2023-24

Strategic priorities

Cuckooing (Joint Adults & Childrens' Partnership) To develop a consistent approach and agreed response to cuckooing across all Newham services and partner agencies that ensures there is awareness and understanding of the pathways to safeguard residents in a timely manner.

Mental Capacity - Newham SAB will develop a culture where the diverse population have their human rights and are respected by professionals who in turn are supported to do this complex work by a system which acknowledges and responds to the complexities and uncertainties of Mental Capacity work

Newham SAB Strategic Priorities

Self-Neglect - to strike a balance between respecting peoples' wishes, but intervene early enough to keep them safe when we need to. We will work across the partnership to implement the learning and key findings from the multi-agency self-neglect audit.

All-age Exploitation (Joint Adults & Childrens' Partnership) - 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.

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**.

