

# Newham Safeguarding Adults Board

Annual Report 2023-2024



# Foreword from the Independent Chair



I am pleased to introduce the Newham Safeguarding Adults Board (NSAB) Annual Report for 2023-2024.

The Care and Support Statutory Guidance states Safeguarding Adult Boards (SAB) must publish an annual report. Our annual report provides an outline of the work undertaken by NSAB and multi-agency partners to fulfil our statutory responsibilities and details progress made against our agreed safeguarding strategic and joint priorities.

I joined as Chair of NSAB part way through the year in September 2023. Thereafter, I was keen to begin re-establishing governance arrangement following the sad passing of our former chair Fran Pearson earlier in the year.

Fran Pearson was a stalwart of the safeguarding world and was unconditional in her commitment to enhancing the lives of vulnerable adults experiencing or at risk of harm or abuse. This report reflects both our efforts as I commit to completing the current strategic priorities set under Fran's leadership.

Partnership work, in this reporting year 2023/2024, has focused on shaping how the SAB works together through the development of a multi-agency self-neglect policy and how information is shared between partners.

Alongside the breadth of work SAB partners report taking place within their organisations they have also chaired SAB subcommittees; namely Performance and Quality Assurance and Learning and Communication.

They have led and collaborated within working groups to deliver against our key safeguarding priority areas; cuckooing, mental capacity act and self-neglect. Partners continue to provide assurance that they are meeting their statutory safeguarding responsibilities at a time of enormous capacity and demand challenges within our public services.

The Board has collaborated with other local safeguarding partnerships and SABs. In addition to our joint priorities with the Children's partnership; all-age exploitation and modern-day slavery, collective action was taken to secure government intervention to address safeguarding concerns for asylum seekers living in contingency hotels.

As a new chair I have set out three components of the strategic plan underpinning the work of the SAB:

- a) Good governance,
- b) Embedded equity, diversity and inclusive practices and
- c) Effective system working through leveraging cohesive partnerships.

Work is already underway to strengthen oversight of local safeguarding arrangements with an initial review of the effectiveness of the end-to-end safeguarding pathway to provide assurance to residents and partners that local safeguarding arrangements are sound.

Building on a quality improvement project to address disparities in safeguarding referrals, initiated by Fran Pearson, the LBN public health team and HealthWatch Newham have been leading work to provide the intelligence and analysis required for the SAB to have a deep understanding of the needs and experiences of Newham's diverse local community. We know that organisational structures and institutions have inherent within them poorer access, outcomes and experiences for marginalised communities and that they are often the most vulnerable in our community.

It is therefore essential that there is explicit work undertaken to surface and proactively respond to these disparities. This work will continue with the outcome of actions taken reported in future annual reports.

In the coming years 2024/2025 will serve as a transition year while we continue to build a good foundation of governance, equity and partnerships. Safeguarding Adults Week is an annual commitment the SAB undertakes to hear from residents and front-line staff. We will also start planning a series of community and practitioner engagement activities to ensure their voices steer our work as we develop new strategic priorities for 2025-2026 and beyond. We will also put in place mechanisms to evaluate how we are working together as a partnership and review our approach to how we embed recommendations and lessons learnt from SARs to make meaningful change.



**Sola Afuape**

Independent Chair  
Newham Safeguarding Adults Board

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# What is safeguarding?

Safeguarding Adults refers to adults aged 18 or older who are at risk of abuse or neglect due to their care and support needs. The intention is to prevent abuse and neglect and when it does occur, optimise the safety, wellbeing and quality of life for residents, maintaining their right to make choices and have control over how they live their lives.

## Who do we help keep safe?

Safeguarding Adult duties apply to any adult who:

- Has needs for care and support (regardless of whether the local authority is meeting those needs) as set out in the Care Act 2014
- Is experiencing or is at risk of abuse or neglect; and
- Is unable to protect themselves from the risk of, or the experience of, abuse or neglect, as a result of their care and support needs.

## What is Abuse?

Abuse is any action (either deliberate or unintentional) or a failure to act that results in harm to the adult. This can include neglect, which is a failure to provide appropriate care. Abuse can be:

- A single or repeated act, or a lack of appropriate action
- Harmful or distressing, sometimes even leading to death
- Occurring anywhere—at home, in day care centres, or in hospitals.

For more details about the different types of abuse and to report any concerns, please visit the Newham Safeguarding Adults webpages [www.newham.gov.uk/safeguardingadults](http://www.newham.gov.uk/safeguardingadults).



# 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 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 Safeguarding Adults Board (NSAB)

The Care Act 2014 outlines the duty for each Local Authority to convene a Safeguarding Adults Board (SAB). In the London Borough of Newham this is called the Newham Safeguarding Adults Board (NSAB). NSAB is funded through contributions from its statutory partner organisations.

## NSAB Membership

Members of NSAB are senior leaders from a wide range of statutory and non-statutory organisations, working collaboratively under the leadership of an independent Chair.

The Care Act 2014 outlines three statutory partners who have collective responsibility to fulfil the NSAB statutory duties. These are:

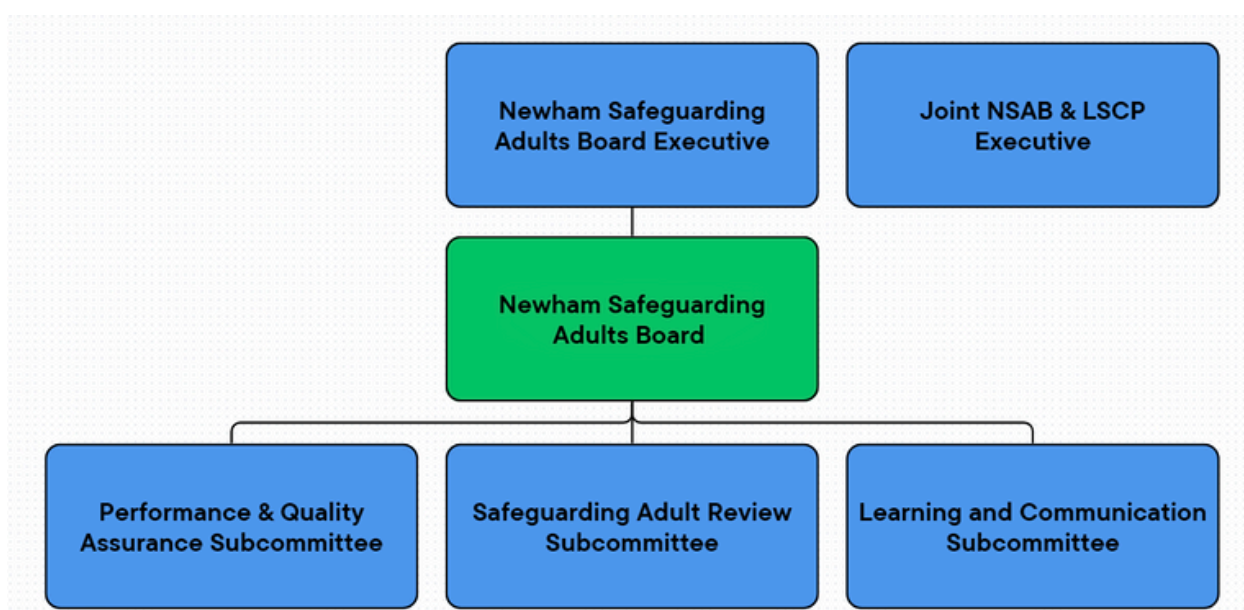
- The London Borough of Newham (The lead Statutory partner)
- Metropolitan Police Service
- North East London (NEL) Integrated Commissioning Board (ICB).

NSAB has extended the membership of the Board to include representatives from:

- Barts Health NHS Trust
- Healthwatch Newham
- London Fire Brigade
- National Probation Service London
- East London NHS Foundation Trust
- Community Health and Mental Health Services
- GP Clinical Lead for Safeguarding Adults
- Age UK East London
- Voiceability Advocacy Services
- Department of Work and Pensions
- London Ambulance Service.

## NSAB Board Governance & Structure

To ensure independent external scrutiny, NSAB appoints an Independent Chair, responsible for overseeing its work. They are accountable to the Local Authority Chief Executive.



## Subcommittees

To support the delivery of the NSAB's strategic objectives, NSAB has established subcommittees that focus on three key areas:

### **1. Safeguarding Adult Reviews (SARs)**

### **2. Performance & Quality Assurance**

### **3. Learning & Communication**

Each subcommittee reports regularly to the Board and is chaired by a NSAB representative.

#### **1. Safeguarding Adults Review Subcommittee (SAR) - Chair: Independent Chair of NSAB**

The SAR Subcommittee reviews all referrals to establish if they meet the criteria for a SAR under Section 44 of the Care Act 2014. It provides recommendations for the different approaches available to undertake SARs and provides oversight of these.

#### **2. Performance and Quality Assurance Subcommittee (PQA) - Chair: Director of Quality Assurance, Safeguarding and Workforce Development, London Borough of Newham Adult Social Care**

The PQA Subcommittee ensures that recommendations and actions arising from SARs are fully implemented by partner agencies and the impact of this is understood. It uses data analysis and multi-agency audits to assess the effectiveness of safeguarding activity across Newham.

The subcommittee also includes learning from other reviews, including LEDER, Safeguarding Children Practice Reviews, and Domestic Abuse Related Death Reviews.

#### **3. Learning and Communication Subcommittee (L&C) - Chair: Designated Nurse for Safeguarding Adults, Newham NHS North East London Partnership**

The L & C Subcommittee fosters a collaborative, multi-agency approach to developing skills and knowledge related to safeguarding. This includes creating and overseeing training and development activities to ensure that all agencies involved in safeguarding adults are equipped with the necessary skills and knowledge to effectively discharge their safeguarding duties and champion best practice.

#### **SAB Executive and Joint Children's Executive**

NSAB Executive, attended by senior leaders from the three statutory partners Health, Police and the Local Authority, provides a forum to discuss system level risks, partnership working and oversight of NSAB statutory duties. It is chaired by NSAB's Independent Chair and meets bi-monthly.

NSAB continues to prioritise strong partnership working with the local Safeguarding Children's Safeguarding Partnership and bi-monthly joint Executive meetings are held with the Children's Safeguarding Partnership. The meetings focus on:

- Governance and strengthening partnership working
- Development of joint priorities and escalation of shared risks and issues
- Safeguarding issues affecting both young people and adults.

The three Newham partnership chairs are developing a tri-partnership approach to include the Community Safety Partnership.



## New Newham Safeguarding Adults Board (NSAB) Business Unit

A new NSAB Business Unit was introduced and went live on April 1, 2024. The restructure provided additional capacity and safeguarding expertise. This was, however, a period of significant operational pressure whilst new roles were recruited to and new team members embedded into their roles.

### o **Safeguarding Adults Board (SAB) Business Manager**

A new permanent SAB Business Manager was appointed in July 2024. This role is critical for ensuring NSAB meets its statutory functions and strategic objectives, overseeing NSABs operational functioning

### o **Business Support Officer**

A Business Support Officer to provide administrative support to NSAB.

### o **Safeguarding Advanced Practitioner**

A new Safeguarding Advanced Practitioner role was established and joined the team in September 2024. This role provides practice expertise to drive quality assurance and practice improvement across the partnership

# Residents' Voices and Raising Awareness of Safeguarding Adults

## Other Key Areas of Work

Newham is a wonderfully diverse borough, and understanding how safeguarding issues and local practices impact Newham residents is an important priority for NSAB. Actively listening to residents and considering their experiences goes hand-in-hand with preventing abuse and neglect when shaping safeguarding practices.

## Community Engagement Strategy

It is essential that our strategies and actions are informed by the voices of our residents, ensuring that we understand what safeguarding means to them and how it can best be achieved. To support this goal, the NSAB is committed to developing a Community Engagement Strategy. This strategy is currently in development, but progress has already been made through initiatives such as the Making Safeguarding Personal Coproduction Work

## Making Safeguarding Personal Coproduction Work

"Making Safeguarding Personal" places the adult at the centre of safeguarding, recognising they are the experts in their own lives. This approach empowers individuals to make decisions about what happens and how they want to be supported.

- Adult Social Care's Strategic Safeguarding team conducted an audit to assess how well the Making Safeguarding Personal principles are embedded in practice.
- Feedback was gathered through conversations with 6 residents. Although the goal was to speak with 20 residents, challenges such as unavailability, lack of capacity, or unrepresentative feedback from other sources meant that only 6 residents were able to participate. These insights have been triangulated with other engagement activities such as Safeguarding Adults week.

## Summary of Survey Findings


The following insights were gathered from the feedback provided by residents:

**Feeling Safer:** 66% of residents reported feeling safer after being supported through the safeguarding adult framework.




**Communication and Inclusion Challenges:**

The majority 83% of residents reported were not invited to safeguarding meetings.




**Lack of Consultation on Safety:**

50% residents were not consulted about how they would feel safe.



**Updates:** Only 83% of residents received updates on their safeguarding case.




**Uncertainty on Contact Points:**

66% of residents were unsure of whom to contact for support.



**Varied Experiences:**

Residents had varied experiences with advocacy, decision-making inclusion, and satisfaction with outcomes.



## Recommendations for Improvement

The following recommendations have been made and will be included in the Making Safeguarding Personal Improvement Plan:

### 1. Increase Resident Involvement:

Ensure all residents are invited to safeguarding meetings to enhance participation and transparency.



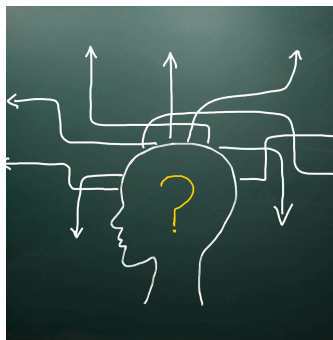
### 2. Enhance Communication Channels:

Establish clear communication pathways so that residents know whom to contact for support.



### 3. Expand Advocate Offerings:

Increase access to advocacy services to meet the needs of more residents.



### 4. Implement Inclusive Decision-Making:

Ensure that all residents are included in decision-making processes, with appropriate management oversight.

### 5. Address Concerns Promptly:

Develop processes to address resident concerns promptly, leading to improved satisfaction with outcomes.



## Resident Hub - Safeguarding Conference Hub at Stratford Library

As part of the activities for National Adult Safeguarding Week 2023 (held from 20th – 24th November 2023), NSAB hosted a Safeguarding Conference Hub at Stratford Library on Wednesday, 22nd November 2023. The event was an opportunity for residents to come together to engage in safeguarding discussions and learn about important safety issues. It was a chance for residents to express concerns, learn about safeguarding, and understand where to turn if they felt at risk.

### Event Highlights:

- Virtual Conference: The event featured a virtual conference, organised by the London Safeguarding Adults Board, which was broadcast on a large screen. Residents had the opportunity to participate in live discussions, ask questions, and hear insights from other attendees.

- Q&A with Safeguarding Officers: Representatives from Newham Council's Safeguarding Team were on hand to answer questions and provide information on safeguarding practices and local support services.
- Professional Support During Lunch: Attendees were able to speak with professionals from various sectors, including:
  - Metropolitan Police
  - Domestic Violence Support Services
  - Our Newham Money (focused on financial and cost-of-living support)
- The focus was on educating the community about important safeguarding topics, encouraging meaningful conversations about mental health, physical health, relationships, and community connections.
- A key theme focused on the importance of prioritising one's own well-being and that of others.



## Safeguarding Survey led by Healthwatch

In collaboration with Healthwatch, we conducted a series of community engagement sessions to understand residents' concerns about safeguarding. This initiative targeted a diverse audience, aiming to gather insights on how to make safeguarding more accessible and effective for all.

### Key Findings:

**Awareness Gaps:** Groups that faced language, cultural, and social barriers, older adults, and individuals with physical or mental health challenges, were:

- Often unaware of what safeguarding was
- Less likely to recognise potential safeguarding issues
- Uninformed about reporting mechanisms for safeguarding concerns
- At increased risk of marginalisation and isolation, which heightens their vulnerability.

### Areas of Work Undertaken

In response to the findings, several targeted initiatives have been undertaken within the adult and health sector to strengthen safeguarding practices:

**1. Measuring Feedback:** Systems have been developed to provide better feedback to individuals and organisations that make safeguarding referrals.

**2. Policy and Procedure Enhancement:** We have refined our policies around Making Safeguarding Personal, with an emphasis on co-production with residents to ensure that procedures are relevant and resident focused.

**3. Demographic Analysis:** A detailed analysis of the demographics of residents involved in safeguarding referrals is underway to identify groups requiring further support and awareness.

**4. Comprehensive Safeguarding Responses:** We are reviewing our approach to safeguarding for those not receiving direct care or support, aiming for a holistic safeguarding approach.

**5. Training Program Evaluation:** Our safeguarding training programs are regularly assessed to ensure they are inclusive, relevant, and effective.

**6. Practice Audits:** Local Authority safeguarding practices are audited to highlight successes and identify improvement areas.

**7. Community Engagement:** During Safeguarding Adults Awareness Week, we held community sessions to educate the public on safeguarding, raising awareness among various groups.

These efforts contribute to building a more knowledgeable and proactive community, ensuring that safeguarding support is accessible to all, especially the most vulnerable residents.

## Right Care Right Person (RCRP)

Our commitment to implementing the Right Care Right Person (RCRP) policy reflects our collaborative approach across the borough. Key areas of focus were:

- **Collaboration and Risk Management:** Partnership working to ensure resident’s safety and wellbeing remains paramount; to address emerging risks, and ensuring that RCRP principles are followed
- **Demand Reduction:** The effective implementation of RCRP has reduced the demand on first responders, enabling the reallocation of resources to local policing priorities

There is developing work to actively monitor to address challenges and continuously improve our borough’s safeguarding framework.

## Deprivation of Liberty Safeguards (Dols)

- London Borough of Newham Adult Social Care Dols data
- We continued our sharp focus on ensuring Urgent applications are in place where required, and the % of the total applications that were Urgent applications increased from 34% to 64%.
- The average Dols application took 55 days to complete in Newham, which compares very favourably to the average for London (78 days) and England (144 days).
- We remain committed to high quality assessments and scrutiny. All our Best Interest Assessors and signatories are required to complete annual Best Interest Assessor and signatories training/ annual refresher. We also facilitate monthly reflective sessions on mental capacity and a 6 weekly Best Interest Assessor Forum.

2023-2024	2022-2023
740 Deprivation of Liberty Safeguards applications received a reduction of (8%) compared to 2022-2023	799 Deprivation of Liberty Safeguards applications received
64% of the total number of applications were Urgent applications	34% of the total number of applications were Urgent applications

# Safeguarding Adults Data 2023-24

The data used is based, mostly, on Newham Council's 2023-24 submission of the "Safeguarding Adults Collection" data to NHS Digital.

The adult's view is central to any action taken and for further action to be taken to minimise the risk/stop the abuse, the adult should agree to this. There are exceptions where 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.

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.

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.

Safeguarding adult activity should prevent harm and reduce the risk of abuse and neglect. 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.

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

The Provider Risk Assessment Management Board provides strategic oversight of providers and organisations in the London Borough of Newham or providers out with the borough if there are London Borough of Newham residents living there.

For Making Safeguarding Personal, which places the adult at the centre of any decisions and champion's empowerment, choice and control, resident's desired outcomes were fully or partially achieved in 97% of enquires.



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, and they had moved away from their address or did not accept the support offered.

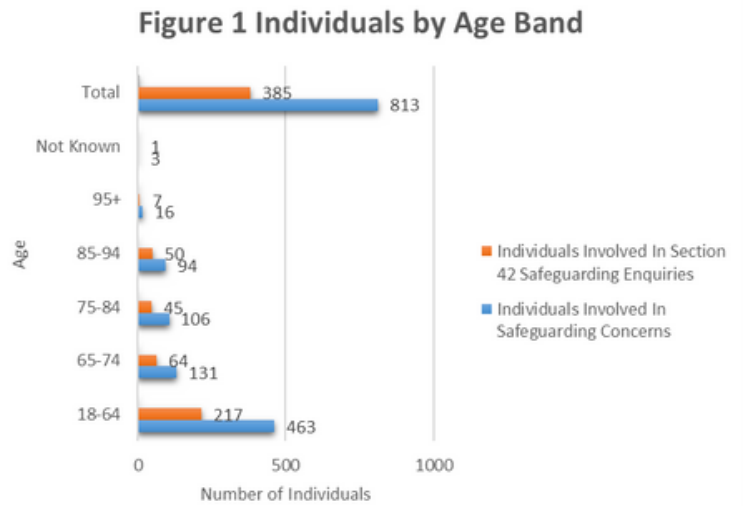
When an adult struggles to be involved, an appropriate advocate should be identified - 99% of adults who lacked mental capacity regarding the safeguarding matter were supported by an advocate.

The adult's mental capacity in relation to the enquiry was known in 95% of enquires. This figure includes cases where the adult had sadly died meaning that a capacity assessment was not possible.

<p>1494 <b>safeguarding adult concerns</b> received (21% increased from 2022/23)</p>	<p>In 2023/2024 45% (400) progressed to a <b>section 42 enquiry</b> (national (29%) and regional (26%) average)</p>							
<p>The highest <b>location of enquiries</b> were in the residents' homes (74%) (Regional 64%, National (50%)</p>	<p><b>Three highest types of abuse</b> for S42's;</p> <p>Psychological abuse (50%) regional (18.5%) national (16%)          Financial abuse (42%) regional (22%) national (17%)          Neglect (37%) is less prevalent (46%) and national (43%) averages</p>							
<p>In 2023/24 the <b>risk was reduced or removed</b> in 94% of situations where this was recorded.</p> <p>This is the same figure as the previous year (regional (92%) national</p>	<p>28 <b>PIPOT referrals</b> were received by the Local Authority in 2023/24 (16% increase from the year before)</p>	<p>Percentage of people <b>asked their outcome in S42 enquires;</b></p> <table border="0"> <tr> <td>Newham</td> <td>87%</td> </tr> <tr> <td>London</td> <td>72%</td> </tr> <tr> <td>England</td> <td>69%</td> </tr> </table>	Newham	87%	London	72%	England	69%
Newham	87%							
London	72%							
England	69%							
<p>99% of adults who lacked mental capacity related to the safeguarding were <b>supported by an advocate</b></p>	<p>Resident's <b>Mental Capacity was recorded</b> in 95% of Safeguarding Adult Enquiries</p>	<p>S42 enquiries <b>outcomes were fully achieved</b> 78%</p> <p>S42 enquiries <b>outcomes were partially achieved</b> 19%</p>						

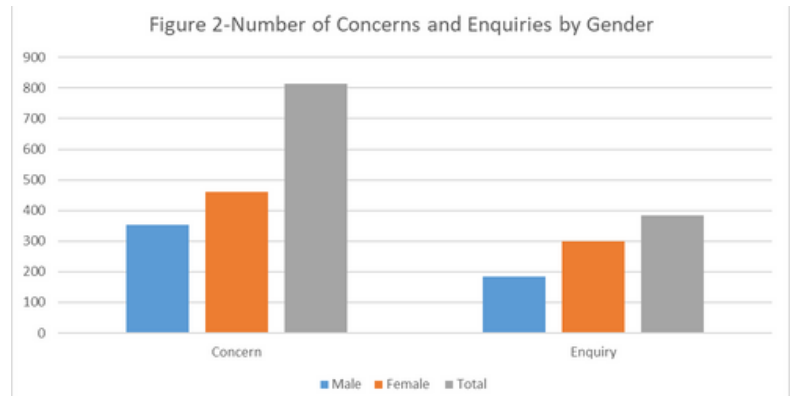
## Age

Figure 1 - Older people make up a smaller proportion of Newham’s population when compared to national and regional averages. In this context Figure 1 shows that the older population are much more likely to be the subject of concerns and enquiries.



## Gender

Figure 2 - Females are much more likely to be involved in safeguarding activity than males. Data for other genders is not currently available.

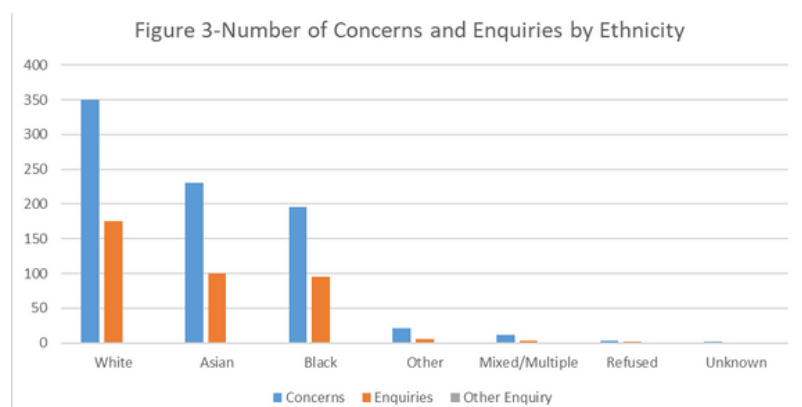


## Ethnicity

Figure 3 shows that, in relation to safeguarding concerns, the most recorded ethnicity continues to be White. This is consistent with previous years and does not represent Newham’s demographics. The Census 2021 gave residents the choice to identify themselves through one of 19 available response options. For Newham, there were over 200 additional ethnic identifications as a result.

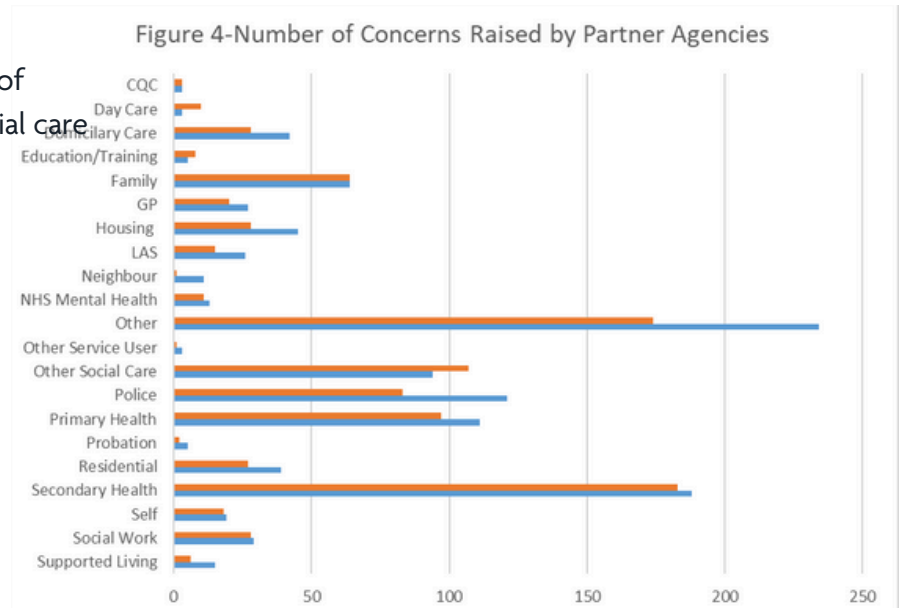
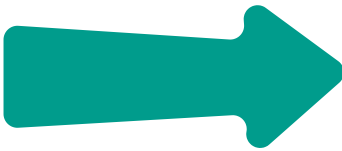
White **6,731 42.8%** Asian, Asian British or Asian Welsh **4,427 28.1%** Black, Black British, Black Welsh, Caribbean or African **2,759 17.5%** Mixed or Multiple ethnic groups **1,006 6.4%**

The ongoing SAB Quality Improvement Project seeks to understand and tackle the issues resulting in safeguarding concerns not reflecting our diverse population.



## Referral Source

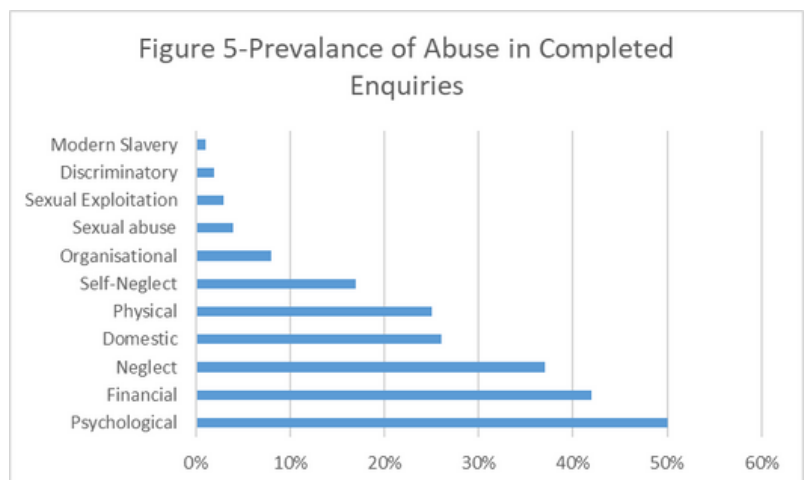
Figure 4 shows that the vast majority of concerns are raised by health and social care staff.



## Types of abuse

Figure 5 below shows the prevalence of different types of abuse in completed safeguarding enquiries. Please note that most enquiries involved allegations of more than one type of abuse so the percentages in Figure 5 will not add up to 100%

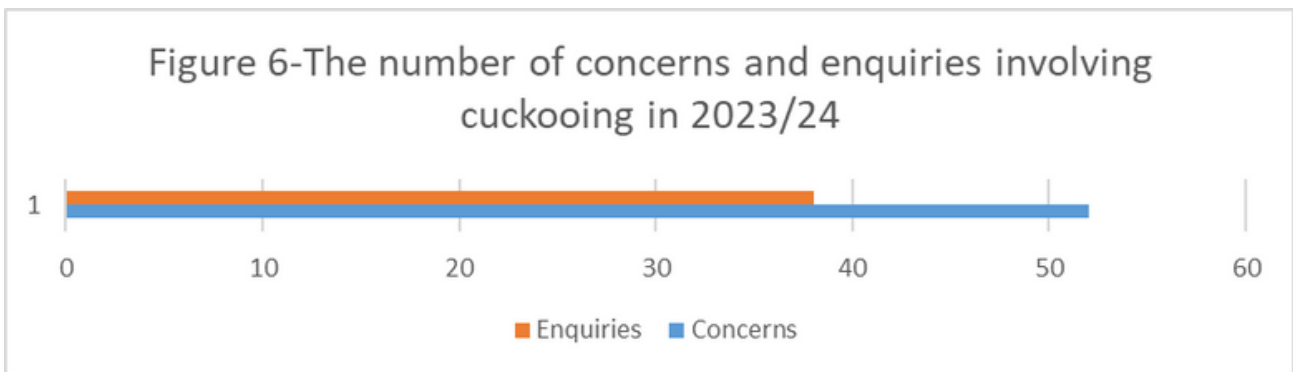
- Psychological abuse continues to be the most prevalent type of abuse reported because it is linked to other types of abuse as a secondary concern
- Psychological abuse (50%) continues to be higher than regional (18.5%) and national (16%) averages
- Financial abuse (42%) continues to be higher than regional (22%) and national (17%) averages
- Enquiries involving financial abuse have increased compared to last year (32%)
- Neglect (37%) is less prevalent compared to regional (46%) and national (43%) averages
- Enquiries involving neglect fell from 48% in 2022/23 to 37% in 2023/24



### Area of SAB focus - Cuckooing

We recognise Cuckooing as an under recognised and underreported type of abuse. We updated our recording system so we could capture Cuckooing as a type of abuse in 2022/23.

Figure 6 shows that the conversion rate for cases involving cuckooing is (73%) which compares favourably when compared to the general conversion rate (45%). The higher conversion rate indicates that the safeguarding adult framework is being applied to support people who experience cuckooing.



### Area of SAB focus - Self neglect

The number of enquiries into self-neglect remains high although there has been some variation over the last 3 years. Last year 17% of enquiries in Newham involved self-neglect which is similar to the equivalent regional average (18%) but higher than the equivalent national average (11%). The self-neglect subgroup of the Board is currently working to strengthen the multi-agency approach and improve outcomes for residents.

	2021/22	2022/23	2023/24
Number of enquiries into self-neglect	60	55	70



# Equality, Diversity & Inclusion

Over seven in ten residents are from Black, Asian, and ethnically diverse communities.

- Asian, Asian British or Asian Welsh 42.2%
- Black, Black British, Black Welsh, Caribbean or African 17.5%
- Mixed or Multiple ethnic groups 4.7%
- White 30.8% Other ethnic group 4.9%

We are fully committed to equality, diversity and inclusion. We strive to create a safe and supportive environment for every resident. Recognising that safeguarding must be accessible and relevant to all, we are dedicated to ensuring our approach and supports reflect the rich diversity of Newham.

## What We Have Identified

An analysis of the safeguarding adult referrals the Local Authority receives shows the following:

- **Overrepresentation:** Data shows that White female residents account for 41.7% of safeguarding referrals, a figure that does not align with Newham's diverse demographics
- **Disparity Concerns:** This overrepresentation suggests that our current referral process may not be equally accessible or trusted across all communities, highlighting an urgent area for improvement.

## Action being taken

To tackle this, we have developed a Quality Improvement Project.

A working group with key agencies is being formed to collaboratively work towards these objectives. Our strategy includes:

### 1. Collaboration with Stakeholders and Partners

We are working alongside Newham partners, including Public Health and Healthwatch, to make our referral process more accessible, relevant, and trustworthy. By engaging with communities, sharply focusing on seldom heard communities, we hope to create solutions that ensure equitable access to safeguarding supports

### 2. Raising Awareness

Through outreach and education initiatives, we are committed to informing all Newham's communities about the benefits of safeguarding and the support available.

### 3. Developing Inclusive Solutions

Our objective is to create a referral process that reflects Newham's diversity. This involves:

- **Addressing Barriers:** Identifying and reducing barriers that hinder access to safeguarding services
- **Enhancing Cultural Competence:** Training our staff to better understand and respond to cultural differences.
- **Building Relationships:** Working closely with community groups to foster trust and improve engagement.

# Safeguarding Adults Reviews (SAR)

Under Section 44 of the Care Act 2014 NSAB has a statutory duty to carry out a SAR when there is a death or serious harm and there is concern about how agencies worked together. SARs are essential for identifying learning opportunities to improve safeguarding practices and outcomes.

The NSAB SAR Subcommittee serves as the decision-making body for SAR referrals, using the SCIE Quality Markers to guide SARs and ensure quality standards are met. Each SAR generates recommendations and an action plan, monitored by the Performance and Quality Assurance Subcommittee.

- SAR Activity (April 2023 - March 2024):
  - No SARs were published during this period
  - The Lilian SAR was published in April 2024. Lilian, a woman with a long-term mental health condition, was sadly found deceased in her council-owned property after being undiscovered for a considerable period. This tragic case has led to significant learning points and recommendations that will be discussed in next year's report

NSAB remains dedicated to drawing from a broad range of review methodologies including commissioning impactful SARs that will facilitate the best learning outcome for the individual, their families and our partners. This will include a focus on systemic issues and complex areas of safeguarding practice. The following section outlines recurring themes from SARs to guide improvements across agencies.

# Themes Emerging from SARS and Publications

This section summarises critical themes and actions drawn from Safeguarding Adults Reviews (SARs) within the borough. By thoroughly analysing the insights gained from SARs, NSAB continues to inform and refine safeguarding practices.

These findings aim to enhance agency practices and improve outcomes for vulnerable adults. Eight key themes have emerged:

## 1. Robust Systems and Communication

- **Objective:** Establish strong systems to safeguard adults with learning disabilities and complex needs. Effective inter-agency communication and challenge processes are vital in ensuring cohesive safeguarding

## 2. Out-of-Hours and Best Interests Decisions

- **Objective:** Address risks faced by individuals with learning disabilities in hospital settings, particularly out-of-hours. Testing and supporting Best Interests decisions in community and hospital environments

## 3. Making Safeguarding Personal

- **Objective:** Consistently apply Care Act principles, particularly Making Safeguarding Personal for individuals with Learning Disabilities and complex needs, ensuring personalised safeguarding responses

## 4. Implementation Assurance

- **Objective:** Verify past SAR recommendations are fully implemented and understood by staff across agencies. Strong governance is essential to track and measure compliance and effectiveness

## 5. Training and Multi-Agency Audits

- **Objective:** Conduct multi-agency audits and deliver case-based training to improve staff competency in safeguarding practices

## 6. End-of-Life Care and Advocacy

- **Objective:** Ensure staff are prepared to support end-of-life care and provide advocacy when necessary, engaging families and respecting their contributions throughout the process

## 7. Multi-Agency Collaboration

- **Objective:** Strengthen collaboration across agencies to address safeguarding issues, prevent escalation, and provide coordinated, informed support

## 8. Quality Improvement

- **Objective:** Regularly audit practices, review contracts, and refine commissioning procedures. Implement systems for sharing information to continuously improve care quality

# Strategic Priorities

## Strategic Priorities 2023-26

This section highlights our key strategic priorities and our progress with these.



# Updates from our Strategic Priority Groups - Progress to Date

## Mental Capacity

Our efforts to enhance safeguarding awareness training now include a comprehensive focus on mental capacity across all agencies. We have conducted a thorough review and audit of the current Mental Capacity Act (MCA) training, and a recommendation to NSAB on monitoring its effectiveness is forthcoming.

## Achievements

As part of NSAB priorities, the Mental Capacity Act (MCA) sub group was set up to ensure that MCA practice is embedded across services in Newham, in line with legislation to protect and promote the human rights of adults at risk in the borough.

The sub group is made up of a range of core partner agencies to ensure a range of perspectives and includes: London Borough of Newham Adult Social Care and Housing, Barts Health, East London NHS Foundation Trust, Northeast London Integrated Care Board, VoiceAbility, MET Police and Department of Work and Pensions.

The sub group have developed an action plan with the core objectives to: understand the challenges associated with the application of the legislation, embedding MCA guiding principles into care and support planning, ensuring that community Deprivation of Liberty (DOL) applications are being made for any individuals in receipt of Continuing Health Care funding care in own homes or tenancy-based accommodation that meet the criteria for a deprivation of liberty and supporting Children and Young people's Services around MCA compliance/DOL and in the absence of Liberty Protections Standards.

As part of this work, we are seeking the lived experience of Newham residents who use health and social care services and have devised a survey to hear their experiences of the MCA and will hold in person residents' event to inform our action plan.



## Self-Neglect

A working group, co-chaired by board members from Local Authority housing and health, has been established with the goal of co-producing a Self-Neglect Policy and Practitioner Toolkit for all agencies. This group is in response to the multi-agency audit on self-neglect and the increasing number of high-risk self-neglect concerns in Newham.

## Achievements

As part of the SAB priorities the Self-Neglect subgroup was established with a view to producing/coproducing a self-neglect toolkit and protocol to support practitioners across SAB partners in working effectively with self-neglect as a category of abuse.

The Subgroup has established a Core group membership derived from partners across Newham statutory services, the group is aiming towards a first draft of the protocol by the end of 2024, with the hope of finalising the work by Quarter 1 2025.

## Cuckooing (Joint Adults & Children's Partnership)

Starting in Autumn 2024, a working group has been set up to focus on combating cuckooing through awareness campaigns and inter-agency cooperation. The group has developed a 10-point plan to tackle cuckooing, along with recommendation for a 7-minute briefing to be led by the L&C Subcommittee. These initiatives aim to raise awareness and coordinate efforts to address this issue comprehensively.

## All-Age Exploitation (Joint Adults & Children's Partnership)

This sub group is co-chaired by the Head of Youth Offending, Early Help and Safeguarding, and a Detective Chief Inspector from North East London Business Command Unit, Metropolitan Police.

The aim of this joint 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. We are working with partners to identify instances of adult exploitation, support the safeguarding of survivors, and bring perpetrators to justice.

The Metropolitan Police have enhanced a missing persons unit and improved risk assessment protocols. Early identification of risks to those who go missing and providing a specialist response using advanced investigative techniques have been prioritised. While these improvements primarily benefit children at risk of criminal exploitation, they have also significantly improved the service provided to vulnerable adults, such as those experiencing mental health crises or cognitive impairment.

## All Age Exploitation

- An audit in 2022 helped us focus our approach and there is a plan for a review audit to take place in 2025. Agencies have been sharing how they are combatting and tackling exploitation with a focus on multi-agency practice to include voluntary community and faith groups.
- The single integrated pathway is embedded across the partnership for children. To address the up to 25-year-old cohort, the Vanguard Clinical Team is a specialist community psychology-led service in Newham, for young people up to 25 years of age, that are impacted by, or at risk of youth violence. Support is also available to Voluntary, Community and Faith sector organisations (VCFS) that work with young people affected by youth violence.

## Modern Day Slavery

- Training has been rolled out to improve our workforces' understanding of Modern Day Slavery and the national referral mechanism
- Adult safeguarding has an E learning platform to support the identification of victims of trafficking and how to respond appropriately
- There was an anti-slavery day on the 18th of October and the Community Safety Team visited local businesses and raised awareness around Modern Day Slavery, and the work the local government is doing to eliminate it
- The Community Safety Team have developed artwork around reporting concerns, which incorporates a contact number for the Modern Day Slavery helpline.

## Emerging issues in this area: Rapid Review

A learning event was hosted by Newham Safeguarding Children's Partnership on 18th July 2023 following a fatal incident in early April 2023 when a young person tragically lost their life in a fire in a flat in Newham, and a series of community incidents that took place involving children and young people during this period. A review took place and focused on evaluating the effectiveness of our response, and to explore the learning from recent community incidents. The objective was to be confident that our system response is collaborative and effective. An action plan was agreed and updates are shared via the PQA group.

# Partner Agency Perspective

## London Fire Brigade

### Progress to date/Achievements

- Developed a new upgraded online safeguarding referral system this will improve functionality as well as simplify the referral process.
- LFB have launched a new e-learning training package
- Improvements in training have led to awareness and the introduction of online referrals, since 2018 there has been a four-fold significant increase in the number of safeguarding referrals.

### Areas for Development

- Further measure the impact of the new upgraded referral system will be measured by the number of referrals made verses the number of referrals pre upgrade.
- Strengthening resources to quality check referrals due to the increase in referrals has had an impact on the LFB Central Safeguarding Team's resources.

## Our top 3 priorities for the NSAB in 2024 – 2025

- Home fire safety to autistic adults and children is currently being produced (This is a local LFB Newham project).
- Community engagement collaboration between London fire Brigade and our partner agencies.
- Graham Beers is the new Station Commander for Stratford and takes the lead on Adult safeguarding, he will be linking in with the Adult safeguarding board.

## Newham Children's Safeguarding Children's Partnership

### Progress to date/Achievements:

- The partnership has taken steps to improve communication and engagement. This has been achieved through the establishment of the First Friday Forum & 7 minute briefings.
- Newham has established 'outstanding partnership principles'. This has translated into the development of the Newham Information and Intelligence Partnership Briefing (LBNIIPB) which is evidence of applying this culture into practice; and reports from across the system that the culture is positively changing.
- SEND & Inclusion Strategy has been launched and the Education Partnership Board with an independent chair was developed to bring together our work with settings alongside the Education Vision launched in December 2023.

### Priorities in 2024/25:

- Implementation of Working Together 2023: This will include a comprehensive review to ensure compliance and alignment with the updated guidelines.
- Focus greater attention on child sexual abuse; assess the impact of the cost of living crisis on neglect and domestic abuse.
- Child Safeguarding Practice Review (CSPR) Learning and Impact Assessments: Measuring the effectiveness of the learning from CSPR and its influence on safeguarding practices.

## All Age Exploitation

### Progress to date/ Achievements:

- Achievements have been increased Awareness and Early Detection, Enhanced Skill Development for Professionals, Improved Multi-Agency Collaboration, Increased Public Trust in Authorities.
- Implementation of officers embedded within communities can establish personal relationships with the public and present a familiar and trusted presence.
- Access to comprehensive child exploitation training in Newham is aimed to have a substantial positive impact on the prevention, identification, and handling of child exploitation cases, ultimately leading to a safer environment for children and more effective services being provided at the earliest point.

### Areas for development:

- The focus for 24/25 will be to address the issue of cuckooing, this will be led by the Adults Safeguarding Board.
- Strengthening efforts on identifying perpetrators and securing convictions. A practitioners learning event is planned for 24/25.
- Modern Day Slavery Group will undertake a rapid needs assessment to help focus on short and long term priorities for the group.

## London Borough of Newham, Housing and Housing Needs

### Progress to date/Achievements

- Working 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 & implementing the requirements of the Domestic Abuse Act.
- Implementation of pre- eviction support panels, including for vulnerable care leavers
- Improved training for staff, including complex cases, domestic abuse, young people at risk of exploitation.

### Areas for Development

- Develop an alternative to floating support service for people in temporary accommodation.
- Implementation of TA wrap around support' model which will improve support for vulnerable residents in temporary accommodation, and launch a Resettlement and Support team and Welfare Officers.
- Strengthen work in the area of Self Neglect as this continues to be an area of concern for the Housing Team. The Head of Independent Living is co-chairing a subgroup of the SAB, developing multi-agency guidance and toolkit.

## Top 3 Safeguarding Priorities in 2024/25

- Embedding effective housing pathways for vulnerable homeless people and achieving accreditation for best practice regarding those experiencing domestic abuse.
- Finalising the Multi Agency Self Neglect Guidance and toolkit as part of the Self-Neglect SAB Sub Group.
- Further progress on joint working between Housing and Adult Social Care including improved sharing of information and establishing a clear path for escalation of complex cases.



## London Borough of Newham, Commissioning

### Progress to date/Achievements

- Implemented the engagement and Co-Production of the strategy priorities with sex workers and resident engagement.
- Implemented in March 2024 -The Newham Provider Quality Handbook which was co-produced with local Care Providers.
- Partnership alliance with Care Providers Voice (CPV) - a provider led organisation that works with local social care providers across North East London.

### Areas for Development

- Further implementation of the sex work strategy and action plan. The priorities relate to safety of residents and sex workers.
- Commence a data review for all women in the Newham Rough Sleeping Pathway to identify disproportionality in outcomes and gaps in current service provision.
- Increase current successes in 2024/25 and where possible exceed the ministerial recommendations for the Rough Sleeping Pathway.

### Top 3 priorities for the NSAB in 2024 – 2025

1. Trafficking and Modern Slavery related to sexual exploitation
2. Meet the new MHCLG recommendations for Safeguarding Adults Boards relating to Rough Sleepers.
3. Further embed the Provider Handbook monitoring approach and continue to strengthen, streamline and automate our data systems.

## London Borough of Newham, Adult Social Care (ASC)

### Progress to Date/Achievements

- Implemented a comprehensive Fire Safety Protocol to optimise the safety of residents
- High level of safeguarding practice performance - over 90% of enquiries meeting our standards, 92% of residents expressed satisfaction with the outcome achieved
- Further embedded our procedures to manage concerns about Persons in a Position of Trust (PIPOT). In 2023/24 we addressed (28) PIPOT referrals, a slight increase compared to the figure for the previous year (24).

### Areas for Improvement

- Further develop our approach to Making Safeguarding Personal in our systems, processes, procedures and approach
- Increase our cultural competence / how we evidence this in safeguarding adult activity
- Develop our response to transitional safeguarding.

### Top Three Safeguarding Priorities for 2024/25

- Self-neglecting and non-engagement
- Cultural competence safeguarding practice
- Understand and develop our responses to safeguarding related to equality, diversity and inclusion.

**Progress to date/Achievements**

- Successful completion of three internal audits to review process for Deprivation of Liberty (DoLs) and Mental Capacity Assessments (MCA) found reasonable assurance.
- Training needs analysis (TNA) agreement for safeguarding adults level 3 training.
- Number of allegations against staff raised with safeguarding have seen 80% increase.  
Evidence of improved relationship working with Peoples teams and senior managers.

**Top Three Safeguarding Priorities in 2024/25**

- SAB to have a joint Quarterly committee with Children's Safeguarding partnership to assist with transitional care.
- Develop a local partnership on homeless with the Borough.
- Enhance oversight with UKHSA on prevention of health deprivation to hard-to-reach cohorts and closer links with ACP framework.

**Areas for Development**

- Further strengthening of improved partnership with ICB Safeguarding Teams.
- Progress implementation of the 'go-live' of the safeguarding adults alert on CRS
- Further explore how SAR are conducted in line with National Patient Safety Incident Reviews (PSIRF).

## East London Foundation Trust (ELFT)

### Progress to date/Achievements:

- High levels of safeguarding training delivered in 2023-24, the safeguarding team delivered 68 level 3 adult and children's safeguarding training sessions, training 3,485 staff members, a 32% increase from the 2,650 trained in 2022-23.
- Successfully organised 16 days of action to raise awareness about Domestic Abuse and shared learnings from published Domestic Homicide Reviews (DHRs) with staff.
- Successfully relaunched the Domestic Abuse Steering Group, which will lead the delivery of the ELFT Domestic Abuse Strategy.

### Top Three Safeguarding Priorities in 2024/25

- Self-Neglect
- Multiagency data monitored through Performance and Quality Assurance Subcommittee
- Modern Slavery pathway.

## Metropolitan Police (MPS)

### Progress to date/Achievements

- The MPS has successfully enhanced its missing persons' unit and improved risk assessment protocols.
- Increase of Multi-Agency Risk Assessment Conference (MARAC) procedures & frequency of MARAC meetings.
- Strengthening collaboration with statutory and third-sector partners, has led to the resolution of the backlog of cases.



### Areas for Development

- Continued work with partners and communities to identify instances of adult exploitation. This individual will attend the Newham Safeguarding Adults Board (NSAB) and lead related initiatives.
- Ongoing commitment for MPS in identifying and prosecuting those who exploit vulnerable adults. This involves ongoing scrutiny of the RCRP implementation to ensure collateral risks are identified and mitigated.
- Continued strong commitment to safeguarding vulnerable individuals in the borough.



### Top Three Safeguarding Priorities in 2024/25

1. **Violence against Women and Girls (VAWG)**
2. **All Age Exploitation**
3. **Mental Health**





## Healthwatch

Healthwatch are working with residents and capturing their views through interviews, and has identified several key areas for improvement within the community. This is aimed at enhancing safeguarding practices and ensuring the well-being of all residents. Health watch efforts are in support of developing the following initiatives:

### Progress and Achievements

- Establish a robust QI project on the equity profile of referral
- Establish a dataset confirming the disproportionate profile of safeguarding concerns being raised
- Establish an evidence base on the low number of safeguarding concerns being raised by local residents.

### Areas for development-3 key points

- Develop a decision support tool which creates a standardised approach across SAB partners including the VCSF
- Strengthen the Decision Support Tool to empower residents and community organisations to raise safeguarding concerns about adults without known care and support needs
- Develop a communication and engagement progress to support the dissemination of the Decision Support Tool.

## Safeguarding Priorities

- To review the referral pathways to ensure that none of Newham's communities are disproportionately disadvantaged
- To track reports of safeguarding concerns and understand be assured that they have been responded to appropriately and with compassion and respect
- To make explicit the voice and experience of residents whose family members have been subjected to being reported on a safeguarding concern.

# Closing statement from Independent chair

On behalf of the residents of Newham I would like to thank the SAB subgroup and committee chairs, members of the Board and partners for their fulsome commitment to the SAB, its work and their local activities keeping Newham residents safe.

I would like to give the following thanks to:

- Anne Ibezi and Charlene Hibbert (both former Business Managers) and Claire Solley (Director of Quality Assurance, Safeguarding and Workforce) who have been instrumental in supporting me find my feet as a new Chair.
- The NSAB team for all their hard work; Rebecca Olayinka (Business Manager) and Ieva Dirzyte (Advanced Practitioner) our newest members and Marcia Bushell, who provides invaluable administrative support.

I would like to give a final thanks to Fran Pearson who through her ability to lead with purpose and compassion has left a legacy of strong partnerships in service of Newham's residents.



**Sola Afuape**

Independent Chair  
Newham Safeguarding Adults Board

# Further Information

## 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](http://www.newham.gov.uk/safeguardingadults)** or call the 24 hour safeguarding helpline on **020 3373 0440**.

Further information can be found on the Board pages of Newham council's website.

- Published Safeguarding Adult Reviews

[Newham Safeguarding Adult Reviews](#)

## Get in touch

You can contact the SAB Business Unit at [nsab@newham.gov.uk](mailto:nsab@newham.gov.uk)

If you would like this report in a different format (eg different language, or audio etc) please email [nsab@newham.gov.uk](mailto:nsab@newham.gov.uk)

