



# Barking and Dagenham Safeguarding Adults Board

**Annual report  
2015 – 16**



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# Contents

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	<b>SECTION</b>	<b>PAGE</b>
<b>Foreword</b>	<b>1</b>	<b>4</b>
<b>Introduction</b>	<b>2</b>	<b>6</b>
<b>The Board and Committees</b>	<b>3</b>	<b>7</b>
<b>Safeguarding at a Glance</b>	<b>4</b>	<b>8</b>
<b>Accountability</b>	<b>5</b>	<b>9</b>
<b>Empowerment</b>	<b>6</b>	<b>11</b>
<b>Protection</b>	<b>7</b>	<b>14</b>
<b>Prevention</b>	<b>8</b>	<b>19</b>
<b>Proportionality</b>	<b>9</b>	<b>21</b>
<b>Partnership</b>	<b>10</b>	<b>23</b>

<b>Safeguarding Adult Reviews</b>	<b>11</b>	<b>25</b>
<b>Learning and Development</b>	<b>12</b>	<b>27</b>
<b>Working with Healthwatch</b>	<b>13</b>	<b>28</b>
<b>Priorities For 2016/17</b>	<b>14</b>	<b>29</b>
<b>Further Information About Safeguarding</b>	<b>15</b>	<b>31</b>

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# Foreword

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1



**Foreword by Sarah Baker, Chair of the Barking and Dagenham Safeguarding Adults Board**

During this year the Barking and Dagenham Safeguarding Adults Board (SAB) has worked to implement the requirements of the Care Act 2014.

The executive board whose membership comprises of the statutory partners – the Local Authority, the Clinical Commissioning Group and the Police have all shown commitment through attendance at both board and committee meetings and training and development sessions. Statutory partners have also provided financial resources to support the SAB fulfil its functions and to support the undertaking of SARs.

The SAB has been supported by the Chief Executive of the London Borough of Barking and Dagenham and the Cabinet Member for Social Care & Health Integration with whom I meet on a regular basis.

The Multi Agency Safeguarding Policy and Procedures were launched in March 2016 and all board members signed up to implementing these across their organisations. This included ensuring practitioners and managers engaged in Care Act training. During the year I have had the opportunity to work alongside front line practitioners.

An example has been working with the officers visiting care homes to gain greater insight into how the council works in partnership to support care homes to provide high quality care and monitor those, where the Care Quality Commission have inspected and identified areas for development.

The Performance and Assurance committee have been developing a performance framework to help the Board understand the quality of service delivery across the partnership. It is recognised that there is still much to do to provide assurance to the board and in turn the local community around safeguarding issues.

The SAB has three committees to support its work and these are the Safeguarding Adults Review (SAR) committee, the Learning and Development (L&D) Committee and the Performance and Assurance (P&A) committee. All have challenging work plans which support the SAB to deliver its agenda through the strategic plan.

This year the SAR committee has overseen the commissioning of a Safeguarding Adult Review – the first under the auspices of the Care Act. This has provided the SAB with the opportunity to review its procedures for undertaking SARs and to strengthen and enhance assurance regarding open and transparent work and engagement with clients and families.

The Learning and Development committee has developed a revised communication strategy to facilitate the Board reaching out to the community and to ensure that all organisations working with vulnerable adults are engaged in SAB activities.

The SAB launched its second iCare campaign to raise awareness of vulnerable adults in the local community.

As independent chair of both the Safeguarding Adults Board and the Local Safeguarding Children's Board we have continued to strengthen joint working between the two boards recognising the vulnerabilities of families and issues relating to safeguarding.

In addition membership of the Health and Wellbeing Board allows for my involvement in debate and discussion regarding future service commissioning and provision and allows me to ensure safeguarding is an integral part of all service development.

As partners work to deliver high quality services within challenging financial situations the SAB partners have worked together to ensure safeguarding vulnerable adults and families is not compromised.

I would like to take this opportunity to thank all partners of the SAB for their continued commitment to the work of the board and I look forward to working in partnership over the coming year.

The Care Act 2014 came into force on 1<sup>st</sup> April 2015. The Act introduced new requirements for safeguarding adults and the arrangements that each locality must have in place to ensure that vulnerable people are protected from the risk or abuse or neglect. Some of these new requirements are directly relevant to the Barking and Dagenham Safeguarding Adults Board (SAB).

As a result of the Care Act, the SAB was reviewed and has now been working as a statutory body throughout 2015/16. The local authority, Clinical Commissioning Groups and the Police are all required by law to be members of the SAB and other partners are encouraged to engage with the SAB work.

The SAB must publish an Annual Report each year as well as a Strategic Plan.

In addition the SAB has a statutory duty to carry out Safeguarding Adult Reviews (SAR) where an adult in the local authority area:

- Has died as a result of abuse or risk (either known or suspected) and there are concerns that partner organisations could have worked together more effectively to protect that adult.
- Has not died but the SAB knows or suspects that adult has experienced serious abuse or neglect

The implementation of recommendations and action plans from a SAR must be reported in the Annual Report, including any decision not to implement any recommendation. One SAR was commissioned during 2015/6 and an overview is given on page 25.

This Annual Report of the Barking and Dagenham SAB looks back on the work undertaken by the SAB throughout 2015/16. and provides an account of the work of the SAB including successes, challenges and priorities for the coming year.

Over the past year partnership working, co-operation and involvement in adult safeguarding has been strengthened. Some of the successes include the re-launch of the iCare campaign, signing up to the Multi Agency Safeguarding Policies and Procedures, strengthening of the committees and their work programmes, undertaking of the first Safeguarding Adult Review under the Care Act an integrated approach to nursing and residential home inspection and the various joint learning events that have taken place across the partnership.

The Care Act identifies 6 key principles that should underpin all safeguarding work, These are accountability, empowerment, protection, prevention, proportionality and partnership. We will discuss the SAB's achievements, successes and challenges for the coming year in more detail in this annual report.

# The Board and Committees

The Barking and Dagenham Safeguarding Adults Board is made up of the following statutory partners:

- The Local Authority (representing senior adult social care management, Housing and Children’s Services)
- The Borough Police
- The Clinical Commissioning Group (CCG)
- And the Chairs of Sub Committees

In addition, the SAB Board may invite other organisations or individuals to attend and speak at their meetings where they have contributions to make.

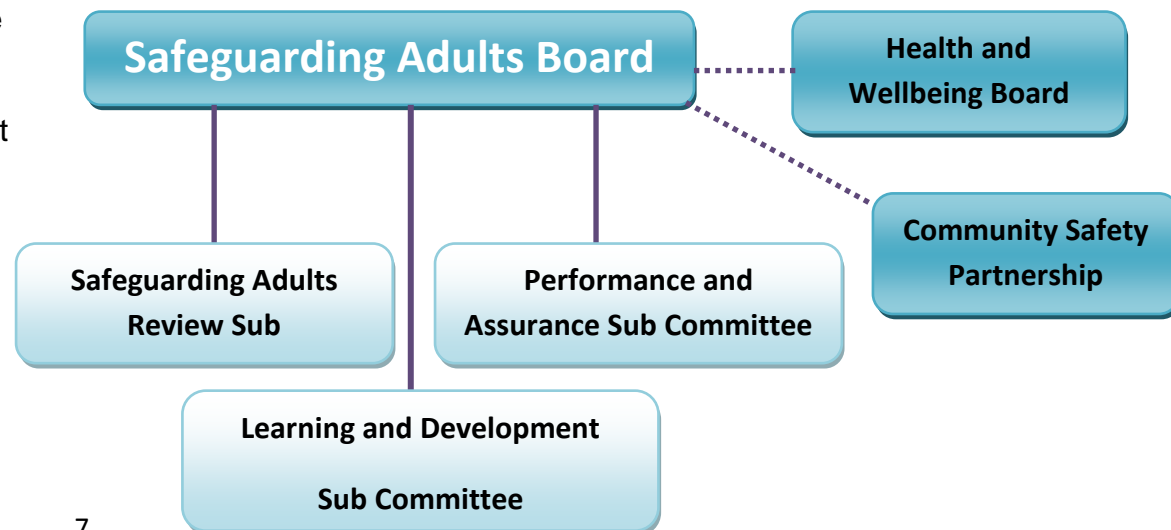
The SAB Executive has three standing groups, which are chaired by different organisations:

- Safeguarding Adults Review Committee (chaired by Adult Social Care)
- Learning and Development Committee (chaired by North East London Foundation Trust)
- Performance and Assurance Committee (chaired by the Clinical Commissioning Group)

The Chair of each committee is responsible for:

- Developing a work programme which will be incorporated into and monitored through the SAB strategic plan
- Reporting on the progress of the group’s work to the SAB
- Resourcing the meetings of the group
- Ensuring that the membership of the group draws in the required experience from relevant organisations and community groups or professionals.

Time limited Task and Finish Groups can also be established by the SAB to undertake specific pieces of work and report back to the Sub Committees or directly to the Board.



# Safeguarding At A Glance

4

Accountability

Empowerment

Protection

Prevention

Proportionality

Partnership

## Successes

- iCare Campaign
- Development of 5 year strategic plan
- Development of a SAB Communications Strategy
- Multi agency training events

1362

safeguarding concerns reported to LA

492

concerns progressed to an enquiry

87

safeguarding investigations

1

Safeguarding Adult Review

## Learning

- Managing risks across agencies
- Joint working
- Prioritising high risk cases

## Priorities for the coming year

- Implementation of 'Making Safeguarding Personal'
- Mental Capacity Act compliance
- Learning from SARs
- Joint safeguarding training opportunities



## **Accountability and transparency in delivering safeguarding.**

*"I understand the role of everyone involved in my life and so do they."*

### **Achievements and Successes**

The Safeguarding Adults Board are ensuring that safeguarding is given due prominence in the Council's Ambition 2020 programme and are committed to making it everyone's responsibility across all organisations. Partners will continue to robustly apply safer recruitment policies, ensuring that safeguarding vulnerable adults is a requirement identified in contracts and commissioning. The CCG have provided appropriate challenge and regulation of commissioned services through Clinical Quality Review Meetings (CQRM), quality and surveillance visits. The Independent Chair of the Board reports to the Chief Executive of the Council and has regular meetings. The Cabinet Member for Social Care & Health Integration is a member of the SAB and the Independent Chair of the SAB regularly attend the Health and Wellbeing Board to ensure that safeguarding issues are considered.

BHRUT is committed to ensuring that all staff receive the correct level of training, in line with their roles and responsibilities, to ensure adults at risk receive the right care. At the end of March 92% of non-clinical staff had received training at Level 1 which is a 17% increase in the numbers trained in the previous year, whilst 83% had received level 2 training. To comply with the Prevent Duty, effective as of 1<sup>st</sup> July 2015, healthcare staff are expected to be able to recognise and refer people at risk of radicalisation. To date, 877 staff have received WRAP training and 586 Basic Prevent Awareness Training. An e-learning package for all non-clinical staff has been developed by the lead Prevent officer.

The Community Safety Partnership (CSP) continues its work through the Protecting Vulnerable People (PVP) sub group. The Borough Commander is deputy chair to the CSP and is a member of the SAB and the Health and Wellbeing Board. The Metropolitan Police Service (MPS) have a Strategic Case Review Group (SCRG), whose responsibility it is to support safeguarding reviews and investigations. Outcomes are fed into organisational learning and training and allows the MPS to hold itself and partner agencies to account.

NELFT continues to revise policies and procedures in line with changes in legislation and local and national guidance to ensure all staff are aware of their roles and responsibilities in relation to safeguarding. The Safeguarding Adults Policy has been reviewed in line with the Care Act (2014) and Prevent, Domestic Abuse and DoLS procedures have been implemented. NELFT participates in annual self-assessments in relation to safeguarding to identify areas where improvement is required and to develop priorities. Over the last year there has been more effective partnership working between the Serious Incident, Safeguarding and Complaints team and HR to ensure that any concerns relating to delivery of care are appropriately investigated and that learning is shared to prevent similar incidents occurring in the future. A 'Lessons Learned' strategy has been developed to look at the variety of ways learning can take place.

## Challenges

The Council will continue to focus on up-skilling staff in the Multi Agency Safeguarding Policies and Procedures. The SAB partnership will work to develop a joint training offer around safeguarding to maximise learning opportunities for partners and share experiences, and to ensure that this learning translates into practice and positive changes within service provision. Challenges for the CCG include ensuring that concerns from providers are communicated appropriately and in a timely way. The Police focus will be to ensure that Barking & Dagenham is prepared to meet the new Mayor of London's priorities for policing as well as local needs and priorities. We plan to work with partners and the Home Office to meet the requirements of the Prevent Duty. The Board faces challenges and financial constraints around funding to undertake Safeguarding Adult Reviews.

### Priorities for the coming year

- Joint training opportunities.
- Learning from SARs.
- Embed learning to ensure positive changes within service provision.
- Focus on the Prevent agenda.

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

*"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."*

## Achievements and Successes

All organisations have worked to foster a learning and listening environment so that service user views are used to inform strategy and operational development. The Safeguarding Adults Review (SAR) committee, ensures that service users' views are central to investigation processes. A SAR process has been developed and piloted to guide the process of commissioning a SAR.

The CCG have worked to ensure that safeguarding adults is embedded, with the development and addition of safeguarding standards within contracts. A proactive approach has been taken to safeguarding by conducting quality and assurance monitoring visits to commissioned services along with the collection of feedback, from people at risk of abuse. Work has been undertaken to develop a Nursing Home Strategy as well as the gathering of information to measure levels of risk and monitoring within an early warning system.

All organisations are committed to ensuring staff are aware of their legal responsibilities around consent, the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS). The focus has been to strengthen the training opportunities available to staff which now includes empowerment, the person-centred approach and the national initiative of Making Safeguarding Personal. BHRUT have implemented an MCA & DoLS e-learning package to run alongside and bespoke MCA & DoLS practice seminars. The CQC provided positive feedback in the Inspection Report, June 2015 *"Consent, Mental Capacity Act 2005 and Deprivation of*

*Liberty Safeguards were well understood by the majority of staff and part of a patients plan of care*". BHRUT have developed a series of easy read information sheets to ensure people with learning disabilities who are accessing hospital services are prepared for their appointment, their possible stay in hospital and treatment. The Trust was a finalist at the National Patient Experience Awards in the Access to Information category for the development of the easy read information sheets.

The Metropolitan Police Service have now instigated the "Victim Right to Review" procedures. This means that all victims of adult safeguarding crimes along with their families and interested parties will be informed of a Police decision not to prosecute an individual, against whom an allegation has been made. This will allow victims the right to request a review into their investigation. The Victim's Code of Practice and Victim's Charter are both monitored and officers are held to account for compliance. The MPS remains committed to working in partnership to achieve the desired outcomes for individuals involved in safeguarding processes.

NELFT we are committed to involving patients and service users in all decisions regarding their care and treatment through the gaining of consent. Engagement with patients/service users about the outcomes they want is key. The Safeguarding Adults Team has introduced an audit which is in line with the principles of 'Making Safeguarding Personal'. The most recent findings show that in 100% of cases, consent is sought to raise a safeguarding alert. Raising awareness around domestic abuse, historical abuse and harmful practices amongst frontline staff also supports people to feel empowered to make decisions around safeguarding.

The National Probation Service (NPS) issues an Offender Survey twice yearly to gain offender's feedback on their views of the organisation. This feedback informs operational delivery plans and local commissioning arrangements. A policy has been developed to ensure exit interviews are taking place so that feedback and evaluation can be used to improve the services and support provided to offenders, victims and their families. Improvements are being made to the NPS case management system to more accurately record adult safeguarding concerns, so that services can be targeted and focussed based upon need and priority. National training has been developed and an e-learning module is available for all staff.

## Challenges

All partners of the board have agreed Making Safeguarding Personal as a priority over the next year and will be focusing on developing robust intelligence around this to inform strategy development. Work has also been undertaken to ensure individuals who are purchasing their own care and employing personal assistants understand their own vulnerabilities and are able to safeguard themselves. The council provides an accreditation scheme for inclusion on its PA's list which can be accessed by people looking for PA's. BHRUT will be implementing an 'audit of consent' at the point of making a safeguarding referral, to capture the views of the individuals who have been involved in the safeguarding process. Challenging areas for the NPS include enabling and encouraging staff to improve the recording of safeguarding concerns so that this can be used to influence local resource decisions and training and development.

### **Priorities for the coming year**

- Implementing the Making Safeguarding Personal agenda.
- Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLs) training opportunities and support to apply this to practice.

## **Support and representation for those in greatest need.**

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

## **Achievements and Successes**

1,363 safeguarding concerns have been raised to the Safeguarding team at the Council with 492 moved to a safeguarding enquiry. The recommendations and agreement outlined in Winterbourne Concordat is now captured within the Transforming Care Programme. The Council and the CCG have taken joint responsibility in ensuring the principles and outcomes are delivered. These are to discharge patients out of hospital when they are fit to leave, develop solutions to prevent admissions into hospital and ensure that patients receive good quality treatment.

A common theme across all partners over the last year is quality assurance. The Council have recently invited providers to tender for the opportunity to deliver Home Care and Crisis Intervention services in the borough. The tender process was undertaken to develop an approved list of providers, from which packages of care could be allocated. In terms of quality assurance, prospective providers were scored on questions that mirrored the Care Quality Commission's homecare standards and covered areas such as treating people with respect, involving people in decisions about their care, treatment that meets people's needs, caring for people safely, protecting people from harm, staffing and quality and sustainability of management.

Throughout 2015/16 a small team of four Social Workers in the Council's Adult Social Care Business Service Unit have worked to complete all social care reviews for residents of care homes and nursing homes, as well as following up all safeguarding referrals and undertaking safeguarding enquiries for residents of care and nursing homes. The social workers in this team have been allocated to specific local care homes and have built up excellent working relationships with providers enabling reviews to be undertaken more easily. This has increased participation in safeguarding enquiries, improved the quality of care being provided and reducing the risk of harm to people living in local care homes.

The Council's Quality Assurance Policy sets out the overarching principles and key processes that enable the Council to ensure that services offered to residents are of the highest quality. Central to the provision of high quality services in social care is the requirement of all services to have in place clear and robust safeguarding procedures as set out by the London Multi Agency Adult Safeguarding Policies and Procedures<sup>1</sup>, which the SAB has adopted. Protecting adults at risk is the business of everybody in Barking and Dagenham, including all organisations that work with adults at risk of abuse or neglect. Quality Assurance information is likely to be used in any Safeguarding investigations and information from these investigations will feed into future monitoring. The Councils Quality Assurance Team works closely with frontline social work teams, commissioning, health and other partner agencies to achieve the above.

The CCG has appointed a Designated Nurse – Adult Safeguarding to strengthen their commitment to adult safeguarding including MCA/DoLS and the Prevent Strategy. Effective review of provider policies and procedures relating to adult safeguarding and MCA/DoLS, has also been undertaken to provide assurance of effective, legal and robust responses to concerns. The CCG were recently assessed as having areas of good and outstanding practice following a safeguarding CQC “Deep Dive” inspection and areas of work were identified by the CQC as good practice. These will be shared with other commissioning services.

Within BHRUT a total number of 381 referrals were raised by Trust staff during 2015/16 which is consistent with the numbers referred in the previous year. Safeguarding referrals for self neglect have been received which demonstrates awareness amongst staff of the changes set out in the Care Act 2014. A further 52 referrals were received from external agencies raising concerns with regard to neglect whilst in our care. Where concerns are raised, an action plan is developed for the ward area involved. Further

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<sup>1</sup><http://londonadass.org.uk/safeguarding/review-of-the-pan-london-policy-and-procedures>

work to prevent and protect service users with learning disabilities from being admitted to hospital is the development of an “at risk” register to support people who require care and treatment in the community.

Within the Police a local ‘achieving best evidence suite’ is now fully operational allowing victims a safe and comfortable environment in which to speak confidentially and/or provide evidence to the Police. Police partnership working with local residential and nursing homes has recently led to successful investigations into incidents. Staff have been supported to make statements and attend court appearances. In addition front line Police Officers are now able to access Mental Health Triage staff and ‘Language Line’ facilities at the point of first contact with adults at risk. This enable’s effective evidence gathering at an earlier stage of the safeguarding process.

NELFT ensures that staff working within the organisation have access to the appropriate advice and guidance to enable them to raise safeguarding concerns and to keep the people at the centre of all decision making, including carers and relatives. Work has been undertaken to ensure that through training and awareness raising there is increased referrals to advocacy services including Independent Mental Capacity Advocates (IMCAS) and Independent Domestic Violence Advocates (IDVAS). Safeguarding enquiries increased in the last quarter of 2015 to 67 enquiries for Barking and Dagenham. Overall a total of approximately 600 safeguarding alerts were made by NELFT in 2015/16. Significant work has taken place around guidance for staff on identifying domestic abuse. Multi agency Risk Assessment Conference (MARAC) conferences across NELFT reported an increase of between 10-15% reporting of high risk cases of domestic violence. Ongoing analysis suggests that the increase is partly due to increased awareness.

Safeguarding Adults is included in the existing National Probation Service London Business Plan. A Safeguarding Adults ‘quick guide’ has been issued to all staff which reminds them of their responsibilities regarding safeguarding adults.

## Challenges

The Council will work to develop consistent safeguarding practice across all partner agencies and ensure that MCAs/DoLs is embedded into contracts and the new advocacy pathway is rolled out. The CCG faces challenges around ensuring that users of domiciliary care and personal assistants have access to the information and knowledge to keep themselves safe, as well as the collation of information and intelligence regarding providers. BHRUT have developed an Adult Safeguarding Trigger Checklist to



enhance the safeguarding procedures within the Emergency Department, and this will be reviewed to ensure it meet requirements. The National Probation Service are currently reviewing job descriptions and staff induction processes to ensure that they specifically include a responsibility towards adult safeguarding.

#### **Priorities for the coming year**

- Quality Assurance processes embedded.
- MCAs/DoLs embedded into contracts.
- New advocacy pathway implemented.
- Information for people employing PAs and carers.

# Prevention

8

**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."*

## Achievements and Successes

The Council and partners, along with support from the Learning and Development committee, has undertaken an iCare publicity campaign which includes leaflets, posters and an online presence. It is hoped that this will raise the profile of safeguarding, helping people to recognise potential safeguarding issues in the community and increase understanding of how to report these.



An action plan has been developed and agreed in response to the publishing of the London Multi Agency Adults Safeguarding Policies and Procedures. Safeguarding Adults Review committee leads on undertaking Safeguarding Adult Reviews and implementing learning and changes as a result of the findings. The Care Act 2014 states that a local authority must provide or arrange for services, facilities or resources to prevent, delay or reduce individuals' needs for care and support, or the needs for support of carers. As a result a local prevention framework has been developed and this promotes a strengths-based approach to assessing

needs and supporting people. The three guiding principles of the prevention framework are that it is only effective when individuals, communities and public services work together.

The CCG have been leading on the Transforming Care Programme (TCP), reviewing community resources to support effective transition from out-patient to community. Regular reports are provided to the Governing Body on high risk safeguarding and quality concerns within the local health economy.

BHRUT has been working alongside Victim Support to progress the Domestic Violence agenda. The provision of an Independent Domestic Violence Advisor has been secured through Victim Support and their role is to support both staff and victims dealing with domestic violence. An e-learning training module has also been developed.

Improved Police Officer awareness around safeguarding has led to a 28% increase in 'adults coming to notice' reports compared to the previous year. These can be raised when there are concerns that a person may have care and support needs and may be at risk of abuse or neglect. Front line reporting and investigating Police Officers have undertaken MAST (Mental Health Awareness and Safeguarding Training). This focused on the effect of Mental Health and ill health of young adults and in particular 'gang' behaviour.

NELFT staff have continued to undertake training to strengthen their understanding of their roles responsibilities in relation to safeguarding. Safeguarding training has been extended to cover domestic abuse and harmful practices. Following the Counter Terrorism and Security Bill (2015) Prevent training also became mandatory for all NELFT staff in July 2015. Following a merger of the safeguarding adults and children's team at NELFT there is a daily duty desk where frontline staff can directly access advice and guidance in relation to safeguarding concerns. This has further embedded the 'think family' approach and this early access to advice and interventions can prevent safeguarding concerns escalating. Staff are supported and encouraged to recognise where potential abuse may be taking place and service users are invited to voice any concerns or fears they may have, particularly in relation to the care they are receiving.

The National Probation Service work directly with offenders and the organisational focus is upon protection of the public and reducing the risk of further offending. In the past year there has been evidence of increased number of safeguarding referrals. This is linked to the delivery of mandatory safeguarding training for all staff, as well as identified local Safeguarding Adult 'champions'

who attend relevant multi agency meetings and support front line colleagues to identify safeguarding concerns. 'Making Safeguarding Personal' has been incorporated into training events, as well as work around modern slavery. The National Probation Service engage with Multi Agency Public Protection Arrangements (MAPPA), Multi Agency Risk Assessment Conference (MARAC) and offender management to support the prevention of abuse and neglect.

## Challenges

The CCG will continue to ensure that lessons learnt through Serious Incident reporting processes are shared, in order to reduce and manage safeguarding risks. NELFT have identified the further embedding of the Mental Capacity Act and Deprivation of Liberty Safeguards as a priority for the coming year. The challenge remains around transferring knowledge around the Mental Capacity Act (2005) into practice. The Council aims to raise community awareness around safeguarding. The iCare campaign will be evaluated and reviewed. A communications protocol has been developed and will be reviewed in the coming year. In addition the council is completing inspections of residential and nursing homes in conjunction with its CCG partners. The NPS are planning to undertake a review of local information sharing practice to ensure that decisions regarding the management of an offender fully incorporate a multi agency approach. This will assist in prioritising preventative measures that can be considered and implemented to ensure the ongoing safeguarding of the public and offenders.

### **Priorities for the coming year**

- Further embedding of MCAs/DoLs into practice.
- Increasing community awareness and confidence and how to report safeguarding concerns.

**Proportionate and 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.”*

## Achievements and Successes

The partnership is committed to ensuring that commissioners and service providers have safeguarding processes and practices in place that are proportionate to the circumstances and situation of each individual. Work has been undertaken by the Council to ensure that providers progress safeguarding and serious incidents, through contract monitoring and quality assurance processes. The Board has led on learning from Safeguarding Adult Reviews and this along with training is shared with providers where relevant.

The CCG have undertaken appropriate challenge of providers through reporting and analysis of safeguarding concerns and have supported them to improve in terms of quality and outcomes for users of services. The CCG have also developed processes for the early identification of emerging risks through an effective partnership approach to safeguarding concerns. A focus this year has been the work undertaken to improve the understanding of Deprivation of Liberty Safeguards (DoLS) and this has been shown through the rise in the number of DoLS authorisations raised in 2015/16.

The Police have implemented training to ensure that officers seek the views of vulnerable adults' involved in safeguarding process. This helps to manage risks around safeguarding and supports people to recognise when safeguarding issues arise.

NELFT staff work alongside patients, service users and their families to ensure that any interventions are proportionate to the level of risk. This is undertaken effectively through a multidisciplinary approach and through seeking specialist advice where appropriate. An identified success is the increase in appropriate application of the Deprivation of Liberty Safeguards (DoLS). There has been a significant increase in the number of authorised applications in community inpatient settings which indicates the impact of training, visibility of specialist safeguarding and the role of the dedicated DoLS administrator.

The National Probation Service has statutory responsibility to work with offenders. Delivery of interventions and protective measures are considered on a case by case basis to ensure proportionality. Learning from Domestic Homicide Reviews, serious case reviews, safeguarding adult reviews and other management reviews are shared. Multi agency forums such as MAPPA, MARAC and MASH are central for NPS to ensure proportionality and appropriate utilisation of resources across the cluster.

## Challenges

Over the coming year the Board will focus on embedding Making Safeguarding Personal into all safeguarding processes with the aim of ensuring that the individual's wishes and best interests are central to the safeguarding process. There are challenges around ensuring consistency across providers in response to safeguarding concerns. There will also be a focus on effective collection and analysis of data that can be used by the Board to ensure areas for improvement are acted upon and areas of good practice are identified. BHRUT will focus on the development and use of advocacy services to support patients. The Police are required to ensure proportionality with regard to their involvement against taking an action which is in the greater public interest. There is a need to gain trust of victims throughout the criminal justice process particularly when cases need to be taken to court. Challenges for the National Probation Service include enabling and encouraging staff to improve recording of safeguarding concerns. This will support the collection of more reliable performance information that can be used to influence decisions about local resources, service provisions and training.

### Priorities for the coming year

- Development of effective performance information for the Board.
- Embedding of Making Safeguarding Personal.

**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."*

## Achievements and Successes

The Safeguarding Adult Board is Care Act compliant and board processes are in place. All partners continue to work effectively on the safeguarding adults agenda and make linkages with the Local Safeguarding Children's Board, the Community Safety Partnership Board and the Health and Wellbeing Board.

The CCG continues to support the development of a Transforming Care Pathway Board and has been successful in listening to user feedback and implementing a system-wide approach to effective transition. The CCG also have in place effective integrated work-streams between internal child-protection and adult safeguarding functions.

The BHRUT Named Nurse for Safeguarding Adults works collaboratively with the borough Safeguarding Teams and the Trust's Joint Assessment Team to ensure that safeguarding concerns have been addressed and responded to appropriately. Members of external agencies from both the public and voluntary sector have been invited to attend the Safeguarding Adult and Learning Disability Champions Workshops. This has provided an opportunity to raise awareness amongst staff of the services available in the local community.

Barking & Dagenham Police have a unique working relationship with partnerships agencies through the dedicated Safeguarding Adults at Risk Investigator. Information is shared to assist in safeguarding processes and other joined up working includes conducting visits with mental health workers and social workers in order to support good communication and evidence gathering.

NELFT continues to embrace and engage in partnership working in order to ensure the effective safeguarding of not only patient and service users but the wider community. NELFT hosted a self neglect conference, which looked at the learning from a Safeguarding Adult Review and focussed on strengthening effective partnership working. The Prevent Lead and the Prevent Engagement Officers have worked together to implement training for the Safeguarding Team.

The Police continue to share the findings from Serious Further Offences, MAPPA Serious Case Reviews and other internal audits, where appropriate, with partners to strengthen learning.

## Challenges

There is a need to ensure that the SAB is funded by partners to carry out its statutory duties. Cost analysis of future safeguarding adult reviews will be undertaken to ensure that the funding agreements that are in place meet future requirements for the SAB. Challenges for the CCG includes continued support to the Performance and Assurance committee and the Transforming Care Pathway Board. The Police will be implementing a new IT system in 2018 and the challenge will be to ensure any updated requirements are identified early and incorporated into future models as safeguarding develops. The Probation Service are aiming to improve the tracking of safeguarding referrals in order to monitor outcomes of offenders and provide protection to victims.

### Priorities for the coming year

- Ensuring funding for the SAB's statutory duties.
- Continued partnership working to achieve the SAB's priorities.



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# Safeguarding Adult Reviews

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11

## Safeguarding Adult Review - RC

During 2015/16 the Safeguarding Adults Board undertook one Safeguarding Adult Review. An independent reviewer prepared a report based on information provided from Barking, Havering and Redbridge University Trust (BHRUT), Clinical Commissioning Group (CCG) (particularly the GP service), London Borough of Barking and Dagenham (LBBD) Commissioning Services, the Adult Social Care team, the service provider and the Speech and Language Therapy Service (SALT).

RC was a 61 year old man who was born in Dagenham. RC was supported by staff every day with his personal care, medication, meals and drinks. He had a number of health related difficulties which required consistent health and social care support, the most significant to his daily living and safety was the risk of choking when eating food, this is known as dysphagia. On 30 May 2015 RC choked on some food, an ambulance was called and he was taken to hospital. Despite extensive efforts to save him the decision was taken on 4 June 2015 to end the life sustaining medical interventions and RC died.

The scope of the SAR, set by the Safeguarding Adult Review Sub Group, was to consider:

- The extent to which the assessment of RC's health and social care needs was comprehensive and of sufficient depth
- The extent to which any specialist assessments were of sufficient depth, and contributed to the overall assessment
- Whether the assessments had been reviewed and updated in a timely fashion
- Whether assessments and reviews had considered issues of capacity, in any areas of RC's life, and whether the steps taken as a result of any judgements were sufficient
- The extent to which the care plan in place at the time of RC's death reflected the outcomes of assessments about RC's health and social care needs
- The extent to which the services commissioned by the local authority, provided by the Service Provider 1, were sufficient to meet RC's assessed needs

- Whether the transfer of provider in 2015 had ensured continuity of care for RC
- The extent to which any services delivered by the CLDT, whether by local authority staff, or NELFT staff, were sufficient to comprehensively assess RC's needs, and arrange and oversee appropriate care and treatment
- The extent to which particularly Primary Care and the Acute Trust, was able to meet RC's needs for care and treatment in the context of his disability.

As a result of the review a number of learning and development points were presented to the Safeguarding Adults Reviews sub group and the Safeguarding Adults Board in December 2015 and an action plan to address the above learning points was agreed by both Safeguarding Adults Review sub group and the SAB itself.

The full Safeguarding Adult review Report and the Executive Summary can be found at this link  
<http://careandsupport.lbbd.gov.uk/kb5/barkingdagenham/asch/advice.page?id=cGthvG2UuNE>

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# Learning and Development

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# 12

The Safeguarding Adults Board itself and colleagues from partner organisations have led and taken part in a number of learning and development opportunities over the last year.

Following a management review a hoarding learning event took place in March 2016. Around 50 people attended the event including colleagues from health, the Fire Service, Environmental Health officers, Housing officers, the Police and the Council. There were presentations from the independent reviewer on the case and also a representative from Hoarding UK. Attendees took part in workshops and used hoarding risk and audit tools to increase their knowledge and understanding of the issues facing hoarders. Positive feedback was received and actions were developed as a result of discussions.

A programme of multi agency training has been undertaken covering aspects of the Care Act and the Multi Agency Safeguarding Policies and Procedure in advance of their official launch on 1<sup>st</sup> April 2016. PREVENT training has also taken place and been offered across the SAB partnership.

A joint adults and children's safeguarding practitioners forum took place at which the fire service led some training around fire safety, managing fire risks and safeguarding.

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# Working with Healthwatch

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13

Healthwatch, Barking and Dagenham have worked in partnership with the Adult Safeguarding Board throughout the year and are a member of the Performance and Assurance Committee. The particular role of Healthwatch is to be the voice of patients and service users of Health and Social Care.

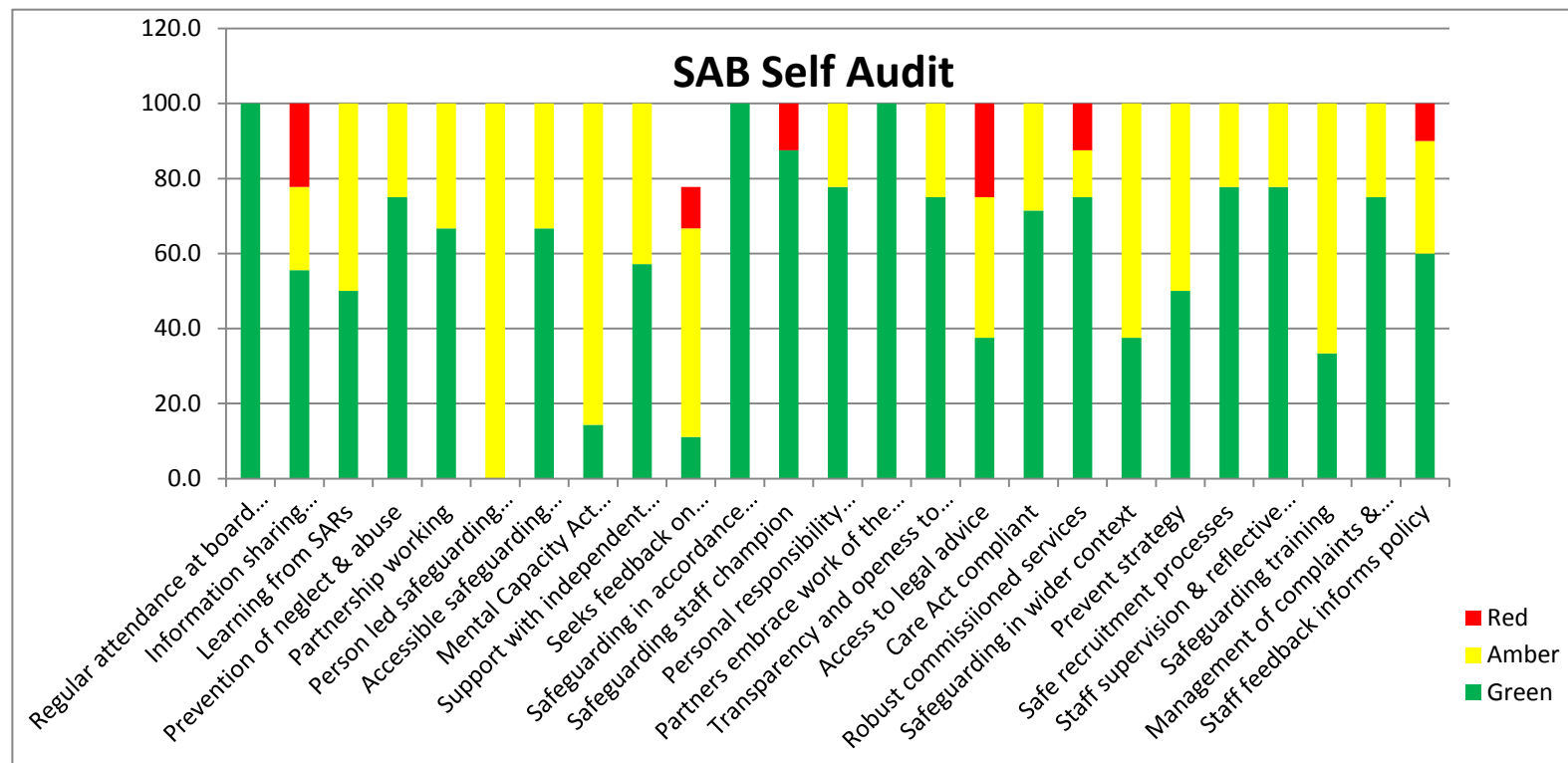
Healthwatch fully support the Board's priorities around Making Safeguarding

Personal and believe that people who are making the difficult journey through the safeguarding process should be empowered to make decisions and achieve outcomes that are important to them. Healthwatch is committed to ensuring that service users' views are central to improvements made to the safeguarding process, and are committed to working in partnership with the Board ensure this continues to happen.



## Safeguarding Adult Board Self Audit

As part of the Safeguarding Adults Board away day the Board participated in a self audit. The self audit looked at a number of areas as set out below and partners were required to 'score' themselves as red, amber or green. The results are set out below and these have been used by the board to develop priorities for 2016/17.



## Safeguarding Adult Board Priorities for 2016/17

The Safeguarding Adult Board priorities for 2016/17 are set out below. These will be incorporated into the SAB's 3 year strategic plan and sub group work plans.

- **Joint training opportunities.**
- **Learning from SARs.**
- **Embed learning to ensure positive changes within service provision.**
- **Focus on the Prevent agenda.**
- **Implement the making Safeguarding Personal agenda.**
- **Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLs) training opportunities and support to apply this to practice.**
- **Quality Assurance processes embedded.**
- **MCAs/DoLs embedded into contracts.**
- **New advocacy pathway implemented.**
- **Information for people employing PAs and carers.**
- **Further embedding of MCAs/DoLs into practice.**
- **Increasing community awareness and confidence and how to report safeguarding concerns.**
- **Development of effective performance information for the Board.**
- **Embedding of Making Safeguarding Personal.**
- **Ensuring funding for the SAB's statutory duties.**
- **Continued partnership working to achieve the SAB's priorities.**

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# Further Information About Safeguarding

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15

For further information about safeguarding and information about the Safeguarding Adults Board please use the following link

<https://www.lbbd.gov.uk/residents/health-and-social-care/adults-care-and-support/safeguarding-adults/safeguarding-adults-overview/>

## To report a safeguarding concern:

### Adult Social Care Intake and Access Team

020 8227 2915

[intaketeam@lbbd.gov.uk](mailto:intaketeam@lbbd.gov.uk)

### Out of Hours Emergency Social Work Duty Team

020 8594 8356

[intaketeam@lbbd.gov.uk](mailto:intaketeam@lbbd.gov.uk)

## In an emergency:

**Call 999 and ask for the Police**

Call 101 if you are worried but it is not an emergency.