

# Annual Report

## Barking and Dagenham Safeguarding Adults Board

April 2011 - March 2012



Barking & Dagenham  
Partnership

*"Barking and Dagenham Safeguarding Adults Board are committed to protecting the human and civil rights of adults at risk".*

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# The Vision

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# 1

In 2009 the Safeguarding Adults Board set out its strategic three year vision:

“By 2012 we will have implemented the first phase of our improvement plan alongside reacting fittingly to any changes which may emerge following the review of No Secrets and the Draft Pan London Safeguarding Procedures. We will also have embedded the broader safeguarding duties across the partnership around the ‘Deprivation of Liberty’, ‘Vetting and Barring Scheme’ and the IMCA work. We will also be effectively influencing the personalisation agenda ensuring that risk is being identified and effectively managed. We will have strengthened the capacity of the SAB governing infrastructure through the development of new subgroups. We will be able to provide auditable evidence of the quality of interventions provided by agencies and be able to evidence successful outcomes through new performance management systems. We will have strengthened joint working across the partnership through the strengthening of partnership protocols and agreements. We will be engaging with professionals and the wider community to cultivate a greater consensus around the importance of a co-ordinated community response to safeguarding concerns and finally we will be systematically consulting with our service users to ensure that what we deliver is working”.



*“Barking and Dagenham Safeguarding Adults Board are committed to protecting the human and civil rights of adults at risk”.*

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# Foreword

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# 2

2011 will be remembered as the year when abuse was exposed at Winterbourne View Hospital, and the year when public sector cuts took hold. The horror depicted in the BBC Panorama exposé of Winterbourne View Hospital catapulted the issue into the media spotlight and prompted us all to look again at how we work together to protect adults at risk.

This annual report demonstrates that despite the uncertainty that public sector cuts are bringing, we have continued to work together to minimise the impact upon our local safeguarding arrangements. In this report, you will find a vibrant and effective Partnership. The continued increase in the number of people contacting our services with concerns shows that the training, briefings, and publicity campaigns we have worked on are successfully heightening awareness and recognition across the Borough. We should also celebrate the progress that we have made in supporting service users to shape the perception of others, culminating in the production of the 'Say No to Abuse' Training Film, which is not only testament to the power of local service users voices, but also to what we can achieve when we all come together. I am proud of our achievements this year and look forward to continuing this progress in the coming year.

*Linda Reason*

Cllr. Linda Reason  
*Cabinet Member for  
Adult Services and Human  
Resources*



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# Introduction

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# 3

This is the annual report for the Barking and Dagenham Safeguarding Adults Board for April 2011 - March 2012. To help you understand our work we have put together a few pieces of information on what we do.

## What is the Barking and Dagenham Safeguarding Adults Board?

The Barking and Dagenham Safeguarding Adults Board brings together a variety of local statutory and voluntary organisations to lead and co-ordinate the local strategy to safeguard adults at risk from abuse and neglect. At these meetings, progress is reviewed and partners work together to raise concerns, discuss Borough-wide issues, and find opportunities to improve services for adults at risk of abuse and neglect. This includes working together to ensure that all services in Barking and Dagenham comply with safeguarding adult policies and procedures and raising awareness of the issue across the borough.

Its members include:

- Barking and Dagenham Mencap
- Barking and Dagenham Metropolitan Police
- Barking Havering and Redbridge University Hospital Trust
- Carers of Barking and Dagenham
- Care Quality Commission
- HUBB Mental Health User Group
- London Ambulance Service
- London Borough of Barking and Dagenham (LBBD) Adult and Community Services
- LBBD Children's Services
- LBBD Housing Services
- LBBD Legal Services
- London Fire Service
- London Probation
- NHS Outer North East London
- North East London Foundation Trust

## How does the Safeguarding Adults Board deliver the Strategic Action Plan?

There are three subgroups of the Safeguarding Adults Board. These include;

- Case Review Subgroup
- Training and Education Subgroup
- Performance Monitoring Subgroup

The subgroups meet quarterly and consist of representatives from the member agencies.

## What were the Board's Priorities?

The Safeguarding Adults Board priorities for 2011/12 included:

- Ensuring effective leadership and governance of all safeguarding adult processes and practice;
- Prevention - ensuring the co-ordinated protection and prevention of possible abuse;
- Responsive - ensuring a co-ordinated and effective response to abuse that we identify;
- Strengthening joint working and practice across agencies and the wider community;
- Identifying emerging good practice - to ensure continuous improvement.

## National developments

In the past year there have been a number of changes that have influenced the priorities of the Safeguarding Adults Board. The challenges and changes that we have faced include cuts in public sector spending, the Coalition Government's Big Society philosophy including a focus on localism, health service reforms, policing reforms, the Law Commission's review of Adult Social Care legislation in May 2011, followed a week later by the Government Statement on Adult Safeguarding.

The Board has worked hard to understand the impact of these national policy changes for the communities of Barking and Dagenham. We are striving to lead the borough to take advantage of the opportunities these changes present and minimise the risks. A summary of the Board's achievements of the past year and its future aims are contained in the following pages.

## Regional developments

2011 saw the publication of *Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse*. This policy and procedure, led by the Joint Improvement Partnership and the Social Care Institute of Excellence (SCIE), represented three years' work and demonstrates a commitment across London to improve consistency and quality of responses. Barking and Dagenham contributed to the development of this milestone document through involvement on the Pan-London Adult Safeguarding Editorial Board.

# Achievements

## 4

### 1. Ensuring effective leadership and governance of all safeguarding adult processes and practice

Linking with the Shadow Health and Wellbeing Board

Health and Wellbeing Boards are a key part of the Government's plans to modernise the NHS. Barking and Dagenham were chosen as an early implementer of shadow Health and Wellbeing Boards; as such throughout 2011 the Safeguarding Adults Board has worked to establish early strategic links with the shadow Board.

Protecting strategic posts in NHS Commissioning arrangement

As part of the Government's NHS reforms the local NHS commissioning arrangement has been significantly reorganised. Throughout this restructure the Board has lobbied to ensure that the potential safeguarding adult repercussions are minimised locally, particularly in relation to protecting the dedicated strategic posts within the local NHS commissioning arrangement that have already proven so beneficial to the Partnership.

Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse

In April 2011, the Council launched local guidance to support implementation of the new London wide procedures. In the weeks running up to the launch, briefings were provided to relevant teams across the Partnership to facilitate a smooth transition to the new ways of working. The Borough also led on the North East London regional launch, which was marked by a joint press launch.

Six month review of Implementation

In October 2011, two workshops were held with adult social care managers and representatives from mental health to review implementation of the 'Protecting Adults at Risk: London multi-agency policy and procedures to safeguard adults from abuse'.

Barking, Havering & Redbridge University Hospital Trust

The Trust's Adult Safeguarding policy was updated in line with NHS Litigation Authority and 'Protecting Adults at Risk: London multi-agency policy and procedures to safeguard adults from abuse'.

The Trust worked across the region to develop a universal alert form. A process of Visible Leadership Days was also introduced to ensure that practice on each of the wards was as it should be - this included a specific focus upon safeguarding.

The Trust also established a Pressure Ulcer database, which was populated by ward sisters on a weekly basis to facilitate analysis and monitoring across the hospital.



Safeguarding Adult Board Business Planning Day

In October 2011, the Safeguarding Adult Board hosted its Annual Business Planning Day where it set its priorities for 2012/13. The session involved an interactive walk through of relevant government policy and local achievements (pictured).

Consultation on Deprivation of Liberty Safeguards

A Department of Health Consultation on options for funding of the Deprivation of Liberty Safeguards functions took place in October 2011. A response to the Consultation was submitted by the Partnership.

London Fire Brigade Safeguarding Adults at Risk Policy

In April 2011, the London Fire Brigade published a Safeguarding Adults At Risk policy. It set out the role of the fire service in safeguarding adults and established alerting protocols for each Borough.

NHS Outer North East London

In 2011, NHS Outer North East London published their revised Safeguarding Adults Policy on their website and led on the Department of Health Safeguarding Adults Self-Assessment for health care services operating in the region.

North East London Foundation Trust (NELFT)

In 2011, North East London Foundation Trust commissioned Deloitte to audit the organisational Safeguarding Adults Policies and Procedure. Following the audit, North East London Foundation Trust developed an action plan to move the organisation forward.

The Named Nurse for Safeguarding Adults set up quarterly Adult Safeguarding Group Supervision for various Health staff within the Community Learning Disability Team as well as a link-worker network for practitioners to share learning and disseminate information. This forum meets monthly and reports to the NELFT Safeguarding Adults Operational Group.

A Safeguarding Adults Managers Forum was established for North East London Foundation Trust's community health services and mental health services to facilitate communication with the local authority Safeguarding Adults Team. This forum has enabled direct feedback on implementation of the Government's *Protecting adults at risk: London multi-agency policy and procedures to safeguard adults at risk from abuse and neglect*.

A 'Self-neglect Check List' was also developed and rolled out to North East London Foundation Trust staff in 2011, to guide professionals in cases where the patient self-neglect is having a significant effect on their health.

Joint Strategic  
Needs Assessment  
2011

Safeguarding Adults data was included within the 2011 Joint Strategic Needs Assessment for Barking and Dagenham. This has enabled safeguarding priorities to become embedded within future commissioning plans across health and social care.



Regional Launch of 'Protecting Adults At Risk; London multi-agency policy and procedures to safeguard adults from abuse' April 2011



Safeguarding Adults Board Business Planning Day October 2011

*"Barking and Dagenham Safeguarding Adults Board are committed to protecting the human and civil rights of adults at risk".*

## 2. Prevention - Ensuring the co-ordinated protection and prevention of possible abuse

North East London Foundation Trust Safeguarding Adults Day

North East London Foundation Trust hosted a Safeguarding Adults Day in October 2011. The one-day workshop focussed on the issue of disability related harassment in the light of the MENCAP 'Stand By Me' Campaign. Speakers included Barking and Dagenham Metropolitan Police Service, the council's Safeguarding Adults Team, Victim Support, and NHS Commissioners.

Deprivation of Liberty Safeguards Learning Event for Health professionals

The local authority and local NHS continued to raise awareness of the Deprivation of Liberty Safeguards, which are seen as a preventative safeguard for individuals who lack capacity to make decisions around the provision of care they receive while in hospital or a care home setting, through a programme of training with local managing authorities.

Requests for Deprivation of Liberty Safeguard authorisations have been very low from health settings. In order to increase awareness the Safeguarding Adults Board delivered a learning event at Queens Hospital in Spring 2011 for professionals from across the health sector to further raise awareness of the Deprivation of Liberty Safeguards.

Care Quality Commission inspections at Queens and King George hospitals

In late 2010, the Care Quality Commission raised concerns in relation to Maternity, Accident and Emergency, discharge planning, pressure ulcer care, dignity and nutrition, staffing training, and appraisals and resuscitation at Queens Hospital and King George. The Care Quality Commission continued to carry out responsive reviews in 2011 to review progress. The Safeguarding Adults Board monitored the situation at both hospitals through regular updates from both the Trust and the Care Quality Commission.

Safeguarding Adult Training for Police

In April 2011, the local authority worked in partnership with the Police to deliver safeguarding adult training to police officers working within the Community Safety Unit (Domestic Violence & Hate Crime) and the Sapphire Unit (Sexual Violence).

World Elder Abuse Awareness Day June 2011

A public information stall was held on June 15 2011 at the Barking Learning Centre to raise awareness of Elder Abuse across the local community. The information stall was staffed by representatives from the Council, the Police and North East London Community Health Services.

Carers of Barking and Dagenham 'Take a Break' project	In 2011, the 'Take a Break' project was launched by Carers of Barking and Dagenham. The project works with carers to reduce carer stress with an aim to prevent and reduce incidents of carer abuse.
Barking, Havering & Redbridge University Hospital Trust	Throughout 2011 the named nurse for safeguarding adults at Barking, Havering & Redbridge University Hospital Trust delivered a programme of safeguarding adults training to nurses, care assistants, consultants, and junior doctors. The Mental Health Liaison Nurse delivered a similar programme on mental capacity training.
HUBB Independent Mental Capacity Act Training	In April 2011, HUBB delivered training to staff in the home to improve understanding around the Mental Capacity Act and the role of Independent Mental Capacity Advocates. In addition, HUBB regularly distributed flyers to residential and nursing homes across the Borough to offer free Mental Capacity Act/Deprivation of Liberty Safeguards Training.
NHS ONEL Performance Monitoring	An NHS ONEL Contracting quality safety and safeguarding committee was established in January 2012 to examine issues that arise in care-giving. Chaired by the Assistant Director of out-of-hospital care at NHS ONEL, it reports into the NHS ONEL Quality and Safety Committee.
London Ambulance Service	Following a review by the Central LAS Safeguarding Improvement team in January 2011, an action plan was developed to address areas for further work.
Prevention of extremism	During 2011, the Council's Prevent Co-ordinator worked alongside the Safeguarding Adults Team to identify the cross-cutting aspects of the Prevent Agenda including consultation in relation to the development of the local Prevent Strategy.
Mental Health Opportunities Forum	In May 2011, the Safeguarding Adults Board held a Safeguarding Adults Awareness session with members of the Mental Health led Opportunities Forum, professionals from the Job Centre Plus and mental health professionals.
'Why victims don't leave' Conference	In May 2011, the Safeguarding Adult Board hosted a conference for multi-agency staff to explore the long standing question of why victims, particularly adults at risk, find it difficult to leave abusive relationships. It was felt that this was a particularly important dialogue to have with staff because it may be a barrier for

'Why victims don't leave' Conference continued...

professionals escalating safeguarding adult concerns. The key note address was given by the widely acclaimed psychotherapist Zoe Lodrick (pictured) who specialises in victim trauma. Attended by over fifty professionals from across the Partnership, the conference evaluations were very positive.

Adult Social Care Apprentices

In June 2011, Safeguarding Adults training was delivered to the new intake of Adult Social Care Apprentices.

Town Show - July 2011

Once again the Safeguarding Adults Board hosted a public information show over the weekend of the Dagenham Town Show (pictured). Local authority staff were joined by service users from the learning disability Community Safety group and over six hundred leaflets were distributed to members of the public. As a result of conversations with the public, four direct disclosures were made which resulted in investigations.

Commissioning

Safeguarding Adults aspects of commissioning and contracting have been improved in 2011 through improved systems of information sharing between the two service areas.



Town Show  
July 2011



Deprivation of Liberty  
Safeguard Conference at  
Queens Hospital  
July 2011



'Why Victims Don't Leave'  
Conference  
May 2011

### 3. Responsive - Ensuring a co-ordinated and effective response to abuse that we identify

Barking, Havering and Redbridge University Hospital Trust

In 2011, Barking, Havering and Redbridge University Hospital Trust increased the capacity of its safeguarding team to include a new Named Nurse, Safeguarding Adults who came into the post on the 6<sup>th</sup> February 2012, additional administrative support, and a Named Doctor working 3 sessions per week.

In March 2012, the inaugural Learning Disability Sub-Committee meeting was held. The purpose of the committee is to review and implement work identified by the Learning Disability Committee for learning disability patients in order that the Trust meets its statutory obligations and demonstrates best practice and to ensure there is a multi-disciplinary approach to learning disability within the Trust.

Performance Monitoring Quality Assurance Workshop

On 1<sup>st</sup> July 2011, the Board's Performance Monitoring Subgroup hosted a workshop to examine the outcomes identified in the May 2011 Statement of Government policy on Adult Safeguarding with the aim of developing a multi-agency data set to support the Board to monitor performance across the Partnership

Multi Agency Risk Assessment Conference (MARAC)

During 2011, Safeguarding Adults processes were further embedded into the Multi-Agency Risk Assessment Conference for high risk victims of domestic and sexual violence. Initial concerns around duplication arising from the integration of Safeguarding Adults within MARAC arrangements were resolved through communication with the original developers of the MARAC model in Cardiff.

#### 4. Strengthening joint working and practice across agencies and the wider community

##### White Ribbon Day

A Safeguarding Adults presentation was given at the White Ribbon Day in November 2011. The presentation focussed upon the particular types of domestic abuse faced by adults at risk and the associated services available in such cases. The half day targeted staff from Housing Services and was attended by over 70 staff from across the service.

##### iCare campaign

During 2011 the partnership continued to promote safeguarding adults through its successful 'iCare' campaign. This included a Christmas Campaign to raise awareness of 'Adults At Risk' in the community over the Christmas break. The poster was more explicit than previously, following feedback from members of the public that images used on the posters should be more direct. The poster was launched on the council's Facebook page and also within the local newspaper.

##### Safeguarding Adult Awareness sessions with adults with learning disabilities

Throughout 2011 the Safeguarding Adults Board worked in partnership with the Barking and Dagenham Adult College to deliver a series of 'Healthy relationship' training sessions for students with learning disabilities. The interactive and accessible sessions were designed to increase awareness of the different types of abuse and neglect that adults with learning disabilities are likely to face and to empower the group to recognise and report abuse that they may witness or experience.

##### Carers Advanced Directives and Lasting Power of Attorney Workshop

In April 2011, Carers of Barking and Dagenham hosted a workshop for carers where a solicitor specialising in advanced directives and lasting power of attorney provided information on the safeguards in place to support safe decision making and financial and management for individuals lacking capacity.

##### Speech and Language Therapy issue

In 2011 concerns escalated to NHS ONEL and BHRUT in relation to the potential impact of a lack of availability of Speech and Language Therapy was reviewed and addressed through the NHS ONELs commissioning cycle.

##### 'At a Glance' Policy Summary

In October 2011, the Safeguarding Adults Board developed an 'At a Glance' Policy summary of all of the recent policy, guidance and legislation which has emerged around safeguarding adults.

Learning Disability Awareness Week - Hate Crime

In June 2011, an awareness event for service users was held at the Adult College to mark Learning Disability Awareness Week (pictured). The event was attended by over fifty service users, carers and professionals. The theme of the event, in line with the national MENCAP 'Stand by Me' campaign, was disability hate crime. The event included presentations by the police and the council on Safeguarding Adults and Hate Crime, together with a presentation on incidents of hate crime on the bus and rail network by the Safer Transport Police. Attendees were also encouraged to test out the local easy read hate crime reporting forms and gather information and community safety items such as purse bells, PVC door alarms and easy read literature.

Distribution of 'Safe Cans' by the local police

In spring 2011, the 'Message in a bottle' scheme was launched by the police and the local 'Lions Club'. The scheme encouraged adults at risk to use the canisters to store information about their emergency medical and care needs in a common location (the fridge) to enable emergency services to quickly ascertain the needs of individuals.

Review of joint induction training

The Training and Education Subgroup led on the review of the joint council and North East London Foundation Trust Safeguarding training. This innovative programme includes induction in relation to safeguarding adults at risk and children alongside the cross cutting issue of domestic abuse.

Learning disability and Carers Community Safety Group

Throughout 2011 the safeguarding adult partnership worked with the 'Learning Disability and Carers Community Safety Group' to deliver a number of initiatives;

- The development of a voluntary 'adult at risk' database, which can be used by the partnership to target resources and ensure effective communication of safety messages.
- Supporting the provision of challenging behaviour training for carers supporting adults at risk
- Facilitating London Fire Service free smoke alarm and fire safety checks with local adults with learning disabilities
- Improved representation of individuals with learning disabilities upon local safer neighbourhood ward panels
- Distribution of purse bells and personal alarms to repeat vulnerable victims of crime
- Facilitation of registration of service users mobile phones with the police



Partnership with  
Silvernet Older  
peoples Forum

A Safeguarding Adults Session was held on the 7<sup>th</sup> December with members of Silvernet, the new Barking and Dagenham Forum for Older People.



Learning Disability Awareness Week - Hate Crime  
June 2011



*“Barking and Dagenham Safeguarding Adults Board are committed to protecting the human and civil rights of adults at risk”.*

## 5. Identifying emerging good practice to ensure continuous improvement

Regional Chairs meeting	Throughout 2011 the independent chair of the Safeguarding Adults Board met regularly with the chairs of neighbouring borough Safeguarding Adult Boards to explore opportunities for joint work and to consider broader implications of policy, legislation and cuts.
Maternity project (NHS ONEL and BHRUT)	A Maternity project led by NHS ONEL was launched in April 2011 to address inequalities for parents with learning disabilities. The aim of the project being to develop commissioning intentions to support parents with learning disabilities from the perinatal period up to the child's second birthday. The project includes staff education, accessible user information, use of a screening tool, improved communication pathways with specialist agencies such as MENCAP. The project reported progress to the Barking and Dagenham Learning Disability Partnership Board.
Community Safety Partnership Murder Review	In 2011 the Community Safety Partnership came together to review the murder of a man in Barking and Dagenham. While the case did not initially meet the threshold of a local Serious Case Review, it was felt that it would be beneficial to examine the details of the case to identify wider lessons for local agencies
Transformation of Adult Social Care	Throughout 2011/12 Adult Social Care continued its program of transformation. This transformation provided an opportunity to agree designated roles and responsibilities for Safeguarding Adult Managers (SAMs). An integral part of the transformation was the 'Putting People First Training Programme' to all social care staff. This programme included a dedicated safeguarding adult module, developed in partnership with the Safeguarding Adults Team.
Mental Capacity Act Training Refresher	Following the auditing of safeguarding adult cases Mental Capacity Act awareness emerged as an area of inconsistent practice. Therefore, between April 2011 and June 2011, Steven Chamberlain, the Department of Health Lead for Mental Capacity and Safeguarding, was commissioned to deliver refresher training to all Adult Social Care Teams. Since this training audits have demonstrated an improved application of this key piece of legislation.
Case Review Subgroup review of large scale investigations	Throughout 2011 the Case Review Subgroup reviewed four large scale investigations in order to identify lessons to be learned.

Recruitment of Training Co-ordinator for the Board	In August 2011, the Safeguarding Adults Board Training Co-ordinator was recruited. This is a joint post funded through contributions from Barking and Dagenham Metropolitan Police, the council and North East London Foundation Trust.
Safety Express	During 2011 Barking, Havering and Redbridge University Hospital Trust engaged in the Safety Express programme in conjunction with relevant local partners. This is part of the Quality, Innovation, Productivity and Prevention agenda (QIPP) and includes monitoring the levels of safety with regard to key indicators including pressure ulcers, falls, catheter associated urinary tract infections and Venous Thrombo-Embolicism and this gauges the level of safety against a 'thermometer'. Part of the programme includes Audits on a monthly basis as part of the monitoring process.
The 'Say No to Abuse' Film	<p>The Training and Education Subgroup concentrated in 2011 on the development of a film, acted by local adults with learning disabilities, which could be used during training sessions with staff and service users alike to highlight the types of abuse and neglect affecting adults at risk in Barking and Dagenham.</p> <p>Following 12 months of production alongside the Walthamstow Amateur Cinevideo Club the film was launched in March 2012 at Eastbury Manor. The stars of the film arrived in a Limousine, kindly donated by Twinwheels Limousines, receiving a red carpet welcome from the 80 attendees. Everyone then watched a preview of the film followed by an Oscar style awards ceremony, with awards presented by the then Worshipful the Mayor of the London Borough of Barking and Dagenham Councillor Milton McKenzie OBE and Inspector Richard Thomas from Barking and Dagenham Metropolitan Police. The party then continued until 10pm with a 'Sharkies' Disco in the Great Hall. A Training Resource was also developed to accompany the film.</p>
Age UK National Conference	In May 2011, Barking and Dagenham were invited to speak about the work that the partnership had done with the voluntary sector and the community to raise the profile of safeguarding adults at the Age UK National Conference.
MPS Safeguarding Adult at Risk Steering Group	In 2011 Barking and Dagenham joined the Metropolitan Police Service Safeguarding Adult at Risk Steering Group, held at Scotland Yard. The group is a partnership consultation mechanism for the Metropolitan Police in delivering their work around adults at risk.

Havering Care Association Annual Conference

Barking and Dagenham Council addressed the Havering Care Association Conference at the City Pavilion in October 2011 on the recent policy changes in Safeguarding Adults and the role of Care Homes within the new 'Protecting Adults at Risk: London Multi-agency Policy and Procedures to Safeguard Adults from Abuse'.

Reflection upon Winterbourne View Hospital

Following the May 2011 Panorama expose of the abuse and neglect of individuals with learning disabilities at Winterbourne View hospital in Bristol, concerns were raised across the country around how authorities manage their 'out of borough' placements. While, Barking and Dagenham residents had not been placed at Winterbourne, or indeed any of the Castlebeck managed facilities, locally the local authority and health commissioners reviewed their policies to ensure that out of borough placements were in receipt of regular reviews.

In October 2011, the board business planning day included a fictional scenario, based upon the incidents at Winterbourne View Hospital, so that members could consider whether local policy and procedures would successfully mitigate the risk of a similar event occurring in Barking and Dagenham.

Carers of Barking and Dagenham

In April 2011, Carers of Barking and Dagenham secured lottery funding to develop an innovative volunteering project to offer practical support to carers across the borough.

Over the summer Carers of Barking and Dagenham also worked with the Princess Royal Trust to train local trainers to deliver personalisation awareness training to carers in the borough

Rix Centre 'Klik-in' Project

Barking and Dagenham joined the Rix Centre 'Klik-in' Project. The Rix Centre is based at the University of East London and is a charitable research & development organisation specialising in using new media technology to improve the lives of people who have learning disabilities. Having been awarded European Funding to research how service users with a learning disability may benefit from gaining skills in developing an 'About Me' website to support social inclusion a group of local service users were trained in March 2011 and continue to spread the skills they have learned across their networks.

Launch of the 'Say No to Abuse' Film - March 2012

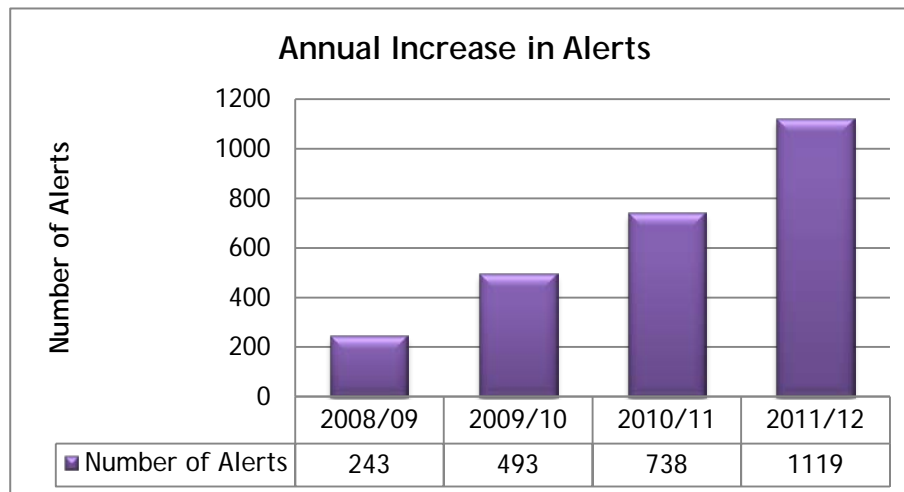


*"Barking and Dagenham Safeguarding Adults Board are committed to protecting the human and civil rights of adults at risk".*

# Performance

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In 2011/12, we received a record level of Safeguarding Adults alerts, suggesting that we are effectively increasing identification of abuse and neglect.



This was an increase of 52% from 2010/11 levels.

Outcomes of Safeguarding Adults investigations:

- 34% Substantiated
- 12% Partly Substantiated
- 50% Not Substantiated
- 4% Inconclusive

In 2011/12 the three common perpetrator groups were...

- Family Members 23%
- Care Staff 18%
- Partners 16%

There was an increase in alerts from the police, suggesting that our partnership work is continuing to improve.

## Outcomes from Safeguarding Investigations

Below are some examples of cases which have been investigated by the partnership:

### Domiciliary Care Agency

In April 2012, multiple allegations of financial abuse by staff at a domiciliary care agency were substantiated. A carer was charged with theft from a cash-point and went on trial in May 2012.

### Care Home

In May 2011, the partnership carried out an investigation into a care home in Dagenham, following concerns raised by families, health and social care professionals and an anonymous whistle-blower that management oversight at the home was poor. The investigation substantiated the allegations and in particular found that poor supervision had led to one resident being assaulted by another resident. As a result of the investigation, a temporary embargo was put in place until an improvement plan had been implemented.

### Nursing Home

In July 2011 Community Health Service staff raised serious failures in relation to pressure sore management; dressing applications; catheter management; infection control; personal care; pain management and nutrition/dehydration at a Nursing home in Dagenham. A full investigation followed and institutional neglect was substantiated. An embargo was issued by health and social care commissioners while an improvement plan was implemented.

### Registered Nurse within a Care home in Barking and Dagenham

A police investigation revealed that two carers had witnessed a nurse place objects in a dementia patient's mouth to prevent her shouting. The nurse has had her licence to practice temporarily suspended by the Nursing and Midwifery Council and went to criminal trial in May 2012 on 2 charges of common assault against a vulnerable adult.

### Informal carer financial abuse

An informal carer stole £5000 from a man using his bank card without his knowledge. The carer was arrested and admitted stealing. He awaits trial.

### Targeted Burglaries

An individual was convicted of multiple burglary artifice offences (bogus callers) against elderly victims, including one in this Borough, and sentenced to ten years imprisonment.

### Disability Harassment

Two young people aged 12 and 17, were found guilty of the Robbery of an individual with Aspergers Syndrome, who they had deliberately targeted because of his disability. They were ordered to pay £100 compensation to the victim and pay £50 costs.

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# Equality & Diversity 6

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Central to Safeguarding Adults work are the concepts of dignity, respect, equality, and fairness. The Safeguarding Adults Board Strategy and Action Plan acknowledged that some individuals are more likely to be abused than others and less likely to be able to protect themselves against significant harm or exploitation.

Quite often the circumstances of these individuals are compounded by the presence of wider equality considerations such as sexuality, age, faith, gender, and ethnicity.

The strategy continues to have a positive impact upon reducing the inequalities faced by vulnerable adults by providing them with increased access to support and the level of protection available.

Through implementation of this strategy we have collectively been able to improve the quality of their lives by supporting them to live free from abuse and harm.





# Board Priorities 2012/15 7

The Safeguarding Adults Board adopted the strategic objectives set out within the Government Statement issued in May 2011. These include:

<b>Empowerment</b>	Presumption of person led decisions and informed consent.
<b>Protection</b>	Support and representation for those in greatest need
<b>Prevention</b>	It is better to take action before harm occurs
<b>Proportionality</b>	Proportionate and least intrusive response appropriate to the risk presented
<b>Partnership</b>	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Priority actions for 2012/15 include:

## Policy and Procedures

- Self Neglect Strategy
- Large Scale Investigation Protocol
- SAB Whistle blowing concordat

## Campaigns

- Advice leaflet for friends/ family of Adults at Risk
- ICare 2
- Working with Mothers with Learning disabilities subject to child protection.

## New Partnerships

- Roundtable in relation to Disability Hate Crime
- Roundtable with Faith Groups

- Forge links with the Health and Safety executive

### Support

- Post abuse peer support group
- Staff Quarterly Bulletin

### Training

- Training for Fire Service

# Board Membership 8

## Barking and Dagenham Mencap & PACT

**Joy Palmer**

Director

## Barking and Dagenham Metropolitan Police

**Philip Howarth**

Detective Chief Inspector

## Barking, Havering and Redbridge University Hospital Trust

**Deborah Wheeler**

Director of Nursing

## Care Quality Commission

**Margaret McGlynn**

Local Area Manager

## Carers of Barking and Dagenham

**Lorraine Goldberg**

Director

## Elected Member

**Cllr Linda Reason**

Portfolio Holder for Adult Services and Human Resources

## HUBB

**Jenny Gray**

Director

## Independent Chair

**Natasha Bishopp** (\*until January 2012)

**Deborah Klee** (\*from June 2012)

## London Ambulance Service

**Paul Gibson**

Safeguarding Representative

## London Borough of Barking and Dagenham

### Adult and Community Services

**Anne Bristow**

Corporate Director of Adult and Community Services

**Bruce Morris**

Divisional Director Adult Social Care (Chair of Case Review Subgroup)

**Glynis Rogers**

Divisional Director Community Safety and Public Protection

**Dr Karen Ahmed**

Divisional Director Adult Commissioning

**Mark Tyson**

Group Manager Service Support and Improvement (Chair of Performance Monitoring Subgroup)

### Children's Services

**Chris Martin**

Divisional Director of Children's Complex Needs and Social Care

### Housing Services

**Ken Jones**

Divisional Director Housing Strategy

### London Fire Service

**Chris Daly**

Borough Commander

### London Probation Trust

**Lucy Satchell-Day**

ACO - Barking and Dagenham and Havering LDU

NHS North East London and the City  
**Helen Davenport**  
 Deputy Director Safeguarding

North East London Foundation Trust -  
 Community Health Services  
**Jacqui Kavanagh**  
 Head of Nursing  
 (Chair of Training and Education Subgroup)

North East London Foundation Trust -  
 Community Health Services  
**Jacquie Van Rossum**  
 Managing Director

North East London Foundation Trust -  
 Mental Health Services  
**David Horne**  
 Operations Director Mental Health

### Advisors

Barking, Havering and Redbridge  
 University Hospital Trust  
**Dr Kantha Niranjana**  
 Safeguarding Adults Clinical Lead

London Borough of Barking and  
 Dagenham  
 Legal Services  
**Shahnaz Patel**  
 Senior Solicitor Safeguarding

London Borough of Barking and  
 Dagenham  
 Adult and Community Services  
**Helen Oliver**  
 Group Manager Safeguarding Adults

NHS North East London and the City  
**Julie Dalphinis**  
 Strategic Implementation Lead  
 Safeguarding Adults

# Training

## 9

The Safeguarding Adults Board continued to fulfil its training function across the Partnership throughout 2011/12 with 792 members of staff trained between April 2011 and March 2012 (Appendix 1).

The Board's training capacity was also enhanced through the recruitment of a Partnership appointment of Training Co-ordinator for the Sub-group, who set about developing the systems to deliver the SAB Training Strategy.

Delegate feedback from sessions includes:

Very informative and helpful to know how to report abuse and what to do when it occurs.

I am able to understand how abuse is perpetrated in all kinds of circumstances and how the elderly are targeted so much more shocking.

Clear concise and easily understandable.

Yes I would recommend the training to other organisations - the best training I have been on.

Highlighting the range of abuse and importance of referral forms, having as much detail as possible.

I learned all about the process of when an alert is made through to the final stage.

I learned about different types of abuse, how to write a report and how important safeguarding is.

All those working with service users should have the training.

## Appendix 1: Training breakdown

Subject	Date	Total Attendees
Children Trust Joint Induction (Safeguarding Adults; Children and Domestic Violence)	May 2011 Sept 2011 Nov 2011	20 LBBD
Putting People First - Module 6 - Safeguarding Adults and Risk Management (Advanced)	09.05.2011 10.05.2011 21.07.2011 23.09.2011	34
Mental Capacity Act Training for Social Workers Refresher (Steve Chamberlain)	13.04.2011 14.04.2011 13.05.2011 16.05.2011 26.05.2011	93
SA Procedures	01.04.2011	30
Awareness Recognition and Referral	12.10.2011 04.11.2011 02.12.2011 07.03.2012 14.03.2012 23.02.2012	100
Practitioners Forum	06:04:2011	30
Deprivation of Liberty	25.10.2011 15.11.2011 07.12.2011	41
Business planning day	14.10.2012	26
White Ribbon Day - Safeguarding Adults at Risk from Domestic Abuse	25.11.2012	75
Why Victims Don't Leave	24.05.2011	56
Healthy Relationships & Safeguarding	25.11.2011	13
Safeguarding Adults and Children: Housing	15.12.2011 16.12.2011 17.02.2012 01.03.2012	56
Protection of property	25.11.2011	06
Investigators Training Part 1 & Part 2	June 2011	30
NELFT-MCA/DOLS	6 session	50
NELFT-Safeguarding LD & Hate crime	1 Session	25
NELFT-Additional Safeguarding	4 session	50
NELFT-Adult safeguarding	7 session	91