

# Annual Report

## Barking and Dagenham Safeguarding Adults Board

April 2012 - March 2013



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# Contents

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	SECTION
Foreword	1
Introduction	2
Achievements	3
Statistics	4
Equality and Diversity	5
Board Membership	6
Training	7
Plans for the Future	8



## Independent Chair

Deborah Kleeé

“The Barking and Dagenham Safeguarding Adults Board has had another successful year as the partnership has worked together on a number of initiatives, raising the awareness and profile of adult safeguarding and involving people who use services.

It has been a year of austerity, with reduced public spending and one of change. The clinical commissioning group (CCG) has taken over responsibility for commissioning from the Primary Care Trust (PCT), the local authority is now responsible for Public Health, Healthwatch has replaced LINKs, responsibility for Deprivation of Liberties (DOLs) has transferred to the local authority and the Health and Wellbeing Board became fully functional after a year in shadow form. Agencies represented on the Board have been working towards the smooth transition of these changes, which, came into effect on 1<sup>st</sup> April 2013. It is clear from this annual report that these challenges have not impeded the work of the Board.

The Board has been improving practice as a result of learning from local and national reviews. A protocol was developed to respond to cases of self-neglect following learning from a number of complex cases, including a case where there was a fatal fire involving an individual who hoarded.

The Winterbourne View, serious case review shocked the Board, as the cruel and consistent abuse of adults with a learning disability at an assessment and treatment centre in Gloucestershire, was outlined. The Board focused on the learning from this serious case review at a business planning meeting in October. An action plan was developed as a result of this meeting with actions for the Board and some of the agencies represented on the Board. We will be monitoring progress against these actions in the coming year.

In preparation for CCGs taking over responsibility for adult safeguarding from PCTs, NHS London requested that all NHS providers and commissioners complete a self assessment on how they are safeguarding adults - the Safeguarding Adult Assessment Framework (SAAF). Barking and Dagenham SAB joined with the Havering, Redbridge and Waltham Forest SABs and Healthwatches to review the SAAFs together. The NHS trusts and PCT commissioners gave robust and well informed reports to the SABs and responded to challenging questions to help identify areas for further development.

This year the Board is going to extend this self assessment to all agencies represented on the Board. This whole system audit will help to identify potential risks and priorities for the Board in the coming year.

In February 2013 the Francis report into the Mid Staffordshire Hospitals enquiry found a whole systems failure in protecting patients from unacceptable harm. A lack of openness, secrecy and a failure to put patients first, contributed to a negative culture where poor practice continued unchallenged. It is important that the Board learns from Mid Staffordshire and is able to demonstrate cultural leadership, through an approach of openness, honesty and candour. It is for this reason that the Board will be looking at how it identifies potential risks and seeks assurance that appropriate actions are being taken.

Finally, earlier this year Joy Palmer, one of the longest serving members of the Safeguarding Adults Board passed away. We would like to dedicate the annual report to her in recognition of the tremendous contribution she made to the safeguarding adults agenda and to the work of Barking and Dagenham Mencap”.

## **Cabinet Member for Children and Adult Services**

### **Councillor Linda Reason**

“As a member of the Safeguarding Adults Board I have seen the good work that the partnership does. It is acknowledged that 2012 has been an uncertain time across the sector because of cuts and changes to arrangements however I am delighted to see that this uncertainty has not had a negative impact upon the work that the partnership are doing to safeguard adults at risk of abuse and neglect. This Annual Report is evidence that despite the challenges we collectively face that the Board has continued to uphold the standards and processes that we have established whilst also achieving against its ambitious action plan. I would like to thank staff across the partnership for their continued hard work and commitment to eliminating the abuse of adults at risk in Barking and Dagenham”

This is the 2012 – 2013 Annual report for the Barking and Dagenham Safeguarding Adults Board. It details the work of the board between April 2012 and March 2013 and sets out the plans for the future. To help you understand what the Safeguarding Adults Board does, we have included some information to introduce the Board.

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

The Barking and Dagenham Safeguarding Adults Board is a partnership arrangement which was constituted under the Department of Health guidance: 'No Secrets' (March 2000).

The Board has an Independent Chair, Deborah Kleé, who supports the partnership to work together to safeguard adults at risk of harm.

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 and action plan.

The Board meets four times a year, during these meetings partners work together to identify borough-wide issues and identify opportunities to work together to improve services for adults at risk of abuse and neglect.

The Board's members during 2012 were:

- Barking and Dagenham Mencap/PACT
- Barking and Dagenham Metropolitan Police
- Barking Havering and Redbridge University Hospital Trust
- Carers of Barking and Dagenham
- Care Quality Commission
- Voiceability
- London Ambulance Service
- London Borough of Barking and Dagenham
- London Fire Service
- London Probation Trust
- NHS Outer North East London
- North East London Foundation Trust
- NHS Outer North East London (Barking and Dagenham PCT)
- North East London Foundation Trust

## **What are the Board's Objectives?**

In 2012 the board set some new priorities for 2012-2015. These are in line with those set nationally by the Statement of Government Policy on Adult Safeguarding, and include:

Empowerment: Presumption of person led decisions and informed consent

Protection: Support and representation for those in greatest need

Prevention: It is better to take action before harm occurs

Proportionality: Proportionate and least intrusive response appropriate to the risk presented

Partnership: Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse

## **What are the Board's key priority actions?**

The Board has set a number of specific priorities for action over the next three years. Progress against these priorities will continue to be monitored.

### Policy and Procedures

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

### Campaigns

- Develop an advice leaflet for friends/ family of Adults at Risk
- Create a sequel to the successful iCare project (iCare2)
- Working with mothers with learning disabilities subject to child protection.

### New Partnerships

- Hold a roundtable in relation to Disability Hate Crime
- Hold a roundtable with Faith Groups to identify opportunities for coordination with SAB
- Forge links with the Health and Safety Executive

### Support

- Develop a post abuse peer support group
- Deliver a Staff Quarterly Bulletin

### Training

- Produce an adult safeguarding package for the Fire Service



## National Milestones – 2012 at a glance

Safeguarding adults remained a high priority throughout this period and the annual report should be viewed in the context of a number of national developments some of which are detailed below:

April 2012	The Government Strategy to reduce Hate Crime “Challenge it, Report it, Stop it” was published.
	The Forced Marriage Unit (Foreign & Commonwealth Office/Home Office Unit) published its report on the Forced Marriage of Adults with Learning Disabilities.
	Her Majesty’s Inspectorate of Prisons (HMIP) published guidance on ‘Prisoners and Safeguarding’ calling on local authorities to work more closely with local prisons to protect adults at risk in custody.
	The General Medical Council launched a new website to support doctors treating patients with a learning disability.
	The Department of Health introduced National Dementia quality guidance (CQUIN) for every hospital Trust.
	The Health and Social Care Act gained Royal Assent and the timetable for publication of transfers of function due to take place in April 2013 was published. The board of NHS NELC agreed to start delegating responsibility for relevant commissioning budgets to the CCGs from 1 April 2012.
	Association of Directors of Adult Social Services (ADASS) and the Social Care Institute for Excellence (SCIE) published ‘Safeguarding Standards and Performance’.
	A national review of “The out of area protocol” following the safeguarding alerts at Winterbourne View was published.
May 2012	SCIE published ‘Preventing loneliness and social isolation among older people’ briefing which highlighted the adverse effects of feeling isolated and describes a number of services that have been found to help reduce the problem.
June 2012	The Department of Health (DOH) published an interim report of the review into the events at Winterbourne View Hospital. The Minister for Care Services set up the review to establish the facts and bring forward actions to improve care and outcomes of people with LD or autism and behaviours that challenge. The report identified 14 National actions that Commissioners and Providers would need to ensure compliance was achieved in the interim.
	The Law Commission launched a consultation on reforming the law so that existing hate crime offences apply in the same way to sexual orientation, transgender identity and disability as well as race and religion.
	Her Majesty’s Inspectorate of Constabulary (HMIC) published a report – A Step in the Right Direction – on the police commitment to tackle Anti-Social Behaviour which is particularly important bearing in mind the victims are often adults at risk.
	The NHS Confederation, Age UK and Local Government Association (LGA) published ‘Delivering Dignity - the final report of the Commission on Dignity in Care for Older People’ which set out the Commission's work and recommendations on how to tackle the underlying causes of poor care.

	The Independent Safeguarding Authority published its first piece of research, which identified possible 'warning signs' exhibited by some employees prior to referral to the ISA. It provides an interesting insight into the conclusions reached by the ISA by examining the pattern of decision they make.
July 2012	<p>The London Olympics began following a year of intensive preparation, facilitated by boroughs and the Metropolitan Police to ensure that adults at risk had been adequately protected.</p> <p>The White Paper, 'Caring for our future: reforming care and support' and the draft Care and Support Bill. The White Paper and draft Bill reaffirmed the intention to legislate in the critical area of adult safeguarding. The Bill proposed a single law for adult care and support, replacing several pieces of legislation.</p> <p>The Department of Health also launched a three month consultation on the new adult safeguarding powers. The aim being to ensure that adult safeguarding has a clear legal and policy framework.</p> <p>The Domestic Violence, Crime and Victims Act was amended (2012) to include adults at risk who suffer serious harm. In addition several other laws were also changed to include offences that cause serious harm to adults at risk</p>
August 2012	Mencap published a report entitled "Out of Sight" Stopping the Neglect and Abuse of People with Learning Disability. In their report Mencap identified key recommendations for Commissioners to ensure the systematic abuse that occurred in Winterbourne View were not repeated in any health or social care environment that care for people with LD. Mencap also published their follow up report, 'Death by Indifference: 74 Deaths and Counting' which looked at progress 5 years after their original report.
September 2012	<p>The Department of Health published 'Developing the Culture of Compassionate Care: creating a new vision for nurses, midwives and care givers, DH and NHS Commissioning Board'. The vision describes values and beliefs for compassionate care as the six C's, care, compassion, communication, courage and commitment. The vision is supported by a delivery plan with six areas for action.</p> <p>SCIE published briefing number 62: Safeguarding adults: Mediation and family group conferences, which explains the use of mediation and family group conferences (FGCs) for adults who are – or may be – at risk from abuse.</p>
October 2012	<p>The police began their investigations into Jimmy Savile between 1960 until his death in 2011. The investigation highlighted the way he had used his celebrity status to gain access to children and adults at risk in three NHS institutions. In addition, the Department of Health held a review into Savile's role at Broadmoor Hospital for the period it was responsible for its management.</p> <p>The Care Quality Commission (CQC) through a confidential enquiry highlighted further failings in the care of patients with learning disabilities, identifying that patients were still dying needlessly due to inadequate care being provided.</p> <p>SCIE published a web based good practice resource for practitioners to accompany Protecting Adults at Risk in London.</p> <p>The Government published Channel guidance for local partnerships in</p>

	protecting vulnerable people from being drawn into terrorism. The guidance provides advice and a use a vulnerability assessment framework to assess whether individuals need support to safeguard them from the risk of being targeted by terrorists and radicalisers.
November 2012	<p>The Department of Health published the Adult Social Care Outcomes Framework 2013/14 which emphasised the need for services to safeguard adults whose circumstances made them vulnerable, and to protect them from avoidable harm.</p> <p>Sir David Nicholson the Chief Executive of the Department of Health wrote to all Chief Executives and Chairs of NHS Provider organisations requesting them to review their current practices and safeguarding in relation to the Savile case and respond giving assurances that risks had been reviewed and mitigated.</p> <p>Local NHS Providers submitted their Safeguarding Adults Self Assessment and Assurance Framework (SAAF) for challenge by safeguarding partners</p> <p>Hull University published their report on Safeguarding Adults in residential services – early indicators of concern.</p> <p>The Social Care Institute of Excellence (SCIE) published ‘Managing the transfer of responsibilities under the Deprivation of Liberty safeguards: a resource for local authorities and healthcare commissioners (Report 62)’ which aimed to help organisations plan for the changes that are due to come into force April 1<sup>st</sup> 2013</p> <p>The Local Government Association published a briefing to support conversations with the new crime commissioners on safeguarding adults called Safeguarding Adults Briefing from the LGA for prospective police and crime commissioners.</p>
December 2012	<p>The Department of Health published Transforming Care: A national response to Winterbourne View Hospital. The report identified 63 actions within a Concordat to be completed by health and social care in relation to the findings of the investigation.</p> <p>The Local Government Association provided a series of briefings to support the commissioning, setting up and early development of Health Watch.</p> <p>The Criminal Records Bureau and Independent Safeguarding Authority came together as the Disclosure and Barring Service (DBS) with an aim of making the process clearer and simpler.</p> <p>ADASS agreed their Draft Protocol for inter-authority safeguarding adult investigation and protection arrangements. This protocol set out the responsibilities of the host and placing authorities in safeguarding adults and carrying out investigations.</p>
January 2013	The police published their initial findings into the Jimmy Savile investigation.
February 2013	The Francis Final Report was released highlighting evidence of systematic abuse and neglect to patients whilst in the care of North Staffordshire NHS Trust between 2005 and 2008. The inquiry, which was led by Sir Robert Francis, identified key failings that attributed to the neglect and abuse that occurred. The report identifies 290 recommendations.

March 2013	<p>The Association of Chief Police Officers (ACPO) published Interim Guidance on the Management, Recording and Investigation of Missing Persons.</p>
	<p>ADASS published its Advice and guidance to Directors of Adult Social Services on Safeguarding Adults. The paper was designed to give practical advice to Directors with statutory responsibility to ensure your service is moving in the right direction, is effective and would stand up to external scrutiny.</p>
	<p>Final preparations took place for the dissolution of Primary Care Trusts (PCTs) and transfer of commissioning responsibilities to GP led Clinical Commissioning Groups as set out in the Health and Social Care Bill. The Clinical Commissioning Groups (CCGs) are expected to have appropriate systems in place for safeguarding adults, systems for training staff, a clear line of accountability to the Safeguarding Adults Board and expertise in safeguarding with a lead for safeguarding adults and Mental Capacity Act. In addition under the Health and Social Care Bill the Local authorities made preparations for taking on responsibility for public health as well as leading the Health and Wellbeing Board (HWB) and ensuring the smooth transfer of Deprivation of Liberty Safeguards Supervisory Responsibility from PCTs.</p>

# Achievements

# 3

## Priority Objective 1: Empowerment

The information below highlights examples of the work that the partnership has been doing to support adults at risk to make informed decisions:

<p>World Sight Day</p> 	<p>The Board seeks to empower adults at risk to access services to improve their health and wellbeing. World Sight Day is observed globally to educate target audiences about blindness prevention. In October 2012 Adult Social Care worked alongside a group of service users and charity organisations to raise awareness amongst Adults with learning disabilities who are believed to be one of the groups least likely to visit an optician.</p>
<p>Michael Brooks Award 2012</p> 	<p>The Safeguarding Adults Board recognises the importance of supporting service users to educate and empower one another around safeguarding. In 2011/12 a group of service users were supported to develop the 'Say No to Abuse' Film which went on to inform the training strategy for the borough. In December 2012 the six individuals with learning disabilities were recognised for their work in promoting equality for people with disabilities when they were jointly awarded the Michael Brooks Award.</p>
<p>Carers of Barking and Dagenham Christmas Events</p> 	<p>Isolation can result in people feeling disempowered so agencies have again worked hard to bring people together throughout the year. In December 2012 Carers of Barking and Dagenham held a number of Christmas events for service users including Christmas parties, shopping trips, visits to the Christmas Lights in London and an information stand held in Vicarage Fields to inform the public on the rights of carers.</p>
<p>Learning Disability Week 2012</p> 	<p>A major part of the work of the board is to empower the community to understand what to do in the event that they have a safeguarding concern. We have done this throughout the year by ensuring that public events include safeguarding information. In June 2012 the Community Learning Disability Team hosted a public information event for service users with learning disabilities at Beacontree Leisure Centre with a theme of healthy living and wellbeing.</p>
<p>Klik-in Project Celebration day</p> 	<p>In spring 2012 service users took part in the Klik-in pilot on the W2ID project at The Rix Centre. The project empowered service users to set up their own websites to support networking and communication.</p>

## Public Campaign

Are you living in fear?



A key action is to continue to empower friends and family to report concerns through the dissemination of public information. In 2012, we revised the 'Say No To Abuse' leaflet to update new telephone numbers. In addition we also worked with Domestic and Sexual Violence Services to develop their new Domestic and Sexual Violence Campaign which challenged myths around who can be a victim by featuring an older victim and a victim with down's syndrome.

## Roundtable in relation to Disability Hate Crime

Hidden in plain sight  
Inquiry into disability-related harassment

A roundtable discussion was held in 2012 focusing on the report "hidden in plain sight", which includes a number of case studies of serious disability related abuse and makes seven recommendations for action. The discussion highlighted that perpetrators are often already known to Police, and agreed that continuing to build closer relationships between the Board and Probation, Crown Prosecution Service and Police would assist in managing cases.

## Hospital referrals to Independent Mental Capacity Advocates



In January 2013, Barking, Havering and Redbridge Hospital Trust developed a database to capture the number of Mental Capacity and Deprivation of Liberty referrals made by the Trust. There have been a total of 5 Deprivation of Liberties referral made since the database has gone live.

The Trust continues to work closely with Voiceability the organisation which provides independent support and advice. They also support patients who may not have family members and do not have capacity to make certain decisions. The trust is now making on average three referrals per week. This is an improvement on last year when only 13 referrals were received in total. This is thought to be attributed to the safeguarding training provided within the Trust.

## Priority Objectives 2: Protection

The information below highlights examples of the work that the partnership has been doing to protect those in greatest need:

<p>Large scale investigations</p> 	<p>The Partnership conducted several large scale investigations into care services during 2012. These included Nursing Homes, Residential Care Homes and Day Services. All of the investigations resulted in the development of improvement plans which have served to improve the services offered to clients.</p>
<p>Whistle blowing</p> 	<p>In January 2013 the Council reviewed its whistle blowing policy and also ran a high profile communication campaign which encourages staff to report any concerns they have about Misconduct or Malpractice. The next step will be to develop a shared Whistle blowing agreement for the wider Safeguarding Adults Partnership.</p>
<p>Reviewing Protecting Adults at Risk in Barking and Dagenham</p> 	<p>Following the 2011 launch of the London Multi Agency Safeguarding Adults Policy and Procedures the Council made a commitment to review the local operating procedures a year after they went live. Therefore in April 2012 it carried out a review with key teams to ensure that safeguarding alerts were being most effectively allocated. This resulted in some minor tweaks.</p>
<p>Changes to Safeguarding Adults referral route</p> 	<p>From June 2012 the multi-agency referral route for safeguarding adult concerns changed from the Council's Safeguarding Adults Team to the Adult Social Care Intake and Access Team. The decision was taken to ensure one point of access within Adult Social Care.</p>
<p>Winterbourne View Hospital</p> 	<p>The SAB has led a great deal of discussion in relation to Winterbourne View dating back to the initial expose in May 2011. The Board again revisited the issues at the October 2012 Business Planning Day where members were called to offer assurance of the safeguards in place within their organisation to mitigate a similar risks occurring for Barking and Dagenham Residents.</p>
<p>Review of Training Strategy</p> 	<p>In order to protect those in greatest need we need to ensure that we have a highly skilled and competent multi-agency workforce. Therefore, in 2012 the Safeguarding Adults Board Training and Education Subgroup reviewed their training strategy so that it was in line with the National Competence Framework for Safeguarding Adults, The Skills for Care Framework and the NHS Knowledge and Skills Framework.</p>

Engagement with Faith Communities



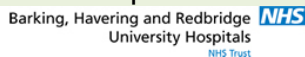
The Board recognises that we have lower levels of reports from Black and Minority Ethnic and Refugee groups and that the risks facing those victim's can be heightened by harmful cultural practices. Therefore, in May 2012 work to engage with faith group representatives began with a roundtable discussion with the local Faith Forum to discuss faith related manifestations of abuse against children and adults at risk.

Development of a Safeguarding Adults board Quality Assurance framework



In order to best protect adults at risk it is essential that the board is able to check that services are providing safe services. The Board has therefore worked together to develop a draft Quality Assurance Framework (January 2012) which in turn has supported the development of quality assurance systems which allow us to bring together information about services (Complaints, Safeguarding Concerns, Serious Incident forms, Health Protection Agency information and contract monitoring outcomes) and also check that safeguarding adult's investigations are being conducted appropriately. These continue to be developed in light of changes across the partnership.

BHRUT Patient Experience



The use of patient journeys is being explored as a tool and how these can be effectively used and shared. Discussions have also occurred with Community Learning Disability representatives on the use of "mystery shoppers" to assess services.

Self-Neglect Protocol



While self-neglect is not always a safeguarding issue there is often be a significant overlap, therefore in 2012 the Case Review Subgroup has discussed the existing legislation to handle cases of self neglect and developed a protocol was produced for adoption by the Safeguarding Adults Board which provides guidance for a multi-agency approach.

Carbon Monoxide Alarms



Barking and Dagenham's Housing Department are working on an installation programme for Carbon Monoxide alarms. These will be installed in all new-build properties as standard and it is expected that it will take 2 years to fit these within existing buildings. The Carers/Learning Disability Community Safety group were consulted on this project and were satisfied with the timescales.


Deprivation of Liberty Training



Carers often play a key role in identifying unlawful deprivation of liberty issues and in 2012 Carers expressed a need for more understanding of the circumstances in which a service user's liberty may be legally restricted. In response, the Safeguarding Adults Team has organised training to raise awareness around when Deprivation of Liberty safeguards apply.



## BHRUT Adult at Risk Procedure

Barking, Havering and Redbridge  
University Hospitals   
NHS Trust

In order to ensure that the Trust's Safeguarding Adults at Risk Procedure reflects the New Pan London Policy & Procedures (2011) and the South Essex guidance (2010), the procedure has been reviewed updated and ratified by the Trust's Policy Ratification Group. The procedure incorporates the Mental Capacity Act (2005), Deprivation of Liberties process and Guidance on Restraint. This guidance assists staff in when to use restraint, how to manage and mitigate the risk by using proportionate restraint and the techniques applied.

## Protecting Adults at Risk during the London Olympics



Throughout the 66 day period of the London 2012 Olympics and Paralympic games the council submitted daily Safeguarding Adults reports to the London Organising Committee of the Olympic Games (LOCOG).

### Priority Objectives 3: Prevention

The information below highlights examples of the work that the partnership has been doing to prevent issues before harm occurs:

<p>Deprivation of Liberty Safeguards</p> 	<p>Deprivations of Liberty Safeguards (Dols) are the arrangements which were put in place as part of the Mental Capacity Act. They aim to ensure that care homes and hospitals do not unlawfully restrict the choices of people who lack the mental capacity to consent to decisions. In between April 2012 and March 2013 the Borough received 25 applications for deprivation of liberty authorisations. Of these cases 15 were authorised and 10 were not authorised.</p>
<p>Disability Hate Crime Awareness Training</p> 	<p>In 2012 the Board supported a pilot of Disability Harassment training to Year 6 school children. The innovative programme was developed by the Safeguarding Adults Team, Community Safety Team and the Police and was co-delivered by a police officer and a service user. In addition the police were also invited to attend disability awareness which was delivered by a local carer representative.</p>
<p>Barking and Dagenham Provider Forum</p> 	<p>In June a patient safety session was delivered at Barking and Dagenham Provider Forum. This session focussed on the care of patients requiring nasogastric tubes following a serious incident in one of the local institutions.</p>
<p>Property Marking Kits Project</p> 	<p>Following an increase in burglaries which appeared to target adults at risk a project was developed to support service users to protect their possessions. The project involved service users writing their contact details on property using an ultra violet (UV) pen, which can be seen when a UV light is used to expose it. A warning label is then added to inform burglars that the property can be identified by Police. It is hoped that this and other methods will reduce the risks of service user's property being targeted by thieves.</p>
<p>Safeguarding Adults Assessment Framework (SAAF)</p> 	<p>A SAAF challenge meeting took place in November 2012 with health providers including the Barking, Havering and Redbridge University Trust (BHRUT) and North East London Foundation Trust (NELFT). The BHRUT Director of Nursing and Named Nurse for Safeguarding Adults attended and gave a presentation to the panel of Borough Safeguarding Leads on progress and next steps in achieving the targets set within the SAAF and the NELFT Director of Nursing and Associate Director Safeguarding Adults &amp; MCA DoLs also gave presentations.</p>

<p>Preventing Extremism</p>  <p>Prevent Strategy</p>	<p>Work has been on-going to mainstream the Prevent strand of the government's counter-terrorism strategy into our safeguarding adult's response. This prevent programme takes a safeguarding approach in increasing the capacity of front line staff in recognising vulnerabilities which may make individuals more susceptible to extremism. Workshops to raise awareness of Prevent (WRAP) have been delivered to the Safeguarding Adults Team and a Named Nurse within BHRUT has been trained to deliver WRAP to staff. NELFT also have an established programme to deliver WRAP through identified trainers. In addition, the council also delivered joint safeguarding, hate crime and prevent training to targeted child protection leads.</p>
<p>Hospital Link Workers</p> 	<p>Barking, Havering and Redbridge University Trust has established a team of 43 Link Workers for adult safeguarding. Training sessions were held in April 2012 and January 2013 on subjects including domestic violence, mental capacity and deprivation of liberties, learning disability awareness and dementia. The team has also received training in Prevent.</p>
<p>Safeguarding Adults Assessment Framework (SAAF)</p> 	<p>A SAAF challenge meeting took place in November 2012 with health providers including the Barking, Havering and Redbridge University Trust (BHRUT) and North East London Foundation Trust (NELFT). The BHRUT Director of Nursing and Named Nurse for Safeguarding Adults attended and gave a presentation to the panel of Borough Safeguarding Leads on progress and next steps in achieving the targets set within the SAAF and the NELFT Director of Nursing and Associate Director Safeguarding Adults &amp; MCA DoLs also gave presentations.</p>
<p>Safeguarding Adults Board Annual Business Planning Session</p> 	<p>In November 2012, the Safeguarding Adults Board held a business planning session, focusing on the learning arising from the issues at Winterbourne View. It was agreed that the Serious Case Review report on Winterbourne View should be encouraged reading for all front line staff, and a workshop should be held on the report's findings with staff.</p>
<p>NELFT Winterbourne View Learning Event</p> 	<p>North East London Foundation Trust held a learning event focused on the serious case review of Winterbourne View, and the implications for learning disability safeguarding.</p>
<p>NELFT Safeguarding Training</p>	<p>NELFT revised its internal Safeguarding Adults Training Strategy. The Training Programme has been developed to</p>



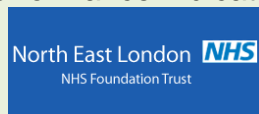
focus on the learning needs of three broadly defined staff groups. The staff groups are defined by their job role, the level of responsibility and level of authority for the safety and safeguarding of adults within the organisation. To support this they have developed an in-house recognition and referral e-learning package for safeguarding. An Enhanced program for qualified health professionals has also been developed which requires 3 hours face to face attendance. Both packages require all participants to demonstrate their learning following the training delivery. The revised program was launched in April 2013.

### 'iCare' Christmas Campaign



The Christmas period can be a time of increased risk for vulnerable people. Some will face isolation and loneliness while others may face increased risks as people come together. In addition, Christmas tends to be a period when regular staff take leave so indicators of unhappiness may be missed by temporary staff. In response the safeguarding adult board designed a poster to highlight the need for the community to report any safeguarding concerns they have over the Christmas period to the out of hours emergency team.

### Safeguarding Performance Indicators



In 2012 NELFT further developed the Safeguarding Performance Indicators setting out staff responsibility, training and the process to be followed for safeguarding adults. The the Trust also reviewed the Serious Incident policy making clear that all incidents of abuse will be reported as serious incidents.

### Equalities Week



To mark equalities week the Council ran a number of events as part of the activity the Safeguarding Adults Team raised the profile of the safeguarding adults referral process by running a public information stall at the BLC, staff were joined by service users on the day in the distribution of the easy read 'Say No to abuse' leaflet and a public viewing of the 'Say No To Abuse Film'.






### Hospital Learning Disability Liaison Nurse




In 2012 the Trust agreed funding for an Acute Learning Disability Liaison Nurse. This role will provide support and professional advice to staff, patients and their families and will ensure that the reasonable adjustments required will be put in place to ensure the patient with learning disabilities experience is the best it can be.

## Priority Objectives 4: Proportionality

The information below highlights examples of the work that the partnership has been doing to ensure that safeguarding responses to risks presented are proportionate and least intrusive:

<p>BHRUT Safeguarding Adults Audits</p> 	<p>In 2012 safeguarding adults audits were completed between March and April 2013 by Barking, Havering and Redbridge University Trust. The audits concentrated on the current safeguarding processes used, and their effectiveness. The audits also reviewed the Multiagency Safeguarding Alert Form.</p>
<p>Care Quality Commission – Inspections</p> 	<p>The Care Quality Commission (CQC) has been completing a programme of inspections of all NHS providers and Adult Social Care locations nationwide between April 2012 – March 2013. These inspections have included local Barking and Dagenham providers, the results of these inspections will be published.</p>
<p>NELFT electronic records audits</p> 	<p>The electronic patient record RIO, supports confidential safeguarding Flags which provide effective communication within staff groups. The systems also provide similar alerts for patients with a learning disability to alert staff of the potential need for adaptations to care. The electronic patient record also supports a MCA assessment template.</p> <p>There is an established audit programme in place, with quarterly audits monitoring compliance that safeguarding alerts are raised within 24 hours of the incident being identified. The results are reported at the NELFT safeguarding group.</p>
<p>Investigators Training for lead Safeguarding Adult Managers</p> 	<p>While those professionals who carry out the role of Safeguarding Adult Managers (SAMs) within Adult Social Care and Mental Health Teams had received in house training, in 2012 we arranged for all of them to attend an intensive Investigators course, delivered by an external trainer which aimed to provide assurance around compliance with the Pan London Procedure and proportionality. This course was assessed by the vast majority of SAMs from within Adult Social Care and Mental Health Teams and received very good evaluations.</p>
<p>Developing links with new Partners</p>  <p><i>Barking and Dagenham Clinical Commissioning Group</i></p>	<p>The changes to NHS Commissioning brought about by the Health and Social Care Act 2012 required us to forge links with the emerging arrangements and by THE END OF March the Board had established links with the new CCG and gained a commitment from the CCG around their new safeguarding adults arrangements. It was confirmed that the CCG would</p>

	<p>have a Nurse Director with responsibility for safeguarding, supported by a deputy nurse and that Barking and Dagenham's CCG would be represented at the Safeguarding Adults Board by the Nurse Director for Safeguarding.</p>
<p>NELFT Deprivation of Liberty/ Mental Capacity training</p> 	<p>NELFT arranged DOLs training for its inpatient staff teams. From April 2013 DOLs become a stand-alone session to provide greater in-depth understanding for those staff who work within the adult inpatient wards.</p>

## Priority Objectives 5: Partnership

The information below highlights examples of the partnership work which occurred in 2012 to support local solutions through working with communities and across agencies:

<p>Partnership items on SAB agenda</p> 	<p>The Safeguarding Adults Board has worked hard to ensure that all partners shape the agenda of meetings. In 2012 board discussions were held on the issues including pressure ulcers; Total Policing Model; hoarding related fire deaths; the Francis Report; Winterbourne View Hospital Final Report and Concordat; the NHS Safeguarding Adults Assessment Framework; and the Metropolitan Police Adult At Risk Merlin and Multi Agency Safeguarding Hub models.</p>
<p>Safer Places Scheme</p> 	<p>It is recognised that individuals are likely to feel more empowered to access the community if they know that they can approach someone if they get into difficulties. The Carers/Learning Disability Community Safety group approached sixty two shops in the Barking area to promote the scheme intended to create a network of safe spaces for people with disabilities. It led to fifty seven shops out of the sixty two agreeing to the project. Two hundred and seventeen "I need help" cards have been issued to service users.</p>
<p>World Elder Abuse Awareness Day</p> 	<p>The Council Safeguarding Adults Team marked World Elder Abuse Awareness Day in June 2012 with a public Safeguarding Adults policy walk through and screening of the "Say No to Abuse" film at the Barking Learning Centre. The event was advertised in the local newspaper as part of a programme of summer events for adult and community services.</p>
<p>Older People Consultation</p> 	<p>Ensuring that all networks representing different groups of service users have an opportunity to shape strategies helps to ensure that the views of all groups are equally heard. In January 2013 the partnership consulted with the Silvernet Older Peoples network around their experiences of hate crime. Their feedback was then incorporated into the Hate Crime Strategy.</p>
<p>Domestic and Sexual Violence Strategy 2012-15</p> 	<p>Research indicates that individuals with disabilities are more likely to experience domestic violence and in addition are more likely to face barriers in reporting it. Therefore, when the partnership developed its Domestic and Sexual Violence Strategy and Delivery Plan 2012-2015 it very deliberately consulted with groups representing adults at risk to ensure that safeguarding considerations were appropriately incorporated into the approach. The strategy was launched in November 2012</p>
<p>Fulfilling Lives Group</p>	<p>The Fulfilling Lives programme which works towards increasing</p>



choice and maximising opportunities for people with learning disabilities worked with the Carers/Learning Disability Community Safety group to research what other authorities offer in order to indicate a broader picture as to what services could be developed in the local borough.

**NELFT Service user involvement**



The Trust revised its Patient Experience strategy, focusing on outcomes and working with people and their advocates. A web based safeguarding questionnaire was developed by the safeguarding team. The trust board regularly hears patient/ service users/ carer's experiences. The service users are involved in new staff recruitment and PLACE assessments. A program of internal unannounced inspections of all services has been implemented across the Trust. Trust Directors are highly visible and available to patients / services users and carers. The monthly Service User and Carer Led Group forum contributes to the development and effectiveness of services. Barking and Dagenham SURG directly reports to the trust wide SURG. Mental Health and Learning Disability representatives are encouraged to get involved in Health Watch. The Health and Wellbeing Board has a Mental Health Sub Group which has NELFT representation at Director level.

**Learning Disability Community Safety Survey**



A survey was undertaken with service users to identify the scenarios in which they felt most scared, in order to inform future policing and support. The Police attended to meet with service users at the Heathlands to discuss their approach on all of the scenarios identified, and to provide reassurance and minimise anxiety when travelling in the borough.

**Health Protection**



A number of large scale investigations have taken place over the past year which have enabled us to renew links with the Health Protection Agency representative. These links will be further strengthened in the coming year.

**White Ribbon Day 2012**



Barking Havering and Redbridge University Hospital Trust (BHRUT), North East London Foundation Trust (NELFT), the Council, the Adult College and the Police came together to host various events in November to mark White Ribbon Day. Throughout these events we ensured that easy read information was available.

**Fire Safety**

Fire safety training is being organised in partnership with the Community Safety Team for service users and carers. Carers





and families are also engaged to develop fire plans for service users. Information is also being distributed offering free home fire safety visits.

### LSCB Spring Conference



In May 2012 the Local Safeguarding Children Board held its Spring Conference “working with resistant families. The Safeguarding Adults Team were involved in planning the event and publicised it through its network promote representation across Adult services and to share information with professionals working with children.

### Metropolitan Police Adult at Risk Steering Group



Barking and Dagenham Council and Police are represented on the Metropolitan Police Adult at Risk Steering group. This provides an opportunity to shape policing responses regionally as well as keep up with changes across the criminal justice sector.

### KWANGO Safeguarding Adults E-Learning Package



The Council has worked with KWANGO to develop a local Safeguarding Adult E-Learning package. This is available for multi agency staff to access across the partnership. The course aims to raise awareness of adult abuse, how to recognise abuse and what to do if a member of staff suspects an adult is being abused. The training developers also liaised with NELFT partners, to ensure that the product they were also developing would be consistent.

### Enhancing engagement with community safety

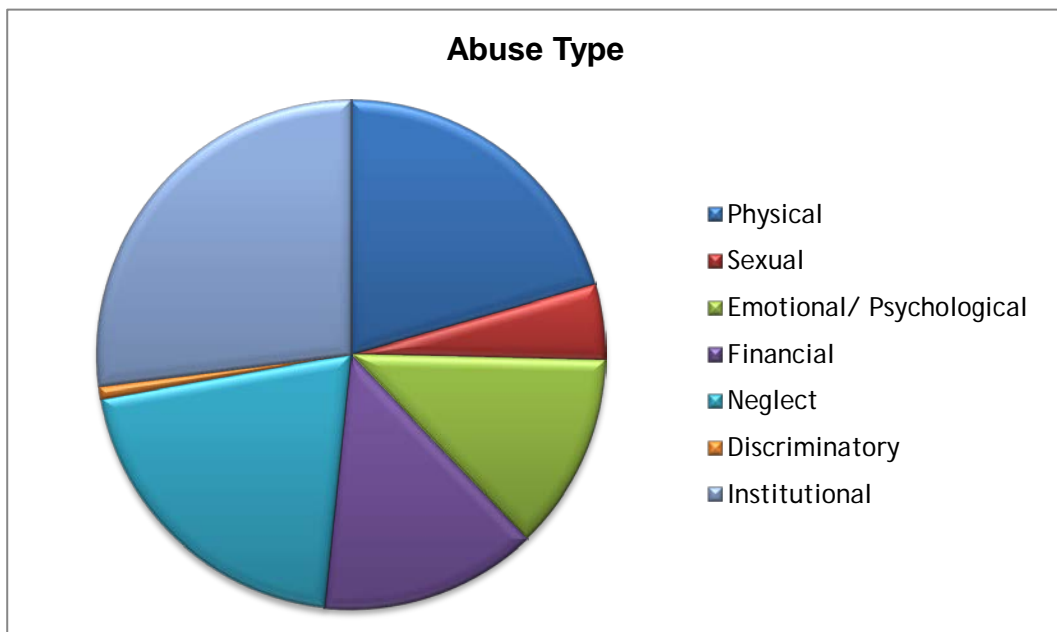
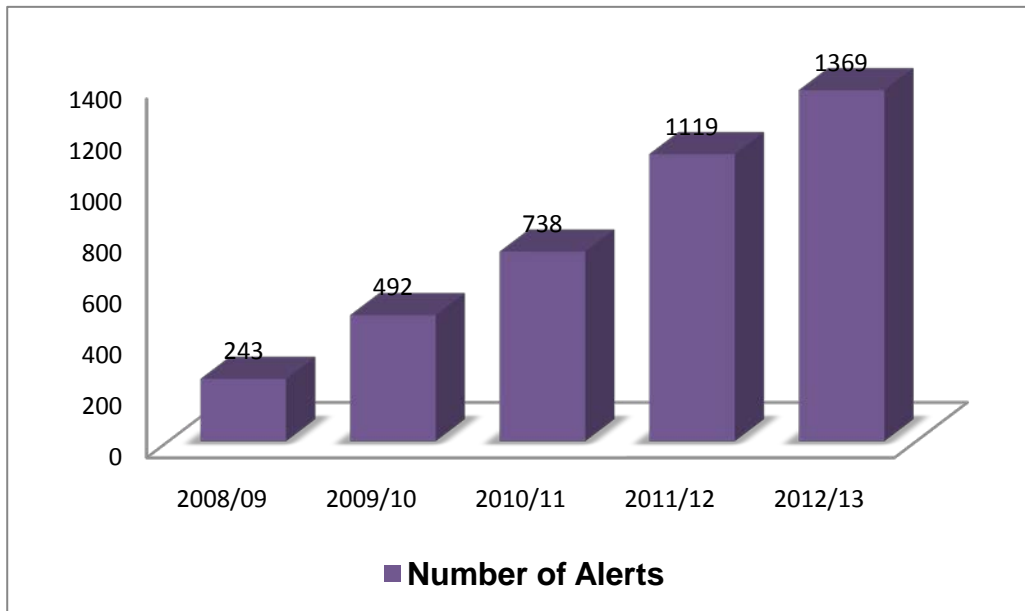


In 2012 the partnership continued to work to empower people with disabilities to have a stronger voice within the community safety arrangements. This has included achieving better representation upon safer neighbourhood panels, working with service users and carers to further develop the voluntary adult at risk contact list so that community safety messages can be targeted via the safer neighbourhood teams and completing a Community Safety Survey for people with Learning Disabilities. In addition in December 2012 representatives from the Council’s Anti Social Behaviour Team and Community Safety Co-ordination Team delivered a presentation on the impact of crime on older people to the Older Peoples Strategy Group.

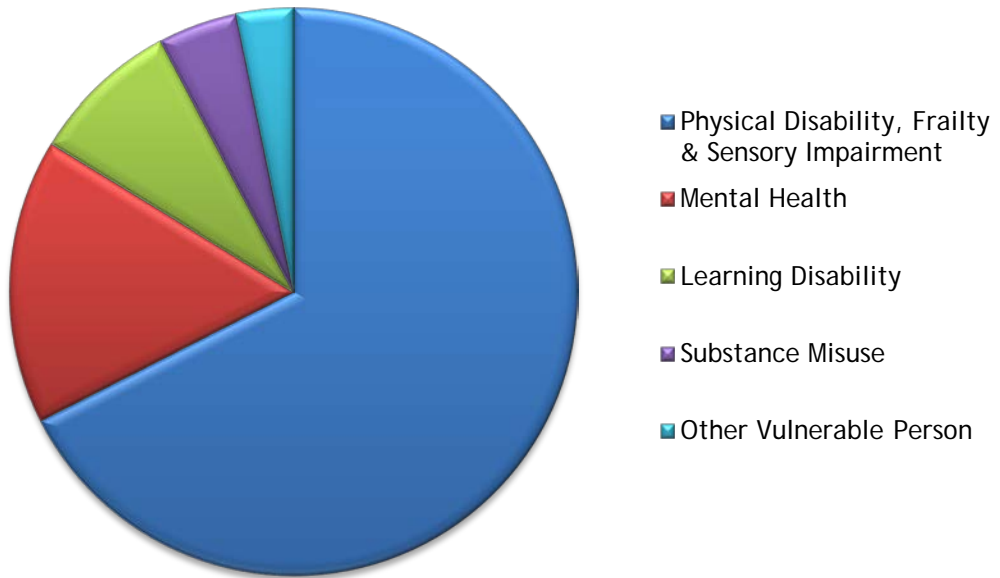
### Hospital Staff Teaching by service users



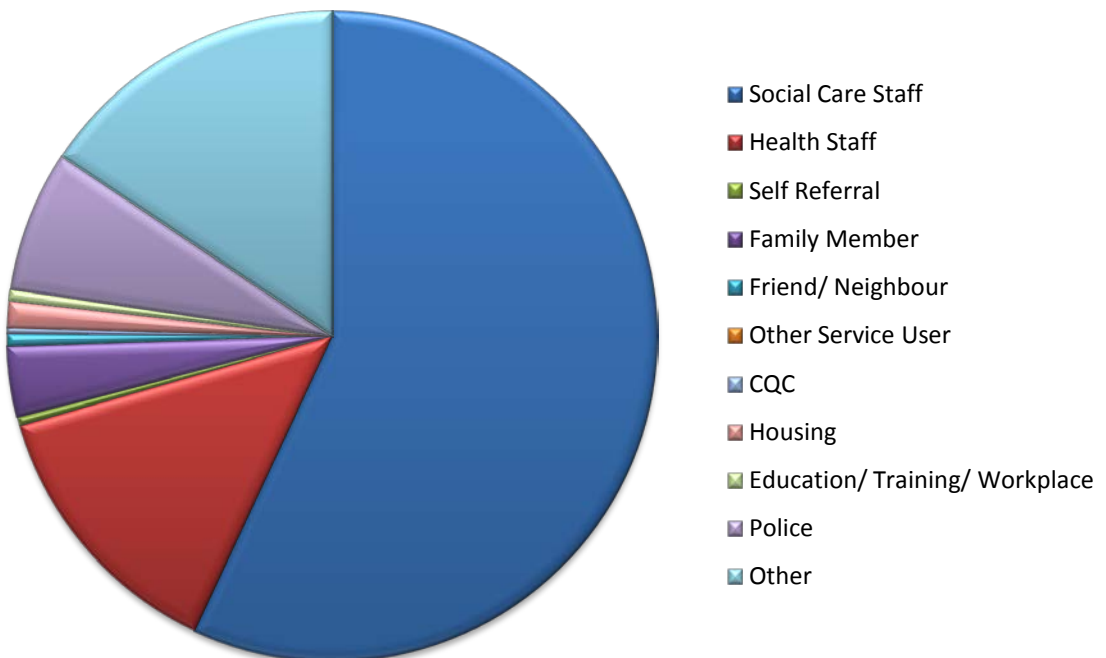
People with learning disabilities and their carers contribute to teaching on Trust wide in-house study days, which has given staff the tools to understand the complexity of the patient’s needs which included a family whose son has autism came and discussed their experiences whilst and inpatient at the Trust to the Learning Disability Link Worker study day in January 2013.

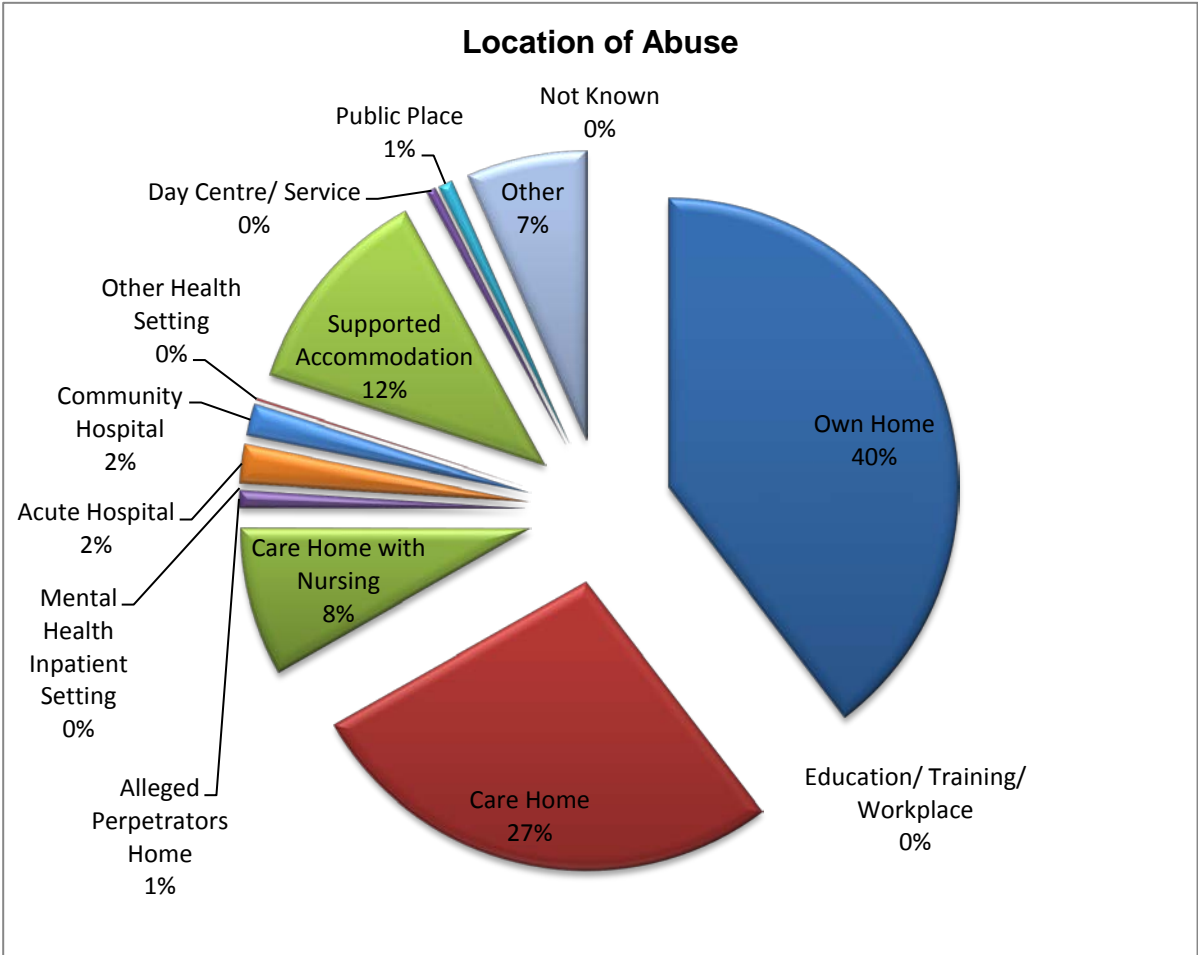
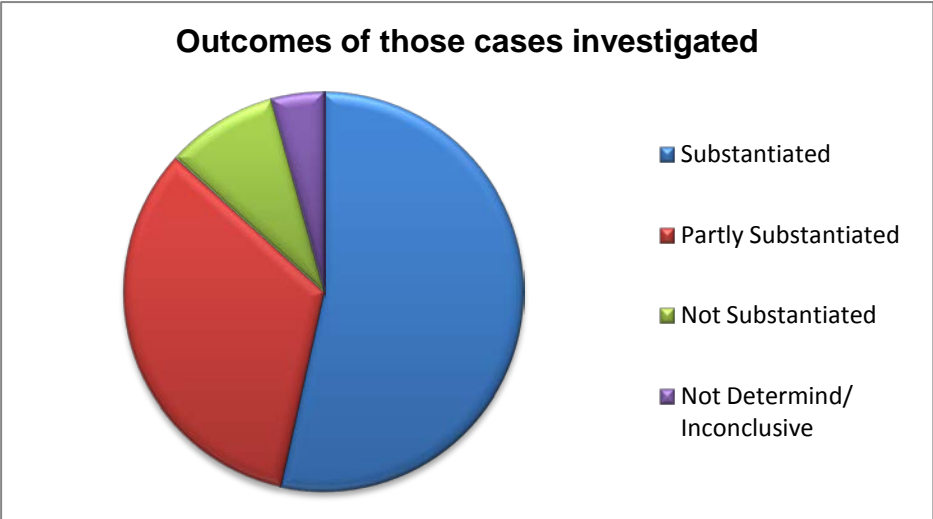


### Type of Adult at Risk



### Source of Referral





**Examples of criminal case outcomes 2012/13**

Nurse of an elderly patient: A Summons was issued for a Nurse for two counts of common assault committed against a 95 year old female dementia patient. The patient herself was unable to provide a statement and has since unfortunately passed away. However, using the detailed statements taken from the victim’s family, staff and management Barking and Dagenham Police were able to provide the Prosecution Service with sufficient evidence to prosecute the nurse.

Theft from a Dementia sufferer: A daughter was successfully prosecuted for theft from her father who resides in a care home. She admitted to stealing the victim's benefits money over a number of years to fund her gambling addiction. She was sentenced to an 18 month suspended prison sentence.

Assault within a Care Home: A large scale investigation was carried out at a care home following an allegation that a carer assaulted a resident, who later died. The Coroner's report found that the cause of death was unrelated, but the carer was summoned to appear before Redbridge Magistrates Court in April 2013 on assault charges.

Targeted Burglaries: A woman was arrested and successfully prosecuted for burglary offences committed against three at risk adults. The woman was sentenced at court to three years imprisonment.

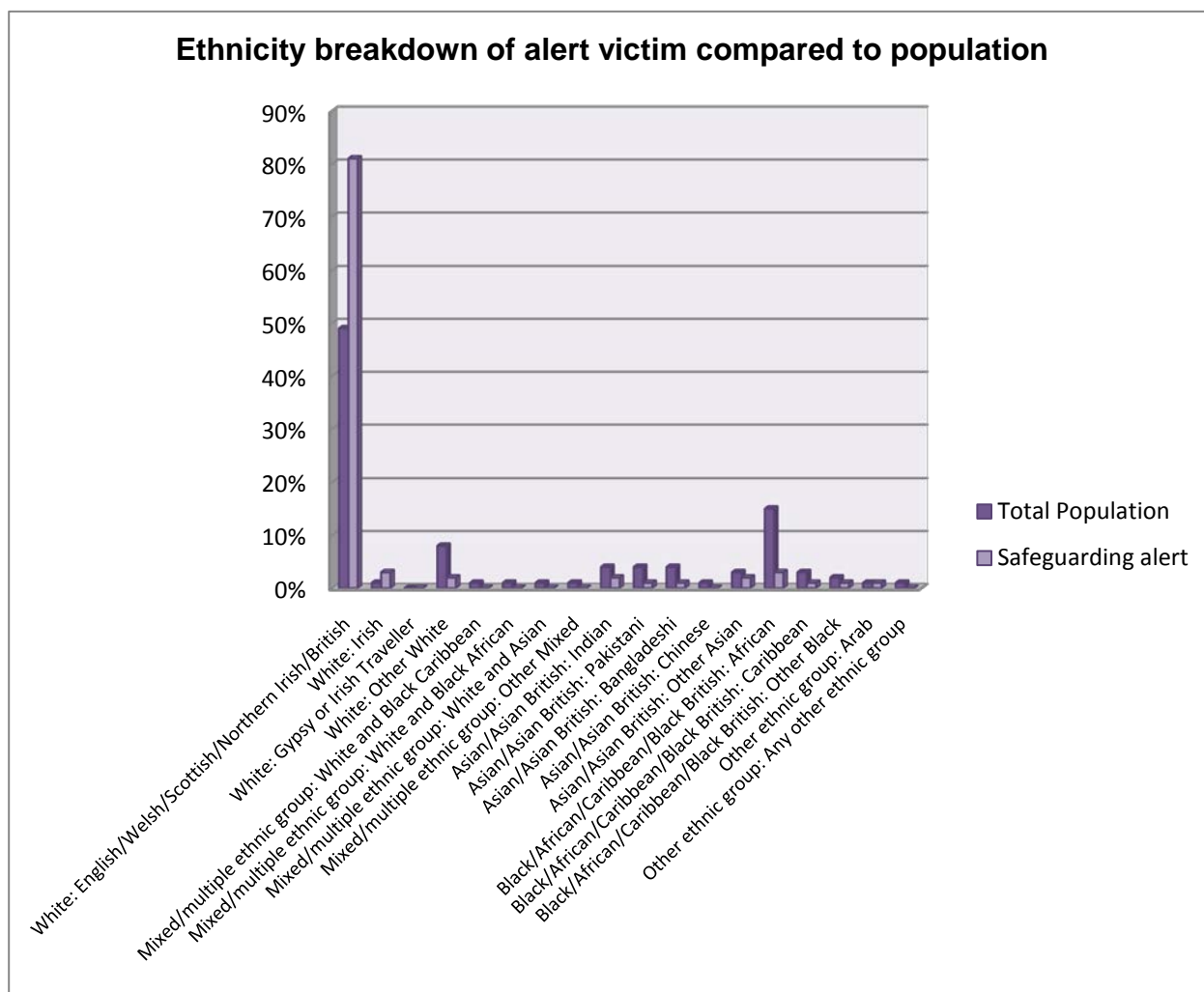
Care Home Theft: An appointee of a care home resident, alleged to have stolen more than £9,000 over a two year period from the victim, was summonsed to appear in court.

# Equality & Diversity

# 5

Central to Safeguarding Adults work are the concepts of dignity, respect, equality and fairness. The 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 Board recognises that some sections of the community are likely to be under-reporting. We suspect that this may be due to the high percentage of cases we see emanating from residential settings where black and minority ethnic groups also tend to be under-represented. However a key part of our strategy moving forward will be to target messages to different groups.



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# Board Membership

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# 6

Members between April 2012 - March 2013

Sarah Barlow, Service Manager Voiceability

Anne Bristow, Corporate Director Adult and Community Services LBBB

Chris Daly, Borough Commander London Fire Service

Helen Davenport, Associate Director Nursing and Safeguarding NHS North East London and the City

Gary Etheridge, Deputy Director of Nursing BHRUT

Allison Garrett, Named Nurse Safeguarding Adults NELFT

Paul Gibson, Safeguarding Lead London Ambulance Service

Joy Palmer, Barking and Dagenham Mencap & Chris Gillbanks Parents of Autistic Children

Lorraine Goldberg, Executive Director Carers of Barking and Dagenham

DCI Philip Howarth, Barking and Dagenham Metropolitan Police

Ken Jones, Divisional Director Housing Strategy LBBB

Deborah Klée, Independent Chair

Christopher Martin, Divisional Director Complex Needs and Social Care Children Services LBBB

Margaret McGlynn, Local Area Manager CQC

Bruce Morris, Divisional Director Adult Social Care LBBB

Cllr Linda Reason, Cabinet Member for Children and Adult Services LBBB

Glynis Rogers, Divisional Director Community Safety and Public Protection LBBB

Jacqui Van Rossum, Executive Director Integrated Care & Transformation NELFT

Lucy Satchell-Day, Area Chief Officer London Probation Trust

Fiona Taylor, Head of Legal and Democratic Services, LBBB

## **Board Advisors**

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

**Helen Oliver**, Group Manager Safeguarding Adults LBBD

**Dr Kantha Niranjana**, Lead Doctor for Safeguarding Adults BHRUT



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# Training

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# 7

Safeguarding Adult training has continued across agencies throughout 2012. The Board also launched a Safeguarding Adults e-learning package. This is available to multi-agency staff across the partnership and is aimed to raise awareness of adult abuse, how to recognise abuse, and the actions to take if staff suspect an adult is being abused. The training is available internally to all Council staff through "i-learn" and is accessible to external partnership staff through the social care training team.

## Training breakdown by agencies

### Carers of Barking and Dagenham

Care Awareness Training	9
Personalisation	16
Face to Face	11
Conciliation Skills	6
Dementia Care and Carers	19
End of Life Care	6
Total	67

### London Borough of Barking and Dagenham

Safeguarding Adults: Awareness, Recognition & Referral	190
Deprivation of Liberty Safeguards	15
Safeguarding Adults Minute Taking	11
Investigators Training for Safeguarding Adults Managers	45
Mental Capacity E'Learning Course	25
Safeguarding Adults at Risk Course E-Learning	99
Total	385

### Barking Havering and Redbridge University Hospital Trust

For the reporting period of April 2012 - March 2013 there were a total of 2065 members of staff trained at Level 1 and 2 (90% compliance).

There were a total of 359 members of staff trained at level 3 during 2012-2013. This training is now non-mandatory. 12 sessions are proposed for 2013-2014 to provide the opportunity for more staff to attend.

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# Plans for the Future

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# 8

In the coming year the priorities for the Board include:

- Improving the effectiveness of the Board;
- Putting the person at the centre of adult safeguarding by ensuring that their outcomes are met and that their views inform practice;
- Learning from serious case reviews;
- Raising public awareness of adult safeguarding;
- Improving understanding and appropriate use of the Mental Health Act and Deprivation of Liberty Safeguards;
- Working with the Children's Board to develop safeguarding strategies that recognize the safeguarding needs of vulnerable adults, children and young people, within families.

We will also be working towards 2015 when the Safeguarding Adults Board will have statutory responsibilities. The strong partnership working of the Board and a three year strategy has prepared us well for this development. Improving effectiveness, refreshing the strategy and developing strong links with other partnerships, including the Health and Wellbeing Board, will further strengthen the Board.