

**Barking  
and  
Dagenham**



**Safeguarding Adults Board**

**Barking & Dagenham**

**Safeguarding  
Adults  
Board**

**Annual Report  
2021-22**



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# 1. Independent Chair's Foreword and Overview



This is my first foreword for the Annual Report, as Independent Chair of Barking and Dagenham's Safeguarding Adults Board (SAB). I started in this role in April 2022 after the last chair had completed his three years in the role. My aim is to ensure the voice of the service users and community is heard within the work of the SAB. I will be going out into the community and meeting community groups, service users and individuals as well as professionals who work across safeguarding in the borough.

I also have the role of the Independent Chair of the Violence Against Women and Girls (VAWG) Group that I started in June this year. I feel that both roles will complement each other and some of the work will cross-over.

This report will be made up of information and views from the last chair as well as myself. As I have only been in the role for 6 months it is important to capture the progress the board has made before I started in the role.

For me, it is important to look at contributions to the SAB work including who can bring wider expertise and the voice of the community to the work of the board. I also want to support the board to address any themes in relation to multi agency learning, training and development so that all professionals have the tools required to ensure our community is supported and kept safe.

I have been and will continue to work closely with the Independent Chair of the Safeguarding Children's Board on cross-cutting themes around supporting young people moving into adulthood and through the system.

From what I have seen so far I am really encouraged and appreciative of the way the partnership works together, particularly around the challenges and demands services are facing following Covid.

During my time as the SAB Independent Chair, an independent Safeguarding Peer Review was undertaken and the learning from this will be embedded to improve safeguarding outcomes across the whole partnership system.

I have had the pleasure of attending a learning and development workshop based on a Safeguarding Adult Review. This provided an opportunity for all practitioners from across the partnership, including health, adult social care, GP's etc to learn and reflect on safeguarding work. It was such a valuable experience for all involved and I would like to see more of these to take place as the discussions and connections that are made are invaluable.

There are a number of areas that the board will need to focus on in the coming year:

- Assuring 'sight' of the risks of harm, abuse and exploitation in communities.
- Robust processes for receiving feedback from people with lived experiences of safeguarding interventions in the context of health, social care and support services generally, and in the context of the diverse cultural backgrounds of Barking and Dagenham's changing community.
- Continued use of safeguarding adult performance and quality assurance information, including case audit by all partner organisations, and of those cases involving more than one organisation or service intervention.
- Joined up of knowledge, thinking, planning, practice and assurance across all ages of children and adults and in all circumstances, especially through better ways of working preventatively and earlier with our residents.
- Continued commitment to the SAB, its committees, communication and relationships from all partner organisations.

There are several aspects that the SAB have looked at this year and are continuing to work on in the coming year that including the following:

- Multi agency learning and development to support professionals in safeguarding across the partnership.
- A Hoarding Policy and work programme in response to themes arising across the partnership in Barking and Dagenham.
- Focussing on outcomes from the Safeguarding Peer Review to direct SAB priorities going forward.

I would like to take this opportunity to thank everyone across the partnership for welcoming me into the role of SAB Independent Chair and supporting me to understand the community

and services in Barking and Dagenham that keep our residents safe. It is important that I work with all the local community so that we are hearing the voice of people in Barking and Dagenham within the work of the SAB.

I hope after reading this SAB Annual Report that you are assured that the SAB partnership is committed to keeping all individuals in Barking and Dagenham safe from harm and abuse and that all professionals continue to work hard to support our community and provide services that keep people well and safe.

**Anju Harmit Ahluwalia BEM**

**Independent Chair**

**Barking and Dagenham Safeguarding Adults Board**

## 2. What is Safeguarding Adults?

The Care Act 2014 statutory guidance defines adult safeguarding as:

‘Protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.’

The Care Act 2014 came into force on 1<sup>st</sup> April 2015. The Act introduced new requirements for safeguarding adults and the arrangements that each locality must have in place to ensure that vulnerable people are protected from risk, abuse or neglect. The Local Authority, NHS Clinical Commissioning Groups and the Police are all statutory partners of the Safeguarding Adults Board (SAB) and other important local partners are also key players in the work of the partnership.

The Care Act identifies six key principles that should underpin all safeguarding work. These are accountability, empowerment, protection, prevention, proportionality and partnership.



### 3. The SAB's Vision

Every adult living in the London Borough of Barking and Dagenham has the right to live in safety, free from fear of abuse or neglect. The Safeguarding Adults Board exists to make sure that organisations, people and local communities work together to prevent and stop the risk of abuse or neglect.

In the London Borough Barking and Dagenham we want to embed a stronger and safer culture that supports adults who are at risk of harm. We know that to achieve this we have to work in partnership with the people who use local services and with the wider local community. All agencies working with adults at risk have an essential role in recognising when these people may be in need of protection. Agencies also have a responsibility to work in partnership with adults at risk, their families, their carer(s) and each other. The introduction of the Care Act 2014 has brought in many changes in Adult Social Care Services. The Safeguarding Adults Board has a statutory duty to ensure it uses its powers to develop responsibility within the community for adults who need care and protection.

The prime focus of the work of the Safeguarding Adults Board is to ensure that safeguarding is consistently understood by anyone engaging with adults who may be at risk of or experiencing abuse or neglect, and that there is a common commitment to improving outcomes for them. This means ensuring the community has an understanding of how to support, protect and empower people at risk of harm. We want to develop and facilitate practice which puts individuals in control and generates a more person-centred approach and outcomes.

The Safeguarding Adults Board developed a strategic plan which sets out how we will work together to safeguard adults at risk. The strategic plan was initially for 2019-22 but was updated at the end of 2020/21 going into 2021/22 for the remainder of 2021/22 and beyond. It can be viewed here <https://www.lbbd.gov.uk/barking-and-dagenham-safeguarding-adults-board#tabs-3> and is referred to again in section 10.

The Safeguarding Adults Board has a responsibility to:

**Protect adults at risk**

**Prevent abuse  
occurring**

**Respond to concerns**

It may be suspected that someone is at risk of harm because:

- there is a general concern about someone's **well being**
- a person sees or hears something which could put **someone at risk**
- a person tells you or someone else that something has happened or is happening to them which could put **themselves or others at risk.**



## 4. The Board and Committees

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

- The Local Authority
- The Borough Police
- The NHS Integrated Care System.

Other members of the board include:

- the Council Cabinet Member for Social Care and Health Integration
- the three Chairs of the committees
- a representative from North East London Foundation Trust (NELFT)
- a representative from Barking, Havering, Redbridge University Hospitals (BHRUT)
- a representative from the London Fire Service
- a representative from the London Probation Service
- a representative from the Council's Community Solutions Service
- a representative from Barking and Dagenham Healthwatch

The SAB has three committees, which are chaired by different partner organisations:

- The Performance and Assurance Committee (chaired by the London Borough of Barking and Dagenham)
- The Safeguarding Adult Review Committee (chaired by NHS Integrated Care System)
- The Safeguarding Adults Complex Cases Group (chaired by the London Borough of Barking and Dagenham)

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

The Chair of each of the three committees is responsible for:

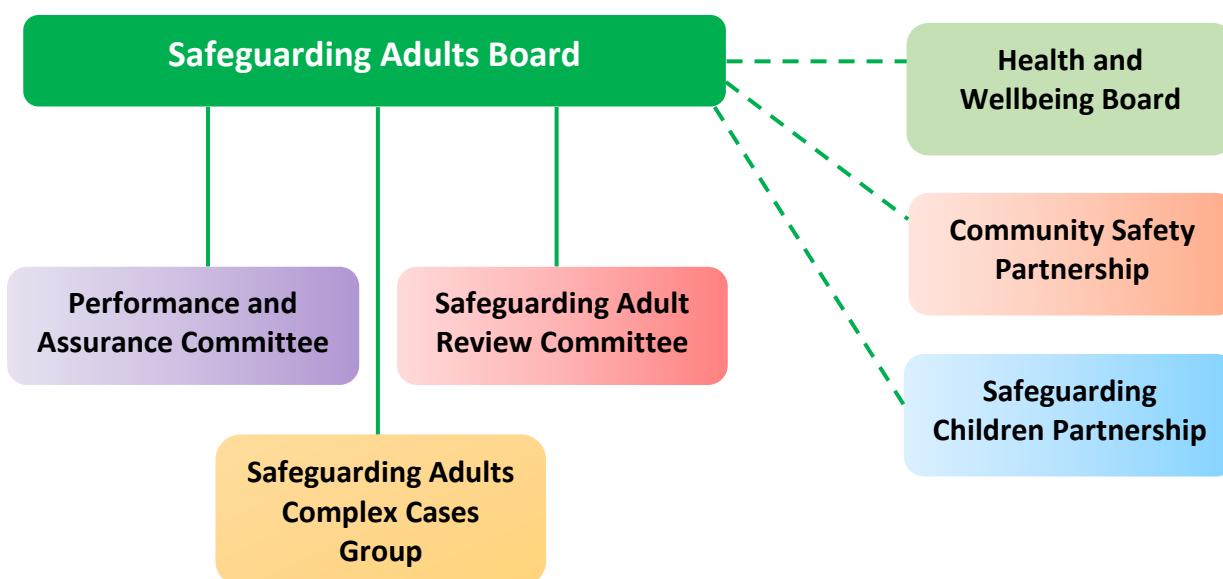
- Developing a work programme which is incorporated into the SAB strategic plan and monitored by the SAB
- Resourcing the meetings of the committee
- Reporting on the progress of the committee's work to the SAB and ensuring that the membership of the committee draws in the required experience.

During 2021/22 the Independent Chair met with the Independent Scrutineer of the Safeguarding Children's Board. This allowed for opportunities to consider safeguarding adults and children at risk, and the issues affecting both areas.

The Independent Chair attended the Health and Wellbeing Board to allow for further consideration and debate regarding the issues of safeguarding within the agenda. The Independent Chair also attended quarterly the Council Corporate Safeguarding Meeting with the Leader of the Council, the Lead Member for Social Care and Health Integration, the Chief Executive of the London Borough of Barking and Dagenham and the Strategic Director for Service Development and Integration, to review performance data for adult social care, including workforce data and associated risks and mitigation. This allows for open debate, discussion, challenge and demonstrates a climate of openness and transparency.

The Independent Chair also met regularly with LBBD Council's Director of People and Resilience and Adult Social Care Operations Director and other partners as well as with committee chairs and other key SAB partners.

The board is supported by the Council Cabinet Member for Social Care and Health Integration as a participant observer. This enables Councillor colleagues to be kept up to date with safeguarding adult matters. In addition, the committee chairs and officer advisors also attend board meetings.



## The SAB's Statutory Responsibilities

The SAB must publish an Annual Report each year as well as having strategic plan. This Annual Report of the Barking and Dagenham SAB looks back on the work undertaken by the SAB and its committees, throughout 2021/22 and provides an account of the work of the partnership including achievements, challenges and priorities for the coming year.

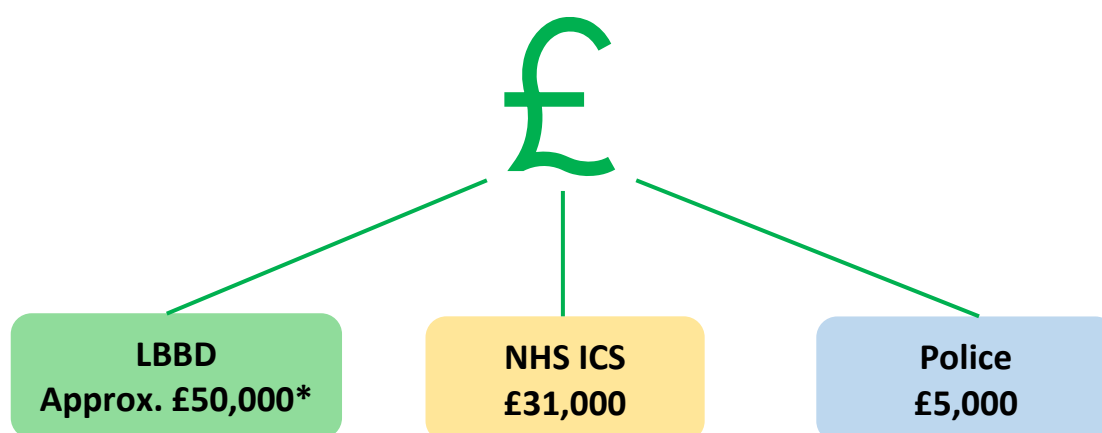
In addition, the SAB has a statutory duty to carry out Safeguarding Adult Reviews (SARs) where an adult in the Local Authority area:

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

The implementation of recommendations and action plans from a SAR must be reported in the Annual Report, including any decision not to implement any recommendation. One SAR was published in 2021/22. More information on this SAR can be found in chapter 6. Two SARs were also commissioned and continue into 2022/23.

## Financial Contributions and Expenditure

Statutory partners make financial contributions to the Safeguarding Adults Board. This supports the running of the SAB including the cost of the Independent Chair, Safeguarding Adult Reviews and any multi agency learning and development activity undertaken across the partnership.



\*The Council makes up any shortfall in costs covering service support, staffing etc.

## 5. Safeguarding Data

The Safeguarding Adults Collection (SAC) data is collected and published by NHS Digital. It reports on the statutory duties of local authorities under the Care Act, to safeguard adults at risk of abuse or neglect. The data is published annually and provides local and national data tables and comparative data on safeguarding activity.

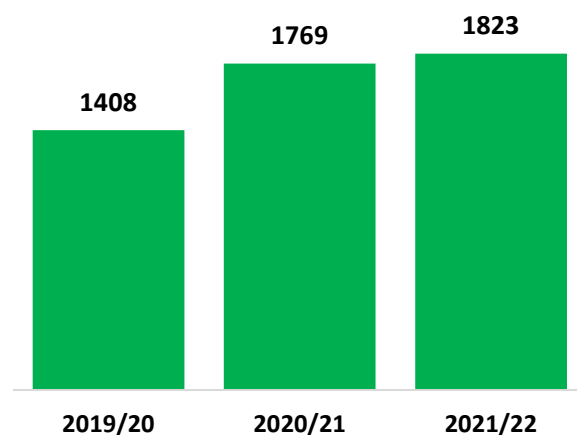
The data for Barking and Dagenham presented in this report covers period from 1st April 2021 to 31<sup>st</sup> March 2022. The latest comparative data covers the period from 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021. At the time of writing, national comparative data for 2020-21 has not been published.

## Concerns raised by year

There were 1,823 safeguarding concerns raised during 2021/22, an increase of 3% on the previous year.

Overall, the data shows an increase in reports of abuse, which started in 2020/21 and has continued to date. This shows more people are reporting abuse and neglect.

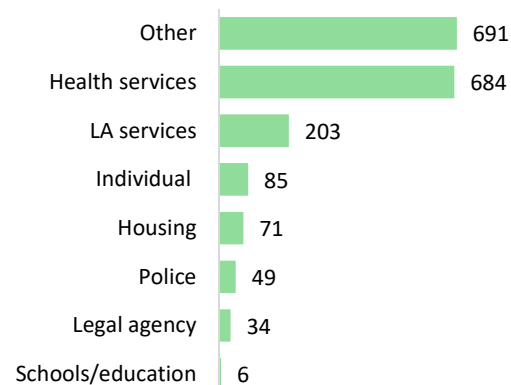
**Concerns Raised by Year**



## Source of concerns

684 of the 1,823 safeguarding concerns raised during 2021/22 were raised by health services, which include London Ambulance Service and primary health care providers. This is equivalent to 38%. 691 concerns were raised by other sources which may include social care providers.

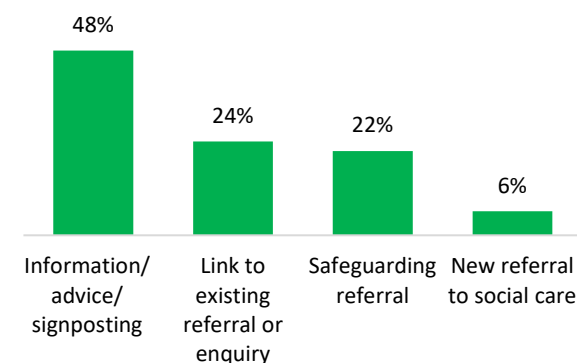
Local authority services, either in the council or in other councils raised 203 concerns during the year.



## Concern outcomes

When further enquiry is not required, other forms of support, advice, information or other services may be provided, dependent upon the nature of the risks, specific concerns and the individual's needs.

Of the 1,823 concerns received during the year, 48% resulted in information and advice. 24% of people had an existing case or enquiry with social care that the concern was linked to, and 22% resulted in a safeguarding referral that was progressed for further enquiry.



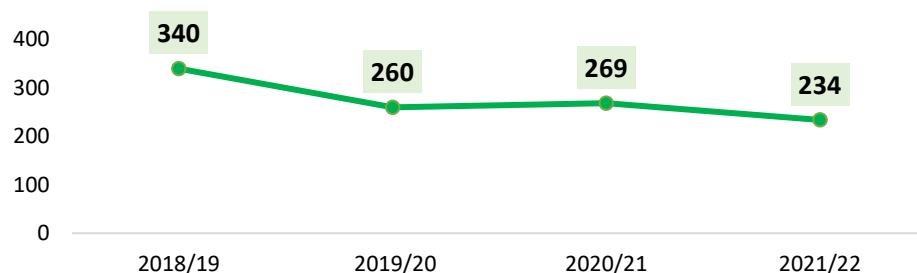
## What is a Section 42 Enquiry?

Section 42 of the Care Act 2014 requires that each local authority must make enquiries if it believes an adult is experiencing, or is at risk of, abuse or neglect. When an allegation about abuse or neglect has been made, an enquiry is undertaken to find out what has happened.

An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.

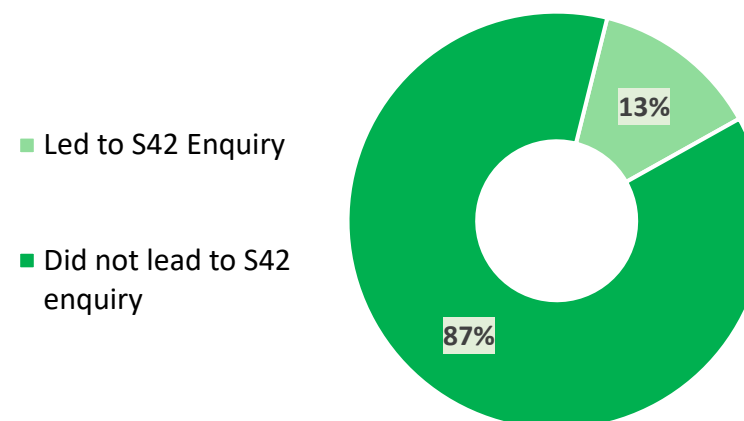
## Section 42 Enquiries started in year

There were 234 Section 42 enquiries during 2021/22. This is lower than in 2020/21, when there were 269 enquiries in response to increased reporting and greater frequency of risk and neglect at the height of COVID-19 pandemic. However, overall, the number of Section 42 enquiries appears to be on a downward trend over the past few years.



## Concerns leading to further enquiry

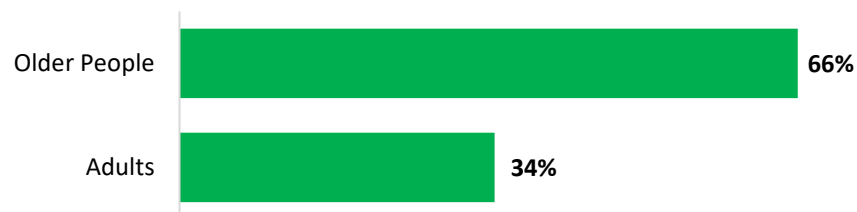
The council received 1,823 concerns about an adult believed to be at risk of abuse or neglect. After further consideration, 234 led to a Section 42 enquiry, to ascertain if abuse or neglect occurred. This is equivalent to a rate of 13% and is down from 15% in 2020/21.



## People involved in Section 42 enquiries

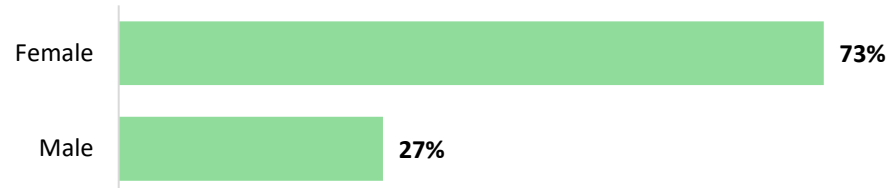
### Age

39% of section 42 enquiries concerned adults aged 18 to 64, while 61% were for those aged 65 and over.



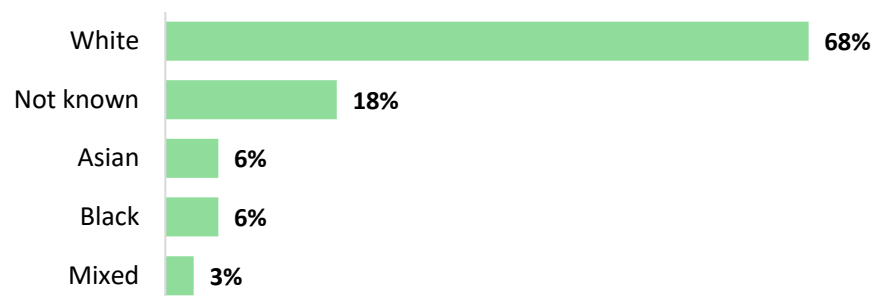
### Gender

There were more Section 42 enquiries concerning women than men, with 73% involving women compared with 27% for men.



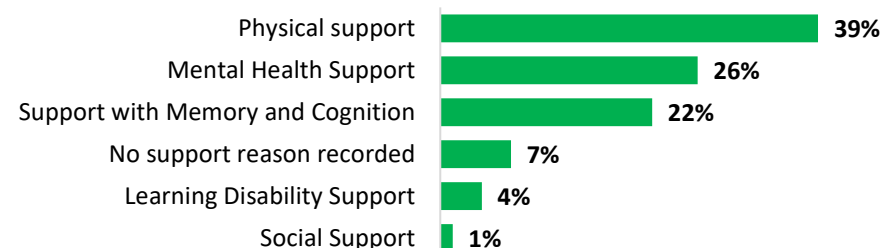
### Ethnic group

Over two-thirds of Section 42 enquiries concerned White adults (68%). 6% of people were Asian and further 6% were Black African or Caribbean. The ethnicity of 18% of people was unknown.



### Primary Support Reason

39% of Section 42 enquiries concerned an adult with physical support needs. 26% needed mental health support, while 22% needed support with memory and cognition. In 7% of cases support needs were not recorded, either because it was not known or the adult at risk had no identified needs.



## Type and Location of Risk in Section 42 Enquiries

### Common Risk Types in Barking and Dagenham

**Neglect and Acts of Omission:** Includes failure to act or ignoring medical, emotional, or physical care needs.

**Physical Abuse:** Includes hitting, slapping, pushing, and use of unnecessary restraints.

**Financial abuse:** Includes theft, fraud, and coercion with regards to financial affairs.

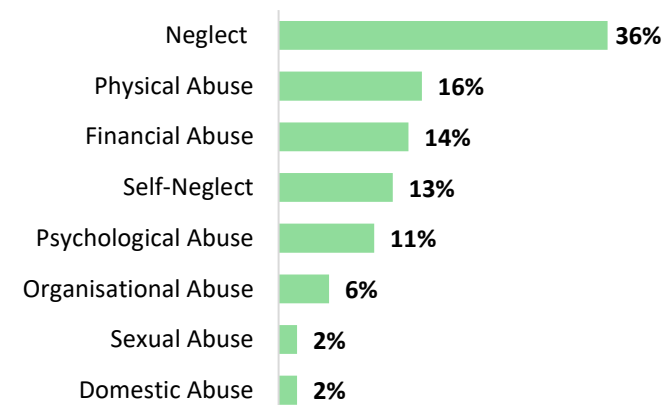
**Self-neglect:** Neglect of own health, hygiene, or home surroundings. This can include hoarding.

**Psychological:** Includes emotional abuse, threats of harm, attempts to control, coercion, verbal abuse, and bullying.

### Type of risk

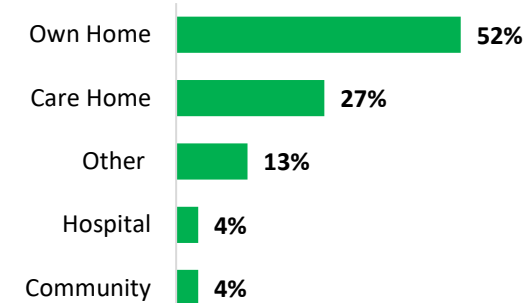
As with previous years, neglect and acts of omission remains the most common category of abuse (36%). Physical abuse was present in 16% of enquiries; this is a slight increase compared with 2020/21. Financial abuse remained the same as the previous year, at 14% as did self-neglect at 13%.

This data is reported regularly to the SAB in order identify patterns in types of risk.



### Location of risk

Over half of the alleged abuse took place in the adult's own home (52%). 27% occurred in care homes, while 4% of abuse or neglect was in hospital and another 4% in other locations in the community. In the remaining 13% of cases the alleged risk was in an unspecified location.





## Making Safeguarding Personal

Making Safeguarding Personal is an approach that ensures the adult at risk and/or their advocate in the safeguarding enquiry, are consulted and can participate in the process and that their views are central to the final outcomes, as far as is possible. The Safeguarding Adults Board is committed to this person-centred approach.

### Identifying risk

#### Was risk identified?

Risk was identified in 80% of concluded enquiries. In a further 9% risk assessment was inconclusive. There was no risk identified in 6% of enquiries and 4% ceased as the individual did not want the enquiry to continue.



#### Reducing or removing risk

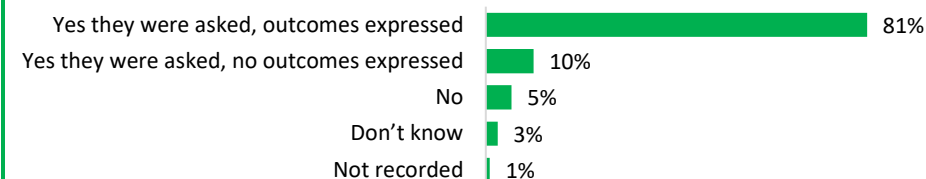
Where risk was identified, it was removed or reduced in a 91% of cases. This remains unchanged from 2020/21. Risk remained in 9% of enquiries.



### What does the individual at risk want?

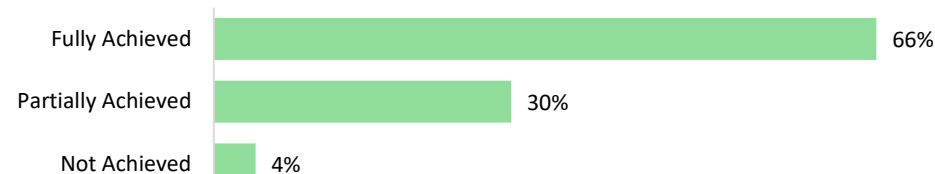
#### Expressing safeguarding outcomes

In a total of 81% of concluded enquiries, the individual at risk was asked their desired outcome of the enquiry and expressed outcomes, 10% were asked but did not express outcomes. The remaining 8% of people were either not asked, or this was not recorded.



#### Achieving desired outcomes

In total, 96% of people who expressed outcomes achieved those outcomes, fully or partially (66% fully achieved, 30% partly achieved). Overall, this was the same percentage as in 2020/21.



## 6. Safeguarding Adult Reviews

In 2021/22 the Barking and Dagenham Safeguarding Adult Board (SARs) published the SAR JA the full report, findings and recommendations which are available at this link [Safeguarding Adult Reviews \(SARs\) | London Borough of Barking and Dagenham \(lbbd.gov.uk\)](https://lbbd.gov.uk/safeguarding-adult-reviews-sars/). Learning has been undertaken in relation to this SAR in the form of a multi agency training and collaboration event. A number of actions are being taken forward to address the recommendations in this SAR around hoarding, self-neglect and making safeguarding personal. The full SAR report can be read at the link above.

Towards the end of 2021/22 two Safeguarding Adult Reviews were commissioned to be undertaken by Independent Reviewers and are still in progress.

## 7. The SAB's Partners

### London Borough of Barking and Dagenham Adult Social Care

#### Developments and Improvements in Safeguarding Adults Practice

The London Borough of Barking and Dagenham are continuing to see high levels of safeguarding concerns. Referrals are being carefully monitored to ensure that trends and new developments are identified.

Work is being conducted with Community Solutions Intake Service to improve the classification and responsiveness to safeguarding alerts being submitted from partner agencies. We have enhanced the performance management of referral data with the outcome of clearer focus on referrals that meet safeguarding thresholds. Work is also being undertaken to review the referral processes and oversight of training and practice within the workforce.

A Peer Review was conducted May 2022 that focused on 'the persons journey and experience' within the context of safeguarding. The findings evidenced areas where practice could be enhanced. An action plan is in development to benefit experience and practice.

The peer review identified areas which they believed demonstrated excellent practice:

- Operational response to safeguarding on an individual level is good and safeguarding principles are reflected in practice
- High-risk cases are dealt with rapidly and responsively
- Excellent joint work with carers and carer providers on co-produced support
- Strong community knowledge and signposting within Community Solutions
- Excellent policies and procedures
- Strong quality assurance process between commissioners and providers
- Trusting relationship between providers and the Council, and some positive feedback on links to safeguarding
- The Safeguarding Adults Complex Cases Group works well and is an example of good practice
- Strong, committed, engaged leadership and relationships
- Good co-production in places and a commitment to strengthen this further
- Stable and committed workforce
- Good management supervision and support
- The role of the Principal Social Worker is embedded and valued by staff
- Excellent support to the Independent Chair of the SAB.

The action plan will focus on the following areas to enhance practice:

- Personalisation, support and the voice of the resident
- Quality assurance and implementing a structured and regular quality assurance process
- Co-production.

Integrated Care Systems (ICSs) are partnerships of organisations that come together to plan and deliver joined up health and care services and to improve the lives of people who live and work in their area. Forty-two Integrated Care Systems were established across England on a statutory basis on 1 July 2022. We are part of the North East London (NEL) ICS. As part of this wider consortium of organisations, safeguarding must be paramount and we are ensuring that it remains so throughout the integration process.

### **Contribution to Multi-agency Safeguarding Practice and Partnership Working Arrangements**

Following the completion of a Safeguarding Adult Review the Safeguarding Adult Board commissioned the production of a multi-agency protocol to support staff when responding to safeguarding issues related to pressure ulcers.

A multi-agency learning and development event was held which gave professionals from across the partnership an opportunity to discuss safeguarding outcomes and improvements with an emphasis on improving practice.

The process for oversight and support for practitioners in their management of complex situations is strengthened through the Complex Cases Group which is a committee of the SAB. At the Complex Cases Group, multi agency cases and safeguarding risks are presented and discussed and the risks are managed through the monitoring and review process. The process was recently reviewed and now ensures better management oversight and enhances the timeliness of the outcomes for adults and the management of multi agency risks across the partnership.

## **London Borough of Barking and Dagenham Community Solutions**

### **Developments and Improvements in Safeguarding Adults Practice**

Community Solutions works closely with Adults Social Care and meets regularly to discuss practice, operational issues and performance and quality. We are in the process of recruiting a duty manager to the Adult Intake Team to provide further capacity to managing

safeguarding referrals. We are establishing a pathway for Care Technology as a prevention approach and in partnership with the transformation programme.

We continue to strengthen community and partner links, including co-locating the Adult Intake Team with partners in physical hubs at Barking Learning Centre and Dagenham Library, the benefits of which were recognised in peer review. By strengthening partnerships and links across the community, faith and voluntary organisations we are able to improve pathways to support.

Targeted hardship funding has been distributed as part of the support for vulnerable groups. Wellness calls and checks introduced during Covid have been embedded to ensure that residents seeking help are fully engaged with, listened to and offered alternative community support. This includes offering interventions for safeguarding concerns that do not meet the threshold for a Section 42 enquiry.

### **Contribution to Multi-agency Safeguarding Practice and Partnership Working Arrangements**

Re-alignment of Mental Health Vocational Support with the Adult Intake function will strengthen pathways and relationships for the team to access community support. A newly appointed Social Isolation and Loneliness Support Worker has further strengthened connection opportunities and community partnerships for people at risk of isolation.

Community Solutions are represented on various meetings that support the wellbeing of vulnerable adults including the Complex Cases Group, Substance Misuse meetings, the Channel Panel and MARAC.

There has been borough-wide support for the Ukraine refugee schemes supporting and enabling over 100 sponsoring households and guests. Work continues supporting the Council's response to the cost of living crisis including pathways to access support such as the warm spaces network and food clubs.

Funding has been secured to tackle health inequalities in respect of marginalised groups such as residents with immigration restrictions. Alongside colleagues from the voluntary and community sector, we have appointed a voluntary organisation to lead the support and co-ordination of work in this area.

Work with the domestic abuse programme lead will help to develop and contribute to the strengthening of domestic abuse pathways and service provision in the borough.

## **The Metropolitan Police**

### **Developments and Improvements in Safeguarding Adults Practice**

Recognising the challenges faced by Police Constables in identifying and responding to mental health vulnerabilities, our mental health Detective Sergeant is rolling out training to Emergency Response Policing Teams. This will include training around the Mental Capacity Act and identifying risk indicators of suicide.

We have worked to support frontline officers with the migration from paper sectioning forms under Section 136, to a digital form which will streamline the process and make it more auditable.

We have worked closely with health partners to divert mental health users away from A&E into the Crisis Care Unit based at Goodmayes Hospital to reduce demand and improve the experience of users in a health based place of safety.

The capacity of our missing persons unit has been increased to allow investigations of high risk missing persons, many of whom are vulnerable adults, requiring complex safeguarding interventions.

### **Contribution to Multi-agency Safeguarding Practice and Partnership Working Arrangements**

The Police currently Chair the Multi Agency Risk Assessment Conference (MARAC) fortnightly meeting, which supports vulnerable victims of domestic abuse. We engage with partners in supporting suicide prevention, including training for staff. We are also a critical partner for the implementation of Safeguarding Adult Reviews and attend the SAB's Complex Cases Group meeting to discuss high risk cases and support the management of risks, where relevant.

## **NHS North East London Integrated Care System (formerly Barking and Dagenham NHS Clinical Commissioning Group)**

### **Developments and Improvements in Safeguarding Adults Practice**

The Designated Nurse for Safeguarding Adults has continued to engage with the wider safeguarding agenda in Barking and Dagenham as well as across London by attending London-wide safeguarding forums. Any best practice and updates from these forums continue to be shared with services across Barking and Dagenham. The Integrated Care

System (ICS) continues to plan for upcoming Liberty Protection Safeguards (LPS) and there is a LPS Manager who now in post. This is a system-wide role working with health and social care providers across Barking and Dagenham to help prepare for the implementation of the new framework.

### **Contribution to Multi-agency Safeguarding Practice and Partnership Working Arrangements**

The Designated Nurse for Safeguarding Adults has continued to chair the Local Quality Surveillance Group which supports assurance and safeguarding work in relation to care homes, supported living schemes, and domiciliary care providers. Representatives from the Local Authority Quality Assurance Teams and the Care Quality Commission (CQC) regularly attend this forum to provide updates where concerns are raised. The Director for Nursing from NHS NEL has continued chairing the Barking and Dagenham Safeguarding Adults Review (SAR) Committee. The Designated Nurse for Safeguarding Adults attends the Community Safety Partnership in Barking and Dagenham as well as the Domestic Abuse Operational Group. NHS NEL's Liberty Protection Safeguards Manager continues to be involved in the LPS Task and Finish Group which oversees the preparations for the implementation of the new framework across Barking and Dagenham, Havering and Redbridge. NHS NEL are responsible for seeking assurance that providers are fulfilling their legislative duties in relation to safeguarding adults in accordance with the Health and Social Care Act 2012 and Care Act 2014. The Designated Nurse for Safeguarding Adults continues to engage with providers in Barking and Dagenham and attends assurance meetings held by providers.

## **Barking Havering and Redbridge University Hospital Trust (BHRUT)**

### **Developments and Improvements in Safeguarding Adults Practice**

Safeguarding training has been strengthened in relation to Domestic Abuse with signposting online learning programmes. An audit has been completed to review 'Staff Knowledge and Evaluation of Staff Training using the Safeguarding Adult Framework'. Participation in the Trusts Ward Accreditation Scheme during 2021/22 enabled the Safeguarding Team to identify any deficits in staff knowledge and address them immediately and this included learning around the Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS).

Safeguarding activity is included in a quarterly safeguarding dashboard and progress report which is presented at the Trust's Safeguarding Operational and Safeguarding Strategic and Assurance Groups, Quality Governance Steering Group and at the Quality Assurance Committee (sub-group of the Trust Board).

The Trust's new Safeguarding Strategy was launched on the 22nd April 2021. The work undertaken to achieve the Priorities within the Safeguarding Strategy is aligned to the Safeguarding Annual Workplan and the Safeguarding Audit Schedule.

Training staff at all safeguarding levels has remained a key driver throughout the reporting period, with a focus on adapting our training methods to ensure that key areas receive the support they require during a time of significant clinical pressure. Training at end of year Year-end compliance with Safeguarding Adults Levels 1 and 2 training achieved both the CCG's year-end KPI of 90% and the Trust's own internal target of 95%, with compliance levels on 31 March 2022 achieving 100% for Level 1 and 97% for Level 2. Level 3 year-end training compliance achieved 93%.

Safeguarding cases are discussed at the Trust's Patient Safety Summits and at the Trust's Safeguarding Case Discussion meetings, which are advertised Trust-wide and attended by all disciplines. The Safeguarding Adults Team remained visible in clinical areas during the reporting period.

## **North East London Foundation Trust (NELFT)**

### **Developments and Improvements in Safeguarding Adults Practice**

Significant work continues across the safeguarding and operational teams to constantly improve patient safety and standards of care. The Safeguarding Advice Service continues to be a well-used resource. Safeguarding governance has been strengthened through this reporting period. The Safeguarding Strategy is being refreshed in partnership with staff and service users. The strategy will inform the Trust, service users and partner agencies of the key safeguarding objectives and our plans going forward are underpinned by and aligned to the Trust values, objectives and outcomes.

Following an allegation of serious sexual assault reported in the Acute and Rehabilitation Directorate inpatient hospital, four workstreams were identified to support the service users affected by this incident, work with safeguarding and police partners in the statutory process and to support the Trust to improve sexual safety on the inpatient mental health wards. This work built on the sexual safety collaborative workstream that had been led by the clinical effectiveness team.

Online interactive safeguarding training has also been commissioned to further support staff including safeguarding children supervision skills training, exploitation (including criminal



and sexual exploitation across the age ranges), gangs training and domestic abuse. All training sessions have been well received by staff.

Mandatory Safeguarding adult training has been reviewed to ensure compliance with the adult safeguarding guidance. This has been agreed and the mapping of eligibility for each level of training has been completed. The mandatory training matrix was updated in April 2021 to reflect the updated training offer. A bespoke safeguarding training package was delivered to the Trust Board in December 2021. To evaluate the effectiveness of safeguarding training, the Safeguarding Team will be working with the Quality Improvement and Clinical Effectiveness team to assess how learning outcomes will be measured.

There has been an increase in Prevent information requests being received by NELFT. The Trust Prevent Lead has identified the need to improve the information sharing agreements. Specific justification is required for each request in order to be compliant with data protection legislation. The Trust requires assurances that the service user has consented for NELFT to share their information or the requester must provide a legitimate justification for why consent has not been sought. The Trust Prevent Lead has been working with the Regional Serious Violence and Contextual Safeguarding Lead (London) and Serious Violence Coordinator Safeguarding Lead NHS England to resolve this issue and to embed a more robust information sharing pathway.

NELFT have recently reviewed their governance structure. The review of governance was an opportunity to strengthen safeguarding governance within the Trust. As such a Safeguarding Assurance Group had been established. This group supersedes the previous Senior Safeguarding Meeting and has a wider membership reflecting the ethos of safeguarding being everybody's business.

To strengthen leadership within the Safeguarding Team an interim post of Head of Safeguarding and Serious Incidents has been recruited to. It is planned to review this role within the current Quality Governance/Safeguarding structure with the aim of a substantive post being created.

A new Mental Health Legislation Team has been set up with responsibility for both the Mental Health Act and Mental Capacity Act/DoLS. The aim is to provide a single integrated approach to mental health legislation across the Trust. This post will support preparation for Liberty Protection Safeguards (LPS).

## **Contribution to Multi-agency Safeguarding Practice and Partnership Working Arrangements**

During 2021/22 NELFT have continue to prioritise safeguarding partnership working, attendance and participation at partnership meetings at both a strategic and operational level.

SAB members continue to work as a partnership and progress the development of partnership strategies. Following the pandemic, partners have embraced and continued to utilise technology and online meeting platforms, such as MS Teams. This has enabled them to continue its function to oversee and lead adult safeguarding in Barking and Dagenham, including delivering awareness, training and attendance at all Barking and Dagenham multi-agency meetings, including Section 42 enquiries and Safeguarding Adult Reviews.

The SAB is attended by the Integrated Care Director for Barking and Dagenham. NELFT continue to be represented and contribute at all safeguarding meetings.

## **The Fire Service**

### **Developments and Improvements in Safeguarding Adults Practice**

During 2021/22 the London Fire Brigade have made the following developments and improvements in our Safeguarding Adults Practice:

- Introduction of the new London Fire Brigade electronic person at risk safeguarding referral form
- Delivering bespoke safeguarding training to 150 Senior Officers
- Revising and updating our the Safeguarding Adults Policy
- Revision of the safeguarding online training for all staff (regardless of rank or role)
- Publication of our new Fire Brigade Carers Fire Safety video
- Working towards the new National Fire Chiefs Council Safeguarding Fire Standards.

## **Contribution to Multi-agency Safeguarding Practice and Partnership Working Arrangements**

During 2021/22 the London Fire Brigade continues to be a key multi-agency safeguarding partner and make safeguarding referrals to Social Services. The London Fire Brigade Central Safeguarding Team remain an actively engaged in pan London meetings and work.

The Barking and Dagenham Fire Service supports the work of the Complex Cases Group where high risk cases are discussed. We are able to address the fire risk, provide direct support to service users and advise on hoarding in the community. We also support Safeguarding Adult Reviews where relevant.

## **The National Probation Service**

### **Developments and Improvements in Safeguarding Adults Practice**

2021/2022 continues to present challenges for the Probation Service. In June 2021 the new unified service was launched combining the previous National Service and 21 privately run Community Rehabilitation Companies. During this period, we have continued to move to blended caseloads and roll out mandatory training for all staff (including safeguarding training) to ensure everyone is equipped to effectively deliver services and protect the public.

We have continued to improve data quality including the recording of protective characteristics allowing for the better identification of needs for specific cohorts. The service launched Catch 22 which is a contract to deliver wellbeing services to those subject to probation supervision. This includes a suite of interventions focused on mental health and wellbeing including mentoring and low-level mental health intervention. In July 2022, we launched the local learning and development plan across Barking, Dagenham and Havering and this is thematically led to continue the professional development of all staff.

### **Contribution to Multi-agency Safeguarding Practice and Partnership Working Arrangements**

Partnership working continues to remain a priority for the Probation Service. At a strategic level we prioritise participation in the local safeguarding boards, Community Safety Partnership and Reducing Reoffending Boards.

Operationally, we have a dedicated SPOC for the Integrated MASH and MARAC. We have good engagement from partnerships in the MAPPA and continue to drive better usage to manage risks posed to individual and the wider community.

## 8. Statement from the Principal Social Worker (PSW)

### Introduction

This year was a significant year as social workers and other practitioners from Adult Social Care (ASC) participated in an ADASS Safeguarding Adults Peer Review. As part of this, the review team completed a case file audit to consider our Safeguarding Adults practice in more detail. The outcome was that our practice was good, but further trends are highlighted below.

During the pandemic Adult Social Work and Care Standards were developed and this year we have focussed on further embedding them into our practice. As the International Social Work theme suggests, ASC are working on building new ecosystems to support the needs of adults where they require safeguarding services, as we continue with new relationships and more robust processes with the Safeguarding Adults Complex Cases Group which now not only identifies risks, but monitors and reviews them to manage the risks with the multi-agency practitioners involved.

With many changes in our community and in Adult Social Care, we sustain investment in the workforce development of social workers and care practitioners, to cultivate and enhance the necessary skills, knowledge and values to do their work. Practitioners work alongside very vulnerable adults in the borough to support them where they have experienced neglect or abuse and to improve their health and wellbeing.

### Social Work Practice in Safeguarding Adults

Social workers and care practitioners managed significant workloads of safeguarding adults practice, as there was a further increase of safeguarding concerns of 3% compared to the year before. This increase has not been reflected in our workforce and further investment in adult social care would need to occur as a consequence if this is to be sustained. Community Solutions and Adult Social Care considered 1823 safeguarding concerns overall. In the majority community safety actions were taken such as providing adults with relevant information and advice to support their safety decisions where they have the mental capacity to make their own decisions. Adults are often unaware that they had been referred to Adult Social Care for support and in keeping with Making Safeguarding Personal, they are in the driving seat to decide the outcomes they want. Many may decide that they do not want further input. 234 adults had a more in-depth Safeguarding Adults Enquiry as a social

worker considered their safety and supported them with a safety plan of how to stop or reduce the abuse or neglect. A very encouraging part of our safeguarding practice is that in 91% of cases, the risk of abuse reduced thus having a positive impact on their health and wellbeing.

Adult Social Care has continued to partake and consider the findings of the Local Government Association Safeguarding Adults Data Insight Project. This was a voluntary submission of safeguarding data, to look at trends in safeguarding across London and the country. This enabled us to identify concerns and types of abuse and use this information to shape our services and adapt our responses to better support people.

### **Safeguarding Adults Peer Review Case File Audit**

As part of the Safeguarding Adults ADASS Peer Review a case file audit was conducted of thirty cases. Reviewers included six professionals, of which four, were Adults Principal Social Workers (PSW) from other London Boroughs. They found our practice was good and highlighted our strengths that included good use of Making Safeguarding Personal that enabled adults to make safety decisions themselves. They found that friends, family members and advocates part-took in safety arrangements and responses were timely with robust multi-agency input and safety plans were well-coordinated. ASC safeguarding practice and risk management was proportionate and there was good support offered to adults with hoarding behaviours. Social workers regularly evidenced mental capacity assessments where there was a concern that the adult may not be able to decide about their health, wellbeing and safety.

The review highlighted areas for ASC to consider in order to enhance best practice. This included that more timely risk assessments could be completed for concerns of fire and hoarding. Where the thresholds for safeguarding were not met, the recording of the next steps and actions taken to mitigate the risks, could be improved. The review noted that professional curiosity and assertiveness to explore risks and skills of cultural competence, required some attention. They added that the management oversight and systematic supervision recording could improve and that feedback to referrers could be more consistent, so that they know the outcomes of the safeguarding concerns made. We will of course endeavour to work on our practice in future and incorporate these themes within the future practice development opportunities for social workers and other practitioners.

### **Strength-based Social Work Forum**

The Strength-based Social Work Forum continues to meet monthly and social workers have explored many topics of across social care practice with a connection to safeguarding adults. This year we explored: outcome focussed approaches to work with adults about what their

priorities and aspirations are; community engagement with the third sector; coercion and control with the Police. We have discussed the risks to adults with care and support needs who date and meet off-line, especially in light of the local murders by Steven Port, where the failings of the police and discrimination towards the LGBTQ+ community was of particular concern. The Forum used the Workforce Race Equalities Scheme (WRES) to discuss with the Standing Together Against Racism local staff network, how we best support adults in our community, especially those who are from Black, Asian or from other ethnic groups. We reflected together on some of the training delivered by BASW's Wayne Reid, around 'culturally competent practice' and where anti-discriminatory and anti-racist practice must be used to safeguard all adults in our community equally well.

## Workforce Development

The PSW continues to work with Higher Educational Institutes through the North East London Teaching Partnership to ensure good quality training in safeguarding and risk management for social workers and other practitioners in Adult Social Care. This year a number of individuals completed their Continuous Professional Development in this way. Safeguarding adults managing concerns training, continues as the standard offer to social workers who carry out Section 42 Enquiries. Twenty-three Best Interest Assessors also refreshed their training to support those individuals who require a Deprivation of Liberty Safeguard as part of their care or treatment.

This year a Consultant Social Worker (CSW) worked within Commissioning Services to help tailor the Direct Payments training for practitioners. We have upskilled social workers to be more professionally curious in checking whether the care needs of the adults and the money they receive, are being used appropriately to support their health and wellbeing outcomes.

A number of social workers and other practitioners participated learning and development workshops as part of the Safeguarding Adult Review (SAR) for JA. This allowed closure for many who were involved in the case and have continued working with her son, to achieve his best health and wellbeing outcomes following his mother's passing.

The local authority continues to subscribe to resources such as Research in Practice (RIP) to support their learning on many safeguarding resources such as the research undertaken with survivors on domestic abuse, that featured adults from Barking and Dagenham. The resources can be found here: [The survivor voice in tackling domestic abuse | Research in Practice](#). Two Consultant Social Workers completed the Supervisors of London Course provided by RIP, as commissioned through the London ADASS PSW Network. ASC is committed to good quality supervision of social workers and practitioners to support them

to risk manage cases appropriately and to ensure good management oversight on decisions made, regarding the safety of adults.

### **Working with People with Lived Experience (PWLE)**

The Re-Imagining Adult Social Care Group has continued to meet with the Operational Director of Adults Care and Support, the Adults PSW and Consultant Social Workers. Conversations continue between stakeholders including private and voluntary organisations and groups which represent the voices of people with lived experience, to ensure their stories are considered in local service provision to keep adults safe. The Independent Living Agency, Lifeline, Age UK, Healthwatch and other organisations form part of the meetings and have played a vital role in providing perspective to the Safeguarding Adults Peer Reviewers about the need of the local community. The PSW undertook a visit to Thames Ward Community Project this year. This project supports people to be active and engaged as citizens and supports vulnerable people and adult safety.

The Consultant Social Worker group worked closely with the carers services this year, including Carers of Barking and Dagenham and the Carers Commissioner to develop the Barking and Dagenham Carers Charter. All CSW's operate as Carers Champions in ASC, as we support people who may care for adults who may require safeguarding at some point. We are now continuing to link all social workers and practitioners to a third sector engagement through the Community Engagement Project. These local relationships are critical to work with organisations and groups that support the prevention of safeguarding concerns.

### **Safeguarding Adults Complex Cases Group**

The Safeguarding Adult Complex Cases Group (SACCG) is chaired by the PSW and continues to meet monthly, as a committee of the SAB. Here safeguarding concerns are discussed relating to individuals who are at high risk of abuse or neglect and where their health and wellbeing may be compromised. The meeting is attended by statutory safeguarding adults partners, other agencies and front line professionals from across the partnership. The group work together to identify, monitor, review and manage the safeguarding risks experienced by individuals. In many cases, serious further ill health and potential loss of life have been prevented due to proactive multi agency working.

### **Policy Development**

This year the SAB was supported by the PSW to develop the Person in Position of Trust (PIPOT) Protocol, which was ratified by the SAB in February 2022. This process now describes the responsibilities of all SAB partner agencies to refer people that may be putting

an adult at risk and to manage the related risks. The policy is also in place to support people who may have caused harm, to get support.

Following on from a recent SAR it was necessary to update practitioner knowledge of how best to safeguard someone with pressure ulcers. The SAB was supported by the PSW who worked closely with the Integrated Care System, NELFT and BHRUT, Tissue Viability Services, Community Solutions, Care Home Provider Forum and Commissioning colleagues, to develop a local Pressure Ulcer Protocol.

## **Mental Capacity Assessment Audit**

In November 2021 Adult Social Care undertook an audit of the use of the Mental Capacity Act 2015 (MCA) practice, which included elements of keeping adults safe and considered some adults who need care or treatment with a Deprivation of Liberty Safeguard (DoLS) in place. The outcome was that in most cases mental capacity assessments are completed and recorded where the circumstances of the adult necessitated it. No least restrictive alternatives were found and risk management for the adults were found to be proportionate and appropriate.

Case recording was generally of good quality and timescales for episodes of intervention, for example, with care reviews were followed. There were some recommendations for improved practice which included: practitioners should ensure that all basic details are documented and reviewed; practitioners could elaborate more about how adults are supported in terms of their diversity and comment on anti-discriminatory practice; better recording and description of how an adult that has mental capacity is making unwise decisions.

Where a DoLS was in place it offered proportionate safeguards for the adults and enabled a second and independent view on their mental capacity about their care and support decisions. The report also focused on ways in which practice had to adapt during the Covid-19 pandemic included practitioners taking extra precautions when visiting care homes and people's homes. An action plan is in place to support our MCA related practice in future.

## **Conclusion**

Social workers and practitioners work hard to protect the most vulnerable adults with care and support in the community from abuse and neglect. This statutory service continues to play a pivotal role in our society to keep the stories of adults alive and enable good health and wellbeing outcomes for people living in Barking and Dagenham.



## 9. Quality of Care

### Overview from the Council - Adult Social Care Provider Market

The pandemic tested the resilience of our social care workforce, both within the local authority and in the provider market. However, partners from across the health and social care system have worked closely and collaboratively. Nearly all providers across residential care, and many of our supported living and extra care schemes, experienced a Covid-19 outbreak in 2021/22 and we worked closely with these providers to manage the outbreaks swiftly and safely. We did this using coordinated outbreak management teams (with input from a range of health and care professionals), infection and prevention control specialist advice, distribution of PPE and support around vaccination take-up. Our Public Health, Commissioning and Provider Quality and Improvement teams provided a seven-day support service to providers throughout most of 2021/22. This comprised of advice, information and guidance and moral support. To maintain provider capacity and workforce stability, teams sourced additional bank and agency staff for providers to draw on.

Our providers were also supported throughout 2021/22 with COVID grants from the Department of Health and Social Care which was focussed around three distinct areas: infection control, vaccinations and workforce. The fund was crucial in supporting our provider market over the course of the pandemic and came to over £3 million which was divided up through prescribed per bed/user values or as part of a wider bid process.

Most importantly the Provider Quality and Improvement team established a virtual inspection regime using Microsoft Teams which kept up monitoring activities during lockdowns. 80 provider inspections were completed between May 2021 and the end of 2022 in this virtual format, with physical visits still undertaken for providers who were high-risk on our provider risk register. In 2022 the team recommenced their physical inspection regime.

As an example of providing support to Registered Managers, the Provider Quality and Improvement Team organised psychosocial group sessions, delivered by British Red Cross practitioners, to recognise and discuss the impacts and trauma the pandemic was having on providers. The sessions were important for morale as they became a space for celebration and recognition of the work that was being done in the most difficult circumstances. They brought colleagues together through sharing feelings and experiences. Although outside of their usual remit, the team recognised the value and impact of psychosocial group therapy, knowing the biggest risk to maintaining quality and standards is provider workforces becoming burnt out and suffering mental and physical ill health. Following the sessions, the feedback from participants was very positive and we are looking to continue this support.

We continue to meet regularly with providers through our Home Care and Care Home Forums, and we will be hosting our first all provider forum for any provider registered in Barking and Dagenham since before the pandemic. This will ensure that any social care provider in Barking and Dagenham is well informed and supported by the Council. Providers are also working closely with Care Provider Voice Northeast London, who are a care provider run organisation seeking to support the social care sector. They provide support with recruitment and access to a peer support network. Recruitment and retention remains an issue across health and social care providers due to ongoing Covid-19 and Brexit issues, as well as the impact of inflation, the rise in living costs and the increase in National Living Wage. The situation is being closely monitored, particularly on the impact of placements and packages within the market. The Council is working with Havering and Redbridge to look at a sector response. An uplift has been applied for older adult homecare and care home providers and this will be reviewed again as part of the Fair Cost of Care exercises that will be undertaken over the coming months.

We continue to work in partnership to develop and commission innovative services to support discharge and reduce re-admission to hospital. We are working with Havering, Redbridge, the Hospital Trust and NELFT to continue to develop the Barking, Havering and Redbridge Integrated Discharge Hub to support the discharge of residents from hospital to the community. We have worked across all discharge pathways to improve the experience and outcomes for our residents and also to support the local acute hospital system with the demand increases for their bed base. Internally within the health system, we have worked with Havering, Redbridge, NELFT and the Hospital Trust to support the creation of community-based discharge which has driven care decisions into the community rather than keeping them based in a hospital setting. Developing a single point of access SPA (now called the Integrated Discharge Hub – IDH) for discharges across BHR has been successful and we are continuing to streamline discharge processes as the Hub progresses. Key to the success of the IDH is the trusted assessor model which situates trusted assessors of care needs on the hospital wards to increase the efficiency of assessments for placements across care settings.

We have also launched two new jointly commissioned services with the Clinical Commissioning Group (now ICB) to support discharge. The first of which was eight 'discharge to assess' beds in a nursing home in Barking and Dagenham with wrap-around therapy support designed to increase the numbers of residents going back home after a nursing home stay. The second is a Home First project in which therapists meet residents at home when they are discharged from hospital to assess their needs and to ensure that residents have access to a range of support to help their recovery and to reduce re-admission to hospital. Both of these services are being evaluated and monitored to determine the longer-term plan to benefit residents in Barking and Dagenham.

Two new Strategies have been adopted in 2021/22 to improve support to vulnerable residents in Barking and Dagenham. The Carers Charter has been adopted by all system partners within health and social care and was formally approved by Cabinet in February 2022. This acts as a framework for the delivery and development of services, working practices, identification and support of unpaid or informal carers in the borough, through a partnership approach. The Carers Charter comprises a series of “I” statements that have been co-produced with over 100 carers in the borough alongside key stakeholders from health, social care and the community and voluntary sector. Building on existing partnerships with health and the community and voluntary sector, the Charter will work towards developing effective pathways with partners to identify ‘hidden carers’. Hidden carers are those who do not recognise themselves as a carer or are not known to services as providing an informal, unpaid, caring role.

In addition to this, the Council’s Cabinet approved a new Aids and Adaptations Policy which sets out how private homeowners, housing association tenants and private tenants with disabilities will be helped through aids and adaptations to live as independently as possible in good quality homes that meet their needs. The publication of this Policy allowed Barking and Dagenham to enact six new additional grants to the current mandatory Disabled Facilities Grant usage. This includes a non means test for anything under £15,000 and some innovative Grants tailored for individuals with more specific needs. We are of the understanding that the Sensory Needs Grant is the first of its kind in the country. The Policy also enables us to designate funding towards four specific social care projects aimed at private residents, including spend towards care and care technology, minor adaptations, handypersons and an occupational therapy assessment project. The Policy enables more residents with disabilities to stay in their own home, in an environment that is better adapted to meet their needs and improve their health and wellbeing.

Finally, 2021/22 saw a tender carried out for an Innovation Partner for the management and delivery of an all-age Care Technology solution for our residents. This service moves away from the traditional reactive models of assistive technology centred around a conventional monitoring and response alert-based service, to digitally transformed health and social care systems and services centred around technology to achieve better outcomes for residents, fully harnessing the role of the wider community and support networks. This will mean embracing the full suite of technological advancement available ranging from artificial intelligence and machine learning to augmented and virtual realities to offer a truly personalised experience for our residents. The move to digital represents a huge expansion in the range and depth of available devices and data. Backed up by increased stability and reliability leading to enhanced accuracy and visibility that delivers informed choices for care recipients, their families, caregivers and the wider health and care system. Barking and Dagenham’s new Care Technology service represents a significant step for the system’s wider digital transformation journey however, there is significant scope to expand the offer,

both in terms of the user groups who can access the service and the types of technology available to support them. A Digital Transformation Strategy for Care and Support is currently being developed which will set out our wider ambitions around innovation, our use of data-insights and our commitment to a technology-first culture with service provision and in support of the wider integration agenda. We will look forward to providing an update in the next SAB Annual Report as to the impact of the new service on residents and their families.

During 2022/23, we will be monitoring and analysing the new initiatives, technology, packages and placements set out above to determine further areas for commissioning and operations and the way that we work with health partners. We will also be crucially preparing for the Adult Social Care Charging Reforms and undertaking our Fair Cost of Care market exercises with over 18 residential care and homecare provision in Barking and Dagenham. We will also be undertaking the re-tendering of extra care services in which the successful organisation will be required to provide 24-hour care and support to the residents of four schemes, including a range of personal care and support tasks which will enable residents to live independently for as long as possible.

### **Barking and Dagenham Primary Care Providers**

Out of thirty-four GP practices in the borough twenty-nine have been rated as 'good'. This means the quality of GP services across Barking and Dagenham have improved and maintained greatly with support from NHS England, NHS NEL and the CQC.

Four practices have been rated as 'requires improvement'. Practices rated as requires improvement are supported to improve by NHS NEL primary care support staff. Common areas of development include safeguarding, education and training, practice policy updates and communication.

One practice is rated as 'inadequate'. NHS NEL continue to engage with the practice management team and have a robust support plan in place which is reviewed regularly to ensure the quality of service from this GP practice improves. NHS NEL are working closely alongside the CQC and the GP Federation to ensure that whilst changes are made, patients continue to receive good quality, safe care.

# Partnership Priorities

The board regularly considers the work of the SAB in light of the changing contexts of:








- (i) health, social care and public protection nationally and locally
- (ii) objectives, views, emerging risks and financial pressures of partner organisations.









The board recognises that it needs to have oversight of safeguarding practice and performance in the borough to ensure that quality of care is not compromised or that there is avoidable harm and abuse. The SAB has a role to play in supporting the workforce across the partnership, ensuring that they have the skills and competencies to fulfill their roles.

The board agreed a Three-Year Strategic Plan in 2019/22. Specific priority areas for attention in 2021/22 were identified as:

- Safeguarding in relation to people who present challenging behaviour to their carers.
- Reviewing commissioning approaches to restrictive practices and restraint.
- Avoidable deaths and harm in hospitals.
- 'Transitional care', particularly of children and young adults with disabilities.
- Homelessness and people with no recourse to public funds, including identification in hospitals.
- Exploitation of vulnerable adults, improving practice in relation to financial and sexual abuse and modern slavery.
- Domestic abuse.
- Mental capacity and advocacy in relation to new approaches to Deprivation of Liberty Safeguards (DoLS) and the forthcoming implementation of new law around Liberty Protection Safeguards (LPS).
- Mental well-being in the community.
- Poverty, neglect and self-neglect in relations to safeguarding concerns.

With regard to the SAB's priorities for 2022/23 and beyond we have updated our thinking and published some revised priorities in line with current developments and learning across the partnership. Below sets out our revised priorities in tabulated form.

Priorities	How will we work to implement these?	Assurance	Learning & Development	Delivery
1. Support for Hoarding and Self Neglect	<ul style="list-style-type: none"> <li>Develop a hoarding and self neglect policy and guidance document.</li> <li>Deliver a pathway and programme of support for service users experiencing hoarding and self neglect.</li> <li>Develop practice around self-neglect, mental capacity, people's exercise of their 'rights to choose'.</li> </ul>			
2. Implement a Learning and Development Committee to deliver joint multi agency learning	<ul style="list-style-type: none"> <li>Develop a multi-agency audit programme.</li> <li>Provide assurance around learning from SARs and LeDeR reports undertaken in Barking and Dagenham and across London.</li> </ul>			
3. Preparing for CQC regulation	<ul style="list-style-type: none"> <li>Implement learning from the Adult Safeguarding Peer Review.</li> <li>Support the development of a Safeguarding MASH, (Multi-Agency Safeguarding Hub) in Adult Social Care, to enable safe and effective triage of all safeguarding being managed in one place.</li> <li>Assurance from Community Solutions and the 'front door' around safeguarding referrals.</li> </ul>			

	<ul style="list-style-type: none"> <li>• Being alert to abuse and harm which is not visible and identify indicators and communicate with others to ensure a good practice response.</li> </ul>			
4. Joining up with children's social care on key cross cutting themes	<ul style="list-style-type: none"> <li>• Transitional safeguarding.</li> <li>• 'Think Family' approach.</li> <li>• Domestic abuse.</li> </ul>			
5. Develop governances, safeguarding and quality interfaces with North East London Integrated Care Board (NEL ICS)	<ul style="list-style-type: none"> <li>• Develop partnership structures to support safeguarding.</li> <li>• Support joint working across NEL in cross cutting issues.</li> </ul>			
6. Develop a community safeguarding offer and preventative offer for adults	<ul style="list-style-type: none"> <li>• Develop plans for a stronger community-based and community-led offer for prevention of the escalation of social care needs.</li> <li>• Stronger community-focused support around safeguarding intervention and reporting.</li> <li>• Develop an effective process to engage with the personal experiences and hearing the voices, of people with lived experience of safeguarding.</li> <li>• Strengthen training and awareness of generalist staff, including for example enforcement, caretakers and protectors of the public realm.</li> <li>• Build better community awareness of mental wellbeing through campaigns and other mental health preventive initiatives.</li> </ul>			

	<ul style="list-style-type: none"><li>• Strengthen and reinforce awareness of exploitation in all its possible forms and clarity of appropriate responses to cases which become known or suspected.</li></ul>			
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# Safeguarding Information

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

[Safeguarding adults at risk of abuse or neglect | London Borough of Barking and Dagenham \(lbbd.gov.uk\)](https://lbbd.gov.uk)

**To report a safeguarding concern:**

**Adult Triage, Community Solutions**

020 8227 2915

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

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



**In an emergency:**

**Call 999 and ask for the Police**

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

**Out of Hours Emergency Social Work Duty Team**

020 8594 8356

[adult.edt@nhs.net](mailto:adult.edt@nhs.net)

