

# **Barking and Dagenham**

## **Safeguarding Adults Board**

### **Annual Report**

### **2022-23**

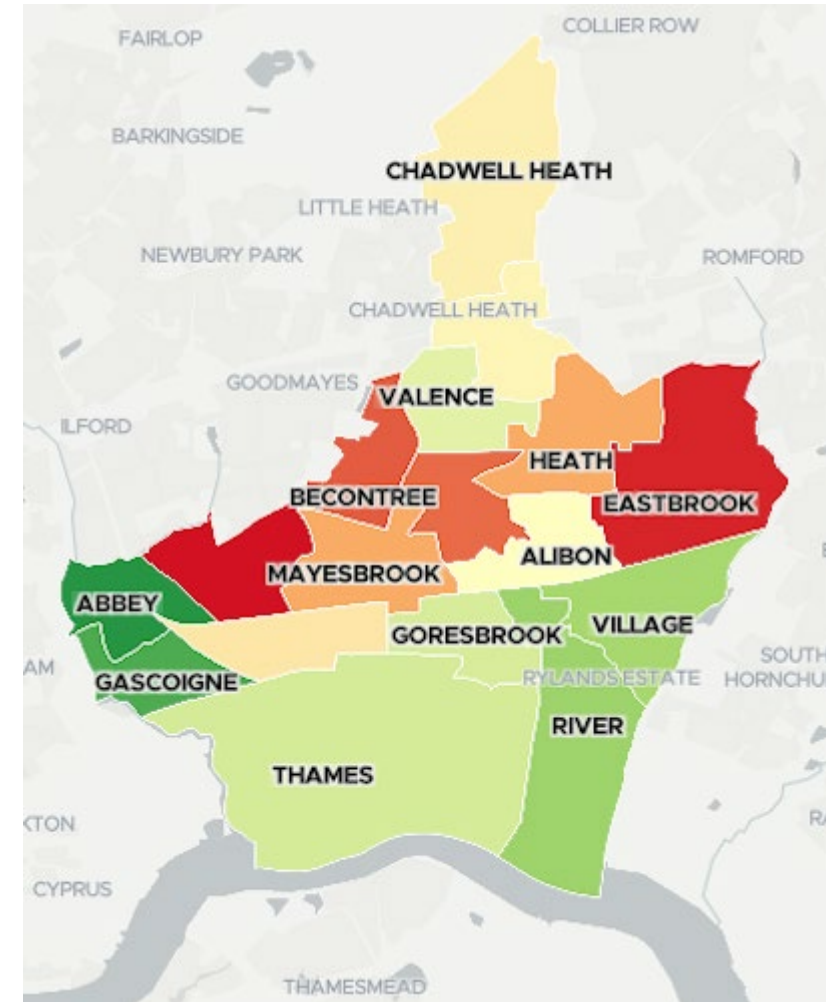


**Safeguarding Adults Board**

**Barking & Dagenham**

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# 1. Independent Chairs Foreword and Overview

This is my first full year as the Independent Chair for Barking and Dagenham's Safeguarding Adults Board (SAB). It was important for me to echo what I wanted to achieve at the outset of starting this role which was to work with the Board and be the 'direct voice of the service users' by working with the community and meeting community groups as well as professionals, so that I could understand the lived experience and gaps in terms of adult safeguarding across the system.

This year the SAB has grown in membership and the Board has worked together on the Safeguarding Peer Review. This has been an invaluable tool for the growth of the Board and for identifying the strengths and challenges within adult safeguarding provision in Barking and Dagenham. One of the recommendations that was made was the development of an Adult Multi Agency Safeguarding Hub (MASH) that is currently being considered.

Working relationships have been enhanced across the Violence Against Women and Girls (VAWG) Group and the Safeguarding Boards, which has been possible as I am also the VAWG Independent Chair. This has created better information sharing and partnership working across the Boards.

I have had the pleasure of going out and meeting the community at locations that have included care homes, community hubs and hostels and spoken to the community about the services that have helped them and the challenges they face. I have also met with the professionals across the partnership that work within the services to get feedback and learn more about the work they do.

The Board will be reviewing its strategic objectives in line with the Safeguarding Adult Partnership Audit Tool (SAPAT) that were completed by all partners. I am proud of the way partners have worked together to support our communities in these challenging times.

One of the main aspects that has been highlighted this year has been the topic of the cost of living crisis and how this is impacting on people's lives and services. The Board understands that this is having a knock-on effect on the community as a whole and is impacting on adult safeguarding concerns, mental health, physical health, financial concerns and service demand. This is being addressed within partner organisations individually and across the partnership as a whole. There has been lots of work with the voluntary sector and local community groups to provide support within the community.

It is important to me that I am the voice of the local community within our partnership work so that we can ensure that people's lived experience is heard and our services meet their needs. I would like to take this opportunity to thank everyone across the partnership for trusting me to help direct the provision of safeguarding and allowing me to work in a different way to bring about change and help leave a legacy of better support for all.

I hope after reading this SAB Annual Report, you are reassured that the SAB is here to ensure that all individuals in Barking & Dagenham are safe from harm, neglect and abuse and that together we will continue to work to improve our services and ensure we meet the needs of the whole community.



**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 main 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 developed for 2019-22 but was updated at the end of 2020/21 going into 2021/22 for the remainder of 2021/22 and beyond. The plan and priorities will be reviewed again by the Board and the revised Strategic Plan can be viewed here <https://www.lbbd.gov.uk/barking-and-dagenham-safeguarding-adults-board#tabs-3> and is referred to again in section 9.

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

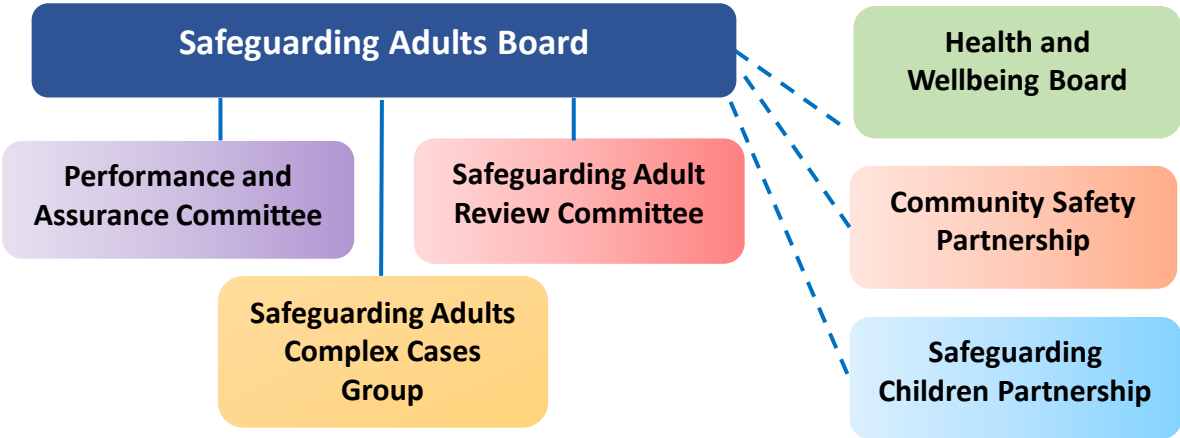
The SAB has three committees, which are chaired by different partner organisations:

- The Performance and Quality 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)

The Independent Chair has 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 2022/23 and provides an account of the work of the partnership including achievements, challenges and priorities for the coming year.

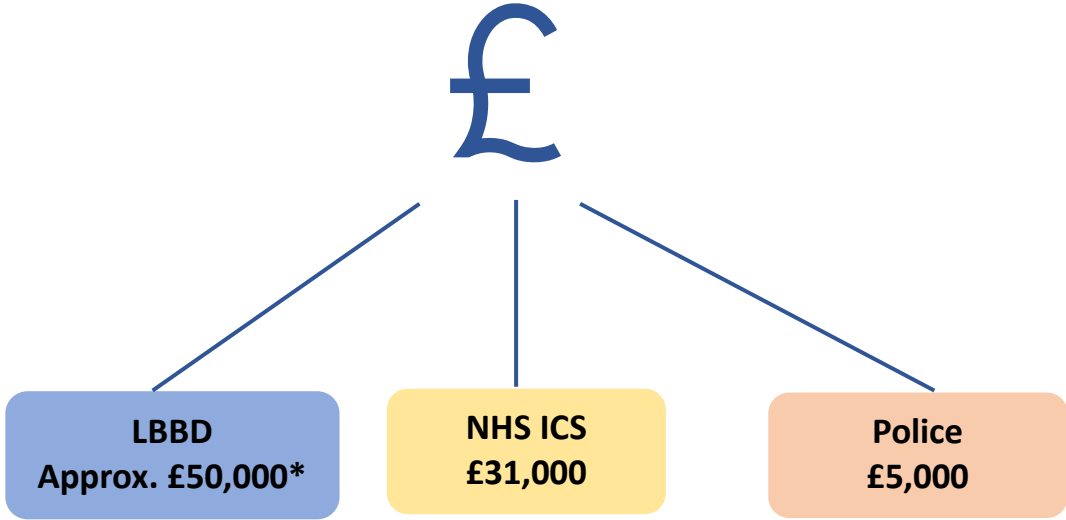
In addition, the SAB has a statutory duty to carry out Safeguarding Adult Reviews (SARs) where an adult in the Local Authority area:

- 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

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.

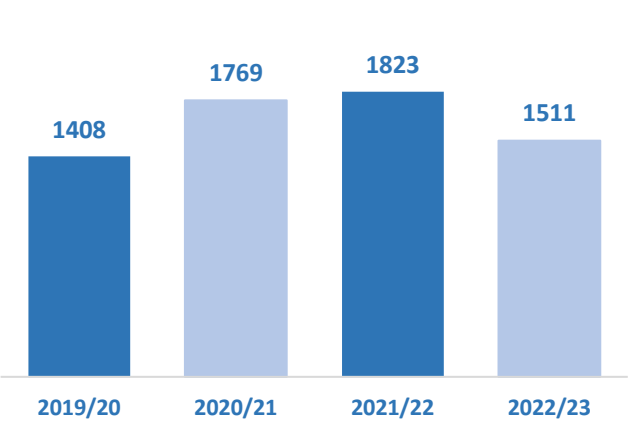
The data for Barking and Dagenham presented in this report covers period from 1st April 2022 to 31<sup>st</sup> March 2023. The latest benchmarking data covers the period from 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022.

## Safeguarding concerns raised by year

The council received 1,511 safeguarding concerns about an adult believed to be at risk of abuse or neglect after which 252 led to a Section 42 enquiry. This is equivalent to a rate of 17% and is up from 13% in 2021/22.

Nationally this rate was much higher at 30% in 2021/22 (161,926 S42 enquiries from 541,535 concerns).

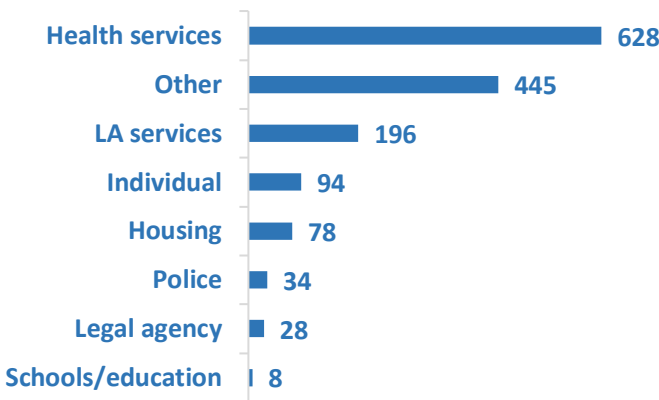
Concerns between 2019/20 to 2022/23



## Source of concerns

628 of the 1,511 safeguarding concerns raised during 2022/23 were raised by health services, which include London Ambulance Service and primary health care providers. This represented 42% of all concerns in 2022/23 – higher than the equivalent in 2021/22 (38%).

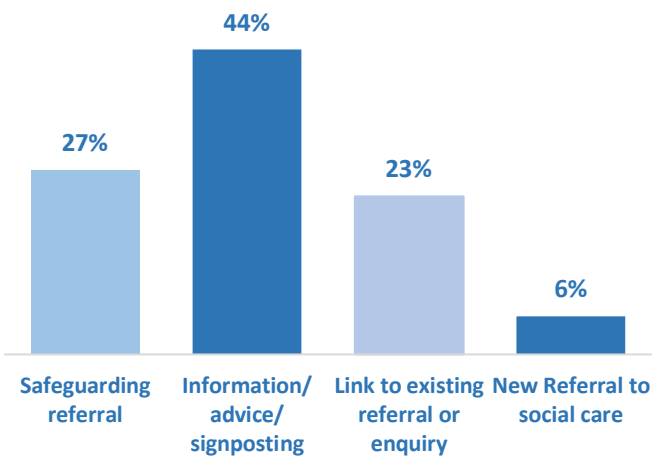
29% of concerns were raised by “other sources” and this category was noticeably lower than the equivalent level in 2021/22 (43%). Local authority services, (LBBD or otherwise) raised 196 concerns in 2022/23.



## Concern outcomes

The following chart shows what other options are available and what happens when a concern does not lead to a safeguarding enquiry; 27% of concerns led to a safeguarding enquiry starting in 2022/23.

Of the 1,511 concerns received during the year, 44% resulted in information and advice while a further 23% were already linked to an existing case or enquiry. 6% of concerns progressed to a new referral to social care.





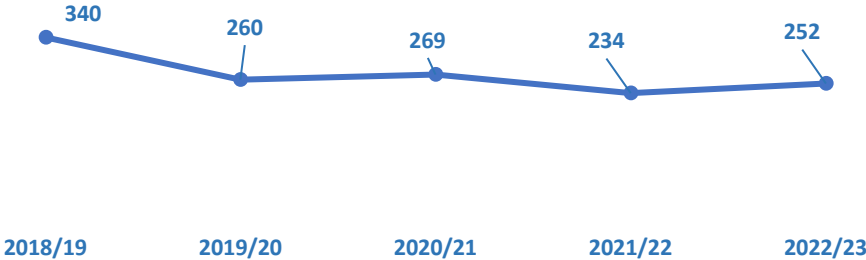
## What is a Section 42 Enquiry?

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, if anything, 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

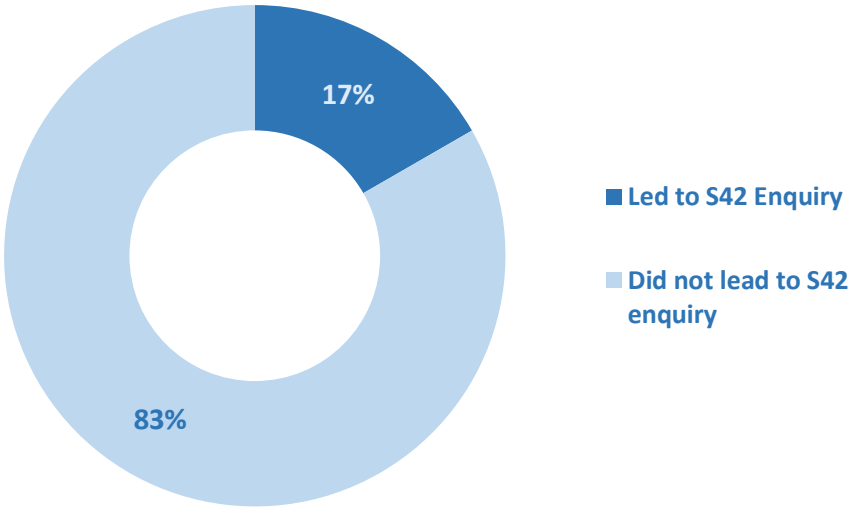
252 Section 42 enquiries started during 2022/23. This is higher than in 2021/22, when 234 enquiries started. Apart from a significant decrease four years ago, the number of Section 42 enquiries has been very consistent since then.



## Concerns leading to further enquiry

The council received 1,511 safeguarding concerns about an adult believed to be at risk of abuse or neglect after which 252 led to a Section 42 enquiry. This is equivalent to a rate of 17% and is up from 13% in 2021/22.

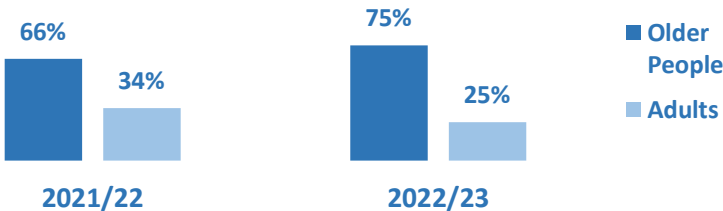
Nationally this rate was much higher at 30% in 2021/22 (161,926 S42 enquiries from 541,535 concerns).



# People involved in Section 42 enquiries

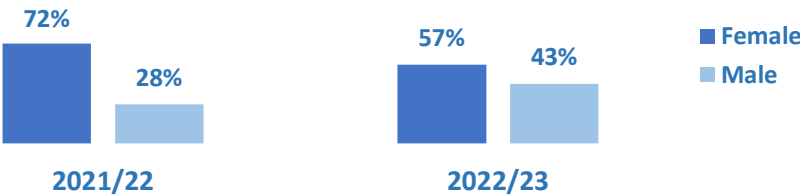
## Age

The age profile for safeguarding has become older since 2021/22. 75% of section 42 enquiries in 2022/23 concerned people aged 65+ compared to 66% in the previous year.



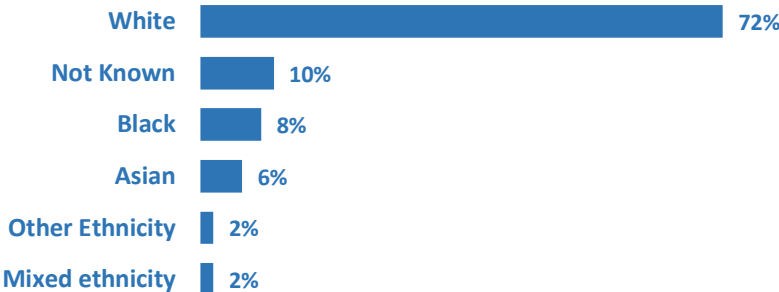
## Gender

The number of women involved in Section 42 enquiries decreased over the same period and now make up 57% of the total (130 out of 227 in 2022/23) compared to 72% in 2021/22 (149 / 208).



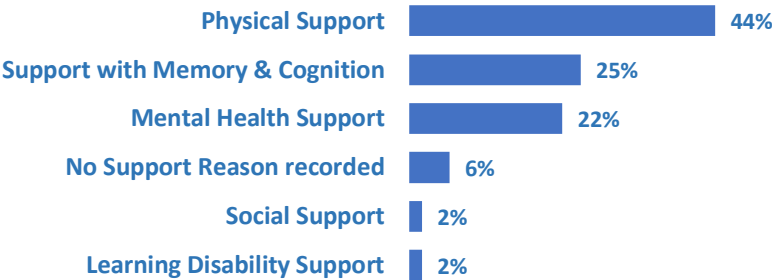
## Ethnic group

Over two-thirds of Section 42 enquiries concerned White adults (72%). 6% of people were Asian and further 8% were Black African or Caribbean. The percentage of people whose ethnicity was unknown had fallen significantly from 18% in 2021/22 to 10% in 2022/23.



## Primary Support Reason

In 2022/23, 44% of Section 42 enquiries concerned an adult with physical support needs (up from 38% in 2021/22). 25% needed mental health support and 24% needed support with memory and cognition. In 8% 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

## Type of risk in concluded S42 enquiries

The proportion of concluded section 42 enquiries that have categorised Neglect and Acts of Omission as the type of risk had increased from 37% in 2021/22 to 43% in 2022/23. Nationally, 31% of enquiries were as a result of neglect in 2021/22.

Self-neglect had risen from 9% in 2019/20 to 13% in 2020/21 but then fell from 12% in 2021/22 to 8% in 2022/23. This data is reported regularly to the SAB in order identify patterns in types of risk. Physical abuse was present in 16% of enquiries in 2022/23 and Financial Abuse was present in 14% of enquiries.

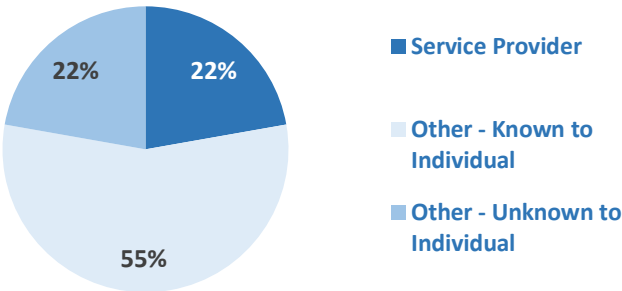
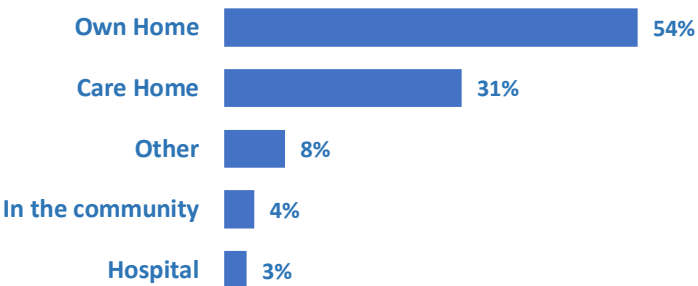
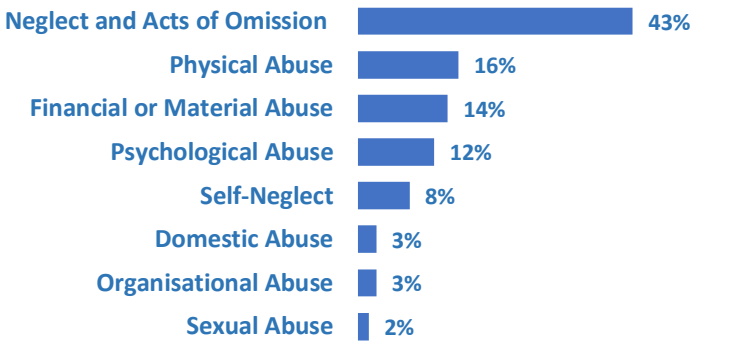
## Location of risk

32% of enquiries took place in care homes in 2022/23 - an increase on 2021/22 (27%) and 2020/21 (16%); this level is higher than the pre-pandemic level of 25% in 2019/20.

Over half of the alleged abuse took place in the adult’s own home in 2022/23 (54%). 3% of abuse or neglect took place in hospital and another 4% in other locations in the community. The proportion of enquiries where alleged risk was in an unspecified location decreased from 13% in 2021/22 to 8% in 2022/23.

## Source of risk

22% of enquiries had a source of risk recorded as the service provider in 2022/23 and this percentage had increased from 18% in 2021/22 to the current level. The proportion of enquiries where the source of risk was unknown to the individual decreased from 29% in 2021/22 to 22% in 2022/23.



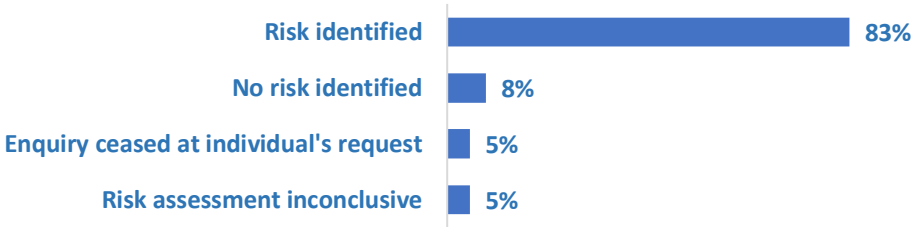
# Making Safeguarding Personal

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

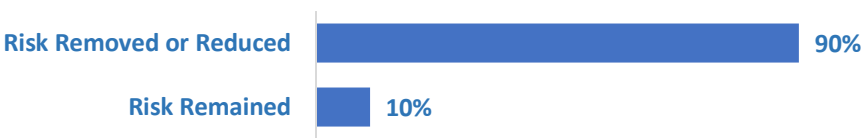
### Was risk identified?

Risk was identified in 83% of concluded enquiries in 2022/23 and a further 4% risk assessment was inconclusive. There was no risk identified in 8% of enquiries and 5% ceased as the individual did not want the enquiry to continue.



### Reducing or removing risk

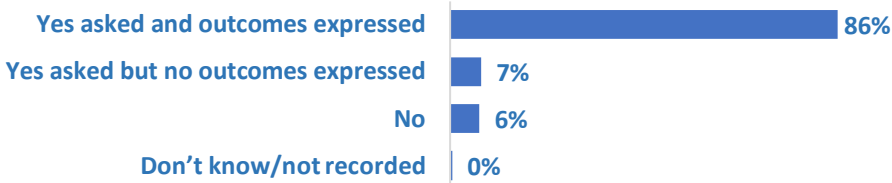
Where risk was identified, it was removed or reduced in a 90% of cases in 2022/23 which was a slight fall on 2021/22 (91%). Risk was removed or reduced in 91% of cases at a national level in 2021/22.



## What does the individual at risk want?

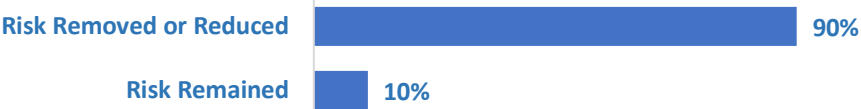
### Expressing safeguarding outcomes

Out of a total of 86% of concluded enquiries, the individual at risk was asked their desired outcome of the enquiry and expressed outcomes, 7% were asked but did not express outcomes. The remaining 7% of people were either not asked, or this was not recorded.



### Achieving desired outcomes

In total, 96% of people expressing outcomes achieved those outcomes fully or partially (66% fully achieved, 30% partly achieved). In 2021/22, 95% of people achieved outcomes, both within LBBB and nationally.



## 6. Safeguarding Adult Reviews

In 2022/23 the Barking and Dagenham Safeguarding Adult Board (SARs) published the SAR 'William' and SAR 'Jack' reports. The full report, findings, recommendations and learning briefings 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 the form of a multi agency learning event and multi agency training along with a number of other actions across partner agencies to address improvements. A multi agency SAB Self Neglect Policy has been produced.

# 7. The SAB's Partners

## London Borough of Barking and Dagenham

### Developments and Improvements in Safeguarding Adults Practice

In the past year there has been a continued focus to ensure effective and aligned working arrangements across adult care and support and the Adult Intake function. Steps taken to support this include embedding the Head of Service for Adult Intake into the Adults Care and Support Leadership Group, regular Operational Director meetings, practice operational, performance, quality meetings including joint CQC preparations.

We have continued to strengthen and increase capacity in the Adult Intake. We have created and recruited two social work Duty Manager roles and an additional social work role. We anticipate that this will improve the quality of safeguarding triaging and the safe transition of some residents to community support options.

Continued work to build on co-location to further partnerships and links across community, faith, and voluntary organisations, which is improving pathways to support as well as aligning duty rota with adult care and support teams physically to enhance collaborative working. The duty safeguarding team of the Adult Intake service is now co-located with Adults Care and Support staff. Early feedback is that this is improving relationships, information sharing and the quality of improvement conversations.

The Intake Team continues to provide direct intervention to support residents who do not meet the threshold of safeguarding enquiries. This includes home visits, wellness calls and connecting residents to community support.

A service development plan is in place for the Adult Intake Team. This is aligned to wider service priorities and objectives and includes a focus on staff wellbeing and development, case recording, quality and timeliness, pathways and relationship, performance, quality assurance and impact, targeted prevention activity and tests.

Alongside partners, Community Solutions has continued to take the lead in the welcome and support of refugees and asylum seekers. To date, we have successfully resettled 350 Homes for Ukraine refugees and we are supporting nearly 600 asylum seekers outside of acute support systems.

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

Additional preventative and partnership safeguarding work has included:

- Re-alignment of Mental Health Vocational Support with Adult Intake function – strengthening pathways and relationships for team to access community support.
- Appointed a Social Isolation and Loneliness Support Worker on an 18-month fixed term to further strengthen connection opportunities and community partnerships for people at risk of isolation and its impacts. This offer has seen increased service demand particularly in the context of the cost-of-living crisis.
- Continued active involvement in complex cases panel, tier four case conference meeting to manage substance abuse cases, the channel panel and MARAC meetings.
- Providing effective support and coordination of response for the Ukrainian and other refugee schemes, enabling support for 300 plus sponsoring households and guests
- Co-produced new guidance on support for Barking and Dagenham residents with no recourse to public funds. Drawing on a wide range of community led engagement and research, it is developed by, and for residents. And covers a range of guidance and support aimed at helping address inequalities in areas including health, welfare, economic and mental well-being and community integration. Importantly, it reflects the real experiences and lives of over 150 people - genuine and authentic co production and support from those that have walked the walk.
- Continued to strengthen community and partner links, including co-locating adult intake with partners in physical hubs at Barking Learning Centre and Dagenham Library, the benefits of which recognised in peer review and continues to enable 65% of support requests to be met through community and information, advice and guidance.
- We have secured funding via the North East London (NEL) 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 lead voluntary organisation to lead the support and coordination work in this area.

An Adult Safeguarding Practice Review took place through an ADASS Safeguarding Adults Peer Review in May 2022. The review focussed on the journey of the adult through services and considered arrangements are good and keep adults safe from neglect and abuse in Barking and Dagenham. Adult Intake and Adults Care and Support were supported with other statutory and private and voluntary partners to provide a full picture of local arrangements. Adult Social Care and Support and Adult Intake, put in place improvements and changes which followed the feedback received from this review.

This year an independent assessor completed an External Safeguarding Adults Practice Evaluation and made considerations which Adult Social Care and Support have included in plans to support best practice and safeguarding practice moving forward. The focus now is on more quality assurance checks, as there is a monthly cycle of learning and making improvements to our practice through regular case file evaluations, which were introduced following the Safeguarding Peer Review. Social Workers and their managers have fed back that this is supporting more authentic conversations and interventions to support adults with their wellbeing.

As part of an overarching assurance approach in January 2023 we took up the offer of five days of support by the Local Government Association via the Partners in Health and Social Care programme. Peter Hay worked with us to align and improve information flow between the SAB and frontline social work practice, improve the feedback loop between partners for s42 enquiry outcomes, agree a shared view of practice standards to create consistent practice between services and strengthen the residents voice to improve outcomes. Work on these areas is ongoing and he will continue his work with a SAB workshop in July 2024. A reduction in safeguarding concerns being raised, was noticed this year and less have progressed to Section 42(2) Care Act Safeguarding Adults Enquiries. It may be that levels of activity return to pre-academic patterns. We are working closer with Community Solutions as well as private providers and voluntary sector groups to support adults to prevent abuse and neglect. Adults may require care or support instead of safeguarding responses.

Co-production activity in Adults Care and Support has been mapped as the development of an overarching co-production strategy is underway. Through the Safeguarding Adults Conference we aim to work with adults with lived experience to deliver some key priorities in the coming year, one of which is to produce some guidance for people to continue living well in their homes.



# The Metropolitan Police

## Developments and Improvements in Safeguarding Adults Practice

All officers have undertaken Domestic Abuse training to ensure a better understanding of victim care and behaviours. The capturing of data and ensuring the child's voice is heard in this work.

Operation Soteria is the national response to rape investigations and was launched by the Home Office in June 2021 as a core action in the UK Government's End-to-End Rape Review, to help deliver the ambition to more than double the number of adult rape cases reaching court by May 2024. A programme called Project Bluestone was launched in 2021 to focus on supporting victims and developing a new National Operating Model for the investigation of rape and other sexual offences. The Metropolitan Police were one of the forces involved in the year 1 pathfinder undertaken between September 2021 and August 2022. The key findings were that investigators and other staff lacked sufficient specialist knowledge about sexual offending. Evidence-informed specialist investigative practice for rape and sexual offences impacts on the quality and outcome of investigations and victim engagement. Reflective practice is key to creating a whole force learning culture, which will together address the well-being of investigators, better investigations, and better service to victims. There needs to be rapid improvement in digital forensics capability and capacity through learning and workforce development. There is a direct link between officer burnout, a lack of learning and development for officers and the confidence of officers in using the right investigative strategies when conducting investigations.

Analysis of data revealed that the charge rate for offences of rape differed greatly depending on the relationship between the victim and the suspect (and the profile of relationship types varies by victim ethnicity). There were lower charges for cases involving intimate and former intimate partners. The outcome timescales, and therefore the average length of investigations, can differ widely by outcome and force.

In summary, the findings reveal that policing needs a capable, confident and reflective workforce which is equipped with evidence-informed knowledge about the impact of rape and sexual offences on victims, the contexts within which rape and other sexual offending happen, the nature of sexual offending locally, and offending strategies used by sexual offenders.

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

The Police currently Chair the Multi Agency Risk Assessment Conference (MARAC) meeting, which supports vulnerable victims of domestic abuse. The Police are also a statutory member of the SAB and the Safeguarding Adult Review Committee and attend the SAB's Safeguarding Adults Complex Cases Group to support discussions around high risk cases and partnership working. There is now also a dedicated tri-borough Violence Against Women & Girls (VAWG) Strategic Group to drive policing activity in this area.

# NHS North East London Integrated Care System

## Developments and Improvements in Safeguarding Adults Practice

The Integrated Care Board (ICB) appointed a permanent Designated Professional for Safeguarding Adults for Barking & Dagenham in July 2022. The Designated Professional continues to engage with wider London and National safeguarding forums, where information is then brought back to Barking and Dagenham and shared across the system as appropriate.

The Designated Professional has continued to develop relationships across the system which has enabled greater partnership working. The Designated Professional has supported Primary Care services by delivering safeguarding adults training and updates at the most recent Protected Time Initiative (PTI) for Barking and Dagenham GPs. This was a session that refreshed practitioners around safeguarding processes in Barking & Dagenham, as well as updating them on tools and resources that they can use to support their safeguarding practice.

The Designated Professional chairs the Safeguarding Adults Review (SAR) Committee and continues to support the SAB in meeting its function to commission SARs when required. There have been two SARs that have been recently published, and the SAR Committee continues to monitor and seek assurances that recommendations and actions coming out from both SARs, are being met. As a result of SAR 'Jack', there were two learning events held to support practitioners from all partner agencies to better understand how to work more effectively with service users who have substance abuse issues. The events were well attended by practitioners from across the system. Feedback in general was that the sessions were well received and people liked the mix of theory, research, and practical experience.

LeDeR is a service improvement programme and looks to learn from the deaths of people with learning disabilities and autistic people. LeDeR reviews are carried out for all deaths of people with learning disabilities and autistic people. These reviews make recommendations to improve practice and change processes so that the lives of people with learning disabilities and autistic people, are changed for the better. There was a total of ninety-five LeDeR notifications received by NHS North East London Integrated Care Board for 2022-23. Of these ninety-five, seventeen were for Barking & Dagenham residents.

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

The Designated Professional has continued to engage with the Local Quality Surveillance Group which is a group set up to support assurance and safeguarding work in relation to care homes, supported living schemes, homecare providers, and Primary Care providers. This meeting is held bi-monthly and is an opportunity for ICB colleagues to come together with local authority colleagues to better understand where there may be worries about care providers, and the work underway to support them. As a result of this, the Designated Professional has worked alongside the local authority Provider Quality & Improvement Team to support one particular care home provision in Barking & Dagenham where there were significant concerns raised at their last CQC inspection.

The Barking and Dagenham Community Safety Partnership (CSP) Board is also attended by the Designated Professional as well as ad hoc workshops around the newly introduced Serious Violence Duty. The Designated Professional also engages well with the Barking & Dagenham Safeguarding Adults Board (SAB) and continues to support the SAB to achieve key pieces of work, for example, the development of a forward plan for a possible Learning & Development Committee. In particular, the Designated Professional is able to gather feedback from Primary Care providers across Barking & Dagenham and is able to bring this information back to the SAB for information sharing purposes as and when required. The Designated Professional continues to chair the SAR Committee which supports the SAB in meeting its function to commission SARs as and when required. The Designated Professional also oversees the action plans that come out from published SARs to ensure that assurances are sought for actions that agencies have committed to completing.

# Barking Havering and Redbridge University Hospital Trust (BHRUT)

## Developments and Improvements in Safeguarding Adults Practice

Safeguarding Adults Practice was celebrated, and the Trust marked its significance during the National Safeguarding Week 2022, a week of learning events aimed at raising awareness of relevant national safeguarding adults' themes as inspired by the Ann Craft Trust. To help build staff confidence in recognising the signs of abuse and neglect, each day of the week focused on a different safeguarding theme. The themes covered included:

- Exploitation and county lines
- Self-neglect
- Creating safer organisational cultures
- Elder abuse
- Domestic abuse in tech society

Safeguarding cases were discussed at the Trust's Patient Safety Summit and at the Trust's Safeguarding Operational Group meeting. Monthly Bulletins were produced in line with current areas of development required in Safeguarding adults including:

- Learning From a Safeguarding Maternity Case Domestic Homicide (May 2022)
- Learning from a safeguarding Adult Case: Professional curiosity (June 2022)
- Importance of Discharge Planning Meetings A SAR Recommendation (Feb 2023)
- Learning from a SAR: Ensuring patients who are unable to read and write receive good care (September 2022)
- Learning from a safeguarding Adult Case: Domestic Abuse (November 2022)

The Trust has successfully maintained multi-agency attendance at the following meetings:

- Safeguarding Adult Board (SAB) meetings
- Safeguarding Adult Review (SAR) Committee meetings
- SAB Case Review
- Working Groups (BHR)
- Quality and Effectiveness working group
- Safeguarding Adults Complex Cases Group, and the
- MARAC

Safeguarding compliance to key performance indicators and activities are included in a quarterly adults safeguarding dashboard, which is presented at the Trust's Safeguarding Operational, approved at the Safeguarding Strategic and shared with Assurance Groups, Quality Governance Steering Group and at the Quality Assurance Committee (sub-group of the Trust Board). The Trust's Safeguarding Strategy, launched in April 2021, continues to deliver the agreed priorities aligned to the Safeguarding Annual Workplan and the Safeguarding Audit Schedule.

Participation in the Trust Ward Accreditation Framework scheme continued during 2022/23. The programme sets clear standards and measurements to help our staff understand where they are already delivering good patient care, and areas where they need to improve. Regular Safeguarding Team walkarounds have been introduced to support staff identifying any gaps in knowledge.

Alternative methods of delivering safeguarding and dementia training were explored in response to the suspension of classroom-based training dictated by restrictions introduced during the COVID-19 pandemic. Classroom based training was reinstated for Safeguarding Level 3 subjects during 2022/23, however the alternative methods continued to remain in place as an interim option for staff. The Safeguarding Adults training for Level 3 has been significantly strengthened in relation to Mental Capacity. In addition to this, the Trust Safeguarding Adults Adviser for MCA and DoLS delivers weekly virtual training sessions. Further changes will be introduced in April 2023, aimed at delivering Safeguarding Level 3 training for adults available only as classroom-based training.

Safeguarding training Compliance as of 31 March 2023 was:

- Level 1 – 99%
- Level 2 – 97%
- Level 3 – 92%

Cost of Living has been a key concern at national level. The Trust has swiftly responded to the challenge and implemented a number of initiatives open to staff such as virtual marketplace, school uniform vouchers, psychological, physical, financial and wellbeing support, additional shuttle buses to support staff journey between hospitals and extension of the 25% discount in the staff canteen at Queens and Kind George's Hospitals until 31st March 2023.

# North East London Foundation Trust (NELFT)

## Developments and Improvements in Safeguarding Adults Practice

Our corporate Safeguarding Team, comprising of Named Professionals and Specialist Advisors, operate a weekday Safeguarding Advice Service providing staff in NELFT with advice and guidance regarding concerns about our service users. This service ensures responsive and timely advice to NELFT staff requiring specialist-safeguarding advice in relation to cases and incidents. The Safeguarding Advice Service continues to be a well-used resource with 3708 contacts between April 2022 -March 2023 across the areas that NELFT covers.

The Safeguarding Team review the themes and trends from calls to the safeguarding advice service, changes to national and local policy, safeguarding learning reviews, patient safety incidents, priorities from local safeguarding children's partnerships and safeguarding adult boards to identify and share learning. The Safeguarding Team continue to work with the clinical effectiveness team to disseminate and embed learning through webinars, focused learning events, team level huddles and other means of sharing and supporting a culture of continuous improvement. To further strengthen shared safeguarding learning across the Trust, a Safeguarding Learning and Operational Group was established in May 2023. This will support the oversight of the above programme in a structured way and facilitate greater understanding of impact on practice.

Domestic abuse is identified as one of the top enquiries by staff to the safeguarding duty desk. The safeguarding team has delivered a number of training sessions during 2022/23 in relation to domestic abuse to raise awareness and train our staff to support practice in recognising, referring and signposting to specialist agencies when domestic abuse has been disclosed. Furthermore, for Barking and Dagenham NELFT staff we have engaged with the LBBD Domestic Abuse lead in regards to focused awareness sessions as part of the new rollout of domestic abuse services in the borough, ensuring we connect staff who see residents in their own homes with direct information on how best to support people.

NELFT serious incident investigations and high-risk complex cases have identified a correlation between domestic and substance misuse. Guidance and local procedures that relate to the interface with substance misuse has been included in the share learning training sessions. The safeguarding team are working with the NELFT training and development team to provide further face-to-face and virtual domestic abuse training in 2023/24 that will enhance our existing domestic abuse e-learn training offer.

The management of self-neglect in complex cases has been identified as a recurrent theme in calls to the Safeguarding Advice Service, high level risk meetings and serious incident investigations. The safeguarding team has facilitated 3 trust-wide training sessions on the management of self-neglect and the interface with the mental capacity act. The focus of the training is 'think family' and has included input from the NELFT safeguarding children's team. The training has been well received by attendees. The safeguarding team and training and development department are planning to run further sessions in 2023/24. The NELFT Safeguarding Assurance Group was established in February 2023 and is chaired by the Director Quality of Governance. Exceptions are reported to NELFT SAFE Group. To strengthen leadership within the Safeguarding Team the post of Head of Safeguarding has been established and has been successfully recruited to. The Safeguarding Strategy supports NELFT to articulate how we as a Trust comply with CQC Regulation 13: Safeguarding service users from abuse and improper treatment. NELFT supports the Think Family approach within safeguarding and aims to achieve this through building supportive internal and external relationships, processes and pathways that enable the support to be tailored to need. Oversight of safeguarding training compliance for our staff remains high with over 97% of staff meeting the standards of training requirement for Adult Safeguarding (target is 90%).

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

During 2022/23 NELFT have continued to prioritise safeguarding partnership working, attendance and participation at partnership meetings at both a strategic and operational level.

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

NELFT shares completed serious Incidents reports with the SAR Subgroup routinely as part of our transparent approach to safeguarding and learning from serious incidents. This practice has led to the commissioning of SAR in respect of learning across the partnership.

NELFT have fully participated in the Safeguarding Adult Reviews commissioned by the Board.

NELFT are also an active member of the Complex Case panel of the SAB, both in terms of making referrals for those most complex of community cases and as a panel member to support the challenge, exploration of actions and alternative arrangements to safeguard our most vulnerable clients.

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

During 2022-23 the London Fire Brigade have made the following developments and improvements in our Safeguarding Adults Practice:

- Developed an electronic person at risk safeguarding referral form
- Delivering bespoke safeguarding training to 150 Senior Officers
- Revising and updating their Safeguarding Adults Policy
- Revision of the safeguarding online training for all staff (regardless of rank or role)
- Working towards the new National Fire Chiefs Council Safeguarding Fire Standards.

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

During 2022-23 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 London Fire Brigade in Barking and Dagenham attend Board meeting and supports the work of the Safeguarding Adults 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.



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

In September 2022 Probation in Barking, Dagenham and Havering was part of a regional inspection by HM Inspector of Probation. Whilst BDH was assessed as requires improvement there was some real positives highlighted in terms of safeguarding and partnership work with VAWG work receiving praise.

That said, both the inspection and the tragic murder of Zara Aleena noted significant areas of improvement and work that still needs to be done. In response Probation has launched a serious of quality uplift training across the region for all frontline practitioners and managers which continues to be delivered. In terms of mandatory training for safeguarding adults all operational staff BDH is currently sitting at 100% completion rate and we continue to work on improving risk assessment practices.

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

Partnership working was highlighted as an area of excellence during the HMIP inspection with praise being given to the VAWG work. Nationally partnership work remains a key priority for the Probation Service. At a strategic level we prioritise participation in the local safeguarding boards, Community Safety Partnership and Reducing Reoffending Boards and safeguarding boards.

We continue to be present at the MASH management and VAWG steering groups and 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. 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 and we provided updates in the SAB Annual Report for 21/22 in the way that we worked collaboratively with the market. Public Health, Commissioning and the Provider Quality team continued to support providers as they experienced outbreaks, and also as Public Health guidance for managing outbreaks changed.

## Work of the Provider Quality and Improvement Team

In 2022 the Provider Quality and Improvement team recommenced their physical inspection regime. There were 58 visits to adult providers from April 2022-April 2023. Throughout the year, and as per the Borough's provider risk assessment process, five providers were rated as 'red' and were subject to an intensive improvement plan and heightened level of inspection and four providers were rated as red and then moved to suspension. This means that alongside an improvement plan and heightened level of inspection, these providers were suspended from taking any new service users and any service users that were supported by the provider were reviewed by social work colleagues. At the time of writing in 23/24, three of the four providers remain suspended. These providers consist of one nursing home and two homecare agencies.

The nursing home that remained suspended at the end of 22/23, Chaseview Care Home, alerted the local authority to its intention to close in April 2023. This is the only provider in the Borough that has decided to close, or has handed back its contract, since the beginning of 22/23.

Chaseview Care Home is the largest care home in the borough and supports older people and people living with dementia. It is owned by HC-One. The council suspended new placements to the home in September 2022, following concerns that were identified regarding the care of residents and the competency of staff. These were echoed by the Care Quality Commission (CQC) in a report published in November 2022 which rated the home as inadequate. The council and health partners worked closely with the home to follow an improvement plan to make significant changes to services provided to vulnerable residents who live there. HC-One introduced a taskforce to make improvements throughout the care home, including new management. The home was visited weekly by Council staff to check progress against the improvement plan and to get feedback from residents and family members. The council had seen significant progress by the home and were in regular communication with the CQC's Inspection team. However, HC-One decided to shut the home, citing financial and resourcing issues as reasons for its closure - particularly the significant financial investment they had made to the home, the impact that the focus on the home was having on other HC-One services, and the challenges faced in recruiting and retaining leadership and expertise.

We have of course been disappointed that HC-One have decided to shut Chaseview. However, the safety and wellbeing of Barking and Dagenham residents is our top priority, and we are working closely with residents, families, HC-One, health partners and other relevant councils to seek alternative homes for the residents impacted by the closure. Updates will be provided to the SAB routinely over the coming months.

## Provider Engagement

We continue to meet regularly with providers through our Home Care and Care Home Forums. In 22/23 we hosted our first all provider forum for any provider registered in Barking and Dagenham.

The forum aimed to increase providers' engagement levels with the Council and for the Council to deliver an informative and practical agenda that drew awareness to current issues impacting the care sector such as safeguarding concerns, staff training and development, and council procurement and the subsequent tendering and evaluation processes. Stall holders were also present from various health and community organisations to share valuable tools and resources for providers and their service users.

Eighty-five providers attended the forum from across the provider spectrum, including homecare, care homes, supported living and mental health providers. There is a further all provider event planned in for August 2023, with the aim that these will take place every 6 months. Over the summer 2023 there will also be provider engagement events starting with LD/MH and supported living providers.

The Council work with Care Provider Voice Northeast London, who are a care provider run organisation seeking to support the social care sector. They are commissioned to provide support with recruitment and access to a peer support network. This includes a job brokerage service which supports local people into the local care sector and a central recruitment portal which provides providers with somewhere central to post vacancies. This resulted in nearly 300 job offers over the course of 2022/23 across Barking and Dagenham, Havering and Redbridge.

In addition to this the partnership provides all LBBD providers with access to Grey Matter Learning which is a health and social care learning portal for free. This ensures all providers commissioned by and registered in the borough have access to high quality training for staff. It also reduces the cost of running a business in the borough by removing the need to purchase individual training contracts.

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.

## Fair Cost of Care Exercise

As with all other local authorities in the country we undertook the national Fair Cost of Care exercise which sought to establish the Fair Cost of Care for care homes and homecare agencies for adults. We approached all of our 10 65+ care homes and had a strong level of engagement with 6 homes returning completed exercises. Those who did not engage stated a number of reasons for not doing so including not seeing the benefit when they don't accept our rate currently, not believing there will be any impact as a result of the programme or not having the resources to commit to carrying out the exercise.

In addition, we approached 13 homecare providers as part of our contracted framework for 18+ domiciliary care and a further 41 18+ domiciliary care providers, all who are registered within our borough and/or have care packages with us. In total, 54 homecare providers were considered to be in-scope for the Fair Cost of Care exercise and were therefore invited to engage with the exercise and submit their Fair Cost of Care calculations. LBBB received 16 responses which were in-scope from this pool of homecare agencies.

More information about the Fair Cost of Care, the results and our response to the results can be found here: [Market Sustainability and Fair Cost of Care | London Borough of Barking and Dagenham \(lbbd.gov.uk\)](#) However, in summary, the exercise found that the Fair Cost of Care for our different types of providers was:

65+ care home places without nursing/65+ care home places without nursing, enhanced needs **£975**

65+ care home places with nursing/65+ care home places with nursing, enhanced needs **£1175 including FNC**

Over 18s homecare **£24.38**

As a result of the Fair Cost of Care exercises, we have had to set out a plan to government to show how we will be moving towards the Fair Cost of Care – this can be found on the link above. We have also provided Fair Cost of Care funding to providers to support their sustainability and we have increased our rates for 23/24 for our older adult care market rates by 16.2%. The aim of this uplift is to support providers with the increase in cost of delivering care, including paying London Living Wage which will support care workers during these challenging times and allow providers to compete with other sectors who are offering regular pay increases. This is one of the largest uplifts in North East London.

## Cost of Living support

In response to the current cost of living crisis the council has worked with partners in the voluntary sector, local charities, community and faith groups to try and help support as many of our residents as we can. As part of this work we have been trying to find ways in which we can support our local providers and workers on low incomes. We were able to identify some funding to help care staff during these tough times. Local care providers with staff working or living in Barking and Dagenham were able to bid for up to £1,500 (per organisation), which could be used to help buy food vouchers, top up travel cards for staff to get to and from work, help with fuel, childcare or essentials for staff who have babies or young children (nappies, milk, food).

An online application form was created and the funding was available from March 2023. The funding was specifically identified to support care workers and not for business provision. Providers included Home Care, Supported Living, Extra Care and Care Homes.

We had a great response to the funding and were able to support over 40 providers who told us how important small pots of funding like this have been to help their staff with the everyday cost of living. We have managed to help over 800 care workers living or working in Barking and Dagenham by offering this funding opportunity. We have also been able to give additional funds to some of our main care providers to top up existing contract payments, which has helped with some of the additional costs and strain placed on them with the current cost of living.

We will continue to work with partners over the coming year to identify funding opportunities to help support as many residents and providers as possible in these uncertain times.

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.

## Carers Charter

The Carers Charter 2022-25 launched during Carers Week 2022 outlines the commitments of the partnership to carers locally. The Carers Charter details co-produced 'I statements' that have been used to develop a Carers Action plan and deliver positive outcomes for Carers which are monitored through the Carers Strategy Group.

Some of the work that has progressed in 2022/23 has included:

- The ICB working in partnership with the Carers support service to promote access to Carers Support through the GP screens.
- The development of training for frontline workers for awareness raising and identifying hidden carers
- A carers discharge pathway is being developed with partners across BHRUT, social care, ICB and the community and voluntary sector. This project focuses on timely information and advice to carers at the point of discharge for the cared for. The project will deliver information tools for all three boroughs that feed into the BHRUT hospitals.

Alongside the Carers Charter, Barking and Dagenham continues to commission the Barking and Dagenham [Carers Hub](#).

## Direct Payment Support Service

Over the last 2 years, the local authority has been undertaking a direct payment reviews project to ensure that service users have the support available to them in their role as an employer and that they have a Personal Assistant or other service that meets their needs. As a result of this review, we have redesigned our Direct Payment Support Service to account for changes that our service users and professionals wanted within the service. Four key areas were identified to improve the service for our residents; Simplicity, Transparency, Hands-on Support & Comprehensive Reviews.

The redesigned Direct Payment Support Service is currently out to tender and will provide high quality and experienced information, practical advice, support and guidance on all aspects of Direct Payments. The service will assist residents with innovatively planning the best ways to use personal budgets whilst also maximising the support residents' access by considering services offered by voluntary sector and charity organisations. A key part of the redesigned service specification is employment and recruitment support to support our service users in their role as an employer. In addition to the support to residents, the new service will try to enhance our Personal Assistant market by helping with Personal Assistant retention and recruitment. The service will offer a Hub for Personal Assistants to advertise their availability and will fully vet Personal Assistants, allowing for speedy recruitment. The service will provide access to important training and will ensure all Personal Assistants on the Hub have undertaken Safeguarding training, giving the Council confidence in the Personal Assistants working with our residents. Approximately 28% of Adults receiving community care services are in receipt of a Direct Payment and the new Direct Payment Support Service will be available to all Adults who are either receiving or are interested in receiving a Direct Payment.

## Care Technology

In 2022/23, our new Care Technology service went live in Barking and Dagenham, transferring 2,440 residents from the former Careline service to Medequip Connect whilst maintaining service continuity and avoiding any break in connection to the monitoring centre. A series of immediate benefits of the new service have been felt by residents since the new service commenced including:

- The provision of a new falls pick-up service
- Support around ambulance strikes
- 627 new residents connected and over 3000 residents supported overall
- Provision of new digital technology to approx. 1000 residents

The launch of the new Care Technology Service was an important milestone for Care and Support and the local authority. However, the current service with Medequip has presented specific constraints, in particular the extent that the service has embedded within the local health and care system. This has led to a reappraisal of our approach, including rethinking the ideal positioning of Care Technology in the wider scope of Digital Transformation, and the best vehicle to advance this agenda in the local health and social care environment. We are looking to develop a new partnership to take this work forward in 2023/24.

## Supporting Discharge

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 (IDH) 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.

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 Integrated Care Board (ICB) to support discharge. The Home First project supports residents discharged home with support needs and sees 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 readmission to hospital. Secondly, we are working with commissioning authorities across BHR to support residents discharged to nursing homes through a discharge to assess approach. This uses 20 block booked beds across two homes in the NEL patch and sees residents who are discharged into these beds being supported by therapy services for a period of 6 weeks to regain a level of independence and not require a long term nursing or residential care package. Both of these services have proven to be successful over the last 18 months and are being adapted into our long term commissioning plans in 2023/24.

Over the winter of 2022/23 we utilised the Adult Social Care Discharge Fund to support innovation in discharge and ensure flow out of hospital beds. One of the main areas that this covered was reablement. We ran a reablement pilot from January 2023 to April 2023 which supported people who were being discharged through the Home First pilot. They received 6 weeks of therapy services with the aim of regaining independence and no longer requiring ongoing care. This pilot was a success with over 70% of those going through the pathway not requiring ongoing care. We are now looking at how we undertake a second phase of the pilot in 23/24 to inform our future long-term commissioning.

Using the Discharge Fund, we were also able to give our provider market recruitment support, increase capacity in our market through funding agency staff and supporting social care capacity to support hospital discharge assessments. This included grants to our provider market to support wage increases, loyalty bonuses and recruitment incentives.

## Plans for 2023 - 24

During 2023/24, we will be monitoring and analysing the new initiatives set out above to determine further areas for commissioning and operations and the way that we work with health partners. Crucially we will also be preparing for the CQC regulatory framework. Significantly, 23/24 will see us focus on retendering homecare and reablement services. We are aiming to procure a reablement service which will replace our current crisis homecare provision, with the aim of supporting people at a point of care escalation, such as a hospital admission or fall, to regain their independence and no longer require ongoing care and support. This builds on the work that was undertaken in the reablement pilot referenced earlier. Alongside the procurement of homecare and reablement we will be working with the community and voluntary sector to provide social support to residents which will help to reduce isolation.



## Primary Care Providers

There are currently thirty-nine GP practices across the borough. Out of these thirty-nine practices, thirty-one of them have been rated by the Care Quality Commission (CQC) as being 'good'. This means that the standard of practice from these thirty-one practices is a good level for the general population across the borough. The CQC inspect various aspects of care and service provision, and this is broken down into five categories:

- Safe
- Effective
- Caring
- Responsive
- Well-led

Five practices have been rated by the CQC as 'requiring improvement'. Practices rated as requires improvement are supported by the NHS NEL ICB Primary Care Team to improve their practice so that residents receive a better and safer service. Common areas of development include safeguarding, education and training, practice policy updates, and communication.

There are three GP practices which have been rated as 'inadequate'. The NHS NEL ICB Primary Care Team are working with these practices to draw up robust improvement plans which are reviewed regularly to ensure the quality of service from these GP practices improves. NHS NEL ICB are working closely with the CQC, as well as the GP Federation where necessary, to ensure that whilst changes and improvements are made, patients continue to receive good quality, safe care.

# 9. 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. The priorities for 2022/23 are outlined overleaf.

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> <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>	✓		✓

Priorities	How will we work to implement these?	Assurance	Learning & Development	Delivery
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> <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>	✓	✓	✓

# 10. 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/safeguarding-adults-at-risk-of-abuse-or-neglect)

**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)

