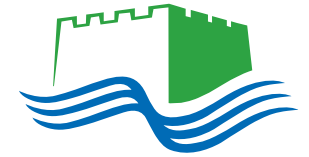




Safeguarding Adults Board

Making Safeguarding Personal



TOWER HAMLETS



Annual Report 2016/17

Safeguarding is everyone's responsibility



INVESTORS IN PEOPLE | Silver



METROPOLITAN POLICE

TOTAL POLICING



Tower Hamlets
Clinical Commissioning Group

Foreword Independent Chair Christabel Shawcross



I am delighted to present this report on behalf of the Tower Hamlets Safeguarding Adults Board for 2016/17. This was my first year as chair and we reviewed a lot of the structure and business plan to have a clearer focus on new requirements. We also strengthened the governance by having an executive board of key health and social care statutory agencies along with the borough police. This ensured better challenge between partners but also allowed the board partners to help shape direction and influence priorities and direction. The board is a very extensive one with a wide range of partners all committed to promoting the health and wellbeing of residents and to ensure people are safeguarded from abuse. This shows how partners have helped deliver on the strategy and raise issues for all to challenge and support. We took the opportunity with a new safeguarding and business manager to review

the effectiveness of the board. We streamlined activities principally ensuring better liaison with the community safety partnership and more integrated approaches on prevention and raising the profile of hate crime and underreporting by people with disabilities.

A key priority for the year was to focus on prevention, learning from safeguarding adults reviews (SARs), where improvements to hospital discharge and fire safety were themes. Part of this was also to recognise the Safeguarding Adults Board (SAB) needed to have more focus and engagement with local communities through its representative agencies. A focus particularly on people with learning disabilities and advocacy and engagement was developed. A review of the implementation of the Care Act requirements recognising that self neglect and hoarding was a real multi agency issue, led to some innovative ideas and approaches to be further developed.

Another key theme from SARs, both national and local was on sharing information and all partners agreed to look at how a Multi Agency Adults Safeguarding Hub might improve communications and help prevent abuse. This will be a key part of our revised strategy

for 2017/18, including making more effective links with the Local Safeguarding Children Board (LSCB). This follows analysis of the higher number of young people in transition to adult services with mental health problems needing a more integrated approach. A clear priority was also to understand more about the commissioning of services by the local authority and Clinical Commissioning Group (CCG), as good quality care is vital to support vulnerable residents. The local authority showed its commitment to this through a new commissioning approach to ensure high quality care and support at home, investing in the service to fund ethical care and the London living wage. Whilst LBTH has only six residential care homes, there was good joint work between the SAB and the CCG to improve the quality of care, which will continue as a priority for this year.

We recognised weaknesses in analysis of data and having key measures for the SAB by which to measure success and this will be quantified better for 2017/18. This will ensure areas of making safeguarding personal can be better judged. Having ambitious and measurable targets is important to illustrate the effectiveness of the SAB and its partnerships.

Joint foreword by Mayor of Tower Hamlets, John Biggs and Councillor Denise Jones, Cabinet Member for Health and Adult Services



We are pleased to endorse the Safeguarding Adults Board annual report and acknowledge the continual commitment and work of its partner agencies to protect the most vulnerable citizens in Tower Hamlets.

The work of the board could not be achieved without the commitment of staff across all agencies that on a daily basis perform their duties amidst a backdrop of challenges, and are motivated to protect adults from abuse and neglect and respond where abuse has occurred.

This report sets out the achievements of the SAB, providing a summary of the outcomes set out under the six priorities of safeguarding, empowerment, prevention, proportionality, protection, partnership and accountability.

The work of the SAB has focused on a number of areas to further strengthen the safeguarding agenda in embedding the requirements of the Care Act 2014 and the lessons learnt and improvements made as a result of the SARs that have taken place.

It is acknowledged that a review of the focus of the SAB under the new chair took place with the Executive Safeguarding Group. There has been a reinvigoration of the sub groups reporting into the SAB to ensure the objectives set out in the joint strategic and business plan 2015-18 are met with greater scrutiny and accountability from all partner agencies to make safeguarding integral to all service delivery.

The work of the SAB will continue in 2017/18 to make the required changes to further develop work already started alongside the

key priorities to ensure services are delivered to keep people safe from abuse and neglect.

It is reassuring that the SAB undertake an annual self-audit of their work providing an overview of the safeguarding adults arrangements in place across the locality. This provides an opportunity to identify their strengths in order for good practice to be shared, common areas for improvement where organisations can work together and where single agency issues can be addressed. The outcome of this years self audit showed that partners are working well, having in place the key requirements and governance arrangements to provide safe services.

Finally, this year we have decided to present the annual report in a different way which I hope you will find informative and meaningful.

Tower Hamlets Safeguarding Adults Board Governance and Accountability arrangements

The Care Act 2014, requires all local authorities to set up a Safeguarding Adults Board (SAB) with other statutory partners: the Police and Clinical Commissioning Group (CCG). Tower Hamlets Safeguarding Adults Board continues to work with partners to embed the requirements of the overarching Care Act to:

- Assure that local safeguarding arrangements are in place as defined by the Act
- Prevent abuse and neglect where possible
- Provide timely and proportionate responses when abuse or neglect is likely or has occurred.

The legal framework for the Care Act 2014 is supported by statutory guidance which provides information and guidance on how the Care Act works in practice. The guidance has statutory status which means there is a legal duty to have regard to it when working with adults with care and support needs and carers.

The SAB takes the lead for adult safeguarding across Tower Hamlets to oversee and co-ordinate the effectiveness of

the safeguarding work of its members and partner organisations.

The SAB concerns itself with a range of matters which can contribute to the prevention of abuse and neglect such as:

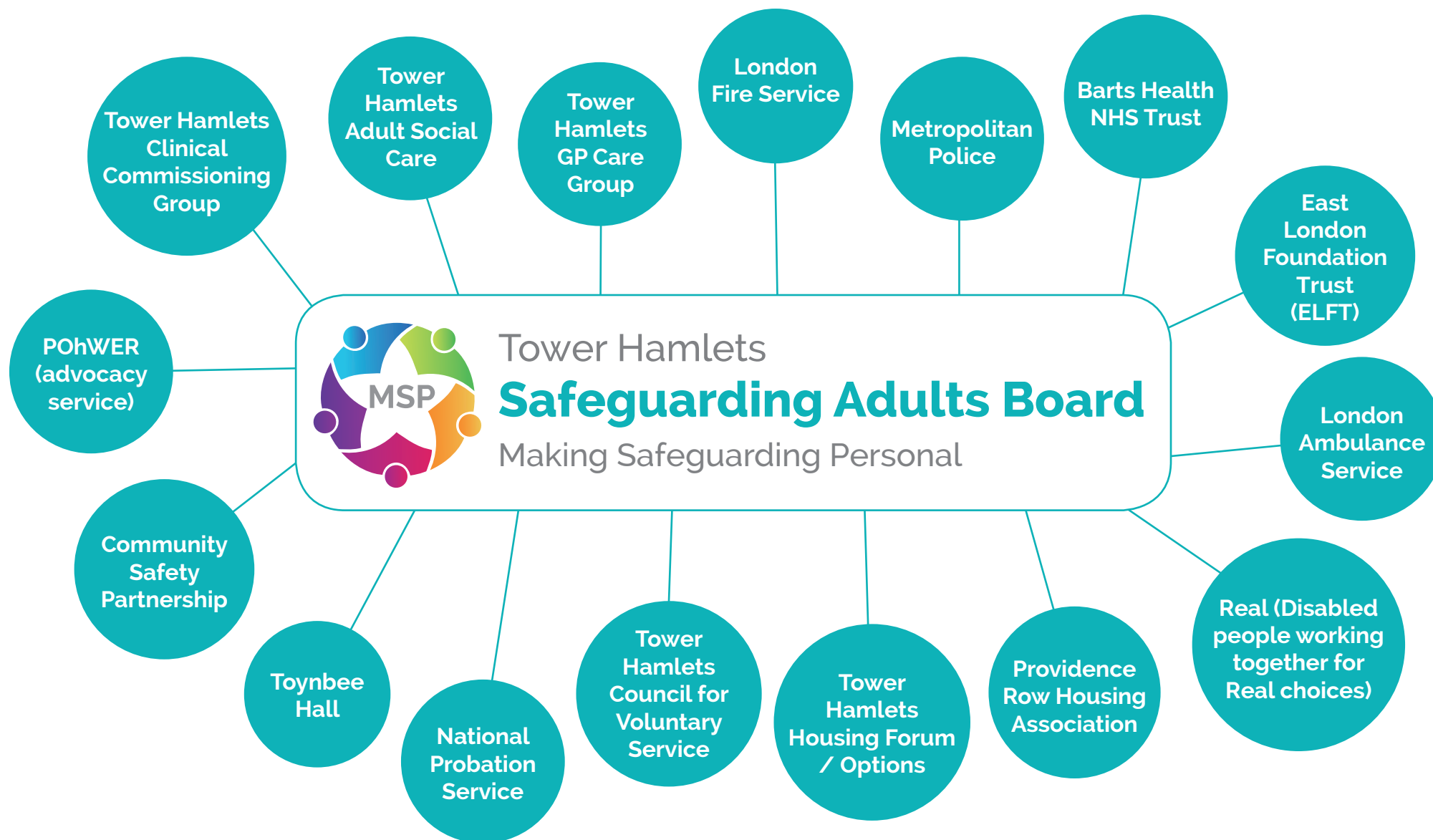
- Safety of patients in local health services
- Quality of local care and support services
- Effectiveness of prisons in safeguarding offenders and approved premises
- Awareness and responsiveness of further education services

Safeguarding Adults Boards have three core duties, they must:

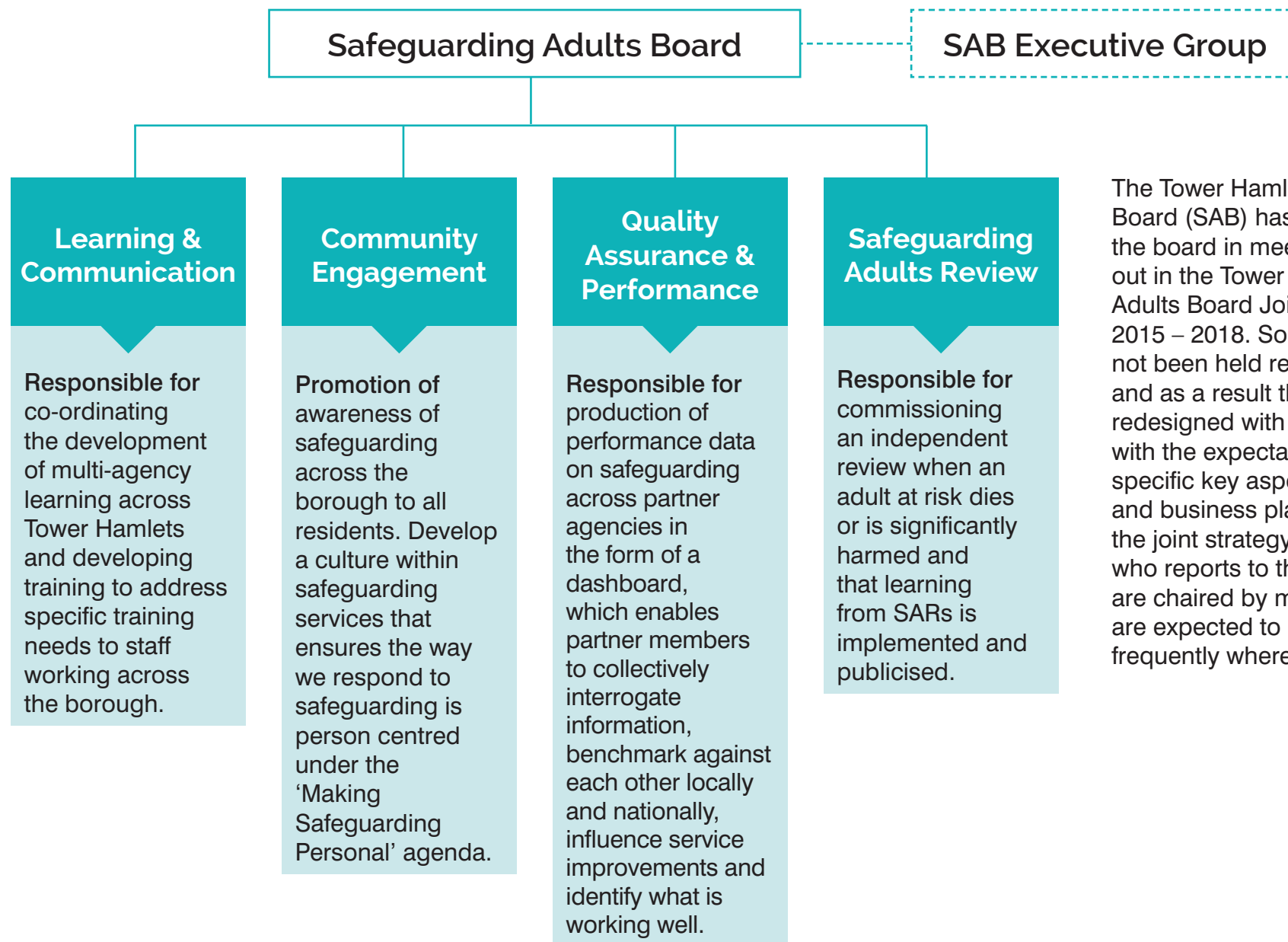
- Develop and publish an Annual Strategic Plan setting out how they will meet their strategic objectives and how their members and partner agencies will contribute.
- Publish an annual report detailing how effective their work has been.
- Arrange safeguarding audit reviews for any cases which meet the criteria for such enquires, detailing the findings of any safeguarding adult review and subsequent action, (in accordance with Section 44 of the Act).



Tower Hamlets Safeguarding Adults Board partner members



SAB Structure Chart



The Tower Hamlets Safeguarding Adults Board (SAB) has four sub groups that assist the board in meeting its obligations as set out in the Tower Hamlets Safeguarding Adults Board Joint Strategy Business Plan 2015 – 2018. Some of the sub groups have not been held regularly throughout the year, and as a result they have been revised and redesigned with new terms of reference with the expectation that they deliver specific key aspects of the joint strategy and business plan. Monitoring of these is by the joint strategy and governance manager who reports to the SAB. The sub groups are chaired by members of the SAB and are expected to meet bi-monthly and more frequently where required.

These are the strategic boards linked to the safeguarding adults board

The Health and Wellbeing Board

Having a Health and Wellbeing Board is a statutory requirement for local authorities. The board brings together the NHS, the local authority and Health Watch to jointly plan how best to meet local health and care needs, to improve the health and wellbeing of the local population, reduce health inequalities and commission services accordingly.

Local Safeguarding Children Board

The Local Safeguarding Children Board is a statutory requirement set out in the Children's Act 2004 which gives duties to ensure that all agencies work together for the welfare of children. There has been more focus on the two boards to work more closely together and this has resulted in shared areas being developed to improve responses to both children and adults safeguarding.

Community Safety Partnership Board

The Community Safety Partnership Board is required by law to conduct and consult on an annual strategic assessment of crime,

disorder, anti-social behaviour, substance misuse and re-offending within the borough and the findings are then used to produce the partnership's Community Safety Plan.

Learning Disability Board

The Learning Disability Partnership Board leads on work to drive strategic improvements for adults with a learning disability in Tower Hamlets. The work of Learning Disability Voices is fed into the work of the board.

Prevent Board

The Prevent Board is a multi-agency board that meets regularly to work together to prevent and respond to radicalisation. The Counter Terrorism & Security Act 2015 places a legal duty on NHS Trusts and Foundation Trusts to consider the Prevent Strategy when delivering their services. The Counter-Terrorism and Security Act 2015 contains a duty on specified authorities to have due regard to the need to prevent people from being drawn into terrorism. This is also known as the Prevent duty.



Local Demographics

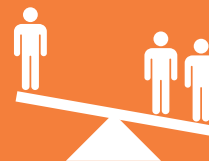
The estimated resident population of Tower Hamlets is

304,000

Over recent years, the borough has seen some of the fastest population growth in the country.



Reducing inequalities in health and wellbeing experienced by many Tower Hamlets residents is one of the biggest challenges facing the borough. Although life expectancy has risen over the last decade, it continues to be lower than the London and national averages, and significant health inequalities persist.



Tower Hamlets is the **10th most deprived** borough in the country.



Tower Hamlets **females** have the 5th lowest healthy life expectancy (HLE) in the country, **82.4 years** compared to the national average of **83.1 years**. This difference can be attributed to the high levels of deprivation in the borough.



Tower Hamlets **males** have the lowest healthy life expectancy (HLE) in the country, **78.4 years** compared to the national average of **79.5**. This difference can be attributed to the high levels of deprivation in the borough.



The profile of the borough is one of increasing diversity, with

43% of the population born outside of the UK.

There are sizeable Bangladeshi (**32%**) and White British communities (**31%**) and an increasing number of smaller ethnic groups in the resident population.



Safeguarding adults performance data

Safeguarding adults concerns

formally known as referrals

This section of the report presents provisional information for 2016/17 in relation to safeguarding adults. The council, in its lead role for safeguarding, has an overview of all safeguarding concerns received within the area, and as such data from the council's case management systems has been used to inform this section of the report. It gives an overview of concerns that have been received and the section 42 inquiries that have been concluded.

Number of concerns

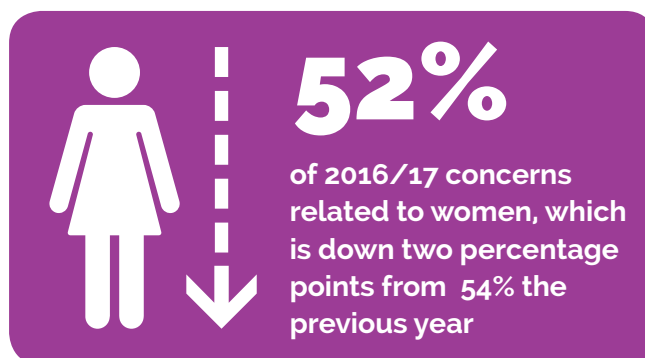
In 2016/17, 720 safeguarding concerns were recorded in Tower Hamlets.

- The number of concerns has increased compared to the previous year when 467 concerns were made in Tower Hamlets.
- There is an increased awareness of safeguarding and this contributed to more concerns being raised by practitioners and people in the community and greater scrutiny of the concern by social workers.



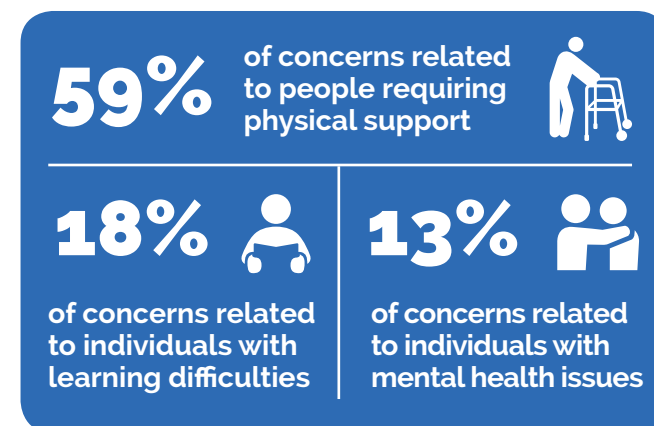
Who is being referred?

- 52% of 2016/17 concerns related to women, which is down two percentage points from 54% the previous year. The proportion of the borough's adult population who are female is 48%, suggesting an over representation of women in referrals.



- 58% of 2016/17 concerns related to older people (over 65), which is up three percentage points compared with the previous year. This is slightly below the profile of social care service users, 62% of whom are over 65.

- 58% of 2016/17 concerns related to people from a 'white' ethnic background. This is in line with the previous year. This figure is higher when compared against the overall profile of the borough (45% 'white' in the last Census). However, 63% of the older population in Tower Hamlets are white and as noted above, most safeguarding referrals come from this group.
- 59% of 2016/17 safeguarding concerns related to people requiring physical support, which is up five percentage points compared with 54% the previous year. 18% of concerns related to individuals with learning disabilities (down from 24% the previous year) and 13% related to individuals with mental health issues (up from 10% the previous year).



Safeguarding adults performance data

Safeguarding adults enquiries

Safeguarding adults enquiries are concerns received that have proceeded to a safeguarding investigation.

696 safeguarding adults enquiries were undertaken and concluded in 2016/17; an increase when compared to the figure of 521 for 2015/16. This increase can be seen as a result of more safeguarding concerns raised in 2016/17.

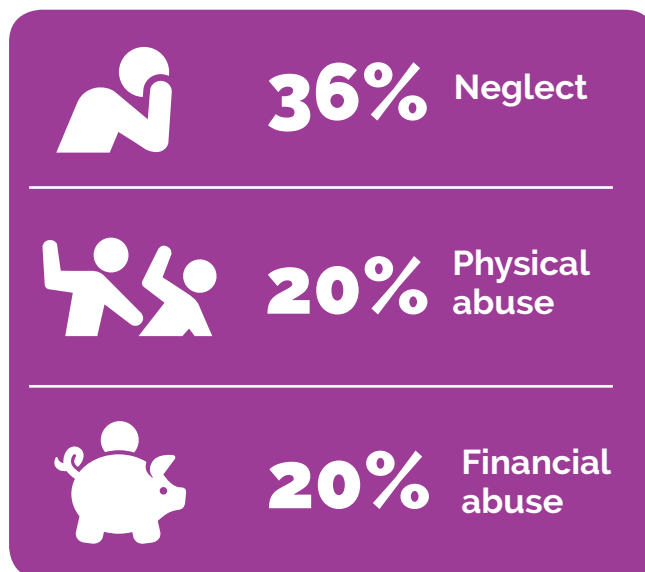


Where abuse takes place

Based on concluded safeguarding investigations, the majority of safeguarding issues take place in the alleged victim's own home. The figure is 58% in Tower Hamlets, which is higher than the 2015/16 result of 54%. Across the six care homes in Tower Hamlets the number of safeguarding enquiries for 2016/17 is down from 16% in 2015/16 to 14%.

Types of abuse

Neglect was the largest single type of abuse investigated in Tower Hamlets in 2016/17 at 36%, similar to the previous year. Physical abuse accounted for 20% of investigations in Tower Hamlets in 2016/17, compared to 30% last year. Financial abuse investigations in Tower Hamlets accounted for 20% in 2016/17, up from 21% the previous year.



Deprivation of Liberty Safeguards performance data

The Deprivation of Liberty Safeguards is an amendment to the Mental Capacity Act 2005 (amended in 2007). The Mental Capacity Act allows restraint and restrictions to be used but only if they are in a person's best interests and they lack capacity to make decisions about their care or treatment. The Deprivation of Liberty Safeguards (DoLS) can only be used if the person will be deprived of their liberty in a care home or hospital. In other settings the Court of Protection can authorise a deprivation of liberty.





	2016/17	2015/16
Total DoLS requests received	*1076	885
DoLS Authorised	660	613
DoLS Not Authorised	106	83
DoLS Withdrawn	247	189

* this figure includes 63 DoLS cases pending authorisation

Funding arrangements for SAB

Funding of Tower Hamlets Safeguarding Adults Board is received both in monetary terms and in kind. It is acknowledged that every organisation faces financial challenges each year; therefore it is with appreciation that partner members give their time and resources to support the functioning of the board.

The following table budget sets out the budget for 2016/17.

	Staffing	£118,497
	Supplies & services	£478
	Safeguarding adult reviews	£10,375
	Total	£129,350
	Contributions from partner agencies	£14,000



Training - Adults Safeguarding

Tower Hamlets provides a range of safeguarding adults training for staff at all levels, such as basic awareness and training for managers supervising staff undertaking safeguarding investigations. Bespoke training in conjunction with other agencies and organisations is provided such as domestic violence, hoarding and the law, human trafficking, modern day slavery and female genital mutilation. Partner agencies also provide a range of training for their staff.

Safeguarding adults basic awareness e-learning is a web based training portal and is available to all Tower Hamlets staff and those working in the private, independent sectors, carers and volunteers working with adults. Training is provided free of cost to the recipient.

What have our service users said?

“ The safeguarding process was very stressful but I'm glad a positive outcome came out of it as ***** is out of my life. ”

“ I am glad for the safeguarding process but I feel embarrassed that it took this long to report *****. ”

“ Going through the safeguarding process has made me feel stronger and I know now that I am not as vulnerable as people make me out to be. ”

“ I am glad I confided in my occupational therapist as it had made me feel less anxious. ”

Tower Hamlets Safeguarding Adults Board Priorities for 2016- 2017

The priorities for 2016-17 came from the SAB annual workshop in May 2016 where partner agencies agreed the priorities for the forthcoming year. Each priority was built into the business plan relating to the six principles of safeguarding. This is monitored by SAB and work undertaken via the sub groups. Each partner agency has worked to ensure their organisation continues to provide a service and that the workforce receives safeguarding training and understand how to recognise abuse respond to it. Here is a summary of work carried out.

EMPOWERMENT

Our Goals

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

Outcomes for Adults in Tower Hamlets

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

What we achieved

Providence Row: We have implemented a programme of person centred support and care planning, using specifically designed support tools to evidence consultation and placing service users at the centre of any safeguarding plan.

Tower Hamlets Adult Social Care: Making Safeguarding Personal is a core component of the work we do where an individual is the subject of a safeguarding investigation.

THCVS: We have provided basic safeguarding awareness to people using our services through our informal safeguarding information session for a user-led mental health peer support group.

PREVENTION

Our Goals

It is better to take action before harm occurs.

Outcomes for Adults in Tower Hamlets

"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."

What we achieved

London Fire Service: Our Home Fire Safety Visit service has been delivered to more than 80,000 households per year. A significant portion of the referrals made about vulnerable adults are as a direct result of a Home Fire Safety Visit.

Toynbee Hall: We have retrained all 80 staff at Toynbee Hall in safeguarding awareness and have made safeguarding awareness a key component of our induction training.

Housing Options: We undertook risk management of complex adult cases i.e. homeless people and those with mental health issues and raise the awareness of safeguarding needs of homeless people and people at risk of suicide.

PROPORTIONALITY

Our Goals

The least intrusive response appropriate to the risk presented.

Outcomes for Adults in Tower Hamlets

"I am sure that professionals will work in my best interests as I see them, and professionals will only get involved as much as needed."

What we achieved

Real: Our Direct Payment team work closely with our clients and the social worker to ensure any potential safeguarding report made is sensitively managed and there is a good understanding of what the client wants from the process.

The London Fire Brigade recognises safeguarding as integral to quality and best practice. Relevant connections are made at all levels between related issues such as dignity in care; equality; balancing choice and safety.

Violence Against Women and Girls (VAWG), Domestic Violence (DV) & Hate Crime (HC): There are close links with victims of DV/VAWG and HC and those requiring adult social care interventions. We have secured funds and commissioned an independent victim support service who safeguard over 400 victims of high risk DV per year. We support victims in making choices. Our case panels and outreach campaigns aim to protect victims by encouraging reporting and access to support/protection.

PROTECTION

Our Goals

Support and representation for those in greatest need.

Outcomes for Adults in Tower Hamlets

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

What we achieved

Tower Hamlets Clinical Commissioning Group (THCCG): As part of our work with organisations we carry out 'organisational health checks' that include basic questions on Disclosure and Barring Service checks and compliance with safeguarding adults procedures. Where organisations are not compliant, we work with them to meet the required standards.

Barts Health NHS Trust: The safeguarding principles set out in the Care Act have been incorporated into the Trust policies, emphasis has been placed on the needs and wishes of the person experiencing abuse or neglect.

Community Safety Partnership (CSP): Dedicated Community Safety Officers now work closely with borough Faith Officers to ensure Faith centres receive information around vulnerable individual who are likely to be radicalised.

London Ambulance Service: We have produced a set of four short films on dementia. We used the services of an expert in Dementia care and the film focused on Carers and people living with dementia. Film number four dealt with safeguarding concerns for vulnerable people living in a care or their own property.

PARTNERSHIP

Our Goals

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

Outcomes for Adults in Tower Hamlets

"I am confident that professionals will work together, with me and my network, to get the best result for me. I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary."

What we achieved

Tower Hamlets Clinical Commissioning Group (THCCG): We jointly fund with Tower Hamlets Council the Safeguarding Adults Strategy and Governance post.

London Ambulance Service: We are working with the London Fire Brigade by providing fire safety support to people who would like information on how to reduce the risk of fires in their homes.

East London Foundation Trust (ELFT): We attend Safeguarding Adults Reviews which are conducted by London borough of Tower Hamlets. We share the information with our partners and ensure recommendations and learning from Safeguarding Adults Reviews are implemented.

REAL: When a client chooses to manage their own support and care needs through a direct payment, we work closely with other parties ensuring that everyone knows what is expected of them and what to do if there is a problem, ensuring our clients remain in control.

ACCOUNTABILITY

Our Goals

Accountability and transparency in delivering safeguarding.

Outcomes for Adults in Tower Hamlets

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

What we achieved

Tower Hamlets Community Voluntary Service: We provide basic safeguarding advice to people leading groups who use services. We also raise safeguarding awareness for service users.

Tower Hamlets Clinical Commissioning Group (THCCG): The Trust's safeguarding adults policy was updated to take account of the changes following the Care Act. This includes a summary of the duties under Prevent and the Mental Capacity Act and information sharing. The Care Quality Commission rated us as good at keeping people safe.

Barts Health NHS Trust: We carried out a programme of face to face training events for all adult in-patient and community teams across the Trust and Trust Board members. We delivered 242 training sessions on Deprivation of Liberty Safeguards and the Mental Capacity Act where approximately 2,500 staff attended.

Summary of achievements by THSAB and partner agencies

As from 1st April a Mind Advocate will be based on the wards of the East London Foundation Trust.

Tower Hamlets Community Mental Health teams have safeguarding managers and investigation officers who are well versed with the safeguarding adult process.

We the Police work in partnership with the borough which has an active and well resourced Prevent team. We also work closely with the Faith officer and central specialist units.

The London Fire Brigade has a number of local initiatives (such as our 'Christmas Dinners' event) which enable us to reach out further to those who are vulnerable in the community - providing additional opportunities for their voices to be heard and to effectively tackle the impact of social isolation.

Barts NHS Trust has undertaken a number of initiatives to meet Healthcare for All, (DH, 2008). This includes flagging all patients known to the local learning disability teams in the 3 boroughs. The use of the Hospital Passports and easy read materials have been implemented. We have been part of the national pilot for the mortality review and will use early findings from this project to influence health care that improves the outcomes for people with learning disabilities.

The Tower Hamlets Council for Voluntary Service has clear safeguarding policies and procedures that demonstrate accountability. Where a safeguarding alert is made, our response would be reviewed at a senior level and trustee level.

Adult social care has revived provision of qualitative safeguarding audits which is a mechanism to assess the quality of practice and identify any improvements trends or learning needs for the future.

The Community Safety Partnership's formation of the Prevent Board, and latterly Operational Working Group has helped improve joint working and fostered better links both between services within the council and between the council and local partners. The Prevent Delivery Plan invites all partners to update work (particularly partnership working) to ensure properly integrated approaches across all sectors to safeguarding in relation to Prevent are delivered.

At Real we have a key role in supporting clients referred for statutory advocacy. By the nature of the referral these clients are particularly vulnerable. Our advocates provide tailored support to enable our client to engage in the process and feel empowered to have their say and their wishes carried out.

Tower Hamlets Clinical Commissioning Group ensures robust and safe recruitment and has in place an allegations policy for issues regarding staff and safeguarding adults or children's concerns.

Safeguarding Adults Review

Section 44 of the Care Act 2014 places a duty on Safeguarding Adults Boards to arrange a Safeguarding Adults Review (SAR), in cases where an adult has died or experienced significant harm or neglect.

In Tower Hamlets there are currently four SARs at different stages of conclusion.

On conclusion of the SAR, an action plan will be drawn up to ensure the recommendations of the findings are implemented.

The Executive summary of each SAR will be available on the Council webpage and a full report is available on request from the Safeguarding Adults Board Coordinator.

The purpose of the SAR is to:

- Establish what lessons are to be learnt from a particular case in which professionals and organisations work together to safeguard and promote the welfare of adults at risk.
- Identify what is expected to change as a result, to improve practice.
- Improve intra-agency working to better safeguard adults at risk.
- Review the effectiveness of procedures, both multi-agency and those of individual organisations.

Mrs Q is a 75 year old white British woman who lived alone at the time of the review. She lived in a first floor level access flat reached via a lift. Mrs Q has a relative who lives outside London and has had some contact with her. Mrs Q has an advocate who is based in the community. Having a number of health problems and hospital admissions, Mrs Q found it difficult to accept help. Events led up to her being discharged from hospital without any support and Mrs Q was left alone for several days.

Tower Hamlets Safeguarding Adults Board commissioned a safeguarding adults review to investigate the events leading to Mrs Q being left without personal care services for several days. It was evident that if there were better communications between agencies, Mrs Q would not have been left in this situation. As a result, the working practices and operational procedures of key staff and agencies involved in Mrs Q's care were reviewed with a requirement to improve communications between agencies, specifically in the hospital discharge arrangements of people who are vulnerable. Management reports were commissioned from all the agencies working with Mrs Q and a round table learning event took place in January 2017. Recommendations were agreed at this event and these are included in this report.

http://live-lbtower.cloud.contensis.com/IGNI/health__social_care/safeguarding_adults/Safeguarding_Adults_Review.aspx

Our Priorities for 2017/18



Other areas for development and implementation



KEEPING ADULTS SAFE IN TOWER HAMLETS 2016-17



The SAB is a multi-agency board that oversees safeguarding arrangements for adults in the borough.

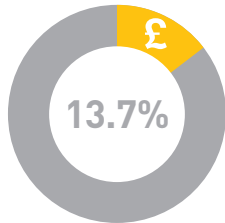
POPULATION

304,900

We have one of the fastest growing populations in the country



49.7% of older people live below the poverty line



13.7% families have a household income less than £15k

SAFEGUARDING ENQUIRIES



Investigations conducted by adult social care teams to establish whether abuse has occurred

696 enquiries were concluded in 2016/17

58% of safeguarding issues occur in the adult's own home

14% safeguarding issues occurred in care homes

The most common types of abuse investigated were

36% neglect

20% physical abuse

20% financial abuse

HEALTH



78.4 years – life expectancy for a man vs. 79.5 years national average



82.4 years – life expectancy for a woman vs. 83.1 years national average

Severe Mental illness is the fifth highest in London



SAFEGUARDING ADULTS BOARD

Making Safeguarding Personal



6 key principles of safeguarding:

Empowerment

Prevention

Proportionality

Protection

Partnership

Accountability

“Going through the safeguarding process has made me feel stronger and I know now that I am not as vulnerable as people make me out to be.”

Safeguarding Adults is everyone's responsibility

ACHIEVEMENTS IN 2016-17

- A review of the Care Act 2014 requirements recognising that self-neglect and hoarding was a multi-agency issue with innovative ideas and new approaches identified.
- The local authority showed its commitment through a new approach to ensure high quality of care and support at home by investing in the service to fund ethical care and the London living wage.
- Deprivation of liberty Safeguards: 1076 people were referred for assessment. 660 applications were authorised. Local communities have been supported to develop their understanding of safeguarding. Home Fire safety visits are delivered to more than 80,000 households per year of which many are vulnerable adults.

PRIORITIES FOR 2017-18

- Professionals to take a person centred and holistic approach to safeguarding.
- Advocacy for individuals who lack mental capacity or difficulty in decision making.
- Minimise repeat safeguarding issues.
- Robust risk assessment and management arrangement involving adults, their families and carers.
- Improving data analysis to measure outcomes.
- Increase engagement with adults to ensure SAB reflects their views on how to prevent abuse.
- To ensure effective holding of agencies to account.