



TowerHamletsMulti-Agency Partnership

Safeguarding Adults Board Annual Report

2013 – 2014

Contents

Page No.

- Message from the Lead Member for Adults Health & Wellbeing 3
- Foreword from the Independent Chair of the Safeguarding Adults Board 4
- The Board 7
- Contributions from Partners 10
- Key Issues for Adult Safeguarding 2013-2014 21
- Safeguarding Activity 2013- 2014 – Key Findings and Analysis 24
- Safeguarding Adults/ Mental Capacity Act/ Deprivation of Liberty Safeguards 2014-2015 29
- Safeguarding Adults Board Work Plan 2014 – 2015 31

Message from the Lead Member for Adults Health and Wellbeing

London Borough of Tower Hamlets believes that people have the right to live free from abuse in the borough. This year the Council has raised awareness to the public about Safeguarding Adults through East End Life, a newspaper that is circulated to all homes in Tower Hamlets. It has also launched a webpage on the Council Internet to promote awareness about Safeguarding. I am pleased to say that during the coming year these efforts to raise awareness will be sustained.

Foreword from Independent Chair of the Safeguarding Adults Board

The challenge for Tower Hamlets Safeguarding Adults Board (SAB), and indeed every SAB, is to ensure that what it does has a meaningful direct influence on the availability, quality and coordination of services to all the vulnerable people locally who are potentially at risk of abuse, in whatever its form.

Over recent years in Tower Hamlets there has been excellent willingness of people and organisations to work together to this end. Increasingly, in part because of the serious case review from which we all learned so much in 2012, the SAB has begun to focus more directly on the difference we are actually making for vulnerable people.

As an external Independent Chair it continues to be both challenging and rewarding to work with the richness of the diversity of Tower Hamlets. The SAB has established good links with both the Community Safety Partnership and the newly established Health and Wellbeing Partnership Board in having a strategic view of issues which we all need to address.

At the beginning of the year the Board altered its structures to have both a

- Strategic Group – comprising just the most senior person from each of the Council Education, Social Care and Wellbeing Directorate, NHS Clinical Commissioning group, BartsHealth, East London NHS Foundation Trust and Metropolitan Police,
- Safeguarding Adults Board - the larger more inclusive body of organisations (statutory and voluntary) who formally make up the full SAB.

This arrangement has helped to sharpen the focus of what we are doing and meant that the SAB has achieved almost all the Work Plan priorities it set for 2013/14.

All of this has been against a background of

- increasing stress and pressure on people living with the disadvantages of vulnerability, age, disability and illness and exacerbated as a result of current public finance and social policies;
- increasing stress for staff, often fewer in number, and yet with increasing demands, in all organisations concerned with providing a direct personal service;
- changes in key people in leadership roles in most organizations, as well as in their organisational structures.

As someone who was once a social worker before taking on more senior roles in both Local Government social care and the NHS, I pay huge tribute to the efforts of 'frontline' staff in all services - nursing, police, social work, care providing, advocacy and many others, who are so committed to their task of protecting and enhancing the wellbeing of vulnerable people. During the year I have been pleased to spend time with staff and people in receipt of services from the Council and at Royal London and Mile End hospitals.

Of special note during the year the Board has

- strengthened its knowledge about what actually happens to people receiving a service through its revised information, quality assurance and performance review arrangements
- liaised constructively with others in relation to the Care Quality Commission's scrutiny of BartsHealth services
- helped organisations embrace properly their responsibilities under the Mental Capacity Act and Deprivation of Liberties Safeguards
- promoted guidance, as simplified as possible, to staff of all organisations and the public, about what 'safeguarding' means and what people should do in the event of concerns, allegations or suspicions of abuse
- begun to prepare for the implementation of the Care Act in 2015 which will give safeguarding adults a much stronger statutory basis

- and much more.

Personally I would like to thank the London Borough of Tower Hamlets Council for their support to me in the role of Independent Chair, but their acceptance also that I need to be independent enough to challenge and call to account all agencies - whether the Council or others.

I would like to recognise the work done by Melba Gomes, the Strategic Lead for Safeguarding Adults, Mental Capacity Act and Deprivation of Liberties Safeguards, in helping to improve practice and build more robust arrangements both within the council and between agencies in a way which is appropriately challenging to all, including myself. The support from the NHS CCG in this respect has also been particularly valuable.

I would like to thank other colleagues in all organisations for their support, challenge, cooperation and feedback.

In 2014/15 we must focus still more on knowing much more about the experiences, wishes, feelings and outcomes for people who are the objective of all the safeguarding adults policies procedures and processes with which we work. We need to learn more from them and adapt what we do in the light of this. For 2014/15 the Board has a Work Plan which was agreed in May 2014 and provides a strong basis for further improvements. Indeed the Board is now in a stronger position than ever to do what the communities and organisations in Tower Hamlets rightly expect of us. The Board is very clear as to its duties, responsibilities and priorities.

Brian Parrott
Independent Chair
Tower Hamlets Safeguarding Adults Board

Governance

What does the Board do?

The Role of the Safeguarding Adults Board (SAB)

The SAB oversees the planning, implementation and monitoring of safeguarding adults work in Tower Hamlets. To this end it

- ensures current safeguarding adult arrangements and governance across relevant agencies are fit for purpose
 - has oversight of and monitors the implementation of core multi-agency policies, procedures, guidelines and protocols for safeguarding vulnerable adults
 - ensures that all agencies have local guidelines
 - initiates serious case reviews as required;
 - checks that all partner agencies have robust management arrangements in place to ensure the implementation of and adherence to the agreed policy and procedures, for safeguarding vulnerable adults
 - communicates and publishes relevant information to ensure that staff members, users, carers and the general public are informed and updated on issues and best practice concerning safeguarding adults
 - ensures robust quality and performance monitoring of the incidence of harm of vulnerable adults in LBTH
 - oversees the development of an agreed training strategy, including the provision of relevant training and workforce development for all staff
 - ensures that the views of user and carers views are sought and listened to in the development of safeguarding services and commissioning arrangements
 - produces an Annual Report on the Board's work, including outcomes and future action plans which will be reported to the Education, Social Care and Wellbeing Directorate Management Team, Corporate Management Team Meeting and the Mayor's Advisory Board
 - links in with the Health and Well-being Board

The work of the SAB is carried out in two separate meetings, the Strategic Group and the full Board.

The strategic group is made up of statutory partners i.e. The Council (represented by the Commissioning and Provider arm of the Council), the Clinical Commissioning Group (CCG) for Tower Hamlets, the Police, and our Partners (BARTS Health and East London Foundation Trust)

The sub-groups of the Board are

- The Quality and Performance sub group which considers performance across partner agencies in relation to safeguarding and reports back to the Board
- The Champions Group is a forum for statutory and non-statutory services involved in delivering the safeguarding agenda in Tower Hamlets to keep up to date with related issues and take these back to their organisations and the people they provide services to
- The Good Practice and Training subgroup is tasked with creating a Multi-Agency Training Strategy for staff delivering services to vulnerable adults
- The Communication subgroup plans how to communicate the Safeguarding agenda to the wider public

The full Board is led by the multi-agency Safeguarding Adults Board (SAB) made up of representatives from key statutory agencies, and from the independent and voluntary sector as follows:

London Borough of Tower Hamlets (LBTH) Adult Social Care Services
East London NHS Foundation Trust (ELFT)
Bart's Health NHS Trust (BH)
Metropolitan Police (Tower Hamlets Public Protection Unit) ()
London Fire Brigade (LFB)
London Ambulance Service (LAS)
Tower Hamlets Homes (THH)
Tower Hamlets Community Housing
Toynbee Hall

Age UK East London
Excel Care Holdings
Providence Row Housing Association
London Probation Trust (LPT)
Care Quality Commission ((CQC)
VoiceAbility
Tower Hamlets Council for Voluntary Service (CVS)
Tower Hamlets Clinical Commissioning Group (CCG)
NHS Commissioning Support Unit
NHS England

Contributions from Partners

London Borough of Tower Hamlets Adult Social Care Services

During the year April 2013-2014, a major review of the safeguarding forms was undertaken - the intention was to re-write all the documents to be aligned with the annual Safeguarding collections returns made to the Department of Health . These changes incorporated the Pan London Procedures timescales integrating the Mental Capacity Act and Deprivation of Liberty Safeguards into the process.

Training was reviewed to ensure that all appropriate staff had the necessary skills to carry out safeguarding work competently. Training was provided which covered mandatory Safeguarding for Managers, Chaired Safeguarding Meetings, Minute Taking, Mental Capacity and Best Interests Risk Assessment and Risk Management. Investigator training was made available to relevant new staff and refresher training for staff who had not received safeguarding training in the last three years.

In addition a workshop was held for senior provider service managers to ensure they had the relevant skills and knowledge to manage their services in relation to compliance with safeguarding, mental capacity and DoLS

A high level briefing was held for these managers in order that they had an understanding and ownership of the Mental Capacity Act –raising the profile and importance of this area of work across the service . There has been improved compliance with the Mental Capacity Act resulting in a greater number of assessments being carried out and a better use of the best interests process. Continuing effort will be made to ensure compliance with the Mental Capacity Act.

For the forthcoming year staff have been adjusting to the new forms and ways of working. Training was made available throughout and there is some evidence that improvement is being made.

During the past year, Senior Managers from the Provider Services have ensured that the Safeguarding agenda continues to be given priority attention. This can be evidenced by having it as a standing item on the Management Team agenda. Coupled with this the performance in this area of work will be monitored on a monthly basis and any improvements needed will be actioned.

There will be a greater emphasis on compliance to ensure improvement is sustainable and links to the Pan London timescales. However, activities will need to be monitored in line with available resources.

Bozena Allen – Interim Head of Provider Services

During 2013/14 the Contract Management Team within Commissioning has worked with the Safeguarding Team around improving commissioned providers understanding of safeguarding adults, the mental capacity act and DOLS. This involved commissioning staff being involved in the delivery of training to providers using a train the trainer approach, with the aim that attendees would then cascade the training within their organisations. The aim was to improve awareness of safeguarding and the reporting of safeguarding incidents; which had been an issue raised by commissioning.

The Contract Management Team has reviewed and refreshed its monitoring tools during 2013/14 to ensure that relevant safeguarding information is captured as part of quarterly returns and monitoring visits.

The Supporting People team has also reviewed and amended its service specifications to ensure they are up to date, include reference to the Mental Capacity Act and make clear that all staff within commissioned services will be trained at a level commensurate with their role in relation to safeguarding adults.

The Supporting People team delivered training jointly with the Safeguarding Team to supporting people providers around the Safeguarding Adults Risk Management Panel (SARMP) to ensure that providers are clear about identifying issues and making referrals to the panel where necessary. A specific session was also delivered to Mental Health providers to address concerns around the Mental Capacity Act and DOLS.

Darren Ingram –Service Manager (Access to Resources – LBTH)

Bart's Health NHS Trust

Safeguarding Adults at Barts Health 2013 – 2014

This section details the work that has been undertaken at Barts Health to ensure that the people in our care, who are at risk of abuse or neglect are protected and to provide assurance that we are compliant with the Care Quality Commission (CQC), essential standards for Safeguarding Adults.

It includes

- An update on the team
- A summary of key work undertaken in the last year
- An outline of work planned for 2014 – 2015

Staff and Team Developments

This year has been a time of transition and development for the Safeguarding team. We have now fully recruited to the team which is made up of a lead post Head of Safeguarding Adults; a Safeguarding Co-ordinator, a Lead Nurse for Learning Disabilities and an appointment made to lead work in mental health, the Mental Capacity Act; Deprivation of Liberty Safeguards and the PREVENT Strategy. The team also has a designated administrator.

The learning disabilities post is a new post, developed in response to feedback from carers regarding the need to improve the support offered to people with learning disabilities who are admitted to hospital.

The appointment of a lead for MHA/MCA/DoLS occurred before the Cheshire West judgment but will support the new and increased workload deriving from that judgment as well as the Trust-wide training needs that follow from it. Since the appointment, the Trust's MHA arrangements have been consolidated, through the agreement of an SLA for MHA administration with each of our partner MH Trusts. The post holder also has responsibility for leading a work stream relating to the use of restraint in clinical settings.

Key achievements 2013 – 2014

Training

As planned we have improved the staff training compliance this year.

Overall training compliance figures for Barts Health are

Level 1 96%

Level 2 93%

Training compliance across the hospital sites is set out below

Level	WXH	NUH	RLH	SBH	LCH	MEH
1	94%	94%	94%	97%	98%	97%
2	92%	94%	90%	95%	95%	96%

The statutory training has been supplemented with bespoke training provided to the nursing preceptorship programme, sessions for student nurses and to clinical teams in trauma, accident and emergency and cardiac services.

Developing effective information systems

A safeguarding adults' tracker database has been developed to support the safeguarding work. The database provides regular information to Trust Directors and a point of reference for the safeguarding team to ensure timely progress of investigations. The database will enable thematic analysis of safeguarding concerns raised by Borough, hospital and ward so that trends can be identified, concerns addressed and training needs met.

Partnership Working

- With other partners, Barts Health has adopted the Safeguarding Adults at Risk Audit to be monitored by NHS England. The audit will enable us to identify and share good practice as well as identify priorities for improvement and inform our annual work plan.

- The membership of the internal committees that support the safeguarding agenda at the Trust has been extended to include the Borough Safeguarding Service Managers and Commissioners in order to improve communication and facilitate greater partnership working.
- The policies and processes in place that will support compliance with the mental capacity act and deprivation of liberty safeguards are being developed.

CQC Inspection and Safeguarding

The Care Quality Commission undertook an extensive inspection of services across Barts health throughout November 2013. One key recommendation of high importance to the safeguarding agenda is that the Trust should improve in how it listens to staff and responds to their concerns. The key actions are to

- Reaffirm that bullying and harassment has no place in the organisation
- Provide an anonymous web based tool for staff to use to contact a director personally for help, advice or to raise concerns.
- Extend the staff partnership forum to improve engagement and hear staff views from across the Trust.
- Commission independent research to investigate and understand staff experiences in the workplace.
- Promote a safety culture in particular the visibility of managers. This includes the appointment of Hospital Director, Hospital Matron and medical equivalent working in alignment with CAG leads; re launch first Friday with greater involvement of executives in the work of clinical areas and increased executive visibility on all sites at the weekends.

Plans for 2014 - 2015

- Training for the PREVENT initiative will be commenced in the Emergency Departments. The safeguarding children team will be involved in the organisational assessment process for PREVENT to ensure an integrated approach.
- The Statutory training books are to be developed further to include information about human trafficking, Female Genital Mutilation and more detailed information about learning disabilities and the PREVENT agenda.

- The procedures in place to ensure timely and effective multi-agency working with the 3 main Boroughs are being clarified to ensure that expectations and timeframes are understood and met.
- Work priorities will be clarified and agreed following a review of the evidence available to support achievement of the standards outlined in the Safeguarding Adults Audit Tool.
- To increase the involvement of clinical services in the integrated safeguarding assurance committee to receive regular assurance reports from them.
- To agree a sector wide pressure ulcer reporting pathway in relation to safeguarding, through the CCGs and Borough safeguarding teams.
- To agree an internal standard operating procedure for contributing to Serious Case and Domestic Homicide Reviews.
- To further develop the internal safeguarding tracker to enable more detailed data capture and analysis.

(Jane Callaghan– Head of Safeguarding Adults)

East London NHS Foundation Trust

The Trust continues to ensure that safeguarding adults concerns maintain a high profile across all its services. This includes a continued active role in the work of the London Borough of Tower Hamlets Safeguarding Adults Board. The Locality Director or Associate Director for Safeguarding Adults regularly attends the meetings and ensures all requests are actioned.

The Safeguarding Adults Self Assessment Framework report, devised by NHS England, was adopted in Tower Hamlets for all partner organisations to complete. The Report was to be RAG rated according to the following guidelines.

GREEN rating – the organisation meets the requirement consistently across the organisation.

AMBER rating – the requirement is met in part; there may be pockets of excellence and areas for improvement.

RED rating - the organisation does not meet this requirement.

The Trust assessed itself to have 20 Green and 4 Amber ratings, with no identified Red ratings. The four Amber ratings, outlined below, will be added to the Trust Annual Report Workplan with the aim of achieving Greenrating for all 24 standards by the end of 2014/15.

B3 All services demonstrate compliance with the Mental Capacity Act

C2 Supervision policy and practice routinely address staff safeguarding responsibilities

F3 Provision of written information and guidance by the Trust for Adults at Risk within the services and their involved family members

F4 Feedback is sought from adults at risk, who have been the subject of safeguarding support and/or investigation, about their experience of the outcome.

Incidents

The Trust has piloted a system of using Datix to report alerts to the London Borough of Tower Hamlets as a way of ensuring good communication across IT networks. This has been successful, resulting in increased reporting figures.

There have been no Serious Case Reviews or Domestic Homicide Reviews involving Trust service users during this year.

Training

The Trust has consistently achieved over 80% compliance for staff across all Trust services attending Safeguarding adults training at Level 1. It is anticipated for next year that the Trust will be able to report on Level 2 course for staff with designated roles in implementing procedures.

Janet Boorman July 2014

Metropolitan Police Service (MPS)

This year, Tower Hamlets police have built on our existing strong links and entered into an ever-closer working partnership with our colleagues in the Local Authority.

The Multi-Agency Safeguarding Hub [MASH] based within Children's Social Care at Mulberry Place was launched in 2013 and is staffed by a dedicated team of police officers and police staff who jointly work with social workers in holistically risk-assessing vulnerability. We have taken the decision that our Adult Safeguarding Team should also work within this hub as we seek to anticipate the potential integration of Adult Safeguarding into the MASH concept

Whilst not yet co-located with Adult Social Care, we now have a direct secure link to the First Response Team. The MPS has also enhanced its own IT systems in recognition of the need to properly record and assess incidents involving adults at risk. These innovations have enhanced the information flow between agencies and consequently assist in addressing risk at an earlier stage. The dedicated police team triage Safeguarding referrals prior to referring any criminal investigations into specialist detectives within the Community Safety Unit at Limehouse.

We continue to enjoy sound relationships with our Safeguarding and Social Care colleagues at various multi-agency forums such as MARAC, MAPPA and SARMP

Cliff Jones –Detective Inspector (Public Protection)

NHS Tower Hamlets Clinical Commissioning Group

NHS Tower Hamlets Clinical Commissioning Group (CCG) believes that all adults have the right to live lives free from abuse or neglect. The CCG came into being on 1st April 2013, and since then we have worked hard to ensure that the health services we commission protect vulnerable adults from abuse or neglect.

The CCG has designated adult safeguarding and Mental Capacity Act/DoLs leads are in post to offer professional expertise and advice around safeguarding adults matters to the CCG. The CCG is an active member of the Tower Hamlets Safeguarding Adults Board and has representation on key standing groups to ensure that safeguarding is at the forefront of service planning.

Since being formed, we have put in place a range of corporate policies and procedures to ensure that as an organisation we practice in a way that is consistent with safeguarding adults guidance and good practice, for example, safeguarding adult strategy and associated policies are in place, including the safe recruitment of staff, a whistle-blowing policy and safeguarding training and supervision policies.

We hold health care providers to account through regular review of safeguarding adults arrangements, activity and governance through our regular contractual quality assurance meetings, and have introduced new key performance indicators to monitor Mental Capacity Act/DoLs activity as part of our contracts for 2014/15. We have also successfully secured funding from NHS England to fund a project to develop practice around the Mental Capacity Act with the East London Foundation Trust.

Over the course of the year, we have worked with providers to implement the recommendations of the Winterbourne View concordat. As of today, we have no people with a learning disability funded by the CCG placed in an assessment and treatment centre, or long stay hospital placement.

As part of our work to develop more integrated approaches to care, over the course of the year we have commissioned a new service through which GP's will lead a network of providers to deliver much more integrated health and social care for people who are at high risk of admission to hospital, many of whom are older people with multiple conditions, and who potentially may have impaired capacity and be at greater risk of potential abuse. As a consequence, we have rolled out training on the Mental Capacity Act and, separately, dementia to a large number of GP's across the borough. We intend to follow this up in early 2014/15 with training on safeguarding adults.

Richard Fradgley – Director of Mental Health and Joint Commissioning

Providence Row Housing Association

In this past year, Providence Row Housing Association has seen the re-tendering of most of our services in Tower Hamlets, as part of the process in the commissioning of our services. We have had to address Safeguarding of Adults in all of our bids for services and the experience we have gained in active participation in safeguarding within Tower Hamlets has been beneficial. We have seen some of our services transfer to other providers but have also gained other services.

We have maintained an active part in training of staff within the voluntary sector, including the changes to face to face sessions for supervisors and managers of services. We are currently ensuring that all our managers receive the updates in safeguarding to embed good practice within their teams.

We are currently engaging peer mentors within our services, to work as volunteers with our service users. As part of their development and preparation for the role, we have conducted basic awareness training in adult safeguarding. So far, six people have received the training.

John Wilson Service Improvement Manager

Toynbee Hall

During 2013 – 14 the Dignify project at Toynbee Hall delivered a total of 49 workshops around the issue of safeguarding and abuse. Dignify reached a total of 377 service users since April 2013 to March 2014.

Workshops were carried out in a number of settings; 10 sessions at Older People's centres, 10 at Learning Disability centres, 15 at Mental Health centres, 12 at Older People's sheltered schemes and 2 at Mental Health supported housing schemes.

The DVD 'Cycles' that was developed last year has proved a success in stimulating discussion around abuse and safeguarding as it enables people to discuss issues at an arm's length as it is about a fictional character and not themselves. The DVD has been successful when shown with services users, staff at projects and also senior management level.

Some quotes:

'The film resource you've created is going to be really useful for our service users, you've done an excellent job.'

'The session you ran has really helped us to discuss some important issues and has brought some problems to light.'

'I think this is a valuable service as many people with learning disabilities are not aware of the differences that constitute safeguarding incidences. I think the Dignify session was executed well and the use of showing a film made it easier for the people with learning disabilities to understand. I believe that the session made the service users more aware of safeguarding issues and the different forms it can take. I would definitely recommend Dignify's awareness raising activities to other service. Dignify provides an excellent service and are aware of the different needs of their audience.'

Dave Barnard
Older People's Service Transformation Manager | Toynbee Hall

Key Issues for Adult Safeguarding 2013-2014

This section focuses on some of the achievements of the Board and the Safeguarding Adult Service during 2013-2014

In the last report we mentioned that the Board was working towards ensuring that the lessons learnt from the serious case review were incorporated in the day to day work of LBTH and its partner agencies. This task has been accomplished.

In 2013-2014, an internal audit gave the Safeguarding service in Tower Hamlets a rating of limited assurance which meant that improvements needed to be made to the service. A review has lifted the rating to substantial. There is more work to do towards improving the rating further, in particular in relation to auditing case files. To this end a robust auditing tool is being created where peers audits will take place with further layer of scrutiny being provided by managers.

LBTH has had a poor reputation in relation to implementing the Deprivation of Liberty Safeguards. The requests for DoLS authorisations increased from 12 to 28 which is a significant improvement from the previous 2 years

Achievements this year against SAB work plan 2012- 2013

Raising awareness amongst the public

Outcome: The public feel a responsibility to safeguard vulnerable people. Vulnerable people know where to go to when they have been abused

- LBTH publicised safeguarding adults to all homes in the borough via East End Life. The issue had prominent place in the paper in that it was placed on the wrap of the paper. The content was translated into Bengali
- The web pages have been updated and now contain information about safeguarding adults, the mental capacity act and the deprivation of liberty safeguards. An alert form is available. Concerned public can raise an alert directly from the webpage. An article was published in East End Life directing people to the webpages

Quality and Performance

Outcome: Performance data informs improvements and improvements are made

- The Safeguarding Adults Procedures have been revised
- The Safeguarding Forms were rewritten to align with the new Safeguarding Collections Returns that are required to be submitted to the Department of Health, and also to align with the Pan London procedures and timescales.
- The requirements of the mental capacity act and deprivation of liberty safeguards have been clarified with staff and integrated into the work carried out in relation to safeguarding adults
- A new reporting structure has been put in place and regular reporting is made to the Board
- During the latter part of the year, reporting was extended to health partners who produce reports for the Board

Training

Outcome: To ensure that staff are competent and current in their working knowledge to SA/MCA/DOLS

- During this year we have reviewed the training provided to staff who carry out work in relation to safeguarding which has resulted in providing a range of mandatory training to skill up staff including Safeguarding Adults Managers Training and Chairing Safeguarding Meetings Training and for staff, investigator training and investigator refresher training. To acquire further compliance with the Mental Capacity Act, mandatory mental capacity and best interests training was commissioned.
- Training has also been provided to commissioned providers in LBTH.
- BARTS, CCG and ELFT staff are trained in safeguarding awareness.
- The Safeguarding Adults Team has run a Safeguarding Adults Managers Forum this year that allows managers to meet and discuss issues in relation to safeguarding issues. It has also been used to consult on changes to the safeguarding processes
- The Safeguarding Adults Team also runs a Mental Capacity/DoLS forum to support staff with improving their understanding of MCA/DoLS
- The Champions sub group of the Board has a large attendance with a mix of statutory and non-statutory members whose role is to carry the message of keeping people safe far and wide

- The Safeguarding Team and the Legal Team disseminate case law to managers and staff to integrate into their day to day work

Outcome: Achieving a coordinated approach to making people safe

Working with other Community Safety Initiatives

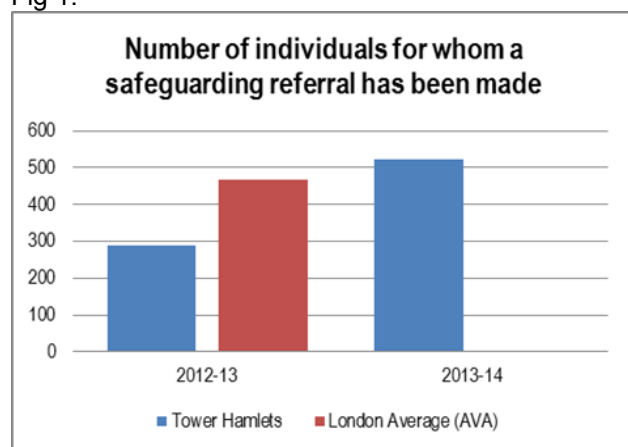
- Safeguarding Adults Team members participate in the various risk management forums e.g. Multi Agency Risk Assessment Conference (MARAC), Prostitution MARAC, PREVENT, No Place for Hate and Community Safety Partnership (CSP)
- The Safeguarding Adults Risk Management Panel is a multi-agency panel that was set up to consider cases where people have mental capacity, but risks arise because they are making unwise decisions, are self-neglectful, have a hoarding disorder, who do not engage in support services or lead chaotic lifestyles placing either themselves or others at risk. It also considers cases that do not neatly fit into services. The panel has heard four cases and participants found the advice given helpful to manage some complex situations. These will continue to operate during the next year

Safeguarding Activity 2013-2014

Key Findings and analysis – From the Safeguarding Collections 2013-2014

In 2013-14, 522 safeguarding referrals were recorded in Tower Hamlets. This is above the London average of 466 as per AVA results in 2012-13. The AVA results for the past 2 years suggest that the London average is set to rise again in 2013-14 which will indicatively place Tower Hamlets more in line with the London average.

Fig 1.

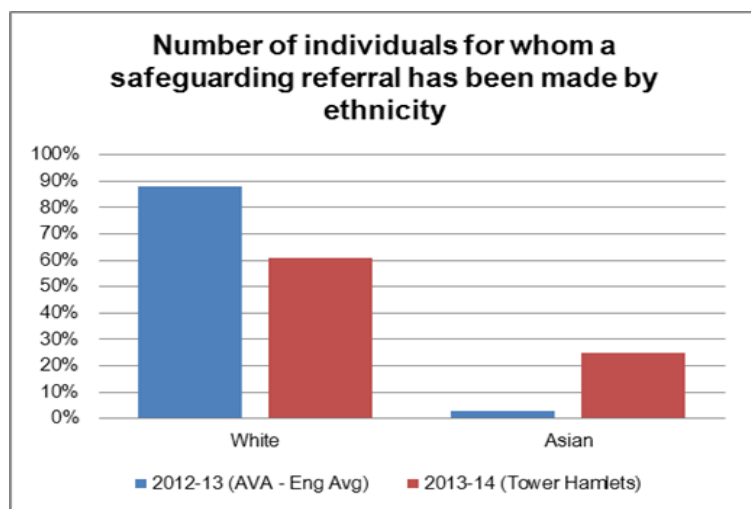


Tower Hamlets has seen an 80% increase in the number of individuals for whom a safeguarding referral (290) has been received compared to 2012-13.. This suggests that there is better awareness of safeguarding issues in the wider community. This year the Board published a 'simplifying safeguarding adults' paper which could have contributed to a better understanding of what constitutes a safeguarding issue. Is increased awareness the only reason for the 80% increase?

In Tower Hamlets, a female is 60% more likely than a male to be involved in a safeguarding issue as the alleged victim. This reflects the England average as per previous AVA results, 2011-12 (58%) and 2012-13 (61%). During this year the Safeguarding team publicised a feature on safeguarding adults in the local paper. Further features will emphasise the point that men can be abused too as there is a general concern that abuse against men may be hidden.

The data also indicates that 61% of safeguarding referrals are amongst individuals from white ethnic backgrounds in Tower Hamlets. This is lower than the England average of 88% (AVA - 2012-13). There is a higher proportion of safeguarding referrals in Tower Hamlets for the Asian population, mainly Bangladeshi population (25%) while nationally this equates to 3% (AVA - 2012-13). The Bangladeshi population makes up almost one third (32%) of Tower Hamlets population – considerably larger than the proportion across London (3%) or England (under 1 per cent).

Fig 2.



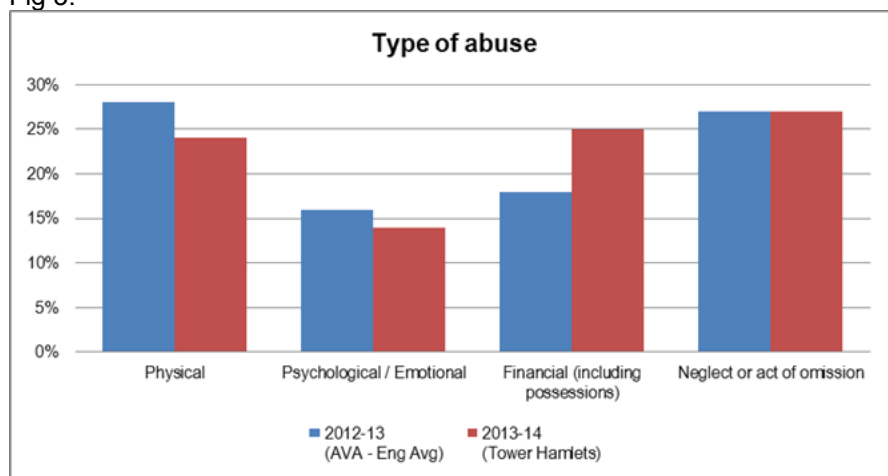
In Tower Hamlets, 89% of safeguarding referrals are amongst individuals already 'known to the Local Authority', which usually means they are in receipt of services or are eligible for services under the Community Care Act. Tower Hamlets' results for 2013-14, suggest the highest proportion of safeguarding referrals are made in relation to people who have physical disabilities, this is line with the England average of 51% as per AVA, 2012-13.

In 2013-14, Tower Hamlets appeared to have a slightly lower proportion of referrals amongst Mental Health Clients (18%) compared to an England average of 24% as per AVA results for the past 2 years (AVA - 2011-12 and 2012-13).

In 2013-14 Tower Hamlets completed 381 safeguarding referrals. This represents 73% of all safeguarding referrals received in the collection period. This indicates that Tower Hamlets is above London average as per AVA results for the past 2 years, which has been consistent at 377. However, it is below the England average as per AVA 2012-13, 571.

The AVA returns for both collection periods, 2011-12 and 2012-13, indicate that the highest proportion of reported abuse is 'physical abuse' at 28%. The highest proportion of completed safeguarding referrals in 2013-14 for Tower Hamlets identified 'neglect or act of omission' as the largest type of reported abuse, which seems to be consistent with the England average as per AVA return in 2011-12, 26% and 2012-13, 27%.

Fig 3.

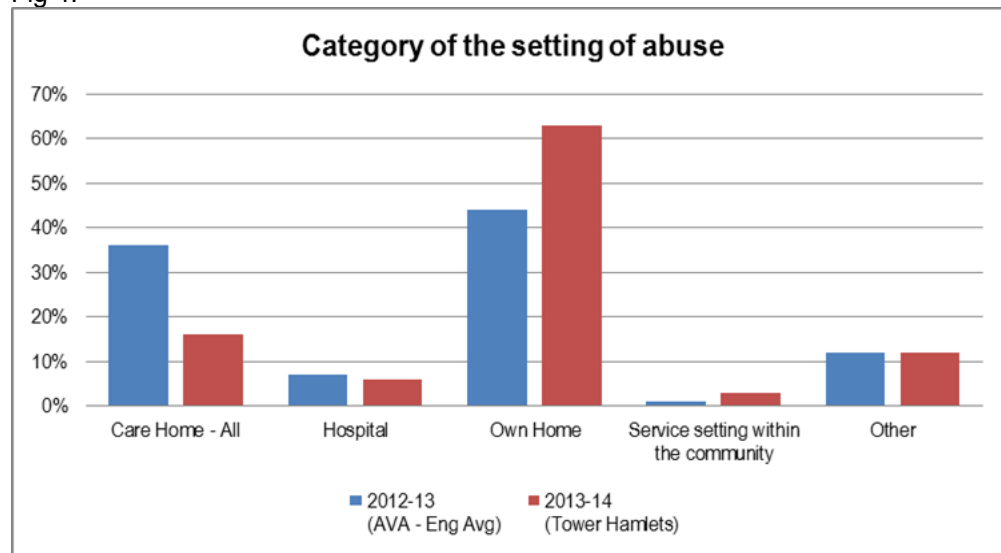


In 2013-14 there was a higher proportion of 'financial abuse' (25%) reported in this borough than the England average as per AVA return 2012-13 (18%). This suggests a need for publicity around this issue and possibly training for staff.

The AVA results indicate that majority of safeguarding issues take place in the alleged victims 'own home', 45% in 2011-12 and 44% 2012-13. This compares to 63% in Tower Hamlets (SAR 2013-14), which is higher than the England averages. The SAR 2013-

14 (Tower Hamlets) also suggests that 54% of individuals or organisations believed to be the source of risk are known to the alleged victim, and 23% are allegedly perpetrated by those providing Social Care Support.

Fig 4.



Tower Hamlets data for 2013-14 shows that 72% of completed referrals resulted in 'no further action required under safeguarding' which usually refers to cases where formal conclusion is recorded as not substantiated, inconclusive or investigation ceased at individuals request. This is significantly higher than England average as per AVA results; 30% in 2011-12 and 29% 2012-13. This indicates a need to audit casework to ascertain the reasons why there is such a big difference.

The 2013-14 (Tower Hamlets) results suggest that majority of safeguarding cases cannot be substantiated, 36%, as the alleged types of abuse are either unfounded or disproved. This is in line with national trends but is higher than England average as per AVA 2012-13, 30%.

Safeguarding cases where allegations are concluded as either fully or partially substantiated is made up of 27% of all completed

referrals in Tower Hamlets as per SAR collection 2013-14. This is lower compared to England average as per AVA return 2011-12, 42% and 2012-13, 43%.

The data in Tower Hamlets (SAR 2013-14) suggests that 76% of individuals were assessed as 'not lacking capacity' and thus able to make decisions in the safeguarding process. For those individuals identified as 'lacking capacity', 82% were effectively provided with support or were represented by an advocate, family member or friend.

Service user experience of the Safeguarding process and outcome

Tower Hamlets has a local measure, looking at the experience of individuals for whom safeguarding referrals have been completed. The results indicate that 77% of adults at risk said they were satisfied with both the safeguarding process and their safeguarding outcome. 15% of individuals have not responded to the survey questions.

Safeguarding Adults/ Mental Capacity and DoLS 2014 - 2015

During 2014-2015 significant national changes will impact Safeguarding Adults, MCA and DoLS

National Context

Key issues

- The Care Act puts the SAB on a statutory footing; the SAB will need to be ready to be compliant with these requirements by April 2015
- The House of Lords have published their scrutiny report of the Mental Capacity Act and have stated that statutory bodies are not implementing the legislation as Parliament intended. It has recommended a review of the Deprivation of Liberty legislation. Work to improve compliance with the Mental Capacity Act in the borough will continue
- The Supreme Court has landed a judgement in relation to the case of Cheshire West and the cases of MIG and MEG which entail that a significant number of people now come under the remit of the safeguards. Plans are being put in place to address the requirements.

Local Context

Within Tower Hamlets we have specific issues that we want to address during the coming year

Key Issues

- Improve engagement of the public in the agenda of keeping themselves and the community safe through further publicity
- Ensuring that services internal to and external to the Council working with vulnerable people are aware of their responsibilities in relation to safeguarding adults
- Make safeguarding personal so that importance is given to their views and wishes and the application of the least restrictive principle are embedded as principles of safeguarding

- Continued improvement of performance across statutory partner agencies
- Developing a training strategy for Safeguarding adults across partner agencies in Tower Hamlets
- Developing leaders across Statutory partners who will take forward the MCA agenda in their services
- Maintaining partnership working between the statutory partners to keep people in LBTH

Tower Hamlets Safeguarding Adults Board

Work Plan / Business Plan 2014-15

This year's Work Plan has been developed by the SAB and its constituent agencies.

FINAL AGREED BY BOARD

10 June 2014

No.	Action	Lead / Accountable for Completion	Target Date	Action will be achieved by	RAG Status
1.	Monitor that the interface between safeguarding and NHS serious incident policies, procedures and processes and systems is working effectively to safeguard adults at risk of abuse	SA Lead BARTS JC SA Lead ELFT PJ SA Lead LBTH BA SA Lead CCG RF			
2.	Analysis of findings from the Safeguarding Adults Audit to identify improvements safeguarding activities in the borough and review the SAB work plan accordingly	SAB Panel BP&MG			
3.	Continued working alongside others - specifically: MAPPA, MARAC, Prevent, LSCB, CSP and Health and Wellbeing Partnership Board	SA Lead MG SA Chair BP			
4.	To continue to monitor performance for improvements to the quality of and timeliness of intervention in adult safeguarding work	Lead senior person from every statutory agency and SAB partner			
5.	To ensure that staff are trained in MCA and DOLS and monitor compliance with the mental capacity act in safeguarding work, the use of the IMCAs and the deprivation of liberty safeguards – and to be assured that this is being applied appropriately in practice	Independent Chair BP Strategic Group All			
6.	Quality Assurance and Performance SAB sub-group - To drive improved performance information to the board from across the statutory agencies	SA Lead MG Sub Group Chair RF			

	(to be revised following SAB Board decision 10 June)				
7.	Good Practice and Training SAB sub-group - To establish a multi-agency training strategy, but will have role in ensuring that staff are competent and current in their working knowledge to SA/MCA/DOLS	SA Lead MG Sub Group Chair PJ			
8.	Communication sub-group to be strengthened to continue the work to raise awareness of safeguarding to - users of safeguarding services - the public of Tower Hamlets	SA Lead MG			
9.	Champions Sub-group - to continue to engage a range of partners to promote knowledge in adult safeguarding work	SA Lead MG&JC			
10.	Encourage representation of primary care into the SAB governance arrangements	SAB Chair BP SA Lead CCG RF			
11.	Establish an arrangement SAB self-assessment and assurance (i.e. of itself and its performance)	SAB Chair BP			
12.	Enquire if the Joint Strategic Needs Assessment of LBTH can provide information in relation to safeguarding adults and potentially vulnerable people who may become subject to safeguarding need.	LBTH Leads BA&DI			
13.	Establish appropriate mechanism(s) for service user feedback about SA & SAB to the Board	SA Lead MG SA Chair BP			
14.	Prepare for implementation of Care Act 2014 in relation to SA & SABs	SA Lead MG (and LR)			