

Adult Protection in Tower Hamlets

**Annual Report
April 2007 to March 2008**



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1. Overview of the Year

Adult Protection Team

The Adult Protection Team was fully established in 2007/8. Capacity was enhanced, initially through funding from the Neighbourhood Renewal Fund but subsequently mainstreamed by the Council. This extra capacity has enabled us to deal with an increase in referrals from 315 to 473 over this year. The team now comprises the Adult Protection Coordinator, two senior practitioners, and a full time team assistant.

Campaigning

The year started with the launch of our Borough-wide publicity campaign to raise awareness of the abuse of vulnerable adults within our locality. The launch was chaired by Lady Anne Riches who on behalf of Barts and the Royal London Hospital gave real encouragement and a commitment to inter-agency working. The publicity included bus stop posters, a plasma screen presentation to run in the One Stop Shops, leaflets, business cards and wall mountable posters. Additionally a centre spread page, followed by an inserted leaflet in "East End Life", was distributed to all households within the borough.

This start continued with a very successful "Best Practice" Seminar on Neglect and Financial Abuse, run in conjunction with Action on Elder Abuse (AEA) at Toynbee Hall. This was attended by 69 participants representing 25 different organisations including the Police, Acute Trust, the PCT and Third Sector providers in both the private and voluntary sector.

London Adult Protection Network

The Adult Protection Team has played a significant role within the London Adult Protection Network in taking forward the development of London-wide Adult Protection Policy and Procedures. This work is being managed and funded by the Social Care Institute of Social Excellence (SCIE) along with Care Services Improvement Partnership (CSIP). In this work, the Tower Hamlets Team has represented other local authorities in the North East London sector - Newham, Waltham Forest, Barking and Dagenham, Hackney, Havering and Redbridge.

Working with the Police

We have also provided support to the Metropolitan Police in delivering their advanced Achieving Best Evidence Course that specifically focuses on vulnerable adults. Obtaining evidence in Adult Protection work can be very difficult and needs to be handled with the utmost sensitivity.

The Multi Agency Steering Group and subgroups

The Multi Agency Steering Group has meet bi-monthly throughout the year, giving leadership and direction to Adult Protection across all agencies in the Borough. It provides a forum for discussion and development of the work undertaken by the Adult Protection team. The Group is supported by the Adult Protection Working Group that is also multi-agency and focuses on case work.

The complexities of Adult Protection have led this year to the development of the Protection of Vulnerable Adults (POVA) Support Group. This is for third sector private and voluntary agencies to seek advice, support and guidance in the referral of perpetrators to the POVA List. This group will ultimately become the Vulnerable Groups Support Group once the Vulnerable Groups Act comes into force in October 2009. To date, the group has attracted membership from 25 providers.

Adult protection within the Local Strategic Partnership

The safeguarding of vulnerable adults has been identified as a Crime and Disorder Reduction Partnership priority, and is highlighted as such in the Crime and Drugs Reduction Strategy 2008-2011 which was approved by the Council's Cabinet in September 2008. The Adult Protection Coordinator is a core member of the Safe and Supportive Community Plan Delivery Group, established as part of the recent refresh of the Community Plan and LSP structures.

Finally, the Adult Protection Team would like to express its gratitude to all the agencies that have played an active part in the development of adult protection work within Tower Hamlets during 2007-08.

2. How do we know safeguarding is safe?

One of the main questions for adult protection is how we do we know if our involvement in the protection of vulnerable adults has made a difference. We do this in a number of ways:

Referral

As each referral comes in to the Adult Protection Team it is discussed and evaluated with the referrer. Even if it is not identified as an Adult Protection case these discussions often lead to a more focussed approach to the case work in question and are helpful to the referring agency.

Investigation

All adult protection cases are tracked from the point of referral through the investigation and protection planning processes by the Adult Protection Team. This process requires the investigating professional to report the assessment of risk against eleven risk indicators, and the action taken. All cases are held open within the Adult Protection Team until the Adult Protection Co-ordinator is satisfied that all issues have been appropriately dealt with. This role has also included participation in or monitoring the outcomes of 130 adult protection strategy meetings in 2007/8.

This process involves:

- Ensuring safety of alleged victim
- Direct contact with the identified investigating team manager to ensure allocation
- Liaising and offering advice to the allocated officer
- Setting time limits and offering advice in consideration of potential decisions to be made
- Report from the allocated worker is considered with regard to further actions
- A strategy meeting may be called at any time during this process, minutes of which are clarified by the Adult Protection team
- Adult Protection Team ensure actions are completed in agreed time frames
- Further considerations will be given to conclusion, on going monitoring via case conference or review

Throughout the above process the adult protection team will offer advice, guidance, planning and strategies within agreed and appropriate time frames.

Ongoing Monitoring

After investigation, even though actions have been completed, on going monitoring may be required over an agreed period of time to ensure that the individual is safe.

Advice and Consultation

The Adult Protection Team encourages all those working in the care of vulnerable adults to contact the Team where there is a question mark about adult protection. The Team is able to offer immediate advice and guidance and follow this up with the referrer thereby often preventing abuse or alternatively gaining a clear picture of any potential risks that can be addressed through case allocation and work with the service user.

The Adult Protection Working Group has been very successful in 2007-08 in bringing together parties from the independent and statutory sector, to increase confidence in dealing with Adult Protection. This is reflected in the continuing increase in referrals shown in the activity data later on in this report.

Education and Support

The Adult Protection Team has given talks to a number of service user groups this year on perceptions of abuse and what support could be offered to themselves or friends who may be either being abused or at risk of abuse. The Team works closely with a local voluntary organisation that provides awareness briefings with particular reference to elder people.

3. Developments in Adult Protection Work

Prevention

A significant development in our work over the last year is a slow but steady increase in the preventative side of adult protection where risks are being identified earlier and action being undertaken to prevent abuse. The Team see this area of work developing further especially in the context of the personalisation of services.

Perhaps the most significant event occurring over the next 12 months is the Government review of "No Secrets". Tower Hamlets is represented by a member of the Adult Protection team on the Advisory Group that will play a major role in submitting to the Government proposed changes and developments within the field of Adult Protection.

New Legislation

During 07-08 there have been various changes in legislation, highly relevant to Adult Protection. Some of these changes have come into being in the year and there are other areas of law that will be implemented in 2008-09. These include:

Mental Capacity Act 2007

This Act came into force in autumn 2007 and introduces new rules regarding the definition and assessment of mental capacity. This legislation is there to protect vulnerable individuals and provides for the provision of Independent Mental Capacity Advocates to support individuals where their capacity to make decisions may be impaired. The Adult Protection Team has worked with in-house and third party providers in providing advice on the use of the Act.

The second part of the above Act will come into force in April 2009: the provisions regarding the Deprivation of Liberty (DOL). This part of the Act deals with the detention of individuals where they lack capacity. It will apply to people who are over 18 years of age and will apply to people in care homes, nursing homes and

hospitals. The Adult Protection Team is part of the Local Implementation Network and will ensure that adult protection is enshrined within the new local procedures.

Safeguarding Vulnerable Groups Act 2006

This Act will be implemented in October 2009. It will bring into being the new Independent Barring Board (IBB) along with the Independent Safeguarding Authority (ISA) which will bring together a range of existing mechanisms designed to ensure that unsuitable people do not gain employment with or access to vulnerable adults or children. The Adult Protection team are currently preparing for the introduction of this legislation in order to integrate its principles within our work in the future.

4. Training

It has been a busy year for the Adult Protection team in that we have reviewed our Raising Awareness/Guided Study Training programme to include the relevant parts of the Mental Capacity Act 2007. We will be reviewing this package in light of further anticipated legal and policy changes in 2008/09.

- Raising Awareness/Guided Study

A 1½ day training course over six weeks enabling participants to recognise abuse and respond skilfully.

- Foundation Training

This has been reviewed and is now a 1 day course that follows on from the Raising Awareness/Guided Study training focussing on partnership working, relevant legislative issues, local policies and procedures using case scenarios to share ideas and strategies to develop best practice.

- Best Evidence Training (BE)

Following the introduction of the Adult Protection Initial Enquiry Form we ran 3 one day workshops in January, February and March as a pilot. Following consultation with the Police and our independent trainer it was soon realised that a 3 day course would be required to meet the demands of this course. As a result of this the issues were presented to the London Adult Protection Network which is attended by training representatives from the Metropolitan Police and it was agreed that other authorities, the Police and ourselves would work together to develop a multi agency training on Best Evidence across London. This process is anticipated to begin in April 2009.

- Chairing Strategy Meetings/Case Conferences

This course has been developed further this year with the use of video equipment, and case scenarios.

- Minute Taking Course for Strategy meetings/Case Conferences

This course is provided by the Directorate's Training Department and is due for review and update in 2008-09 to ensure a standardised quality throughout the Borough. The current people undergoing training will provide a rota of minute takers to ensure availability at strategy meetings conducted within the Borough.

- Best Practice Events

Our first Best Practice Event focusing on neglect and financial abuse took place in January 2008. It is intended to make this into an annual event and plans are already in process to focus on Financial Abuse in more depth at an event in October/November 2008.

- Cascading Training – “Training the Trainers” Programme

This course provides training to staff in all care sectors who wish to become trainers themselves. To be eligible for this training staff must have had experience of adult protection work and have themselves undertaken the Raising Awareness Guided Study programme. Attendees then become part of the group of Cascade Trainers delivering this course to other staff groups within Tower Hamlets, thus broadening their own experience of delivering training in a wider context and providing smaller staff groups in other sectors with their skills and experience. The Cascade Trainers are supported in their ongoing work by regular “Cascade Trainer Support Groups” organised by the Adult Protection Team.

- Training Activity

Course/event	Numbers
Raising Awareness/Guided Study	121
Foundation Training	34
Achieving Best Evidence Training (ABE)	31
Chairing Strategy Meetings/Case Conferences	12
Best Practice Events	87
Minute Taking for Strategy meetings/Case Conferences	8
Cascading Training	9

5. Future Plans

Adult Protection is shifting up a gear. With legislation in Scotland, and the Government Review of No Secrets in England, the profile of Adult Protection is increasing. Personalisation and the transformation of the delivery of services requires stronger than ever Adult Protection mechanisms to safeguard the more vulnerable members of our communities.

Our priorities for 2008/9 include the development of more preventive and proactive work, and closer joint working with NHS partners, including Barts and the London Trust. However, our overriding priority in 2008-9 is to build on the enhanced capacity that we now have in the Adult Protection Team to ensure that the systematic audit and review of casework is fully embedded in our safeguarding practice.

We will continue to raise awareness amongst the local population and specifically amongst those deemed “vulnerable”. Our aim is to help people take more control of their own lives. We will do this by increasing our involvement with local day centres, nursing and residential care homes and working in partnership with organisations such as the Carers’ Forum, Age

Concern and “Dignify”, the elder abuse awareness project based at Toynbee Hall.

We are working on a website that we hope will encourage local contribution to debate and enhance our service delivery.

We will continue with Best Practice seminars and continue to work with the Police on multi-disciplinary achieving best evidence training.

A new dataset is expected from the Department of Health during 2008-09 and we are using this change as an opportunity to review the data we collect and to strengthen our case tracking and review systems.

6. Activity Data 2007/2008

This chapter sets out some of the data available on the activity of the Adult Protection Team over the year. Comparative data for the preceding year are given where available.

Table 1: Number of referrals received in 2007-08

	2007-08	2006-07
Individual referrals received in 2007-08	332	315
Referrals relating to residential and nursing home residents (see below)	141	-
Total	473	315

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In 2007/8 concerns around adult protection were raised and investigated concerning a number of residential and nursing care homes, involving potentially 141 residents and 15 different establishments, 11 of which were outside Tower Hamlets. These were all fully investigated on a multi agency basis. Grounds for adult protection concerns were identified in 29 cases, and appropriate action taken on both individual and institutional levels. These referrals were recorded in this way for the first time in 2007-08 which is why comparative figures are not available.

Data in the following tables refers to the 332 referrals of individuals.

Table 2: Referrals by Ethnic Origin 2007-08

Referrals by Ethnicity Ethnic Origin	2007-08	2006-07
White: British	193	
White: Irish	11	
White: Any Other White Background	17	
Total White	221	209
Asian Or Asian British: Bangladeshi	62	
Asian or Asian British: Indian	2	
Asian Or Asian British: Pakistani	4	
Asian/Asian British/Other Asian Background	2	
Total Asian	70	54
Black Or Black Brit African: Somali	1	
Black Or Black British: African	8	
Black Or Black British: Caribbean	12	
Black/Black British/Other Black Background	1	
Total Black	22	36
Mixed: White & Black African	1	
Mixed: White & Black Caribbean	1	
Mixed: Any Other Mixed Background	2	
Total Mixed	4	3
Other Ethnic Groups: Chinese	1	-
Other Ethnic Groups: Vietnamese	2	
Other Ethnic Groups/any other group	3	
Other Ethnic Groups: Not Stated	2	
Total Other	8	
Not Stated	7	13
Grand Total	332	315

The increase in the number of referrals from Asian communities is significant. It suggests that concentrated work to raise awareness of adult protection issues in all the communities of the borough is having some success.

Table 3: Referrals by Age

Age Band	07/08	06/07
18 – 25	37	22
26 – 35	25	18
36 – 45	33	27
46 – 55	37	38
56 – 65	45	38
66 – 75	55	57
76 – 85	56	68
86+	44	42
Grand Total	332	315

There is a significant increase in the number of referrals of younger adults. .

Table 4: Type of suspected abuse

	2007-08	2006-07
Financial	105	69
Institutional	3	0
Multiple	8	91
Neglect and Acts of Omission	60	61
Physical	86	75
Psychological and/or emotional	10	3
Sexual	16	14
Not stated	44	0
Total	332	315

The table above shows a significant increase in the reporting of financial abuse within Tower Hamlets. This reflects the greater attention paid to this issue this year, including the focus of the Autumn Best Practice Seminar on financial abuse.

Table 5: Enquiries to Adult Protection Team

The table below shows the range of reasons why the adult protection team is initially contacted. The advice and information only component can and often does prevent abuse and we see this as a positive development in the work of the Team.

Case Type	2007-08	2006-07
Advice and Information Only	107	Not available
Court of Protection	20	
Adult Protection Referrals	205	
Grand Total	332	

Table 6: Police Involvement

	2007-08
Police Involvement	No. of referrals
Yes	192
No	140
Grand Total	332

Table 7: Strategy Meetings held

	2007-08
Strategy Meetings	Total
Yes	130
No	95
Advice / Guidance only	107
Grand Total	332

The data in table 10 shows the number of cases where strategy meetings were convened with respect to all referrals. Advice and guidance is where we believe early intervention may have prevented a potential abusive situation from occurring.

APPENDIX I

Adult Protection Team – London Borough of Tower Hamlets

Name	Job Title	Telephone
Tony Greenwood	Adult Protection Co-ordinator	020 7364 2328 tony.greenwood@towerhamlets.gov.uk
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Annelie Zaayman	Senior Adult Protection Officer	020 7364 2019 Annelie.zaayman@towerhamlets.gov.uk
Marny Burns	Adult Protection Team Assistant	020 7364 2019 marny.burns@towerhamlets.gov.uk

APPENDIX II

Adult Protection Multi Agency Steering Group

Deborah Cohen (Chair)	LBTH, Service Head, Disability & Health
Alice Peycke	Toynbee Hall
Ann Daly	Age Concern
Barbara Disney	LBTH, Commissioning
Karl Henson	LBTH, Supporting People
Catherine Weir	LBTH, Older People Services
Christine Sheppard	Age Concern
Deborah Kober	Mencap
Diane Jay	Excelcare Holdings
Elizabeth Wordsworth	Barts and the Royal London NHS Trust
Ian Williamson	LBTH, Advisor Mental Health
Jackie Loveridge	Mencap
John Wilson	Providence Row Housing Association
Julian Sainsbury	CSCI
Margaret Minoletti	LBTH, Adult Protection
Patrick Laffey	THPCT
Rachael Brady	THPCT
Robert Kidd	CSU, Metropolitan Police
Tony Greenwood	LBTH, Adult Protection
Tracy Shepherd	Excelcare Holdings