



Safeguarding Adults Board

Making Safeguarding Personal



Annual Report 2020-21

Safeguarding is everyone's responsibility



TOTAL POLICING



Tower Hamlets
Clinical Commissioning Group

Safeguarding Adults' Board summary for 2020-21



Concern and enquiries

1,224 people had one or more safeguarding concern raised in 2020-21.

308 people had a concern that proceeded to an investigation (i.e. a safeguarding 'enquiry').

In 75% of cases, risks to the person reduced and in 15% of cases the risk was completely removed.

71% of safeguarding issues occurred in the adult's own home.

2020-21 Achievements

The Board workshop in March 2021 enabled partners to discuss lessons learned from the previous year as well as agree on the priorities of the Board through the SAB Business Plan.

The Annual Safeguarding Conference which was held virtually throughout November 2020 raised the skill and knowledge of staff members across the partnership on key safeguarding topics such as self neglect and hoarding, learning disability and complex needs as well as lessons learned from local and national Safeguarding Adult Reviews (SARs)

We published a number of policies and documents, including a revised People in Position of Trust Policy as well as a document mapping out the panels of support available within Tower Hamlets.

Throughout the Covid-19 pandemic, our safeguarding duties were not affected and we did not put Care Act 'easements' into use.

2021-20 Priorities – we will:

1. Continue to deliver safeguarding training to colleagues and staff across the partnership ensuring it is accessible and effective
2. Continue to better embed learning and monitor actions from Safeguarding Adult Reviews and Learning Disability Mortality Reviews.
3. Analyse safeguarding data in light of the pandemic in order to help inform our approach to community engagement
4. Engage with the community around safeguarding using different channels and networks in order to raise safeguarding awareness
5. Involve service users with lived experience into the work of the SAB, particularly around community engagement activity
6. Develop the multi agency dashboard as a resource to help monitor the impact of the SAB



Foreword by Christabel Shawcross (Independent Chair)

This my last Annual Report after five busy years as Independent Chair and I am delighted to handover to Fran Pearson, highly experienced as a SAB Chair and recently Chair of the National SAB Chairs Network.

2020/21 has been an unprecedented national challenge with the sudden impact of Covid-19. The SAB has come together in a way highlighting the strengths, resourcefulness and impact of the multi agency partnership. It is a testament to the huge commitment of all agencies and their staff to continue to ensure safeguarding adults in its widest sense was a priority whilst having to rapidly adapt and adjust to the huge challenges of the deadly impact of Covid-19 on so many families, including those of staff.

The national issues of higher deaths in Care Homes, PPE problems and people fearing to seek medical help were all reflected locally. Huge support on a multi agency basis was rapidly coordinated through Public Health. Adult social care was extremely proactive in its support of the local care homes through support on infection

control and vaccination uptake. East London Foundation Trust promoted the need for people with learning disabilities and carers to seek medical advice safely. Home Care Providers and staff were diligent in ensuring those living at home continued to receive the essential support required. Despite the significant additional budget pressures, the commitment of the local health and local authority leadership was unstinting, and the local authority did not reduce its Care Act or safeguarding responsibilities as permitted by central government.

Developing systems for the oversight of what might happen to those adults at risk, isolated in lockdown and those in residential or hospital care was a fast-moving journey; something we are still understanding the impact of. Learning lessons was a SAB commitment and contributed to ensuring care and support was available to those requiring help through the different lockdown stages. A fantastic response from local communities ensured vulnerable residents, especially from black and minority ethnic groups and those with

disabilities were supported as far as possible through Covid-19 Champions, and health and social care support.

The SAB continued to address its responsibility to consider situations which might require a Safeguarding Adults Review or other learning and a Themed SAR was commissioned. Two SARs were published and the learning from those were central to the Annual Safeguarding Conference.

A considerable achievement by the Chair of the Learning and Development subgroup was to rapidly change the SAB Annual Conference to a virtual webinar to embed learning from two SARs with a focus on homelessness and substance misuse, self neglect, hoarding and fire safety. Attendance was increased from previous years for Health staff.

Priorities this year agreed by the SAB at a March challenge workshop and review of the five-year strategy include a recognition of the impact of the pandemic as lockdown eases and focuses on actions to increase



referrals, prevent loneliness, anxiety and self neglect and an increased focus on mental health issues. Prevention, promoting awareness of abuse and effective protection were key themes for multi agency response. More information and advice will be available in user friendly formats on the SAB webpages.

As a final word I would again like to pay tribute to all the residents in receipt of services, families and carers who have suffered through the year and say thanks to all the staff who have relentlessly worked to ensure everyone is safeguarded from abuse.

Christabel Shawcross

Independent Chair LBTHSAB



Foreword by Councillor Rachel Blake, Cabinet Member for Adults, Health and Wellbeing



I am pleased to support the Safeguarding Adults Board Annual Report for 2020-21. I have been joining the Safeguarding Adults Board for the last year and the report highlights the work of the Board throughout the year and demonstrates the work partner agencies have been doing in order to proactively prevent abuse and neglect and respond to it effectively when it does occur. In our discussions at the Board I have been struck by the commitment of partner agencies to support the Council in our Statutory Roles and the importance of working together.

This year has been a challenging one for the whole community. Local organisations including the Council have had to adapt to ensure essential services were delivered safely and continued to offer support whilst reducing the risk of transmission. The Board recognises the importance of monitoring and mitigating the long-term impact of the pandemic, especially in terms of mental health, self-neglect and

wellbeing, something which is reflected in the Board's Business Plan for 2021-22.

The Annual Report describes the activity and achievements of the Safeguarding Adults Board over the previous year, under our six main priorities for safeguarding: Empowerment, prevention, protection, proportionality, partnership and accountability. This year, the annual conference was a chance to explore key safeguarding themes with many of our partner agencies in attendance (albeit virtually). Other key achievements include the SAB workshop, work around embedding learning from SARs as well as the continuous learning and development taking place across all partner agencies.

At its heart, safeguarding is about people, their wishes, aspirations and needs. The Board has been very keen to identify and learn the lessons from the Safeguarding Adult Reviews we have undertaken,

and a lot of activity has taken place with regards to this, including monitoring action plans, producing 7 minute briefings and delivering workshops on the learning from SARs. This year, we have published a further two SARs, details of which can be found later in the report.

The Annual Report concludes by setting out how the work is done through the various sub groups and explains the governance structure of the Board. I hope you enjoy reading the report.



Local demographic data



Tower Hamlets continues to be one of the fastest growing boroughs nationally with an estimated population of 325,000 in 2019. It ranks as one of the most densely populated areas in the country, with 16,237 persons per square kilometre.

The borough is one of the youngest in the country (according to the ONS) with an estimated 46% of the population aged between 20 – 39. Residents over the age of 65 account for only 6% of the population, which is significantly lower than the London and England average.

Tower Hamlets was ranked as the 16th most ethnically diverse local authority in England out of 325 local authorities (Borough Profile 2020) with the Bangladeshi community accounting for one third of the overall population.

Throughout 2020-21, 3,974 people with support needs received long-term care from the council, while 440 people received short-term support.

44% of older people live in income deprived households, the highest proportion in England and more than double the average.

In 2018-19, 22.8 per cent of 16+ year olds were estimated to have a common mental health disorder, well above the England average of 16.9 per cent.



Impact of the Covid-19 pandemic on safeguarding adults'



The Covid-19 pandemic has been a significant challenge for the Board and partner organisations throughout 2020-21.

It is important to understand what has happened, and continues to happen, in order to respond to changing safeguarding needs, learn lessons for future Covid-19 outbreaks and consider the longer-term impact of the pandemic.

Safeguarding - National Picture

The National Insight project report, which is a data collection exercise run by the LGA to help the sector understand the nature of the impact of the pandemic on safeguarding activity, showed that safeguarding concerns dropped markedly during the initial weeks of the first Covid-19 lockdown period, only to return to and then exceed expected levels in June 2020. The trend of safeguarding enquiries showed a similar decline during the initial weeks of the Covid-19 lockdown period and upturn in June 2020.

The percentage of safeguarding
The best of London
in one borough

enquiries where the risk is located in the individual's own home had increased markedly related to the confinement of people in their homes. Safeguarding enquiries where risk/safeguarding incident was located in care homes had decreased as a percentage over the same period, confirming fears that there was a reduction in activity and reporting due to lack of visiting and outside scrutiny in those environments during the first lockdown period.

Analysis of the percentage distribution of types of abuse within safeguarding enquiries indicated that domestic abuse increased slightly overall, and significantly within some councils, as well as slight increase in psychological abuse and self-neglect.

Local Picture

In Tower Hamlets, there has been a 9.8% increase in the number of safeguarding concerns raised, a significant increase in a measure which has been increasing consistently over the years. The 'conversion rate'; concerns that turn to enquiries, has dropped considerably to 22% this year, from 38% in 2019-20.

The majority of abuse has taken place

in the victims own home, an increase of 11% from last year, which is in line with the national picture.

Safeguarding risks and patterns

There were new and evolving risks emerging as a result of the pandemic and lockdowns.

New financial fraud patterns emerged linked to Covid-19, specifically in relation to Personal Protective Equipment, testing and vaccines. New patterns of exploitation also emerged due to social distancing measures i.e., online grooming. Domestic abuse increased in general nationally and locally. Local statutory partners reported an increase in referrals.

Less face-to-face interaction due to social distancing restrictions may have made it harder to identify and spot abuse, whilst it may also have become harder for adults at risk to access the support services they require.

The longer-term impact of Covid-19 on factors such as deprivation and mental health are still emerging, but it is expected that the economic repercussions of the pandemic will be felt across the board within

safeguarding as a result of job losses, loss of income, homelessness and a rise in mental health issues such as anxiety, loneliness and depression.

Future Opportunities

Despite this, partners across the SAB have come together during the pandemic and adapted their ways of working in order to become more flexible and agile, increasingly working together virtually to respond to the pandemic and maintain essential services.

The rise in volunteering and mutual aid groups in Tower Hamlets also paints a positive picture towards community cohesion and engagement, something which the Board is committed towards for 2021-22.



Safeguarding adults' performance data 2020-21



This page and the next presents data and information for 2020-21 in relation to safeguarding adults. It gives an overview of the number of safeguarding concerns that have been received, and the number and type of enquiries (investigations) that have been concluded. Our analysis of this data allows us to identify where improvements are needed and which areas to focus on for the coming year. The council in its lead role for safeguarding has an overview of all safeguarding concerns received within the locality. As such, data from the council's system has been used to inform this section.

Number of safeguarding concerns

In 2020-21, 1,224 adults had safeguarding concerns raised about them in Tower Hamlets, which is a significant 9.8% increase from the year before (1,115 in 2019-20); some of this sharp increase is likely to be due to the impact of the pandemic. Generally, this number has been on an upward trajectory for Tower Hamlets over the past 5 years, which we believe is partly reflective of increased awareness of

adult abuse and neglect amongst staff and residents in the borough.

Who is being referred?

This year there have been some changes in terms of the people who have had concerns (referrals) raised about them. Whilst the gender ratio has remained consistent with higher numbers of women being subject to safeguarding referrals (54.6%), the age profile has altered slightly. In 2020-21, 45.5% of concerns were about older people aged over 65, down from 48% last year and there has been a corresponding increase in the numbers of younger adults aged 18 - 64 years who had concerns raised about them (54.5% up from 52% last year).

The ethnic profile of those who have had safeguarding referrals made about them has stayed broadly consistent. This year 47.3% were people with a 'white' ethnic background, compared to 48% in 2019-20. 25.7% of referrals relate to people from an 'Asian' ethnic background; a group that makes up over 40% of the total population in Tower Hamlets. Although this is a complex issue and the figures may be

impacted by the age profile of the borough, the Safeguarding Adults Board is committed to understanding the reasons why this is the case.

Safeguarding adult's enquiries

Safeguarding adult's enquiries are concerns received that have proceeded to a safeguarding investigation.

308 people had safeguarding enquiries commenced during 2020-21 which is a significant drop compared to the total last year (462 people). The 'conversion rate' from concerns to enquiries is based on the gross number of cases rather than number of people. This year the rate has dropped considerably, it is 22% compared to 38% last year. It is likely the pandemic has had an impact on the number of referrals that progress into full investigations.

Following national guidance on the conversion rate from Local Government Association and ADASS, the council has analysed its data to ensure it reflected this and continues to monitor the rate.

Overall, there were 678* concluded safeguarding adults' enquiries, up from 662 last year

**Note that this figure differs to the enquiries commenced as that is counted per individual. Some individuals may have more than one safeguarding incident and complex enquiries may involve multiple types of abuse, each is recorded separately.*



Safeguarding adult's performance data 2020-21 continued



Where the abuse takes place

Based on concluded safeguarding investigations, the majority of safeguarding issues take place in the victim's own home – 71% in 2020-21 up from 60% in 2019-20. This increase is likely to be pandemic related. 10% of enquiries related to people in care homes, which is the same as the previous year and 5% related to hospital settings, down from 7% in 2019-20.

The low proportion of enquiries from care homes in Tower Hamlets compared to the national average reflects the small number of residential and nursing care homes in the borough.

The Board have looked at detailed information on the quality of home care and care homes in the borough and at the systems in place to safeguarding people receiving support.

Types of abuse

Neglect and acts of omission was the largest single type of abuse investigated in Tower Hamlets in 2020-

21 at 34%. This is a slight increase compared to last year (32%). Reported rates of other abuse types remain broadly static over time. Financial abuse accounted for 20% of investigations, slightly up from 19% last year. Physical abuse accounted for 11%, down from 12% last year, whilst self neglect accounted for 12%. Psychological abuse dropped from 11% in 2019-20 to 9% this year. Domestic abuse accounts for 8% of reported cases. Sexual abuse reported levels have decreased – now 2% down from 5% last year. Less than 1% of cases were reported as 'sexual exploitation' and 3% were 'organisational abuse'.

Safeguarding enquiries outcomes - managing risk

Safeguarding and risk management can be complex processes with a number of factors that will render a person or situation being at risk. Where risk cannot be completely removed, strategies are in place to monitor and inform the individual of what support is available to them.

In the highest proportion of completed

enquiries the risk to the individual has been reduced – 68% in 2020-21 down from 75% in 2019/20 The risk was removed in 23% of enquiries, up from 15% last year, whilst it remained for 9%.

Deprivation of Liberty Safeguards performance data

The Deprivation of Liberty Safeguards (DoLS) is a 2007 amendment to the Mental Capacity Act 2005. 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.

In 2018, the government published a Mental Capacity (Amendment) Bill,

which passed into law in 2019. It replaces the Deprivation of Liberty Safeguards (DoLS) with a scheme known as the Liberty Protection Safeguards, which will come into effect in April 2022.

The majority (approximately 65%) of all DoLS request received in 2020-21 were from care homes. Hospitals accounted for nearly 29% whilst the remainder of requests were from hospice/other agencies. Throughout the previous two years, care homes accounted for 57% and 55% of all DoLS requests respectively.

The total number of DoLS requests have been decreasing since 2017. This is partly due to the closure of wards in Mile End Hospital as well as the closure of a residential care home.

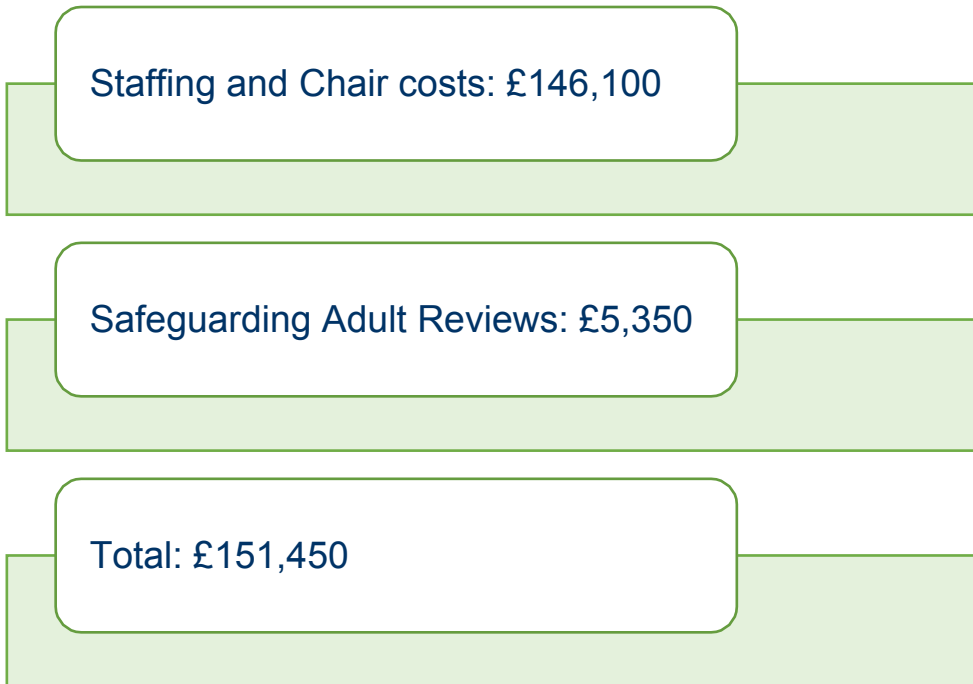
	2020-21	2019-20	2018-19	2017-18
Total DoLS request received	519	596	630	741
DoLS authorised	224	293	213	191
DoLS not authorised	45	80	30	40
DoLS withdrawn	250	223	341	247

Funding for the Safeguarding Adults Board 2020-21



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 tables below set out expenditure and contributions in relation to the Board for 2020-21:



Learning and development over 2020-21



Tower Hamlets council provides a range of safeguarding adults' training for staff at all levels, designed to raise staff awareness and skills so that they are better equipped to identify and respond to safeguarding concerns. Due to the pandemic, virtual training sessions were provided, including an introduction to adult safeguarding course, enquiry officer training, safeguarding adults manager course, an intermediate safeguarding programme as well as modern slavery. Bespoke training is also available on topics including hoarding, human trafficking and female genital mutilation.

Partner agencies also provide a range of training for their staff. Safeguarding adult's 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.

In November 2020, the SAB held its annual safeguarding conference

virtually, holding webinars on key safeguarding topics such as self-neglect and hoarding, learning disability and complex needs, modern slavery, suicide prevention as well as learning from national and local Safeguarding Adult Reviews (SARs).

The webinars were a huge success with staff from many partner agencies attending the virtual sessions. All webinars were recorded and made available to all partner agencies for online viewing, as well as being promoted to community groups through the Tower Hamlets Community Education Provider Network (CEPN).

The SAB has a continued commitment to learning and development, particularly from SARs, and has also started work on producing 7-minute SAR briefings to help disseminate key learning arising from reviews in an engaging way. A 7-minute briefing on substance misuse and homelessness was produced and agreed in January 2021, with work currently underway to produce more briefings on key SAR themes such as social isolation, suicide and learning disability.



Safeguarding Adults Board achievements over 2020-21



The priorities for 2020-21 came from the Safeguarding Adults Board Strategy of 2019-24 and March 2020 Conference. Each priority was built into the business plan relating to the six principles of safeguarding. The importance of supporting people in a personalised way runs throughout these principles in order to promote 'Making Safeguarding Personal'. The business plan is monitored by the Safeguarding Adults Board, whilst the work is 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 understands how to recognise abuse respond to it. Here is a summary of the work carried out.

Empowerment

Our goals – people being supported and encouraged to make their own decisions and give informed consent.

Tower Hamlets Council: “We hosted the annual safeguarding conference via virtual webinars, exploring key safeguarding risks such as self neglect and hoarding, learning disability and complex needs as well as the key themes arising from local SARs and the national SAR analysis”.

Tower Hamlets Clinical Commissioning Group: “We delivered multi agency safeguarding training virtually, with excellent feedback received overall”.

East London Foundation Trust: “We delivered Safeguarding Adults training to staff members, developing an organisational culture where all staff are aware of their professional responsibility to report safeguarding concerns. The training moved to the virtual platform to meet the challenges of face-to-face training through the Covid-19 pandemic”.

Poplar Harca: “We have continued to make use of our case management system to record service user interactions and to involve the voice of the resident in campaigns and projects; a system which has been recently audited and received substantial assurance towards”.

Our goals – it is better to take action before harm occurs

East London Foundation Trust: “We implemented a Domestic Abuse Steering Group with members across the trust participating and working to monitor cases of abuse within the borough and learning lessons in practice to support the mitigation of risk and identify pathways forward for victims”.

London Fire Brigade: “We have continued to provide Home Fire Safety Visits, especially to members of the community who are most vulnerable. As we progress out of lockdown, the number of visits will increase”.

Tower Hamlets Council: “We held a successful virtual workshop in March 2021 whereby partners came together to discuss learning from the previous year as well as identify priority areas for the Board for the upcoming year. The work programme for the Board was created and agreed upon, providing a clear focus and clarity of direction”.

Police: “We delivered safeguarding training to front line staff and safeguarding officers throughout the pandemic. We have also increased training being delivered in use of the Mental Capacity Act and Mental Health Act in order to deal with an increase in mental health demand from adults who may not have sought help during the lockdown”.

Prevention



Safeguarding Adults Board achievements over 2020-21



Proportionality

Our goals – *The least intrusive response appropriate to the risk presented.*

Tower Hamlets Clinical

Commissioning Group: “We have recommissioned and implemented the Identification and Referral to Improve Safety (IRIS) system in order to improve the health care response to domestic violence and abuse; leading to an increase in referrals to MARAC and Victims Support”.

Tower Hamlets Council: “We responded to evolving safeguarding risks associated with the Covid-19 pandemic through active community engagement and awareness raising as well as training and developing volunteers and Covid champions to identify and escalate concerns. We also acted accordingly to raise

awareness of Covid-19 related scams in order to help tackle financial abuse”.

East London Foundation Trust:

“The domestic abuse agenda continues to be a significant priority area for the us. We have implemented the Domestic Abuse and Harmful Practices policy, developed the Domestic Abuse steering group, developed domestic abuse leaflets and also participated in the National White Ribbon Campaign”.

Protection

Our goals - *support and representation for those in greatest need.*

Police: “Like all SAB partners, we maintained good levels of operation throughout the Covid-19 pandemic whilst contending with issues around staffing and resourcing”.

East London Foundation Trust:

“We have continued with current practise through the trust to ensure co-production is embedded as a model of partnership consistently promoting the use of community meetings, service user groups and forums where safeguarding adults is on the agenda so there can be open discussions between staff and service user”.

Tower Hamlets Clinical

Commissioning Group: “We have recruited a GP Safeguarding Lead for Adults who has been working to deliver Safeguarding Adults training across Primary Care. Training has been rolled out to GP partners to increase awareness around assessment of safeguarding risks”.

National Probation Services: “We have developed a transition programme for young adults transitioning from youth justice services to adult criminal justice services. A seconded officer placed in the Youth Offending Service team will hold transition cases into Adult Services”.

Tower Hamlets Council: “We have no Deprivation of Liberty Safeguards waiting lists, ensuring everyone who is referred is allocated and assessed even during the pandemic”



Safeguarding Adults Board achievements over 2020-21



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.

Police: “We continued Multi Agency Risk Assessment Conference (MARAC) functions to address domestic abuse whilst the Multi Agency Safeguarding Hub (MASH) teams continued to function as normal ensuring risk was monitored and disseminated as appropriate”.

Tower Hamlets Council: “We held a joint Safeguarding Adults Board Executive meeting with the Children’s Safeguarding Partnership, discussing joint areas of work such as all age exploitation and transitional safeguarding, as well as exploring issues related to

Covid-19. Plans are in place for further partnership working between the two partnership boards”.

East London Foundation Trust: “We have continued to engage with partners across the Board and across the borough throughout the Covid-19 pandemic. Despite an increase in primary care pressures, we have attended different partnership Boards, including the Safeguarding Adults Board as well as contribute towards reviews and learning events and forums.

Poplar HARCA: “We have attended partnership meetings where required as well as subgroup meetings throughout the year. We are involved in the work around community engagement as well as the Multi Agency Dashboard which is being created by the Quality Assurance and Performance Subgroup”.

Accountability

Our goals - *accountability and transparency in delivering safeguarding.*

Tower Hamlets Council: “We have continued our commitment to learn from SARs more effectively and efficiently. We have created an action plan with all the learning from published SARs which has been routinely monitored by the SAB. We have also developed a 7-minute briefing on substance misuses and homelessness and have plans in place to draft further briefings on key SAR themes such as learning disability, suicide and social and isolation”.

Department for Work and Pensions: “We have put in place senior leadership positions to build capability of staff to raise and escalate safeguarding concerns;

ensuring that staff are equipped and have the knowledge and confidence to know how and when to refer safeguarding cases”.

Tower Hamlets Clinical Commissioning Group: “Our safeguarding team have continued patient engagement on many fronts, including through audits processes, best interest meetings as well as SARs in order to target and tailor safeguarding messages particularly on the issue of vaccine hesitancy in many black and minority ethnic community groups”.



Summary of achievements by the Safeguarding Adults Board and partner agencies



Our priority last year:

Continue to improve community engagement to raise awareness and improve understanding, particularly with groups that are underrepresented in safeguarding referrals and enquiries.

What we have done:

Whilst the work around the response to the Covid-19 pandemic took priority, work took place to improve community engagement and understanding of safeguarding in light of the pandemic.

During lockdown, communication was sent out to partners and residents informing them that safeguarding in adult social care was 'business as usual' encouraging residents and partners to raise safeguarding risks as normal.

Awareness-raising activity also took place with staff and residents throughout the pandemic, which focused on informing the community on emerging safeguarding risks related to the Covid-19 pandemic. Information around Covid-19 scams was sent out

to service users and partners alike, whilst the council website and communications were kept up-to-date throughout with contact information to ensure residents were able to get the support they required.

Our priority last year:

Better identify 'hidden' safeguarding concerns or risks in the community created by the Covid-19 pandemic, promoting a multi-agency approach to prevention.

What we have done:

The Board engaged with Covid-19 volunteers as well as Covid Champions - networks created to help residents deal with the impact of the pandemic - as well as empower residents to stay up to date with latest advice on Covid-19.

Safeguarding training was rolled out to volunteers and champions, who were better informed to identify safeguarding risks which would otherwise be unknown due to lockdown and the redesign of some front-line services.

Information was also shared with these networks on how to raise and escalate concerns, covering both adults and children.

An audit which took place within Adult Social Care also highlighted domestic abuse as an area of significant concern for those who may be unable to access support via their traditional methods due to the pandemic. As a result, there was closer partnership working with the Violence Against Women and Girls (VAWG) team in order to mitigate these risks and concerns

Our priority last year:

Undertake rapid reviews to identify early learning on the impact of Covid-19 on people with learning disabilities and those within care homes.

What we have done:

NHS England developed a rapid review process which Tower Hamlets contributed towards following the

outbreak of Covid-19 in March 2020. In Tower Hamlets, there were 14 deaths with people with learning disability during 2020-21, of which 6 were as a result of Covid-19. These were all reviewed and good practice was identified between relevant partners.

The Board received a report on the national rapid review as well as local reviews in the summer of 2020, highlighting the areas of learning as well as progress against all actions. A further report is due to come to the SAB in 2021 with an update on some of the projects and programmes which has resulted from the reviews.

The local authority carried out a learning review in relation to Covid-19 and care homes in summer 2020, to ensure key lessons were identified and learned from at an early stage. Learning from this and from the 'second wave' of Covid-19 was discussed at the May 2021 Board meeting, noting the support provided to care homes to date as well as next steps.



Summary of achievements by the Safeguarding Adults Board and partner agencies (continued)



Our priority last year:

Continue to analyse Safeguarding Adult Reviews and Learning Disability Mortality Reviews, ensuring learning is monitored, actioned and embedded.

What we have done:

The Safeguarding Adults Board published two Safeguarding Adult Reviews and commissioned a further two reviews in 2020-21.

An action plan comprising of all the learning and recommendations from published SARs was refreshed and is now monitored by the Board routinely, ensuring that learning from SARs are being actioned and embedded in partner agencies.

Work around 7-minute SAR briefings also took place, with one briefing on substance misuse and homelessness being agreed by the Board in January 2021. Further briefings are also being developed on themes such as social isolation, learning disability as well as suicide.

The Board also contributed to the first national analysis of SARs in England by the London Government Association (LGA) which has helped inform sector led improvement in adult safeguarding.

The review was also part of the Annual Safeguarding Conference in November, with workshops being undertaken to discuss the learning that came out of the national SAR analysis as well as some of the common themes arising from local reviews.

Our priority last year:

Ensure there is a more consistent and effective learning and training programme for staff across the partnership.

What we have done:

The Annual Safeguarding Conference took place virtually across several weeks in November, with six webinars which were successfully rolled out to all partner agencies covering key

safeguarding topics such as Hoarding and Fire Safety, Modern Slavery, Suicide Prevention, Learning Disability and Complex Needs, Panels of Support as well as learning from SARs nationally and locally.

These webinars were recorded and made available for all partner agencies to view online and was also promoted to community groups via the Community Education Provider Network (CEPN).

Virtual training programmes were made available by agencies within the SAB. For example, the local authority rolled out virtual safeguarding training covering different levels and different risks, whilst many partners also did the same within their own agencies.

Our priority last year:

Improve our understanding of multi-agency performance data, to better enable us to identify safeguarding trends, monitor progress and help facilitate improvements through case analyses and audits

What we have done:

The Quality Assurance and Performance subgroup continued to analyse performance data to identify trends. The Board received a report on safeguarding performance in March 2021 which looked at the impact the Covid-19 pandemic had on safeguarding, particularly focusing on new and emerging safeguarding risks.

The Quality Assurance and Performance subgroup are continuing to work on the development of a multi-agency dashboard. There has been a review of draft performance measures and a best practice model, with partners keen to get the dashboard ready for the upcoming year.



Safeguarding Adults Reviews 2020-21



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. The purpose is to ensure learning from the lessons and to prevent situations occurring again. On conclusion of the SAR, an action plan will be drawn up to ensure the recommendations of the findings are implemented. The full report and executive summary of each SAR will be available on the council webpage (unless there are exceptional confidentiality reasons).

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.

In 2020-21, two Safeguarding Adult Reviews were published. Full details of the reviews can be found on the Tower Hamlets website.

Mr B was a 21-year-old man with health and care needs and was supported by the Tower Hamlets Community Learning Disability Service (CLDS), his GP and other NHS services. He also attended a day centre and had respite and outreach support. Mr. B lived at home with his family and received a range of support from adult social care to assist them in caring for him. He died of pneumonia in The Royal London Hospital in December 2016. The review focused on the care and support Mr. B received in the two years prior to his death. The review made seven main recommendations including the need to review how PEG feeding support and training is delivered, review current integrated commissioning arrangements with the Tower Hamlets CCG, review the direct payment arrangements and the need to continue to carry out case audits to ensure standards of monitoring are maintained. All agencies accepted the recommendations and have taken steps to improve working practices.

Miss E was a 73-year-old woman with a long-standing history of mental ill health and had been diagnosed with a Bipolar Affective Disorder. Miss E was under the care of East London Foundation Trust from 2011 until her death in February 2017. Tower Hamlets Council had delegated the discharge of its statutory adult social care functions to East London Foundation Trust. Miss E was in a residential care home placement arranged by Tower Hamlets Council from July 2014 until February 2017, when she took her own life. The review focused on the care and support Miss E received in the two years prior to her death. The review made ten main recommendations, including the need to review and audit the Care Programme Approach, the need to review the governance arrangements between Tower Hamlets Council and East London Foundation Trust and ensuring that joint-services are holistic and strength based. All recommendations were accepted and are on course to be implemented.



Learning Disability Mortality Reviews (LeDeRs)



The National Learning Disability Mortality Review seeks to review all deaths of people who have a learning disability aged 4 years upwards. The programme has been running since 2015. The programme was set up to review all deaths, review practice, identify where care delivery can be improved, share good practice and replicate it wherever possible. The University of Bristol LeDeR system shutdown on 30th April 2021 and reviews will now be completed and reviewed on the new NHS LeDeR platform, training on the use of the new platform commenced on the 25th May 2021.

LeDeR in Tower Hamlets

In Tower Hamlets, there have been 14 deaths reported for people with a learning disability, all of which were reviewed. Across North East London (NEL) boroughs, Tower Hamlets trends on average in regard to the number of deaths being recorded while remaining the leading borough in the number of completed reviews due to being a pilot site and the pool of proactive reviewers from the CLDS.

Public health data recognises that deaths would have likely occurred over the duration of the year or so however they occurred earlier because of COVID-19. Evidence indicated that people with learning disabilities were more likely to be disproportionately affected by COVID-19 due to already pre-existing health conditions which made them at 'risk'.

Some of the common listed conditions include heart disease, diabetes, lung disease, asthma, dementia, renal problems, obesity, high blood pressure (hypertension), old age and frailty. Reviews revealed that all patients who died of COVID-19 had two or more of these listed health conditions. COVID-19 was listed as cause of death for 6 people in Tower Hamlets

In April 2020, the NHS England/Improvement in conjunction with NEL CCGs developed a Learning Disability COVID-19 rapid review tool to review deaths due to COVID-19 or where COVID-19 was suspected to have contributed to the cause of death. The purpose was to identify any learning or practice that would assist in

improving local situation, escalating concerns and guiding necessary changes in health and social care services in order to reduce further deaths of people with learning disabilities. COVID-19 rapid reviews did not replace full LeDeR reviews.

70% of all COVID-19 LeDeR cases in Tower Hamlets in 2020-21 related to people over the age of 50 and less than 5% in children and young people under 20 years old. The most common causes of death listed for the LeDeR cases in 2020-21 are COVID19, pneumonia and aspiration pneumonia, renal failure, cardiac problems and respiratory disease.

Learning from LeDeRs is being taken into action with a project to develop a new and improved online alternative to Hospital Passports named – Co-ordinate My Care (CMC) and an initiative with workshops and engagement with families to improve the uptake of bowel and breast cancer screening for people with a learning disability.

The hospital passport is designed to give hospital staff helpful information that isn't only about illness and health and can include what you like or dislike. If you go into hospital, the passport will go with you, and helps all hospital staff know how to make you feel comfortable.

Themes from reviews

There have been a few consistent themes emerging from the LeDeR reviews:

Care Co-ordination: All providers to recognise that it is good practice that all patients with complex health needs should have a care coordinator to oversee their care and provide liaison with other key health and social care professionals, CLDT teams to be notified of all LD hospital admissions and to take part in the discharge process

(continues on the next slide)



Learning Disability Mortality Reviews (continued)



Reasonable adjustments: Effective assessments (for equipment and home adaptations) to be carried out on all LD patients and in a timely manner, Offer home visits for housebound patients, Provide interpreters/BSL for families whose English is not first language/heard of hearing, Providing flexible appointment times and/or longer appointments (integrating routine care to other booked appointments), Having same gender clinician /doctor of choice if required, Providing transport to attend clinics/appointments and reduce DNA's, sensitisation particularly for patients with significant phobia requiring sedation, Joined working relationship between carers and professionals to ensure their views are included for best outcome.

reviewed regularly, Staff to be trained on mental capacity assessment to ensure they are competent to carry out quality MCA assessments, MCA to be carried out on all patients declining care (incl. health checks and health screening programmes), Professionals to act in best interest for all patients assessed as or deemed to lack capacity, Ensure families are involved and well informed about key decisions/health care plans for their relatives.

Transition: Good planning and assessments to be carried out in a timely manner (from 16-17 years) to ensure smooth transition, CDLT teams to liaise with various professional to aid this process, Improved communication/information sharing between all teams involved with the patient, close working relationship with families and carers, Patient assessment records to be concise, accurate and to include all patient conditions and their management processes, Joint agreements between families and professional on what is best for their relatives.

These key themes have been incorporated into the Tower Hamlets Adult Learning Disability health work stream, which is responsible for implementing these actions as part of the Tower Hamlets Together partnership system. Whilst a number of successful initiatives have been implemented, such as the increased uptake of annual health checks and the 'Health Quality Checker Scheme, others require further development. As the reviews continue, their recommendations and learning will continue to evolve and shape the future commissioning and strategies within the health and social care system.

Mental Capacity & Advocacy: All professionals to recognise that it is their responsibility to ensure LD patients are assessed to determine whether they are able to make specific decisions about specific things at a specific time and this should be

	2016-17	2017-18	2018-19	2019-20	2020-21
Number of deaths	5	14	8	5	14
Completed reviews	0	3	15	9	14



Our priorities for 2021-22



1. Learning and communication

- Organise and deliver an annual safeguarding conference which focuses on key safeguarding risks identified by the Board and endeavors to include the participation of service users with lived experience
- Review the existing training package partners have in place, in order to make sure it is accessible and effective
- Produce 7-minute briefings for recently published SARs and disseminate the learning to partners through online learning events

3. Community engagement

- Organise a comprehensive safeguarding awareness raising campaign that is accessible to all residents i.e. through use of leaflets/newsletters
- Utilise social media channels to target key safeguarding messages towards the younger generation of residents in Tower Hamlets
- Launch a project that aims to uncover hidden harm through the expertise and knowledge of existing community groups
- Refresh and update the digital portal to make it more accessible and easier to navigate for residents

2. Quality assurance and performance

- Develop a robust and comprehensive multi-agency dashboard that has a clear focus on outcomes
- Conduct an annual deep dive partnership audit focusing on a key safeguarding risk
- Monitor the impact & effectiveness of SAR learning and recommendations in partnership with the SAR subgroup
- Analyse safeguarding data to establish the impact of the pandemic on the types of abuse in order to better inform our approach to safeguarding prevention and awareness raising in the community.

4. Safeguarding Adult Reviews and other key activity

- Continue to commission Safeguarding Adult Reviews where necessary, but with a more innovative approach to better embed learning quickly
- Monitor the impact and effectiveness of SAR learning and recommendations in partnership with the Quality Assurance and Performance subgroup
- Work in partnership with the THCSA to look at issues around all age exploitation and transitional safeguarding
- Aim to further involve the views and participation of people with lived experience in the work of the SAB

Safeguarding Adults Board Strategy 2019-24

At a strategic level, we have worked to ensure the views and experiences of service users drive our plans: A number of resident service user groups, many of whom with experience of adult social care, contributed to the Safeguarding Adults Board Strategy 2019-24, including the Older Peoples Reference Group, Carers Centre and the Learning Disabilities Partnership Board.

The Board also organised a workshop in March 2021, whereby partners discussed and explored the priorities of the Safeguarding Adults Board, as well as discussing how we can successfully deliver those priorities.



Tower Hamlets Safeguarding Adults Board Governance and Accountability



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 Safeguarding Adults Board is chaired by an Independent Chair.

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).

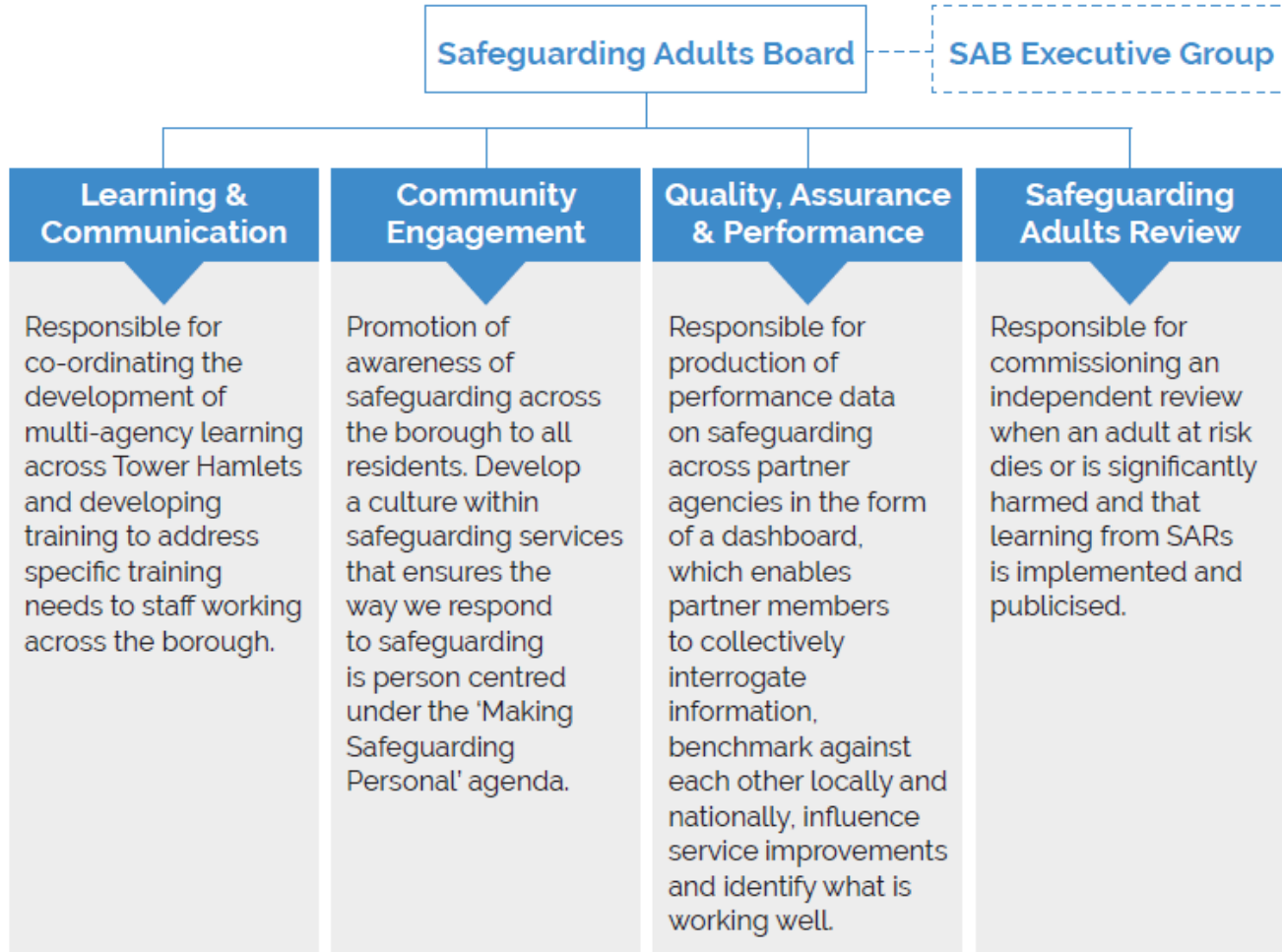
The Safeguarding Adults Board monitors and mitigates risk via a shared risk register. The risk register is updated frequently and discussed at the Safeguarding Adults Board when appropriate.



Tower Hamlets Safeguarding Adults Board partner members



Safeguarding Adults Board structure



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 Strategy 2019-24. The sub-groups are chaired by partners from agencies which represent the SAB and meet on either a bi-monthly or quarterly basis. The sub-groups each have their own work programme, the monitoring of which is undertaken by the Adults Safeguarding Governance and Strategy Manager.



Strategic boards linked to the Safeguarding Adults Board



The Safeguarding Adults Board has strengthened its relationship with other partnership boards – the Chair of the Board sits on the Community Safety Partnership and Prevent Board to ensure integration of safeguarding issues.

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.

Tower Hamlets Safeguarding Children Partnership

The Children and Social Work Act 2017 introduced significant changes to the safeguarding landscape in England, including the replacement of Local Safeguarding Children Boards with new local safeguarding partnerships led by three safeguarding partners – the Local Authority, Clinical Commissioning Group and Police. The vision of the partnership is that the statutory partners, wider relevant agencies, community and voluntary sector and residents work together to ensure that everyone does everything they can to ensure that all Tower Hamlets children and young people are safe, supported and successful.

There has been more focus on the Safeguarding Adults Board and Safeguarding Children Partnership 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. There is a strong link between the Safeguarding Adults Board and the Community Safety Partnership Board; the Violence against Women strategy was refreshed in 2019, reflecting a Safeguarding Adults Board priority to prevent domestic abuse and increase the awareness and reporting of it.

Contest Board

The Counter Terrorism & Security Act 2015 places a legal duty on specified authorities (including the local authority) to consider the Prevent Strategy when delivering their services. The legislation 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.

The Prevent Board is responsible for the statutory oversight of the delivery of the Prevent Strategy by the local authority. The board also has oversight of the functions of the Channel Panel and the multi-agency arrangements for the safeguarding of vulnerable individuals from radicalisation.



Glossary



Abuse: includes physical, sexual, emotional, psychological, financial, material, neglect, acts of omission, discriminatory and organisational abuse

Advocacy: support to help people say what they want, secure their rights, represent their interests and obtain services they need. Under the Care Act, the local authority must arrange for an independent advocate to represent and support a person who is the subject of a safeguarding enquiry or a safeguarding adult review if they need help to understand and take part in the enquiry or review and to express their views, wishes, or feelings

Care Act 2014: came into force in April 2015 and significantly reforms the law relating to care and support for adults and carers. This legislation also introduces a number of provisions about safeguarding adults at risk from abuse or neglect. Clauses 42-45 of the Care Act provide the statutory framework for protecting adults from abuse and neglect

Deprivation of Liberty Safeguards (DoLS) 2009: aims to make sure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom. Part of the Mental Capacity Act 2005.

Domestic Homicide Reviews (DHR): a multi-agency review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by a person to whom they were related or with whom they were, or had been, in an intimate personal relationship, or a member of the same household as themselves.

Learning Disabilities Mortality Reviews (LeDer): established to support local areas to review the deaths of people with learning disabilities, identify learning from those deaths, and take forward the learning into service improvement initiatives.

Making Safeguarding Personal (MSP): an approach to safeguarding work which aims to move away from safeguarding being process driven and instead, to place the person at risk at

the centre of the process and work with them to achieve the outcomes they want.

Mental Capacity Act (MCA) 2005: is designed to protect and empower people who may lack the mental capacity to make their own decisions about their care and treatment. It applies to people aged 16 and over.

Safeguarding: activity to protect a person's right to live in safety, free from abuse and neglect. It involves people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that their wellbeing and safety is promoted.

Safeguarding Adult Board (SAB): a multi-agency partnership Board established by the Care Act 2014, which has a duty to publish a strategic plan, publish an annual report and conduct any Safeguarding Adult Reviews. Its core membership includes the Local Authority, Police and Health.

Safeguarding Adult Review (SAR): a statutory review commissioned by the Safeguarding Adults Board in response

to the death or serious injury of an adult

with needs of care and support (regardless of whether or not the person was in receipt of services) and it is believed abuse or neglect was a factor. The process aims to identify learning in order to improve future practice and partnership working.

Safeguarding Enquiry: An enquiry is any action that is taken (or instigated) by a local authority, under Section 42 of the Care Act 2014, in response to indications of abuse or neglect in relation to an adult with care and support needs who is at risk and is unable to protect themselves because of those needs

Tower Hamlets Together (THT): made up of a partnership of local health and social care organisations, with an ambition to improve the health and wellbeing of people living in Tower Hamlets.





What to do if you are worried about an adult

If you think you or someone you know is being abused or neglected, you should call the Adult Social Care Assessment and Intervention Team on 020 7364 5005.

You can also visit your local library, Idea Store or leisure centre when open where staff can help you to report abuse.

If you think a crime has been committed and it's an emergency situation, you should call 999. For non-emergencies call 101.

