



# Safeguarding Adults Board

Making Safeguarding Personal



## Annual Report 2021-22

# Safeguarding is everyone's responsibility



# Safeguarding Adults' Board summary for 2021-22



## Volume and Trends

The number of safeguarding concerns raised this year (1218) is similar to last year (1224).

The number of safeguarding enquiries raised has increased by nearly 30% since last year.

Neglect and Acts of Omission remain the largest single type of abuse investigated in the Borough.

The majority of safeguarding issues still take place in the victim's own home.

The risk to the individual has been reduced for 68% of all completed enquiries, which is the same as last year.

## 2021-22 Achievements

We delivered important messages and training around violence against women and girls, to over 100 delegates, at a joint virtual conference, our first ever, organised with the Tower Hamlets Safeguarding Children's Partnership.

We were the first borough in London to recruit three residents who have lived experience of safeguarding for a London-wide Safeguarding Voices group. We made sure we heard two of those people's voices at one of our board meetings on a relevant theme.

We received a report from a local organisation of Disabled People, on the experience of Disabled People during the pandemic, focusing on safeguarding. This resulted in changes at community vaccination sites. The SAB organised community engagement projects at vaccination sites and also produced from start to finish, an animation video about the most common safeguarding risks in Tower Hamlets.

## 2022-23 Priorities:

1. We will let people who live complicated and chaotic lives know that we care about them.
2. We will track the way training in each organisation improves people's lives
3. We will publish a Self-Neglect toolkit to help professionals, and begin a two-year programme to equip professionals to respect people's rights whilst intervening early enough with the right preventative offer for adults at risk
4. We want to work with People with Learning Disabilities to make sure we are doing the best scrutiny and governance possible to keep them safe.
5. We want to build on the extensive provision in Tower Hamlets to make sure that the best practice in housing support for residents with complex care needs and substance misuse issues becomes the standard for all housing providers.



# Foreword by the Independent Chair, Fran Pearson



It was a privilege to be appointed as the new Independent Chair of Tower Hamlets Safeguarding Adults Board. I started work in June 2021. First of all, I would like to thank the previous Chair, Christabel Shawcross, for her commitment to Tower Hamlets residents and the Safeguarding Adults Board.

I would like to thank all the Board members for their welcome to me. I have been impressed by the commitment of many people either on the board or involved with its work programme. I am excited about what we can achieve, working with residents.

As a new Chair, I wanted to understand what the emerging safeguarding risks were in Tower Hamlets, and to develop a two-year work programme to address these issues. There was agreement from board members about what we need to focus on. We then held three 'spotlight' meetings to hear different perspectives on the issues. These meetings were not only valuable as an introduction to Tower Hamlets, but they were also inspiring and insightful. Board members heard from people with lived experience of safeguarding; and from a wide range of teams or organisations

who are commissioned to provide services in the borough.

We also drew on local data and the input of national experts in the areas of self-neglect and of alcohol misuse and safeguarding. As a result, we have agreed our priorities for the next two years and will be focusing on areas where we want to make a difference, and where people's lived experience, safeguarding data, and professionals' knowledge, all confirm we need to work together.

Our work plan begins to set out what we will deliver, and where we want to make the most difference, in the priority areas of:

- Self-neglect
- Substance misuse and housing need
- Keeping people with learning disabilities safe by preventing harm to them.

The context in which multi-agency safeguarding takes place is always important. Currently that includes rising costs of living and poverty; and the continuing effects of the Covid 19 pandemic. As a board, we want to be

agile and responsive to the effects of these on residents and professionals. One of the first tasks in our priority work around self-neglect, will be to work with other partnerships and networks in Tower Hamlets, to have safeguarding input into efforts to prepare for the effects of the next winter on people who are at risk. All of our priorities reflect the possible effects of the pandemic – people at risk being seen less in their communities or by professionals; dedicated practitioners who may be experiencing the consequences of working through the pandemic.

Organisational change is also a potential risk to safeguarding systems. Large scale changes in the NHS mean that our board continues to have an approach to adult safeguarding which is rooted in, and responds to the communities of Tower Hamlets, but this is against a backdrop of services being reorganised across a much larger area, that of the whole of North East London. We are working with our NHS colleagues to understand what

these changes mean for safeguarding and highlighting any risks we foresee.

Our board will work more closely with the other strategic partnerships in Tower Hamlets because we can only deliver our priorities if we do this. I have benefited hugely from being a member of the Health and Wellbeing Board, and until it was, by consensus, stood down, the Covid 19 Engagement Board. I have been impressed by the committed, thoughtful and respectful work by residents, working with residents. I hope the Safeguarding Adults Board can learn from this and use that learning, in our work on self-neglect. In next year's Annual Report, for 2022-2023, I will set out how we have also developed our work with the two other partnerships that we are scoping out our plans with – the Safeguarding Children's Partnership and the Community Safety Partnership.

Thank you to everyone who has supported the Board and supported me in my first year in role.



# Foreword by the Mayor of Tower Hamlets, Lutfur Rahman



Safeguarding vulnerable adults is one of our key statutory responsibilities as a Council. In my Manifesto, I pledged to invest in our provision of care for vulnerable members of our community, including children and adults and ensure that we are providing the best quality of services.

The Annual Report describes the activity and achievements of the Safeguarding Adults Board over the previous year, under the six main priorities for safeguarding: empowerment, prevention, protection, proportionality, partnership and accountability.

This 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 as well as respond effectively when it does occur.

Councillor Gulam Kibria Choudhury will be joining the Safeguarding Adults Board (SAB) as the new Cabinet Member for Health, Wellbeing and Social Care and I am looking forward to seeing the impact it is having on the residents of Tower Hamlets.

The Board has identified 3 priorities areas for the coming year:

- Self-Neglect
- Substance Misuse and Housing Needs
- Learning Disabilities

We must work together across the health and care system to achieve improvements for people in these three priority areas. I have also pledged to ensure that mental health and physical health are given parity of attention and to invest in drug treatment, rehabilitation and recovery programmes, including culturally sensitive projects targeting hard-to-reach addicts.



# Local demographic data



Based on a comparison of the Office for National Statistics (ONS) mid-year 2020 estimate and the Greater London Authority (GLA) Housing Led Projection, the population within the borough is expected to reach 349,961 by 2025, compared to 331,969 in 2020.

46% of the population within the borough are aged between 20-39, in addition to nearly 25% who are aged between 0-19, making Tower Hamlets one of the youngest boroughs in the country. People aged 65 and over accounted for only 6%.

Tower Hamlets continues to remain one of the most ethnically diverse local authorities in England, The Bangladeshi community accounts for nearly one-third of the overall population.

In 2021, nearly 4,000 older and vulnerable residents received long and short-term care support from the council.

The borough ranks as one of the highest in England for older people living in income deprived households, estimated to be approximately 44% of older people.

Projecting Adult Needs and Service Information (PANSI) projections estimate that over 46,000 people aged between 18-64 will have a common mental disorder by 2024.



# Safeguarding adults' performance data 2021-22



This page and the next presents data and information for 2021-22 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 2021-22, 1,218 adults had safeguarding concerns raised about them in Tower Hamlets, which is on a par with the year before (1,224 in 2020-21); Both years show a significant increase on 2019-20 and this may be linked to COVID-19. But generally, this number has been on an upward trajectory for Tower Hamlets over the past six 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 (c.55%), the age profile has altered slightly. In 2021-22, 43.5% of concerns were about older people aged over 65, down from 45.5% 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 (56% up from 54.5% last year).

The ethnic profile of those who have had safeguarding referrals made about them has shifted slightly. This year 45.5% were people with a 'white' ethnic background, compared to 47.3% in 2020-21. 27% of referrals relate to people from an 'Asian' ethnic background, growing slightly from 25.7% previously. ; 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.

396 people had safeguarding enquiries commenced during 2021-22., compared to 308 in 2020-21.

The 'conversion rate' from concerns to enquiries is based on the gross number of cases rather than number of people. This year It is 29.5%., a rise from last year's 22%. It is likely the pandemic has had an impact on the number of referrals that progress into full investigations; the conversion rate in 2019-20 was much higher at 38%.

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 427\* concluded safeguarding adults' enquiries, significantly lower than the 678 last year

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



# Safeguarding adults' performance data 2021-22



## Where the abuse takes place

Based on concluded safeguarding investigations, the majority of safeguarding issues still take place in the victim's own home – 67% this year compared to 71% in 2020-21. This slight decrease is likely to be related to the easing of some COVID-19 effects. 8% of enquiries related to people in care homes, compared to 10% in the previous year and 8% related to hospital settings, compared to 10% in 2020-21.

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 safeguard people receiving support.

## Types of abuse

'Neglect and acts of omission' was the largest single type of abuse

investigated in Tower Hamlets in 2021-22, at 28%. but it has diminished from 34% previously. Reported rates of other abuse types remain broadly static over time. Financial abuse remained at 20% of investigations, Similarly, physical abuse at 10% Self neglect decreased from 12% to 10%. Psychological abuse rose from 9% to 12%. Domestic abuse accounted for 9% of reported cases. Sexual abuse reported levels have doubled to 4% and thus are nearing the share they held in 2019-20. Roughly 1% of cases were reported as 'sexual exploitation'. 'Organisational abuse' fell from 3% to 1%, at a time when the burden of COVID protocols on care homes was easing.

## 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% for both this year and the last. The risk was fully removed in 18% of enquiries – a drop from 23% year. This does however mean that the risk remained in 14% of closed enquiries.

## 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..

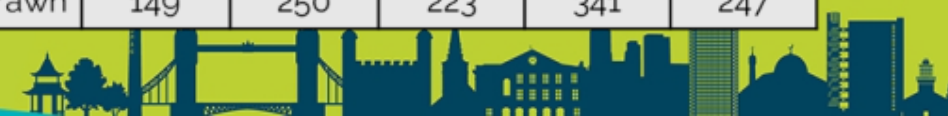
In other settings the Court of Protection can authorise a deprivation of liberty

The majority 72%) of all DoLS request received in 2021-22 were from care homes. Hospitals accounted for 27% whilst the remainder of requests were from hospice/other agencies. Last year, care homes accounted for 69% and in 2019-20, 57%.

This year's total of 537 marks the first slight upturn in requests following a steady decline from the 741 requests recorded in 2017-18.

The Liberty Protection Safeguards (LPS) will be replacing DoLS by 2023.

	2021-22	2020-21	2019-20	2018-19	2017-18
DoLS requests made	537	519	596	630	741
authorised	336	224	293	213	191
not authorised	27	45	80	30	40
withdrawn	149	250	223	341	247

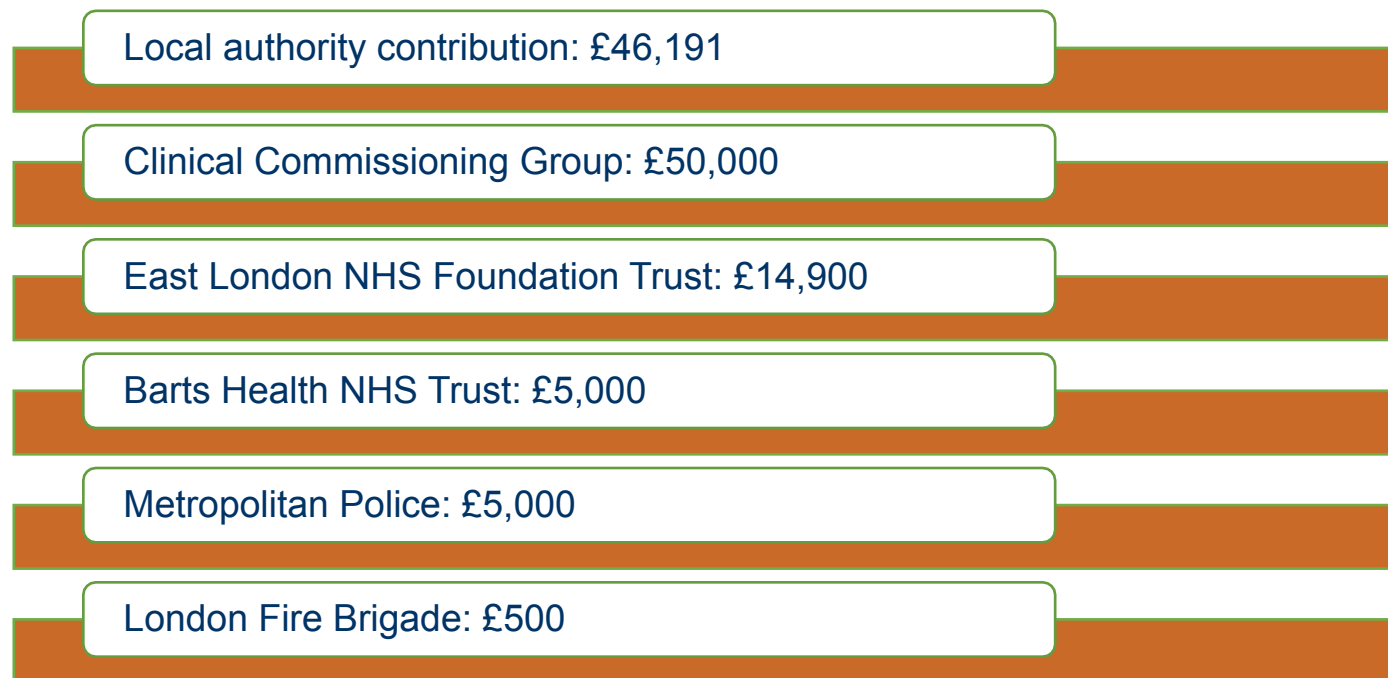
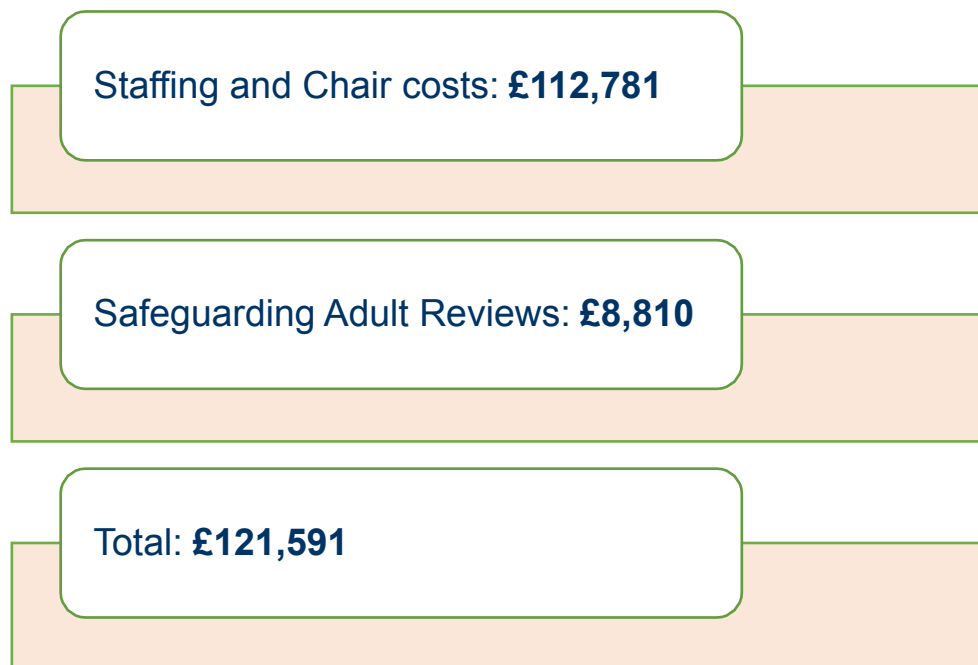


# Funding for the Safeguarding Adults Board 2021-22



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 2021-22:





# Learning and development over 2021-22



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. Courses include an adult safeguarding course, enquiry officer training, safeguarding adult's 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 2021, the SAB held its first ever Joint Safeguarding Adults, Children and Young People Conference in November 2021, focusing on the topical theme of Domestic Violence and Abuse. The conference explored what the current research said about the topic, with a keynote presentation from Jo Neale, a senior research fellow at the University of Bedfordshire. The Conference was extremely well attended and received excellent feedback from participants across the partnership.

The SAB maintains its commitment to learning and development, particularly from SARs, and has worked on producing further 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 2021, with workshops held with key partners to further reinforce key messages.



# 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 THCSP 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.



# Safeguarding Adults Board achievements over 2021-22



The priorities for 2021-22 came from the Safeguarding Adults Board Strategy of 2019-24 and March 2021 SAB workshop. 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.*

**Poplar Harca:** “We have ensured that after a long period of home working that our home visits and welfare checks are back up and running and beneficial to the residents. We have ensured that our tenants who are overwhelmed with clutter have practical one to one support to tackle their hoard and have been able to increase the support to those tenants who would otherwise be isolated through referrals and regular visits”

**Tower Hamlets Council:** “We held our first ever Joint Safeguarding Adults, Children and Young People Conference in November 2021, which had a focus on Violence Against Women and Girls as a theme. The conference was very well attended and was a continuation of greater partnership working between the two safeguarding boards”.

**East London Foundation Trust:** “We have developed new training modules focusing on self-neglect and domestic abuse which are delivered on a quarterly basis to the staff across the trust. This is in addition to the weekly safeguarding adults' level 3 training which covers a range of different safeguarding

risks”.

## Prevention

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

**East London Foundation Trust:** “We have continued to focus on the work undertaken by the Domestic Abuse Steering Group, monitoring the prevalence of domestic abuse, reviewing internal policies and identifying blockages in the wider system, in order to ensure effective delivery of intervention”.

**London Fire Brigade:** “We have maintained our commitment to provide Home Fire Safety Visits to residents of Tower Hamlets, especially to residents who are deemed most vulnerable. The number of visits has increased since

last year”.

**Tower Hamlets Council:** “We held a development day in March 2022 whereby we reflected upon the previous year's successes and challenges, but also gained insight from the safeguarding audits that partners completed. We also identified our short term and medium-term priorities for the Board, which will form the foundation of the Boards programme of work for the next two years.”.



# Safeguarding Adults Board achievements over 2021-22



## Proportionality

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

**Tower Hamlets Council:** “We have carried out multi agency quality assurance reviews in care homes in partnership with multiple partners and stakeholders, developing final reports and action plans to ensure best practice is implemented”.

**East London Foundation Trust:** “We have a commitment to ensure that co-production is embedded consistently. Through the use of community meetings, service user groups and forums, we are able to ensure the service user voice is listened to and implemented across the Trust

**Tower Hamlets Clinical Commissioning Group:** “We have continued to engage with provider safeguarding forums to review processes and provide support where needed. We also provide supervision to named professionals and safeguarding leads, ensuring key competencies are covered”.

## Protection

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

**National Probation Services:** “We provide 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.”

**Tower Hamlets Council:** “We have built on the work we did throughout 2020-21 with regards to community engagement, holding numerous safeguarding stalls for residents of Tower Hamlets, ensuring they are aware of what safeguarding is, are able to identify some key signs and are confident in knowing where to go for support.

**East London Foundation Trust:** “We are committed to supporting and representing those members of the community who are most vulnerable and have the greatest need. We have worked continuously with the People's Participation Leads, to develop effective information packages which are adjusted to the various needs of people with learning disabilities and autism”.



# Safeguarding Adults Board achievements over 2021-22



## 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.*

**Probation:** “We have built and developed strong relationships with key partners such as the Police and the Local Authority through the use of Multi-agency Public Protection Arrangements (MAPPA) and Multi-Agency Risk Assessment Conferences (MARAC) to ensure effective risk assessment and management.

**Tower Hamlets Council:** “We developed a ‘Provider Concerns Policy’ jointly between Integrated Commissioning and Adult Social Care, seeking input from different stakeholders throughout the process”.

**Tower Hamlets Clinical Commissioning Group:** “We have continued to engage with partners across the Board and across the borough despite the continued impact of the pandemic. We have had consistent representation at the SAB, as well as at executive level, as well as participating in and chairing the SABs subgroups”.

**Poplar HARCA:** “We have been involved in webinars and training sessions in association with our legal partners to provide an insight to other providers as to how an in-house safeguarding team operates and the support it provides to residents. This has broadened our network and allowed us to link in with various partners and develop our tools to support our residents”

## Accountability

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

**Tower Hamlets Council:** “Our commitment to ensure learning from SARs are embedded efficiently and effectivity remains a key priority. We held a practitioner’s learning event in August 2021, where the focus was on the key learning and themes arising from the most recent themed SAR on Mrs. N and Mrs. O. We also used national and local SAR learning to help inform our discussions during our development day in March 2022”.

**Police:** “As a Borough Command Unit, we have ended the financial year as the top performing in the Metropolitan Police Service for Hate Crime and Domestic Abuse. This means more perpetrators were brought to the justice and adult victims safeguarded”.

**East London Foundation Trust:** “Our Named Professionals continue to work with community and service user groups and forums in order to build relationship and ensure that the voice of the clients and carers is included in the day-to-day work and in training programme. We also complete patient-reported outcome measures (PROMs) and patient-reported experience measures (PREMs) to seek views of service users.”.



# Summary of achievements by the Safeguarding Adults Board and partner agencies



## Our priority last year:

Continue to deliver safeguarding training to colleagues and staff across the partnership ensuring it is accessible and effective

## What we have done:

The Learning and Communication subgroup of the SAB organised the first ever Joint Safeguarding Adults, Children and Young People Conference in November 2021, focusing on the topical theme of Domestic Violence and Abuse. The conference explored what the current research said about the topic, with a keynote presentation from Jo Neale, a senior research fellow at the University of Bedfordshire.

The Board organised a development day in March 2022 whereby the focus was on ensuring that the Boards programme of work aligns with the key safeguarding themes emerging locally and nationally.

## Our priority last year:

Analyse safeguarding data in light of the pandemic in order to help inform our approach to community engagement

## What we have done:

The Safeguarding Adults Board had two themed meetings throughout 2021-22, exploring and scoping out key issues and opportunities around two key safeguarding themes; namely Self Neglect and Learning Disabilities. As part of these meetings, contextual data was presented by key partners looking at the impact of the pandemic for people who may self neglect or may have a learning disability..

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.

## Our priority last year:

Engage with the community around safeguarding using different channels and networks in order to raise safeguarding awareness

## What we have done:

The Community Engagement subgroup of the SAB organised several awareness raising campaigns, focusing especially on Safeguarding month in November 2021. The subgroup held numerous safeguarding stalls throughout key community Covid-19 vaccine sites in the borough, focusing on speaking to residents of the borough to raise awareness of safeguarding, the work of the Board as well as the support service available

The subgroup also handed out hundreds of free safeguarding merchandise with important contact information on them to residents, with a goal to increase the visibility of support mechanism available within the borough, especially with groups that don't typically engage.

## Our priority last year:

Continue to better embed learning and monitor actions from Safeguarding Adult Reviews and Learning Disability Mortality Reviews

## What we have done:

The SAB commissioned a themed Safeguarding Adults Review of two adults with similar health issues and complexities, which is due to be published in 2022-23. As part of this review, a practitioner's workshop was held in August 2021, exploring the key themes and learning coming out of the themed SAR.

SAR learning from already published reviews were monitored by the SAR subgroup throughout the year, with work underway to ensure that previous SAR recommendations are thoroughly embedded and evidenced.



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



## . Our priority last year:

Involve service users with lived experience into the work of the SAB, particularly around community engagement activity

## What we have done:

Tower Hamlets became one of the first boroughs in London to recruit three service users with lived experience into the London Safeguarding Voices Group (LSVG), a group which is intended to bring alive the principles of Making Safeguarding Personal (MSP) by ensuring people with lived experience of safeguarding and their voices are at the heart of safeguarding governance across London.

The SAB also sought the views and experience of service users during the themed SAB meeting on Learning Disabilities, providing valuable insight for Board members.

Gill and Andros were two of the service

users who were involved with the themed SABs as well as the London Safeguarding Voices Group.

Gill said “I think it’s a good idea for me to be involved, to share my experience with people so they understand what I have been through, I hope it helps other people who go through similar experiences.

Andros also commented on his experience, saying “I found it interesting. It was really good to listen to other people’s ideas around safeguarding; it made me feel safe”.

## Our priority last year:

Develop the multi agency dashboard as a resource to help monitor the impact of the SAB

## What we have done:

The Quality Assurance and Performance subgroup developed a prototype of the multi agency dashboard, which was presented to the SAB in early 2021. There are ongoing plans to further develop and finalise the dashboard, so that it can be a useful and effective tool in monitoring performance in key areas.

The Quality Assurance and Performance subgroup is prioritizing the work on the dashboard as a key priority for the forthcoming year, along with undertaking multi agency audits on pertinent safeguarding risks,



# Learning from the Lives and Deaths of People with Learning Disabilities and Autism (LeDeR)



The Learning from the Lives and Deaths of People with Learning Disabilities and Autism Review Programme 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 for people with Learning Disabilities and now following updates to the LeDeR Policy, people aged 18+ with a diagnosis of Autism.

Every person with a learning disability whose death is notified to LeDeR will have an initial review of the health and social care they received prior to their death. Using their professional judgement and the evidence available to them, the reviewer will determine where a focused review is required. The person's family has the right to request a focused review. Focused reviews will also be completed for every person from a Black, Asian or Minority Ethnic background. We know that there is significant under reporting to LeDeR from Black, Asian and

Minority Ethnic communities and that premature mortality in Black, Asian and Minority Ethnic communities is significantly increased therefore it is important that we review each of these deaths to understand better the health inequalities faced by each of these different groups and to help tackle inequalities identified.

The University of Bristol LeDeR system shutdown on 30th April 2021 and reviews are now completed and reviewed on the NHS LeDeR platform, Training was available from the 25th May 2021, and we have continued to have a cohort of dedicated LeDeR reviewers across NEL to support with the completion of reviews. Upon closure of this year, NEL reviewers achieved a 100% performance rate which means all reviews were completed within 6 months of the death notification.

The new platform has a greater focus on learning from LeDeR reviews and across Tower Hamlets the CCG Designated Professional for Safeguarding Adults, Belle Farnsworth, leads on developing LeDeR Workshops which provide Practitioners

the opportunity to reflect on the review and care provided, identify opportunities for learning and improvement and to generate SMART objectives to ensure learning is monitored and shared across strategic forums.

## LeDeR in Tower Hamlets

Across North-East London there were 88 deaths between 1<sup>st</sup> April 2021 and 3<sup>rd</sup> March 2022, in Tower Hamlets, there have been 10 deaths reported for people with a learning disability, 6 of which met the criteria for review. Across North-East London (NEL) boroughs, Tower Hamlets had the lowest number of deaths recorded. 3 reviews were progressed to focused reviews for people with learning disabilities from a Black, Asian or Minority Ethnic community. 1 review

health conditions, some of the common listed conditions include heart disease, impaired mobility, diabetes, lung disease, asthma, dementia, renal problems, obesity and high blood pressure (hypertension). Covid-19, heart related problems, epilepsy, renal failure/acute kidney injury, pneumonia and aspiration pneumonia were listed as causes of death for people in Tower Hamlets.

There is no London or national data available for comparison due to the absence of a reporting function in the new LeDeR platform to help generate reports, this has been escalated to NHSEI through various LeDeR Forums.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Number of deaths	5	14	8	5	14	6
Completed reviews	0	3	15	9	14	6





# Learning from the Lives and Deaths of People with Learning Disabilities and Autism (LeDeR)



## Themes from reviews

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

**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.

There is evidence that providers are taking steps to address inequalities and access to screening services such as; more accessible clinics, longer appointments, additional assistance during appointments and provision of appropriate information in easy read format.

However, more efforts are needed to improve uptake of national health screening programmes. More offers and conversations during routine appointments and provision of reasonable adjustments. GPs to ensure appropriate health education targeting people with learning disabilities and their carers to improve their understanding and importance of accessing timely cancer screening programmes. Working closely with other specialists such as community learning disability services and acute learning disability services for support and better engagement.

is their responsibility to ensure people with learning disabilities and/or autism are assessed to determine whether they are able to make informed decisions, In some reviews there was good evidence of application of Mental Capacity Assessments. Some clearly demonstrated that the person lacked capacity to make decisions and best interest decision making processes were implemented appropriately and relevant support put in place.

However, in some reviews, gaps were found around understanding and application of MCA. Propositions were made around strengthening MCA training to promote awareness and appropriate application of MCA and best interest decision making across health and social care providers.

people with learning disabilities may have benefitted from having an independent representative. This has been highlighted within the LeDeR Workshops, the CLDS are working closely to review transition packs and documentation to include prompts for referral to local advocacy services (PoHwer).

*(continued)*



# Learning from the Lives and Deaths of People with Learning Disabilities and Autism (LeDeR)



**Weight Measurements:** People with a learning disability are more likely to have problems with their weight. Some people may be underweight because they have difficulties with eating or swallowing. Others may be overweight because they have a condition that increases their risk of obesity. Of the LeDeR reviews completed there are areas of learning for weight measurements to be undertaken during visits and AHC's. Primary care were using practical measures to identify weight gain/loss by asking questions like 'do your clothes feel baggier/tighter', with the return to face-to-face Practitioners need to be using weighing equipment or using alternatives such as MUAC to measure malnutrition/obesity. There is ongoing dialogue with Primary care to support with increased measurement of weight

assessments to be carried out in a timely manner (from 16-17 years) to ensure smooth transition, Community Learning Disability Team 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.



# Our plans for 2022-23



We accept that we need stronger processes and better evidence to be sure that all our member organisations are using learning from incident reviews in order to improve people's lives. This year we will test that out and present regular items to the board members, so that we can assure ourselves that systems are robust enough, and that we can pick up on themes and trends. **We will track the way training in each organisation improves people's lives**

We know that self-neglect is an increasing issue. **We will publish a toolkit to help professionals, and begin a two year programme to equip professionals to respect people's rights whilst intervening early enough with the right preventative offer for adults at risk**

We will be influential. **We will let people who live complicated and chaotic lives know that we care about them.** We will work with other strategic partnerships in Tower Hamlets to deliver joint plans.

**We want to work with People with Learning Disabilities to make sure we are doing the best scrutiny and governance possible to keep them safe** both within Tower Hamlets and when they are placed away from the borough. Because we know that People with Learning Disabilities can be vulnerable to crime, we will work with the Community Safety Partnership in Tower Hamlets on some parts of this programme.

Some of the most marginalised people in Tower Hamlets have complex care and support needs because of their substance misuse. Housing insecurity is very often a feature of their lives. **We want to build on the extensive provision in Tower Hamlets to make sure that the best practice in housing support for this group of residents becomes the standard for all housing providers.** We will offer training in the area of mental capacity in recognition that this is a very difficult area for practitioners.



# 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

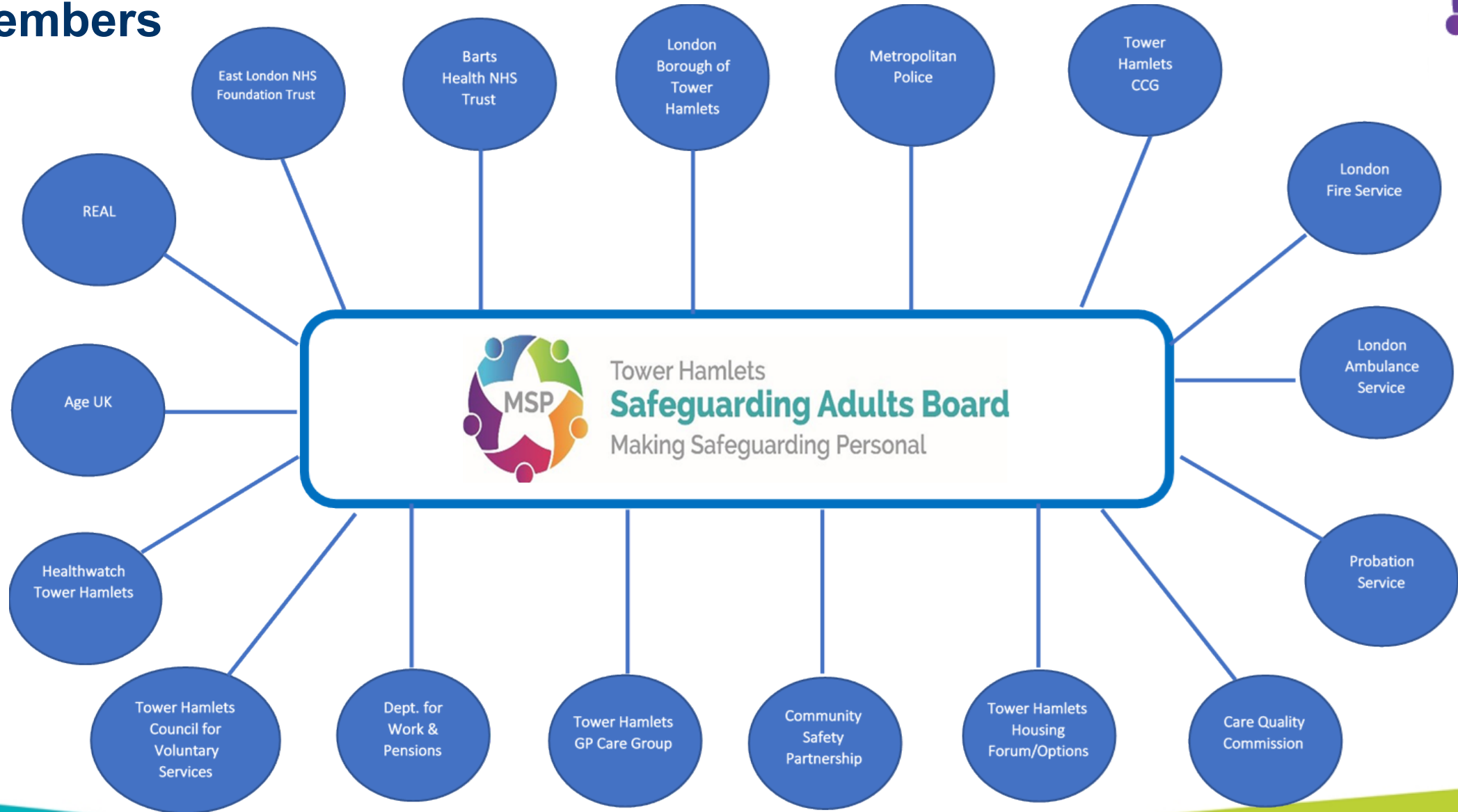
Safeguarding Adults Boards have three core duties, they must:

- 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).

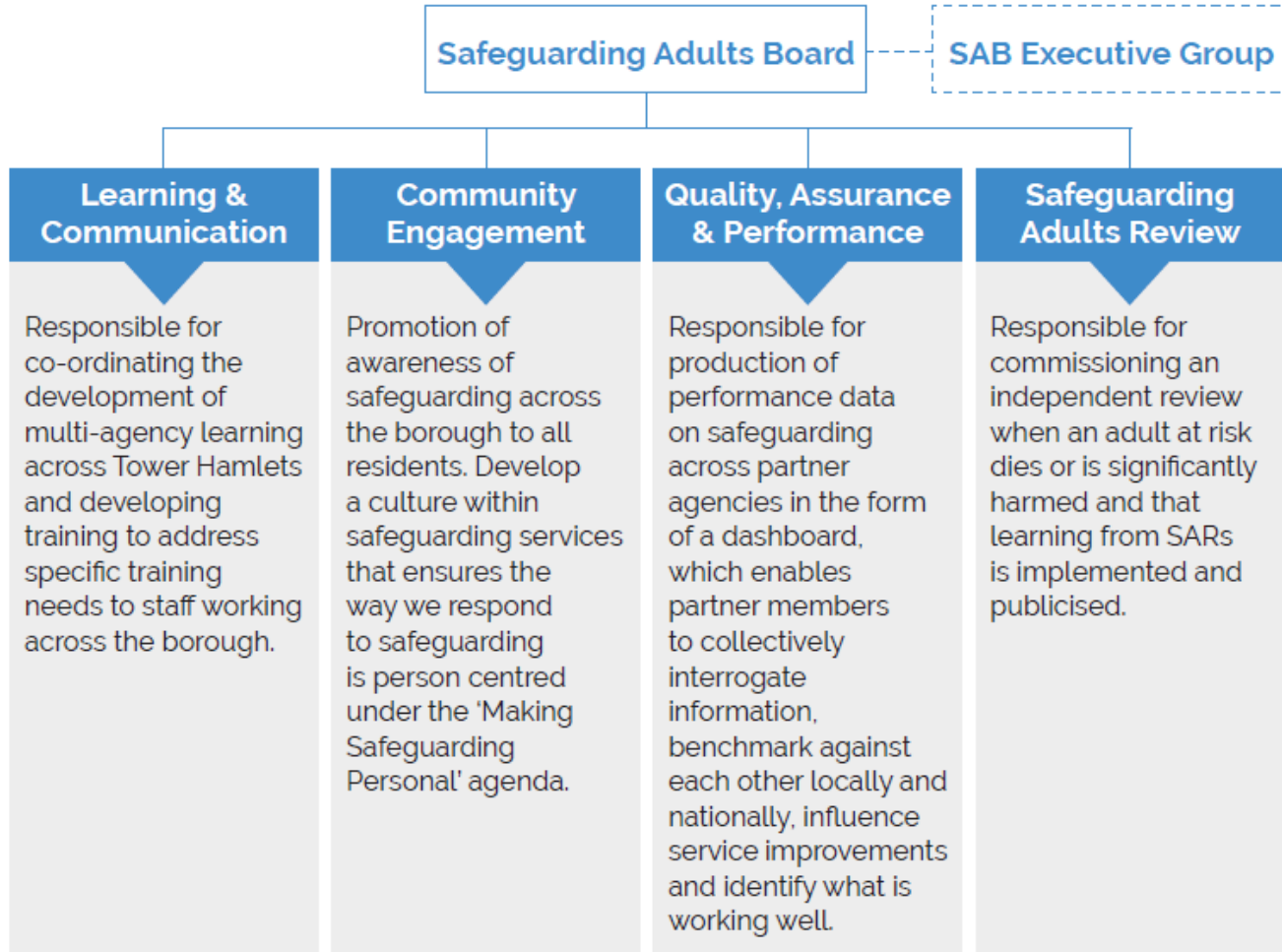
The Safeguarding Adults Board monitors and mitigates risk via a shared risk register. The risk register is updated frequently and discussed at the Safeguarding Adults Board when appropriate.



# 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 Contest 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 from the Lives and Deaths of People with Learning Disabilities and Autism (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 Tower Hamlets Connect on 0300 303 6070.

You can also email [enquiry@towerhamletsconnect.org](mailto:enquiry@towerhamletsconnect.org)

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.

