

# Barking and Dagenham Safeguarding Adults Board

## Annual Report 2023-24



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# 1. Independent Chairs Foreword and Overview

This year I wanted to build on work, as the Safeguarding Adult Board Independent Chair, to actively act as the 'voice of service users' and to allow their voices to be heard and shared with all partners. I have undertaken work to visit people in the community and listen to their concerns around safeguarding, the challenges they face and what support they would like from professionals and services. It is important we continue to build on these relationships and lines of communication over the coming year so that we can really hear the voice of underrepresented communities and understand their needs.

It's important to understand that adult safeguarding is everybody's business which is why I have also continued to build relationships with professionals working in the local area and volunteer agencies. I have really enjoyed hearing about the work that takes place out in the community. This includes work ongoing at the Family Hubs to support families and children, the work of the local food banks and services that support people in supported accommodation.

We have reviewed the SAB Priorities and actions with a view to continue to work to achieve these over the next couple of years. The priorities that we have set out are as follows and there are specific actions set for the partnership to work towards this year:

- The voice of the community
- The cost of living crisis
- Addressing inequalities within the community
- Effective partnership working.

This year we held our first SAB Conference which was a real success. Professionals and representatives attended from across the partnership including statutory agencies, local voluntary and community groups such as faith organisations, local care providers as well as people with lived experience. We heard from a number of different services and covered a number of themes including drug and alcohol supports services, domestic abuse and exploitation of vulnerable people. The messages shared from people with lived experience of safeguarding were particularly powerful. Around one hundred people attended and it was agreed that an annual conference should take place. We are planning a joint safeguarding conference across the Adults and Children's Safeguarding Partnerships and the Community Safety Partnership.

I would like to say thank you to everyone that has allowed me to visit them and have spoken and shared their experience with me so openly. The partners of the Safeguarding Adults Board continue to work hard to achieve the priorities and provide services that keep people safe.



**Anju Harmit Ahluwalia BEM**  
**Independent Chair**  
**Barking and Dagenham**  
**Safeguarding Adults Board**

## 2. What is Safeguarding Adults?

The Care Act 2014 statutory guidance defines adult safeguarding as:

‘Protecting an adult’s right to live in safety, free from abuse and neglect. It is about 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 the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.’

The Care Act 2014 came into force on 1<sup>st</sup> April 2015. The Act introduced new requirements for safeguarding adults and the arrangements that each locality must have in place to ensure that vulnerable people are protected from risk, abuse or neglect. The Local Authority, NHS Clinical Commissioning Groups and the Police are all statutory partners of the Safeguarding Adults Board (SAB) and other important local partners are also key players in the work of the partnership.

The Care Act identifies six key principles that should underpin all safeguarding work. These are accountability, empowerment, protection, prevention, proportionality and partnership.





# 3. The SAB's Vision

Every adult living in the London Borough of Barking and Dagenham has the right to live in safety, free from fear of abuse or neglect. The Safeguarding Adults Board exists to make sure that organisations, people and local communities work together to prevent and stop the risk of abuse or neglect.

In the London Borough Barking and Dagenham we want to embed a stronger and safer culture that supports adults who are at risk of harm. We know that to achieve this we have to work in partnership with the people who use local services and with the wider local community. All agencies working with adults at risk have an essential role in recognising when these people may be in need of protection. Agencies also have a responsibility to work in partnership with adults at risk, their families, their carers and each other. The introduction of the Care Act 2014 has brought in many changes in Adult Social Care Services. The Safeguarding Adults Board has a statutory duty to ensure it uses its powers to develop responsibility within the community for adults who need care and protection.

The main focus of the work of the Safeguarding Adults Board is to ensure that safeguarding is consistently understood by anyone engaging with adults who may be at risk of or experiencing abuse or neglect, and that there is a common commitment to improving outcomes for them. This means ensuring the community has an understanding of how to support, protect and empower people at risk of harm. We want to develop and facilitate practice which puts individuals in control and generates a more person-centred approach and outcomes.

The Safeguarding Adults Board has a three year Strategic Plan in place with priorities, objectives and annual actions which set out how partners will work together to safeguard adults at risk. The Strategic Plan can be viewed here <https://www.lbbd.gov.uk/barking-and-dagenham-safeguarding-adults-board#tabs-3> and is referred to again in section 9.

The Safeguarding Adults Board has a responsibility to:

**Protect adults at risk**

**Prevent abuse occurring**

**Respond to concerns**

It may be suspected that someone is at risk of harm because:

- there is a general concern about someone's **well being**
- a person sees or hears something which could put **someone at risk**
- a person tells you or someone else that something has happened or is happening to them which could put **themselves or others at risk**.

# 4. The Board and Committees

- The Barking and Dagenham Safeguarding Adults Board is made up of the following statutory partners:
  - The Local Authority
  - The Borough Police
  - The NHS Integrated Care System
- Other members of the board include the Council Cabinet Member for Social Care and Health Integration, chairs of the committees, representatives from North East London Foundation Trust (NELFT), Barking, Havering, Redbridge University Hospitals (BHRUT), the London Fire Service, the London Probation Service, Barking and Dagenham Healthwatch and Care Provider Voice.

The SAB has four committees, which are chaired by different partner organisations:

- The Performance and Quality Assurance Committee (chaired by the London Borough of Barking and Dagenham)
- The Safeguarding Adult Review Committee (chaired by NHS Integrated Care System) – now absorbed into the new BD One Panel
- The Safeguarding Adults Complex Cases Group (chaired by the London Borough of Barking and Dagenham)
- The Learning from Practice Group (chaired by NHS Integrated Care System)

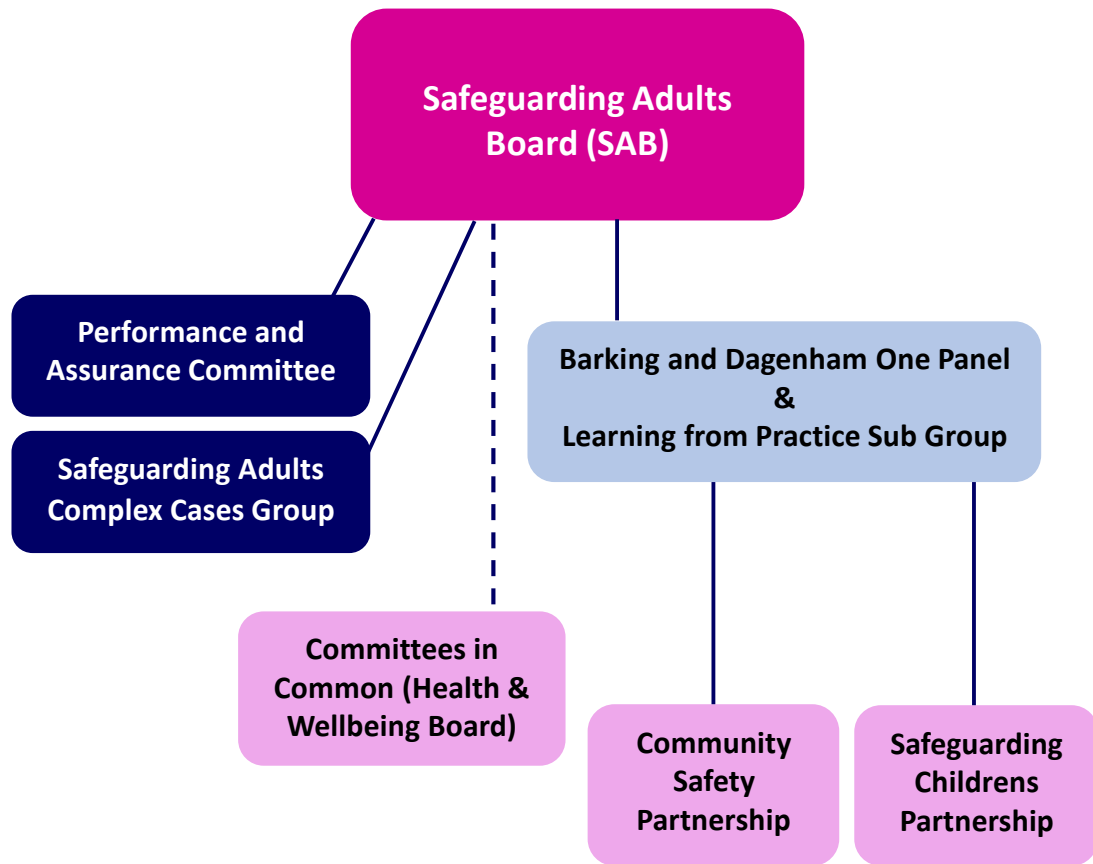
More recently the Barking and Dagenham One Panel has been introduced and provides a forum to bring together referrals for cases to be considered for review including Safeguarding Adult Reviews (SARs), Domestic Homicide Reviews (DHRs) and Child Safeguarding Practice Reviews (CSPRs). The Panel will also undertake the role of agreeing and monitoring reviews taking place. Guidance documents and the referral form can be found [here](#)

There is now a joint Learning from Practice group that implements the learning and development arising from reviews from across all local partnerships as well as other local, regional and national learning.

The Independent Chair also meets regularly with LBBD Council's Strategic Director of Adults and Childrens Service and the Adult Social Care Operational Director as well as with the committee chairs and other key SAB partners.

The board is supported by the Council Cabinet Member for Social Care and Health Integration as a participant observer. This enables Councillor colleagues to be kept up to date with safeguarding adult matters. In addition, the committee chairs and officer advisors also attend board meetings.





## Financial Contributions

Statutory partners make financial contributions to the Safeguarding Adults Board. This supports the running of the SAB including the cost of the Independent Chair, Safeguarding Adult Reviews and any multi agency learning and development activity undertaken across the partnership.



## The SAB's Statutory Responsibilities

The SAB must publish an Annual Report each year as well as having strategic plan. This Annual Report of the Barking and Dagenham SAB looks back on the work undertaken by the SAB and its committees, throughout 2023-24 and provides an account of the work of the partnership including achievements, challenges and priorities for the coming year. In addition, the SAB has a statutory duty to carry out Safeguarding Adult Reviews (SARs) where an adult in the Local Authority area:

- has died as a result of abuse or risk (either known or suspected) and there are concerns that partner organisations could have worked together more effectively to protect that adult.
- has not died but the SAB knows or suspects that an adult has experienced serious abuse or neglect.

The implementation of recommendations and action plans from a SAR must be reported in the Annual Report. One SAR was published in 2023-24. More information on this SAR can be found in chapter 6.

## Expenditure

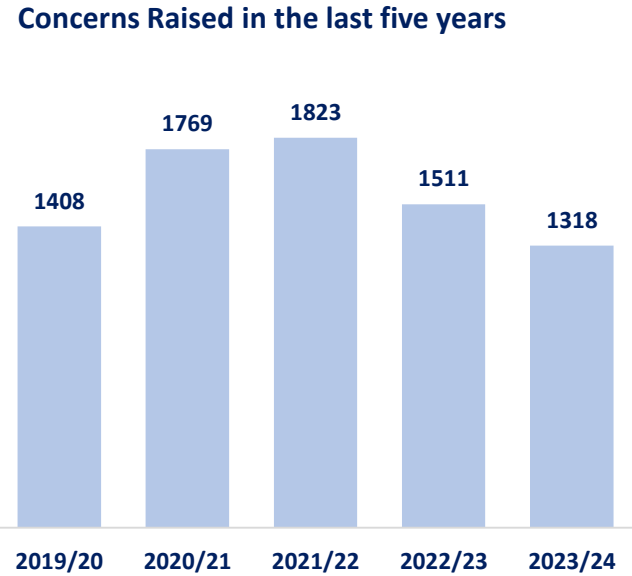
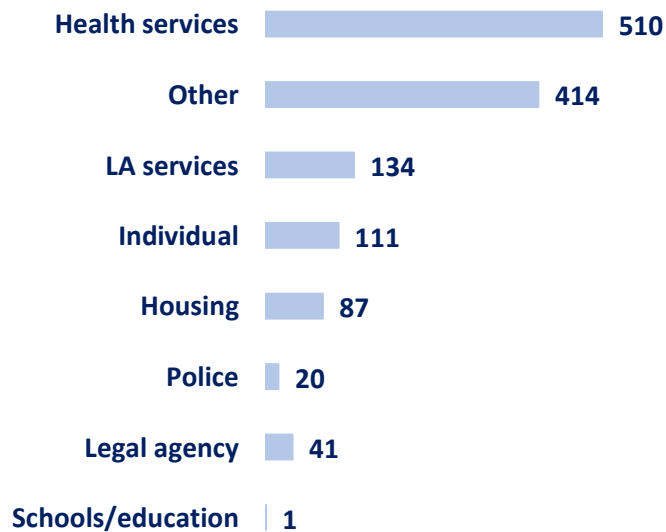
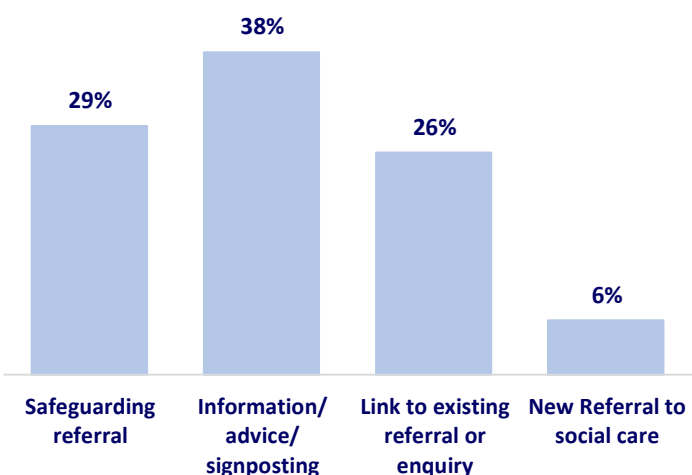


## 5. Safeguarding Data

Safeguarding Adults Collection (SAC) data is collected and published by NHS Digital. It reports on the statutory duties of local authorities under the Care Act to safeguard adults at risk of abuse or neglect. The data is published annually and provides local and national data tables and comparative data on safeguarding activity.

The data for Barking and Dagenham presented in this report covers period from 1st April 2023 to 31<sup>st</sup> March 2024. The latest benchmarking data covers the period from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

# Safeguarding Concerns

Concerns raised by year	Source of concerns	Concern outcomes																																								
<p>The council received 1,318 safeguarding concerns about an adult believed to be at risk of abuse or neglect. 229 led to a Section 42 enquiry. This is equivalent to a rate of 17% in 2023-24 as it was in 2022-23.</p> <p>Nationally this rate was much higher at 29% in 2022-23.</p> <p><b>Concerns Raised in the last five years</b></p>  <table border="1"> <caption>Concerns Raised in the last five years</caption> <thead> <tr> <th>Year</th> <th>Concerns</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>1408</td> </tr> <tr> <td>2020/21</td> <td>1769</td> </tr> <tr> <td>2021/22</td> <td>1823</td> </tr> <tr> <td>2022/23</td> <td>1511</td> </tr> <tr> <td>2023/24</td> <td>1318</td> </tr> </tbody> </table>	Year	Concerns	2019/20	1408	2020/21	1769	2021/22	1823	2022/23	1511	2023/24	1318	<p>510 of 1,318 safeguarding concerns raised during 2023-24 were done so through health services, including London Ambulance Service and primary health care providers. This represents 39% of all concerns in 2023-24. In 2022-23 health services were the source of 42% of concerns.</p> <p>414 concerns were raised by “other sources” (31%) and 134 were raised by Local Authority services (10%).</p>  <table border="1"> <caption>Source of concerns</caption> <thead> <tr> <th>Source</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Health services</td> <td>510</td> </tr> <tr> <td>Other</td> <td>414</td> </tr> <tr> <td>LA services</td> <td>134</td> </tr> <tr> <td>Individual</td> <td>111</td> </tr> <tr> <td>Housing</td> <td>87</td> </tr> <tr> <td>Police</td> <td>20</td> </tr> <tr> <td>Legal agency</td> <td>41</td> </tr> <tr> <td>Schools/education</td> <td>1</td> </tr> </tbody> </table>	Source	Count	Health services	510	Other	414	LA services	134	Individual	111	Housing	87	Police	20	Legal agency	41	Schools/education	1	<p>The following chart shows what other options are available and what happens when a concern does not lead to a safeguarding enquiry. 29% of the 1,318 concerns led to a safeguarding enquiry starting in 2023-24.</p> <p>38% resulted in information and advice while a further 26% were already linked to an existing case or enquiry. 6% of concerns progressed to a new referral to social care.</p>  <table border="1"> <caption>Concern outcomes</caption> <thead> <tr> <th>Outcome</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Safeguarding referral</td> <td>29%</td> </tr> <tr> <td>Information/advice/signposting</td> <td>38%</td> </tr> <tr> <td>Link to existing referral or enquiry</td> <td>26%</td> </tr> <tr> <td>New Referral to social care</td> <td>6%</td> </tr> </tbody> </table>	Outcome	Percentage	Safeguarding referral	29%	Information/advice/signposting	38%	Link to existing referral or enquiry	26%	New Referral to social care	6%
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# Section 42 Enquiries

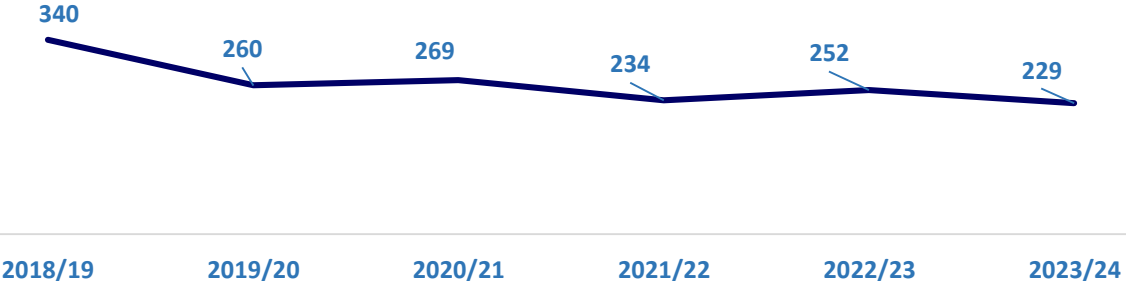
## What is a Section 42 Enquiry

Section 42 (S42) of the Care Act 2014 requires that each local authority must make enquiries if it believes an adult is experiencing, or is at risk of, abuse or neglect. When an allegation is made, an enquiry is undertaken to find out what happened.

An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.

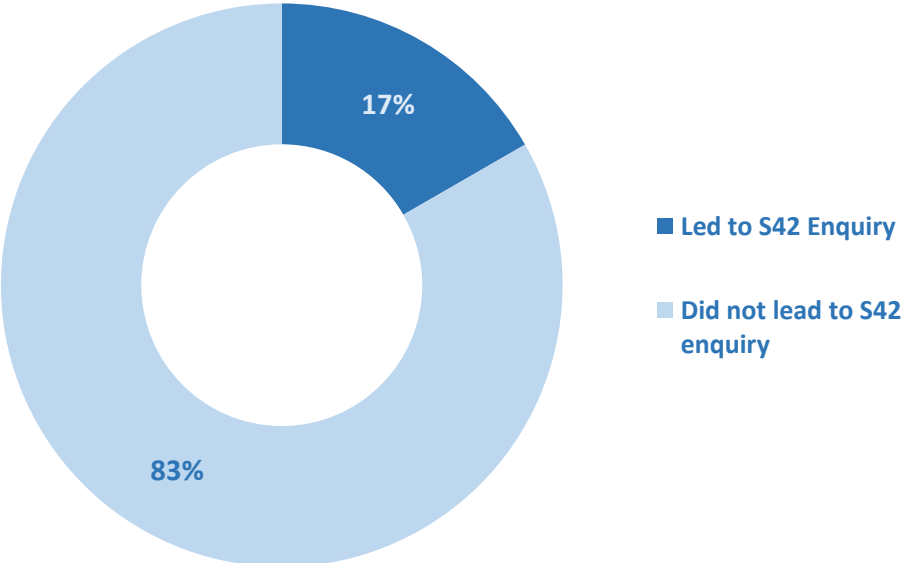
## Section 42 Enquiries started in year

There were 229 Section 42 enquiries during 2023-24, lower than in 2022-23 when 252 enquiries were started. Over the last six years the number of S42 enquiries has fallen by a third from 340 in 2018-19 to 229 in 2023-24.



## Concerns leading to further enquiry

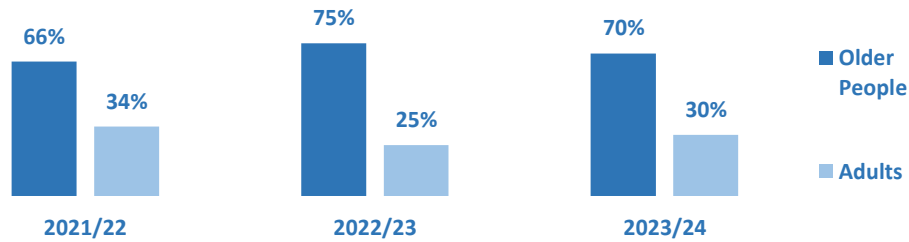
The council received 1,318 safeguarding concerns about an adult believed to be at risk of abuse or neglect of which 229 led to a Section 42 enquiry. This is equivalent to a rate of 17% compared to the national rate in 2022-23 which was much higher at 29%.



# People Involved in Section 42 Enquiries

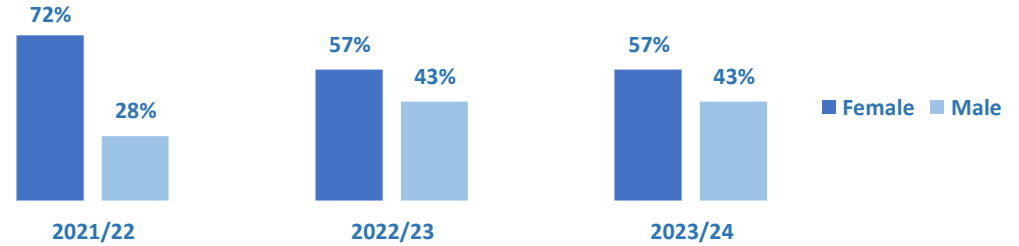
## Age

70% of Section 42 enquiries in 2023-24 concerned people aged 65+ compared to 66% in 2021-22 and 75% in 2022-23.



## Gender

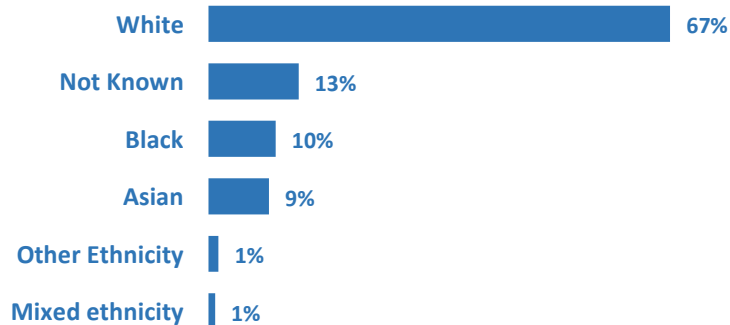
57% of S42 enquiries concerned women in 2023-24 which was the same as in 2022-23 but significantly lower than 2021-22 (72%).



## Ethnic Group

Over two-thirds of Section 42 enquiries concerned White adults (67%). 10% of people who were the subject of an enquiry were Black and 9% of people were Asian.

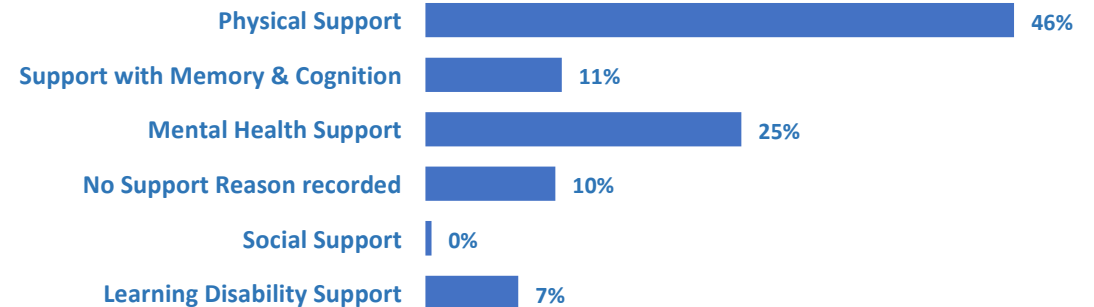
The percentage where ethnicity was unknown had fallen from 18% in 2021-22 to 10% in 2022-23 but increased again to 13% in 2023-24.



## Primary Support Reason

46% of Section 42 enquiries concerned an adult with physical support needs (up from 38% in 2021-22 and 45% in 2022-23). 25% needed mental health support while 10% of cases were not recorded, either because it was not known or the adult at risk had no identified needs.

Only 11% of Section 42 enquiries in 2023-24 needed support with memory and cognition compared with 24% in 2022-23.



# Type & Location of Risk in Section 42 Enquiries

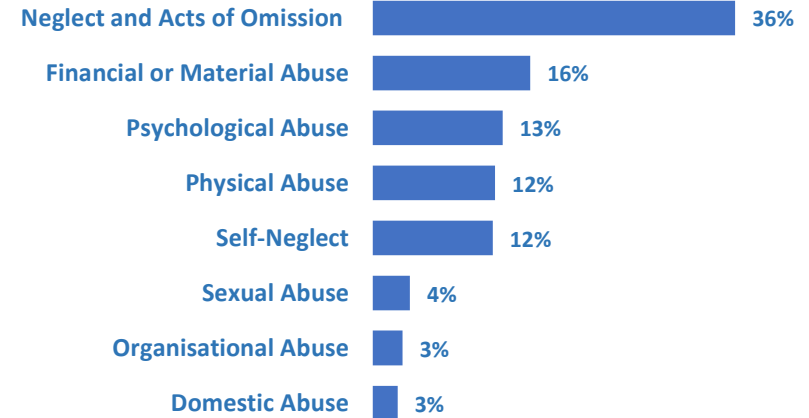
## Type of Risk in Concluded Section 42 Enquiries

This data is reported regularly to the SAB in order identify patterns in types of risk.

The proportion of concluded Section 42 enquiries categorising neglect and acts of omission as the type of risk had fallen from 43% in 2022-23 to 36% in 2023-24.

Last year's analysis showed neglect increasing from 37% in 2021-22 to 43% in 2022-23 (nationally, 32% of enquiries were in this risk category in 2022-23).

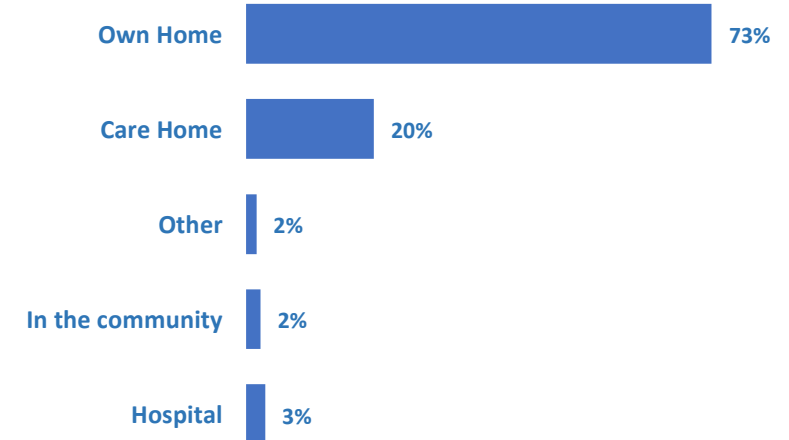
Self-neglect had initially fallen from 11% in 2021/22 to 8% in 2022/23 and has since risen again to 12% in 2023-24.



## Location of Risk

The proportion of Section 42 enquiries that occurred in the home of the individual concerned increased significantly from 55% in 2022-23 to 73% in 2023-24. Nationally, 47% of enquiry concerns took place in the person's home in 2022-23, in London this was at 59% and for the peer group this was at 54%.

20% of enquiries took place in care homes in 2023/24 which is significantly lower than 32% in 2022/23 (5% were located in nursing care homes in LBBD in 2023-24 rather than residential care homes). At a national level, 33% of enquiries took place in a care home in 2023-24, 19% in London.

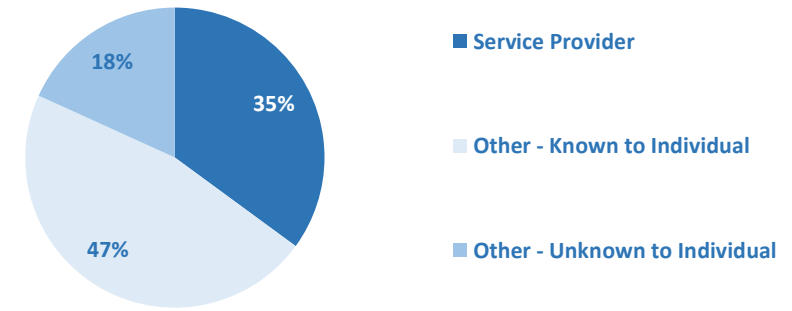




## Source of Risk

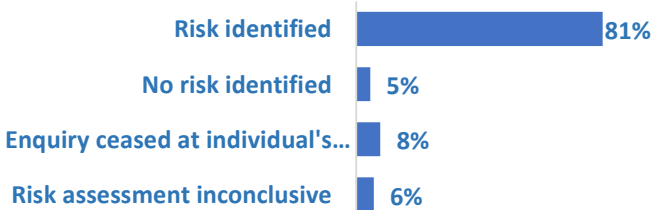
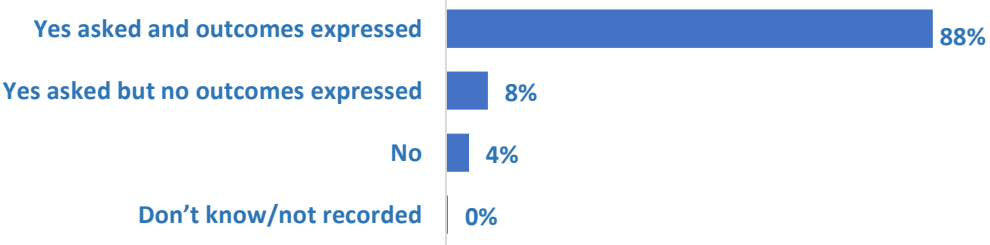
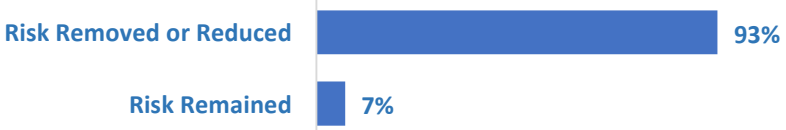
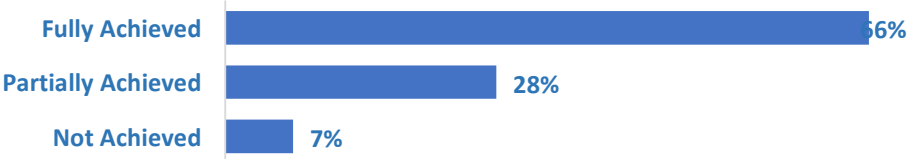
35% of enquiries had a source of risk recorded as Service Provider in 2023/24 and this is a significant increase on 2022-23 (22%) and is more aligned with the national average in 2022-23 (34%).

Source of risk in 2023-24



# Making Safeguarding Personal

Making Safeguarding Personal is an approach that ensures the adult at risk and/or their advocate in the safeguarding enquiry, are consulted, can participate in the process and that their views are central to the final outcomes, as far as is possible. The Safeguarding Adults Board is committed to this person-centred approach.

Identifying Risk	What Does the Individual Want?																				
<p><b>Was risk identified?</b></p> <p>Risk was identified in 81% of concluded enquiries in 2023-24 and a further 6% risk assessment was inconclusive. There was no risk identified in 5% of enquiries while 8% ceased as the individual did not want the enquiry to continue.</p>  <table border="1"> <thead> <tr> <th>Risk Status</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Risk identified</td> <td>81%</td> </tr> <tr> <td>No risk identified</td> <td>5%</td> </tr> <tr> <td>Enquiry ceased at individual's...</td> <td>8%</td> </tr> <tr> <td>Risk assessment inconclusive</td> <td>6%</td> </tr> </tbody> </table>	Risk Status	Percentage	Risk identified	81%	No risk identified	5%	Enquiry ceased at individual's...	8%	Risk assessment inconclusive	6%	<p><b>Expressing safeguarding outcomes</b></p> <p>Out of a total of 88% of concluded enquiries, the individual at risk was asked their desired outcome of the enquiry and expressed outcomes, 8% were asked but did not express outcomes. 4% of people were either not asked or did not express an outcome</p>  <table border="1"> <thead> <tr> <th>Outcome Status</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes asked and outcomes expressed</td> <td>88%</td> </tr> <tr> <td>Yes asked but no outcomes expressed</td> <td>8%</td> </tr> <tr> <td>No</td> <td>4%</td> </tr> <tr> <td>Don't know/not recorded</td> <td>0%</td> </tr> </tbody> </table>	Outcome Status	Percentage	Yes asked and outcomes expressed	88%	Yes asked but no outcomes expressed	8%	No	4%	Don't know/not recorded	0%
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<p><b>Reducing or Removing Risk</b></p> <p>Where risk was identified, it was removed or reduced in 93% of cases in 2023-24 which was higher than it was in 2022-23 (90%). Risk was removed or reduced in 91% of cases at a national level in 2022-23.</p>  <table border="1"> <thead> <tr> <th>Risk Status</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Risk Removed or Reduced</td> <td>93%</td> </tr> <tr> <td>Risk Remained</td> <td>7%</td> </tr> </tbody> </table>	Risk Status	Percentage	Risk Removed or Reduced	93%	Risk Remained	7%	<p><b>Achieving Desired Outcomes</b></p> <p>In total, 93% of people expressing outcomes achieved those outcomes fully or partially (65.5% fully, 27.6% partly). In 2022-23, 96% of people achieved outcomes in LBB, (94% nationally).</p>  <table border="1"> <thead> <tr> <th>Achievement Status</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Fully Achieved</td> <td>66%</td> </tr> <tr> <td>Partially Achieved</td> <td>28%</td> </tr> <tr> <td>Not Achieved</td> <td>7%</td> </tr> </tbody> </table>	Achievement Status	Percentage	Fully Achieved	66%	Partially Achieved	28%	Not Achieved	7%						
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## 6. Safeguarding Adult Reviews

In 2023-24 the Barking and Dagenham Safeguarding Adult Board (SARs) published the SAR 'George'. The full report setting out the recommendations and the learning briefing are available at this link [Safeguarding Adult Reviews \(SARs\) | London Borough of Barking and Dagenham \(lbbd.gov.uk\)](https://www.lbbd.gov.uk/safeguarding-adult-reviews).



# 7. The SAB's Partners

## London Borough of Barking and Dagenham

### Developments and improvements in safeguarding adults practice

In the past year there has been a continued focus to ensure effective and aligned working arrangements across Adults Care and Support and the Adult Intake function. The Adult Intake Team officially came back into the same management structure as the rest of the operational Social Work teams. A deep dive of referrals coming into the team including safeguarding referrals was started and will be concluded in 2024-25. The results of the deep dive will inform a wider restructure in 2024-25 which will re-align the safeguarding triage function with the safeguarding enquiries and allow a greater focus on early intervention and prevention.

Furthermore, the introduction of our Safeguarding, Quality Assurance and Improvement Service has increased our capacity to focus on quality assurance and saw the introduction of monthly case file evaluations, allowing us to target areas where practice needs to be improved.

One identified area where practice needed to be improved was the Disability Service. An in-depth improvement plan including the strengthening of the management structure and social work practice has been developed and by the end of 2023-24 implementation of the improvements are well on their way and will continue into next year.

### Contribution to Multi-agency Safeguarding Practice and Partnership Working Arrangements

One area of particular focus has been the practice around individuals with learning disabilities and autistic people. We invited the LGA to carry out a peer review on Learning Disability and Autism across the health and social care system.



We also conducted an in-depth needs assessment on autism. These highlighted the need for a Learning Disability and Autism Strategy which will be co-developed with partners and individuals with lived experience. We are starting this off with a series of events in June 2024. One of the areas of focus will be how safe people with learning disabilities and autistic people feel in the local community.

Following an analysis of equalities in safeguarding, we engaged Healthwatch to investigate how the South Asian community perceives access to adult social care. Consequently, our plan is to enhance safeguarding awareness within the South Asian community.

The local authority continues to be the lead partner in organising and chairing the Safeguarding Adults Complex Cases Group as well as the Performance and Quality Assurance committee.

## The impact of partnership work on the delivery of services for service users

We have moved from an all age disability service to a children and adult service, therefore a particular focus in partnership work has been the transition period from when a young person moves into adult services. We have developed a transition protocol and any transition work is overseen by a multi agency transition panel to ensure safe transition from one service to the other.

We commissioned a Home Settle and Support Service with our partners in the BHR health and social care space to help people feel more safe when they come home from hospital, particularly when they live alone.

We have strengthened our approach to safeguarding people at risk of self-neglect and hoarding in response to partner feedback, Safeguarding Adult Review themes and because neglect is the biggest single risk type in safeguarding enquiries. We have analysed the characteristics of people involved in self-neglect enquiries and included the risk factors in our refreshed Self-Neglect and Hoarding Policy and approach.





# The Metropolitan Police

## Developments and improvements in safeguarding adults practice

To support A New Met for London, we will invest in and prioritise public protection in all its forms, by transforming our approach to:

- safeguarding children and vulnerable people
- tackling violence against women and girls
- exploitation, and
- wider offender management.

We are introducing a new approach for public protection which will seek to redress the structural and cultural factors in order to build trust, reduce crime and raise standards. By the end of the programme, Public Protection will:

- have closer and more proactive relationships with the Crown Prosecution Service and other partners – helping to solve more crimes and prosecute and convict more offenders.
- have an enhanced service for victims that is focused on reducing repeat victimisation and securing justice for victims, by delivering in partnership with public sector organisations, NGOs, and the third sector.
- reduce offending by becoming more proactive in victim support and offender management, deriving best practice modelling from other Met capabilities.
- realign the Public Protection mission to remove extraneous demand that can be better done by other organisations, to improve capacity and allow Public Protection to focus on where it can deliver the most impact for Londoners.
- have an operating model for Public Protection that is future-proofed and supports an experienced and impactful workforce.
- Draw in external expertise for insight challenge and transparency.
- Build the knowledge and skills of all non-specialist officers who may be involved in Public Protection work.

## Contribution to multi-agency safeguarding practice and partnership working arrangements

We know that one of the barriers in place for teams providing investigative support to victim-survivors, is resourcing pressures. To address the demand on our Rape and Serious Offences (RaSSO) Teams we are:

- steadily transforming how we are configured in order to ensure we deliver the best possible service across all of Public Protection, including an uplift of over 550 more officers and staff.
- changing the role of sexual offences investigations trained (SOIT) officers to Engagement Officers (EO). This means giving additional training to the current SOITs with a focus on perpetrator interventions, so we can focus on safeguarding the public even when we are unable to build a strong enough case to take forward to trial. This will equip and empower RaSSO PCs to work with their team to disrupt and tackle predatory offenders
- The MPS finished 2023-2024 as the leading force in positive outcomes for rape compared to our most similar forces nationally.

The Community MARAC is chaired by the police and local authority and sees joint working and problem solving, allowing local issues brought to the panel for discussion. This will include cases of ASB or those who are vulnerable and in need of support.



## Right Care Right Person (RCRP)

Six months after going live, our new approach to responding to mental health related incidents has freed up over 170,000 officer hours allowing us to focus on priorities that mean the most to our communities and ensuring people in a mental health crisis get the right care and aren't criminalised.

Right Care, Right Person (RCRP) is helping to deliver our commitment in A New Met for London to significantly improve our service to victims. All health-related incidents are now assessed against the new approach by the MetCC call handlers, allowing them to check whether police attendance is the most appropriate response for the call, or whether the person's needs may be better met by a health or social care professional.

Before the launch of RCRP in London, it would take on average 14.2 hours in A&E and 8.5 hours at a health-based place of safety for police to hand a patient into medical care. Based on national findings, we know police officers across all forces are spending just under one million hours a year with mental health patients in hospitals waiting for assessment. These are precious hours that are being taken away from tackling crime priorities or using the powers that only we have to target offenders and support victims.

Six months in and we're already realising the benefits, seeing it free up valuable police time to focus on progressing investigations and supporting victims. Since the launch, officers are responding to 18% more urgent robbery calls and, despite the increase in volume, getting to victims within 11 minutes – 6% faster than before the scheme was implemented. Similarly, officers are responding quicker to burglary and violence calls.

## The impact of partnership work on the delivery of services for service users

Officers are spending more time on scene with victims compared to the same period last year. They are attending fewer health calls – with deployment reducing from 41% to 27% compared to the same time last year.

Each month, this equates to 6,000 fewer deployments and around 34,000 officer hours that can be spent tackling crimes that are impacting Londoners instead.



# NHS North East London Integrated Care Board (NEL ICB)

## Contribution to multi-agency safeguarding practice and partnership working arrangements

The Designated Professional for Safeguarding Adults continues to engage with wider London and National safeguarding forums, where information is then brought back to Barking and Dagenham and shared across the system as appropriate.

The Designated Professional has continued to develop relationships across the system which has enabled greater partnership working. There has been support to Primary Care services by delivering safeguarding adults training and updates at the most recent Protected Time Initiative (PTI) for GPs. The session looked at understanding mental capacity as well as aspects of the Mental Capacity Act 2005 such as Lasting Powers of Attorneys.

The Designated Professional continued to chair the Safeguarding Adults Review (SAR) Committee and supports the SAB in meeting its function to commission SARs when required. We published SAR 'George' in December 2023. This SAR highlighted areas of learning for both Adult Services as well as Children's Services, and an action plan was developed which has been monitored in the SAR Committee.

The ICB has various workstreams which the Designated Professional is involved in and brings back to place in Barking and Dagenham. The ICB is leading work on homelessness and how we can work more collaboratively to support homeless people.



## Contribution to Multi-agency Safeguarding Practice and Partnership Working Arrangements

The Designated Professional has continued to engage with the Local Quality Surveillance Group which is a group set up to support assurance and safeguarding work in relation to care homes, supported living schemes, homecare providers, and Primary Care providers. This meeting is held bi-monthly and is an opportunity for ICB colleagues to come together with local authority colleagues to better understand where there may be worries about care providers and the work underway to support them. The Designated Professional continues to work alongside the local authority's Provider and Quality Improvement Team when there have been concerns about specific care providers. We also work with other local authority areas in a similar way to ensure assurance is sought where Barking and Dagenham residents may have been placed.

The Barking and Dagenham Community Safety Partnership (CSP) Board is also attended by the Designated Professional as well as ad hoc workshops around the newly introduced Serious Violence Duty. The Designated Professional has been part of a panel for an ongoing Domestic Homicide Review for a local resident.

The Designated Professional also engages well with the Safeguarding Adults Board (SAB) and continues to support the SAB to achieve key areas of work. In particular, the Designated Professional is able to gather feedback from Primary Care providers across Barking & Dagenham and is able to bring this information back to the SAB for information sharing purposes as and when required.



The Designated Professional has continued to chair the SAR Committee which supports the SAB in meeting its function to commission SARs and leads on the process to commission SAR authors for new SARs.. The Committee also oversees the action plans that come out of published SARs to ensure that assurances are sought for actions that agencies have committed to completing.

The Designated Professional has worked with partners in developing the new BD One Panel which is a forum in which decisions are made about whether cases meet thresholds for statutory reviews, namely Safeguarding Adult Reviews, Domestic Homicide Reviews, and Local Child Safeguarding Practice Reviews.

The Designated Professional is also a co-chair of the newly formed Learning from Practice Subgroup which aims to consider learning from all reviews from an all-age perspective. The group aims to share learning across the partnership and review how effectively learning has been embedded.



### The impact of partnership work on the delivery of services for service users

Part of the Designated Professional's role is to gain assurances around how care is delivered, and where there are adverse inspection results, to support services to improve their safeguarding practice.

As a result of published SARs, action plans have been developed which partners have agreed to implement. This can lead to organisations delivering safer services to service users and shows a willingness for organisations to learn from incidences.



# Barking Havering and Redbridge University Hospital Trust (BHRUT)

## Developments and improvements in safeguarding adults practice

BHRUT has in place well established Safeguarding Operational and Safeguarding Strategic & Assurance Groups.

BHRUT's Safeguarding Strategy 2021-2025 continues to deliver the agreed priorities which are underpinned by the Safeguarding Annual Workplans, which are reviewed quarterly and on an annual basis. They align with key priorities reflecting local and national agendas.

BHRUT Flowcharts for the processing of discharge alerts, SARs, and Section 42s have been reviewed, with emphasis on implementation of actions. BHRUT are working on developing an improved system of tracking the implementation of actions arising from recommendations from SARs and Section 42s.

The Safeguarding Team reports on mental health to demonstrate that the Trust has appropriate mechanisms in place to support patients detained under the Mental Health Act and those who present in mental health crisis. Areas requiring improvement are identified and appropriate actions taken to address the issues identified.

Safeguarding cases are discussed at the Trust's Patient Safety Summit and at the Trust's Safeguarding Operational Group meeting. Monthly safeguarding bulletins are produced and include:

- Domestic Abuse - a Guide for Managers (April 2023)
- Unsafe Discharge for a Learning Disability Patient (July 2023)
- SAR 'Kasey' (August 2023)
- Dementia and Compassion in Care (September 2023)
- Modern Day Slavery and Human Trafficking (November 2023)
- Right Care Right Person (RCRP) (January 2024)
- Learning Disability Case (February 2024)

Participation in the Trust Ward Accreditation Framework (WAF) scheme continued during 2023/24. The programme sets clear standards and measurements to help our staff understand where they are already delivering good patient care and areas where they need to improve. As a result of the WAF, additional safeguarding training sessions have been delivered. These aim to reinforce staff safeguarding knowledge and practice. Regular Safeguarding Team walkarounds also take place to support staff and provide on the spot bite size training and supervision when any gaps in knowledge are identified.

Safeguarding training includes:

Level 1-2 Safeguarding Adults & Children's electronic training.

Level 3 Safeguarding training is delivered face-to-face twice per month on both hospital sites

Tier 1-3 Dementia Training

Tier 1 – Oliver McGowan training

Level 2-3 Learning Disability & Autism training

Compliance is reported quarterly at the Trust's Safeguarding Operational and Safeguarding Strategic & Assurance Group meetings.



## Contribution to multi-agency safeguarding practice and partnership working arrangements

A number of sessions took place as part of a Patient Safety Practitioner event in response to a SAR to look at improving collaborative working in relation to safer discharges. BHRUT worked in collaboration with NELFT to organise a very successful joint discharge event supported by senior management across both organisations. This event was well attended with good participation from representatives of various agencies and very positive feedback was received. Learning from the event was outlined and action plans are being developed.

The Safeguarding Team attended the Neglect Symposium for Barking and Dagenham Professionals in March 2024, where key learnings were brought back from case studies and learning reviews.

The Trust has successfully maintained multi-agency attendance at the following meetings:

- Safeguarding Adult Board (SAB) meetings
- Safeguarding Adult Review (SAR) Committee
- Performance and Quality Assurance Committee
- Working Groups (BHR)
- Quality and Effectiveness working group
- Safeguarding Adults Complex Cases Group
- MARAC.



## The impact of partnership work on the delivery of services for service users

Safeguarding Adults Practice and initiatives were celebrated during the National Safeguarding Week in 2023. The themes covered included:

- The role everybody has in safeguarding adults including a presentation from the ICB Designated Nurse for Barking & Dagenham talking about the role of the Designated Professional or Nurse in Safeguarding Adults.
- Secondary and Vicarious Trauma.
- Adopting a Trauma-Informed Approach to Safeguarding Adults.
- Taking the lead on safeguarding within your organisation, looking at creating a safer organisational culture.

The Trust Safeguarding Adults at Risk Policy identifies the requirement for staff to 'Make Safeguarding Personal', increasing staff skills and confidence in mental capacity assessment and promoting the use of advocacy services.

The Trust's Safeguarding Adults Concern Form includes a section on involving the adult at risk. This section asks what outcome the individual is looking for. The Trust monitor this by completing a two Making Safeguarding Personal audits a year, which is included within the Trust Safeguarding Audit Schedule. The audit includes the review of consent and outcomes.

A Patient Partner is a member of the Trust's Safeguarding and Strategic Assurance Group. Patients, relatives and loved ones are members of the Trust's Learning Disability and Dementia Working Groups.

## North East London Foundation Trust (NELFT)

### Developments and improvements in safeguarding adults practice

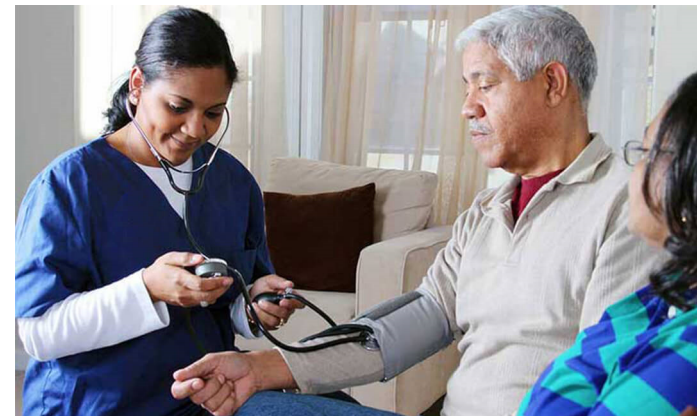
The NELFT Safeguarding Team have strengthened the safeguarding leadership by appointing a substantive Head of Safeguarding for Adults and Children and Lead for Looked After Children.

The Safeguarding team have now established a Safeguarding Assurance Group, which is attended by the NELFT safeguarding management, Integrated Care Directors, service leads from each of the localities and ICB colleagues. NELFT has also established the Safeguarding Learning and Operational Group, where themes and trends are also discussed along with learning and improvements. These are also attended by participants who attend the Safeguarding Assurance Group. The purpose of both groups is to strengthen NELFT's safeguarding response, improve processes through learning, develop and respond to changes in laws, local and national procedures, provide assurance and work more collaboratively with operational colleagues and multiagency partners.

NELFT now have in place a substantive Mental Capacity Act (MCA) Lead who is based within the Mental Health Legislation team. This dedicated lead will ensure the Trust meets its statutory duties under the Mental Capacity Act. They will also be monitoring DoLS activity and providing support to our acute inpatient wards. The MCA lead and safeguarding team will work in partnership and support operational teams, especially when cases do not meet the safeguarding threshold, but apparent risk appears to be high. Work is currently being planned to raise awareness and staff understanding with regards to executive capacity.

The NELFT safeguarding team have rolled out 'Think Family' - 'Professional Curiosity' training between August 2023 and January 2024 across the Trust. They have also supported the Clinical Effectiveness team with training, such as sexual safety, professional boundaries and record keeping. The safeguarding team regularly support induction for new staff and provides professional boundaries and safeguarding training. They regularly attend the new Patient Safety Incident Group for serious incident reviews, chaired by the chief nurse and the Incident Reporting Group where all incidents are discussed by the operational leads and corporate services.

The safeguarding team will review, raise awareness that safeguarding must be considered and will provide advice and support to those services. All of this informs practice through training, specific actions to change practice and audit that demonstrates change has been achieved. The NELFT Barking and Dagenham local operational leadership team have now established weekly child and adults safeguarding and risk meetings where incidents, safeguarding concerns and updates from the SAB and its sub groups are communicated. It is also the forum where clinical high level risk cases are discussed and escalated if required.





## Contribution to multi-agency safeguarding practice and partnership working arrangements

The NELFT Integrated Care Director continues to represent NELFT at the Safeguarding Adults Board and some of its sub groups. The Assistant Director and service leads also represent at the SAB sub groups and the Named Professionals for Safeguarding Adults and Children attend the newly established One Panel alongside the Assistant Director. All communications, discussions and updates from the SAB and sub groups are fed back into the weekly Barking and Dagenham risk and safeguarding meeting, which is attended by all NELFT service leads.

NELFT and the Council continue to work in partnership to support safeguarding enquiries and complex cases. The NELFT operational service and the NELFT Safeguarding Team ensure timely responses for requests for information from the Local Authority and SAB partners if appropriate (and in line with Data Protection Act). This also includes attendance at safeguarding meetings to ensure the Trust is meeting its statutory responsibilities and duties. The NELFT safeguarding and operational services actively contribute to Safeguarding Adult Review, Domestic Homicide Reviews and Childrens' Safeguarding Practice Reviews.

NELFT are currently undertaking partnership work to develop the discharge process and community referral pathway within the BHR economy. NELFT have a dedicated lead who has been working with BHRUT in the last year with a focus on improving communication and discharge processes. NELFT held a networking meeting in March 2024 between acute care services in BHRUT and NELFT. The meeting was successful and more work and networking opportunities for our community health services are being planned for 2024-25.

NELFT are also represented at the Multi Agency Safeguarding Hub (MASH), Multi Agency Risk Assessment Conference (MARAC) and Violence Against Women and Girls (VAWG) groups. All learning, actions, updates and awareness are supported and circulated by the NELFT Named Professional and Operational Service Lead.

## The impact of partnership work on the delivery of services for service users

At a strategic level partnership work remains a key priority for NELFT as reflected in the Trust's Best Care Strategy. We will continue collaborate, innovate and co-produce with our patients, communities and partners.

We will do this by:

- Effectively engaging in our systems to develop collaborative models which improve patient care.
- Ensuring we listen, hear and empower our patients, carers and communities to shape the services we provide in our partnerships.
- Strengthening our community engagement to support and address equality of access and responding to patient and community feedback.

Although it has been acknowledged that services continue to work under pressure in difficult and challenging circumstances the partnership in Barking and Dagenham and the across BHR has been proactive in developing its safeguarding response and communication process.

NELFT continue to prioritise attendance at the SAB and its committees and other key safeguarding meetings, including supporting the work of the Safeguarding Adults Complex Case Group and commissioned SAR working groups.



# Care Provider Voice (CPV)

## Developments and improvements in safeguarding adults practice

Care Provider Voice (CPV) was founded in 2020 at the height of the Covid pandemic. We are a forum that works to support the care sector in the North East London region. CPV is led by providers, for providers, to:

- collate and provide resources for care providers
- ensure that care providers are represented and their voice is heard
- support care recruitment and workforce development.

Our vision is to create a strong network of empowered care providers, partners and valued workforce to collaborate and celebrate the care sector.



## Contribution to multi-agency safeguarding practice and partnership working arrangements

CPV's representation at the Safeguarding Adults Board has allowed care providers to be involved in strategic discussions and decision making. We are able to share providers point of views, challenges and insight into day to day operations.



## The impact of partnership work on the delivery of services for service users

We have supported partners to hear the voice of service users at the SAB conference held in October 2023 where we supported a service user and carer to give a presentation. This helped professionals understand services user's perspective and input into the work of the board.

We also support care providers to access free online training including safeguarding, Mental Capacity Assessment, Deprivation of Liberty Safeguards and whistleblowing.

# The Probation Service

The Probation Service is responsible for the supervision of adults subject to court imposed sanctions. Barking, Dagenham and Havering currently supervises approximately 1200 individuals subject to either community penalties or end of custody licence periods. As part of this statutory duty the Probation Service is responsible for the assessment and management of risk posed to self and others under its supervision.

## Developments and improvements in safeguarding adults practice

We have continued to support staff with a series of workshops and thematic training events. We have also worked to improve all safeguarding data quality for both children and adults and have developed a management information system to track safeguarding activity. All probation staff have to undertake a rolling programme of safeguarding training as part of their mandatory training schedule. This is directly linked to pay progression and the Civil Service competency based framework. Staff are aware of the fundamentals of safeguarding issues and the responsibilities they hold.

## Contribution to multi-agency safeguarding practice and partnership working arrangements

Probation continues to work collaboratively with key partners to manage risk and support those subject to probation and their potential victims. Strategically through participation of the adult safeguarding boards and Violence Against Women and Girls (VAWG) Strategic Group.

Operationally Probation is an active contributor to the Multi Agency Risk Assessment Conference (MARAC), leads on Integrated Offender Management (IOM) and Multi Agency Public Protection Arrangements (MAPPA) case management panels and also contributes to wider community safety and safeguarding agenda via partnership engagement. Probation has dedicated a Multi Agency Safeguarding Hub (MASH) representative.



## The impact of partnership work on the delivery of services for service users

It is challenging to quantify the impact of partnership work on the delivery of services for service users especially within the criminal justice focus of probation. However, via the work of the SAB we have managed to improve partnership attendance at key operational meetings including mental health attendance at both MAPPA and IOM meetings which helps ensure that relevant individuals can access the appropriate support services.

This is also reflected in improved assessments under the Care Act and access to appropriate accommodation services.



# 7. Quality of Care

## Overview from the Council - Adult Social Care Provider

The number of providers who are based in the borough has increased. There are now 124 homecare providers registered with CQC based in Barking & Dagenham. This has meant there has been lots of interest in making applications for the upcoming tender renewal for the homecare framework. There is also a significant number of new providers setting up supported living services in the borough, who are keen to apply to join a framework to improve the chance of getting referrals from Barking and Dagenham.

### Work of the Provider Quality and Improvement Team

There were 108 visits to adult providers between April 2023 and April 2024. Throughout the year, and as per the Borough's provider risk assessment process, ten providers were rated as 'red' and were subject to an intensive improvement plan and heightened level of inspection. Five of these providers were rated as red and then moved to blue which means a temporary suspension was imposed. The suspended providers consisted of one nursing home and four homecare agencies. This means that alongside an improvement plan and heightened level of inspection, these providers were suspended from taking any new service users and any service users that were supported by the provider were reviewed by social work colleagues. At the end of 2023-24 one homecare provider remains suspended, rated Inadequate by CQC following the recommendation of the Provider Quality and Improvement Team after sharing the findings from a quality assurance visit in August 2023. The required provision here is now being contracted by another agency.

There were also 12 providers of homecare agencies who were rated 'red' due to us being informed via London ADASS, CQC and from anonymous whistleblowing, that there were issues with their UK VISA (UKVI) sponsorship scheme and their licences had either been suspended or revoked. The team has been involved in providing information to providers and working with London ADASS to plan the use of the upcoming funding provided by the Home Office to improve the experience of the international workforce.

Chaseview Care Home who remained suspended, informed the Local Authority in April 2023, of its intention to close down. The home closed in August 2023 and the team worked with the task force, staff and management at Chaseview Care Home, operational teams and other Council colleagues to ensure the smooth transition of the remaining 77 residents to alternative accommodation and the safe closure of the home.





## Provider Engagement

We continue to meet regularly with providers through our Home Care and Care Home Forums. In 2023-24 we hosted sessions for all providers regarding the UKVI sponsorship scheme, where more than 50 providers attended. We supported commissioning teams to gather feedback for the purpose of the upcoming homecare tender. Regular service user satisfaction is gathered by a volunteer who makes 20 calls per week to people using homecare services. Satisfaction has remained above 95% throughout the year.

In March 2024 we held our third face to face all provider forum. The forum aimed to increase providers' engagement levels with the Council and for the Council to deliver an informative and practical agenda that drew awareness to current issues impacting the care sector such as safeguarding concerns, mental health, prevention, reablement, international recruitment and significant training opportunities.

Eighty-five providers attended the forum from across the provider spectrum, including homecare, care homes, supported living and mental health providers. There are plans to continue to hold provider forums face to face as the high level of engagement has shown this is the preferred option.

The Council work with Care Provider Voice Northeast London, who are a care provider run organisation seeking to support the social care sector. They are commissioned to provide support with recruitment and access to a peer support network. This includes a job brokerage service which supports local people into the local care sector and a central recruitment portal which gives providers somewhere central to post vacancies. This has resulted in job offers across Barking and Dagenham, Havering and Redbridge. In addition to this, LBBDD gives local providers free access to Grey Matter Learning which is a health and social care learning portal. This ensures all providers commissioned by and registered in the borough have access to high quality training for staff. It also reduces the cost of running a business in the borough by removing the need to purchase individual training contracts.

Recruitment and retention issues have largely been met by the UKVI sponsorship international recruits. However, we are beginning to see there have been some issues with some providers misusing the scheme and recruiting when they have not been able to meet the terms of the scheme e.g. the ability to provide international recruits with full time working hours. We have become aware of some providers having their licence suspended or revoked, this may impact on other areas of the council, e.g. homelessness, poverty, social services referrals etc.

## Carers Charter

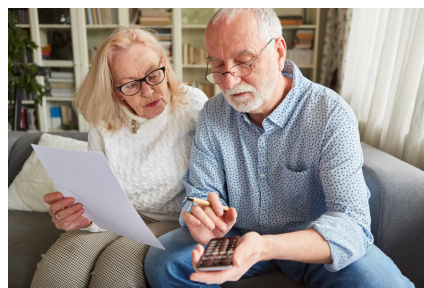
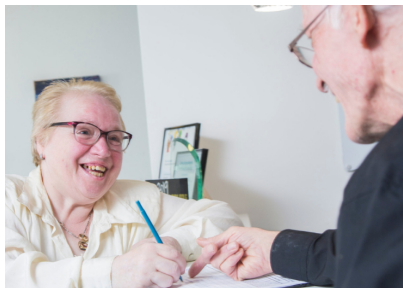
The Carers Charter 2022-25 launched during Carers Week 2022 outlines the commitments of the partnership to carers locally. The Carers Charter details co-produced 'I statements' that have been used to develop a Carers Action plan and deliver positive outcomes for Carers which are monitored through the Carers Strategy Group. Some of the work that has achieved has included:

- The ICB working in partnership with the Carers support service to promote access to Carers Support through the GP screens.
- The development of training for frontline workers for awareness raising and identifying hidden carers
- A carers discharge pathway is being developed with partners across BHRUT, social care, ICB and the community and voluntary sector. This project focuses on timely information and advice to carers at the point of discharge for the cared for. The project will deliver information tools for all three boroughs that feed into the BHRUT hospitals.
- Alongside the Carers Charter, Barking and Dagenham continues to commission the Barking and Dagenham [Carers Hub](#).



## Direct Payment Support Service

In 2022-2023, the local authority identified the requirement to significantly redesign our Direct Payment Support Service following a comprehensive direct payment reviews project. Four key areas were identified to improve the service for our residents. Simplicity, transparency, hands-on support and comprehensive reviews. In 2023-2024, the Local Authority tendered for the new Direct Payment Support Service, with a redesigned service specification clearly detailing the needs of both our residents and our staff. The new service requires the provider to deliver high-quality information, practical advice, guidance and hands-on support on all aspects of Direct Payments. This is alongside helping residents to innovatively plan the best ways to use their personal budgets and supporting the workforce by providing enhanced recruitment support. Practically, the support on offer ranges from helping residents in identifying personal assistants (PAs), to heavily supporting them to become employers. The provider will work with residents to ensure their personal assistants have the right to work in the UK, help residents in creating tailored contracts of employments and carrying out DBS checks with consent. It was further decided that every existing adult direct payment recipient with an employed PA would receive a comprehensive review from the provider to ensure they are compliant with their responsibilities of being an employer. The service will also help the Council to try and enhance the PA market, offering a hub for PAs to advertise their availability and will fully vet them, allowing for speedy recruitment and providing access to important safeguarding training. This is implemented alongside a new visiting officer process, which means an officer visiting residents to complete a Financial Assessment form and notifying residents of how much their care might cost, prior to residents receiving a chargeable care provision. This optional service is provided free to residents and supports people with their decision making.



## Care Technology

In 2022-23, our Care Technology service in Barking and Dagenham successfully transitioned 2,440 residents from the former Careline service to Medequip Connect, ensuring continuity and introducing new services like a falls pick-up service. Despite the initial improvements, integration challenges with the local health and care system necessitated a strategic re-evaluation.



In 2023-24, we partnered with Alcove to help realise our ambition for a 'technology first' approach. Since the service transition in September 2023, significant advancements include:

- Upgrading 420 clients to more advanced digital technologies as part of the digital switch programme.
- Processing 880 new Care Technology referrals.
- Offering over 100 digital technology package combinations, ensuring tailored solutions for each resident.
- Tracking over £800k in financial benefits, underscoring the economic impact of the service enhancements.

These changes are part of our broader strategy to integrate care technology more effectively within our health and social care framework, leveraging digital transformation to provide more personalised, preventive care solutions.

## Supporting Discharge

We continue to work in partnership to develop and commission innovative services to support discharge and reduce re-admission to hospital. We are working with Barking, Havering and Redbridge (BHR) Hospital Trust and NELFT to continue to develop the BHR Integrated Discharge Hub (IDH) to support the discharge of residents from hospital to the community. We have worked across all discharge pathways to improve the experience and outcomes for our residents and also to support the local acute hospital system with the demand increases for their bed base.

Key to the success of the IDH is the trusted assessor model which enables the trusted assessors of care needs to work across the hospital wards to increase the efficiency of assessments for placements across care settings. Access to the Home First project supports residents discharged home with support needs and sees therapists meet residents at home to assess their needs and to ensure that they have access to a range of support to help their recovery and to reduce readmission to hospital. BHR are supporting residents discharged to nursing homes through a discharge to assess approach.

Over the winter of 2023-24 we utilised the Adult Social Care Discharge Fund to support innovation in discharge to ensure flow out of hospital beds. One of the main areas that this covered was reablement. We ran a reablement pilot from November 2023 which, supported people who were being discharged via IDH directly into a reablement service with a dedicated specialist reablement provider Essex Cares Limited (ECL). They received both occupational therapy and physiotherapy services for two to six weeks depending on the level of need. This was with the aim of helping them to regaining independence and eliminate the need for ongoing care. This pilot was a success with 81% of those going through the pathway not requiring ongoing care.

The Adult Social Care Quality Assurance Team have visited the provider to undertake relevant quality and assurance checks. In addition to this during 2023-24 a trusted assessor model was put in place to work with named care homes and further support hospital discharge. Havering Care Association provides a trusted assessor based in the hospital and carries out pre-admission assessments for care homes. As the service is based in the hospital it enables pre-admission assessments to take place face to face, which ensures assessments are more accurate. The trusted assessors can respond to requests quickly and efficiently with 97% being completed in 24 hours. The Home, Settle and Support service commissioned across BHR supports hospital discharge for those who are not eligible for a care package but would benefit from short term support to reduce readmission and enable onward signposting as part of early intervention and prevention.

During the year the BHR Safeguarding Nurse and NELFT Safety Lead held a hospital based safeguarding event to improve collaboration between BHR and NELFT which has helped to link the hospital discharge team to district nurses in the community. Work is underway to look at the wider learning points around the broader system.



## Fair Cost of Care

In 2023-24 Barking and Dagenham increased the rates for our older adults care market by 16.2%, which was one of the largest uplifts in North East London, with a view of moving towards the Fair Cost of Care and ultimately supporting provider sustainability. This included an encouragement to pay care workers at least the London Living Wage.

Throughout 2023 and 2024, our average cost for new placements increased significantly compared to existing placements, moving even closer to the Fair Cost of Care.

Working with our North East London colleagues, we are seeking to analyse our use of the care market as a sector and look at shared themes to help us to develop our market collaboratively and use intelligence, data and customer feedback to better support providers and to improve service delivery.

Barking and Dagenham are working on the uplift policy for 2024-25.



What is "Cost of Care"?

## Commissioning Plans

Following learning from the pilot, we are extending our reablement pilots while we procure a new reablement service which has been co-produced with various stakeholders. The tender will assess compliance and practice around safeguarding and the specification will be clear about safeguarding requirements and serious incidents. The reablement service will replace our current crisis homecare provision, with the aim of supporting people at a point of care escalation, such as a hospital admission or a fall, to regain their independence and no longer require ongoing care and support. We will also be thinking about how we can prevent avoidable admissions and working in the community more.

Our homecare provision is also currently being reviewed and we will be looking to take the learning from our reablement pilot and service user feedback to improve how providers can help to support local residents to achieve their desired outcomes.

Through recent funded via Care City, we have identified three voluntary sector led projects to deliver innovative support to older people facing social isolation, in particular looking at those people who have been discharge from hospital and who do not have a strong support network.

Our carers provision is set to be boosted with a new hospital-based worker to support identify carers in health settings. This is to be complemented with a review and retendering of the existing provision which is being planned.

We continue to review and seek to make improvements to helps us to prepare for the new CQC regulatory framework for Adult Social Care inspection.

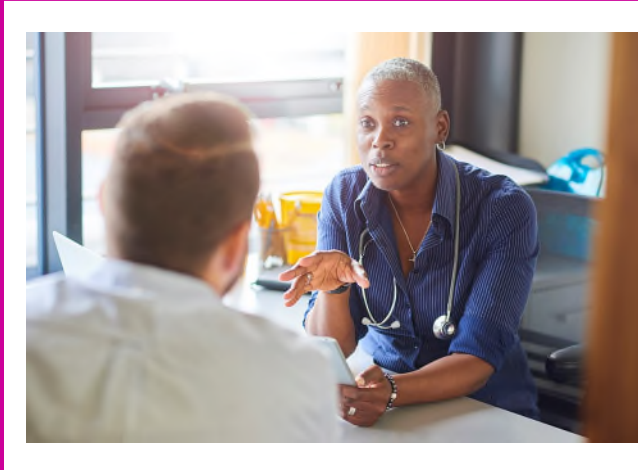


## Primary Care Providers

There are currently 33 GP practices across the borough. Out of these 33 practices, 23 of them have been rated by the Care Quality Commission (CQC) as being 'good'. This means that the standard of practice from these 23 practices is a good level for the general population across the borough. The CQC inspect various aspects of care and service provision, and this is broken down into five categories.

- Safe
- Effective
- Caring
- Responsive
- Well-led

Six practices have been rated by the CQC as 'requiring improvement'. Practices rated as requires improvement are supported by the NHS NEL ICB Primary Care Team



to improve their practice so that residents receive a better and safer service. Common areas of development include safeguarding, education and training, practice policy updates and communication.

There are four GP practices which have been rated as 'inadequate'. The NHS NEL ICB Primary Care Team are working with these practices to draw up robust improvement plans which are reviewed regularly to ensure the quality of service from these GP practices improves. NHS NEL ICB are working closely with the CQC, as well as the GP Federation where necessary, to ensure that whilst changes and improvements are made, patients continue to receive good quality, safe care. One of these practices is due for reinspection in the coming year having made significant improvements to the areas that were highlighted initially by the CQC.

## Learning Disability Mortality Reviews (LeDeR)

LeDeR is a service improvement programme and looks to learn from the deaths of people with learning disabilities and autistic people. LeDeR reviews are carried out for all deaths of people with learning disabilities and autistic people. These reviews make recommendations to improve practice and change processes so that the lives of people with learning disabilities and autistic people, are changed for the better. The Designated Professional currently holds the role of the Local Area Contact (LAC) for LeDeR reviews and essentially looks to quality assure the LeDeR reviews.

A total of 16 LeDeR notifications were received for the year 2023-24. Of these 16 notifications, 11 reviews have so far been completed. There were eight initial reviews and three focused reviews. Of the three focused reviews, two of the people were classed as white background and one was from a BAME background.

The reviews found that, generally care was delivered to an appropriate level and there were no significant concerns about the care that service users received. There has been some positive practice highlighted in the reviews such as how care providers really got to know their residents, and how some of them showed a very personalised approach to caring. There were also some good examples of GP practices making reasonable adjustments to support service users. There was a unique case of a male patient developing male breast cancer, which he sadly died from. However, this case highlights some learning which the Designated Professional has shared with the NEL Cancer Alliance around early indication of breast cancer in men.

A full LeDeR Annual Report will be published and will be available with further data and insights from across NEL.

# 9. Partnership Priorities

In 2023 we reviewed the SAB Strategic Plan and agreed a new three year plan to run from 2023 – 2026 with priorities and objectives. A number of actions were agreed as set out below. The full Strategic Plan can be accessed at this link <https://www.lbbd.gov.uk/adult-health-and-social-care/barking-and-dagenham-safeguarding-adults-board/safeguarding-adults-0>

Priorities	Objectives	What will we do to implement this?
1. The Voice of the Community	Hear the experiences of people with lived experience and use the feedback to develop the work of the SAB and its priorities.	Develop information, advice and guidance around safeguarding prevention with and for the wider community. Include people with lived experience in the SAB conference. Gain feedback from people with lived experience via the Social Care Network. Co-produce the 'living well in your own home' information and advice with the community.
2. The Cost of Living Crisis	Have a clearer understanding of impact of cost of living on safeguarding within the community.	Use data from SAB Performance Framework. Feedback from service users and community through community Hubs, BD Collective and health services.
	Support the wellbeing of staff and professionals across the partnership.	Assurance from partner agencies that support is available to professionals. Ensure new SAB polices aimed at professionals include information about support for professionals' wellbeing.
	Communicate across the partnership the support and resources available to our communities and service users.	Develop information and advice around safeguarding, living well in your own home and how to access services and support.

Priorities	Objectives	What will we do to implement this?
3. Address Inequalities within the Community	Identify the inequalities within our communities and address these.	Use data from the SAB Performance Framework to inform work and decision making. Feedback from service users and community through community Hubs, BD Collective and health services. Ensure information and services are accessible to all our communities and people with different needs. Identify any under-represented groups within safeguarding concerns and enquiries and carry out research and engagement to understand reasons behind this, including work in 2023-24 to understand the reasons behind an under-representation of Asian British, Black British communities and people with learning disabilities in safeguarding performance reports.
	Ensure information and advice is accessible to all communities using different forms, social media etc.	Produce an accessible safeguarding leaflet and video to raise awareness of what safeguarding is and what to do in the event of a concern.
4. Effective Partnership Working	Use the current training and learning resources across the partnership to enhance learning from SARs and other reviews.	Sharing of the learning from reviews and serious incident investigations across the partnership and with other partnerships. Sharing of training resources and information e.g. 7 minute briefings etc. Development, within a shared localities-based front door/adults MASH, of an aligned or joint safeguarding team with the NHS to have oversight, support safeguarding and share information and learning across the partnership. Assess the impact of the Right Care, Right Person model on safeguarding within the community.
	Make links across the Adults, Children, Community Safety and Health and Wellbeing Partnership.	Independent Chair to attend other partnership meetings where relevant. Work together to tackle domestic abuse including the sharing of learning from Domestic Homicide Reviews and Safeguarding Adults Reviews. Safeguarding Adult Reviews to be shared for learning with Children's Safeguarding Partnership, Home Care and Care Home Forum etc. Continue the focus on tackling self neglect across the partnership including building on the launch of the Self Neglect and Hoarding Policy and prevention and awareness raising.
	Grow the SAB membership to include voluntary and faith sector.	Invite the voluntary and faith sector to the SAB workshops and conference.

**The  
Safeguarding Adult Board's  
achievements  
2023-24**

Multi agency partnership pilot practice evaluation to gain insight into joint working and the safeguarding journey.

SAB conference held with a wide range of partners, professionals and services users in attendance covering a wide range of safeguarding topics.

Implementation of the joint Learning from Practice group to lead on learning from all reviews across the partnerships.

Independent Chair community visits to local family hubs and supported living services.

Implementation of the BD One Panel to have oversight of reviews from across the partnerships.

Implementation of learning in response to Safeguarding Adult Review 'George'.

Production of a new safeguarding leaflet.

Learning briefing focusing on financial protection and safeguarding.

Production of an easy read safeguarding leaflet developed with service users with learning disabilities.



### **Provider Failure**

This can happen when a care provider is unable to exercise its normal day-to-day duties.

Our Provider Quality and Improvement Team work closely with local providers to support them to provide good quality services. Information is shared with other boroughs and across the North East London area through the Integrated Care Board (ICB).

### **Service Demand**

We are seeing an increase in need for services across the partnership e.g. mental health, social care and health.

Partners continue to monitor service demand and share information and data across the partnership to respond appropriately.

## **Managing Risks Across the Partnership**

### **Communication**

Partners continue to communicate and all partners are engaged in collaborative work so that the shared priorities in the SAB Strategic Plan can be achieved.

### **Learning from Safeguarding Adult Reviews and Other Reviews**

The learning is fed into the Learning from Practice Group and disseminated across the partnership. Actions are monitored and outcomes are fed back to the SAB and other partnerships.

# 10. Safeguarding Information

For further information about safeguarding and information about the Safeguarding Adults Board please use the following link

[Safeguarding adults at risk of abuse or neglect | London Borough of Barking and Dagenham \(lbbd.gov.uk\)](https://lbbd.gov.uk)

**To report a safeguarding concern:**

**Adult Triage, Community Solutions**

020 8227 2915

[intaketeam@lbbd.gov.uk](mailto:intaketeam@lbbd.gov.uk)

[safeguardingAdults@lbbd.gov.uk](mailto:safeguardingAdults@lbbd.gov.uk)



**In an emergency:**

**Call 999 and ask for the Police**

Call 101 if you are worried but it is not an emergency.

**Out of Hours Emergency Social Work Duty Team**

020 8594 8356

[adult.edt@nhs.net](mailto:adult.edt@nhs.net)

