



Welcome

Keeping Adults Safe in Newham

National Safeguarding Week



19 November 2021

Cllr Ann Easter

Chair

Welcome & Introduction

Time	Item
09.45	Arrival
10.00	Introduction and welcome – Cllr Ann Easter
10.10	Introduction to Healthwatch – Leonardo Greco; Healthwatch Manager
10.20	Safeguarding in Context: Claire Solley: Director of Quality, Safeguarding and Workforce Development
10.30	What Does Safeguarding Mean to Newham Residents? - Julie Pal: CEO Healthwatch Newham
10.40	Safeguarding Process – Tony Pape: Team Manager, ASC Vulnerable Adults
10.50-11.00	10mins coffee break
11.00	Testimonials –what do residents say?
11.20	Breakout sessions: 1) Involving the voluntary Sector keeping people safe – Cllr Zulfiqar Ali: Cabinet Member for Adults and Health 2) Safeguarding Process – Tony Pape
11.50	Panel Session - Breakout rooms feedback and summary of main points/discussions. - Questions and Answers from the audience - Next steps
12.25-12.30	Final Comments, Thanks and Close – Cllr Zulfikar Ali/Cllr Ann Easter

Leonardo Greco

Healthwatch Newham Manager

Healthwatch Update



Background

- Part of a national Healthwatch Network set up by the Health and Social Care Act 2012
- Empower and assist local people to get the best from their health & social care by giving them a voice
- Undertake review visits to health and social care services across Newham
- Sit on local boards including the Health & Wellbeing Board and Newham's Clinical Commissioning Group Board
- Supported by an independent Advisory Board with members from local communities



14 Engagements during lockdown: 2020-21



Health
and
Wellbeing
Crisis
Survey



Mystery
shopping
of 29
dental
practices



Rapid
COVID19
Testing
Service
Review



COVID19
What's
next for
Newham?

Public event



Identifying
the hidden
needs of
carers



Signposting
to health
and care
services
during the
pandemic

Over **100** Healthwatch staff and volunteers across England trained in delivering
in-person and virtual engagement

Coming up...

Launching 'Keeping Adults Safe' with NSAB

Restarting our Enter and View programme

Establish a Young Healthwatch as the voice for young people receiving health and care services

Working with Newham Hospital on Discharge

Reviewing the GP Triage system

Preparing for the ICP/ICS

Supporting our Diverse Communities and Wellbeing Group

Improve access to dental practices

Claire Solley

Director of Quality, Safeguarding
and Workforce Development

Safeguarding in Context

Keeping Adults Safe in Newham

Online event

19th November 2021

Introduction to the Safeguarding Adult Board, Safeguarding Services and background to Safeguarding

The impact of Covid-19 on safeguarding during and post lockdowns/pandemic

Claire Solley, Director Quality Assurance, Safeguarding and Workforce Development

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What is Adult Safeguarding?

- It is everybody's business
 - Applies to adults aged 18 years old and over
 - The Care Act 2014 introduced statutory duties related to adult safeguarding
 - The Care Act Guidance states that adult safeguarding is about
 - Protecting an adult's right to live in **safety, free from abuse and neglect**
 - People and organisations **working together** to **prevent** and **stop** abuse or neglect
 - Making sure the **adult's wellbeing is promoted**, having regard to **their views, wishes, feelings and beliefs**
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- Adult safeguarding duties apply to an adult who:
 - has needs for care and support (whether or not the Local Authority is meeting any of those needs)
 - is experiencing, or at risk of, abuse or neglect
 - as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect
- If the above duty doesn't apply, action, advice and guidance is still provided as required to optimise the safety, wellbeing and quality of life of **all** residents
- **If you are worried about someone please contact Newham Council's Vulnerable Adults Team and we can support you**
- Newham Council has signed up to the ADASS London Multi Agency Safeguarding Adult Policies and Procedures

How does this work in practice ?

- All adult safeguarding referrals should be sent to Newham Council's Vulnerable Adults Team – we look at every referral we receive to ensure appropriate action is taken
 - We work closely with local care providers to support them to deliver a high quality of care and support
 - We review local data to take action if trends and themes are identified
 - We audit the quality of our work and use the findings to identify where things have gone well and to make any required improvements
 - We provide awareness and training for staff in the Council, other agencies, local community groups and residents
 - We are developing our systems to ensure the adult is at the centre at all times, the action taken is appropriate and that we use the views of adults to develop our approach
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The impact of Covid-19 on safeguarding during and post lockdowns/pandemic

- The pandemic has had a significant impact on safeguarding adults
- There were easements to the Care Act 2014 but duties related to adult safeguarding remained
- All essential visits took place with an appropriate Covid 19 risk assessment and management plan
- There was a decrease in referrals during lockdowns but as lockdowns began to ease there was a significant increase in the number of referrals received
- The following are some of the key areas of impact during the lockdowns and the pandemic overall (this is not an exhaustive list)
 - Covid 19 and inequality
 - Increase in Domestic Abuse concerns
 - Increase in self neglect concerns

- Pressure on carers
- Pressure on adults with care and support needs
- Pressure on the workforce
- Pressure due to Covid 19 related illness, loss of loved ones, unemployment, lockdowns, restrictions, schools being closed and working from home
- Impact of isolation on physical and mental health/ the increased risk of abuse
- Development of physical and mental health issues - not accessing support
- Increase in online abuse
- Increase in scams/bogus callers
- Barriers to support if adults cannot use technology
- Less people visiting residents – the risk of abuse is greater/ is not noticed
- Professionals are using technology to enhance communication and attendance at meetings
- We must raise awareness of the impact of the pandemic in the context of adult safeguarding with staff and residents
- The pandemic reinforced strong partnerships and commitment of all to work together to optimise the safety, wellbeing and quality of life of our residents

What is a Safeguarding Adults Board ?

- The Care Act 2014 statutory guidance states that each Local Authority **must** have a Safeguarding Adults Board
- It is a multi agency board that must include the Local Authority's statutory partners who are the local Clinical Commissioning Group and local Police
- It leads on adult safeguarding focusing on **prevention** of abuse and neglect and ensuring **multi agency arrangement are effective** when abuse does occur
- Newham's Safeguarding Adults Board has an independent chair
- Safeguarding Adult Boards must –
 - Publish a Strategic Plan
 - Publish an Annual Report
 - Conduct any Safeguarding Adult Reviews

These documents are available on our website

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What are the priorities of the Safeguarding Adult Board ?

Newham London

- Joint Strategic Priority 1 - **Preparing for a rise in safeguarding referrals.**
To ready the system for an anticipated increase in safeguarding referrals once lockdown starts to ease. This may coincide with a second wave of infections
- Joint Strategic Priority 2 - **All Age exploitation.** To co-ordinate and drive forward multiagency programmes and interventions in Newham which combat exploitation in all its forms e.g. financial abuse, modern slavery, sexual exploitation, criminal exploitation, and radicalisation
- Joint Strategic Priority 3 – **Transitional Safeguarding.** Moving from child to adulthood in a safe and positive way
- Safeguarding Adult Board Strategic Priority - **Themes Mental Capacity and Neglect**
- Sub groups are in place for each of these priorities to ensure our objectives are met

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Useful information and resources

Newham London

- Our dedicated phone line is open 24 hours every day to report concerns or seek advice: **020 3373 0440**

- **There is an online form you can complete -**

[How to raise a concern about an adult in Newham – What is safeguarding and how to raise a concern – Newham Council](#)

- **Please visit our Safeguarding Adults Board Website**

[Safeguarding Adults Board \(SAB\) – Safeguarding Adults Board – Newham Council](#)

- Here is the link to the Care and Support Statutory Guidance

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

- Here is the link to the ADASS London Multi Agency Safeguarding Adult Policies and Procedures <https://londonadass.org.uk/safeguarding/review-of-the-pan-london-policy-and-procedures>

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Thank you for listening

If you have any questions, please let me know

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Julie Pal

Healthwatch Newham CEO

What residents are telling us?



Reaching Out

In partnership with the Safeguarding Adults Board, we launched a series of engagements with a diverse range of community groups and residents.

Using focus groups, one-one interviews and online surveys, we gathered feedback from participants on

- what they think the concerns are
- what can be done to address the issues.



Afro Caribbean
Community



Carers
Groups



Domestic
Violence



Faith
Communities



Mental
Health

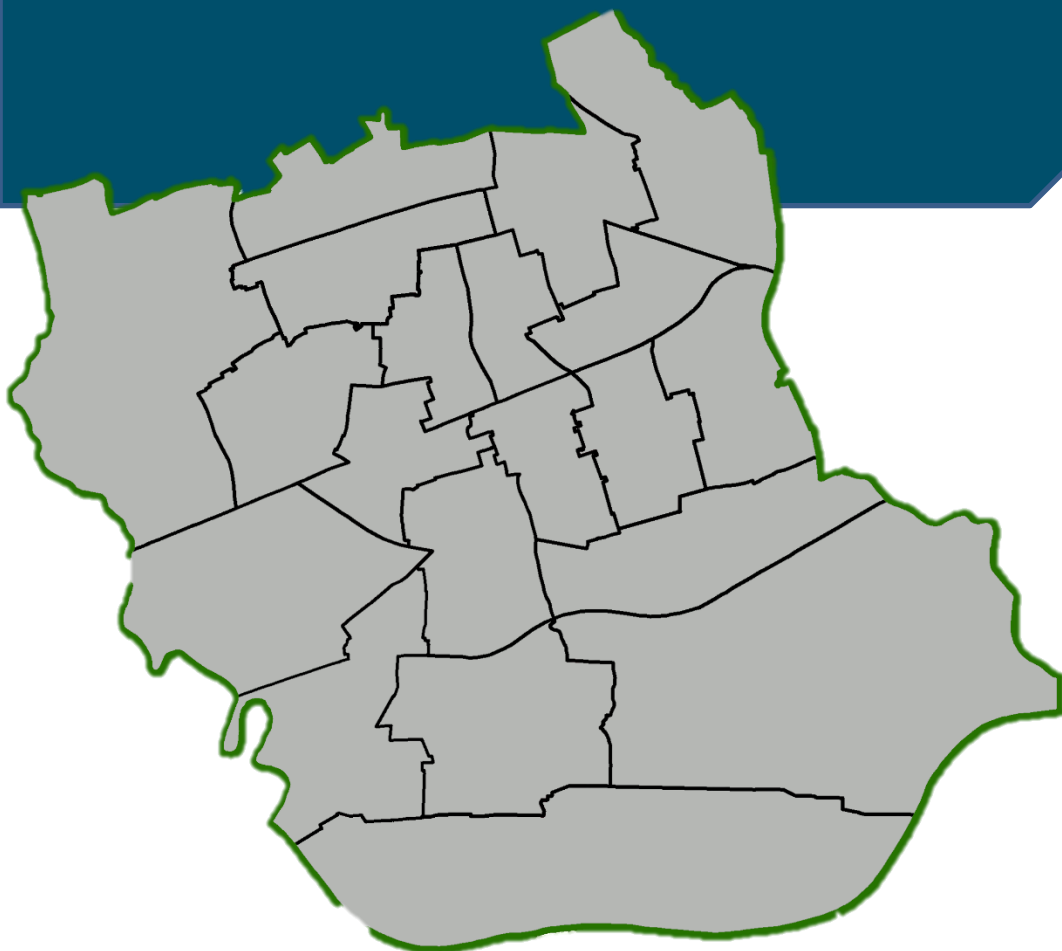


Older
People



Romanian
Community

Our Engagement:



We engaged with **43**
organisations including:

- Carers First
- Health and Social Care Commissioning
- HealTogether CIC
- Newham African Caribbean Resource Centre
- Newham Muslim Forum
- Subco Trust

Our Engagement:

5

**Website
updates
Were made**



421

**Members
received 35
WhatsApp
messages
across 7
groups**



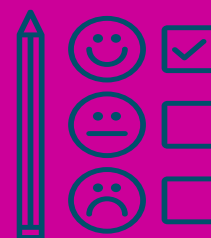
114

**Face-to-face
Engagements
were held**



28

**Survey
responses
were
received**



1864

**Followers
received
20
Social media
updates**



26

**Healthwatch
Newham
volunteers
shared the
survey**



What residents said:

Reach

87%

Of respondents
thought peer support
and community groups
were the best ways to
reach adults
at risk

Key abuse concerns:

Financial **78%**
Emotional **74%**
Physical **70%**

often by relatives


People want a better understanding of:

how to handle and
raise a concern **96%**


what constitutes
abuse **87%**

what is safeguarding **57%**


What some of our residents also said...



"Due to a lack of safeguarding my dignity has been compromised"



"Nobody even knows what safeguarding is, so how are we supposed to get help"



"Social workers are apathetic and I'm not seen as a priority"

Findings

We found people with language, cultural and social barriers, older people or those with a physical or mental health conditions were:

- ❖ More likely to be unaware about safeguarding.
- ❖ Less likely to identify a safeguarding concern.
- ❖ Unaware of how to report the concern either about themselves or others.

People who are marginalised or isolated face a higher chance of being at risk.



Our Introduction to Safeguarding video



Conclusion

- Focus on raising awareness
- Understanding different communities require different approaches.

- what keeping safe means
- what are the areas of concern
- how to identify concerns
- How to raise concerns safely.

People told us that the most effective way to do this is via community groups, grassroot organisations, community and religious leaders, etc.

Recommendations

Train the Trainer

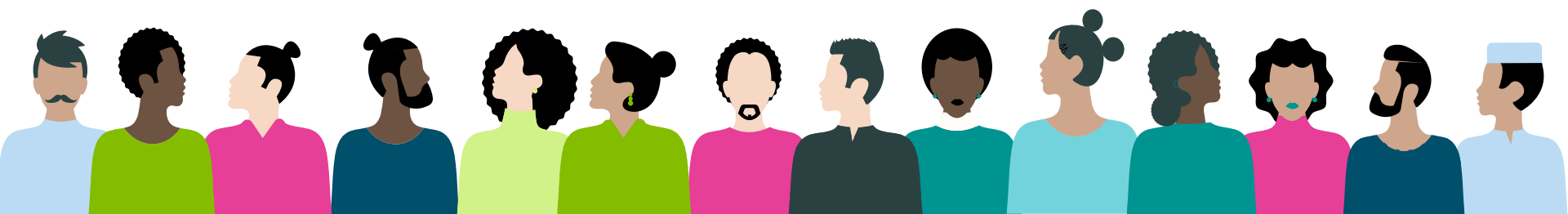
- The NSAB and LBN develop an outreach effort with local grassroots groups and community organisation.
- support and equip them to raise awareness and help their communities in the most culturally appropriate way.

NSAB Sub-Group

- NSAB agreed to establish a community engagement sub-group.
- Keeping People Safe - Reframing the safeguarding conversation locally.
- HWN will work with the NSAB to develop an Action Plan, incorporating residents' comments and suggestions.

The Community engagement sub group could take forward the following actions across the borough, with particular focus on residents we do not currently receive referrals from .

- Raise awareness of what safeguarding means.
- Raise awareness of how to report a safeguarding concern.
- Raise awareness of what happens when a safeguarding referral is made.
- Co-production of policies, procedures and delivery of training.



Summary of areas of work in adults and health

Develop

1

- Developing systems to measure feedback to referrers
- Developing our local policies and procedures in relation to making safeguarding personal – co production with residents

(This financial year, when a resident was asked what they wanted to achieve, 94.6% of outcomes were partially or fully achieved)

Review

2

- Deep dive into demographics of the residents who are the subject of safeguarding
- Referrals to understand where we need to raise awareness/ develop practice
- Review our response to concerns where they do not relate adults with care and support needs
- Reviewing our training on safeguarding adults
- Audit of safeguarding practice in the Local Authority to identify areas of good practice and areas for development

Lead

3

Leading on community engagement sessions in safeguarding adults awareness week

Tony Pape

ACS Vulnerable Adults Team Manager
London Borough of Newham

Safeguarding Process

Keeping Adults Safe in Newham

An introduction to safeguarding in The
London Borough of Newham

Tony Pape – Vulnerable Adults Team Manager

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Care Act - Safeguarding definition

- Care Quality Commission definition of Safeguarding Adults in Line with Care Act guidance:
- Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It is fundamental to high quality health and social care.



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Who does it relate to?

- An adult who:
 1. Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
 2. Is experiencing, or at risk of, abuse or neglect; and
 3. As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

How do we do it?

- We follow the guidance set out in the Pan London Multi Agency policies and procedures (2011). Which were updated and amended in line with Care Act requirements in December 2015. This guidance aims to provide consistency of approach across all London Borough's by:
 - Setting out clear timescales for processes and procedures
 - Sets out guidance for roles and responsibilities necessary for undertaking investigations and developing safeguarding plans
 - Defines the need for effective partnership working; e.g. between local authorities, Police, GPs, CCGs, Hospitals, Ambulance Service, Housing, CYPS and all provider services.
 - Clearly sets out historical policy context to inform best practice and now includes the incorporation of Making Safeguarding Personal Principles

So what is Making Safeguarding Personal (MSP)?

- This is about developing a person centred approach to safeguarding
- Conversations first with those thought to be/are experiencing harm
- It is about engaging with people about the outcomes they want at the beginning and middle of working with them, and then ascertaining the extent to which those outcomes were realised at the end.
- MSP seeks to achieve:
- A personalised approach that enables safeguarding to be done with, not to, people
- Practice that focuses on achieving meaningful improvement to people's circumstances rather than just on 'investigation' and 'conclusion'
- An approach that utilises social work skills rather than just 'putting people through a process'
- An approach that enables practitioners, families, teams and SABs to know what difference has been made

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The Care Act and Safeguarding

- Adult safeguarding means protecting a person's right to live in safety, free from abuse and neglect. The Care Act requires that each local authority **must**:
 - **make enquiries**, or ensure others do so, if it believes an adult is, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to stop prevent abuse or neglect, and if so, by whom;
 - **set up a Safeguarding Adults Board (SAB)**
 - **arrange, where appropriate, for an independent advocate** to represent and support an adult who is the subject of a safeguarding enquiry or Safeguarding Adult Review where the adult has 'substantial difficulty' in being involved in the process and where there is no other appropriate adult to help them
 - **cooperate with each of its relevant partners** (as set out in section 6 of the Care Act) in order to protect adults experiencing or at risk of abuse or neglect
- Applies to persons aged 18 or over at risk of abuse or neglect because of their needs for care and support
- Those who are over 18 but still receiving children's services and if there are any safeguarding issues the matter would be dealt with by the adult safeguarding team

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Aims of Adult Safeguarding in the Care Act

The aims of adult safeguarding are:

- To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
 - To safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives.
 - To promote an outcomes approach in safeguarding that works for people resulting in the best experience possible.
 - To raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect.
- In order to achieve these aims, it is necessary:
 - To ensure that the roles and responsibilities of individuals and organisations are clearly laid out.
 - To create a strong multi-agency framework for safeguarding.
 - To enable access to mainstream community safety measures.
 - To clarify the interface between safeguarding and quality of service provision.

6 Key Principles



There are 6 key principles which underpin all adult safeguarding processes as defined in The Care Act 2014 :

- 1) **Empowerment** - Personalisation and the presumption of person-led decisions and informed consent.
- 2) **Prevention** - It is better to take action before harm occurs.
- 3) **Proportionality** - Proportionate and least intrusive response appropriate to the risk presented.
- 4) **Protection** - Support and representation for those in greatest need.
- 5) **Partnership** - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- 6) **Accountability** - Accountability and transparency in delivering safeguarding.

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What Does Safeguarding Currently Look Like In Newham?

- Safeguarding Adults Board broadly represented by relevant stakeholder agencies and partners lead by Independent Chair responsible for developing yearly comprehensive strategy to inform effective delivery of safeguarding activity in the borough
- Safeguarding governance team responsible for managing complex cases (Organisational concerns) and for quality assurance activity to ensure that operational processes and procedures are of a high standard
- Dedicated Vulnerable Adults Team responsible for operational delivery of safeguarding screening activity

What does safeguarding look like in Newham continued...

- Dedicated One Number 24x7 for Reporting Concerns or seeking advice: **020 3373 0440**
- Comprehensive multi-agency safeguarding network comprising safeguarding board partners and local provider organisations such as- Metropolitan police, Barts NHS Trust, East London Foundation Trust (for both community and mental health customers) Local MARAC and One Stop Shop Service which accounts for a comprehensive range of DV service providers
- Safeguarding sub group forums facilitated by both LBN Commissioning and Contract Monitoring professionals (Preventative quality assurance approach).

Healthwatch role in safeguarding

- Independent national champion for people who use health and social care services
- Commitment to equality and human rights
- have the power to make sure that people's voices are heard by the government and those running services. As well as seeking the public's views also encourage services to involve people in decisions that affect them.
- Powerful role to play in relation to prevention, one of the six key principles that underpins good safeguarding practice.
- A role in terms of protection and empowerment also which fits with Healthwatch's overall ethos.

Useful resources

- [Skills for care](#)
- [SCIE](#)
- Register at Local Government Association (LGA) [Knowledge Hub](#)

Break (10 minutes)



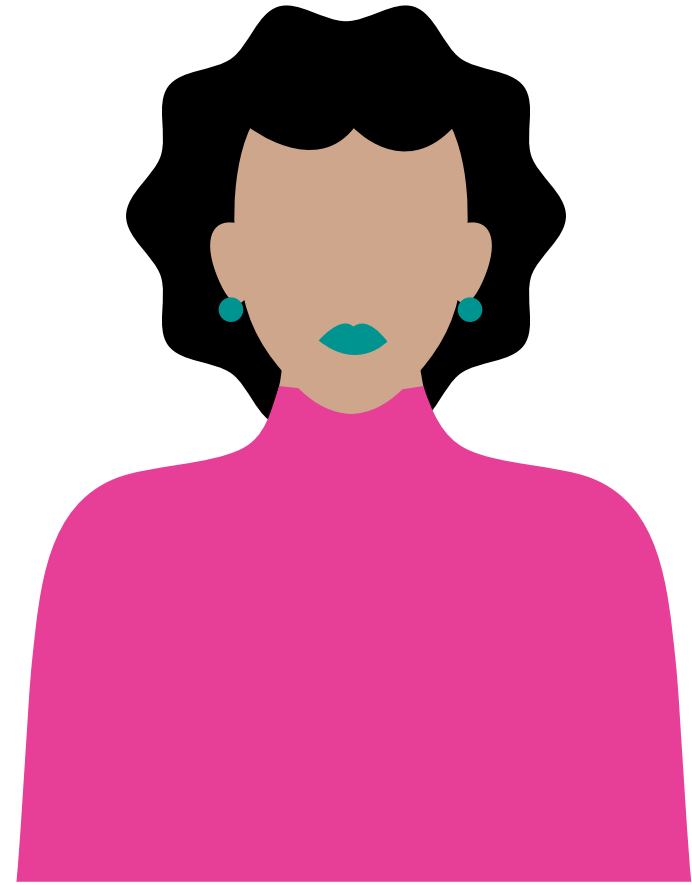
Experience 1

- Mrs. D is a Newham resident who cares for her disabled 14-year-old daughter.
- She contacted social services when her daughter was feeling suicidal.
- Staff were unhelpful and the case was put on waiting list.
- She received no follow up on progress.
- Mrs. D left her job to care for her daughter.
- The lack of support given has now affected Mrs D's mental health.



Experience 2

- Mrs. E is a cancer patient, who's son cares for her sister-in-law who is a stroke victim.
- Mrs. E's sister-in-law has not seen her GP for more than a year.
- Mrs. E has contacted social services but has not received any support due to the pandemic.
- Mrs. E's son is at breaking point due to lack of support.



Experience 3

- Mrs. C is a 59-year-old wheelchair user, who was unable to access support for 6 years
- She was unable to look after herself
- Did not have a wheelchair ramp to leave/access her home.
- Mrs. C found it very difficult to reach services and the council, before she got the help she required.
- Mrs. C's feels she was forced into self neglect and her dignity was compromised.
- She also felt that staff were apathetic towards her situation.



Breakout Sessions

Breakout Sessions

1. Involving the voluntary Sector keeping people safe – Cllr Zulfiqar Ali

How local voluntary sector organisations and groups can be supported to promote Safeguarding, increase awareness and to help their communities address issues, raise concerns and change attitudes.

2. Safeguarding Process – Tony Pape

How to raise a concern and what to expect after a concern is raised, what works well, what could be improved or done differently, to make it easier for people to access this support.



Panel Session

Question & Answer



Cllr Ann Easter & Cllr Zulfikar Ali

Thank You



**Join our Advisory Board meeting on
Monday 29 Nov 21, 15:00 – 16:30**

Contact us for the Zoom link

020 3866 2969

info@healthwatchnewham.co.uk

