



10 December 2024

Redbridge SAB response to Safeguarding Adult Review 'Barbara'

The Executive Summary of the Safeguarding Adult Review (SAR) 'Barbara' has now been published and on behalf of the Redbridge Safeguarding Adults Board (RSAB), I offer sincere condolences to Barbara's family.

The SAR was presented to the SAB in January 2024 and despite the delays in publication, the learning identified in the SAR has started to be taken forward via an Action Plan, led by the Learning and Development Subgroup. There is still more work to be done and this will continue to be monitored by the SAB.

In the period since Barbara's death, I am pleased to say that some significant changes have taken place within the Local Authority to support practice and oversight of safeguarding adult practice.

Firstly, a new electronic case management system has been introduced across Health and Social Care. The new system is enabling Adult Social Care to achieve a streamlined recording, data collation and reporting process for managing safeguarding proceedings. This ensures that records for safeguarding activities are centralised and accessible to practitioners, managers and partner services across Adult Social Care. The system has improved the reporting capability for the service and case management oversight.

Secondly, the Adult Safeguarding Service has been restructured following review. A new Strategic Lead for Safeguarding and Professional Practice post was created to oversee management of safeguarding activities across Adult Social Care. The restructure also included the development of the Safeguarding Adults Hub which became operational on July 2, 2024. From this date, a new system of triaging safeguarding referrals notified to Redbridge Adult Social Care was introduced.

The primary aim of the Safeguarding Adults Hub is to ensure that residents within the borough are safe and supported. As a service whose dedicated function is managing safeguarding adults' proceedings at the front door of Redbridge Adult Social Care, the service will ensure that the safeguarding concerns are prioritised and processed in a timely manner. Through its primary functions, the Hub will ensure that adults at risk are supported to achieve their desired outcomes from safeguarding proceedings and support them to get best outcomes by developing and strengthening links with partner organisations and other agencies.

In addition to the triaging function, the Hub is also responsible for making initial enquiries and implementing immediate protection plans when the local authority is notified that adults who have care and support needs are at risk/experienced abuse, harm or neglect.

Another significant development in practice this year has been the development of the Adult Decision-Making document across London. The document is for Police MASH teams to decide what to refer to Adult Social Care and at what level of concern the information is. This aims to improve the quality and relevance of reports that the Metropolitan Police Service send through to Local Authorities.

It is always reassuring to hear as a SAB Chair that with sad cases like Barbara's that positive practice has taken place. I would especially like to highlight the work of the neighbourhood police officers who escalated their concerns about Barbara when responding to those raised by her neighbours.

The SAB and its Subgroups will continue to work on gaining assurance that practice is improving in the areas identified within the SAR. The evidence of the learning will be set out in the RSAB Annual Report 2024-2025.

Eileen Mills

Independent Chair for Redbridge Safeguarding Adults Board