

**REPORT FOR: HEALTH & SOCIAL
CARE SCRUTINY
SUB-COMMITTEE**

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| Date of Meeting: | 16 October 2018 |
| Subject: | Harrow Safeguarding Adults Board (HSAB) Annual Report 2017/2018 |
| Responsible Officer: | Visva Sathasivam, Interim Director of Adult Social Services |
| Scrutiny Lead Member area: | Lead Members for People - Councillors Jerry Miles and Janet Mote Lead Members for Health – Councillors Michael Borio and Vina Mithani |
| Exempt: | No |
| Wards affected: | All |
| Enclosures: | Harrow Safeguarding Adults Board Annual Report 2017/2018 |

Section 1 – Summary and Recommendations

The attached report provides Scrutiny Committee Members with an overview of safeguarding adults activity undertaken in 2017/2018 by the Council and its key partners through the work of the Harrow Safeguarding Adults Board (HSAB). It sets out the progress made against objectives, analyses the referrals received and outlines priorities for the current year (2018/2019).

Recommendations:

Scrutiny Committee is requested to note the work that has taken place in 2017/2018 and the action plan for 2018/2019.

Section 2 – Report

Introductory paragraph

This is the 11th Annual Report of the Harrow Safeguarding Adults Board (HSAB) and a copy is attached as an appendix for information and full details.

Background

Under the Care Act 2014 the local Safeguarding Adults Board has 4 core (statutory) duties. It **must**:

- i. publish a strategic plan for each financial year
 - *the Harrow SAB has a 3 year strategic plan for 2017 – 2020 which is updated each year after the production of the Board’s annual report*
- ii. publish an annual report
 - *Harrow SAB’s 10th Annual Report (for 2016/2017) was presented to the Council’s Scrutiny Committee in July 2017. This 11th report covers the financial year 2017/2018*
 - *each partner organisation represented at the HSAB presented the Board’s Annual Report for last year at their Executive level meeting or equivalent*
 - *as in previous years, the Board’s annual report for 2017/2018 has been produced in “Executive Summary”, “key messages for staff” and “easy to read” formats and is available to a wider audience through the Council and partner agencies websites*
- iii. conduct any Safeguarding Adults Reviews (SARs)
 - *these will be carried out as required, but there were none commissioned by the HSAB in 2017/2018*
- iv. have the following organisations on the Board – the Council; the local NHS Clinical Commissioning Group (CCG) and the chief officer of Police
 - *the membership of Harrow’s SAB (as at 31st March 2018) is shown in Appendix 2 and their attendance record is shown at Appendix 3*

Statistics

The attached report covers the full range of statistical analysis as well as an update on progress against the objectives set in 2016/2017.

In the majority of the performance statistics in the report, the Harrow position mirrors the last available national data and/or is broadly in line with the 2016/2017 position.

As is the case across the UK, elderly women remain the most at risk group with most abuse taking place at their home. Family or partner are the most likely people alleged to have caused harm.

From analysis of the statistics, areas for the HSAB's attention in 2018/2019 include: (i) more focus on the newer areas of work i.e. modern slavery; forced marriage/sexual exploitation; and domestic abuse so that the HSAB is reassured there is sufficient knowledge amongst professionals about recognition and referral mechanisms; (ii) a continued focus on Police action/criminal prosecution where a crime may have been committed; (iii) ensuring that wherever possible the outcome for the person alleged to have caused harm (PACH) is recorded; (iv) reviewing how information about outcomes for the adult at risk is recorded on Jade and Mosaic so that a wider variety can be reported in future years – in line with Making Safeguarding Personal implementation.

Some examples of HSAB work in 2017/2018

- 1,263 staff across all organisations had some safeguarding adults training last year
- some care providers ran events to mark Dignity Awareness Day (1st February 2018)
- The HSAB and HSCB held their second joint conference in February 2018 with a focus on sexual abuse within the family. Evaluation was almost 100% positive from the 155 multi-agency staff that attended and there is a commitment from both Boards to continue collaborating on events in future years
- The Council's Housing Department highlighted scams and how to keep safe in its "Homing In" magazine sent to all tenants
- The Mind in Harrow e4ducation course programme promoted the Metropolitan Police 'Little Book of Big Scams' section about online scams and has provided a new user-friendly information sheet about safeguarding & Prevent to over 200 people with mental health needs to increase awareness
- Harrow Mencap work with individuals and groups on their rights including their right to report to the police. After a recent hate crime forum one member saw another member being verbally abused in St Ann's Shopping Centre and as a result of the forum recognised this as hate crime and called the police. Harrow Mencap supports individuals to make statements to the police
- There have been a number of "deep dive" statistical reports (looking at an area of safeguarding work in more detail) presented to the HSAB in 2017/2018 – including on domestic abuse and repeat referrals.

These reports have enabled the Board to take decisions about future work e.g. asking Housing and the voluntary sector to raise awareness with staff about domestic abuse in a safeguarding context due to low numbers of referrals from those areas

- Information was given to local care providers at their forums about fire safety and followed up by the Council's Safeguarding Quality Assurance (SQA) Team in its newsletter
- RNOH runs annual learning at work seminars for patients, stakeholders and staff. During the seminar, all the different directorates such as safeguarding children and adults have stands to provide information

such as 10 Golden Rules to prevent scammers, Independent Mental Capacity Advocates, hoarding, staff contacts, advice and support

- The Council's Safeguarding Quality Assurance (SQA) Team ran a programme of training sessions for care providers in 2017/2018 including: SCIE sessions on dementia/challenging behaviour (80 staff) and Tissue Viability Nurse led sessions about pressure care (90 people)
- CNWL's Liaison Psychiatry Team is accessing training provided by the Hestia Modern Slavery Team. This is to ensure they are up to date on knowing what are the indicators that someone presenting in crisis at an Emergency Dept or admitted to hospital may have (symptoms or injuries) that are due to abuse or neglect as manifestations of domestic abuse, sexual exploitation/trafficking and/or modern slavery
- The Designated Nurse (Adults) at the CCG, together with the NHSE Regional Prevent Coordinator (London) as well as a lead from the General Medical Council delivered training to 30 Harrow General Practitioners about "Raise Awareness of Prevent" (WRAP)
- At London North West Hospitals University NHS Trust domestic abuse awareness has been firmly incorporated into the training provided to Trust staff with two Independent Domestic Violence Advocates (IDVA's) employed in the Emergency Rooms at both Ealing and Northwick Park Hospitals
- Harrow Mencap has delivered learning disability awareness training in schools and led a workshop at the HSAB/HSCB joint conference on sexual abuse and disability.

Harrow Mencap collaborated with the British Institute of Learning Disability and FPA – the Sexual Health Charity - to facilitate two key programs

- In October 2017 Central London Community Health NHS Trust held its first annual safeguarding conference. This was a day-long conference covering topics on Child Sexual Exploitation (CSE), Mental Capacity Act 2005, Modern Day Slavery and Making Safeguarding Personal

The areas for the Board to action in 2018/2019 include:

- a range of methods are used throughout the year to provide information to all sections of the community with a focus on people/groups highlighted in the statistics (e.g. older people living in their own home and about the risks of financial abuse)
- further attempts are made with Head Teachers to engage with young people and adults at risk – in relation to disability awareness and social inclusion
- relevant awareness campaigns take place each year (e.g. a focus on scams, door step crime, distraction burglary) and formal evaluation influences future activities

- work continues with care providers and the general public about fire safety
- Provider concerns are monitored at Board meetings and commissioners oversee quality assurance
- Providers are supported with relevant information/training
- a minimum of 40 externally audited and 30 internally audited cases will be completed each year; and independent user interviews will take place. The focus will be on ensuring that the outcomes desired by users were identified through a person centred approach to practice (including use of advocates). Audit reports will be taken to the HSAB with any required actions and proposed recommendations
- audit findings, user feedback, Safeguarding Adults Reviews (previously serious case reviews) actions and Risk Panel learning to be fed into the Multi-agency Training Programme and Best Practice Forums
- work continues to take place to increase staff confidence (in all agencies) in completing mental capacity assessments and using DoLS/Court of Protection
- the approach to multi-agency safeguarding adults training to be changed in 2019/2020 – to run more best practice forums and bespoke events (on emerging topics) - with recommendations for future programmes reported to HSAB in March 2020
- projects are implemented as highlighted by users
- HSAB monitors the actions resulting for each agency represented on the Board from the NHS England/ADASS Risk Audit completed in 2017/2018
- a third joint HSCB HSAB conference will be held in 2018/2019 with a focus on “trafficking and modern day slavery”.

Financial Implications

As at 31st March 2018, the staffing of the dedicated Safeguarding Adults and DoLS Service located in the Council is as follows:-

1 Service Manager (Safeguarding Adults and DoLS)
1 DoLS Officer
1 Safeguarding Adults Co-ordinator
1 Team Manager
2 wte Safeguarding Adults Senior Practitioners
6 wte qualified Social Workers; and 1 wte care manager
2.5 wte Best Interest Assessors (DoLS work only)

Under the formal Section 75 agreement there are also a number of trained Safeguarding Adults Managers with a dedicated lead located in Central and North West London Mental Health NHS Foundation Trust (CNWL). The statistics for the CNWL Safeguarding Service are included in section 2.2 of the annual report.

The annual budget for 2018-19 totals £1.130m, of which £0.924m funds staffing costs. In addition to staff, there are ongoing costs for the multi agency training programme; best practice forums; publicity (posters/fliers/wallet cards); awareness/briefing sessions; independent file audit and administrative support to the HSAB etc. The costs of these services are primarily borne by the People Services Department within Harrow Council, with contributions totalling circa £25,000 p.a. from three of the four local NHS partner agencies (Harrow Clinical Commissioning Group; North West London Hospitals Trust; and the Royal National Orthopaedic Hospital Trust); the London Fire Service and Metropolitan Police.

Costs related to the time spent by partner agencies on HSAB activities e.g. attending meetings, facilitating staff release for training etc, are borne by the individual member organisations.

The costs of implementing the HSAB objectives for 2018/2019 are expected to be met within the allocated budgets.

Performance Issues

The attached report is primarily concerned with performance and contains analysis of the Harrow Safeguarding Adults Board statistics, both as they relate to the previous year and (wherever possible) to national data.

Environmental Impact

There is no environmental impact arising from this report.

Risk Management Implications

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| Risk included on Directorate risk register? | Yes |
| Separate risk register in place? | No |

Potential risks:

Failure to ensure local safeguarding adults' arrangements are robust could lead to a serious untoward incident e.g. death of a vulnerable person. Failure to implement the statutory DoLS guidance could lead to a legal challenge about unlawful deprivation of a vulnerable person in a care home, hospice, or hospital.

Equalities implications

The HSAB considers local safeguarding adults statistics at each Business Meeting and at its annual review/business planning event, with particular emphasis on ensuring that concerns (referrals) are being received from all sections of the community. The Strategic Plan for 2017 - 2020 was developed such that the HSAB monitors the impact of abuse in all parts of Harrow's community. Safeguarding adults' work is already focused on some of the most vulnerable and marginalised residents and the 2017/2018 statistics demonstrate that concerns continue to come from all sections of the Harrow community.

Council Priorities

The Council's vision:

Working Together to Make a Difference for Harrow

This report primarily relates to the Corporate priorities of:

- making a difference for the vulnerable
- making a difference for communities.

Section 3 - Statutory Officer Clearance

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| Name: Donna Edwards | <input checked="" type="checkbox"/> | on behalf of the Chief Financial Officer |
| Date: 20 September 2018 | | |

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| Ward Councillors notified: | No - the report affects all Wards |
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Section 4 - Contact Details and Background Papers

Contact: Visva Sathasivam (Interim Director - Adult Social Services)

Background Papers: Harrow Safeguarding Adults Annual Report 2017/2018
(see enclosure)