



& our Partners,

Committed to Safeguarding Adults



Harrow Safeguarding Adults Board (HSAB)

Annual Report 2016/2017 (Executive Summary)



in partnership with:



INDEX

Foreword	3
1. Introduction	3
1.1 The Harrow Safeguarding Adults Board (HSAB)	4
1.2 HSAB accountability	4
1.3 “London Multi-Agency Adult Safeguarding Policy and Procedures”	5
2. Management Information (statistics) – headline messages	5
3. “Making a difference” (progress on objectives for 2016/2017)	8
Prevention & Community Engagement	8
Training and workforce development	11
Quality & Performance Review	13
Policies & Procedures/Governance	15
Partnership with the Safeguarding Children’s Board	17
4. Objectives for 2017/2018	18
Further information/contact details	19

“Harrow is a place where adults at risk from harm are safe and empowered to make their own decisions and where safeguarding is everyone’s business” (HSAB Vision)

Foreword

This is the 10th Annual Report published on behalf of Harrow's Safeguarding Adults Board (HSAB) and contains contributions from its member agencies. The Board is statutory and coordinates local partnership arrangements to safeguard adults at risk of harm. This report details the work carried out by the HSAB last year (2016/2017) and highlights the priorities for 2017/2018.

I would like to thank staff, volunteers, experts by experience, users and carers from all agencies who have contributed to safeguarding and dignity/respect work in Harrow over the last year.

I was delighted to co-chair the first joint HSAB HSCB (Harrow Safeguarding Children's Board) annual conference in February this year which focused on domestic violence as it affects all age groups. This event demonstrated both Boards' commitment to "thinking whole family" and the HSCB Chair and myself are committed to continuing to develop these areas.

Over 1,500 people had some safeguarding adults training last year (343 more than the previous year) which is extremely positive, particularly given that 205 were users and some new areas were covered such as Citizen's Advice Bureau volunteer advisers. Both these facts show that the Board continues to give high priority to getting its messages out to as many staff, volunteers, users and carers as possible.

Users told us again last year about wanting to keep safe in the community, so this will be a focus for the HSAB in the coming year with more specific projects to tackle issues such as hate crime; safe travel on public transport; distraction burglary/doorstop crime; and home fire safety.

There was a lot of excellent work done last year on the priorities that the HSAB had agreed were important and I think that once again this annual report demonstrates the difference that the Board's work has made to the lives of the most vulnerable people in the borough and trust you agree once you have read it.

As ever, everything the HSAB does is to achieve its vision – *"that Harrow is a place where adults at risk from harm are safe and empowered to make their own decisions and where safeguarding is everyone's business"*.

I am delighted to present this report to you and hope you will use it to raise awareness of adult safeguarding and to identify issues that you can take forward in your own organisation.

Bernie Flaherty (Chair of the HSAB)



1. Introduction to the annual report (executive summary)

The Annual Report describes the activities carried out by the partnership organisations that form the Harrow Safeguarding Adults Board (HSAB) during 2016/2017 and it also looks ahead to the priorities for 2017/2018.

1.1 The Harrow Safeguarding Adults Board (HSAB)

The Harrow Safeguarding Adults Board (HSAB) is chaired by Bernie Flaherty (Director – Adult Social Services, Harrow Council) and is the body that oversees how organisations across Harrow work together to safeguard or protect adults who may be at risk of significant harm, or who have been abused or harmed. The HSAB has appropriate senior management attendance from member organisations and the active involvement of the elected Councillor who is the Council’s Portfolio holder for adult social care, health and well-being.

1.2 HSAB Accountability

Under the Care Act 2014 the HSAB has core duties. It **must**:

- i. publish a strategic plan for each financial year
 - the HSAB has a 3 year strategic plan for 2017 – 2020 which is updated each year after production of the annual report
- ii. publish an annual report
 - the HSAB’s Annual Report for 2016/2017 was presented to the Council’s Scrutiny Committee on 3rd July 2017 and it will go to the Health and Wellbeing Board on 7th September 2017
 - consultation on this annual report was done with Healthwatch in Harrow as well as the Local Account Group
 - 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 annual report is produced in “key messages for staff” and “easy to read” formats
- iii. conduct any Safeguarding Adults Reviews (SARs) - these will be carried out as required, but there were none that needed to be done in 2016/17
- iv. have the following on the Board – the Council; the local NHS Clinical Commissioning Group (CCG) and the chief officer of Police and these are all represented on the Harrow SAB

1.3 Strategic Links

The HSAB has links with the following partnerships also working with communities in Harrow, to help the Board ensure that local arrangements are working to support people with care and support needs from the experiences or risk of abuse and neglect: *Health and Wellbeing Board; Harrow Safeguarding Children's Board (HSCB); Safer Harrow Partnership; Domestic Abuse Forum; Multi-Agency Risk Assessment Conference (MARAC); Multi-agency Public Protection Arrangements (MAPPA) and Prevent.*

1.4 "London Multi-Agency Adult Safeguarding Policy and Procedures"

The final version of the London Multi-Agency Adult Safeguarding Policy and Procedures was implemented by the Harrow Safeguarding Adults Board from 1st April 2016 and has been used throughout the period covered by this report.

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2. Management information (statistics)

The Board collates a range of adult safeguarding statistics in order to produce a management report. The report is discussed at every HSAB meeting. The Board's strategic plan for 2017 – 2020 contains 5 year trend analysis which provides an excellent basis for planning future work. The breakdown of statistical information for safeguarding adults services in 2016/2017 is available on request.

Headline messages 2016/2017 – safeguarding adults

- 1,662 concerns compared to 1,690 in 2015/2016, represented a small reduction for the first time of 2% locally. This is unsurprising following year on year increases (including a 38% post Care Act implementation rise) and the assumption that numbers would need to level off at some stage
- 39% of Harrow concerns (654 cases) were taken forward as enquiries, compared to 40% in 2015/2016. It remains difficult to be sure what percentage of concerns should meet the threshold for enquiries, although it would not be 100%.
As previously reported, both internal and external file audits continue to check that appropriate concerns are being taken forward to the enquiries stage
- repeat enquiries in Harrow increased again last year from 19% in 2015/2016 to 31% in 2016/2017. This is another area that is scrutinised by the external/independent file auditor and given the significant rise in numbers will be looked at again and reported back to the HSAB later this year
- completed enquiries in Harrow were at 95% last year

- in Harrow the female:male ratio at the end of 2016/2017 was 67:33 for enquiries, which is very close to the figure in 2015/16
- numbers for older people were almost identical to those in 2015/2016 at 48% (317 people) and they remain the highest “at risk” group
- for adults with a physical disability the figure in Harrow last year was 38% of concerns (249 people). As indicated in previous annual reports it is important to note that in the statistics (as required by the Department of Health/ NHS Information Centre), people (for example) who are older but also have a physical disability are counted in both categories. It therefore remains quite difficult for the HSAB to form a view about the risks to younger adults whose primary disability is physical or sensory
- mental health numbers increased again slightly last year from 31% of enquiries (210 users) in 2015/2016 to 33% (216 users)
- in Harrow enquiries for people with a learning disability in 2016/2017 were slightly lower (71 people) than the previous year’s figure of 88 and over the last few years numbers seem to have stabilised
- concerns from “BME” communities last year were at 48% compared to 51% in 2015/2016 – which remains in line with the makeup of the Harrow adult population. The enquiries figure was 45% which is also positive, as it suggests that a proportionate number of concerns are progressed and people from “minority” communities are not being disproportionately closed before that stage of the process
- statistics showing where the abuse took place in Harrow remain broadly similar to 2015/16, with the highest percentage (63%) being in the user’s own home. There has been a reduction in concerns for care homes (from 20% to 14%), which is positive given the significant amounts of training and support that have been provided by a range of NHS and social services agencies. Figures in other settings were - 6% in mental health in-patient units (38 cases); 8% in supported accommodation (51 cases); and 1% in acute hospitals (5 cases)
- allegations of physical abuse and neglect have been the most common referral reasons in previous years. However last year financial abuse was the most prevalent for the first time at 22% (188 people) followed by neglect at 21% (180 people). Concerns about physical abuse dropped from 201 people in 2015/2016 to 161 people last year.

Allegations about sexual abuse were broadly similar to 2015/2016 at 7% (60 people). Concerns about self-neglect rose slightly from 11 situations to 14 being dealt with under the local arrangements

- emotional/psychological abuse (20%) is the other significant figure which remained exactly the same as in 2015/2016
- in Harrow social care staff (19% across all care sectors); family/partner (35%); stranger (6%); and health care worker (6%) were the most commonly alleged persons alleged to have caused harm (PACH)
- given the numbers of training and briefing sessions undertaken in recent years, it is always interesting to look at the source of concerns and this is the third time that year on year comparison has been possible for the HSAB to carry out. Last year the highest numbers (17%) were from mental health staff, primary health care staff (13%) and social workers/care managers (12%). The other sources were: residential care staff (8% - another small increase from 2015/2016); family (7% - a 1% decrease on 2015/16); secondary health care staff (a 1% increase from 2015/2016); Police (10% - a 3% increase)
- outcomes in Harrow for the person alleged to have caused harm in relation to criminal prosecutions/Police action compared to the 2015/2016 statistics of 105 cases have increased again to 131 (16%) – which is very positive. The safeguarding adults teams supported by the Police continue to give this area a high priority
- outcomes for the adult at risk include: community care assessment and services (17%); increased monitoring (13%); management of access to PACH (5%); moved to different services (5%); referral to MARAC (1%); referral to advocacy (3%); referral to counselling or training (2%); management of access to finances (3%); application to Court of Protection (1%)

All figures are broadly similar to 2015/2016 and although the percentage is the same as the previous year, there were 2 more cases (11 in total) taken to the Court of Protection which is positive

Headline messages - Deprivation of Liberty Safeguards (DOLS) 2016/2017

This is the third year that the HSAB Annual Report has included statistics for use of the Deprivation of Liberty Safeguards (DoLS). These are relevant for people in hospitals, hospices and care homes who lack the mental capacity to understand and consent to the care/support they need and in particular to any restrictions e.g. locked front doors and/or medication given covertly. The use of these safeguards is important in the Board's oversight of the prevention of abuse as they are relevant for some of the most vulnerable people known to local services (including those that are placed out of borough) and the HSAB needs to be reassured that they are carefully applied and monitored. There were 425 new cases last year (a decrease of 300 on the previous year) of which 361 (85%) were granted. The reduction followed the very significant increase the previous year in response to the Supreme Court ruling in the "Cheshire West" case.

The Law Commission review of the DoLS was reported in Spring 2017 and suggests that the current arrangements will be replaced by Liberty Protection Safeguards. It is unclear when the change will be required, however the action plan for the HSAB includes any possible preparatory work needed.

Summary/Actions Required

In the majority of the performance statistics above, there is now quite a lot of stability in comparison to previous years. There was another small improvement in the numbers of cases subject to Police action/prosecution which remains very positive given that national surveys have previously heard that this is what victims want. Areas for focus in 2017/2018 include repeat referrals; financial abuse; community safety; and older people at risk in their own homes.

The action plan in the HSAB Strategic Plan 2017 - 2020 includes objectives to address the key messages from the statistical analysis.

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3. Making a Difference – (progress on objectives for 2016/2017)

This section of the report looks at what difference the work of the HSAB made last year by reviewing progress on the priorities agreed for 2016/2017, as set out in the annual report for 2015/2016.

Prevention and Community Involvement

The HSAB is confident that prevention of abuse of adults at risk is a high priority in Harrow

The HSAB's prevention strategy 2014 – 2017 ("Promoting Dignity and Prevention of Abuse") was formally agreed at the Board meeting in March 2014. 2016/2017 was the third year of implementation which built on the work done from the previous year. Examples of work in this area include:

- the full range of information leaflets was updated to ensure compliance with the Care Act and a focus on making safeguarding personal
- the Safeguarding Adults Services continued to promote distribution of "The Little Book of Big Scams" produced by the Metropolitan Police and the Home Office which is extremely popular with members of the general public
- support/training has been offered to local residential homes and domiciliary care agencies e.g. a Best Practice Forum with a focus on "do not resuscitate orders"; covert medication and advance decisions/"living wills"; and training in working with dementia

- 82 referrals were made via the Safeguarding Adults Team to the local Fire Service for home fire safety checks

Ensure effective communication by the HSAB with its target audiences

A formal Communications Plan for the HSAB was approved by the Board at the March 2015 business meeting and was updated in January 2017. It aims to ensure that its target audiences across the whole community know about abuse and how to report it and that resources are used for publicity and awareness related events in the most time/cost efficient ways. Examples of work in this area include:

- the HSAB's newsletter which commenced in 2013 continued throughout last year, aimed at keeping all relevant individuals and organisations up to date with its work and any key issues that needed to be highlighted. The editions published (April and July 2016 and January 2017) included topics such as: statistical information; scams (e.g. distraction burglary); Dignity Action Day 2017; the new London multi-agency procedures; "think family"; keep safe on twitter; work with schools; and training information
- articles were also written for "News and Views" which is produced for people with a learning disability, with a particular focus on keeping safe from bullying and using twitter safely
- for World Elder Abuse Awareness Day 2016, Age UK staff and volunteers supported by the Safeguarding Adults Team visited several locations in Harrow (including libraries) speaking with members of the public and distributing information e.g. about avoiding scams

Safeguarding Adults priorities are clearly referenced in wider community safety strategies e.g. Domestic Violence

Contributions continued from the Safeguarding Adults Service to the Multi-agency Risk Assessment Conference (MARAC – domestic violence focus); Multi-agency Public Protection Arrangements (MAPPA – public safety focus); Prevent (prevention of terrorism focus), and Anti-social Behaviour Group (ASBAG – anti social behaviour focus) - ensuring effective information sharing and communication where vulnerable adults are victims or people alleged to have caused harm. Examples of specific projects include:

- the joint conference on domestic abuse with the HSCB (see below for details)
- joint visits with Trading Standards officers to the victims of door step crime/distraction burglary to identify any specific issues for more vulnerable people

There is evidence that the Harrow HSAB's work is influenced by user feedback and priorities

- the independent social worker (who interviews randomly selected users after the safeguarding enquiry is concluded) continued last year to ask people questions constructed around the “making safeguarding personal” framework.

She found that those she spoke with were generally happy with the outcome of the enquiry and had felt more in control of the process than users had reported to her previously. It is believed that approaches introduced in 2015/16 under the “Making Safeguarding Personal” project e.g. holding strategy meetings at user’s own homes continue to be factors in this finding.

- “experts by experience” attended the HSAB Annual Review Day again last year (June 2016). They told the HSAB about what was important to them in keeping safe and provided feedback to Board members on topics they had raised the previous year

Outcomes for prevention

- the HSAB was very pleased to hear from the “users by experience” that people were feeling safer at the bus station now that there is a greater police presence
- the easy to read articles about on-line safety and keeping safe in the community had been well received
- in February 2017, three “experts by experience” met 50 Heads and teachers and gave a presentation about their concerns. The teachers were very keen to run some sessions in their schools which will take place in 2017/18
- there was a reduction in concerns from care homes which indicates some positive impact from the training/support being provided by social services and NHS staff

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Training and Workforce Development

The HSAB is confident that the local workforce is competent in relation to safeguarding adults' practice

The HSAB runs a formal training programme supplemented by briefing sessions given by the Safeguarding Adults and DoLS Service. The details are as follows:

Training (formal multi-agency programme)	2016-17
Harrow Council internal	109
Health	35
Statutory (other)	18
Private	141
Voluntary	114
HSAB Board Development	68
SGA Team Development	38
Total:	523
Briefing Sessions (delivered by the SGA Team)	
CAB Volunteer Advisors	9
Designated Teachers Event (user led session)	50
Domiciliary Care Agency Staff / Providers	34
Housing Team	176
Kings College London – (Students, Lecturers, Interest Groups)	30
Library Managers Meeting	7
Members Briefings	1
Student Social Workers	45
Good Practice Workshops	
Domestic Abuse: “a journey through life” (joint with HSCB)	170
IMR learning event (Harrow Council)	50
Mental Capacity, unwise decisions and Safeguarding	55
Social Work Conference – focus on safeguarding	100
Service User Briefings (delivered by SGA Team)	
Mencap Service Users	100
MIND Service Users & Volunteers	67
Shared Lives Service Users	6
Sheltered Housing Blocks (Various)	32
Carer Briefings (delivered by SGA Team)	
Harrow Shared Lives Carers	56
Total Attending	1516

Each year the multi-agency training programme and Best Practice Forums are developed from the evaluation and experience of the previous year's sessions. Last year there was a focus on mental capacity and unwise decision making.

The HSAB and HSCB held their first joint conference in February 2017 with a focus on domestic abuse as it affects all ages in the family. Evaluation was almost 100% positive from the 170 multi-agency staff that attended and there is commitment from both Boards to continue collaborating in this area of work.

The Council (Adults and Children's Services) and CNWL Mental Health Trust ran the first conference for social workers in October 2016, with a focus on safeguarding. Topics included "learning from safeguarding adults serious case reviews" and "effectiveness of social work" (Professor Jill Manthorpe – Kings College, London); "impact of mental illness in families" and "lifelong disability" (James Blewett – Kings College, London); and "self-neglect/the legal framework" (Sue Inker – Bond Solon training).

DOLS arrangements (including for health funded services/facilities) are effective

The Deprivation of Liberty Safeguards (DoLS) statistics are in section 2 of this report. The HSAB can be reassured that for the 361 cases where a DoLS was authorised, some of the most vulnerable people they are responsible for have been protected.

Outcomes for Training:

- file audits continue to show a growing confidence in use of the Mental Capacity Act/best interest decision, making with more cases being taken to the Court of Protection than in 2015/16. However all HSAB members believe that their staff need to have further training in carrying out capacity assessments (see section 4)
- both the joint HSAB/HSCB conference and qualified social worker conferences produced a greater understanding of the roles and responsibilities of workers across a range of agencies plus a commitment to future collaboration
- there are good case examples in DoLS work of the involvement of a Best Interest Assessor or independent section 12 doctor highlighting ways in which restrictions on individual's can be reduced e.g. picking up where a care home (not in Harrow) had removed all personal effects from a resident's room when he appeared to lose the mental capacity to recognise them

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Quality and Performance Review

The HSAB oversees effective practice and ensures continuous improvement

The HSAB has a long standing/well established quality assurance framework in place. Examples of work in this theme include:

- performance management reports were presented to the HSAB at all of its meetings in 2016/2017 - see 2 above for analysis
- a further (third) “mystery shopping” exercise commissioned by the HSAB was carried out by users (supported by Mind in Harrow) in Autumn 2016, with a focus on key “front door/access points”. The findings were presented to the Board in December 2016 and it was agreed that refinements will be needed to the exercise in future in order to obtain the optimum learning from it
- both internal and external (independent) audits of casework continued in the Council’s Safeguarding Adults and DoLS Service during 2016/2017 with headline messages presented to the HSAB. The audit findings were fed back to front-line staff and managers to ensure continuous improvement in practice
- in February 2017, a joint case audit process was undertaken with the Harrow Safeguarding Children’s Board (HSCB) for the first time - to ensure that a “think whole family” approach is being taken by staff across all involved agencies. The focus was cases where there was an element of domestic abuse. The recommendations were:
 - i. the risks posed by female perpetrators of domestic abuse should not be considered less severe purely on the basis of gender. All risks assessments relating to domestic abuse should be evaluated on specific behaviour and impact, regardless of gender
 - ii. case records should clearly indicate which other agencies are involved
 - iii. chronologies should be kept up to date, capturing key events
 - iv. clarity should be sought from adult services regarding assumed parental mental health issues or learning difficulty – particularly in relation to capacity and consent
 - v. child focussed services should be made aware of the existence and purpose of the ‘Adult Risk Panel’
 - vi. a ‘think whole family approach’ must include consideration of all family members, including adult siblings
 - vii. consideration should be given to cross agency management consultation for joint oversight of complex cases
 - viii. agencies should be able to evidence that multi-agency differences and challenges are brought to an appropriate resolution

An action plan has been produced to respond to these recommendations, with timelines and lead officers identified by the HSCB's Quality Assurance Sub-committee.

Independent Management (case) Review

On 5th December 2016, a “learning the lessons” event was held for relevant staff and managers following receipt of an independent management review report related to the death of an elderly man living with his family and being supported by several agencies in the borough. The actions agreed were:

- carers assessments will be carried out by the allocated worker and not by another Team who may not know the family
- staff will be reminded to always to feedback to referrers and record information accurately
- staff will be reminded that where a user or their relative has a mental health difficulty, medical information should always be sought (with their consent)
- staff will be reminded to have “professional curiosity” and not accept at face value what they are being told

All the actions have subsequently been actioned and their implementation will be monitored by managers. Updates will be provided to the HSAB.

Statistical data improves understanding of local patterns enabling improved planning of responses to allegations

The HSAB has received statistical reports at each of its meetings, including the full year position for 2016/2017 at its Annual Review Day. In addition, the new Strategic Plan for 2017 - 2020 includes trend analysis looking back over the previous 5 years and all reports included comparison with the national position wherever possible.

As requested by HSAB members in 2015/16, two “deep dives” into the statistics were carried out in 2016/2017 – the first looking at prevalence of abuse by user group and the second at domestic abuse (DVA).

In the first exercise it was notable that whichever user was experiencing the abuse and whatever the type of abuse, the location was their own home. For all groups the person alleged to have caused the harm was a family member or partner.

In the second exercise there were some key points highlighted including:

- the female / male split was 71% / 29% with no significant variations by ethnic group
- as with the main set of safeguarding adults' statistics, older people were the most at risk group (45%) followed by mental health (MH) users (42%)

- the ethnicity proportions were 44% BME to 56% white - bearing out research that DVA exists across all communities
- domestic abuse (by definition) is most prevalent within the person's own home and this was found in 94% of cases - mirroring the picture of the largest percentage of adult abuse also perpetrated within the user's home (63%)
- DVA is highlighted as a significant aspect of risk within the female MH user group
- there were low numbers or no referrals from Housing and the voluntary sector

The HSAB agreed all the recommendations in the report which included targeting the training sessions where low/no referrals have been received and to further raise awareness in the community.

Outcomes for Quality Assurance work:

- ongoing analysis by the HSAB of relevant statistical information has enabled adjustments to be made to training events and also to briefing sessions e.g. a higher emphasis on DVA as it relates to adults in need of care and support
- the terms of reference for the Adults Risk Enablement Panel have been amended to include attendance by relevant managers from Children's Services - in recognition of the high risk young people being discussed there and the benefit of advice/support from those colleagues
- implementation of learning from the IMR case will improve practice and this will be monitored by the HSAB

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Policies and Procedures/Governance

Ensure production of the HSAB Annual Report and presentation to all relevant accountable bodies

The HSAB Annual Report 2015/2016 was agreed formally by the Board at its annual review day in June 2016. Following its formal agreement by the HSAB, the report was presented to the Health and Wellbeing Board, the Council's Scrutiny Committee and subsequently to all partner agencies' Executive meetings or equivalent.

The general public is aware of safeguarding issues and the work of the HSAB

Work under this theme included:

- the safeguarding adults' website was kept up to date and has a section for easy to read information
- the Annual Report 2015/2016 was produced in concise "Executive Summary" and "Easy to Read" versions to make information accessible as possible
- as stated last year, the Safeguarding Adults Service finds that the "little book of big scams" produced by the Home Office/Metropolitan Police is popular with the general public and is therefore actively promoting it as widely as possible across Harrow
- public events e.g. for World Elder Abuse Awareness Day took messages out into the wider community

The HSAB (jointly with the Safeguarding Children's Board) takes a "family first" approach to its work

- in February 2017, a joint case audit process was undertaken with the Harrow Safeguarding Children's Board (HSCB) for the first time - to ensure that a "think whole family" approach is being taken by staff across all involved agencies. More details and recommendations are shown above

The HSAB has strategic oversight of local safeguarding adults work

- year three actions from the HSAB Strategic Plan 2014 – 2017 were implemented with an exception report at each Board meeting
- the Board has agreed a new Strategic Plan for 2017 – 2020
- the Board approved a policy for implementing SARs when required

Outcomes for policy/procedures work:

- independent file audits continue to show growing confidence in working with families by staff in Adult Services. These audit findings were fed back to and discussed with the Children's Safeguarding Board (HSCB) quality assurance sub-group meeting
- an independent management review was carried out in one case with an action plan agreed by the HSAB and a "learning the lessons" event held for relevant staff

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Partnership with the Harrow Safeguarding Children's Board (HSCB)

Common joint safeguarding needs are identified in terms of Domestic Violence and actions prepared to address gaps, including mapping key pathways to MARAC; and

The HSAB (jointly with the HSCB) takes a “family first” approach to its work

- see above for joint conference and joint audit work
- a practitioner representative from the Council's Safeguarding Adults/DoLS Service, relevant NHS and voluntary sector staff provide daily information to MASH (Multi-agency Safeguarding Hub) where threshold decisions about referred children are discussed. This ensures appropriate information sharing and therefore decisions are taken in the most informed way possible
- relevant staff from Adults Services attend task and finish groups run by the HSCB e.g. training to ensure that a joined up approach takes place whenever possible

Outcomes:

Better outcomes for young adults in specific cases where joint work was effective.

4. Objectives for 2017/2018

The priorities for the Board in 2017/2018 include:

- a range of methods being 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) The impact and effectiveness will be evaluated and influence changes to future campaigns
- a continued focus on access to justice for those victims that want to pursue it
- relevant campaigns taking place e.g. a focus on scams, door step crime and distraction burglary with formal evaluation influencing future activities
- projects highlighted by users taking place (e.g. working with schools to raise awareness of disability/mental health issues) and formal evaluation influencing future activities
- local care providers being supported with relevant information/training as part of the Board's prevention strategy
- a further analysis of "repeat referrals" to understand why some safeguarding situations are not possible to deal with on the first occasion
- another relevant "mystery shopping" exercise or equivalent, to check that front door services recognise possible abuse and know how to advise/deal with concerns effectively
- to ensure a full range of updated information for practitioners, service providers and people who may need to use safeguarding services is available in a range of accessible formats
- explore running more joint projects (e.g. annual conferences, training events, community outreach, work with schools) with the HSCB - to optimise both resources and outcomes and ensure that staff "think whole family"
- further develop a joint approach to domestic abuse with a focus on areas highlighted by the statistical analysis e.g. increasing reporting from Housing and the voluntary sector
- ensuring that any transferable learning from the Ofsted inspection of the HSCB is utilised by the HSAB

Progress on the above actions will be monitored at quarterly HSAB meetings and an end of year review will be summarised in the HSAB Annual Report 2017/2018.

Further information/contact details

For further information about this report or any aspect of safeguarding vulnerable adults at risk of harm in Harrow, the website is:

www.harrow.gov.uk/safeguardingadults

If you would like information or advice (including how to access the multi-agency training programme) the Safeguarding Adults Service can be contacted on the telephone number below or via e-mail at:

safeguarding.adults@harrow.gov.uk

If you are concerned about an adult with care/support needs that might be at risk of harm and want to make a referral for an older person or an adult with a disability, this can be done through Access Harrow on: 020 8901 2680 (ahadultsservices@harrow.gov.uk)

If you are concerned about an adult with care/support needs that might be at risk of harm and want to make a referral for a younger person with mental health difficulties, this can be done through 0800 023 4650 (CNWL single point of access).

(cnw-tr.mentalhealthsafeguardingharrow@nhs.net)

Any enquiries about the Deprivation of Liberty Safeguards (DoLS) including requests for authorisations can be e-mailed to: DOLS@harrow.gov.uk

DoLS requests can also be sent to the safe haven fax: 020 8416 8269.

The address for written correspondence (to either Access Harrow or the Safeguarding Adults and DoLS Service) is:

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