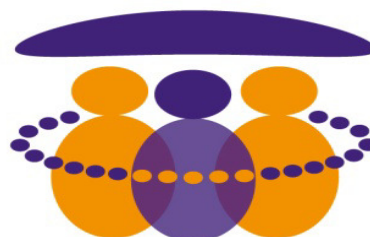


Harrow Safeguarding Adults Board (HSAB)



& our Partners,

Committed to
Safeguarding Adults



Minutes of Meeting - Wednesday 16th March 2016

Board members present	Organisation
Christine Asare-Bosompem (CA-B)	Harrow CCG
Karen Connell (KC)	Harrow Housing
Jonathan Davies (JD)	London North West Hospitals Trust
Julie-Ann Dowie (J-AD)	Royal National Orthopaedic Hospital
Andrew Faulkner (AF)	Brent and Harrow Trading Standards
Mark Gillham (MG)	Mind in Harrow
Garry Griffiths (GG)	Harrow CCG
Patrick Laffey (PL)	London North West Hospitals Trust (Harrow Provider Organisation)
Avani Modasia (AM)	Age UK Harrow
Cllr Chris Mote (Cllr M)	Shadow Portfolio Holder – (LB Harrow)
Mike Paterson (MP)	Harrow Police
Tanya Paxton (TP)	CNWL
Deven Pillay (DP)	Harrow Mencap
Vicki Hurst (VH)	London Ambulance Service
Visva Sathasivam (VS) – acting chair	Adult Social Care (LB Harrow)

Chris Spencer (CS)	Corporate Director People Services - LBH
Cllr Anne Whitehead (Cllr W)	Elected Councillor (Portfolio Holder) - LB Harrow
Officers supporting the LSAB	
Sue Spurlock (SS)	Manager Safeguarding Adults & DoLS Services – LB Harrow
In attendance	
Laura Woodward (observer)	RNOH
Board members not present	Designation/Organisation
Sarah Crouch (SC)	Public Health
Cllr Margaret Davine (Cllr D)	Elected Councillor – (LB Harrow)
Paul Fish (PF)	Royal National Orthopaedic Hospital
Cllr Pamela Fitzpatrick (Cllr F)	Elected Councillor – (LB Harrow)
Bernie Flaherty (BF)	LSAB Chair
Sherin Hart (SH)	Private sector provider representative
Jules Lloyd (JL)	London Fire Brigade
Nigel Long (NL)	Harrow Association of Disability (HAD)
Coral McGookin (CMcG)	Harrow Safeguarding Children’s Board (HSCB) – LB Harrow
Colin Morris (CM)	Department of Work and Pensions
Marie Tiquet (KT)	Westminster Drug Project
Ash Verma (AV)	Harrow Healthwatch

1. Welcome/Introductions/Apologies

VS welcomed all HSAB members - introductions and apologies were made.

CS, MP, VH and AF were welcomed to their first meeting.

2. Minutes of Last Meeting and Matters Arising (not covered on the agenda)

The minutes of the previous meeting held on 9th December 2015 were agreed with one amendment – there had been agreement under item 3.1 to set up a multi-agency group to create and implement an action plan.

Matters arising:

- (6.2) final version of the HSAB Terms of Reference

These were formally agreed.

Action: all HSAB members to send the signed partnership agreement to SS by end March 2016.

- (6.3) Police information sharing agreement update (item deferred from December HSAB meeting)

MP updated the meeting in relation to recent staff changes and committed to feeding back on the status of the information sharing protocol as soon as possible.

- (3.1) Vulnerable people in custody report

This topic had been discussed in detail at the last meeting and VS confirmed that it had also been an item at the HSCB. SD has made contact with the Police and MIND in Harrow to set up a task and finish group reporting to the HSAB. Harrow Mencap; CNWL; Adult Social Care (VS nominated Seth Mills); the Youth Offending Team and the CCG would all wish to join the group.

Action: SD to set up the first meeting and invite the additional representatives via their HSAB reps

All

MP

SD

3. LSAB Development

3.1 Self-neglect protocol – feedback on 6 month pilot agreed at September HSAB

SS gave a verbal update. The protocol agreed at the HSAB meeting last September has been used in all cases since that date. There was a short period where clarification was required, however the approach now seems well understood. As predicted, some cases where issues remain and risks are high have been reopened by the Safeguarding Adults Team for further enquiries. The new statutory guidance for the Care Act (re-issued this month) states that *“self-neglect may not prompt a section 42 enquiry. An assessment should be made on a case by case basis. A decision on whether a response is required under safeguarding will depend on the adult’s ability to protect themselves by controlling their own behaviour. There may come a point where they can no longer do this without external support”*. This is broadly in line with the Harrow approach agreed by the HSAB, so SS recommended that the approach continues with the next external audit looking specifically at this area to reassure the HSAB as to the robustness of its protocol.

TP reported that CNWL were also finding that the protocol was working well and had dealt with 17 cases so far this year.

The HSAB agreed for the current approach to continue.

4. Quality/Performance Review

4.1 Performance report quarter 3 – 2015/2016

SS introduced the report which had been sent out with the agenda in advance. The statistics at the end of December 2015 showed a broadly similar picture to the previous quarters with a projection to year end of a 35% growth in concerns compared to 2014/15.

There had been another increase in mental health referrals which is positive as numbers are now slightly in excess of the last recorded national statistics.

The continuing rise in DoLS referrals (31% in this quarter) remains a challenge.

SS also updated the meeting on provider concerns with details of one care home recently embargoed following the threshold for institutional concerns being met.

4.2 Quality Assurance update – “mystery shopping” exercise outcomes

This topic was introduced by MG. This was the second year of the exercise via MIND in Harrow’s user project. It was a learning exercise and the process had been done with the “101” non-urgent Police line; the new CNWL single point of access (SPA) service and 3 GP practices. The findings from this exercise had been covered briefly at the previous meeting and following circulation of the written report with the agenda there was a more detailed discussion.

TP confirmed that CNWL has given training to all SPA staff on 11th January this year and that their safeguarding adults lead officer now attends SPA interface meetings.

TP suggested re-testing services that had been covered in year one to see if (post feedback and training) there had been improvements. GG agreed to facilitate SD offering some training to relevant GP practices.

The HSAB agreed that it is a valuable exercise and should be repeated annually as part of the Board’s overall QA processes.

Action: SD and MG to meet in the Autumn 2016 to discuss the next “mystery shopping exercise”

**SD and
MG**

4.3 Draft Safeguarding Adults Review (SAR) Policy – to replace the Serious Case Review Policy

SS introduced this item and the draft policy that had been circulated in advance of the meeting. This SAR policy replaced the pre-existing Serious Case review protocol, a change which has been required under the Care Act 2014. The draft was based on the statutory requirements and learning from experiences in Children’s Services.

There was a detailed discussion with particular focus on the need for a level of independence of the person/people who decide to implement a SAR from any services involved in the case. The HSAB requested a sub-group of the Board be established to oversee the decision to undertake a SAR with clear terms of reference and it was noted that this would be the same as the SAR Panel described in the protocol.

Action: nominations for SAR Panel membership to be sent to SS

All

Action: nominations for SAR Panel chair to be sent to SS

All

Action: terms of reference for the SAR Panel to be clarified

SS

Action: training for SAR Panel members to be run once it is established

SD

5. Training and Workforce Development

5.1 Update on formal review of the HSAB multi-agency training programme – and proposed changes for 2016/17

SS fed back that a meeting has recently been held with Lowe Consultancy Services (the provider of the multi-agency training programme) to discuss the courses for 2016/2017. Some courses where take up has been very poor will be dropped e.g. “what I need to know as the lead for my organisation”. The new areas e.g. modern slavery and forced marriage have been added and the popular very well subscribed basic and refresher sessions will continue. The formal review being undertaken by SD will inform decisions about the remaining few slots that need filling and also topics for the 2016/17 Best Practice Forums. This report was noted.

6. Policies and Procedures/Governance

6.1 New London multi-agency policy/procedures – launched 9th Feb 2016

SS introduced this item and highlighted that the final version of the “London Multi-Agency Adult Safeguarding Policy and Procedures” was produced in December 2015 and formally launched on 9th February 2016. An update was required to ensure that the procedures were compliant with the Care Act 2014. Local Safeguarding Adults Boards are required to adopt the procedures by 31st March 2016 and implement from 1st April 2016. The key points are:

- the process is now 4 stages: concerns; enquiry; safeguarding plan and review; and closure;
 - Section 75 agreements continue to allow for Mental Health Trusts to act on behalf of the Local Authority to undertake safeguarding adult duties;
 - the Safeguarding Adults Manager (SAM) who oversees the enquiries is allocated in the Local Authority or (where Section 75 agreements are in place), the relevant Mental Health Trust;
 - there are no definitive timescales, (however indicative ones similar to the previous pan London procedures are given), as the focus has become more about user led processes in line with Making Safeguarding Personal;
 - there is more focus on outcomes than process;
 - the initial lead actions in response to a safeguarding concern should always be taken by the Local Authority for the area where the incident occurred. The “placing Local Authority” continues to hold the overall responsibility for the individual;
 - the new areas introduced under the Care Act 2014 are referenced e.g. modern slavery; and
 - HSAB partners are required to ensure the widest possible dissemination amongst staff
-

The statutory Care Act guidance has been reviewed and there will need to be a check against these procedures as well as a formal review in one year's time.

Locally there will need to be quite extensive changes made to the Council's FWi system to reflect the new procedures.

The Board formally agreed to adopt the new London multi-agency policy/procedures for safeguarding adults at risk of abuse.

6.2 LSAB Strategic Plan 2014/2017– exception report (standing item)

SS reported that the actions for the Strategic Plan are on track. There are no exceptions to report. The full report on actions achieved in 2015/16 will be presented at the HSAB 2016 Business Planning Day in June.

7. Prevention & Community Involvement

7.1 “Making Safeguarding Personal” – Harrow involvement in national project – action plan update

VS introduced this item which was discussed. The Council's view was that the action plan has been completed and the “silver level” has been achieved. There is some independent verification of this following the recent file audit by the external auditor. A direct quote from his report was:

“The progress celebrated at the last audit continues. I think that Harrow Safeguarding Services can take some pride in the progress that was observed again in this audit. Service users are evidenced as being listened to, their views sought and as far as possible acted upon. I was impressed by the number of episodes that saw users and their families being actively involved in the decisions of strategy and case conference meetings. This is particularly the case in circumstances of family members taking different views”.

The social worker who speaks with users after the safeguarding process also reported back after the last round of interviews that the process had been understood by everyone which is a positive change from her previous findings.

File audits and user interviews will continue to ensure that the user led process is well embedded.

This report was noted.

8. Partnership Working

8.1 User input to the work of the Board – and recommendations (standing item)

Update on Safe Place Scheme

SS provided an update. SD has been meeting with Choices For All and Creative Support with both those organisations actively visiting shops and businesses resulting in some signing up and some agreeing, but needing permission from their head office. SD will continue to follow up to ensure that recent momentum isn't lost.

Cllr W suggested a focus on St George's Centre where there can also be boisterous crowds.

Trading Standards can pass on information about this scheme to the shops. Harrow Mencap has connections with local businesses and are happy to help.

MIND in Harrow have a high street shop and are happy to sign up to the scheme.

Action: SD to contact Trading Standards; MIND and Mencap to take forward the above suggestions

SD

8.2 Feedback from the HSCB (standing item)

CMcG was not able to be at the meeting, but had provided a brief written update:

- CMcG is part of the London task and finish group on Prevent and is participating in the Anti-radicalisation Conference at the QE2 Conference Centre in Westminster - being run for those with key roles in managing identified cases (i.e. not a raising awareness event)
- a national review of LSCBs is underway. Alan Wood has been commissioned by the Government to look at the function and effectiveness of LSCB's. The review will also make recommendations about how serious case reviews could be carried out in future
- the HSCB's Business Planning Day is being held on 18th April to review its priorities. The day will be facilitated by John Harris who is the independent chair of Doncaster and Sandwell LSCBs

VS informed the HSAB that the new "all age disability" service had started from the 23rd February and is co-located at Alexandra Avenue. It will improve the transition arrangements for young people with a disability and contact details will be circulated as soon as possible.

8.3 Updates from Member Organisations

CNWL – there is now a single point of access via e-mail for the safeguarding adults service in CNWL. The SGA lead post is being advertised this week which will make the role substantive/permanent which is positive. The Community Service has moved into Bentley House.

MIND in Harrow – see also mystery shopping item above. MG raised a concern about the Police response to vulnerable adults and he will link up with MP to discuss.

Harrow Mencap – DP reported problems getting through to the Police “101” number which MP suggested might be related to Mencap’s telephone system. DP will also discuss domestic violence reporting with MP to ensure clarification of pathways.

London NW Hospital Trust (Provider Services) – new Chief Nurse has a focus on adult safeguarding. Restructuring of nursing services underway. Monthly SGA steering group set up and partners will be invited to some future meetings. SGA training going well – very good percentages of staff trained at the various competency levels.

Councillor M – very positive feedback given to LAS about their palliative care conference. Scrutiny are tonight setting up their work programme for next year with more “lighter touch” reviews.

CCG – CA-B reported that the “deep dive” on safeguarding had a “good” outcome. Standards for safeguarding have been given to local providers. There is an interview for the HSAB lead GP imminently.

LAS – VH reported that LAS is strengthening its safeguarding arrangements by increasing by three people demonstrating the priority its being given. Next week there is a London Mental Health and Safeguarding conference for staff.

Trading Standards – AF fed back on joint work with SD on victims of scam mail which was positive for both services.

Age UK Harrow – AM reported that Age UK Harrow is running a “know your rights” event in the Civic Centre on 22nd March from 10 a.m. to 12 noon and encouraged everyone to let their staff know.

9. AOB (urgent items only)

None



in partnership with:

