

**Harrow Multi-Agency  
Local Safeguarding Adults Board (LSAB)**



**Minutes of Meeting - Wednesday 9<sup>th</sup> December 2015**

<b>Board members present</b>	<b>Organisation</b>
Christine Asare-Bosompem (CA-B)	Harrow CCG
Karen Connell (KC)	Harrow Housing
Simon Conningsby (SCo)	CNWL
Julie-Ann Dowie (J-AD)	Royal National Orthopaedic Hospital
Bernie Flaherty (BF)	LSAB Chair
Mark Gillham (MG)	Mind in Harrow
Garry Griffiths (GG)	Harrow CCG
Patrick Laffey (PL)	London North West Hospitals Trust (Harrow Provider Organisation)
Coral McGookin (CMcG)	Local Safeguarding Children's Board (LSCB) – LB Harrow
Cllr Chris Mote (Cllr M)	Shadow Portfolio Holder – (LB Harrow)
Deven Pillay (DP)	Harrow Mencap
Phillip Powell (PP)	London Ambulance Service
Visva Sathasivam (VS)	Adult Social Care (LB Harrow)

Marie Tiquet (KT)	Westminster Drug Project
Cllr Anne Whitehead (Cllr W)	Elected Councillor (Portfolio Holder) - LB Harrow
<b>Officers supporting the LSAB</b>	
Sue Spurlock (SS)	Manager Safeguarding Adults and DoLS Services – (LB Harrow)
Seamus Doherty (SD)	Safeguarding Adults Coordinator - (LB Harrow)
<b>In attendance</b>	
N/A	
<b>Board members not present</b>	<b>Designation/Organisation</b>
Sarah Crouch (SC)	Public Health
Jonathan Davies (JD)	London North West Hospitals Trust
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)
Sherin Hart (SH)	Private sector provider representative
Jules Lloyd (JL)	London Fire Brigade
Nigel Long (NL)	Harrow Association of Disability (HAD)
Richard Metcalfe (RM)	Metropolitan Police – Harrow
Avani Modasia (AM)	Age UK Harrow
Colin Morris (CM)	Department of Work and Pensions
Tanya Paxton (TP)	CNWL
Ash Verma (AV)	Harrow Healthwatch
Mark Wolski (MW)	Harrow Police

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## 1. Welcome/Introductions/Apologies

BF welcomed all LSAB members - introductions and apologies were made.

It was noted that there had been no Police representative at the last two meetings and this was a concern in the context that they are a statutory partner.

**Action:** BF to write to the Borough Police Commander to request consistent attendance at the HSAB meetings

**BF**

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

The notes of the last LSAB Business meeting (9<sup>th</sup> September 2015) were agreed as an accurate record.

### Matters arising:

#### LSAB Safeguarding Adults Conference 2015 – November 25<sup>th</sup>

SS fed back that 107 staff from a wide range of agencies had attended the conference and the evaluation was almost universally positive. The key note speaker had been Alex Ruck-Keene, the barrister who is the leading expert on mental capacity and the Court of Protection. Sessions had included advance decisions/do not attempt resuscitation orders; self-neglect and unwise decision making as well as a range legal updates in relation to safeguarding adults practice.

#### GP representative for the HSAB

BF confirmed that as requested by the HSAB she had written to the CCG about a GP representative and had received a response from Dr Kelshiker. GG provided an update that recruitment is underway so hopefully by the next HSAB meeting a rep will have been found, but meanwhile he and CA-B are the CCG's formal attendees.

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## 3. LSAB Development

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### 3.1 Key points from the Home Office inspection – vulnerable people in custody (item for information)

SS presented the report which was discussed with particular focus on the actions needed by the HSAB or its partner members. The inspection had taken place in March 2015 and Harrow was a participating borough. The inspectors had also taken account of findings from the rolling programme of custody inspections which are conducted jointly with HMIP, and HMIC's National Child Protection Inspection programme.

The recommendations were primarily for information, with 2 for noting by the LSCB representative and 1 for Health and Wellbeing Board representatives. There was one specific recommendation for the HSAB to consider which was discussed:

*“The College of Policing, in collaboration with relevant health and social care partners, should promote a joint, multi-agency approach to training for frontline staff, including those working in custody, on practical ways to support diversion from custody, vulnerability assessment and risk management. At a minimum, this should address:*

- *a shared understanding of vulnerability, its identification and warning signs;*
- *statutory roles and responsibilities, particularly as this is relevant to diversion from police custody;*
- *the health and social care needs of vulnerable people in police detention and associated requirements to be able to communicate well with them; and*
- *proposals on the practicable implementation and governance of provision, oversight and evaluation of training at a local level”*

MG confirmed that MIND in Harrow has been commissioned by North West London CCG’s regarding mental health crises and custody and what support is available, linked to the Mental Health Concordat. SC confirmed that the report has been circulated at CNWL Mental Health Trust for discussion. DP reminded the HSAB that Harrow Mencap has reported some recent positive experiences based on supporting vulnerable adults in custody locally. HSAB discussed the important role that the Health and Wellbeing Board can have in ensuring the recommendations are taken forward in Harrow and MG confirmed that he had asked Public Health to include criminal justice related issues in the Board’s Strategy. It was recognised by the HSAB that it was difficult to discuss fully and agree appropriate actions on this important topic without a Police representative at the meeting.

**Action:** Seamus to ask the Police about mental health awareness training

**SD**

**Action:** Seamus Doherty to liaise with local Police colleagues about this recommendation as part of the LSAB’s formal review of the local training programme

**SD**

**Action:** Cllr W to write to the Police about the importance of their representation at the Harrow Health and Wellbeing Board

**Cllr W**

**Action:** BF to write to the Borough Police Commander about the importance of their representation at the Harrow Safeguarding Adults Board, highlighting that they are one of the statutory partners

**BF**

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## 4. Quality/Performance Review

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### 4.1 Performance report quarter 2 – 2015/2016

(item for information)

The statistics and covering report had been circulated with the agenda.

If the referral pattern continues there would be another growth of 28% in concerns at the year-end, likely to be as a result of Care Act implementation with a lower threshold for enquiries and the inclusion of new areas including self-neglect. As discussed at the HSAB before, it is difficult for the Board to form a view about what the optimum number of concerns for a borough the size of Harrow should be. Deprivation of Liberty Safeguards (DoLS) numbers were also growing very rapidly with a projection of 774 in 2015/16 compared with 387 the year before.

The statistics at the end of September showed a broadly similar picture to the previous quarter with the exception of the increase in mental health referrals which is positive given that the HSAB has had this as a priority area for improvement. The other 2 areas of note are the continuing rise in DoLS referrals and the increasing amount of work on neglect cases.

BF asked the HSAB to reflect on the significant improvement in the mental health statistics given the high priority given to this area of its work in recent years. SC believed that a full-time role and a single referral point were hopefully making a significant difference. He has also been supporting staff and meeting with Rethink and Look Ahead about how to raise concerns. SC thinks that TP is hoping to make his role substantive as it seems to be working and BF's view supported by MG was that the HSAB would support that decision. MG also queried whether the pathways between CNWL and the Council are clear. SC confirmed that both organisations have a single point of access and that there is close cooperation between the 2 services to ensure that no one falls between them.

### 4.2 Second LSAB “mystery shopping” exercise – update on progress

MG introduced this item. This exercise built on the one done last year targeting Access Harrow and CNWL. This one contacted 101 (Police switchboard); the new Single Point of Access (SPA) at CNWL and 3 GP practices. As before the MIND in Harrow users were supported to make the calls and it was a very positive experience. Both BF and Cllr W voiced strong support for this project as they view listening to users about their experiences of services as the highest priority.

**Action:** SD to circulate the report and SS will agenda for fuller discussion at the next HSAB meeting.

SD  
SS

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## 5. Training and Workforce Development

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### 5.1 Formal evaluation/review of the training programme – update on progress to date (item for information)

SD provided the meeting with an overview of the approach being taken to evaluate the training programme which has been done through survey monkey, with 48 out of 52 attendees responding. The focus is on outcomes and impact of the training on practice, so respondents will be followed up at 3 and 6 months. He reminded the attendees that nominated representatives from their organisations would be very welcome in taking this project forward.

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## 6. Policies and Procedures/Governance

### 6.1 LSAB Strategic Plan – action plan exception reporting (standing item) (item for information)

As stated at the September meeting, the focus in 2015/16 is on the new areas agreed by the Board when it signed off the Annual Report i.e.

- *to revisit the Board's governance in light of the Care Act, for example the information sharing agreement and replacing the Serious Case Review (SCR) policy with a Safeguarding Adults Review (SAR) policy*
- *to formally evaluate the multi-agency and single agency training programmes with a focus on outcomes for participants in practice*
- *to update the Board's complaints policy to ensure Care Act and MSP compliance (jointly with the LSCB)*
- *to formally adopt the new pan London procedures when available (now unlikely to be before 2016)*

Responsibilities for overseeing work on self-neglect was agreed as a pilot at the September meeting. The refreshed terms of reference and review of the formal training programme are on the agenda today.

### 6.2 Draft revised LSAB terms of reference (TOR) (item for decision)

The draft terms of reference had been circulated with the agenda and were discussed in detail. SS introduced this item and explained that the Board's TOR had been revisited and refreshed in light of the Care Act and its statutory footing. There was discussion about accountability for the HSAB and its relationship with the Health and Wellbeing Board and BF reminded members that she and Cllr W as well as some partners are on both Boards, so there is a close working connection. There are also strong working links with the HSCB.

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<p>There were some concerns about the need for all the statutory partners to be present in order for the meeting to be quorate.</p> <p><b>Action:</b> SS to amend the TOR based on the decisions of the meeting and circulate the final version for agreement at the March Board meeting</p> <p><b>6.3 Police information sharing agreement – update (previously discussed at the December 2014 meeting)</b> (item for information)</p> <p>Item deferred as there was no Police representative in attendance.</p> <p><b>Action:</b> SS to agenda for the March 2016 HSAB meeting</p>	<p>SS</p> <p>SS</p>
<p><b>7. Prevention and Community Involvement</b></p>	
<p><b>7.1 “CSE; FGM and gangs – adult social care perspective and work in progress</b></p>	
<p>VS updated the meeting on work being done in Adult Services.</p> <p>For Child Sexual Exploitation (CSE) there was a recognition that some vulnerable adults can also be targets and a pathway for referrals has been agreed with the MASH. Adult Services staff are being encouraged to attend any training being organised by the HSCB. SD has joined CMcG in running a briefing session for Publicans. The safeguarding transition protocol would be used if young people at risk of CSE continued to be at risk as vulnerable adults. The Adult Services Risk Panel also considered cases where vulnerable young adults were a cause for concern.</p> <p>Harrow is not a “gang borough”, but where vulnerable adults are identified as possible victims concerns can be dealt with under the pan London safeguarding procedures.</p> <p>The HSAB has had a presentation about FGM and there has been one recent adult case identified at a local care home.</p> <p>CMcG commented that in relation to gangs the Home Office Peer Review recommended that SABs and SCBs should be critical friends to the leadership provided by the Safer Harrow Partnership and will bring the report to a future meeting.</p> <p>DP raised the issue of hate and mate crime for people with a learning disability. Harrow Mencap runs a “Skill Up” project for people with a learning disability who are not in receipt of any services and yet can be vulnerable.</p>	<p>CMcG</p>

<p>Cllr W asked about travel training for safe travel for vulnerable adults and DP responded that there is close working with Shaftesbury School. CMcG highlighted “Chelsea’s Choice” drama which although for children does not exclude vulnerable adults. There was also a discussion about domestic violence and SD was asked to re-circulate the latest pathway diagram for information.</p>	<p><b>SD</b></p>
<p><b>8. Partnership Working</b></p>	
<p><b>8.1 User input to the work of the Board – and recommendations</b>  <b>(standing item)</b> (item for information)</p> <p><b>Feedback from latest user interviews</b></p> <p>SS fed back that the independent social worker had completed her most recent report on user interviews at the end of the safeguarding process. For the first time she reported that 100% of people she spoke with had felt involved and fully understood the process. Given the work being done on Making Safeguarding Personal (MSP) this is a very positive finding. It suggests that the emphasis on working at the users’ pace including holding meetings at their home or a location of their choice has improved the sense of control and understanding of the process.</p>	
<p><b>8.2 Feedback from the HSCB (standing item)</b> (item for information)</p> <p>CMcG informed HSAB that the latest serious case review is now on the HSCB website. There will be dates in the Spring for people to attend sessions which will disseminate the learning. There were 4 main areas: (i) how anonymous calls are handled; (ii) ownership of issues with “mobile” families who cross borough boundaries; (iii) lack of clarity on legal powers; and (iv) working with difficult to engage mothers.</p> <p>There was a raising awareness event last month on FGM jointly hosted with the HSAB and next Spring there will be one on forced marriage.</p>	
<p><b>9. Updates from member organisations (including progress on personal pledges)</b></p>	
<p><b>CNWL</b> – the pictures of lead staff are now displayed at the various CNWL sites</p> <p><b>MIND in Harrow</b> – see mystery shopping item above</p> <p><b>Harrow Mencap</b> – progress on pledges is underway. Skill Up project etc was covered under other agenda items</p>	



**Housing** – the tenancy welfare officer is now on a lot of relevant panels

**WDP** – will be aiming to keep up awareness of safeguarding adult’s issues

**Councillor W** – will take the work place wellbeing issues to the H&WB Board

**London NW Hospital Trust (Provider Services)** – there has been a high focus on training with positive numbers attending

**Councillor M** – his role on Scrutiny includes holding Councillor colleagues including portfolio holders to account on safeguarding

**CCG** – the deep dive on safeguarding has assisted GG in getting very quickly up to speed on local issues as soon as he arrived in Harrow. The exercise seems to have gone well and the CCG is waiting for the formal feedback but there were a number of areas of good practice identified. CA-B reported that the focus on training is going well and also that she is now representing the CCG at Prevent Strategy discussions

**LAS** – PP has been very active in Harrow in recent months in forging strong working links including about safeguarding matters. The LAS is hosting a free conference at Brent Civic Centre on 27<sup>th</sup> January 2016 about end of life care and PP will circulate the information via SD

**RNOH** – JA-D reported that the hospital is recruiting a substantive adult safeguarding lead nurse and has also now got a learning disability specialist nurse in post. There is a safeguarding team now in place

**HSCB** – see above

PP/SD

## 10. Any Other Business

BF thanked the HSAB for all its hard work in 2015, looked forward to working in partnership in 2016 and hoped that everyone would enjoy their Christmas break.



in partnership with:

