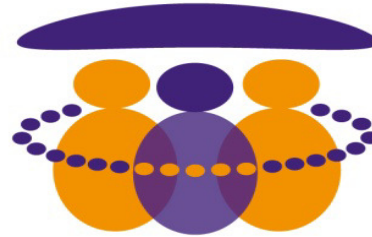


**Harrow Multi-Agency  
Local Safeguarding Adults Board (LSAB)**



& our Partners,

**Committed to  
Safeguarding Adults**



**Minutes of Meeting - Wednesday 16<sup>th</sup> September 2015**

<b>Board members present</b>	<b>Designation/Organisation</b>
Christine Asare-Bosompem (CA-B)	Harrow CCG
Karen Connell (KC)	Harrow Housing
Sarah Crouch (SC)	Public Health
Bernie Flaherty (BF)	LSAB Chair
Mark Gillham (MG)	Mind in Harrow
Sherin Hart (SH)	Care Home provider representative
Patrick Laffey (PL)	London North West Hospitals Trust (Harrow Provider Organisation)
Nigel Long (NL)	Harrow Association of Disability (HAD)
Coral McGookin (CMcG)	Local Safeguarding Children's Board (LSCB) – LB Harrow
Cllr Chris Mote (Cllr M)	Shadow Portfolio Holder – (LB Harrow)
Avani Modasia (AM)	Age UK Harrow
Tanya Paxton (TP)	CNWL
Deven Pillay (DP)	Harrow Mencap
Visva Sathasivam (VS)	Adult Social Care, (LB Harrow)
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>	
Samia Malik (SM)	Harrow Council (for item 3.1)
<b>Board members not present</b>	<b>Designation/Organisation</b>
Jonathan Davies (JD)	London North West Hospitals Trust
Cllr Margaret Davine (Cllr D)	Elected Councillor – (LB Harrow)
Julie-Ann Dowie (J-AD)	Royal National Orthopaedic Hospital
Paul Fish (PF)	Royal National Orthopaedic Hospital
Cllr Pamela Fitzpatrick (Cllr F)	Elected Councillor – (LB Harrow)
Jules Lloyd (JL)	London Fire Brigade
Richard Metcalfe (RM)	Metropolitan Police – Harrow
Colin Morris (CM)	Department of Work and Pensions
Phillip Powell (PP)	London Ambulance Service
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.

BF welcomed CA-B to her first meeting as the lead nurse for safeguarding adults at the Harrow CCG.

BF clarified that she had written to the CCG about a Board representative and they will let her know once one has been identified.

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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 (18<sup>th</sup> March 2015) and the Annual Review/Business Planning Day (26<sup>th</sup> June 2015) were agreed as an accurate record.

### Action:

### Matters arising:

### Care Act implementation – update (item for information)

VS provided the LSAB with an update.

He reminded members that quite a lot of discussion took place at the annual review day about the Board in the context of Care Act implementation.

The Board has agreed some areas for action in relation to governance, specifically: (i) to refresh the partnership agreement; (ii) to refresh the information sharing agreement; (iii) to replace the SCR Policy with a SAR Policy; (iv) to confirm all Designated Adult Safeguarding Manager (DASM) posts in each LSAB organisation; (v) to update the LSAB/LSCB joint complaints policy; and (vi) to confirm the role of Harrow Healthwatch with the LSAB. These areas will be progressed over the next few weeks and reported back in December. There has been contact between BF and Healthwatch who have received the annual report and will be providing some feedback hopefully before it goes to Scrutiny on 26<sup>th</sup> October.

Given the statutory nature of the Board it will be even more important for members to present the annual report to their Executive meeting or equivalent as soon as possible.

MG asked about eligibility under the Care Act for advocacy and how Harrow Council is applying it, so that users can be informed. Also whether it can be included in any future easy to read information about safeguarding.

**Action:** SD to send the information to MG

**SD**

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**File audits – confirmation of each organisation’s audit processes**

(item for information)

TP confirmed that CNWL has just had its first external/independent file audit from the same person that the Council has been using for the last few years. In summary the only concerns were about recording rather than process. Harrow MH Services now has a lead post for safeguarding adults and a single e-mail address where all concerns can be sent. TP is keen to join up with the Council for file audits in future and asked SS to liaise with her about this. TP also confirmed that numbers of concerns are going up and will keep the LSAB updated at future meetings.

**Budget cuts and any impact on vulnerable people**

(item for information)

BF informed the Board that there was a Commissioning Panel in the Council yesterday about possible funding reductions and that the process will continue with many debates yet to come before risks are identified and final decisions are made. There will be consultation events and decisions made by Cabinet probably in December/February. BF reassured the Board that she will provide an update as soon as she is able to do so. It was recognised that all organisations will be facing similar issues with funding over the next few months and the details can be brought together later in the year in the context of possible impact on safeguarding adults work. MG asked about consultation dates and Cllr W replied that its early in the process but there will be resident engagement events. Cllr W and BF reassured MG and the other Board members that engagement is a key part of the process.

**Action:** on behalf of the LSAB, the chair agreed to feedback that a “whole system” approach across a number of local agencies would be beneficial such that by joining up and looking at any efficiencies, possible negative impact might be limited. However it was acknowledged that the timings of this in respect of the different member organisation’s governance processes may prove problematic.

**BF**

**3. LSAB Development**

**3.1 Prevent and radicalisation (item for information)**

Samia Malik attended for this item and made her presentation which was discussed. She clarified in response to a question from Cllr W that all forms of extremism are covered, including right wing issues. SM offered to visit local organisations (including the voluntary sector) to run briefing sessions, (so long as there were no fewer than 15 – 20 people) if that would be helpful.

**Action:** DP offered to liaise with the other voluntary organisations to set up a joint session for SM to attend and run a briefing session

**DP**

**Action:** SD to circulate the Prevent action plan to LSAB members who can provide feedback to SM

**SD**

#### 4. Quality/Performance Review

##### 4.1 Performance report quarter 1 – 2015/2016 (item for information)

The statistics and covering report had been circulated with the agenda. SS highlighted that it is early in the financial year to draw clear conclusions from the statistics, however areas that the Board may wish to keep under review are (as previously) the relatively low numbers of mental health concerns, as well as the rapidly increasing numbers of DoLS cases.

VS commented that a rise in “concerns” could be seen as positive, as it suggests that time and money spent on briefings and awareness raising is being effective rather than indicating poor care and a rise in actual incidents of abuse. DP queried whether the funding reductions might lead to a further rise in “concerns” if there are less community support options available to vulnerable people and their families. BF supported VS’s view that raising awareness to date could be seen as positive and that its likely to be a requirement to provide a baseline for numbers before any funding reductions so that any possible negative impact can be measured. Cllr M had been to a training event on the Care Act where there was a suggestion of Scrutiny looking at implementation after one year and he is likely to take that forward with his elected Councillor colleagues. This response was welcomed by all members of the Board.

MG queried the 25% national figure for MH alerts.

**Action:** SD to check the accuracy of the figure in the performance report

VS highlighted the number of cases likely to need to be taken to the Court of Protection over the next year e.g. young people with very complex needs in residential schools, where there are restrictions on their liberty. This is in addition to the already rising numbers of DoLS cases in care homes/hospitals as highlighted in the Q1 performance report.

SD

#### 5. Training and Workforce Development

##### 5.1 LSAB Safeguarding Adults Conference 2015 – November 25<sup>th</sup> (item for information)

SS informed members that on behalf of the Board a bid was made for some money to further develop knowledge and expertise in relation to safeguarding adults work. The criteria set by London Councils were that the money had to be spent in the following areas:

- Mental Capacity Act – update and latest case law
- Mental Capacity Act in practice for specific professionals e.g. a session for the Police
- Advanced Decisions and DNR orders
- Lasting Powers of Attorney
- DOL in community settings

The conference on 25<sup>th</sup> November is being run by Edge Training who are specialists in this field and they will cover the topics specified in the bid conditions. Given that the Board’s multi-agency safeguarding training programme covers the MCA at a basic level its very positive to have the opportunity to explore it in more detail.

The venue is the Council Chamber which can hold up to 120 people, so it should be possible for a wide range of staff across Board member's agencies to attend. Evaluation feedback will be provided to the Board at the December meeting.

## 6. Policies and Procedures/Governance

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

The exception report had been circulated with the agenda and was discussed.

The objectives for year one (2014/15) of the plan were met with a few on-going. This year the focus 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)

Some of the new areas, for example: the Board agreeing an effective approach to fulfil its responsibilities for overseeing work on self-neglect are on the agenda today. The others will be progressed throughout the year and some will need task and finish groups which it is hoped Board members will find representatives to participate in.

### 6.2 Transition protocol (updated 2015) (item for decision)

The draft protocol had been circulated with the agenda and was discussed. CMcG introduced this item. The original protocol (which is joint with the LSCB) had been in place for a year and it was agreed when it was formally launched that it would be reviewed after a year and this process is now complete.

CMcG confirmed that the Local Safeguarding Children's Board (LSCB) has already formally agreed it. The LSAB agreed the updated version with the proviso that another formal review date (2 years) is written into it and that some feedback about implementation is brought to the LSAB in March 2016.

**Action:** SS to agenda

SS

**6.3 Self-neglect (draft) protocol (item for decision)**

SS introduced this item. With the introduction of the Care Act 2014 in April 2015, the management of self-neglect cases formally became the responsibility of local safeguarding adult boards. Prior to this the “pan London Policy and Procedures for Safeguarding Adults from Abuse” specifically did not cover this work.

Harrow has an existing “multi-agency protocol for self-neglect (including chronic hoarders)” which the LSAB discussed as a “for information item” at its meeting in March 2013. This has been updated in recent months in response to research carried out by Professor Michael Preston-Shoot and his colleagues about what works in these situations. The LSAB is required to ensure that work in this area is being properly dealt with, however not all cases have to be managed from start to completion under the safeguarding adults procedures, nor would the resources be available for this approach to be taken. Research has indicated that the numbers of these cases are likely to be significant and some are challenging, related to situations of very high risk in which an individual with mental capacity refuses services. Research also indicates that any possibility of a positive outcome for people who self-neglect is likely to take time – longer than the time limited pan London safeguarding process is able to allocate.

The attached new (draft) version of the protocol aimed to cover both the findings of the research as well as a suggested model for managing casework as a pilot in Harrow over the next 6 months when it would be formally reviewed.

KC confirmed that Housing has had a Tenancy Welfare Officer since 2014 given that there are normally 5- - 60 active hoarding cases open at any one time. MG reported that national MIND is doing some research into hoarding and what works with some pilots to take place.

The protocol was agreed by the LSAB for a pilot period of 6 months and it will be brought back to the Board at its March 2016 meeting.

**Action:** SS to agenda

**SS**

**7. Prevention and Community Involvement**

**7.1 “Making Safeguarding Personal” – Harrow’s involvement in national project: action plan update**

An updated version of the action plan had been circulated with the agenda and was discussed. The report was noted.

## 8. Partnership Working

### 8.1 User input to the work of the Board – and recommendations

(standing item) (item for information)

#### Feedback from discussions with the Local Account Group about the LSAB Annual Report 2014/15

SS fed back that on 16<sup>th</sup> July she took the Board's Annual Report to a Local Account Group (LAG) meeting to discuss what had been done in 2014/15 and what was planned for this year. This was done for the first time in the context of one of the requirements of the Care Act that the Annual Report is subject to some public scrutiny and that this influences the Board's future work. There was a very useful discussion, with one area of focus being the information available to the more vulnerable members of the general public about scams and door step crime. This is in common with the message the Board heard from users at the Annual Review Day and that are picked up at safer street events and similar.

The little black book of scams is very popular and SS had reassured the LAG that stocks would be topped up so that they can be distributed as widely as possible. The LAG were very interested in Making Safeguarding Personal and strongly supported the view that victims should be in control of the safeguarding process, but had no specific requests for actions in this area of work. Lastly, there was quite a lot of discussion about the mental health statistics and knowing who to contact with concerns. SS was able to tell them that one of TP's personal pledges was to ensure that each of her units displayed clearly the name of the person to speak with which was well received.

TP was confident that there are a lot of safeguarding information posters around the services in Harrow and would want safeguarding alerts to be raised with anyone rather than a named staff member who might not be available.

**Action:** TP to check that information is widely available and the message about how to raise a concern is well publicised in relevant units

TP

MG reminded the Board that users at the annual review day had fed back about lack of knowledge by the Police of MH issues. Lots of users raise this with MIND as well so it seems to be an on-going and live issue. VS informed the LSAB that the Home Office has recently published the results of its inspection into custody arrangements for vulnerable adults (which involved Harrow) and that an action plan was needed to address its recommendations.

**Action:** SS to review the recommendations and inform the LSAB at its December meeting if any actions are required locally

SS



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## 8.2 Feedback from the LSCB (standing item) (item for information)

### FGM issues – update on the Harrow position – as agreed at the LSAB meeting in September 2014 (item for information)

CMcG updated the meeting on the work being taken forward by the LSCB in Harrow.

CMcG stated that because of the demographic profile in Harrow there are quite a high number of people from high risk groups, but low referral numbers to date. In terms of activity: MASH attends a monthly meeting at Northwick Park Hospital; there is regular training on offer; the LSCB website has a FGM information page and two Harrow schools have been proactive in recruiting workers – so structurally there is a lot in place, but with no impact on numbers as yet. The Serious Crime Act places a new duty on nurses, GPs and social workers etc and where they are not reporting cases they identify, disciplinary action is likely to follow. The Act also introduces anonymity so it's hoped that more women will come forward. New guidance is to be issued shortly including a requirement to raise awareness and to produce prevalence data. The Home Office has produced a helpful guidance sheet. The LSAB and LSCB are likely to run a joint lunchtime event for managers and staff, inviting the Home Office lead person to do a presentation. In response to discussion and questions, CMcG reassured LSAB members that outreach into faith and other relevant community groups is already in place and that data including where the FGM occurred is being collected.

### Other LSCB feedback (item for information)

The LSCB annual report for 2014/15 is being presented to the Executive tomorrow and if agreed will be put on to the website.

A Serious Case Review following the tragic death of a child is due to be published in November and all agencies will be able to find some learning points for their staff.

There is a lot of Child Sexual Exploitation (CSE) work underway and the LSCB is delighted with the level of “buy-in” from all the agencies involved, resulting in the numbers of referrals slowly starting to increase.

As reported previously a lot of OFSTED inspection preparation is underway.

Section 11 audits are also on-going.

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## 9. Updates from member organisations (including progress on personal pledges)

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**CNWL** – both pledges are completed. There is a designated safeguarding adults lead newly in post (to be reviewed in January) and significant changes in local services over the next 3 months including: single point of access going live in November; home treatment/crisis service also going live in November and some redesign of local community services. User and carer consultation will be taking place. A new mental health provider forum has been set up.

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**MIND in Harrow** – second “mystery shopping” exercise preparation is underway with SD. MH crisis concordat training is being offered over the next 3 months and MG asked LSAB members to promote attendance with their staff

All

**Harlow Mencap** – DP reported that his personal pledge work was underway

**Housing** – pledge work is underway e.g. the worker dealing with hoarding cases. KC reported that a new CIPFA document is due out imminently dealing with fraud and might be relevant in relation to more vulnerable people

**Age UK** – AM highlighted that 1<sup>st</sup> October is International Older People’s Day and that Age UK are holding a conference with some key speakers e.g. from national Age UK. Locally Age UK are celebrating their 40<sup>th</sup> anniversary

**London NW Hospital Trust (Provider Services)** – PL updated the LSAB on his pledge in the context of a local memorandum of understanding on joint working and he will check that it covers safeguarding well enough

PL

**Councillor Mote** – is involved in some quality assurance at the hospital, gave an update on the new Ward and will report back at a future meeting

**Public Health** – SC fed back that the substance misuse strategy was approved by the Health and Wellbeing Board with a focus on prevention, protection and promotion of recovery. The new local providers have been selected and are CNWL and WDP for adults and Compass for children.

The Director of Public Health’s annual report has a focus on loneliness and isolation. Public Health is carrying out an audit of clinical governance with all the organisations it commissions services from, including safeguarding links.

**LSCB** – CMcG reported that her pledges were in relation to commitment to the work of the LSAB/LSCB Business Coordination meeting and the opportunities through that forum to identify join up and efficiencies e.g. on CSE work

**HAD** – NL had not been at the annual review day to make a pledge but would have highlighted a wish to attract more volunteers and to empower users. HAD is involved in Inclusion London

**Adult Social Services** – VS made a pledge about striving to protect safeguarding the most vulnerable in the context of funding reductions. He informed the LSAB that the annual report is being presented to the Council’s Scrutiny Committee on 26<sup>th</sup> October 2015

**10. Any Other Business**

SS was asked to record thanks to Dr Lawrence Gould who had now resigned as the CCG's clinical (GP) member on the LSAB. His commitment to safeguarding adults work was recognised and acknowledged and BF asked CA-B to feedback the Board's thanks to Lawrence.

**CA-B**



In partnership with:

