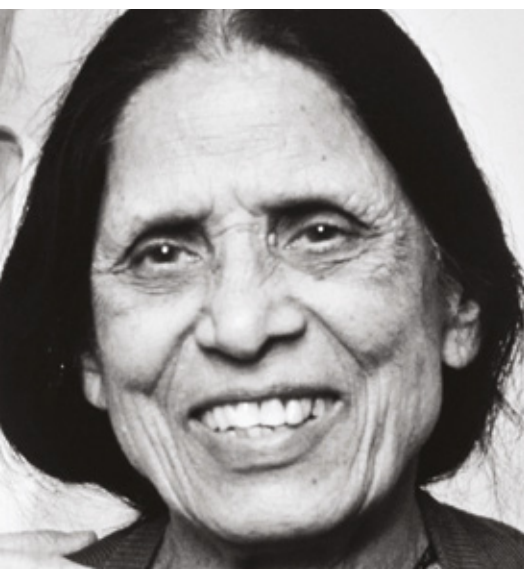




Brent Safeguarding Adult Board

ANNUAL REPORT 2016-2017



CONTENTS

HOW TO REPORT ABUSE IN BRENT.....3

TYPES OF ABUSE AND NEGLECT4

INTRODUCTION TO THE 2016-2017 ANNUAL REPORT7

FOREWORD FROM THE INDEPENDENT CHAIR9

2017-19 BSAB PLAN.....10

THE BOARD11

SAFEGUARDING ACTIVITY IN BRENT12

BUDGET AND EXPENDITURE16

THE SUB-GROUPS AND THEIR CONTRIBUTION16

PARTNER ORGANISATION CONTRIBUTIONS24

How do I Report abuse in Brent?

If you wish to raise a safeguarding concern complete this [safeguarding form \(.docx, 111.3kB\)](#) and email it to safeguardingadults@brent.gov.uk. If you have any trouble completing the form, please contact the Duty Team at safeguardingadults@brent.gov.uk or call [020 8937 4300](tel:02089374300) and they will help you



PHYSICAL ABUSE

Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

DOMESTIC VIOLENCE

Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

ORGANISATIONAL ABUSE

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home.

MODERN SLAVERY

Encompasses slavery, human trafficking, and forced labour and domestic servitude.

DISCRIMINATORY ABUSE

Including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

PSYCHOLOGICAL ABUSE

Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation or blaming.

PHYSICAL ABUSE

Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

SEXUAL ABUSE

Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography.

SELF-NEGLECT

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

NEGLECT AND ACTS OF OMISSION

Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

FINANCIAL OR MATERIAL

abuse Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements.



Who is an Adult at risk and when would we consider a Section 42 Enquiry?

1	2	3
AN ADULT AGED 18 YEARS OR OVER	WHO IS OR MAY BE IN NEED OF COMMUNITY CARE SERVICES BY REASON OF MENTAL OR OTHER DISABILITY, AGE OR ILLNESS	UNABLE TO TAKE CARE OF HIM OR HERSELF, OR UNABLE TO PROTECT HIM OR HERSELF AGAINST SIGNIFICANT HARM OR EXPLOITATION



Introduction to the 2016/2017 Annual report

Brent Safeguarding Adults Board (SAB or 'Board') is a multi-agency partnership of statutory and voluntary agencies working together to review and improve local safeguarding arrangements.

The Board is required by law, under the Care Act 2014, to produce and publish an annual report each year. In the report we must tell you what we have done during the last year to support adults at risk of abuse and neglect in our Borough. The Care Act came in to force on 1st April 2015.

Our Responsibilities are:

- To ensure people are safe and able to protect themselves from abuse and neglect.
- To intervene and ensure people are protected when they need to be.
- To ensure people are treated with dignity and respect.
- To make sure each person affected can get the support and services they need to protect themselves without difficulty.
- To contribute and when required lead in strategic decision making for safeguarding arrangements.
- To provide guidance on operational best practice.

In this report we will tell you:

- What the Board has done to provide, protect and promote safeguarding in Brent
- What the sub groups and our partner agencies have done in the last year and about their future plans
- About the Safeguarding Adult Reviews (SARs) investigations we have carried out
- How we will use this evidence to provide better outcomes for our residents
- The case studies in this report are taken from real safeguarding concerns but we have changed names in all cases to protect people's identities. We have included these to demonstrate how we are working to make safeguarding personal, tackle abuse, promote well-being and support adults to be safer in our community.

CASE STUDY

– RAY

CONCERN

Trafficked from the UK to another nation for “therapy”
The “therapy” consisted of physical and emotional abuse

RESPONSE

Emergency accommodation and assistance with benefits was provided

Multi-agency working between police, housing and Adult Social Care

OUTCOME

Ray was protected from further abuse

Human slavery protocol being developed as a result

Foreword from the Independent Chair

This annual report covers the year April 2016 to March 2017. I took over as Independent Chair in June 2016. It is a statutory requirement (Care Act 2014) that the Brent Safeguarding Adults Board (SAB) publishes an annual report.



Our work in the first half of the year focused on:

- Ensuring that the terms of reference for the SAB and its sub-groups were clear, realistic and linked to the Board's strategic plan;
- Establishing an Executive, with membership drawn from the SAB's three statutory partners (local authority, clinical commissioning group and police) and the chairpersons of the sub-groups, with the remit to monitor the work of the sub-groups and the achievement of the objectives contained within the strategic plan;
- Appointing staff to manage the day-to-day business of the Board and its sub-groups.

This work came together in the Board's first development day. Such days will become annual events, enabling SAB members to reflect on the performance of the Board and to hear directly from practitioners and managers, and from organisations of service users and carers, what is working well and where improvements are needed to keep adults safe from abuse and neglect.

At this first development day, Board members agreed the terms of reference for the SAB and its sub-groups, and refined the strategic plan. This was helped by contributions from practitioners and managers across all the agencies in Brent that work with adults at risk of abuse and harm, or in need of care and support. The strategic plan has been published and is available on the Board's web pages.

Our work in the second half of the year focused on:

- Completing one Safeguarding Adult Review (SAR) and ensuring that the recommendations for practice improvement and service development were fully implemented;
- Commissioning a second SAR, which will be completed early in the 2017/2018 year;
- Completing an audit of adult safeguarding policy and practice across agencies in Brent;
- Ensuring that the sub-groups have an action plan to take forward their part of the SAB strategic plan;
- Agreeing a system of performance reporting with all the agencies in Brent whose roles and responsibilities include adult safeguarding so that the SAB can be reassured about the effectiveness of single and multi-agency systems in keeping people safe, and can take action to improve services where necessary;
- Updating the SAB's web pages;
- Making productive links with the Safer Brent Partnership and with the Local Safeguarding Children Board.

All this work is reported upon in the pages that follow in this annual report. Our objective this year has been to make the annual report fully accessible. Thus, partner agencies and the sub-groups have been asked to report succinctly on their objectives and achievements for the year in question and to outline their plans for the future. Our hope is that this gives readers an easy insight into how the SAB is overseeing the work of the different agencies in keeping adults in need of care and support safe from abuse and neglect.

I would like to thank everyone involved for their commitment to adult safeguarding in Brent. I hope that you find the annual report useful in understanding the work of the Board and its partner agencies.

Professor Michael Preston-Shoot
Independent Chair
July 2017

The SAB plan for 2017-19

You can find details of this plan on our website ([LINK](#)) All the agencies and organisations are working together to contribute to this plan.

There are 7 Areas of Priority:

- To raise awareness and understanding of safeguarding adults within the Brent Safeguarding Adults Board (BSAB) workforce and wider community
- Continuing to work together to understand and meet the challenges of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS)
- To increase the voice of service users and carers, and their representatives in the work of the SAB
- Continue to work to progress the making safeguarding personal agenda
- Training and Workforce Development is used to support the delivery of SAB priorities and to add value
- Better Quality Data – to work with partners to develop a multi-agency data set to monitor key safeguarding activity within the SAB partnership and to hold partners to account
- An effective Board is established through good Governance, Leadership, Responsibility, Partnership and Accountability

The Board

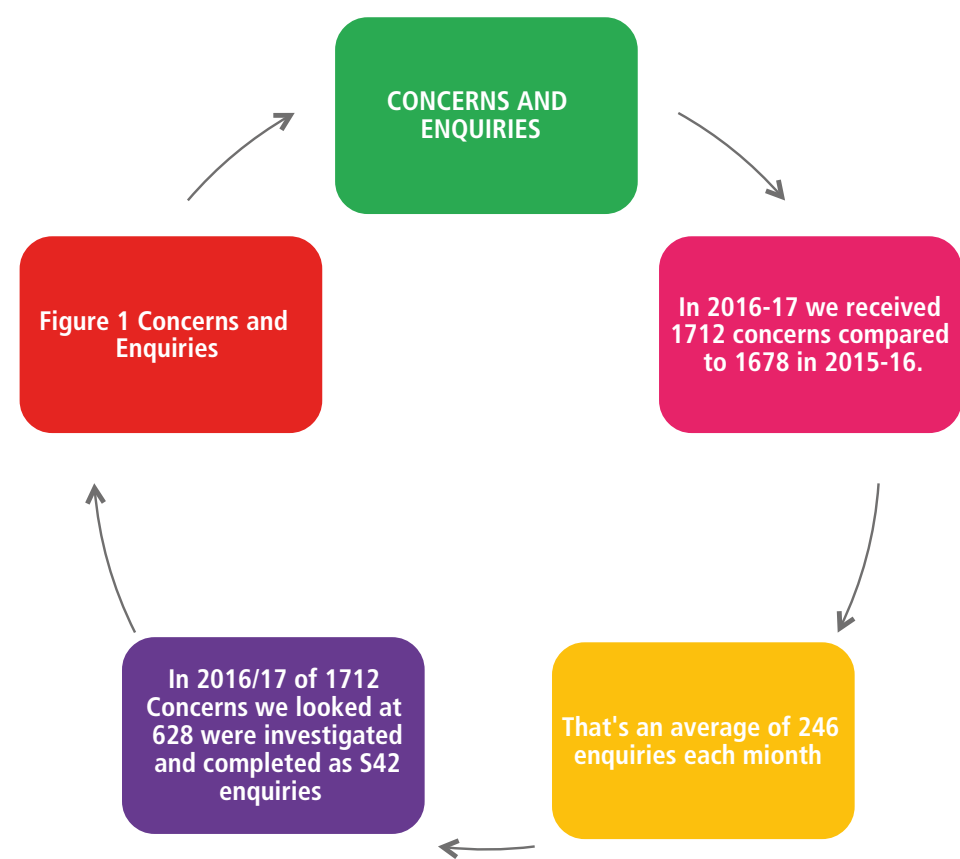
The Brent Safeguarding Adults Board is made up of The Safeguarding Adults Board, the Safeguarding Adults Board Executive and five Sub Groups. The Chairs of each Sub Group will tell you about their contributions in section 8.

The Board meets quarterly and in future the minutes of its meetings will be posted on the SAB's web pages. It is responsible for agreeing the contents of the annual report and the strategic plan. It must accept the findings and recommendations of safeguarding adult reviews, and ensure that the recommendations are fully implemented through action planning, staff training, policy development and changes to how services are organised. It ensures that regional and national adult safeguarding developments and issues are fully reflected in local discussions, procedures and practice.

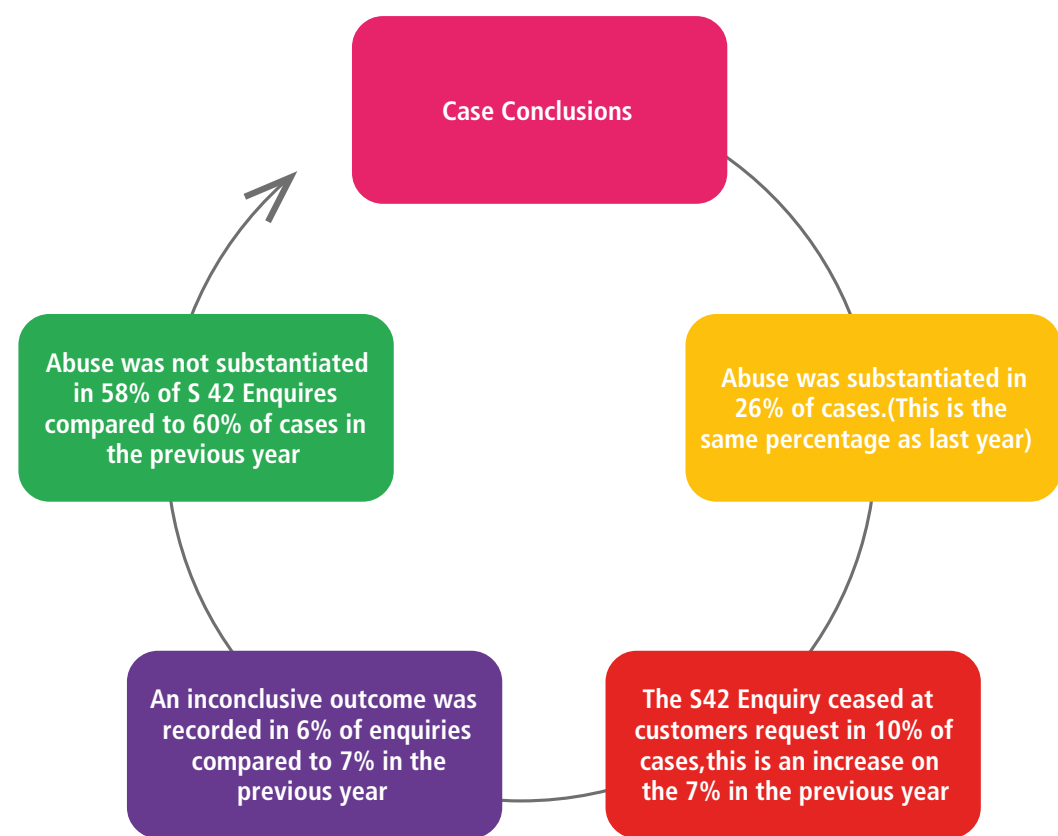
The Safeguarding Adults Executive Board meets every six weeks. It receives reports from the sub-groups and ensures that they are making an active contribution to the achievement of the priorities in the strategic plan. It also scrutinises the performance of local agencies in safeguarding adults and escalates any concerns to the SAB. Future priorities for the Executive include building on established links with housing providers, domiciliary care providers and care home providers, and developing or reviewing policies and procedures to address those types of abuse and neglect newly included in adult safeguarding by the Care Act 2014, especially modern slavery and self-neglect.



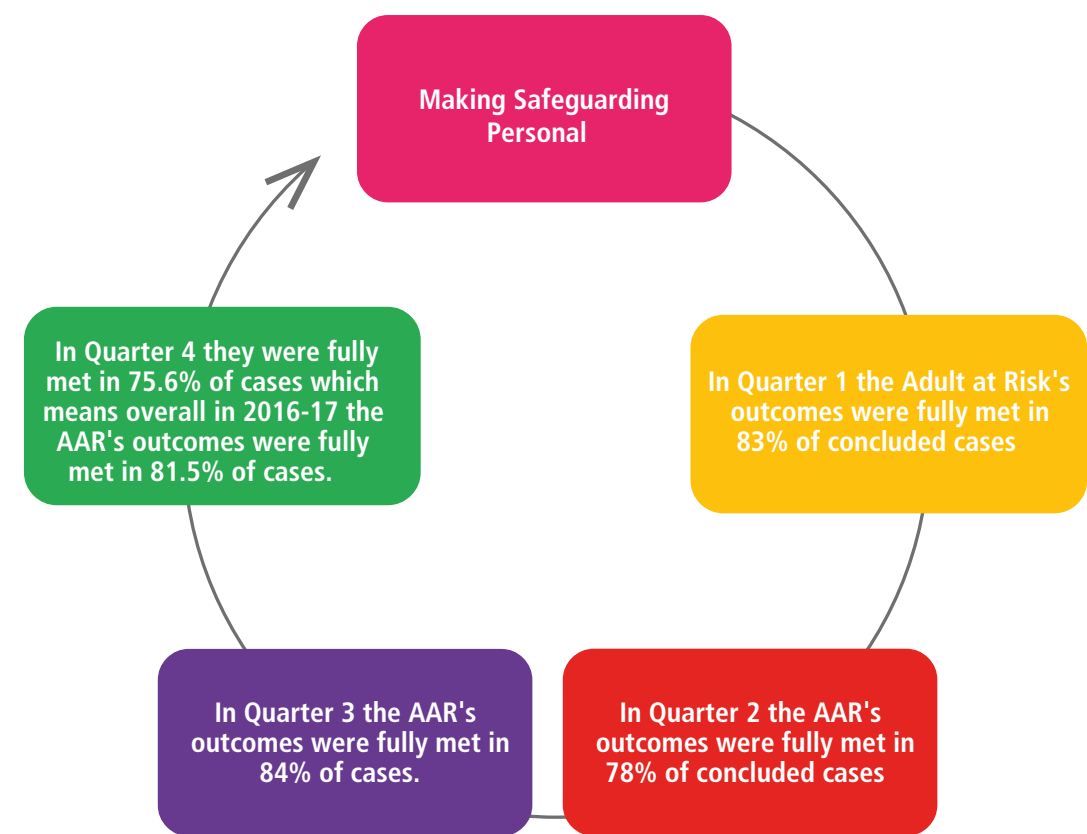
Brent Safeguarding Adult Team Activity 2016-17



Case conclusions



Making Safeguarding Personal for the Adult at Risk

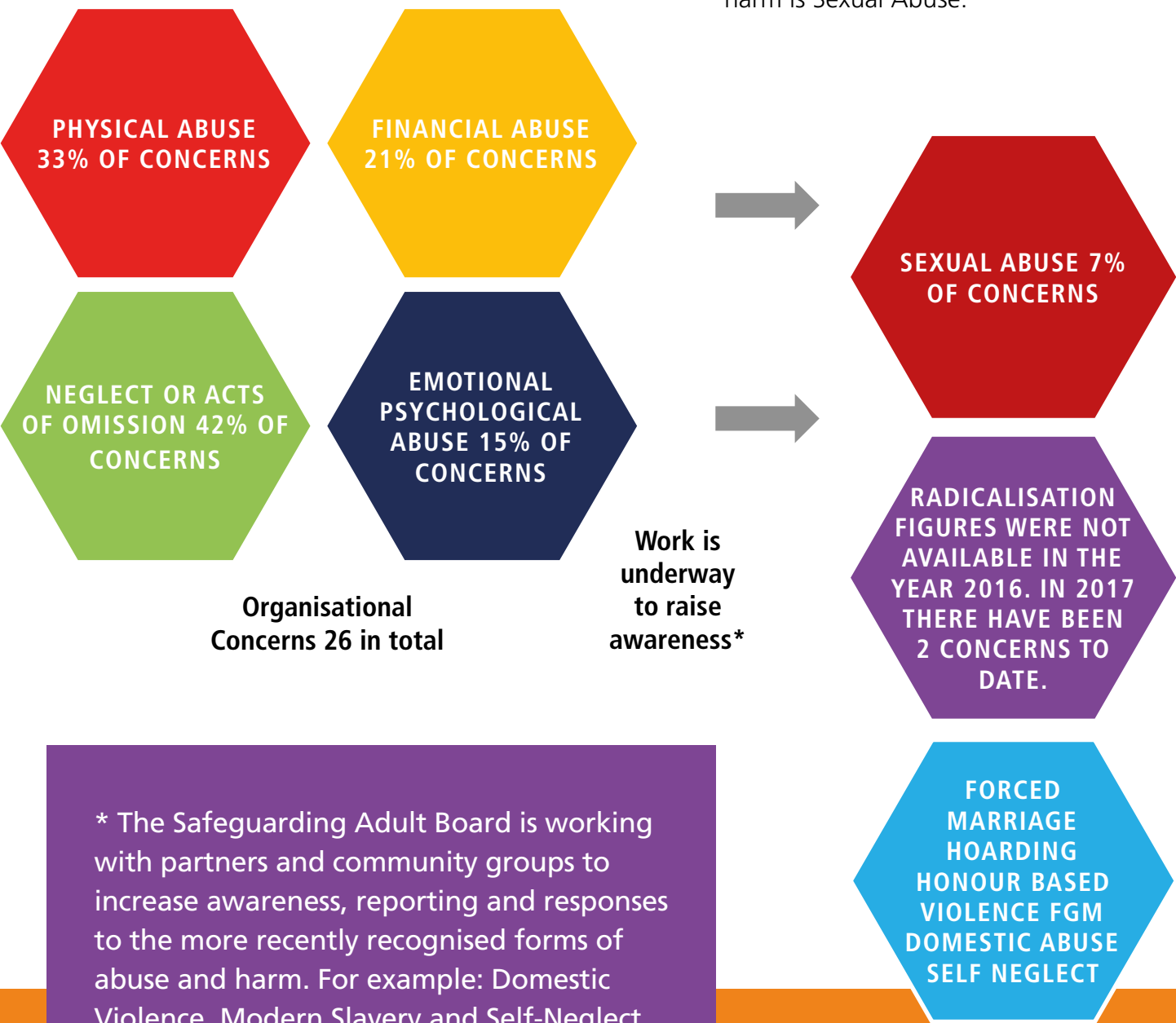


Reducing Risk



Types of Harm

The Core 4 Highest Categories in 1720 Concerns. In these 4 types of harm more than 1 category is often indicated in the Concern.



* The Safeguarding Adult Board is working with partners and community groups to increase awareness, reporting and responses to the more recently recognised forms of abuse and harm. For example: Domestic Violence, Modern Slavery and Self-Neglect. One of the ways we plan to do this in 2017-18 is by bringing all Partner safeguarding data together for the first time. We will then use this information to better identify where we need to focus our resources to tackle abuse and harm and prevent or reduce risks for residents of Brent.

Concerns about neglect or acts of omission increased in comparison to last year. There was a decrease in other core categories. The next highest category of harm is Sexual Abuse.

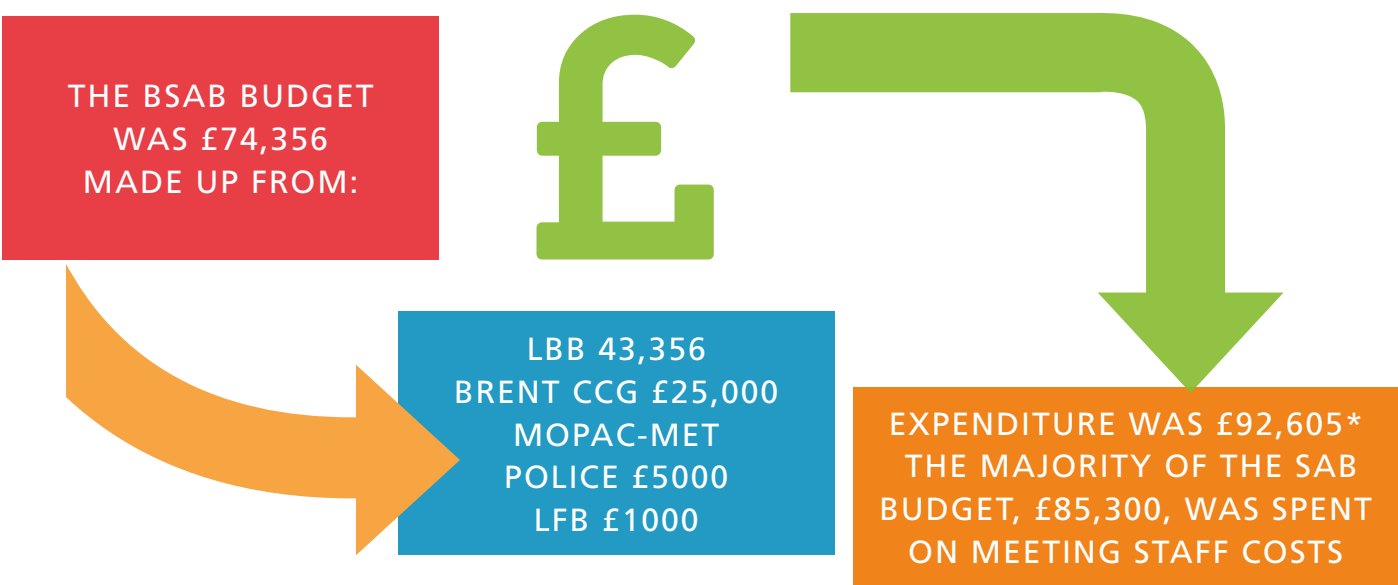
Deprivation of Liberties



Summary of brent safeguarding trends

Increases	Decreases	Outcomes
THE NUMBER OF ENQUIRIES HAS INCREASED SLIGHTLY AND THE NUMBER OF CONCERNS HAS ALSO INCREASED THERE HAS BEEN AN INCREASE IN CONCERN ABOUT NEGLECT	A REDUCTION IN THE NUMBER OF ENQUIRIES INVOLVING PRESSURE ULCERS HAS BEEN RECORDED RISK CONTINUES TO BE REMOVED OR REDUCED IN A HIGHER NUMBER OF CASES	MAKING SAFEGUARDING PERSONAL FULLY MET OUTCOMES IMPROVED FROM 75% TO 81% THERE WAS AN INCREASE IN THE NUMBER OF CASES CLOSED AT THE REQUEST OF THE ADULT AT RISK

Brent Safeguarding Adults Board Budget
Income and Expenditure 2016-2017



*An overspend of 18,249 was met by LBB

THE SUBGROUPS OF THE SAB



THE LEARNING AND DEVELOPMENT SUBGROUP THE CHAIR IS GED TAYLOR

What the L&D subgroup did in 2016-17:

- Contributed fully to all board meetings and subgroups and the executive group
- Reviewed relevant structures and policy documents through the Executive Group
- Collected information from service users who indicated that their outcomes were fully met in 81% of cases
- A single point of contact for modern slavery has been established and played a key role in a multi-agency conference about modern slavery which was attended by neighboring Boroughs
- Played a key role in the development of the workforce survey and also of the Training Matrix and Learning and Development Toolkit. Plans developed to use existing care providers' events/forums to disseminate learning and information to improve safeguarding practice
- Key role in the development of a Multi -Agency Shared Data Set for gathering safeguarding activity
- Reviewed and improved website content

How we contributed to 2016-17 SAB Priorities:

Following the SARs (Safeguarding Adult Review) for Adult A and Adult B we played a key role in the development of strategic plans in the following areas:

- Developing new Policies, Protocols and Procedures
- Implementing further training in ‘Making Safeguarding Personal’ approaches within Brent

Working with one of our service providers we played a key role in the development of strategic plans in the following areas:

- Governance, Leadership, Responsibility, Partnership and Accountability
- Policies, Protocols and Procedures
- Training and Workforce Development
- Auditing and Competency Framework

COMMUNITY
ENGAGEMENT
AND AWARENESS
SUBGROUP

THE CHAIR IS: ANNE O’NEIL

What the CE&A subgroup did in 2016-17:

In July 2016 the Community Engagement and Awareness Sub Group held a Safeguarding Awareness Conference for Community Leaders; this was a one-day event to bring together influential community leaders who can reach out to all areas of Brent; to increase their knowledge of abuse, how to talk about it, and how to raise concerns.

The Subgroup and conference focused on Financial Abuse because local research had indicated there was a low level of awareness in our community. Presentations looked at different types of financial abuse and how to prevent such abuse and take protective action when it occurs.

The Conference we held was part of a long term strategy to engage community leaders so that messages can reach all areas of Brent’s diverse community.

The sub-group is working with trading standards officers to help raise awareness about financial abuse, including from postal and email scams and rogue traders.

The sub-group is working with groups of service users and carers, and also with faith groups, to establish regular two-way dialogue with Brent Safeguarding Adults Board, ensuring that some meetings take place in community settings.

THE CASE REVIEW
SUBGROUP

THE CHAIR IS MICHAEL PRESTON-SHOOT

What the CR subgroup did in 2016-17:

The case review group receives referrals for consideration for safeguarding adult reviews and, when a safeguarding adult review is commissioned, the group ensures its timely completion.

During 2016/2017, the group has reviewed and refreshed its terms of reference and strengthened its membership from across partner agencies. The group has also reviewed the documentation that is available to partner agencies when they are considering making a referral for a safeguarding adult review.

Learning and service development seminars will now be held quarterly to ensure dissemination of the lessons learned from safeguarding adult reviews, both those commissioned and completed by the Brent Safeguarding Adults Board, and those that have been published by other Safeguarding Adults Boards.

Within 2016/2017, two safeguarding adult reviews have been commissioned.

Case – Adult A

During 2016/2017, the group agreed to a safeguarding adult review for Adult A. This case was referred by the Court of Protection on behalf of Adult A’s parents who were concerned that the Department of Work and Pensions and the Local Authority had not managed his financial affairs appropriately. The terms of reference for the review focused on how the Local Authority and the Department of Work and Pensions had managed this case. The review found that staff in both agencies had not understood the legal rules regarding the management of someone’s financial affairs when they do not have the capacity to do so themselves. Staff had not appreciated the parents’ longstanding involvement in managing their son’s financial affairs. Consequently, they and their son had been significantly affected and their complaints had not been appropriately handled.

The safeguarding adult review’s recommendations required the Safeguarding Adult Board to seek assurance that all relevant staff in the local authority have sufficient knowledge and understanding of welfare rights and benefits, mental capacity legislation and best interest decision-making, and the role of the Department of Work and Pensions and of Appointees. Recommendations were also made that the Safeguarding Adults Board should ensure that all staff in the local authority know how to escalate concerns to senior management for investigation, and that the management of complaints is improved so that the response is timely, appropriate and at the right level within the organisation.

The report also recommended that copies of staff supervision files are retained for future reference, even after staff have left the organisation, and that all agencies have access to up to date information on changing legislation regarding safeguarding adults. The Safeguarding Adult Board will also seek assurance that all agencies are listening to and involving family carers as appropriate in care planning.

How we contributed to 2016-17 SAB Priorities:

As a result of the case, changes have been made in the Local Authority and the Department of Work and Pensions regarding the recording of family involvement in the management of a family member’s financial affairs, how the Local Authority responds to complaints has been (IDEA- Action bubble with what we

changed?) changed, and training offered to Adult Social Care on the legal rules surrounding Appointeeships and Deputyships, the system for managing the financial affairs of an individual who does not possess mental capacity themselves. The Department of Work and Pensions has also reviewed its handling of Appointee applications received from the Local Authority.

Case – Adult B

This case focuses on the probable sexual abuse of a learning disabled adult living in a care home. The case was referred by the Safeguarding Adults Team in Adult Social Care following a section 42 (Care Act 2014) enquiry. The terms of reference focus on the standards and quality of care and support services provided to Adult B. Adult B’s family are contributing to the review which is on-going.

Specifically, the terms of reference require that the review considers the health and care and support provision for Adult B from January 2007 to March 2016. In so doing, to look specifically at the outcome of the police investigation, the determination of mental capacity in relation to all aspects of Adult B’s health and wellbeing, and service provision for adults with learning disabilities.

How we contributed to 2016-17 SAB Priorities:

Arrangements have already been made to ensure the on-going safety and appropriate care and support for Adult B. Subsequent annual reports will give details of the recommendations made by this review and the outcome of subsequent actions.

THE MONITORING
AND EVALUATION
SUBGROUP

THE CHAIR IS JOSEPHINE CARROLL

The M&E subgroup met on 6 occasions in 2016-17:

- The membership was reviewed and the member organisations have committed to ensure attendance at the subgroup for 2017/18. The dates are arranged in advance and meetings have been held monthly since the group was relaunched in January 2017. New Terms of Reference were agreed and a Vice Chair appointed.
- The group have agreed their work plan for 2017/18 and this has been signed off by the Board.

Achievements so far:

The group have developed a multi-agency sub group to address Monitoring and Evaluation terms of reference.

Developed the Monitoring and Evaluation Action plan for April 2017 to September 2019.

Established consistent membership, support and attendance from the member organisations of the Brent Safeguarding Adults Board

Developed and conducted a safeguarding adults awareness survey for all SAB member organisations as well as partner agencies in the Private and Voluntary sector.

Liaised with the Safeguarding Children’s Board to ensure shared learning from their workforce survey.

The subgroup have had active involvement in both the Executive Group and the BSAB and involvement in the development day on 10th January 2017 and facilitated discussion groups on the day.

Plans to use existing structured forums and organised events to disseminate learning and information to improve safeguarding practice.

The group developed a safeguarding workforce survey to ascertain the level of awareness of the safeguarding process, the satisfaction with feedback from the safeguarding adults team and the level of training attended in the past 2 years

Issues were noted that not all partner organisations disseminated the survey to all their staff. This will be addressed with the next survey in January 2018, on the workshop days and the Board to address with member organisation.

The group are advising and briefing the Learning and Development subgroup to develop a series of 3 events to improve understanding of Safeguarding principles, Mental Capacity Act and Making Safeguarding Personal.

The M&E subgroup advised the Learning and Development subgroup on training requirements for the coming year for partner organisations.

These priorities will contribute to the following areas of the Strategic Plan:

The SAB is assured that Brent safeguarding adults procedures are effective.

Compliance with Mental Capacity Act (MCA) 2005 means service users are supported to make decisions in their best interest.

The SAB is assured that Deprivation of Liberty Safeguards (DoLs) practice is in line with national requirements.

Measures and processes effectively capture the outcomes of safeguarding adults work in Brent.

ESTABLISHMENT
CONCERN SUBGROUP

THE CHAIR IS JAS YEMBRA

The subgroup has a dual purpose; the first part of the meeting is to provide an arena for statutory partners to share knowledge and intelligence about local care services, identify collective concerns or issues and agree an appropriate multi agency response. Partners ensure a robust multi-agency approach to all quality concerns raised beyond the thresholds set out by the Pan London Safeguarding Board. The second part of the meeting is to agree, define, co-ordinate delivery of, and monitor an annual work programme for the sub-group. The work programme for the group will seek to tackle key quality issues as identified by the group.

The membership of this group includes the Care Quality Commission, the safeguarding and pharmaceutical leads from Brent Clinical Commissioning Group and the contract monitoring and safeguarding leads from the Local Authority. The Group is chaired by the Contracts and Relationship Manager and meets bi-monthly.

Functional Responsibilities

- To share information to prevent or stop poor quality of care and/or safeguarding issues and work to improve the quality of local care provision.
- To develop and deliver a work programme to improve quality of care/address SAB issues recognised as an issue in local care provision.
- Raise any specific establishment or care provider concerns, so written action plans can be devised, defining the responsibilities of each agency to address concerns within agreed timescales.
- To identify trends, which will inform further analytical work to provide partners with the information they require to take strategic action within the market as a whole.
- To ensure all statutory partners have the information required to make decisions to optimise the safety and quality of local care services.

Strategic Planning

- To ensure there is a co-ordinated approach to quality assurance across the sector by identifying key themes and trends.
- To enhance service improvement by working with the L&D group to deliver training through the various training and forums.
- To ensure a coordinated response to providers existing the market.

Achievements:

- Developed an action plan for the group
- Joint training delivered by members

Our priorities in 2017-18:

- Deep dive (audit and analysis) of two SAB pressure ulcers cases to validate anecdotal evidence
- Develop preventative measures (not restricted to training)
- Identify, share and embed best practice across the sector
- Review our data to identify key areas of concerns and develop improvement



CASE STUDY – JOEL

CONCERN

Lacked capacity to consent to intimate relationships
Travel to another country had been booked

RESPONSE

Prevention order required to prevent marriage in another country
Refund for travel expenses secured
Course of psycho sexual therapy was sourced

OUTCOME

Following therapy capacity was reassessed and he was found to have capacity to consent
Adult At Risk and family very happy with the outcome

The partner organisations of the board

Partner Agency: Central and North West London Foundation Trust Elaine Singaram – PRCMH SAFEGUARDING LEAD

Priorities in 2016-17

- MAKING SAFEGUARDING PERSONAL – Continue to evidence that staff are working on progressing the “Making Safeguarding Personal” agenda.
- To deliver a safeguarding training programme including dedicated sessions to new starters and doctor on rotation
- To continue to build on the positive partnership/multi agency working that has been established
- To provide assurance that safeguarding concerns are followed up by the referrer and staff and that this is translated into care plans and risk assessments thus making adult safeguarding integral to service provision and delivery.
- To continue to review safeguarding concerns and share good practice via the multi-agency monthly Borough safeguarding meetings chaired by our Brent Borough Director.
- To support team safeguarding Champions in embedding policies and procedures within team practice that promotes an understanding of harm and the action to take.
- To provide a safeguarding presence at Kingswood Centre Learning Disability Service throughout the Provider Concerns Process. Ensuring a challenge and support model is adopted and that there is common understanding amongst staff on safeguarding thresholds.

Achievements In 2016-17

- MSP – Random snap shot audit of safeguarding concerns raised to establish if the Adult at Risk’s wishes and outcomes were recorded. This was followed up with brief discussions with those Adults At Risk to gather verbal feedback and anecdotal evidence.
- LOCAL SAFEGUARDING TRAINING PROGRAMME – we held bespoke sessions. We considered professional boundaries, an action from the Park Royal Centre for Mental Health Sexual Safety Action Plan and learning lessons from significant sexual allegations 2014/2015.
- We provided PREVENT training sessions delivered by our Jameson Division Safeguarding Lead.
- CNWL have now made PREVENT training Mandatory for all staff.
- PARTNERSHIP WORKING – We reviewed and revised the Terms of Reference for the local Borough Safeguarding Meeting. We established supervision sessions for the Park Royal Centre for Mental Health Safeguarding Lead with the CCG Designated Adult safeguarding Nurse. This provided a forum to discuss any high level safeguarding concerns raised by CNWL and focus on learning lessons in a collaborative framework.
- EMBED POLICIES AND PROCEDURES – Audit service users clinical records to gain assurance that safeguarding concerns raised are being addressed in care planning and risk assessments /management plans and that these are being shared and followed up with relevant agencies and recommendations from LASG are actioned in a timely manner.
- Another example was the culmination of 3 years work to revise the CNWL Sexual Safety Policy which supports practice across all CNWL teams including sexual health services, mental health, learning disability, offender care and addictions services. This was delayed as it had to be ratified by several committees and boards as well achieving legal scrutiny.

- In Brent we took on board recommendations from 2 recent thematic reviews and have devised a “Keeping Safe- Sexual Safety information booklet for patients and carers which has been cascaded across all in-patient areas. This has been well received by service users and carers. It was launched at community meetings. Carers felt it was really useful general advice not just sexual safety and rather than being stored in leaflet racks needed to be handed to service users.
- PROVIDER CONCERNS PROCESS – Report completed by an independent consultant. Learning points were identified for all agencies involved. More robust processes in place at CNWL which allows for interrogation of data and intelligence.

CASE STUDY – ROSE

CONCERN

Reported physical and sexual abuse from a former partner whilst subject to a hospital admission under the Mental Health Act 1983

Rose had been subject to grooming by her former partner and became alienated from friends and family

RESPONSE

The hospital team provided support enable Rose to take back control of her life. By listening and assisting with the outcome Rose wanted

Rose was supported to make contact with HESTIA, report her ex-partner to the police, re-engage with family and friends

OUTCOME

The hospital team ensured follow up support was available to Rose as she continued to regain control of her life

The partner organisations of the board

Partner Agency: Brent Clinical Commissioning Group

Author/Board Member: Duncan Ambrose

Priorities in 2016-17

The Safeguarding Strategy for Brent Harrow and Hillingdon has the following as overall priorities for safeguarding:

- To provide senior and board level leadership.
- The senior leadership responsibility and lines of accountability for the CCG safeguarding arrangements are clearly outlined to employees and members of the CCG, as well as to external partners through the Safeguarding Policy and Annual Report.
- The CCG contributes to the work of the Local Safeguarding Children Board, Local Safeguarding Adults Board and their Safeguarding Strategic Business Plan and priorities and provides support to ensure that the board meets its statutory responsibilities.
- The CCG supports the role of Designated Safeguarding Professionals to act as independent expert advisors to the LSCB/LSAB, to contribute to and influence the work of the LSCB/LSAB and contribute to its subgroups and other national and local safeguarding implementation networks.
- The CCGs will commission services for all children, young people and adults in their area and ensure that high quality, timely care for looked after children is not disrupted by changes in placement or leaving care.
- Points were identified for all agencies involved. More robust processes in place at CNWL which allows for interrogation of data and intelligence.

What We Did in 2016/17

- During 2016/17 the Quality and Safety Team (Brent CCG) has continued to work with providers to encourage an open and transparent culture. The main providers have shared their Quality Accounts with the CCGs to identify areas for improvement. This has received positive result from provider services.
- Designated Professionals, CCG commissioners, and the Brent Safeguarding Adults Board also supported and monitored significant improvements by Central and North West London NHS Foundation Trust in the care offered to people with learning disabilities and mental illness in Brent.
- To improve the knowledge of safeguarding especially for care homes, the Designated Adult Safeguarding Nurses for Brent, Harrow and Hillingdon have updated the Adult Safeguarding flash cards to reflect the changes within the Care Act 2014. The cards have been distributed to providers, care homes and GP practices across Brent. Additional training on Mental Capacity Act, DoLs and Personalised Care Planning has been carried out by the Designated Safeguarding Adults Nurse to a number of care homes.
- The CCG has continued to ensure that patients eligible for Continuing Healthcare and Children's Continuing Care have had the right to have a Personal Health Budget. In 2016/17 the CCGs have started to plan for Personal Health Budgets to be offered more widely where evidence has indicated an individual could benefit.

Outcomes

Brent has had two major safeguarding concerns with regards to one care home and the Kingswood Centre which is a mental health hospital for learning disability clients. Both involved NHS England oversight with

regards to responding to requests for monthly updates from the action plan.

The Designated Adult Safeguarding Nurse with the Continuing Health Care Team and Quality and Safety Team carried out a number of quality assurance review and assessment visits to ensure that clinical and operational governance is in place in the care homes.

This enabled development and implementation of an action plan with a clear reviewing time frame for the provider to demonstrate progress. Lessons learnt from this incident were shared with internal and external providers. The action plan included assessing training and competency of staff, and observation of their work. Assessment and review of individual patient care and support needs was carried out and patients who required to be moved were moved as appropriate.

The management and leadership within these organisations were assisted and given guidance and support to put in place appropriate safeguarding measures. The care home changed their management structure to incorporate a Quality and Compliance Manager whose role is to ensure policies and procedures are followed by observation of staff, developing monthly auditing tools and practice and teaching/training of the staff. The Kingswood Centre and the care home have had two Care Quality Commission inspections in 2017, one obtained a rating of outstanding overall and the other received a rating of good overall.

- The designated professionals support the Safeguarding Boards to deliver the Board's priorities, improving awareness, developing and reviewing safeguarding policies, procedures and safeguarding practice within the borough of Brent.
- The designated professional is a source of advice, guidance and support to the SAB and other health professionals in provider organisations. They also promote effective multi agency partnerships and ensure that commissioned services have effective systems in place for identifying and reporting abuse and neglect.
- Ensuring that compliance under the Care Act, Mental Capacity Act, and PREVENT duty, and Safeguarding Standards have been developed. These standards were presented to Providers on Monday 7th March 2015, and there have been follow up events held in order for providers to familiarise themselves with completing the new assurance tool, the Safeguarding Health Outcomes Framework. Providers across the North West of London are now using the new assurance tool quarterly to demonstrate activity and compliance.



'Prevent' is about safeguarding people and communities from the threat of terrorism. 'Prevent' is 1 of the 4 elements of 'CONTEST', the Government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism.

The partner organisations of the board

Partner Agency: London Ambulance Service NHS Trust
Author/Board Member: Alan Taylor, Head of Safeguarding

Priorities in 2016-17

- Ensuring sufficient resources to meet safeguarding requirements
- Raising safeguarding awareness across the Trust
- Introducing Safeguarding supervision
- Improving dementia awareness and safeguarding concerns
- Improving response to hoarding

Work Completed

1. Increase Safeguarding team from 2wte to 5.4wte
2. Raising awareness
 - Held a Trust wide month on safeguarding and vulnerable people
 - Produced posters on safeguarding and improving referrals
 - Included a safeguarding poster on all payslips in November
 - Placed safeguarding key rings on all service vehicles
 - Held safeguarding drop in sessions at control rooms
3. Supervision
 - Recruited to a project manager post to introduce safeguarding supervision to Trust
 - Trained supervisors
 - Piloted supervision sessions
4. Dementia
 - Secured funding to produce a set of 4 bespoke films on dementia focussing on pre hospital care and care over the telephone
 - Signed up to dementia friends and encouraged staff to become dementia friends
5. Hoarding
 - Introduced information sharing with the London Fire Brigade to provide fire safety support for people who consented, to reduce deaths due to fires
 - Provided additional safeguarding training to staff on hoarding and introduced use of the clutter index

Outcomes

We: Produced a set of 4 short films on dementia. Used an expert in dementia care, carers and people living with dementia as well as ambulance staff.

Film one looked at the language of dementia and what it is.

Film two focussed on issues with communication over the phone in call centres and with providing clinical care to someone with dementia over the phone.

Film three looks at on scene assessment and communication difficulties dealing with challenging situations.

Film four dealt with safeguarding concerns for this vulnerable group of people, both in their own home or in care homes.



Adult Safeguarding Report for Brent, Harrow and Ealing Safeguarding Adult Board Reports

London North West Healthcare NHS Trust (LNWHT) is one of the largest integrated care trusts in the country, bringing together hospital and community services across Brent, Ealing and Harrow.

Established on 1 October 2014, the Trust employs more than 8,000 staff and serves a diverse population of approximately 850,000.

London North West Healthcare NHS Trust is responsible for:

- Central Middlesex Hospital
- Ealing Hospital
- Northwick Park Hospital
- St Mark's Hospital
- Community services across Brent, Ealing and Harrow, including Clayponds, Meadow House, The Denham Unit and Willesden Centre for Care
- Urgent Care Centres

Introduction

LNWHT has a well-established Safeguarding Adult's team; the team leads on all aspects of Adult Safeguarding across the organisation. The team is responsible for training and development, responding to adult safeguarding concerns, liaising with local safeguarding adult and children teams and data collection and analysis. The team attends Safeguarding Adult Boards and works closely with local Safeguarding Adult partners.

2016-2017 brought an increase in safeguarding adult activity at the Trust. Adult safeguarding referrals increased by 25% on the previous year and there was a significant increase in Deprivation of Liberty (DoLS) referrals.

During 2016-17 LNWHT focused on further embedding a safeguarding culture across the 8000 strong workforce, a particular focus has been on PREVENT training which has resulted in the Trust being above the target set by the Home Office PREVENT training trajectory.

Key performance information for the Adult Safeguarding Service at London North West Healthcare NHS Trust is summarised below.

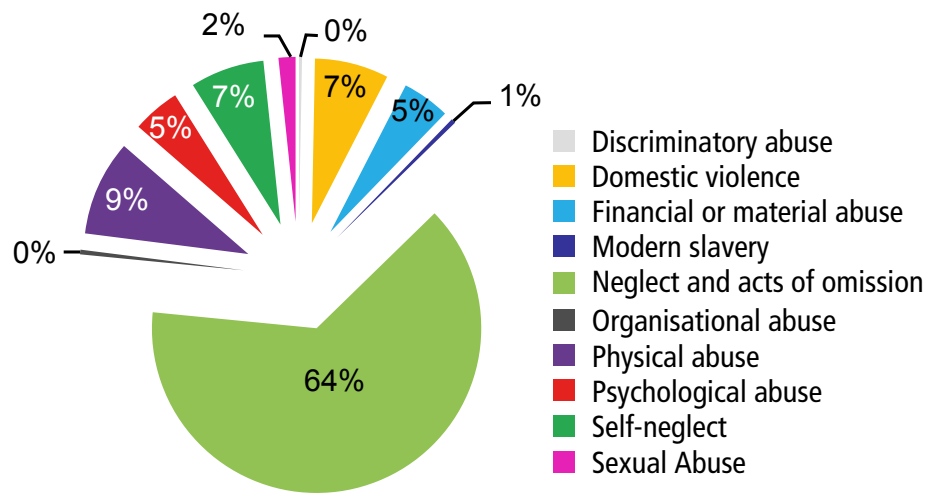
Adult Safeguarding Alerts 2016/2017 (Brent, Ealing and Harrow):

LNWHT Safeguarding Adult concerns, notified by staff, have increased by 25% during 2016/17; the increase demonstrates that a safeguarding culture exists at the Trust and that the focus on training has had a positive impact on staff awareness of their safeguarding responsibilities. The Safeguarding Adults Team monitors and analyses all concerns made at the Trust. The analysis helps the team spot trends in types of abuse and informs future development of staff training packages.

Safeguarding Concerns

	Q 1	Q 2	Q 3	Q 4	Total
Safeguarding Concerns 2015/2016	90	109	128	143	470
Safeguarding Concerns 2016/2017	112	164	165	148	589

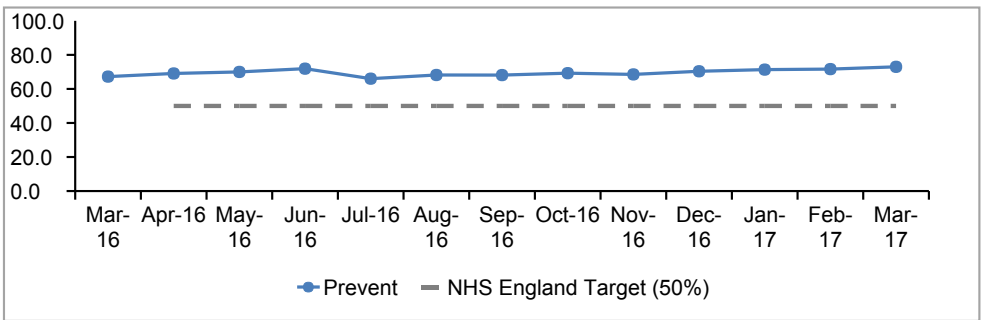
SGA Referral By Types of Abuse 2016-2017



Prevent Training

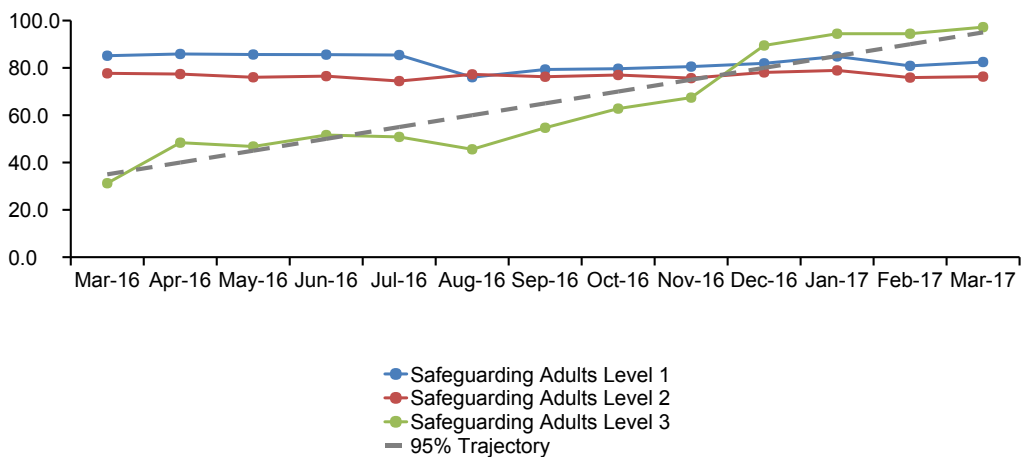
LNWHT is located across the London boroughs of Harrow, Ealing and Brent; these three boroughs are identified as PREVENT priority localities by the Home Office. In 2016/17 The Trust continued to prioritise PREVENT training for the workforce. The number of staff trained with the Workshop to Raise Awareness of Prevent (WRAP) training currently exceeds the target set by NHS England (50%).

The graph below demonstrates Trust performance against the target set by NHS England.



Training and Development

The Trust provides its staff with a number of safeguarding related training courses. A variety of training methods are used to deliver the sessions, including e-learning and face to face teaching sessions. In 2016/17 the Trust delivered training across all three required levels of safeguarding training. The Trust acknowledges that there is further work to do in respect to workforce development and will continue to focus on adult safeguarding training in the year ahead. The graph below illustrates the Trust training performance for level 1, 2 and 3 training in 2016 / 2017.



In addition to its commitment to training and development and the increased safeguarding culture, the Safeguarding Adults Team progressed a number of other work streams in the past year. Firstly domestic abuse awareness has been firmly incorporated into the training provided to Trust staff with two Independent Domestic Violence Advocates (IDVA's) employed in the Emergency Rooms at both Ealing and Northwick Park Hospitals. The IDVAs provide support to patients attending the hospital and act as a crucial resource for front line staff delivering care.

The Trust currently employs a Learning Disability Specialist Nurse. The nurse oversees the delivery of training and education to Trust staff, recently setting up and training a team of Learning Disability (LD) champions within the nursing workforce. The service provided by the LD nurse includes the assessment and support of patients with Learning Disabilities attending the Trust for care.

The adult safeguarding team have been involved in the Trust's commitment to improve care provided to patients with dementia. In the past year the team contributed to the development of a new patient pathway for patients suffering with confusion. Additionally the Trust has signed up to "John's Campaign" which enables relatives and carers of patients, who are suffering with dementia, greater access to the hospital outside of normal visiting hours.

In the past year the Trust reviewed its actions against the Kate Lampard recommendations; in particular focusing on the volunteer workforce. As a result of this review the volunteers have been properly vetted and screened, with a bespoke induction programme provided that includes a focus on Safeguarding.

In the last twelve months the governance of the adult safeguarding process at the hospital has been reviewed and improved upon. A monthly steering group provides professional oversight of the safeguarding process and an escalation report is produced that informs the Trust board of the progress made against the organisation's adult safeguarding responsibilities. A secure database has been introduced to track all safeguarding concerns made within the Trust; this also provides key data that supports the work of the team. All complaints and incidents are now reviewed and those containing safeguarding elements are identified and referred as appropriate.

The Trust has reviewed key safeguarding policies over the last year with new policies being agreed and introduced. An element of this work has resulted in the provision of supervision to staff involved in safeguarding cases. Eighteen key staff members are now trained as safeguarding supervisors with the intention of supporting frontline care staff in their safeguarding work.

The Trust remains committed to delivering its responsibilities detailed within the 2014 Care Act. The year ahead provides a number of new challenges that will be delivered by the team. The Trust will continue to work in partnership with local Safeguarding Adult Boards ensuring attendance and engagement at the quarterly board meetings. The priorities for the year ahead include the provision of new training levels to comply with the intercollegiate training recommendations and working to embed adult safeguarding supervision as good practice across the organisation. The Trust will review its current policies and practice in relation to modern slavery and ensure that there is increased staff awareness around this issue. The safeguarding adult's team will continue to raise the agenda of support for vulnerable adults throughout the organisation and continue to work closely with children's safeguarding to embed the Think Family approach into all that we do.

CASE STUDY – JACK

CONCERN

Jack was receiving treatment in hospital for symptoms of a Bi Polar Disorder when he disclosed that a "taxi driver friend" had taken £10K from him to go on holiday to Paris. A safeguarding concern was raised on his behalf in his best interest. It was hoped that he would be a more active participant as the process progressed and that his wishes could be acknowledged and taken on board as his mental state stabilized.

RESPONSE

During the course of the enquiry it was established Jack had a sister living outside the UK and a cousin living in the north of England who had joint Lasting Power of Attorney (LPA) and so had control of his finances. It was possible to establish through bank statements, and financial withdrawals that it was highly unlikely acts of financial abuse had occurred.

OUTCOME

Jack's sister agreed that as she lived so far away it made better sense to delegate the LPA authority to Jack's cousin as he was in the UK. As Jack used the same taxi firm to take him out and about an account was set up and the invoice was sent to the person with LPA authority to arrange payment. Jack retained use of personal monies and the actions taken balanced restriction with personal freedoms and control.

NATIONAL PROBATION SERVICE

There are **1945** high risk harm offenders in Brent Barnet and Ealing cluster.

Their offences related to violence, sexual offences and extremism, group related offending.

There are **842** offenders in Brent

308 are in the community

80 are on community sentences.

228 are on licence supervision following release from custody.

533 are in custody.

50 to 60% of offenders present with a range of complex issues which can put them at increased risk from others.

SAFEGUARDING IN NPS

- Brent is part of Barnet, Enfield and Brent National Probation Service cluster
- Brent NPS is managed by 2 senior probation officers who supervise **28** offender managers

PROMOTING SAFEGUARDING APPROACHES

- NPS framework of guidelines is in place to assist safeguarding adults nationally.
- In Brent **90%** of staff have attended the safeguarding adult training.
- A single point probation office contact assists colleagues with specific questions related to safeguarding adults.
- An senior probation officer is leading on the topic and briefs offender managers of any national and local developments.
- A process is in place in court to assist judiciaries in their sentencing decisions.
- Court staff assess safeguarding adult needs and liaise with local offender managers or probation officers in the field. staff assess and review offenders during their sentences to assist the offenders
- Pathway referrals to the specific agencies are followed. Offender managers liaise or share information with MASH, MARAC, MAPPA, police and social services to ensure public protection.



WHAT IS CLARE'S LAW?

Clare's Law is a scheme is to give members of the public a formal mechanism to make enquires about an individual who they are in a relationship with or who is in a relationship with someone they know, and there is a concern that the individual may be abusive towards their partner.

If police checks show that the individual has a record of abusive offences, or there is other information to indicate the person you know is at risk, the police will consider sharing this information with the person(s) best placed to protect the potential victim.

Your local police force will discuss your concerns with you and decide whether it is appropriate for you to be given more information to help protect the person who is in the relationship with the individual you are concerned about.

The scheme aims to enable potential victims to make an informed choice on whether to continue the relationship, and provides help and support to assist the potential victim when making that informed choice.

THE METROPOLITAN POLICE

Ongoing Safeguarding Priorities for the Metropolitan Police Service are largely influenced by the Mayor's Police and Crime plan 2017-2021. In relation to purely safeguarding principles, these are:

- Keeping children safe
- Addressing violence against woman and girls
- Working together against hate crime

This therefore dictates the priorities for Policing at the borough level and thus from the perspective of safeguarding within Brent our Priorities were:

- To maintain a fully staffed Community Safety Unit (CSU)
- To deal with hate crime by dedicated Safeguarding unit
- To support the CSU and liaise with Hestia, offering Support for Vulnerable adults and children.

This effectively mirrors the wider safeguarding prioritieess or probation officers in the field. Staff assess and review offenders during their sentences to assist the offenders.

- Pathway referrals to the specific agencies are followed. offender managers liaise or share information with MASH, MARAC, MAPPA, police and social services to ensure public protection

What we did this year

In order to support these priorities a number of actions were taken:

- The CSU has seen a recent increase in numbers of Police officers within the department
- The Safeguarding unit has maintained its support to the CSU, specifically investigating complex vulnerable adult cases
- The Safeguarding unit has now been co located within the Police station alongside Hestia to supplement the support they can provide to one another
- The Unit has introduced a new process to assist our response in relation to overnight hate crimes

We look at the links between alcohol and crime and where there are higher incidences in the borough and we deploy resources accordingly

The Duty team CSU supervisor researches the overnight hate crimes mainly from an outstanding suspect risk.

The safeguarding team analyses them from a safeguarding context looking for reports which require a safeguarding referral to the local authority.

The CSU Inspector reviews overnight crimes utilising the other two perspectives and including a public confidence perspective and forms a strategy on crimes of concern which can be taken to the borough pace setter meetings held throughout the day.

This meeting facilitates additional resources in relation to risk and is often chaired by The Borough Commander.

The appointment of the new Borough Commander also has had a significant effect upon safeguarding within the Borough.

Chief Superintendent Quantrell has a direct liaison with the CSU and safeguarding unit where he is appraised of issues, tasks and achievements on a regular basis and thus all are fully aware of the priorities and what we have done to support these priorities.

HESTIA

By close working with Hestia at Brent we have been able to increase understanding around the role of the Multi Agency Risk Assessment Conference (MARAC).

Joint training in understanding the different roles of the various partners was introduced which was not only useful in increasing each partner's knowledge of the different roles, it was seen as a positive learning experience and marked a change from a focus from reprimand to solution focus response.

The implementation of the DVPO (Domestic Violence Protection Notice) has had a positive impact in the borough.

Direct action was taken to support the VAWG strategy (Violence against Women and Girls) priority when follow up contact on cases were completed.

Clare's Law	Referrals	Outcomes
BETWEEN MARCH 2013 AND MARCH 2015	IN BRENT OF 25 REFERRALS THAT WERE CONSIDERED	15 (60%) DISCLOSURES WERE MADE = THE HIGHEST PERCENTAGE ACROSS MPS LONDON BOROUGHS

The Application of Clare's law has had a positive impact and is part of a wider strategy to empower victims and those at risk of domestic violence.

The Support around the MARAC has led to an increase in referrals in 2016-17



Our priorities for 2016-2018

The Mayor's Police and Crime Plan 2017-2021 has set out new priorities for the MET. For example: Restoring neighbourhood policing, and a move away from what some sources see as the rigidity of MOPAC 7 to allow Police to concentrate on the most serious crimes against Vulnerable people

High harm crime such as Domestic Abuse continues as a priority and this also includes Human Slavery, Female Genital Mutilation (FGM), and Disability hate crime, Elder Abuse and Vulnerable adults particularly in the care scenario. This focus is in tune with the SAB priorities and a move away from the previous MOPAC 7

Future Actions/Goals 2017 -2018

A Monday safeguarding integrated risk management conference call meeting is being set up to involve Multi Agency Safeguarding Hub, Gangs, Safeguarding team and International Organisation for Migration to discuss early risk strategies on a weekly basis.

There is a Safeguarding unit initiative to identify high risk repeat victims of Domestic Abuse, to implement Non- Molestation orders to protect the individual and to provide the legal enforcement as necessary.

There is a current emphasis within the MPS towards adopting a greater degree of risk management style Policing.

This approach is consistent with current practice within Brent and The SAB

Greater information sharing with support between partners, promotes an approach consistent with Brent's Stronger Community Strategy. (LINK)

From a Policing perspective Brent is experiencing a high level of partnership cooperation in the initiative to deal with high harm crime.

Although there has been a shift in emphasis within policing as a whole, in Brent there is a recognition that neighbourhood Policing will still thrive as identified by MPS Policing plans.

Traditional crime will still be dealt with robustly, Albeit with a shift in emphasis on to higher harm crime.

This approach, similar to SAB plans will be met with full support from this agency.

Brent Community MARAC

MULTI AGENCY RISK ASSESSMENT CONFERENCE **SHIRLEY HOLMES is the CMARAC Coordinator in Brent**

The CMARAC is a multi-agency problem-solving meeting that promotes joint ownership and early resolution into how complex and high-risk cases affecting vulnerable people within the community are investigated and effectively managed. The CMARAC coordinator addresses the safety and protection of victims to review and co-ordinate a case management plan around the case. The aims are ultimately to reduce repeat victimisation and improve agency accountability, while also addressing service gaps and providing additional support for agencies who manage high risk cases.

The benefit of having an officer dedicated to the panel has allowed for a high number of priority cases to be referred and managed and tracked effectively. Brent for the last few years has been overspending on the Adult and Social Care budget and nationally vulnerable individuals are either over represented in the criminal justice system or are disproportionately victimised. A more holistic approach to prioritising and tackling these long term cases has been established at the CMARAC.

An annual review for 2015/ 2016 showed that 56 cases have been referred to the CMARAC, with the total risk reduction of the cohort at 46% which exceeded the annual target of 20%. The cohort ranged from mental health issues, substance misuse, gang exploitation and repeat victimisation. This model was recently shared with other London Boroughs in December 2015, where a pan-London

CMARAC approach is currently being explored.

New policing guidance released in 2017 will focus on exploitation, vulnerability and victims and the Brent CMARAC will be cited as a best practice example. As well as being highlighted in the London Together document for transforming services.

The aim of the panel is to develop the model to take on a wider role, addressing those affected by hate crime, ensuring there is an effective risk/case management plan that provides professional support. As well as applying to community cohesion issues to reduce escalation of victimisation in the community.

London Fire Brigade

Borough Commander Mark Davidson

- Aligning our Safeguarding Adults Policy with the Care Act 2014
- Developing and rolling out safeguarding training for all staff
- Delivering an information sharing pilot with the London Ambulance Service (specifically to address fire risk and hoarding behaviour)
- Undertaking an independent audit by Mayor's Office for Policing And Crime (MOPAC) to review our safeguarding children practices
- Committing £1 million to protecting vulnerable individuals via our Community Safety Investment fund

What we did

Aligning our Safeguarding Adults Policy with the Care Act 2014

The Brigade reviewed the internal Safeguarding Adults policy and updated this in line with the London multi-agency adult safeguarding policy and procedures, to incorporate the particulars of the Care Act 2014. This was published in early 2017/18 and made available to all staff via the internal intranet. The related Hoarding policy has also been reviewed and will be revised to signpost the issue (hoarding) as requiring a 'self-neglect' referral to Social Services Departments.

Developing and rolling out safeguarding training for all staff

We developed a training package for all personnel. This package is being delivered in stages and roll-out to station-based staff started in Q3 2016/17. The Senior Officer and universal E-Learning modules are being piloted in early 2017/18. Making safeguarding personal features as part of this package, which also provides staff with a clear working understanding of the Mental Capacity Act. The package complies with both the Care Act and London multi-agency policy and procedures, and will ensure all Brigade personnel receive initial and regular refresher safeguarding training.

Delivering an information sharing pilot with the London Ambulance Service (specifically to address fire risk and hoarding behaviour)

As a result of a recommendation from a Safeguarding Adult Review the Brigade delivered a pilot with the London Ambulance Service to provide Home Fire Safety Visits to high risk hoarders (as identified by the London Ambulance Service). An Information Sharing Agreement was signed by both the agencies before the pilot commenced.

Undertaking an independent audit by MOPAC into our safeguarding children practices

The Brigade undertook the first of a two-part auditing process by the Mayor's Office for Policing And Crime reviewing internal safeguarding practices to establish best practice and identify any gaps. MOPAC published their findings in November 2016.

Committing £1 million to protecting vulnerable individuals via our Community Safety Investment fund

In 2016/17, we made £1 million available via the Community Safety Investment Fund to directly support vulnerable adults (identified locally through partnerships) to reduce their risk of fire.

1. Aligning our Safeguarding Adults Policy with the Care Act 2014

The policy was published in early 2017/18. We will be monitoring subsequent safeguarding concerns to help assess the impact of the policy on the quality and quantity of referrals.

2. Developing and rolling out safeguarding training for all staff

According to our schedule all staff should have received safeguarding training by the end of the financial year. We will be monitoring safeguarding subsequent concerns to help assess the impact of the training on the quality and quantity of referrals. We will also be asking participants to take part in evaluation of the training in order to confirm its on-going effectiveness.

3. Delivering an information sharing pilot with the London Ambulance Service (specifically to address fire risk and hoarding behaviour)

We have undertaken an information sharing pilot with the London Ambulance Service whereby we are informed about any individuals that they encounter who are living in hoarded properties. This information has enabled us to assess risk and undertake preventative measures with those vulnerable patients who consent to assistance. This is helping to prevent risk to both the patients and others who may be affected by their circumstances.

Since May 2016, this has resulted in over 250 Home Fire Safety Visits (HFSVs) being carried out to some of the most vulnerable residents in London. Where appropriate, we have also referred these individuals on to Social Services and other relevant agencies. The pilot has been reviewed by both parties and this partnership arrangement will now become part of normal business.

4. Undertaking an independent audit by MOPAC into our safeguarding children practices

The Brigade undertook the first of a two-part auditing process by MOPAC reviewing internal safeguarding practices to establish best practice and identify any gaps. The first stage focused on child safeguarding; the outcomes from this were favourable and resulted in a small number of recommendations which are currently being embedded into working practices. The second stage will focus on adult safeguarding and will take place 2017/18.

5. Committing £1 million to protecting vulnerable individuals via our Community Safety Investment fund

Due to high demand we increased the fund available and committed over £2 million to initiatives designed to reduce the fire risk of vulnerable individuals. Examples of measures subsidised to reduce fire risk included the retrofitting of sprinklers, provision of fire retardant bedding, the fitting of arson-proof letter boxes and the issuing of personal protection systems (such as single room water misters).

6. Update the Hoarding Policy to bring this in line with our new Safeguarding Adults policy.

7. The Senior Officer and E-Learning elements of our Safeguarding Training programme will be piloted before going live in Q2-Q3.

8. The second part of the MOPAC review – Safeguarding Adults – will be carried out in Q2-3 and any resulting recommendations to practice and policy will be embedded.

9. The information sharing pilot with the LAS will be embedded into core business.

10. A new online reporting and recording system (the 'Person at Risk' form) has been in development during 2016/17. This will be fully tested during Q1-Q2 2017/18 and is anticipated to be going live in Q2-Q3. This system will improve the efficiency of our internal safeguarding referring process, allow for greater data retention and enable easier monitoring of our safeguarding referrals at both local and organisational levels.

11. The London Fire Brigade voluntarily contributed £1,000 towards Local Safeguarding Boards (Children and Adults) across the capital to a total of £26,000. During 2017/18 we will again offer to fund £1,000 towards safeguarding in each London local authority.

Healthwatch Brent

AUTHOR/BOARD MEMBER: Ian Niven

Healthwatch is unique in that our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

Priorities in 2016-17:

- In 2016/17 we worked with Adult Safeguarding Partners, to consider ways to capture the user experience of Adult Safeguarding
- Healthwatch was an active member of the Community Engagement and Awareness Sub Group
- Ensured all Healthwatch Brent staff and volunteers received Adult Safeguarding training and briefings
- We advocated to increase the voice of service users, carers and their representatives in the work of BSAB
- In 2017-18 we will continue to be a part of engaging with community groups to raise awareness of safeguarding as a member of the Engagement sub-group
- In Making safeguarding personal - HWB will be working with partners to ensure the experience of the safeguarding process is routinely collected from service users and informs safeguarding practice responses
- To increase the voice of service users, carers and their representatives in the work of BSAB
- Healthwatch Brent will visit 6 care homes using its powers of Enter and View. We gather safeguarding experiences and explore safeguarding awareness of residents and staff
- We will continue to work actively with the Board and the Engagement Sub-group to deliver the key priorities of the BSAB Plan 2017-19

WHAT IS ENTER AND VIEW?

Enter and View visits may take place in a wide range of publicly funded health and social care services – including hospitals, care homes, nursing homes, residential units and day centres. The visits are carried out by trained Healthwatch volunteers. The volunteers will speak to service users, staff, relatives and carers, and will observe how the service is delivered, and the general environment in which it takes place. They can be planned visits or unannounced. At the end of the visit a short report is written by the team which ultimately becomes a public document.

The visits are carried out by a small team of trained volunteers who have also been DBS checked.

In Brent we have undertaken visits to care and nursing homes for older people, care homes for people with mental health conditions, hospital wards, sheltered housing units and walk-in centres.

Authorised Representatives are accountable to Healthwatch and at all times will work within the policies and procedures of Community Barnet and Healthwatch Brent.



