

LAMBETH SAFEGUARDING ADULTS PARTNERSHIP BOARD

General agenda section

Phoenix House

14:00 to 17:00

17 January 2017

Attendees:

Siân Walker (SW) – *Chair*

Catherine Pearson (CP)

Adela Kacsprzak (AK)

Moira McGrath (MM)

Sarah Wilding (SW)

Helen Charlesworth-May (HC)

Godfried Attafua (GA)

Mandy Green (MG)

Paula Townsend (PT)

Teresa Foster (TF)

Cllr Jackie Meldrum (JM)

Cllr Jim Dickson (JD)

Barbara Joyce (BJ)

Independent Chair

Chief Executive, Lambeth Healthwatch

Assistant Chief Officer, National Probation Service

Director of Integrated Commissioning (Older Adults) / CCG Safeguarding Lead, LB Lambeth and Lambeth Clinical Commissioning Group

Joint Clinical Director Gastrointestinal Medicine and Surgery (GMS) & Clinical

Director Adult Safeguarding, Guys & St Thomas' NHS Foundation Trust

Strategic Director, Children, Adults and Health, LB Lambeth

Service Director (Interim), SLaM

Assistant Director of Housing, LB Lambeth

Corporate Director of Nursing, Kings College Hospital

Acting Superintendent, Metropolitan Police Service

Cabinet Member for Social Care, LB Lambeth

Chair of Health and Wellbeing Board, LB Lambeth

Welfare Specialist, Office of Public Guardian

In attendance:

Janna Kay (JK)

Clement Guerin (CG)

Ann Hamlet (AH)

Ceri Gordon (*minute-taker*)

Quality and Safeguarding Adults Manager, LB Lambeth

Head of Quality and Safeguarding Adults, LB Lambeth

Head of Safeguarding Adults, Kings College Hospital NHS Trust

Adult Safeguarding Support Officer, LB Lambeth

Apologies:

Aisling Duffy (AD)

Mark Stancer (MS)

Rachel Sharpe (RS-H)

Fiona Connolly (FC)

Sean Oxley (SO)

Bertie Ravenscroft (BR)

Chief Executive, Certitude

Director, Children's Social Care, LB Lambeth

Director of Housing, LB Lambeth

Director, Adult Social Care, LB Lambeth

Detective Superintendent, Metropolitan Police Service

Police Sergeant, Public Protection Desk

5.	Minutes and matters arising from meeting held 04 Oct 2016, and update on actions
	<p>Correction made to Action 2; Black Wellbeing Partnership (rather than Black Health and Wellbeing Board).</p> <p>Remainder of minutes agreed for accuracy.</p>

6.	Report from MASH: review of Merlin Data
	<p>“Merlins” are the police system for non-crime coming to attention. The Public Protection Desk act as a single point of contact and then pass information to the Adults Multi Agency Safeguarding Hub (MASH) for further processing. Prior to the establishment of the MASH team, all “Merlins” were being sent to the Initial Contact Service. MASH are in a better process to triage referrals as they have access to ASC systems, SLaM systems and Living Well Network systems.</p> <p>Their position alongside colleagues from police allows for conversation and shared understanding. The benefits of police and social care working together means that issues do not remain hidden. We also need to consider which other partners might be able to make a commitment to the MASH moving forward.</p> <p>The numbers in the report show that this is a volume industry. A large number of the Merlin reports relate to mental health issues, which ASC then pass on to either SLaM or the “Living Well Network”. There are also a small number of people who are the subject of repeated “Merlins”.</p> <p>MASH deals with the Local Authority oversight and scrutiny of safeguarding work; the LA cannot delegate this to SLaM.</p> <p>Importance of outcomes was stressed; this report tells us about number of notifications rather than their resolution. This is helpful information that we have not had before, which can be taken back into the business with consideration as to how this frames next steps of service development.</p> <p>The Board needs to seek assurance that current system is working and not creating additional work than would normally be expected; that people are not slipping through the net. In the fullness of time will be able to work from this baseline to evidence if a difference is being made.</p> <ul style="list-style-type: none"> ○ Suggestion for an update on actions taken on receiving data and to review again in 6 months to see what has changed; Reports on agenda today are taking us to a place in having a handle on data and what is being taking forward. Joint audit across Adults and Children’s MASH later in year will be able to feed in to this and will highlight qualitative data. <p>Additional comments:</p> <ul style="list-style-type: none"> ○ Processing MASH data is currently undertaken using “Sharepoint”. ASC are at a stage of finalising building this in to the “MOSAIC” (social care records database) system which holds equalities data; this is a systems issue rather than one of information governance. ○ Timescales: lessons have been learnt from the Children’s MASH that there is a need to turnaround referrals as quickly as possible. Current turnaround is about 4 hours.

	<ul style="list-style-type: none"> ○ Use of word “vulnerability”; this has different meanings amongst different agencies and has potential to present some difficulties in common understanding. For instance, in housing law ‘vulnerable’ has very particular meaning and the police have ‘vulnerability’ framework with specific definition. Important to also remember that older people should not automatically be deemed vulnerable due to their age. <p>Action 4: P&Q group to explore differing definitions and uses of the word ‘vulnerable’ within partner organisations and provide a brief guidance paper for the Board.</p>
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7.	Police: Involvement in VAWG (Violence against Women & Girls)
	<p>A recent seminar was held in November 2016 which brought together operational leads across Lambeth. This involved 30 different organisations, including voluntary organisation, and 80 delegates.</p> <p>The event showed people the work undertaken by police in this area and changes in practice over the last 3 years in areas of safeguarding, vulnerable persons, and VAWG. There is now an intention to hold this seminar annually.</p> <p>Adults and children’s safeguarding and domestic violence is an area of top priority for Lambeth Police, reflecting the increased focus on community safety.</p>

8.	Chair’s Report
	<ul style="list-style-type: none"> ○ Currently in process of scheduling short telephone calls with all Board members ahead of the Board Development Day and asked that people respond to requests to book time in. ○ Highlighted importance of communication between Main Board members and subgroup members and the importance of strategic and operational links. ○ The issue of BIA assessors will be picked up at Development Day. ○ Black Wellbeing Partnership (BWP) – meeting yesterday (SW, CP & Cllr Jacqui Dyer) to discuss framework for developing links with adult safeguarding and BWP. Chair highlighted the need to improve diversity in Board Member representation and asked that this is taken in to account when considering representatives from partner organisations. Chair agreed that the Community Reference Group will have representation from BWP and to apply also in the future to P&Q membership, with the intention to develop people who can come on to the Board. Training on safeguarding for members of the BWP was also agreed.

	<ul style="list-style-type: none"> ○ The LSAB 2015-16 Annual Report is being presented at next week's Health and Wellbeing Board.
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<p>9.</p>	<p>Adult safeguarding & MCA training report</p>
	<p>This first report will be the baseline for the Board in terms of seeking assurance; Proposal for this report to be agenda's twice a year, with an update on any issues the Board wishes to pick up on at intervening meetings.</p> <p>We have heard from individual partners before, however this report aims to build overarching picture for the first time. It is worth noting that different organisations talk about things differently (e.g. different levels of training) and this is highlighted in the report. Additionally, it is worth noting that health partners have routinely been reporting within internal systems and reporting to CCG. This has not always been the case of ASC.</p> <p>The aim is to create an environment to provide open information so that we can improve services and performance. The role of the Board is helpful in terms of ensuring compliance. There may also need to be different ways of investing in training as corporate bodies rather than businesses.</p> <p>Lambeth's Learning & Development Team commission training which is open access and any health or social care professional can access it. ASC are also about to run an update training course for Safeguarding Enquiry officers and Safeguarding Adults Managers as this is an area requiring improvement. Dates are now finalised between now and April 11th, which should lead to 100% having completed the necessary training. This will then be taken forward with colleagues in SLAM.</p> <p>There remains a corporate (council-wide) gap as there are no council wide expectations on safeguarding training. This is referred to in the report on the PwC Audit (Agenda Item 15).</p> <p>Action 5: To receive update on training figures from Lambeth police at next report.</p> <p>Action 6: Interim report to be presented at next board with update from each organisation on where figures are low and what has been done as result of report. Full report to be presented in 6 months' time.</p> <p>Responsibility of Board to get baseline in order to set out training commissioning requirements and levels of data etc.</p> <p>Training for Lambeth Councillors also to be considered; this is part of member induction however response rate is not great and it is not compulsory for adult safeguarding – will need to be reviewed.</p>

<p>10.</p>	<p>Performance Report</p>
	<p>This is the first use of the new data set agreed at October board. Noted that the reduced information is very helpful.</p>

	<p>Key points within report:</p> <ul style="list-style-type: none"> ○ Increase in volume; number of enquiries concluded in period has increased, showing we are turning over more this year, however the number of concerns coming in the front door is increasing more quickly. A number of these concerns are not meeting the test for a Section 42 Safeguarding Adults Enquiry. What are we doing to understand why issues have been reported as Safeguarding Adults Concern when perhaps didn't need to be and what might be the steps to reduce this? ○ SLaM decrease in Safeguarding work; Data is drawn from manual spreadsheets which SLaM hold. Whilst teams work in electronic system this does but not have inbuilt reporting system, and this requires people to go back and update the data in the spreadsheets and this is where data is impacted. <p>Action 7: GA to take forward plans for SLaM to have integrated and accurate reporting system; SW and GA to meet before next Board as to whether decision has been reached with aim to ensure data is accurate and reflective of hard work of SLaM teams.</p> <ul style="list-style-type: none"> ○ Timeliness; Performance data shows that ASC team have 'steadied the ship', with little change over Q1 and Q2 2016-17, reflecting the work put in by social work teams. There are still long-running cases which are drifting - these are the unusual cases and business as usual has seen improvement. ○ Impact on person; this is experimental data following the implementation of Making Safeguarding Personal. ASC is reviewing how to capture MSP outcomes in a more reliable way. <p>Report to Corporate Management Team will also set out increase in activity and observations on the service area's inability to meet statutory requirements as a direct consequence of budget cuts. This will create a corporate risk that will need to be carried and shared across the partnership.</p> <p>Action 8: SW to support in delivering this message. Risk based decisions to be made, and these will be brought back to Board, ensuring council are using risk audit tool when considering the prioritisation of work.</p> <ul style="list-style-type: none"> ○ DoLS; still not reached end of increases in numbers and expect it will continue to increase. This may be a result of changes in people's understanding of the law.
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11.	Themed Report – Social Care & Housing
	<p><u>Adult Social Care</u></p> <p>Summary recommendations are helpful in identifying key issues.</p> <ul style="list-style-type: none"> ○ This report has flagged practice issues in differentiating work of adult social care as separate to commissioned care services and is helpful in terms of our understanding of how staff are working with people. This would also suggest that ASC appear to be

underreporting. The report sets out where we are and provides baseline for improvements and changes required in more accurate recording of data

- Sexual orientation is not being recorded and there is a need to start doing this; we do know that there is an aging LGBT community within Lambeth and need to think about how safeguarding services impact on these communities
- Data in Diagram 4 is sourced from NHS Digital and this is experimental data, with people counting different things. It reflects the way in which Lambeth have also been more specific about Care Act definitions and put resources in place from 1st April 2015.

Lambeth Housing

- Housing presented report to the Board less than year ago, however there have still been noticeable changes from the last report.
- Report shows a predicted increase in concerns reported by housing staff, reflecting a greater control and influence on housing services and the intensive safeguarding training received by 140 staff in last year, which is also being rolled out to contractors.
- Similar practice issue is highlighted in Housing report where source of risk relates to a care provider responsibility rather than the housing provider (but is still recorded as housing). Housing covers a broad range of services including commissioned services. The report doesn't define this and it would be beneficial for Housing to be clear about this distinction in future reports. This would also allow for improved contract monitoring to achieve better results from providers.
- Staff are given support and assurance that safeguarding concerns are taken seriously. However they are not getting feedback in all cases. This raises the point that ASC need to improve on how 'Alerters' are given assurance that concerns will be investigated properly.
- Hoarding; there is intention to look at training which will include issue of hoarding. Protocol may be helpful here when considering whether Safeguarding referrals need to be made

Commissioning

- Known fragility of market; using resources differently and using skills and expertise.
- Relationship with providers has improved, providing practical help and support – 'part of health and social care family'
- Board to have assurance that style of commissioning across system making a difference; Open and honest response means that we can work together.

Agreed at P&Q sub-group that it was helpful to look at commissioning and risk management and a request was made to share information locally at partner boards.

12. SAR Case D action plan

	<p>Board was given an update - most actions have now been fully delivered whereas some still require completion.</p> <p>Action 9: All actions be delivered by time of April Board with final update.</p>
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13.	<p>DoLS applications audit</p> <p>Two audits were undertaken, the first looking at the whole DoLS process and the second (and subject of this report) looking specifically at the use of the application form. This has been helpful in understanding best practice and shaping a tool for future use.</p> <p>Proposal is for GSTT and SLaM to be part of future audits as it is useful for building relationships and learning where there are common mistakes. Further work is being done through the Task & Finish Group and DoLS will be a regular feature on the Board's agenda.</p>
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14.	<p>Lambeth CCG NHS England adult safeguarding deep dive exercise – update</p> <p>There continues to be ongoing work around general practice, particularly in light of request for private care being delegated to CCG. This reframes work – performance as well as support and development role. Flagged as needing further work.</p> <p>Action 10: Agreed that 6 monthly report (April/Oct) will be utilised to pick up issues.</p>
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15.	<p>PwC Audit of Adult Social Care Adult Safeguarding: update on actions</p> <p>All actions either completed or on track for completion within the time allowed. However, one matter is slightly delayed in relation to Safeguarding awareness and training across whole council. The Board was assured that this will be considered by the Corporate Management Team in next couple of months.</p>
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16.	<p>Safeguarding Adults in Probation Services</p> <p>AK provided a verbal update:</p> <p>Nationally, 35 Probation Trusts have been bought together, creating national guidance around safeguarding. There has been auditing of training for these staff groups.</p>
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	<p>In Lambeth, there has been work to segment population of offenders; 55 offenders aged 65-87, most of whom have interface with children’s safeguarding or with MAPPA process; AK will provide case examples in April 2017 report.</p> <p>Probation now has two approved premises in Lambeth – 24 hour hostels for most high risk and dangerous offenders coming out of prison, which can house up to 56 male offenders. Whilst in this borough, they fall under Lambeth framework of support and care. Initial conversations with hostel managers have flagged concerns regarding people being released at last minute, making it difficult to get package in place to meet care and support needs. There may be scope for task and finish group outside of Board addressing these safeguarding needs.</p> <p>Side note: The Chair advised that she has contacted HMP Brixton in respect of their attendance at the Board and will be contacting them again, as there may be strong links in respect of Probation services</p>
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<p>17.</p>	<p>LSAB website – for Information to Board Members</p> <p>The LSAB website was launched on 16th December 2016 and shares a joint ‘landing page’ with the Lambeth SCB.</p> <ul style="list-style-type: none"> ○ The website sets out a clear explanation about safeguarding adults in addition to covering the Mental Capacity Act and Deprivation of Liberty Safeguards. There is also information about what the Board does and links to other member organisations and their websites ○ Information on how to report a concern is also included ○ Board members will be able to sign in to members only section, where they will find papers, minutes, templates and report deadlines <p>Chair expressed thanks to JK for the work undertaken on this website. A key objective in the strategic plan was to improve communication and enable citizens to access information and this website, along with the new leaflets is a good starting point for this.</p> <p>Action 11: Website to be publicised within networks.</p> <p>Comments:</p> <ul style="list-style-type: none"> ○ Partners can share news articles which can be included in the updates section of the website. ○ When searching for the Board in Google the council website is the council website. Will need to undertake to ensure that the new website is at the top of search results. ○ Consideration to be given to possible sponsorship of website. Retendering process currently underway and so this idea can be revisited at later date.
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<p>18.</p>	<p>Update from sub-groups</p>
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	Agreement for this agenda item to be discussed at next meeting.
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19.	AOB
	<ul style="list-style-type: none"> ○ Development day; partners are to provide key discussion point. Currently in process of booking meetings in to discuss these points so that they can be captured as part of business plan. <p>Thanks expressed to everyone for attendance and commitment, and thanks to those providing reports.</p>

Actions	Who:
General	
4. P&Q group to explore differing definitions and uses of the word ‘vulnerable’ within partner organisations and provide a guidance note.	AH
5. Interim training report to be presented at next board with update from each organisation on where figures are low and what has been done as result of report. Full report to be presented in 6 months’ time.	CG lead
6. To receive update on training figures from Lambeth police at next report.	TF/SO
7. GA to take forward plans for SLaM to have integrated reporting system; SW and GA to meet before next Board as to whether decision has been reached with aim to ensure data is accurate and reflective of hard work of SLaM teams.	GA/SW
8. SW to support in delivering this message. Risk based decisions to be made (as discussed on pg 5), and these will be brought back to Board, ensuring council are using risk audit tool when considering the prioritisation of work.	SW/HC
9. All actions from SAR D Action Plan be delivered by time of April Board with final update.	AH/P&Q members
10. Lambeth CCG to present 6 monthly report (April/Oct) which will be utilised to pick up issues resulting from safeguarding deep dive exercise.	MM
11. Website to be publicised within networks.	All