

Committees:	Dated:
Housing Management & Almshouses Sub Committee Safeguarding Sub Committee	26 September 2016 17 November 2016
Subject: Self-Neglect (and Chronic Hoarding) Protocol	Public
Report of: Director of Community and Children's Services	For Information

Summary

This report summarises the City and Hackney Safeguarding Adults Board Self-Neglect (and Chronic Hoarding) Protocol, and describes its operational implementation through the City of London Multi-Agency Self-Neglect and Hoarding Panel which has met monthly since January 2016.

Recommendation

Members are asked to:

- Note the report and accompanying Self-Neglect Protocol.

Main Report

Background

1. The Care Act 2014 formally recognised self-neglect as a category of abuse and neglect, and has brought self-neglect within the statutorily constituted functions of the City and Hackney Safeguarding Adults Board (CHSAB).
2. A Self-Neglect Protocol was approved by the CHSAB in December 2016, and applies to all partner agencies represented on the CHSAB.
3. The City of London set up a Self-Neglect and Hoarding Panel in January 2016, chaired by the Service Manager Adult Social Care (ASC).

Current Position

The Panel

4. The Panel meets monthly and seeks to provide a person-centred and effective multi-agency response to situations where the person referred has been assessed as at a high level of risk as a result of complex self-neglect issues.
5. The Panel seeks to ensure that all relevant agencies work together to provide a co-ordinated and accountable response to the person presenting issues/risks.

6. The Panel, wherever possible, will focus on the outcomes that the person wants to achieve, given their individual circumstance and risks, including their mental capacity and right to make an unwise decision (if they have been assessed as having mental capacity), unless there is a clear risk of significant harm to that person or others. This work is carried out at all times in the least restrictive way possible.
7. The Panel will provide update reports to the CHSAB as requested, presenting high-risk issues and the number of referrals to the Panel, and reporting fully through the annual reporting process.
8. The City of London Panel has a core membership which comprises,
 - City of London Adult Social Care
 - City of London Housing
 - City of London Environmental health
 - City of London Public Health
 - City and Hackney Clinical Commissioning Group (CCG) or Tower Hamlets CCG GP (specific to case)
 - City of London Legal
 - MRS Independent Living (a voluntary organisation commissioned by One City Hackney)
 - City of London Fire Brigade

Other agency representatives may be required on a case-by-case basis, such as City of London Police, Tenancy Sustainment and Wellbeing co-ordinators, Drug and Alcohol services, Trading Standards etc.

9. Due to the complex and diverse nature of self-neglect, responses by a range of organisations are seen to be more effective than a single agency response. Sharing information between organisations will usually require the person's consent and each organisation must consider when it is appropriate to share information without the person's consent, for example if there is a public or vital interest.

The Protocol

10. The Protocol sets out the presenting difficulties of self-neglect and hoarding and seeks to give a range of explanations for these behaviours, including mental health and mental capacity; it also sets out good practice guidance for multi-agency practitioners.
11. The Protocol identifies the often difficult balance to be struck between respecting an individual's autonomy and having a duty of care. It is important to understand each individual's situation. Both the Care Act and *Making Safeguarding Personal* (Local Government Association, 2014) emphasise the importance of involving the person, wherever possible, in decision making and focusing on the outcomes that the person wants to achieve. If there is an assessed risk of significant harm to others, or if the person lacks the capacity to make the relevant decisions, the Protocol refers to the professionals' duty of care that may require them to override an individual's right to exercise choice and control.

12. Any restrictions imposed for the protection of the person or others must have the proper lawful authorisation, such as a decision by the police or a court order.
13. The Protocol goes on to describe the role of each service, examines the risks, and sets out the processes for practitioners to follow, which illustrate the pathway to a case being referred to the Panel.
14. The Protocol also sets out a useful legislative guide (appendix 4), listing all the multi-agency laws that can be enacted in relation to specific cases.
15. Appendix 6 of the Protocol is the London Fire Brigade's Clutter Image Rating, which has become a nationally recognised tool for assessing the extent and level of risk around hoarding and self-neglect.
16. Adult Safeguarding plays a crucial role within the City of London. As partners of the CHSAB, we have signed up to the Protocol and implemented the Panel which, since January 2016, has discussed five cases with successful ongoing plans of action for four of them. This has involved a full multi-agency response and full attendance at all monthly panels to date. Future performance information on the impact of the Protocol will be presented as part of the performance reporting to this Sub Committee.

Corporate & Strategic Implications

17. Safeguarding is priority 1 of the Department of Community and Children's Services Business Plan. The City of London is fully legally compliant with the statutory safeguarding requirements as set out in the Care Act 2014.

Conclusion

18. This report sets out how the new Protocol is being applied within the City of London.

Appendices

- Appendix 1 – The City and Hackney Safeguarding Adults Board Self-Neglect (and Chronic Hoarding) Protocol 2016

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