



Safeguarding Sub (Community & Children's Services) Committee

Date: THURSDAY, 2 JUNE 2016

Time: 11.30 am

Venue:

Members: Randall Anderson
Marianne Fredericks
Professor John Lumley
Gareth Moore
Deputy Joyce Nash
Dhruv Patel
Deputy Elizabeth Rogula

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Lunch will be served in Guildhall Club at the rising of the Committee
NB: Part of this meeting could be the subject of audio or video recording

John Barradell
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **TERMS OF REFERENCE**
To receive the Terms of Reference as agreed by the Community and Children's Services Committee of 13 May 2016.

For Information
(Pages 1 - 2)
4. **TO ELECT A CHAIRMAN IN ACCORDANCE WITH STANDING ORDER 29**

For Decision
5. **TO ELECT A DEPUTY CHAIRMAN IN ACCORDANCE WITH STANDING ORDER 30**

For Decision
6. **MINUTES**
To agree the minutes of the last meeting.

For Decision
(Pages 3 - 10)
7. **PRESENTATION: FRAMEWORK 1**
A presentation on the children and adults electronic social care recording system.

For Decision
8. **HOUSING SAFEGUARDING POLICY**
Report of the Director of Community and Children's Services

For Information
(Pages 11 - 20)
9. **ADULT SAFEGUARDING POLICY AND PROCEDURES UPDATE**
Report of the Director of Community and Children's Services.

For Information
(Pages 21 - 36)
10. **LOCAL AUTHORITY DESIGNATED OFFICER 2015/16 ANNUAL REPORT**
Report of the Director of Community and Children's Services.

For Information
(Pages 37 - 40)

11. **SAFE COMMISSIONING MINIMUM STANDARDS**
Report of the Director of Community and Children's Services.
- For Information**
(Pages 41 - 46)
12. **SUBMISSIONS TO THE CITY AND HACKNEY SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2015-16**
Report of the Director of Community and Children's Services.
- For Information**
(Pages 47 - 66)
13. **QUESTIONS OF MATTERS RELATING TO THE WORK OF THE COMMITTEE**
14. **ANY OTHER BUSINESS THE CHAIRMAN CONSIDERS URGENT**
15. **EXCLUSION OF THE PUBLIC**
MOTION - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.
- For Decision**
- Part 2 - Non-Public Agenda**
16. **NON-PUBLIC MINUTES**
To agree the non-public minutes of the last meeting.
- For Decision**
(Pages 67 - 72)
17. **CHILDREN'S SAFEGUARDING REPORT FOR QUARTER 3 (2015/16) AND PROVISIONAL QUARTER 4 DEADLINES**
Report of the Director of Community and Children's Services.
- For Information**
(Pages 73 - 96)
18. **ADULT SAFEGUARDING - QUARTER 4 REPORT**
Report of the Director of Community and Children's Services.
- For Information**
(Pages 97 - 102)
19. **CITY OF LONDON PLEDGE - UPDATE 2016**
Report of the Director of Community and Children's Services.
- For Information**
(Pages 103 - 178)

20. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
21. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

SAFEGUARDING SUB-COMMITTEE

Constitution

- 6 Members appointed by the Community & Children's Services Committee.
- It is convention for the Chairman and Deputy Chairman of the Grand Committee to be appointed to this subcommittee but not in an ex-officio role.

Quorum

Any three Members.

Terms of Reference

To be responsible for:-

1. overseeing the discharge of the City of London's responsibilities to safeguard children and adults who have been identified as requiring support and protection;
2. ensuring, in respect of children entering public care, that the duty of the local authority as a corporate parent to safeguard and promote a child's welfare is fulfilled;
3. monitoring the Community & Children's Services Department's performance in respect of its work to safeguard children and adults and make recommendations to the Grand Committee to bring about improvements as appropriate; and
4. exercising its functions with regard to the views of relevant service users, as appropriate.

Suggested frequency of meetings: a minimum of 2 a year

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SAFEGUARDING SUB (COMMUNITY & CHILDREN'S SERVICES) COMMITTEE

Thursday, 17 December 2015

Minutes of the meeting of the Safeguarding Sub (Community & Children's Services) Committee held at the Guildhall EC2 at 1.45 pm

Present

Members:

Gareth Moore (Chairman)	Professor John Lumley
Elizabeth Rogula (Deputy Chairman)	Deputy Joyce Nash
Randall Anderson	Dhruv Patel
Marianne Fredericks	

Officers:

Philippa Sewell	Town Clerk's Department
Chris Pelham	Community and Children's Services
Marion Willicome-Lang	Community and Children's Services
Moushumi Bhadra	Community and Children's Services
Peter Corden-Dilley	Department of Community and Children's Services
Elizabeth Malton	Department of Community and Children's Services
Rose de Paeztron	Community and Children's Services
Lorraine Burke	Community and Children's Services
Dr Adi Cooper	City & Hackney Safeguarding Adults Board
Rory McCallum	City & Hackney Safeguarding Children Board
Lynda Rowlinson	Whittington Health

Two guests from the Children in Care Council

1. APOLOGIES

There were no apologies.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations of interest.

3. MINUTES

RESOLVED – That the minutes of the meeting held on 23 October 2015 be approved as a correct record.

Matters Arising

The Deputy Chairman advised that an informal workshop would be held in the New Year to provide additional training and for Members and officers to discuss report formats.

4. **CITY OF LONDON SAFEGUARDING POLICY**

Members had provided officers with several questions prior to the meeting. The summaries of these, and those questions asked at the meeting, are presented in italics under each corresponding item.

The Sub Committee considered a report of the Director of Community & Children's Services regarding the City of London Safeguarding Policy, which had been renewed and brought in-line with new legislation and guidance. Members discussed the report and made some suggestions to clarify wording and terms used in the Policy.

How is this policy shared with staff, and how will the Sub Committee know that the implementation of the Policy is effective?

Officers advised that Service Managers in Community and Children's Services ran regular Safeguarding Forums with champions, and there were safeguarding leads in all departments to cascade key information to staff. Human Resources were aware of staff involvement, and safeguarding objectives were being used in the appraisal process. With regard to Members' awareness, it was agreed that this be discussed at the informal workshop being held in the New Year.

What is the difference between Safeguarding Champions and Safeguarding Leads?

Officers advised that Safeguarding Leads were formal roles, whereas Champions were volunteers liaising between staff in their team and the Safeguarding Leads.

RESOLVED – That the Policy be approved, subject to the inclusion of Members' comments.

5. **THE SAFEGUARDING ADULTS ANNUAL REPORT FOR 2014/15 CITY AND HACKNEY SAFEGUARDING ADULTS BOARD**

The Sub Committee welcomed Dr Adi Cooper, Independent Chair of the City and Hackney Safeguarding Adults Board, who presented the Board's annual report for 2014/15.

Dr Cooper reported that this year was the first time safeguarding adults had been put on a statutory footing, and key responsibilities had been set out for Boards. Members noted the City and Hackney Board already met these, owing to Dr Cooper and her predecessor Fran Pearson. Members noted this report focussed on the lessons learned over the past year, and ensuring this learning is embedded in practice. The strategy for 2015-2020 was currently being consulted on, and Members noted it was this that future annual reports would measure performance against.

How does the City and Hackney Safeguarding Adults Board ensure that the training programme for City-based staff is effective?

Dr Cooper advised that training and development opportunities were offered to all staff, as well as to the voluntary sector and partner agencies. The Board was currently mapping the training being offered, the intention was for a mechanism to be put in place to assess whether training needs were being met, before outcomes could be evaluated.

Given next year's Annual Report will be the first since the Safeguarding Adults Boards became statutory, what do you envisage the report would be focussing on?

Dr Cooper advised that there were specific areas officers would be asked to pursue and develop, but these were not unique to the City, being influenced by new areas included in the Care Act. Dr Cooper took the opportunity to congratulate officers on the awareness-raising work carried out over the past year.

Does the Winterbourne Concordat apply to the City?

Officers advised that, although no residents in the City met the criteria of the Winterbourne review, the outcomes of that review had been applied to the service in general. Officers also advised that this would be included in future annual reports, and that they would also be clearer in drawing out City-specific information.

How is the gap between Children's and Adults' services managed?

Dr Cooper reported that this was an issue that had come about as a result of legislative changes over the past few years, and was on the national agenda. Members noted that the City and Hackney Safeguarding Adults Board was involved with the development of national policy and guidance and, although there was no strategic 'quick fix', the gap could be mitigated on an operational basis. Officers agreed, advising that, at the City, the same officers oversaw both areas and, as such, the structural arrangements in place significantly limited the risk of gaps occurring in the transition process between children and adults services.

Does the City have adequate staffing levels to manage the potentially high levels of mental health care needed for older people?

Officers confirmed that issues concerning capacity and old age had recently come to the forefront, with a lot of nervousness about the continuation of care in light of cuts to budgets nationally, but advised that there were four fully qualified social workers who could assess all adults in the City with mental health needs, in addition to a locum social worker.

The Chairman thanked Dr Adi Cooper for her presentation.

RESOLVED – That the report be noted.

6. **THE SAFEGUARDING CHILDREN ANNUAL REPORT 2014/15 CITY AND HACKNEY SAFEGUARDING CHILDREN BOARD**

The Sub Committee welcomed Senior Professional Advisor Rory McCallum on behalf of Jim Gamble, Independent Chair of the City and Hackney Safeguarding Children Board, who presented the Board's annual report for 2014/15.

Mr McCallum reported that this was a statutory report offering a transparent assessment of performance. The Director of Community & Children's Services at the City of London Corporation had initiated a review of the services offered, which had resulted in worthwhile areas of work for the City and Hackney Safeguarding Children Board in terms of sharpening its focus. The intention was to make the document as accessible as possible, and included case studies and examples to evidence impact. Members noted that previous reports had been remiss in drawing out City-specific issues, which had been addressed in this year's report.

How is the Board going to use its Lay Members to add value to the work of safeguarding?

Mr McCallum advised that the Lay Members' role was to build on public engagement and awareness, facilitating consistent communication between residents and the Board. This was carried out via a defined work plan (based on existing work in Hackney) which linked with community partnerships, voluntary organisations, and youth groups.

Is the Board satisfied with City take-up of training and, if not, how is the Board addressing this with partners?

Members noted that, although numbers had increased over the past year, the Board was not satisfied with City take-up of LSCB multi agency training; this was a multi-agency issue not limited to Corporation staff. Mr McCallum advised that the Board was intending to push on this in the coming year, and, in response to a Member's request, undertook to forward a list of those responsible for advertising training events. It was noted that staff may be attending single agency training but it was important to emphasise the benefits available from the LSCB multi agency training.

How does the Board measure the effectiveness of the City's Early Help arrangements and how effective does it think they are?

Mr McCallum reported that the Annual Report gave a snapshot of the effectiveness, and the progress could be measured in the changing statistics. He advised that the level of expertise was good, and the Board was very pleased with the ongoing scrutiny arrangements regarding quality.

Can you explain why these particular priorities have been identified for the Board?

Mr McCallum detailed the three priorities for the Board for the coming year:

The Local Safeguarding Context – this included Child Sexual Exploitation; Children Missing from Care, Home and Education; Preventing Radicalisation; Female Genital Mutilation; Neglect; and Domestic Violence. Members noted that the latter two were key to linking all these areas and implementing intervention strategies and support to address them all.

Early Help & Early Intervention – by front-loading resources, people could receive help earlier, reducing need later in life and theoretically reducing demand and therefore cost.

Strong Leadership and Strong Partnership – ensuring safeguarding is a topic at the forefront of leaders' agendas, encouraging a discussion of issues at all levels of management, including frontline staff.

Despite statistics for Child Sexual Exploitation and Private Fostering being low or zero, these were included in the priorities for the Board – can more detail be provided?

Mr McCallum reported that just because no cases had been identified so far, this was no guarantee a case wouldn't be reported in the near future. The Board was keen to remain vigilant, encouraging residents to report anything and equip them with the right questions to ask.

The Chairman thanked Rory McCallum for his presentation.

RESOLVED – That the report be noted.

7. **INSPECTION OVERVIEW**

The Sub Committee received a report of the Director of Community & Children's Services, which provided a summary of the plans and processes in place to ensure consistency and continuity in preparing for and responding to inspections, peer reviews and other reporting requirements across Community and Children Services..

Important to be successful in inspection but more importantly by what means are you ensuring that the learning from inspections is addressed on a day-to-day basis?

Officers reported that learning from inspections and reviews were used to improve processes and outcomes, and that this was a continuous process of development. Members noted the details of an event taking place on 3rd February, and that a new Service Improvement Board (SIB) was being set up from January 2016 to examine action plans and outputs. This would be independently chaired and would report to this Sub Committee when necessary. The SIB built upon the tradition of the Department's aim to ensure continuous improvement and learning is built into business as usual arrangements across all service areas.

RESOLVED – That the report be noted.

8. **QUESTIONS OF MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

9. **ANY OTHER BUSINESS THE CHAIRMAN CONSIDERS URGENT**

There was no other business.

10. **EXCLUSION OF THE PUBLIC**

RESOLVED - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.

Item	Paragraph
11–15	1 & 2
16-17	-

11. **NON-PUBLIC MINUTES**

RESOLVED – That the non-public minutes of the meeting held on 23 October 2015 be approved as a correct record.

12. **CITY OF LONDON CICC (CHILDREN IN CARE COUNCIL) UPDATE**

The Sub Committee received a report of the Director of Community & Children's Services.

13. **CHILDREN LOOKED AFTER ANNUAL HEALTH REPORT**

The Sub Committee received a report of the Director of Community & Children's Services.

14. **QUARTER 1 AND QUARTER 2 ADULT SAFEGUARDING REPORT PERFORMANCE INDICATOR OUTCOMES**

The Sub Committee received a report of the Director of Community & Children's Services.

15. **CHILDREN'S SAFEGUARDING REPORT FOR QUARTER TWO FOR 2015/16**

The Sub Committee received a report of the Director of Community & Children's Services.

16. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There was no other business.

The meeting closed at 4.15 pm

Chairman

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Committee:	Dated:
Safeguarding Sub Committee (Community and Children's) Services	02/06/2016
Subject: Safeguarding Policy – Housing Services	Public
Report of: Ade Adetosoye, Director of Community and Children's Services	For Information
Report author: Paul Jackson, Interim Policy and Projects Manager	

Summary

Local authorities have a statutory responsibility for safeguarding adults at risk of abuse or neglect, and safeguarding and promoting the welfare of all children and young people. The City of London Corporation's approach to the legislative requirements is set out in its corporate safeguarding policy. Statutory guidance on safeguarding requires the cooperation of a significant number of public services and agencies. Officers have therefore created a specific safeguarding policy for the City of London Corporation's housing services. The policy complements the City's corporate safeguarding policy, and reflects legislation and guidance on safeguarding for both children and adults at risk. It sets out the housing service's aims, role and responsibilities in ensuring effective safeguarding in partnership with other agencies. The policy is supported by detailed procedures for staff. It will assist in ensuring the effective implementation of safeguarding arrangements and the development of staff. The policy was approved by the Housing Management & Almshouses Sub-Committee on 18 January 2016.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

Local authorities have a statutory responsibility for safeguarding adults at risk of abuse or neglect, and safeguarding and promoting the welfare of all children and young people in their area. The Care Act 2014 and the 1989 and 2004 Children Acts make it clear that safeguarding is everyone's responsibility and that professionals, organisations and local authorities must work in partnership when carrying out their duties under the legislation.

The safeguarding policy (housing services) referred to in this report was approved by the Housing Management & Almshouses Sub-Committee on 18 January 2016.

Current Position

The City of London Corporation's overall approach to these requirements is set out in its corporate safeguarding policy and overseen by the City and Hackney Safeguarding Children Board and the City and Hackney Safeguarding Adults Board.

The multi-disciplinary approach set out by the guidance on safeguarding legislation requires the cooperation of a significant number of public services and agencies. The role and responsibilities of each of these varies. Officers have therefore created a specific safeguarding policy for the City of London Corporation's housing services.

The policy complements the City's corporate safeguarding policy. It draws on and reflects the relevant legislation and guidance on safeguarding for both children and adults at risk, and sets out the housing service's aims, role and responsibilities in ensuring effective safeguarding in partnership with other agencies. It indicates how the City's housing services may be involved in identifying instances of abuse or neglect, how the services will respond to such instances, and how they will share information and work with others. The policy document is attached at Appendix 1.

The policy is supported by detailed procedures for staff. Comprehensive training in safeguarding has been provided for all housing staff. Selected managers have been appointed as safeguarding leads to ensure the effective implementation of safeguarding arrangements and support staff in delivering the policy objectives. The policy document will assist in the induction and training of new staff along with the continued development of existing staff.

Corporate & Strategic Implications

The policy supports the corporate safeguarding policy and contributes to the delivery of a number of priorities in the Department of Community and Children's Business Plan and the Children and Young People's Business Plan.

Implications

There are no financial legal or HR implications.

Conclusion

Safeguarding legislation requires a multi-disciplinary approach and the close cooperation of numerous public services. A housing-specific policy on safeguarding will complement the City's corporate safeguarding arrangements policy and clarify the housing service's aims, role and responsibilities in ensuring effective safeguarding in partnership with other agencies.

Appendices

Appendix 1 – City of London Housing Service Safeguarding Policy Children & Adults at Risk

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City of London Housing Services

**Safeguarding Policy
Children &
Adults at Risk**

1. Introduction

Local authorities have a statutory responsibility for safeguarding adults at risk of abuse or neglect and safeguarding and promoting the welfare of all children and young people in their area. The Care Act 2014 and the 1989 and 2004 Children Acts make it clear that safeguarding is everyone's responsibility and that professionals, organisations and local authorities must work in partnership when carrying out their duties under the legislation. The City Corporation's overall approach to these requirements is set out in its corporate safeguarding policy and overseen by the City and Hackney Safeguarding Children Board and the City and Hackney Safeguarding Adults Board.

2. Safeguarding policy for housing

This policy complements the corporate safeguarding policy. It draws on and reflects the relevant legislation and guidance on safeguarding for both children and adults at risk and sets out the housing service's aims, role and responsibilities in ensuring effective safeguarding in partnership with other agencies. It includes:

- definitions of safeguarding and those who may be at risk;
- types of abuse and neglect;
- how the housing service may be involved in identifying instances of abuse or neglect;
- how we will respond to instances of abuse and neglect;
- how we will share information and work with others.

The policy is supported by guidance and procedures for staff. These are documented separately.

3. Definitions

For the purposes of this policy safeguarding is taken to mean protecting children and adults at risk from abuse, neglect, maltreatment or significant harm. The following, more detailed definitions of safeguarding reflect the relevant legislation or official guidance.

Safeguarding children

In the Government's guidance 'Working together to safeguard children' (March 2015) safeguarding and promoting the welfare of children is defined, as:

- protecting children from maltreatment
- preventing impairment of children's health or development
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes.

Safeguarding adults

The Care Act 2014 defines safeguarding as protecting an adult's right to live in safety, free from abuse and neglect and promoting the adult's wellbeing. It is aimed at people with care and support needs who may be in vulnerable circumstances and at risk of harm, abuse, neglect or exploitation. Harm includes not only ill treatment (including sexual abuse and forms of ill treatment which are not physical) but also the impairment of, or an avoidable deterioration in, physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development.

4. How we identify children or adults who may be at risk

Government guidance provides examples of the personal circumstances or care and support needs of children and adults which may help identify them as needing early help or being particularly at risk.

Children who may be at risk

Government guidance in 'Working Together to Safeguard Children' 2015 defines a child as being anyone who has not yet reached their 18th birthday. It indicates that providing early help is crucial in safeguarding children and requires all staff to understand their role in identifying emerging problems and sharing information with other professionals. We will ensure housing staff are alert in particular to the potential need for early help for a child who:

- is disabled and has specific additional needs
- has special educational needs;
- is a young carer;
- is showing signs of engaging in anti-social or criminal behaviour;
- is in a family circumstance presenting challenges for the child, such as substance abuse, adult mental health problems and domestic violence;
- has returned home to their family from care;
- is showing early signs of abuse or neglect.

Adults who may be at risk

An adult at risk is a person aged 18 years or over who has needs for care and support (whether or not the local authority is meeting any of those) and is at risk of and unable to protect themselves from abuse or neglect. These care and support needs may include for example a person who:

- is elderly or frail due to ill health;
- has a physical disability, sensory impairment or a long-term illness/condition;
- has a mental health needs including dementia or a personality disorder;
- has learning disability;
- is unable to demonstrate capacity to make a decision and is in need of care and support;
- has a dependency on alcohol, illegal drugs or medication;
- is unable to take care of themselves safeguard themselves against significant harm or exploitation.

Types of abuse

We recognise that abuse and neglect can take many forms. Our approach to safeguarding will take include the following types of abuse and neglect:

- **physical abuse** – including hitting, slapping, pushing, kicking, misuse of medication, restraint, inappropriate sanctions;
- **sexual abuse** – including rape, sexual assault, sexual acts to which a person has not consented, could not consent or was pressurised into consenting;
- **psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, withdrawal from services or supportive networks;
- **financial or material abuse** – including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;

- **neglect and acts of omission** – including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life such as medication, adequate nutrition, and heating;
- **discriminatory abuse** – including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment;
- **institutional abuse, neglect and poor professional practice** - this may take the form of isolated incidents of poor or unsatisfactory professional practice at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other.

5. How the Housing Service may be involved in the prevention of abuse

Safeguarding issues may be brought to the attention of staff directly by residents, neighbours, contractors or other agencies in contact with residents or their families. In addition, housing staff working with residents or entering residents' homes to carry out inspections or interviews may encounter situations causing concern for someone's welfare. For example:

- children or adults at risk whose care needs appear to be neglected or who appear to be subject to deliberate mistreatment.
- children or adults who say they are being abused.
- signs of self-neglect in adults living alone such as hoarding, unsanitary conditions, or alcohol or substance misuse.
- neglect of a person's needs because those around them are unable to be responsible for their care, for example if a carer has difficulties caused by debt, alcohol or mental health problems;
- difficulties in maintaining tenancy such as arrears or neighbour problems or harassment which may be linked to a learning difficulty or mental health problems and giving rise to exploitation, financial abuse or harassment;
- Where there is known or suspected domestic abuse.

We will ensure staff are trained to identify the wide range of circumstances in which potential victims of neglect or abuse may present.

6. How we will respond to suspected or alleged abuse or neglect

We recognise that abuse, neglect or harm can arise in range of settings and may be perpetrated by a wide range of people including relatives and family members, professional staff, volunteers, other service users, neighbours, friends and associates, or strangers. The Housing Service will endeavour to safeguard children, young people and adults at risk in the following ways:

Agreed procedures

We will provide guidance and appropriate safeguarding procedures for housing staff to ensure the timely reporting, management and referral of concerns or suspicions of abuse and neglect of children, young people and adults at risk. Procedures will include guidance and arrangements for supporting children and adults at risk and working with different agencies across different local authority areas.

Recruitment, induction and training of staff

We will ensure the selection and recruitment of staff, contractors and agencies takes into account the need to promote the safeguarding of children and adults. All members of frontline staff who have

regular contact with adults at risk or children will be subject to employment checks and Disclosure and Barring Service checks, where appropriate. As part of their induction into the Housing Service, all appropriate staff will be required to read and understand this policy and related guidance and procedures. Staff will receive training in the legal responsibilities and duties in relation to safeguarding and how to identify signs of abuse and neglect, recognise harm and make appropriate referrals.

Management and supervision

We will provide direction about the service's responsibilities and the promotion of effective practice in relation to safeguarding through regular management and supervision of staff and contractors, the monitoring of performance, reporting, complaints and annual review of policy and notable practice. Managers will ensure through regular supervision that policy and procedure is adhered to and that adequate arrangements with other parts of the Corporation and other agencies are in place to ensure effective safeguarding and communication. We will ensure that all staff are enabled to challenge inappropriate behaviour in others, are able to access whistle blowing procedures and that any issues relating to the conduct of staff are addressed through appropriate procedures.

Sharing information

We will ensure that all housing staff understand government guidance for sharing information with other professionals and that information is shared effectively and efficiently to support early identification and assessment of any concerns. We will ensure the information we share is necessary for the purpose for which we are sharing it, is shared only with those who need to have it, is accurate and up-to-date and shared securely. We will be open about what and with whom information will, or could be shared, seeking consent and respecting confidentiality except where we consider safety or well-being to be at risk. Staff will seek advice if in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible. We will keep secure records of information we what we have shared.

Working with others

We recognise that safeguarding is achieved through good interagency and multidisciplinary working with other organisations and across local authority boundaries. This is an important consideration for the Corporation which owns and manages housing in a number of London local authority areas. As a provider of social housing and support services we will build and maintain partnerships and effective referral procedures with other local authorities and agencies to safeguard children and adults at risk.

Monitoring and review

This policy and its related guidance and procedures will be kept under review and amended to reflect any change in legislation, national guidance or local practice as necessary.

Document Status: **Approved**

Prepared by: **Paul Jackson**

Document owner: **Jacquie Campbell**

Approved by: **Housing Management and Almshouses Sub-Committee**

Approval date: **18 January 2016**

Review date: **+12 months**

Document end date: **+3 years**

Version 1.0

Committee(s)	Dated:
Safeguarding Sub Committee	02/06/16
Subject: Adult Safeguarding Policy and Procedures update	Public
Report of: Chris Pelham, Assistant Director, People	For Information
Report author: Marion Willicome-Lang, Service Manager	

Summary

The introduction of the Care Act 2014 puts adult safeguarding on a statutory footing for the first time. In December 2015, the London multi-agency adult safeguarding policy and procedures were launched. The City and Hackney Safeguarding Adults Board has signed up to the London procedures, and the City of London has developed a local safeguarding protocol which incorporates the key changes to process and practice.

Recommendation(s)

Members are asked to note the report.

Main Report

Background

Safeguarding is protecting an adult's right to live in safety, free from any type of abuse and/or neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time making sure that the adults' well-being is promoted.

The Care Act 2014 put safeguarding on a statutory footing for the first time. All local authorities must carry out the statutory duties outlined in the Care Act 2014.

There are six key principles contained in the Care Act:

- Empowerment – personalisation and the presumption of person-led decisions and informed consent.
- Prevention – it is better to take action before harm occurs.
- Proportionality – proportionate and least intrusive response appropriate to the risk presented.
- Protection – support and representation for those in greatest need.
- Partnership – local solutions through services working with their communities.

- Accountability – accountability and transparency in delivering safeguarding.

The Care Act sets out the statutory framework for adult safeguarding and was implemented in April 2015. The Act outlines a duty to consider the physical, mental and emotional well-being of people needing care with an emphasis on prevention. The Act brings in stronger regulatory powers, including prosecution where necessary.

Under the Care Act an adult at risk is considered to be someone aged 18 years or over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

If these conditions are met then section 42 of the Care Act places a duty on the local authority to ensure that enquiries are made.

Making Safeguarding Personal (MSP) is national guidance that focuses on:

- developing social work practice to ensure that there is a focus on developing a real understanding of what outcomes people wish to achieve. Agreeing, negotiating and recording their desired outcomes, and working with them (and their representative or advocate, if they lack capacity);
- following up on these discussions throughout the safeguarding process to examine to what extent these desired outcomes have been met or have changed throughout the process;
- recording these outcomes so that they can be used to inform practice and improve service delivery.

This is a shift away from the historical practice of focusing on keeping the person physically safe but not asking them what they want and not involving them in decision making.

However, if there is an assessed significant risk to the person and/or others, then the person's wishes may have to be renegotiated with them and possibly overridden. If this is the case then the course of action chosen should be both proportionate and the least restrictive possible.

Each situation will need to be dealt with on a case by case basis; there are no hard and fast rules that apply to everyone.

Even if a service user lacks the capacity to make decisions about risk it is important to take account of their views and wishes.

Current Position

Safeguarding adult enquiries in the City of London are led by the Adult Social Care service with primary responsibility for assessing and meeting the needs of the adult at risk. Each enquiry is overseen by a Safeguarding Adults Manager (SAM) who is the senior practitioner or team manager with specialist training in this role.

There is a five-stage process if the whole safeguarding process is followed. However, it is possible to conclude the safeguarding process at any stage from the SAM decision stage onwards. The decision to conclude the safeguarding process should be made by the SAM in accordance with the Care Act, based on an analysis of risk, protective factors and the principle of proportionality.

Timescales:

- Concern – ensuring the adult at risk's immediate safety is essential. The concern should be raised, completed and sent to the relevant team on the same day.
- SAM decision – a decision on next steps should be made by the SAM within 24 hours.
- Enquiry – an initial safeguarding adult enquiry meeting or discussion should be held within five working days as a guideline. However, the timescale should meet the needs of the adult at risk and so may vary on a case by case basis. More time may be required to assist the person to attend and/or prepare for the meeting.

While it is acknowledged that more than five days may be required in complex cases or where the adult at risk has requested/needs a longer time period, safeguarding cases should not be allowed to drift.

- Enquiry actions – should be completed within 20 working days as a guideline only.
- Protection plan and review – if required, the protection plan and review should be completed as soon as is feasible after the enquiry and in line with the adult at risk's preferred timescales where possible.
- Conclusion – the conclusion should be completed as soon as a decision is made to end the safeguarding process (at whatever stage it ends, e.g. enquiry stage, protection plan and review stage, etc).

Options

The City of London and London Borough of Hackney have worked collaboratively to build new safeguarding templates in Frameworki and in Mosaic (Hackney's electronic social care record, ESCR) that are legally compliant, meet the

Safeguarding Adults Board's reporting and performance standards and with costs having been met within the FWI consultant budget.

Corporate & Strategic Implications

Safeguarding is priority 1 of the Department of Community and Children's Services' Business Plan.

Implications

The City of London Adult Social Care service is fully legally compliant with the statutory safeguarding adults requirements of the Care Act 2014.

Conclusion

Adult safeguarding plays a crucial role in the development of the adult social work service within the City of London. To ensure that safeguarding personal goals are met requires skilled and dedicated practitioners. There will be a public awareness-raising campaign later in the year to ensure City of London residents are kept informed of the outcomes-focused approach to working with Adults at Risk (AAR).

Appendices

- City of London Adult Social Care Safeguarding Protocol

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City Of London Adult Social Care safeguarding protocol

1. Background

The City and Hackney Safeguarding Adults Board has signed up to the London multi-agency policy and procedures. This document is The City of London Adult Social Care local safeguarding protocol which should be read alongside the London adult safeguarding multi-agency policy and procedures. It incorporates some of the London adult safeguarding multi-agency policy and procedures and highlights minor local variations.

<http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf>

What is adult safeguarding?

Safeguarding is protecting an adult's right to live in safety, free from any type of abuse and/or neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted. This includes having regard to the person's views, wishes, feelings and beliefs in deciding on any action.

Safeguarding interventions should:

- stop abuse or neglect wherever possible
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- safeguard adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving life for the adults concerned
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and
- address what has caused the abuse or neglect.

Safeguarding and the Care Act 2014

The Care Act put safeguarding on a statutory footing for the first time. All local authorities must carry out the statutory duties outlined in the Care Act 2014.

There are six key principles contained in the Care Act:

- **Empowerment** – personalisation and the presumption of person-led decisions and informed consent
- **Prevention** – it is better to take action before harm occurs
- **Proportionality** – proportionate and least intrusive response appropriate to the risk presented
- **Protection** – support and representation for those in greatest need
- **Partnership** – local solutions through services working with their communities
- **Accountability** – accountability and transparency in delivering safeguarding.

The Care Act sets out the statutory framework for adult safeguarding and was implemented in April 2015. The Act outlines a duty to consider the physical, mental and emotional wellbeing of people needing care with an emphasis on prevention. The Care Act brings in stronger regulatory powers, including prosecution where necessary.

What is the criteria for an adult safeguarding enquiry?

Under the Care Act an adult at risk is considered to be someone aged 18 years or over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing, or at risk of, abuse or neglect and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

If these conditions are met then section 42 of the Care Act places a duty on the local authority to ensure that enquiries are made.

Categories of safeguarding under the Care Act

The Care Act statutory guidance identifies different types of abuse of an adult at risk as follows:

- physical abuse
- domestic violence
- sexual abuse
- psychological abuse
- neglect and acts of omission
- self neglect
- financial or material abuse
- modern slavery
- discriminatory abuse
- organisational abuse

In addition adults may be at risk of exploitation by radicalisers who promote violence. The lead agency for co-ordinating enquiry and protection is the local PREVENT partnership: David Mackintosh. Safer City Partnership.

Making Safeguarding Personal (MSP)

MSP is national guidance that focuses on:

- developing social work practice to ensure that there is a focus in developing a real understanding of what outcomes people wish to achieve. Agreeing, negotiating and recording their desired outcomes, and working with them (and their representative or advocate, if they lack capacity)
- following up on these discussions throughout the safeguarding process to examine to what extent these desired outcomes have been met or have changed throughout the process
- recording these outcomes so that they can be used to inform practice and improve service delivery.

This is a shift away from the historical practice of focusing on keeping the person physically safe but not asking the person what they wanted and not involving the person themselves in decision making.

However, if there is an assessed significant risk to the person and or others, then the person's wishes may have to be renegotiated with them and possibly overridden. If this is the case then the course of action chosen should be proportionate and the least restrictive possible.

Each situation will need to be dealt with on a case by case basis, there are no hard and fast rules that apply to everyone.

Even if a service user lacks capacity to make decisions about risk it is important to take account of their views and wishes.

Making Safeguarding Personal guidance is provided in the link below.

<http://www.local.gov.uk/documents/10180/5854661/Making+Safeguarding+Personal+--+Guide+2014/4213d016-2732-40d4-bbc0-d0d8639ef0df>

2. City and Hackney Safeguarding Adults Board

The City and Hackney Safeguarding Adults Board (the Board)) is a multi-agency partnership that has a remit to protect adults at risk from abuse, neglect and significant harm. The Board seeks to bring about positive outcomes for adults at risk who live within the area of the City of London and the London Borough of Hackney, or who live outside the borough as a result of a placement made by the City of London, Hackney Council, or the East London Foundation Trust. Under the Care Act 2014, the Board has statutory functions.

The Board has membership from a wide-range of partners and stakeholders including the Metropolitan Police, City & Hackney Clinical Commissioning Group, East London Foundation Trust, London Fire Brigade and the Homerton NHS Foundation Trust.

The core membership of the Board already includes all agencies required by the Care Act. The Board meets at least three times a year, and has an Independent Chair, Dr Adi Cooper.

The Board has a focus on preventing abuse as well as a robust response to incidents of abuse. Strong strategic links with other key partners are essential and the board co-ordinates the activities of each agency represented on the Board for the purpose of safeguarding adults in the City and Hackney. It also ensures the effectiveness of what is done by each person or agency in contributing to safeguarding adults in the area.

The Board is responsible for ensuring that the safeguarding agenda focuses on adults of risk staying in as much in control of the decision making as possible, whilst taking reasonable measures to ensure that risks of harm are minimised.

3. The City of London Safeguarding Adults Process

Safeguarding Adults enquiries in the City of London are led by the social care service with primary responsibility for assessing and meeting the needs of the adult at risk. Each enquiry is overseen by a Safeguarding Adults Manager (SAM) who is the senior practitioner or team manager with specialist training in this role.

There is a five stage process if the whole safeguarding process is followed. However, it is possible to conclude the safeguarding process at any stage from the SAM decision stage onwards. The decision to conclude the safeguarding process should be made by the SAM in accordance with the Care Act, based on an analysis of risk, protective factors and the principle of proportionality.

Timescales

Concern - Ensuring the adult at risk's immediate safety is essential. The concern should be raised, completed and sent to the relevant team on the same day.

SAM decision - A decision on next steps should be made by the SAM within 24 hours.

Enquiry – An initial safeguarding adult enquiry meeting or discussion should be held within five working days as a guideline. However, the timescale should meet the needs of the adult at risk and so may vary on a case by case basis. More time may be required to assist the person to attend and/or prepare for the meeting.

Whilst it is acknowledged that more than five days may be required in complex cases or where the adult at risk has requested/needs a longer time period, safeguarding cases should not be allowed to drift.

Enquiry actions should be completed within twenty working days as a guideline only.

Protection plan and review – If required, the protection plan and review should be completed as soon as is feasible after the enquiry and in line with the adult at risk's preferred timescales where possible.

Conclusion – The conclusion should be completed as soon as a decision is made to end the safeguarding process (at whatever stage it ends e.g. enquiry stage, protection plan and review stage etc).

The five stages

Stage one – Concern

An adult safeguarding concern is any worry about an adult who has or appears to have care and support needs, who may be subject to, or may be at risk of, abuse and neglect and may be unable to protect themselves against this.

A concern may be raised by anyone, and can be:

- an active disclosure of abuse by the adult, where the adult tells someone that they are experiencing abuse and/or neglect
- a passive disclosure of abuse where someone has noticed signs of abuse or neglect, for example clinical staff who notice unexplained injuries
- an allegation of abuse by a third party, for example a family/friend or neighbour who have observed abuse or neglect or have been told of it by the adult
- a complaint or concern raised by an adult or a third party who doesn't perceive that it is abuse or neglect. Complaint officers should consider whether there are safeguarding matters
- a concern raised by staff or volunteers, others using the service, a carer or a member of the public
- an observation of the behaviour of the adult at risk
- an observation of the behaviour of another
- patterns of concerns or risks that emerge through reviews, audits and complaints or regulatory inspections or monitoring visits (CQC, Monitor etc).

Concerns can be raised in person, by telephone, email or letter. They may also be raised through specific organisation processes for example London Ambulance Notifications and police Merlin Adult Come to Notice (ACN) reports.

Who should receive the concern?

The Adult Social Care Service is the main point of access for external safeguarding concerns. The Duty telephone number and email address is widely publicised in order to provide a single point of access for members of the public and professionals from other organisations. However, if safeguarding referrals come directly to any of the other professional they are expected to take them themselves, rather than redirect them to the safeguarding team.

Once referrals have been taken they are put onto the adult social care data base (FWI). If immediate action is required to ensure the safety of the person at risk .e.g. the police need to be informed.

Stage two - SAM decision

The SAM will make the decision as to whether or not the concern meets the criteria for a section 42 enquiry under the Care Act 2014 and will decide what the next actions should be. They may ask a Duty Social Worker to carry out initial enquiries if they do not feel that they have sufficient information in the Concern form to base a decision on.

The SAM should inform the referrer of the outcome of the safeguarding concern via email or over the phone.

Stage three - Enquiry

When City of London Adult Social Care becomes aware of a situation that meets the safeguarding criteria outlined in the Care Act 2014 criteria it **must** make or arrange an enquiry under Section 42 of the Care Act 2014. An enquiry should establish whether and what action needs to be taken to prevent or stop abuse or neglect.

Adult Social Care should decide very early on in the process who is the best person/organisation to lead on the enquiry. The Local Authority retains the responsibility for ensuring that the enquiry is referred to the right place and is acted upon.

If the Local Authority has asked someone else to make enquiries, it is able to challenge the organisation/individual making the enquiry if it considers that the process and/or outcome is unsatisfactory. In exceptional cases, the Local Authority may undertake an additional enquiry, for example, if the original fails to address significant issues.

The information in some referrals may be sufficiently comprehensive that it is clear that immediate risks are being managed, and that the criteria are met for a formal Section 42 enquiry.

In other cases some additional information gathering may be needed to fully establish that the safeguarding criteria is met. Decisions need to take into account all relevant information through a multi-agency approach wherever possible, including the views of the adult taking into consideration mental capacity and consent.

The degree of involvement of the Local Authority will vary from case-to-case, but at a minimum must involve decision making about how the enquiry will be carried out, oversight of the enquiry, decision making at the conclusion of the enquiry about what actions are required, ensuring data collection is carried out, and quality assurance of the enquiry has been undertaken.

This decision on how the enquiry is progressed is made by the SAM.

Information from enquiry meetings should be recorded within the enquiry form on FWI. There is no need for a separate set of minutes.

Level of enquiry

Enquiries can range from non-complex single agency interventions to multi-agency complex enquiries. The key questions in choosing the right type of enquiry, is dependent on:

- what outcome does the adult want?
- how can enquiries be assessed as successful in achieving outcomes?
- what prevention measures need to be in place?

- what is the level of risk and how can risk be reduced?

Identifying the primary source of risk may assist in deciding what the most appropriate and proportionate response to the individual enquiry might be. There are no hard and fast rules and judgement will need to be made about what type of enquiry and actions are right for each particular situation.

All enquiries need to be planned and co-ordinated and key people identified. No agency should undertake an enquiry prior to a planning discussion, unless it is necessary for the protection of the adult at risk or others.

An enquiry should be proportionate to the level of risk identified. For straightforward, low risk situations an enquiry may consist of several phone calls only. Enquiries should be outcome focused, and best suit the particular circumstances to achieve the outcomes for the adult.

Consideration should be made at an early stage as to which agencies/services/professionals need to be involved in the safeguarding enquiry. A multi-agency approach is often the most effective way to ensure that risks are assessed and managed and that any interventions are well co-ordinated.

One or more enquiry meetings may be required in more complex, high risk safeguarding cases. If several enquiry meetings take place, these can be recorded on MOSAIC under one enquiry workflow.

Objectives of the enquiry:

- establish the facts
- ascertain the adult's views and wishes and preferred outcomes
- assess the needs of the adult for protection, support and redress and how these might be met
- protect the person from the abuse and neglect, in accordance with the wishes of the adult where possible
- enable the adult to achieve resolution where possible.

Desired outcomes identified by the adult

The desired outcome by the adult at risk should be clarified and confirmed at the end of the conversation(s) to:

- ensure that the outcome is achievable
- manage any expectations that the adult at risk may have and
- give focus to the enquiry.

Enquiry planning

When planning an enquiry consideration should be made of:

- the adult's mental capacity to understand the type of enquiry, the outcomes and the effect on their safety now and in the future
- whether consent has been sought
- whether an advocate or other support is needed
- the level and impact of risk of abuse and neglect
- the adult's desired outcomes
- the adult's own strengths and support networks
- Whether any other adult's or children may be at risk and whether other agencies should also make enquiries into these risks (e.g. Commissioning)

Effective involvement of adults and/or their representatives in safeguarding meetings requires professionals to be creative and to think in a person-centred way.

Information sharing should be timely, co-operation between organisations to achieve outcomes essential and action co-ordinated keeping the safety of the adult as paramount. Information sharing should comply with all legislative requirements.

The strengths of the adult at risk should always be considered. Mapping out with the adult, and identifying their strengths and that of their personal network may reduce risks sufficiently so that people feel safe without the need to take matters further.

Risk should be assessed and managed at the beginning of the enquiry and reviewed throughout. A multi-agency approach to risk should aim to:

- prevent further abuse or neglect
- keep the risk of abuse or neglect at a level that is acceptable to the person and
- support the individual to continue in the risky situation if that is their choice and they have the capacity to make that decision.

Conversations with the adult (including appropriate support)

In the majority of cases, unless it is unsafe to do so each enquiry will start with a conversation with the adult at risk. The SAM should ensure that conversations have taken place. The adult and/or their advocate should not have to repeat their story. In many cases staff/organisation who already know the adult well maybe best placed to

lead on the enquiry. They may be a housing support worker, a GP or other health worker such as a district nurse or a social worker.

While many enquiries will require significant input from a social worker, there will be aspects that should and can be undertaken by other professionals.

Points to consider:

- the pace of conversations
- whether the presenting issue identifies the risk to the adult's safety, or whether there are additional risks to be considered
- the adult at risk desired outcomes
- wider understanding and assessment of the adult's overall wellbeing
- the adult should be aware at the end of the meeting, what action will be taken and provided with contact details for key people.

Criminal investigations

Although the Local Authority has the lead role in making enquiries or requesting others to do so, where criminal activity is suspected, early involvement of the police is essential. Police investigations should be coordinated with the Local Authority who may support other actions, but should always be police led.

The police will determine whether there should be criminal investigations of people in positions of trust where there is ill treatment and wilful neglect. There are a number of possible offences which may apply, including the specific offences mentioned below.

Section 44 Mental Capacity Act 2005 makes it a specific criminal offence to wilfully ill-treat or neglect a person who lacks capacity.

Section 127 Mental Health Act 1983 creates an offence in relation to staff employed in hospitals or mental health nursing homes where there is ill-treatment or wilful neglect.

Sections 20 to 25 of the Criminal Justice and Courts Act 2015 relate to offences by care workers and care providers.

Stage 4 – Protection plan and review

The safeguarding protection plan should set out:

- what steps are to be taken to assure the future safety of the adult at risk
- how adults at risk are going to minimise risks

- the provision of any support, treatment or therapy, including on-going advocacy
- any modifications needed in the way services are provided (e.g. same gender care or placement; appointment of an OPG deputy)
- how best to support the adult through any action they may want to take to seek justice or redress
- any on-going risk management strategy as appropriate
- whether the desired outcomes of the adult at risk have been met.

The plan should outline the roles and responsibilities of all individuals and agencies involved, and should identify the lead professional who will monitor and review the plan, and when this will happen. Adult safeguarding plans should be person-centred and outcome-focused.

Safeguarding plans should be made with the full participation of the adult at risk. In some circumstances it may be appropriate for safeguarding plans to be monitored through on-going care management responsibilities. In other situations a specific safeguarding review may be required.

The identified lead should monitor the plan on an on-going basis, within agreed timescales. The purpose of the review is to:

- evaluate the effectiveness of the adult safeguarding plan
- evaluate whether the plan is meeting/achieving outcomes
- evaluate risk.

Reviews of adult safeguarding plans, and decisions about plans should be communicated and agreed with the adult at risk. Following the review process, it may be determined that:

- the adult safeguarding plan is no longer required
or
- the adult safeguarding plan needs to continue.

New safeguarding enquiries will only be needed when the Local Authority determines it is necessary. If the decision is that further enquiries would be a disproportionate response to new or changed risks, further review and monitoring may continue.

The individual or agency who raised the initial concern will often be involved in the Safeguarding enquiry. If for any reason they are not, the SAM should ensure that they receive appropriate feedback on the outcome. This will have to take account of the relevant information sharing requirements.

Stage 5 – Conclusion

The conclusion should be completed at whatever point the safeguarding process is ending. It summarises actions taken and outcomes.

4. Safeguarding Adults Review (SAR)

What is a Safeguarding Adults Review (SAR)?

A SAR is a multi-agency learning process with the purpose of promoting effective learning and improvement action to prevent future deaths or serious harm occurring again. It is held when an adult at risk of abuse dies or has experienced serious neglect or abuse and there is concern that partner agencies could have worked more effectively to protect the person.

The SAR brings together and analyses the findings from individual agencies involved with the person in order to make recommendations for future practice where this is necessary. It can also explore examples of good practice where this is likely to identify lessons that can be applied to future cases. It does not investigate how a person died or look to hold any individual or organisation to account. Other processes exist for that purpose, including Coroner's inquests, criminal proceedings, disciplinary procedures, employment law and provider and professional regulations.

When is a SAR required?

The CHSAB has a statutory duty under the Care Act 2014 to arrange a SAR when:

- there is reasonable cause for concern about how the CHSAB, members of it, or other local professionals and/or services worked together to safeguard an adult with care and support needs (regardless of whether the local authority was meeting any of those needs) who:
- has died (including from suicide) and the CHSAB knows or suspects that the death resulted from abuse or neglect (regardless of whether or not it knew or suspected the abuse or neglect before the person died) *OR*
- Is still alive, and the CHSAB knows or suspects that the adult has experienced serious abuse or neglect.

Committee(s)	Dated:
Community and Children's Services – For Information	13.05.16
Safeguarding Sub Committee – For Information	02.06.16
Subject: Local Authority Designated Officer 2015/16 Annual Report	Public
Report of: Ade Adetosoye, Director Community and Children's Services	For Information
Report author: Chris Pelham, Assistant Director People	

Summary

This report updates Members on the activity and performance of the Local Authority Designated Role (LADO) for 2015/16. This update is further to the 2014/15 Annual Report that was submitted to the Committee in September 2015, which provided Members with background information on the role of the LADO, referral data and highlighted the need to raise greater awareness of the role both across the City of London Corporation and partners.

The Community and Children's Services Committee requested that the 2014/15 report be taken to several Committees to raise awareness of the role.

In addition to sharing the 2014/15 report with Members across a number of Committees, a significant amount of training and briefings on the role of the LADO was carried out. As a result of this awareness-raising activity, there has been a significant percentage increase in referrals to the LADO in 2015/16 compared with previous years.

Recommendation

Members are asked to note the report

Main Report

Background

The responsibilities of the LADO are set out in *Working together to safeguard children*, March 2015 and the *London Child Protection Procedures 5th edition, 2015*, Chapter 17. All allegations made against staff (including volunteers) that call into question their suitability to work with or be in a position of trust with children, whether made about events in their private or professional life, need to be formally reported to the LADO.

In the City of London the LADO work is carried out by the Safeguarding and Quality Assurance Service Manager who reports directly into the Assistant Director People.

Guidance and training on professional allegations are available through the City and Hackney Safeguarding Children Board website, and agencies have access to consult with the LADO in the City of London.

Current Position

Raising Awareness

As a result of the low referral rate to the LADO, as reported in the 2014/15 Annual Report, the Community and Children's Services Committee requested that the report be circulated to other relevant Committees in order to raise awareness of the role.

Between September 2015 and January 2016 the report was presented to the following Committees:

- Safeguarding Sub (Community & Children's Services) Committee
- Establishment Committee
- Culture, Heritage and Libraries Committee
- Barbican Residential Committee
- Board of Governors of the City of London Freeman's School
- Board of Governors of the City of London School
- Board of Governors of the City of London School for Girls
- Board of Governors of the Guildhall School of Music and Drama
- Chief Officers Group

In addition to attending these Committees, the LADO has updated partners on the City of London Executive Safeguarding Children Board, Safeguarding Education Forum and Domestic Abuse Forum. As part of the LADO role, support and advice are offered to partners around their safeguarding duties, policies and procedures, as well as individual case advice on potential referrals to social care.

There has also been considerable focus on delivering LADO training across the multi-agency partnership, and within individual agencies during 2015/16. This has included the LADO delivering the following training and/or briefings:

- A total of 40 representatives from voluntary sector-based organisations attended a Children's Services briefing event, which included a slot on the role of the LADO.
- A total of 49 City of London staff attended child protection training that included the role of the LADO.
- A total of nine City of London staff attended allegations management and private fostering training.
- Approximately 30 staff from Sir John Cass's Foundation Primary School received training on the LADO role and professional allegations at an inset day in January 2016.

- The role of the LADO has been included in the City of London Children's Services Induction programme, which has been delivered to approximately 70 professionals from across a number of agencies working with children and families.

In addition to these sessions, the City and Hackney Safeguarding Children Board has delivered training in the City on the role of the LADO and safer recruitment, as part of the Board's core training offer.

- A total of 22 people from police, Health, Youth Services and Education attended training on safeguarding in October 2015.
- Some 40 people from Early Years Settings, City of London HR, Health, Education and the voluntary sector attended two sessions on safer recruitment in February and March 2016.

Referrals

As a result of this activity, there has been a significant increase in the number of LADO referrals, compared with the three previous years:

- 2012/13 3
- 2013/14 2
- 2014/15 5
- 2015/16 11

The referrals in 2015/16 have come from a range of sources:

- 1 – Youth service
- 2 – Independent schools
- 3 – Maintained school
- 1 – City of London Corporation
- 1 – Anonymous
- 1 – Early Years Setting
- 1 – Other local authority
- 1 – Education employment agency

The reasons for the referrals were:

- 3 – Physical
- 3 – Sexual
- 5 – Behaviour

Learning

As a result of no referrals being made by Health, the City and Hackney Safeguarding Children Board commissioned the Safeguarding Lead in the Clinical Commissioning Group to carry out a review of safeguarding practice across relevant health partners to ensure staff were aware of the role. This review concluded that the practice was appropriate and staff were aware of the role.

In March 2016, a similar exercise was initiated in respect of the police in Hackney and the City. Initial discussions have commenced between the LADO and the Professional Standards Division in the City of London Police to review police awareness of the role.

A recurring theme on the LADO referrals has been concerns around safer recruitment practices within organisations. In some agencies safer recruitment practices are not always being implemented, especially in relation to checking references and DBS checks. There have also been issues with staff who have been employed for some considerable time. When checks have been made on their employment background, there has been limited information on their employment history and references for the post. These findings resulted in the commissioning of training into safer recruitment, as referenced above.

Corporate & Strategic Implications

The work of the LADO is a statutory requirement and supports the City of London's responsibility to ensure safeguarding children duties are in place and effective. The role of the LADO is key in implementing the City of London Corporation Safeguarding Policy and aligns with a key priority in the Department of Community and Children's Services Business Plan.

Implications

There are no financial implications associated with this report.

Conclusion

The report has highlighted LADO activity and referral rates for 2015/16 and demonstrated the impact that raising awareness and delivering training and briefings has had on the increase in referrals to its current highest level in the City. The delivery of training and briefing sessions will continue as part of the 2016/17 LADO work plan.

Appendices

None

Background Papers

Local Authorities Designated Officer Annual Report 2014/15

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Committee(s)	Dated:
Safeguarding Sub Committee	02/06/2016
Subject: Safe Commissioning Minimum Standards	Public
Report of: Director of Community and Children's Services	For Information
Report author: Sarah Greenwood – Senior Commissioning Manager, Community and Children's Services	

Summary

The City and Hackney Safeguarding Children Board (CHSCB) developed a set of minimum standards for recruitment, which is now embedded in contracts for all services which are commissioned for children and young people.

The City completed an audit of the safeguarding mechanisms in place for commissioned services. The outcome of the audit demonstrated there were good mechanisms in place, although some recommendations were made for additional measures. These recommendations have now been implemented.

As part of this work, the CHSCB has also developed a set of minimum expectations for safe commissioning. The standards are designed for partners and providers which commission or decommission external services for children and young people in the City or Hackney, and all contracts and specifications which are developed for this purpose.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

1. The City and Hackney Safeguarding Children Board (CHSCB) developed a set of minimum standards for recruitment which is now embedded in the contracts for all services which are commissioned.
2. The commissioning team carried out an audit to consider the effectiveness of commissioning and safeguarding in July 2015 and the findings were reported to the CHSCB City Executive. The report concluded that there were robust mechanisms in place to ensure that service users were safeguarded effectively, including:

- standard contract clauses regarding compliance with CHSCB policies/DBS checks
 - DBS checks where providers are asked to send records of DBS numbers for their staff
 - cascade of information from the CHSCB
 - commissioned services invited to Children's Executive Board (CEB)-led induction days
 - S11 audits (a statutory audit for a number of agencies)
 - safeguarding alerts on standard monitoring agenda
 - spot-checks of services
 - Local Authority Designated Officer guidance
 - an agreed monitoring schedule for all services based on risk and value.
3. The assessment also made some recommendations, which are shown below, in addition to the progress made in implementation:
- a. The 2015 DBS check is carried out by the commissioning team on all children and adults contracts (except for Local Authorities and consultants employed through Comensura) in August 2015. **Completed with e. below**
 - b. The commissioning team agrees a mechanism by which to update the CHSCB on changed/new/amended contact details. **Agreed – details to be sent quarterly**
 - c. The standard monitoring meeting agenda is reviewed to ensure a set of standard items, including safeguarding. The standard items can then be supplemented with subject/team/contract specific items. **Implemented**
 - d. That the organisations with front-line responsibility for working with children or handling children's data are included within the CHSCB S11 list. **Under way as part of the CHSCB S11 audit process**
 - e. An interim policy compliance check in 2015 be undertaken by the commissioning team. **Completed with a. above in October 2015**
 - f. The commissioning team receives routine feedback from trainers on those organisations which attend a CEB induction day to check for any gaps. **Completed**
 - g. The additional questions from the safeguarding audit tool be considered for inclusion in the CHSCB S11 audit tool. **Considered by CHSCB and forms updated**
 - h. For the City procurement team to consider requiring all relevant organisations (see recommendation 1.4) to complete a S11 audit at tender stage as a baseline and that the resource implications of this be considered (including deciding who would review the submission). **City procurement has agreed this can be implemented. No contracts have been let where this can be included**

Current Position

4. Whilst the CHSCB was reviewing the progress made against the recommendations, it was agreed that a set of minimum expectations for safer commissioning would be developed to mirror the safer recruitment standards.
5. This set of minimum expectations has been developed in order to provide some clarity of expectation to commissioners and contractors of services. Additional requirements may be necessary and suitable for some services dependent upon the nature of the service provided and to which users.
6. The standards (shown in Appendix 1) have been developed in consultation with partners and use best-practice techniques applied by those partners (such as the clinical Commissioning Group and using legal and procurement advice.
7. The standards do not specify how the expectations are to be met as this will vary across organisations but commissioners must satisfy themselves that the standards are being applied. It is anticipated that the implementation of the standards is reviewed after six months and agencies share best implementation practice at that point.

Proposals

8. Although the minimum standards relating to children and young people have been developed by the CHSCB, they can be amended to be used for adult services and will be taken to the Adult Safeguarding Board for discussion.

Implications

9. The Comptroller and the City procurement team have been consulted in the development of the standards and support them. The standards have been used in two draft contracts and the wording has been approved by the Comptroller.

Conclusion

10. The expectations form part of the City of London Corporation's ongoing commitment to safeguarding children and young people.

Appendices

- Appendix 1 – Safe Commissioning Expectations

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SAFE COMMISSIONING – CHSCB MINIMUM EXPECTATIONS

Making sure that we do everything we can to promote safeguarding and safer commissioning is an essential part of creating a safeguarding culture in the workplace.

The City & Hackney Safeguarding Children Board has a responsibility to ensure that agencies fully comply with safe commissioning processes as stipulated in Section 11 of the Children Act 2004. All organisations which carry out contracting or sub-contracting activity should make all reasonable efforts to ensure that commissioned or sub contracted services are suitable to carry out the role for which they are engaged.

This set of minimum expectations has been developed in order to provide some clarity of expectation to commissioners and contractors of services. Additional requirements may be necessary and suitable for some services dependent up on the nature of the service provided and to which users.

The guidance applies to all agencies which commission or decommission external services for City or Hackney children and young people and all contracts and specifications which are developed for this purpose.

All organisations which are contracting or sub-contracting should as a minimum:

1. ensure externally commissioned organisations are **section 11 compliant**¹ and continue to engage in Section 11 audit processes at intervals agreed by the CHSCB.
2. have a **standard safeguarding clause within the contract** that includes:
 - an explicit reference to safeguarding children
 - an explicit reference to the overarching legislation (Children Act 1989 and 2004, Working Together to Safeguarding Children (2015), The London child protection procedures (5th edition) Disclosure, Vetting & Barring Guidance Criminal record checks: guidance for employers (2014) and CHSCB guidance relating to safeguarding
 - the CHSCB safer recruitment minimum standards and tools
 - a requirement for safeguarding and whistle blowing policies and standards to include areas shown in appendix A which are updated at regular² intervals.
 - an expectation of continued training in relation to safeguarding
 - an expectation that key messages from the CHSCB, including lessons identified through local Serious Case Reviews, audits and other processes are effectively cascaded to all staff.
 - the role of the provider in ensuring its staff are alert to the signs and symptoms of child abuse and neglect and know what to do if they are worried about a child.
 - the role of the provider in complying with multi agency safeguarding systems to report, and respond to safeguarding concerns and co-operate with safeguarding investigations.
 - the role of the LADO and expectations around referrals
3. enable contractors and sub contractors to **receive CHSCB information, updates and partake in CHSCB training**.
4. record the **DBS numbers and DBS expiry dates for staff within contracted services** who work directly with, or have regular contact with, children and young people based on levels of contact. (Note: directly employed staff must follow the full recruitment standards)
5. evidence adherence to the above standards through **robust performance management and a good quality assurance framework** of commissioned services on a regular basis. This should include safeguarding discussions at each contract monitoring meeting and safeguarding metrics included within the contract.
6. undertake **thematic checks** as part of the quality assurance process to ensure these standards are met. The regularity and mechanisms for these checks should be considered using a risk based approach.

¹ This could be a requirement to complete a s11 audit at tender stage or through use of a recent s11 audit.

² The regularity to be appropriate to the contract but should not be less frequent than every 3 years.

Appendix A: Areas to be covered by Providers' Safeguarding Policies:

1. **a commitment to comply with national and local guidance and single and multi-agency policies** and procedures to safeguard and promote the welfare of children and young people including:
 - Children Act 1989 & 2004
 - Working Together to Safeguarding Children (2015)
 - The London child protection procedures (5th edition)
 - Disclosure, Vetting & Barring Guidance Criminal record checks: guidance for employers (2014)
 - Local CHSCB guidance
2. **a clear line of accountability** for safeguarding children and young people which is properly reflected within governance arrangements and senior management commitment to the importance of safeguarding and promoting children's welfare.
 - The chief executive of any provider organisation takes ultimate responsibility for safeguarding within the organisation
 - Providers will need to ensure there is a senior board level lead to take leadership responsibility for organisation's safeguarding arrangements. This person can demonstrate a sound working knowledge of safeguarding legislation and policy and their role is defined within organisation's governance structure including job description.
 - A clear declaration of the provider's responsibility to protect from harm and abuse without exception, all children and young people regardless of gender, sexuality, disability, ethnicity, faith or cultural background.
 - The declaration towards safeguarding children and young people is visible to all staff and public.
3. **clearly recorded processes for making referrals to children's social care or early help services** within each local authority which is consistent with local threshold documents (Hackney Child Wellbeing Framework in Hackney, City of London Threshold of Needs in City or reference to both documents if providing services cross-borough).
4. **systems and processes for safe recruitment in line with CHSCB minimum standards and the managing of allegations against staff** that may pose a risk of harm to children (including a description of the role of the Local Authority Designated Officer (LADO) and contact details).
5. **an effective training strategy** for all staff and volunteers (including assessment of training needs through the supervision process) and effective supervision arrangements. Safeguarding training should be refreshed at least every 3 years and effective records of this training should be retained by the organisation.
6. **a clear whistleblowing policy and code of conduct** for staff which sets out all staff's responsibilities for notifying safeguarding concerns.
7. **processes in place to enable the views of children, parents and carers** to be used both in individual decisions and the development of services or are working towards developing these processes.
8. **effective arrangements for information sharing and working in partnership** with other agencies including the Local Safeguarding Children Board and other sub or specialist working groups, including where there are concerns for the welfare of a child or young person.
9. **evidence the policies have been ratified through the relevant governance arrangements** and include a specified review date. They should be easily accessible for staff at all levels within the organisation and should be given to all staff when they start their employment.
10. **evidence of consideration of specific activities undertaken by the organisation**. Examples (not exhaustive) include: sanctioned visits, chaperone/escort policies, leasing of premises, anti-bullying policy, care of disabled children, changing room policies, use of social media/on line protection policies and photographic equipment and trips, tours and holiday clubs.

Committee	Dated:
Safeguarding Sub (Community & Children's Services) Committee	02.06.2016
Subject: Submission to the City and Hackney Safeguarding Adults Board Annual Report 2015–16	Public
Report of: Ade Adetosoye, Director of Community and Children's Services	For Information
Report author: Simon Cribbens, Head of Strategy and Performance	

Summary

The City and Hackney Safeguarding Adults Board is producing its annual report. As part of that process the City of London Corporation has made a submission on behalf of the services delivered by the Adult Social Care team and the City of London Corporation's partners. The submission outlines the effectiveness and approach of services in 2015–16 to ensure vulnerable adults in the City are effectively safeguarded.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. In order to prepare its annual report for 2015–16, the City and Hackney Safeguarding Adults Board (CHSAB) requested contributions from all partner agencies. Agencies were asked to respond to four questions:
 - What has your agency undertaken to meet the CHSAB Principles?
 - What difference has your agency made to improve the safeguarding of adults and in promoting their welfare?
 - How does your agency evaluate its effectiveness and what evidence do you have?
 - How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?

2. The City of London co-ordinated a response, submitted on 6 May 2016, to reflect the work of its Adult Social Care (ASC) team and City-specific partner agencies. The full submission is appended to this report and summarised below.
3. This material will inform the forthcoming CHSAB Annual Report 2015–16, but is shared now to give the Sub Committee the earliest opportunity to see it.

Summary of response

4. The City's submission was structured in line with the questions set out above and supplemented by a range of statistical information in charts and graphs.

What has your agency undertaken to meet the CHSAB Principles?

5. The City of London Corporation has delivered much to meet the principles of the SAB.
6. The first principle is a commitment to raise awareness. Safeguarding is the first strategic priority of the Department of Community and Children's Services (DCCS) Business Plan 2015–17. During 2015–16 a City Executive of the CHSAB was established, independently chaired by Dr Adi Cooper (also chair of the main Board), to strengthen local focus and awareness among all City partners.
7. The second CHSAB principle is to promote a fair and open culture. Safeguarding is being embedded across the department's functions. This includes the contracting and commissioning processes that ensure clarity among provider partners of the City's expectations and commitment to this issue. A self-assessment audit of the ASC has also been undertaken to identify areas of improvement. An escalation policy is in place to encourage openness and to support practitioners with continuing concerns about an issue.
8. The third CHSAB principle is to improve the competency of all those involved in adult safeguarding activities. The City of London Corporation's Safeguarding Policy has been renewed in the year, and Safeguarding Champions are present in every department. Training sessions and briefings have supported increased awareness and scrutiny of the City of London Corporation's role among Members, partners and other professionals. Safeguarding training is mandatory for ASC team members and embedded in individual learning and development goals.
9. The CHSAB's fourth and final principle is to understand that effective adult safeguarding works across the City's communities. To strengthen its reach and multi-agency approach to safeguarding, the City has established a Self-Neglect and Hoarding Panel, chaired by the ASC Service Manager. The panel commenced in January 2016 and has partner involvement from London Fire Brigade, City of London Police, Environmental Health, Public Health, a City of London legal adviser, City of London Housing and an independent hoarding specialist organisation, as well as primary care GP representation on a case-by-case basis. A housing-specific safeguarding policy has also been produced as a guide and procedure for housing management staff working on our estates.

What difference has your agency made to improve the safeguarding of adults and in promoting their welfare?

10. In 2015–16 there were 31 safeguarding alerts, with 26 within the Square Mile. This level continues a trend of increased alerts – reflecting increased awareness and understanding of adults at risk. The ASC team has additionally completed 54 carer's assessments in 2015–16, reflecting a commitment to focus on safeguarding carers which was commended in a peer review of our work carers.
11. The ASC has worked to safeguard four adults involved in cases of domestic abuse where one or more persons have an additional need. Collaborative work has been especially effective alongside housing partners and the City of London Police's Public Protection Unit colleagues and Vulnerable Victims and Domestic Abuse Coordinator.

How does your agency evaluate its effectiveness and what evidence do you have?

12. The City of London Corporation has, along with all partners of the CHSAB, completed the London Chairs of Safeguarding Adults Boards and NHS England Safeguarding Adults at Risk Audit Tool 2015–16, and has highlighted areas for improvement. The ASC team seeks to be open to the scrutiny and challenge of officer- and Member-led safeguarding committees, and that of the CHSAB Quality Assurance sub-group, in order to evaluate the effectiveness of its services and the partnership. Resident workshops looking at the issue of abuse (led by Toynbee Hall) evaluated their effectiveness and in enabling people to identify types of abuse.

How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?

13. The ASC team has strengthened its capacity and practice to improve safeguarding arrangements. The service's Intake and Duty functions are staffed by qualified social workers so that safeguarding concerns can be identified and acted on in a timely manner. The service has also recruited an additional senior practitioner whose role includes that of acting as the Safeguarding Adult Manager (SAM) to provide advice and scrutiny on all incoming work.
14. The City of London Corporation has also identified a number of priorities and plans for 2016–17. These are:
- organising and securing funding for mandatory Level 1 Safeguarding Awareness training for staff and providers within ASC
 - further safeguarding training for ASC around new safeguarding adults policy and procedures
 - working with Hackney on a Making Safeguarding Personal (MSP) public awareness campaign

- developing an MSP outcomes approach that can be reported upon effectively
- raising awareness in the City of financial abuse
- addressing safeguarding linked to social isolation
- addressing domestic abuse through collaborative work with the City Safeguarding Children Executive Board
- progressing the Carers Action Plan to ensure positive outcomes are maximised and carers are supported so that they can fulfil their caring roles
- progressing the work of the City Self-Neglect and Hoarding Panel
- developing the new five stages of safeguarding under the London Policy and Procedures during 2016–17 and putting in place training, with new templates and workflows in the case management system (Framework i).

Corporate & Strategic Implications

15. Safeguarding is a corporate and Departmental priority. Safeguarding is an issue for the corporate risk register and therefore the actions outlined above mitigate that risk. The delivery of this work also contributes to the fulfilment of the Department's Business Plan commitments.

Conclusion

16. The commitment within the City of London Corporation's ASC team and partner providers to the improvement, effectiveness and scrutiny of its safeguarding work will minimise the risk of abuse and neglect of adults at risk across our communities. The service continues to learn and has identified priorities for continued improvement in 2016–17.

Appendices

- Appendix 1 – CHSAB Annual Report City contribution

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Annual Report 2015-2016 - Partner Agency Contributions

City of London Adult Social Care
Marion Willicombe—Lang Adult Social Care Service Manager

1. What has your agency undertaken to meet the SAB Principles?

Principle One: We will raise awareness of adult safeguarding and together will learn from the experience

The Department of Community and Children's Services (DCCS) Business Plan 2015-17 has as its first strategic priority, 'Safeguarding: Ensuring effective arrangements are in place for responding to safeguarding risks, promoting early identification and support to prevent escalation of issues and keeping children and adults at risk safe.'

The City of London Adult Social Care (CoLASC) team has primary safeguarding responsibility for adult residents of the square mile. As a generic adult social care service, safeguarding responsibilities are for anyone over 18 who has an additional need together with the needs of their carers.

The City of London Adult Safeguarding Sub-Committee, now chaired by Dr Adi Cooper provides greater understanding and accountability on the part of officers and partners as to their responsibility to safeguard adults in the City of London, and acts as a sub group of the main board. This is an important conduit to cascading messages from the CHSAB and a means of developing a City specific work plan in line with the board's priorities. CoLASC sits on this committee and provides regular practice updates and performance data which are open to challenge and scrutiny and learning. The Director of DCCS and Assistant Director for People sit on the CHSAB. The AD sits on the CHSAB executive Board and chairs the SAR sub-group. The ASC Service Manager and Team Manager sit on the SAR and L&D Sub groups.

The CoLASC service is accountable to the Community and Children's Services Grand Committee and reports directly on adult safeguarding matters to the Member led Safeguarding Sub-Committee. This fulfils the type of scrutiny function associated with other local authority scrutiny governance structures. A Member of the Safeguarding Sub-Committee is also a member of the CHSAB. Another member is the Rough Sleeper Champion and chairs the Adult Advisory Group.

We have held training sessions and briefings regarding adult safeguarding for Members sitting on the Safeguarding Sub-Committee. These aim to provide greater clarity on adult safeguarding to Members who in turn can provide challenge and scrutiny to performance and practice in CoLASC.

An Improvement Plan, following from an independent audit in 2014/15 was developed, implemented and completed over 2015/16. The action plan has been rag rated and reported

on at Safeguarding Sub-Committee and through the Adults Senior Management Team meeting forum.

Through case supervision the CoLASC team has worked on learning alongside individual case audit templates. Learning from the Improvement Plan is shared with practitioners at service team meetings.

The recommendations of Mrs A+ Mr B SAR have been presented to the CoLASC team in an extended team development session with the compilation of a localised Improvement Plan. Five key learning points from the SAR were developed by and for the CoLASC service:

1. Reviewing COL supported living contracts with Commissioning colleagues
2. Reviewing ASC risk assessment processes
3. Reviewing ASC working practices with clients out of borough on CPA
4. Training standards of staff in CoL contracted supported living
5. Fire risk training standards across ASC and LFB jointly. To be raised at COL Safeguarding Adults Sub-Committee.

The London Multi Agency Adult Safeguarding Policy and Procedures have been fully disseminated around the team in electronic and individual hard copy pack format, with development sessions held at each fortnightly team meeting since January 2016 to embed awareness and understanding.

Each CoLASC team member's individual learning objectives will highlight safeguarding practice and include specific mandatory safeguarding learning and development goals. These are tailored to their post grade.

ASC attended the following training rolled out to partners of the CHSAB following the publishing of the new London safeguarding adults procedures:

Safeguarding Awareness (Alerter) ½-day session (3 members of ASC)
Coercion & Emotional Abuse ½-day session (5 members of ASC)
Domestic Violence ½-day session (4 members of ASC)
Domestic Violence 1-day session (5 members of ASC)
Modern Slavery ½-day session (5 members of ASC)
Self-Neglect & Hoarding ½-day session (6 members of ASC)
Autism Awareness ½-day sessions (2 members of ASC)

The current provider of the CoLASC's community provision, Toynbee Hall, delivered workshops with City residents to raise awareness of adult safeguarding. The workshops allow discussions and learning so that participants become empowered to make decisions, and seek support where necessary. This has been especially effective with participants with learning disabilities as a number did not realise financial abuse was a type of abuse and does not need to be tolerated. The workshops have also allowed Toynbee Hall to be made aware of participant concerns, and raise cases with CoLASC.

Principle Two: We will promote a fair and open culture

CoLASC have continued to work with Commissioning colleagues to ensure that safeguarding is embedded within the contracting and commissioning process. A current recommissioning process of all CoLASC community provision has seen safeguarding as a key priority in the tendering process, with a case study and explicit training and development question. There is currently a Domiciliary Care service specification being devised which CoLASC will work closely with Commissioning colleagues on to ensure safeguarding is embedded fully within the tendering and contract process.

CoLASC along with all partners of the CHSAB completed the London Chairs of Safeguarding Adults Boards and NHS England's Safeguarding Adults at Risk Audit Tool 2015-16. The aim of the tool was to inform the strategic vision of the CHSAB.

The CoLASC self-assessment process identified that it meets 22 (Green) of the 29 requirements, with 6 (Amber) assessed as requiring additional action. No Reds were identified. The strong evidence of a Green rating, illustrated the priority and commitment shown towards safeguarding adults at risk, through the golden thread of the Corporate Safeguarding Strategy, highlighted within the DCCS Business Plan, through to the core business and professional practice of the Adult Social Care Service.

The CHSAB's aim was to utilise the completed audit tools to inform the Board's 5 year Strategy. CoLASC were involved in the support and challenge session at the SAB Development Day in February 2016.

CoLASC as a service within the Department for Community and Children's Services has full access to an escalation policy, as well as access to the AD and Director if issues remain unresolved at an operational level.

Priority Three: We want to improve the competency of all those involved in adult safeguarding activities

A City of London Corporation Safeguarding Policy is now in place, which has raised the profile of Safeguarding Adults and Children across the Corporation. Safeguarding is now on the Corporation Risk Register. These high level elements coupled with the Notice the Signs Safeguarding Campaign conducted throughout 2014/15 has assisted in greater understanding and awareness of Adult Safeguarding for both city staff and residents.

A Corporation Safeguarding Champions meeting takes place quarterly, chaired jointly by the Service Manager for Adult Social Care and Safeguarding and Quality Assurance Service Manager, which aims to improve knowledge and understanding of safeguarding for non-social care staff.

The Adult Social Care Service Manager holds the role of Adult Principle Social Worker and is a member of the London Safeguarding Adults Network. These roles and duties enhance the social work development brief around competent safeguarding practice, alongside the current scrutiny provided by the case audit work of the ASC Senior Management Team. The developing peer support between the ASC Service Manager and the Hackney Safeguarding Adults Coordinator has been very constructive in focusing a generic role to consider safeguarding solely from a specialist post's perspective.

Positive results from pooling good practice in safeguarding has meant the sharing of the Hackney Adult Social Care Safeguarding Policy, alongside new safeguarding workflow templates between the 2 different ESCR systems (Mosaic and FWI). A City of London Case Audit template will be trialled in 2016, and will include a key performance indicator focused on capturing the requirement to keep the person who raised the safeguarding concerns updated as to the outcome. This has been worked on collaboratively across the two authorities. There is also a plan to work jointly on a public awareness raising campaign around Making Safeguarding Personal (MSP) in the autumn of 2016. The CoLASC Service Manager is also the named lead to complete the DASS (Directors of Adult Social Services) MSP (making safeguarding personal) Temperature Check exercise in the summer 2016.

The Knowledge Transfer Partnership with City of London and Goldsmiths University has developed a safeguarding agenda around social isolation and loneliness. A learning and

development day which was attended by Dr Adi Cooper and the Chief Social Worker for Adults Lynn Romeo was highly effective in raising awareness of the risks of safeguarding in conjunction with the loneliness and isolation of many older people.

The CoL WFD group is about to be developed through the Senior Management Team, and a training matrix around safeguarding will reflect these developments in coming months. It is hoped that level 1 Safeguarding Awareness training will become a mandatory training course across DCCS, departmental Corporate Safeguarding Champions and nominated departmental representatives.

CoLASC has worked hard this year to embed the principles of Making Safeguarding Personal. Workflows have yet to be built to make it possible to fully report on this qualitative measure, but evidence of MSP safeguarding adults casework was reported on as part of the independent audit conducted in 2015 and this sound social work practice has continued as evidenced through case audits and supervision notes.

There is clear evidence of MSP in evidence through the increased presence of the AAR, and family members involved and attending throughout the safeguarding process. There is also an increase in the use of safeguarding specific advocacy.

The new safeguarding templates prompt social workers to consider the AAR's desired outcomes at the beginning of the safeguarding process and again at the end. The social workers have spent time at a recent team away day looking at this and how to be more MSP outcomes focused in adult safeguarding.

Victim Support safeguards adults by raising awareness about safeguarding and rights with victims and witnesses who use our services. Staff regularly read up on safeguarding policy from both internal as well as external resources. This can be evidenced as part of staff's quarterly meetings with senior management as this helps staff in their performance and quality of work as they have a sound knowledge and understanding of the safeguarding policy and procedures.

Victim Support staff also attended external training around safeguarding such as the MAST training. The training looked at how partners could identify and appropriately refer safeguarding concerns to the relevant service. Staff were also encouraged by the organisation to attend the Pan-London conference which enables them to network with other professionals but crucially learn more around appropriate ways to identify and adequately support safeguarding concerns.

Principle Four: We will understand how effective adult safeguarding is across the communities we work with

With the inclusion of Self Neglect and Hoarding into the London Multi Agency Adult Safeguarding Policy and Procedures, the City of London has adopted the City and Hackney Self Neglect and Hoarding Protocol, and has set up a Self-Neglect and Hoarding Panel, chaired by the Adult Social Care Service Manager. The panel commenced in January 2016 and has partner involvement from London Fire Brigade, City of London Police, Environmental Health, Public Health, a City of London legal advisor, City of London Housing, primary care GP representation on a case by case basis and an independent hoarding specialist organisation MRS (Making Room Service, who are a commissioned member of the One Hackney and City Voluntary Sector Framework). This panel has been working very effectively with five cases discussed to date, and multi-agency pathway plans developed on each case.

On-going work has taken place this year with commissioning colleagues to ensure any safeguarding work that includes our commissioned domiciliary care agencies or residential or supported living placements are followed up contractually and through CQC. CoLASC have also worked with Commissioning to draw up a new specification the retender of Adult Social Care's community provision - the Reach Out Network; a memory group, a carers support group and an adult support group (The Wellbeing and Independence Service (WISE)). This has placed safeguarding practice at the heart of the new contract. We have sought to embed the vital importance of early intervention and prevention within commissioned community provision, as the eyes and ears of the community. An outcomes approach to capturing effectiveness is being developed.

The retendering of domiciliary care provision within the city will also provide an opportunity to embed Adult Safeguarding processes in an outcomes based specification that seeks to hold services to account for their direct care provision to our most vulnerable service users in the community.

2. What difference has your agency made to improve the safeguarding of adults and in promoting their welfare?

In 2012/13 there were 20 Safeguarding Alerts, with 14 within the city
In 2013/14 there were 28 safeguarding alerts, with 16 within the city
In 2014/15 there were 29 safeguarding alerts, with 22 within the city
In 2015/16 there were 29 safeguarding alerts, with 26 within the city

There has been a rise in numbers of adults being referred regarding safeguarding's concerns, which is a positive outcome of professionals' and residents' increased awareness and understanding of adults at risk.

CoLASC completed 54 carer's assessments in 2015/16. Safeguarding Carers was focused upon during an ADASS peer review of our Care Act compliance to working with carers and CoLASC's approach was commended by the Peer Review Team in 2015.

There were 12 permanent placements to residential or nursing care over 2015/16.

140 people receiving long-term support from CoLASC in 2015/16 through a personalised Supported Self-Assessment Process and subsequent Individual Budget.

There are 34 people who are subject to Deprivation of Liberty safeguards, all living in Residential or Nursing Care. There are 2 people living in supported living accommodation under DOLS via the Court of Protection.

CoLASC have worked very successfully in parallel with MARAC and Safeguarding Adults on 4 cases of domestic abuse where one or more persons have an additional need. Collaborative work has been especially effective alongside housing partners and the City of London Police's Public Protection Unit colleagues and Vulnerable Victims and Domestic Abuse Coordinator.

CoLASC have seen an increase in the number of safeguarding case work where mental capacity is an issue. There has been an increased use of and subsequent pressure to obtain Advocates and Relevant Persons Representatives in line with both the Care Act and The Mental Capacity Act. Adult Social Care is working with commissioning to remedy this issue.

Toynbee Hall's Dignify awareness raising project aims to reach older people and those with mental health issues. Workshops have been delivered at a variety of settings which include

City residents attending Toynbee Hall sessions as well as sessions based through City 50+ coffee mornings.

3. How does your agency evaluate its effectiveness and what evidence do you have?

CoLASC along with all partners of the CHSAB has completed The London Chairs of Safeguarding Adults Boards and NHS England Safeguarding Adults at Risk Audit Tool 2015-16, and highlighted areas for improvement.

CoLASC seeks to be open to the scrutiny and challenge of officer and member led safeguarding committees, as well as taking on board the challenges of the CHSAB QA sub-group and continuing to develop through peer support and challenge with Hackney. Going forward we will adopt the Hackney case audit tool and continue to utilize the safeguarding tool kit devised for practitioners following the last Safeguarding Adults Review in 2014/15

The resident workshops led by Toynbee Hall evaluated their effectiveness by asking participants to identify types of abuse, symptoms of abuse and also where to go if you are concerned about abuse. After participation in the sessions, generally 80% of participants are able to report this.

At Victim Support the National Safeguarding Lead Officer completes an annual audit of safeguarding referrals, organisational responses, trends and impact across the organisation for the Board of Trustees. Project staff are able to evaluate safeguarding every week as part of their case review meetings. Additional to this staff have monthly team meetings in which they are able to speak about difficult cases and share good practices. Lastly the designated safeguarding officer always follows up on any referral made and looks to speak with the support worker around the case and where applicable better methods to handle future cases.

4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?

CoLASC has sought to ensure that Intake and Duty are staffed by qualified social workers so that all safeguarding concerns are followed up in a timely manner. A business case was made in relation to the Care Act to employ a senior practitioner to further develop the service and offer duty advice and guidance including Safeguarding Adult Manager (SAM) scrutiny on all incoming work.

CoLASC seeks to use the scrutiny of Members as well as the SAB and SAR sub groups to be open to challenge.

CoLASC seeks to analyse specific case work where better outcomes were felt to be achievable for service users and use team meetings and developmental sessions to analyse these findings as lessons learnt for improved practice.

Safeguarding quarterly data reports are published for senior managers and Members and performance is analysed. This is seen as a challenge exercise to provide narrative and ensure we understand our safeguarding processes and timescales.

Through contract monitoring alongside Commissioning, CoLASC seeks to have a presence to ensure operational safeguarding practice is fully raised and addressed within our commissioned services.

Toynbee Hall recently took part in a safeguarding Challenge & Support panel session with Tower Hamlets SAB. This work will also benefit Toynbee Hall service provided to City of

London residents. As a result of this Toynbee Hall have reviewed their Safeguarding Policy, obtained a peer review of the new policy, organised online training for new starter staff and volunteers, included 'safeguarding' as a prompt for team meetings and one to one supervisions and included a 'safeguarding' prompt for Exit Interviews to see how staff felt the organisation manages any concerns or disclosures.

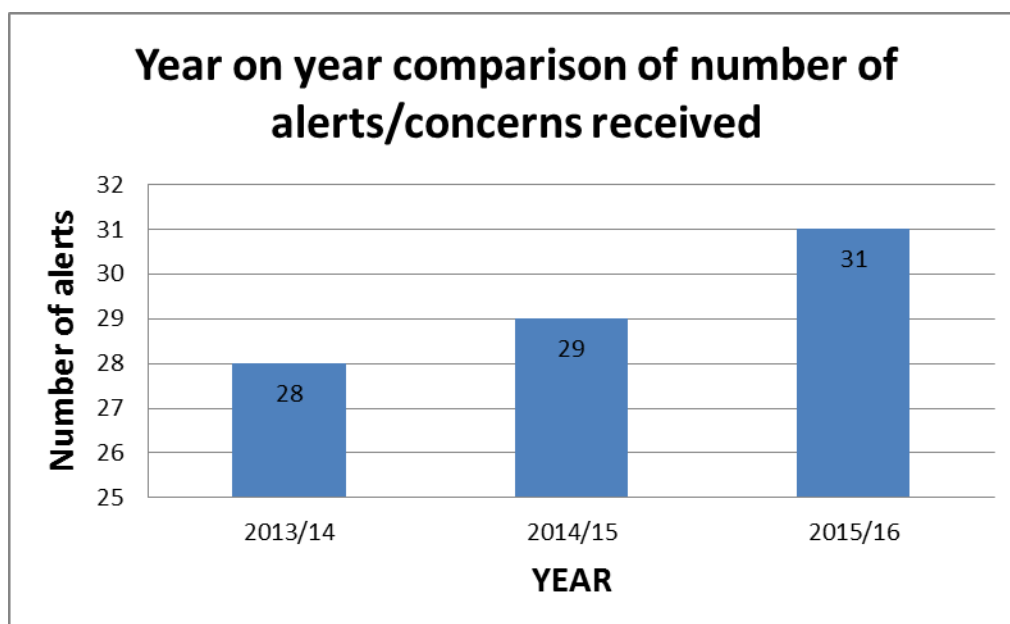
Victim Support challenges itself through regular reviews of its service. Feedback is sought from clients and partners in order to effectively evaluate the service we provide. Where negative or average responses are found, the service looks to find new and innovative ways to improve delivery of services. Furthermore the internal training team constantly look to improve both the online as well as practical in office content offered to staff and volunteers.

Priorities and Plans for 2016/17

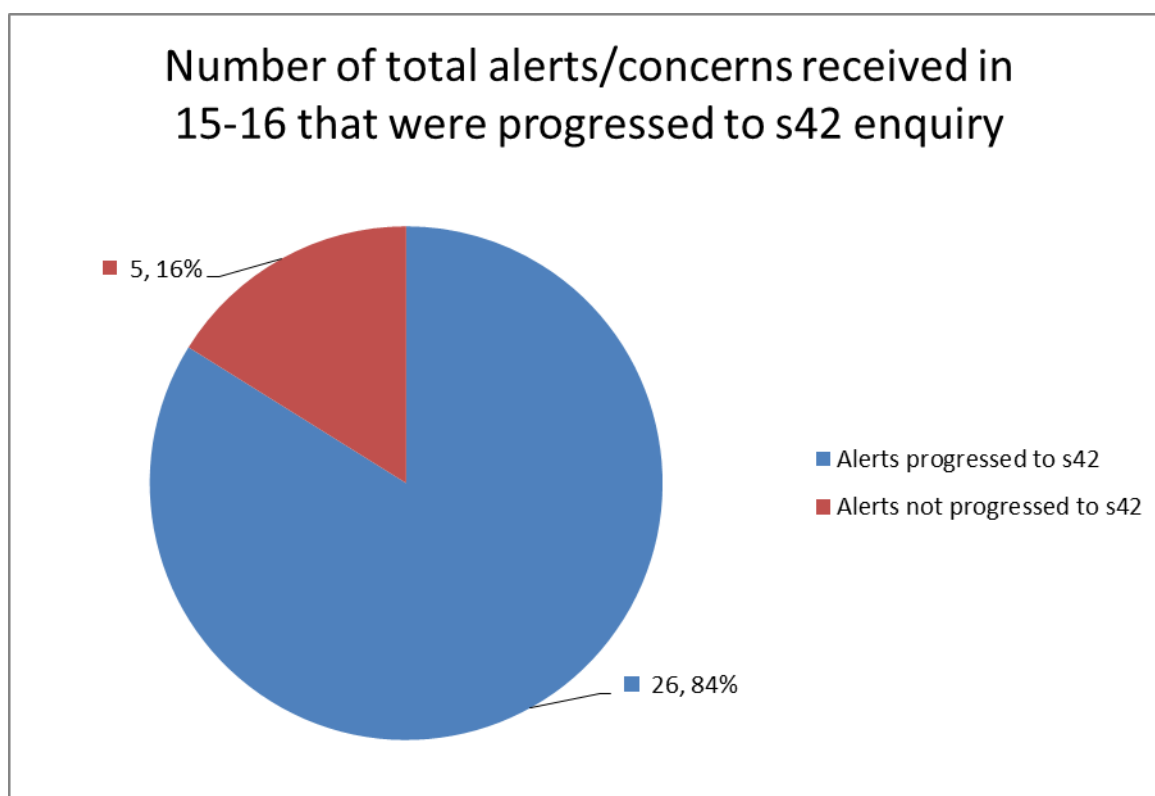
- Organising and securing funding for Mandatory Level 1 Safeguarding Awareness training for staff and providers within CoLASC
- Safeguarding training for CoLASC around new safeguarding adults policy and procedures.
- Working with Hackney on MSP public awareness raising campaign
- Developing an MSP outcomes approach that can be reported upon effectively
- Raising awareness in the City to financial abuse
- Addressing safeguarding linked to social isolation
- Addressing domestic abuse (from a Think Family perspective through collaborative work with City Safeguarding Children Executive Board)
- Progress the Carers Action Plan to ensure positive outcomes are maximised and carers are supported to fulfil their caring roles
- Progressing City Self Neglect and Hoarding
- The new five stages of safeguarding under the London Policy and Procedures will be developed over 2016/17 and training put in place with new templates and workflows in framework

Appendix One: City of London Safeguarding Adults Data

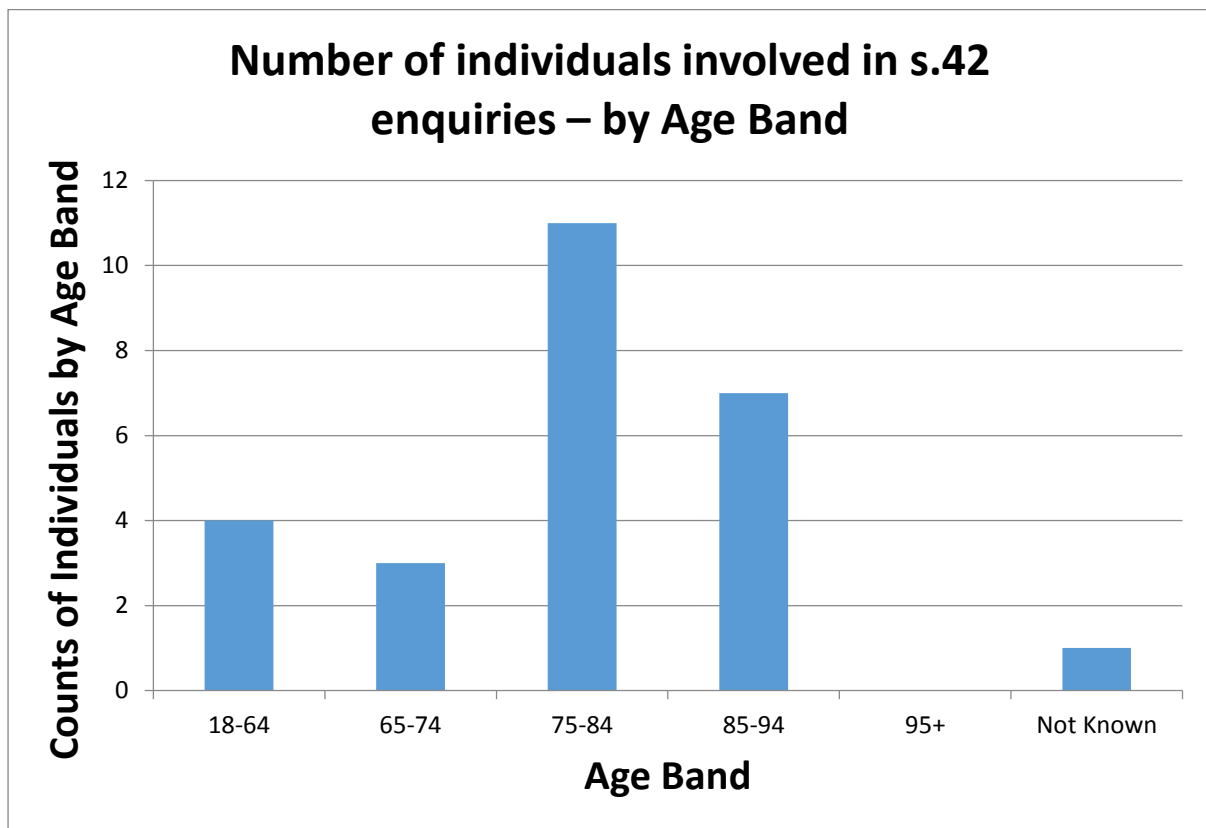
Year on year comparison of number of alerts/concerns received



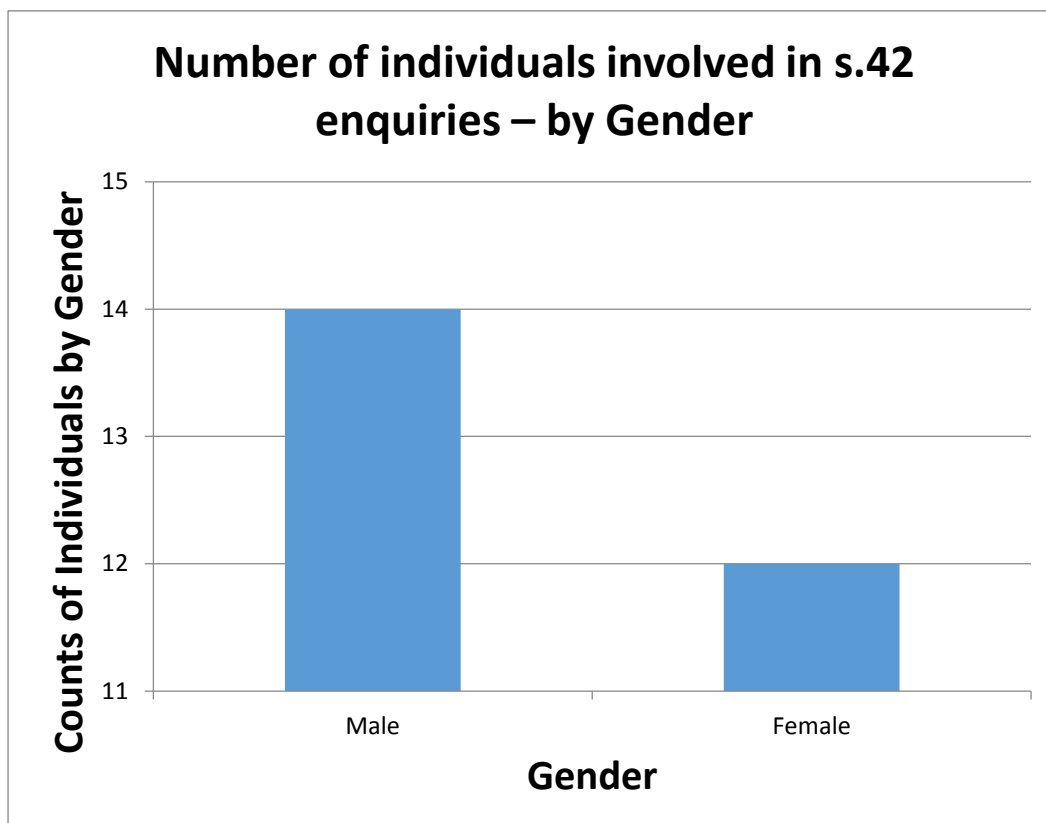
Number of total alerts/concerns received in 15-16 that were progressed to s42 enquiry



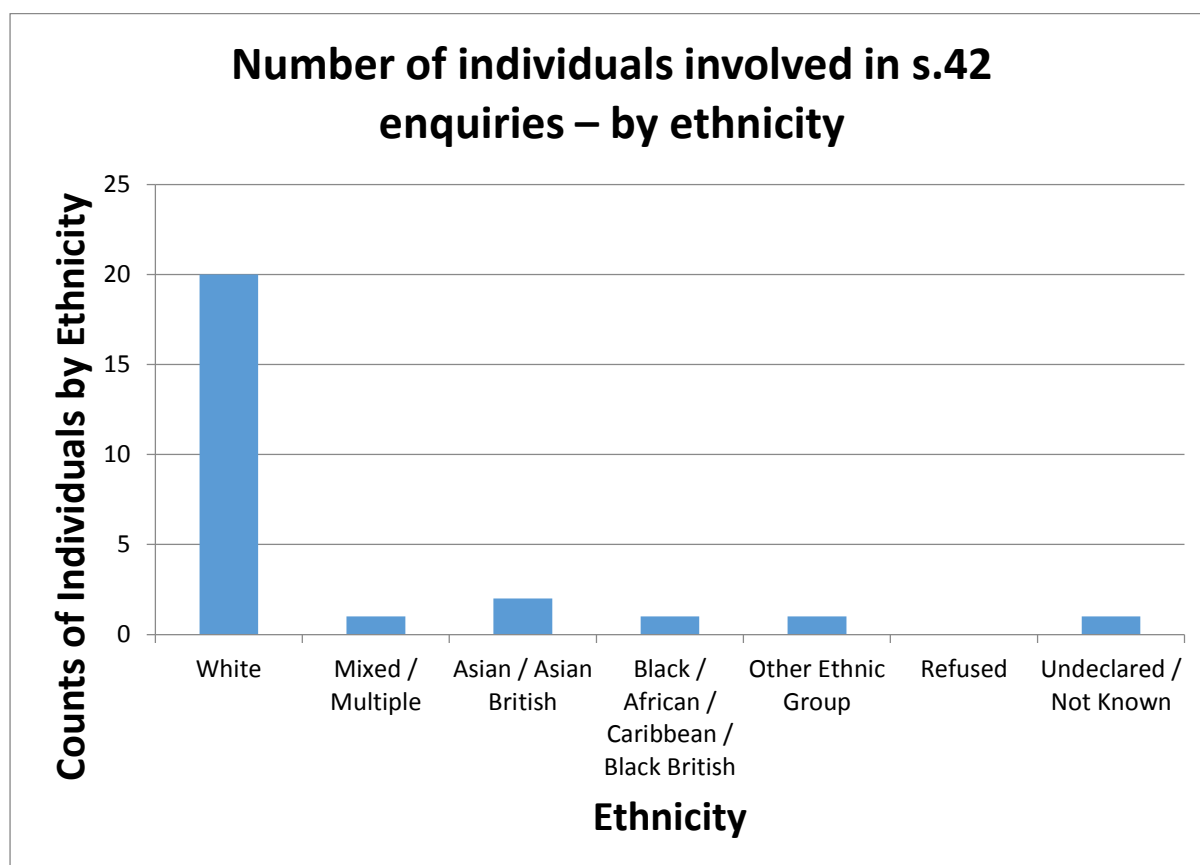
SG1a: Number of individuals involved in s.42 enquiries – by Age Band



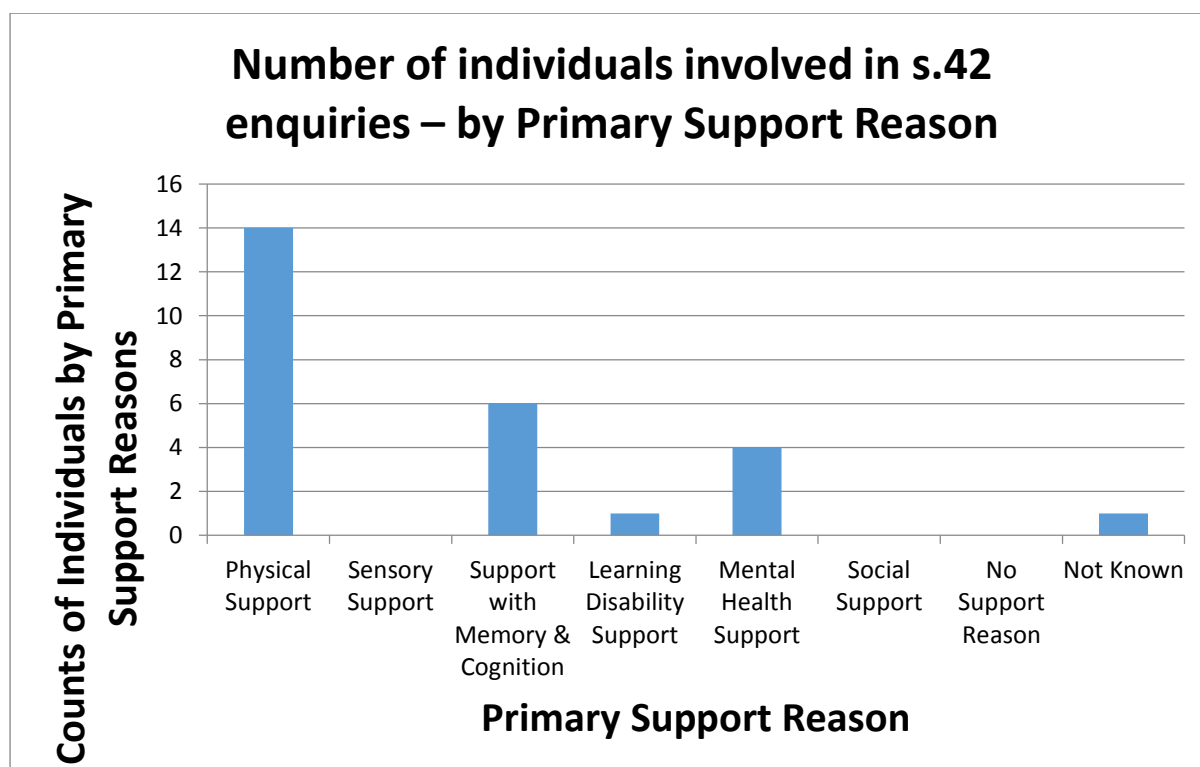
SG1b: Number of individuals involved in s.42 enquiries – by Gender



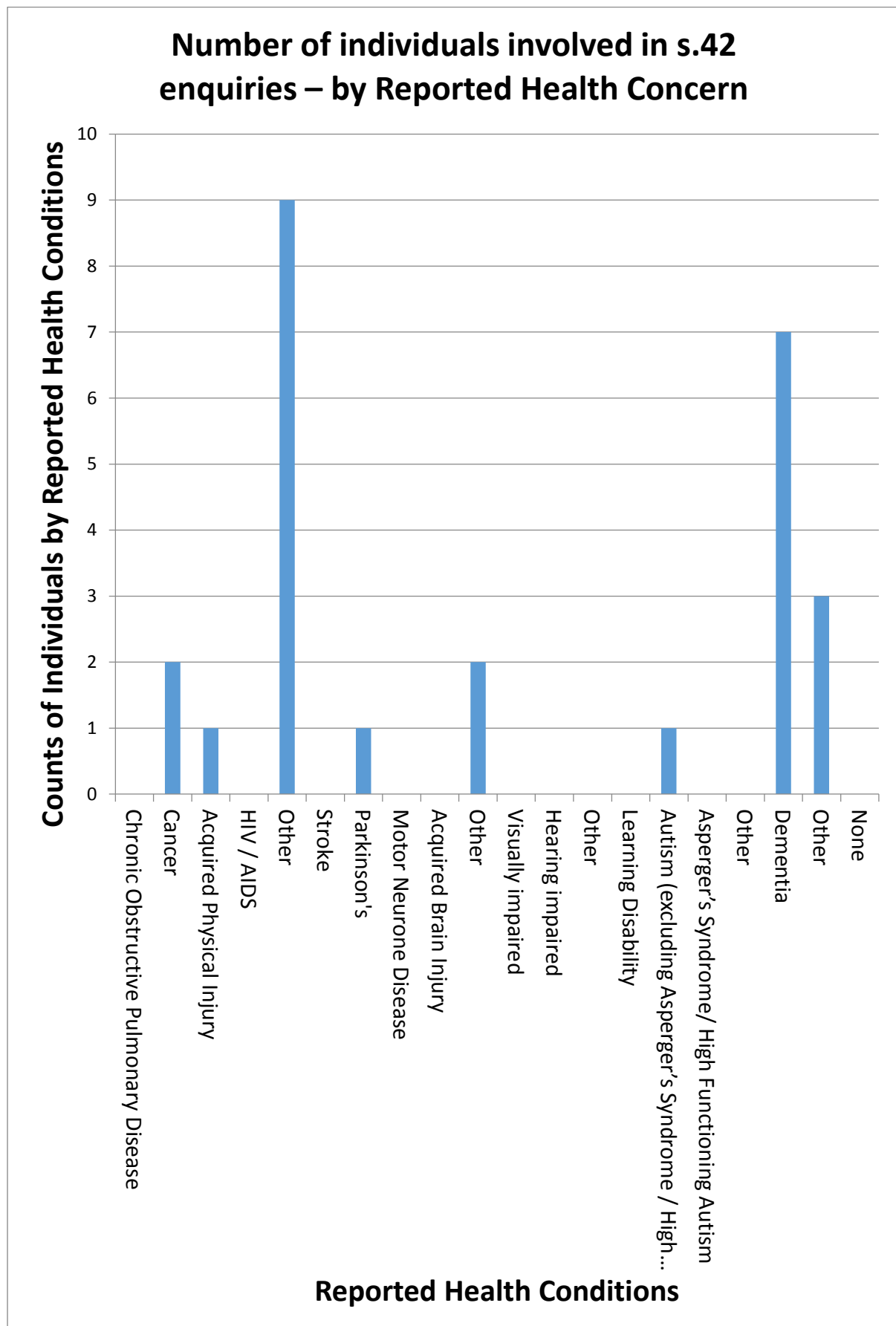
SG1c: Number of individuals involved in s.42 enquiries – by ethnicity



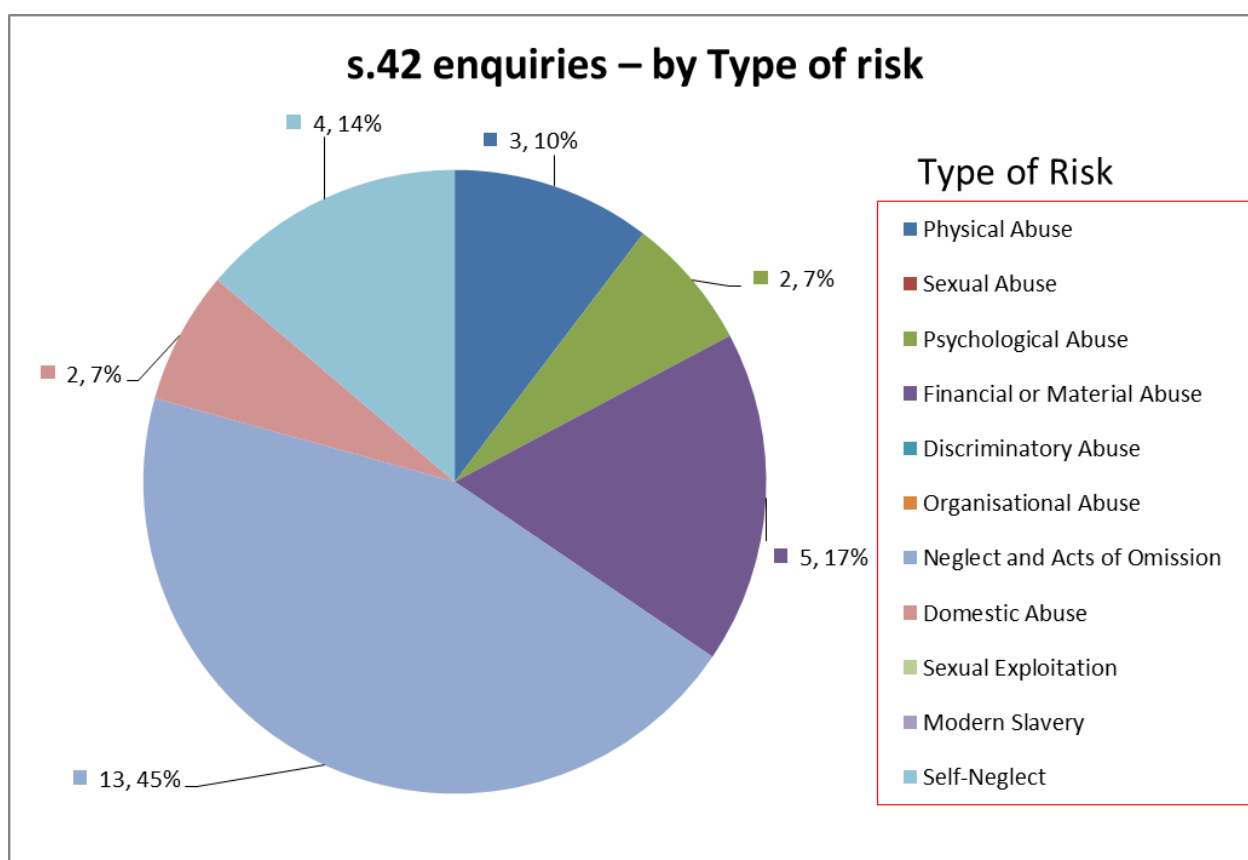
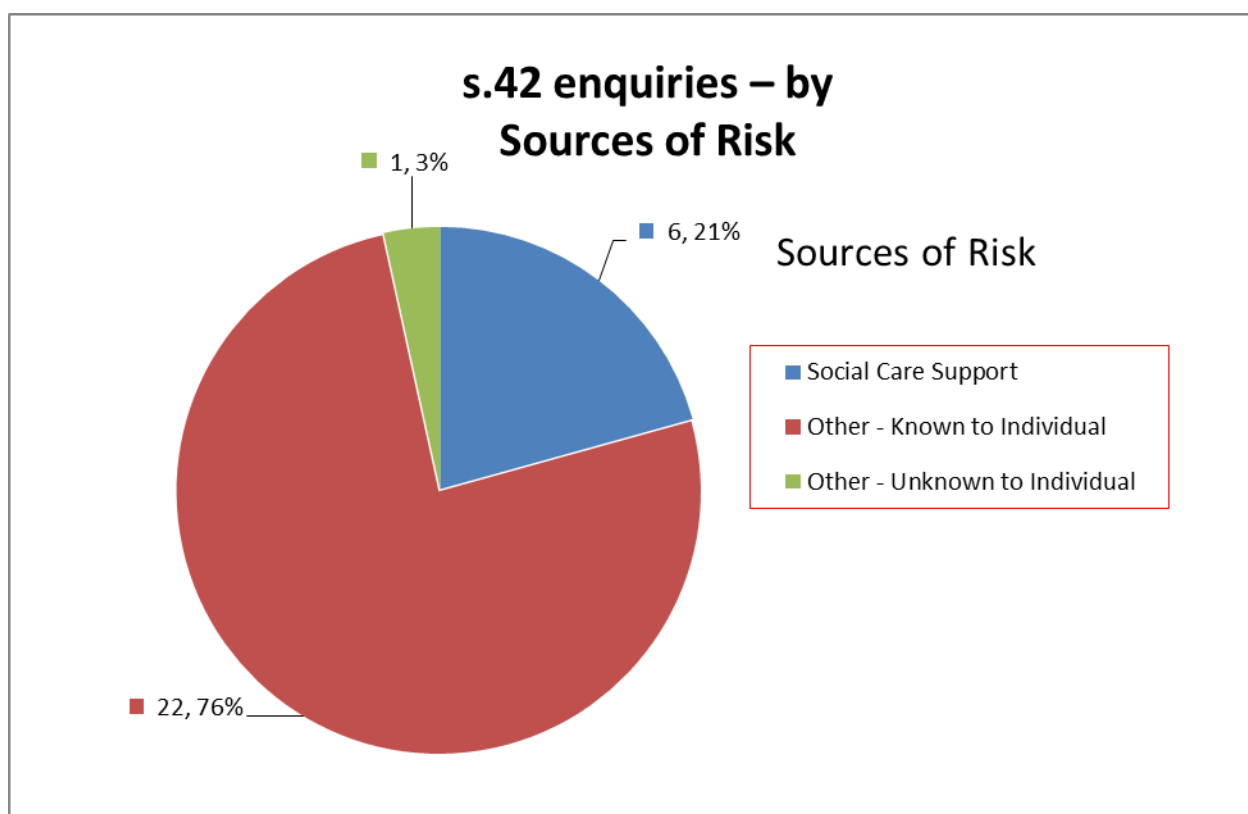
SG1d: Number of individuals involved in s.42 enquiries – by Primary Support Reason



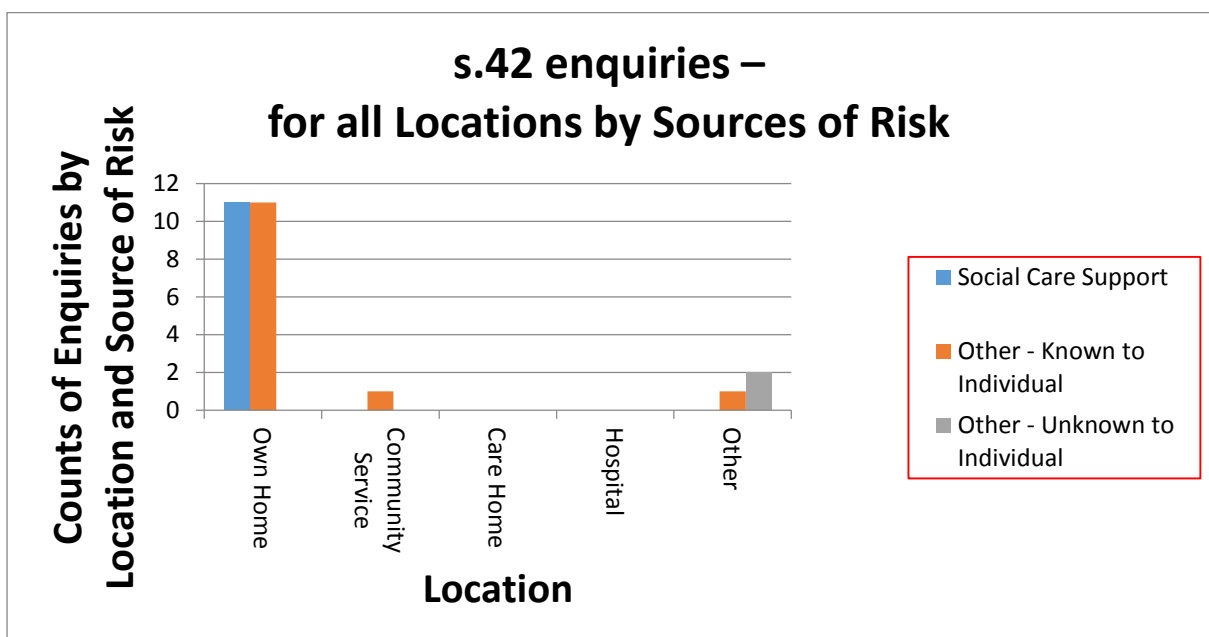
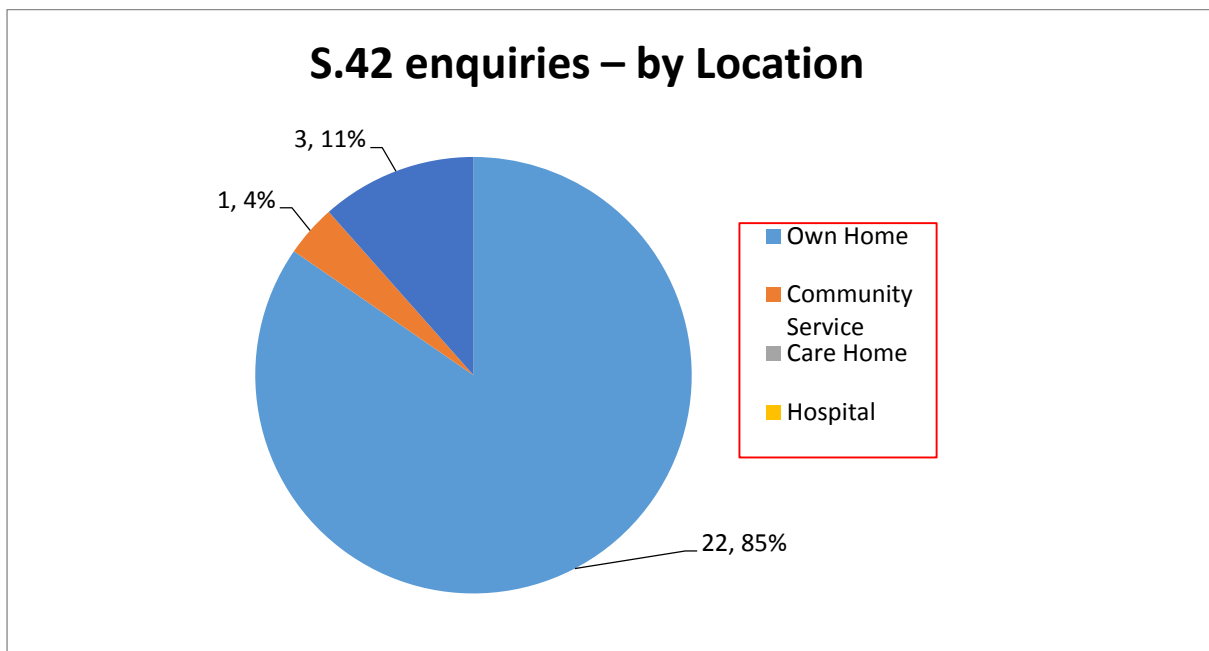
SG1e: Number of individuals involved in s.42 enquiries – by Reported Health Concern



SG2a: s.42 enquiries – by Type + Source of Risk

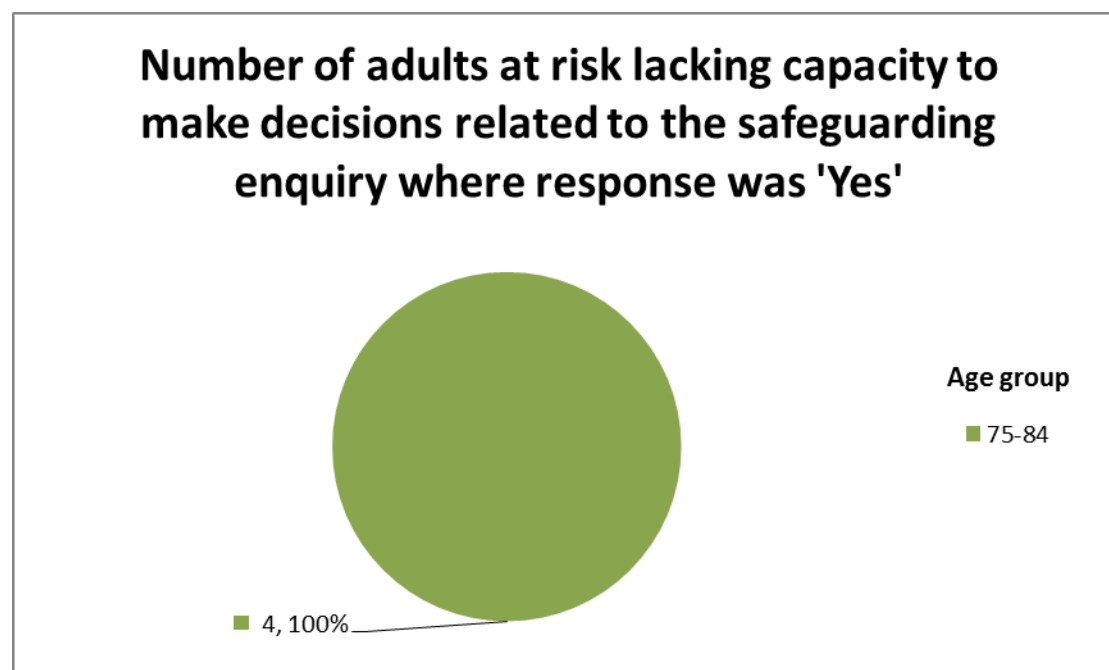


SG2b: s.42 enquiries – by Location + Source of Risk



SG3a: Mental Capacity and s.42 enquiries – by Mental Capacity + Age

	18-64	65-74	75-84	85-94	95+	Not Known
Yes	0	0	4	0	0	0
No	4	3	6	8	0	1
Don't know	0	0	0	0	0	0
Not recorded	0	0	0	0	0	0
Total	4	3	10	8	0	1
Of the enquiries recorded as Yes in row 1 of this table, in how many of these cases was support provided by an advocate, family or friend?	0	0	4	0	0	0



Appendix Two: City of London DoLS Activity Data

Number of applications

Overall	From care home	From hospital
34	25	9

Number of applications authorised

Overall	Care Home	Hospital
29	25	4

Number of applications not authorised

Overall	Care Home	Hospital
5	0	5

Number of standard and urgent applications

Overall	Care Home/Urgent	Hospital/Urgent	Care Home/standard	Hospital/standard
34	4	9	21	0

Number of applications completed within timescales

Overall	Care Home	Hospital
28	24	4

Number of applications by Age

Age	No.
18-64	8 (1 hosp)
65-84	18 (6 hosp)
85 & over	8 (2 hosp)
total	34

Number of applications by gender

Female	Male
16	18

Number of applications by ethnic origin

White	Mixed/Multiple ethnic group
33	1

Sexual Orientation

We do not record this.

Disability

Mental Health needs - Dementia	Mental Health needs - other	Learning Disability	No disability	Physical disability - other
<u>21</u>	4	3	2	4

Number of applications by Managing Authority service area

N/A

Number of applications by In/Out of Borough locations

In	Out
1	33

DoLs by duration

less than 1 month	1-3 months	3-6 months	1 year
0	0	12	17

Number of Court of Protection DoLs

Completed	In progress
1	1

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