



HILLINGDON
LONDON



Social Services, Housing and Public Health Policy Overview Committee

Date: THURSDAY, 22 MARCH
2018

Time: 7.00 PM

Venue: COMMITTEE ROOM 6 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE UB8
1UW

**Meeting
Details:** Members of the Public and
Press are welcome to attend
this meeting

Councillors on the Committee

Wayne Bridges, (Chairman)

Jane Palmer, (Vice-Chairman)

Teji Barnes

Peter Davis

Becky Haggar,

Shehryar Ahmad-Wallana

Tony Eginton,

Peter Money,

June Nelson

Co-Opted Member

Mary O'Connor

Published: Wednesday, 14 March 2018

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Putting our residents first

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Head of Democratic Services
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SOCIAL SERVICES, HOUSING & PUBLIC HEALTH

To perform the policy overview role outlined above in relation to the following matters:

1. Adult Social Care
2. Older People's Services
3. Care and support for people with physical disabilities, mental health problems and learning difficulties
4. Asylum Seekers
5. Local Authority Public Health services
6. Encouraging a fit and healthy lifestyle
7. Health Control Unit, Heathrow
8. Encouraging home ownership
9. Social and supported housing provision for local residents
10. Homelessness and housing needs
11. Home energy conservation
12. National Welfare and Benefits changes

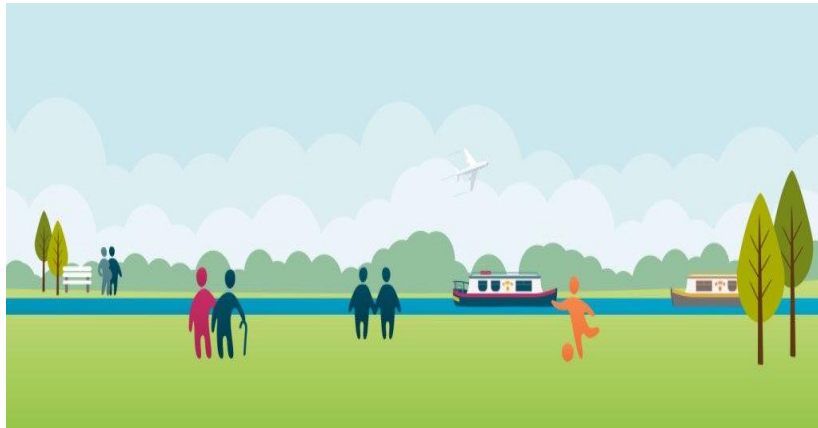
Agenda

CHAIRMAN'S ANNOUNCEMENTS

- 1 Apologies for Absence and to report the presence of any substitute Members
- 2 Declarations of Interest in matters coming before this meeting
- 3 To receive the minutes of the meeting held on 27 February 2018 1 - 6
- 4 To confirm that the items of business marked in Part I will be considered in Public and that the items marked Part II will be considered in Private
- 5 Draft SAB Annual Report 7 - 30
- 6 Cabinet Forward Plan 31 - 36
- 7 Draft Work Programme 2018/19 37 - 38

2017 -2018

SAB ANNUAL REPORT



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Foreword Independent Chair Steve Ashley



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Welcome to the annual report of the Adult Safeguarding Board. The Board is a statutory requirement in every local authority area. I am the chair of the Board and I am independent of the agencies in Hillingdon. The Board brings together all those agencies that are involved in safeguarding adults, as well as voluntary bodies and private sector companies providing services. It ensures that there is a coordinated approach to protecting and supporting vulnerable adults. This may be young adults who need support and protection through to our elderly residents. The range of issues faced by vulnerable adults in Hillingdon is wide. From mental health, drug and alcohol issues to elder abuse. Agencies need to be resourced and have in place processes that enable them to respond to the vulnerable and provide them with the support and protection they need to enjoy their lives.

This report sets out the work conducted by agencies in Hillingdon to safeguard adults and describes how those agencies have worked together to deal with some major issues.

One of the primary responsibilities of the Board is to hold agencies to account. To do this, we have improved our performance management processes and begun to develop an audit process to ensure that the quality of the services being provided is at the right level.

We have strengthened our ties with Heathrow airport to ensure we understand the particular issues that having one of the world's busiest airports on your patch can create. Our work with the Border Agency and Heathrow management has seen better joint working and a clearer understanding of responsibilities.

Foreword Independent Chair Steve Ashley

The Board held a successful seminar on sepsis. Sepsis kills 44 000 people a year and the elderly and small children are at greatest risk. The seminar was attended by professionals across both the private and public sectors and raised awareness. The seminar is proving to be the catalyst for further training.

The Board has also developed a training programme that is specifically designed for those professionals that work with the most vulnerable, and is being well supported by companies whose staff work with the elderly. We have consolidated this work by developing short webcasts in partnership with students at Brunel University. This enables those on the front line to understand how agencies can help each other protect the most vulnerable.

These are just some examples of the current work of the Board. I am pleased to say that partners are working well together and despite the continued financial pressures, are performing well.

This report is a window into the work that is being conducted in Hillingdon. Our website provides more detailed performance information and statistical analysis. We also have a social media presence on Twitter.

Thank you for taking the time to read this report. If there are any issues raised on which you would like to receive further information, please contact us via the website.

Hillingdon Safeguarding Adults Board Governance & Accountability Arrangements

The Care Act 2014, requires all local authorities to set up Safeguarding Adults Board (SAB) with other statutory partners: the Police and Clinical Commissioning Group (CCG). Hillingdon Safeguarding Adults Board continues to work with partners to embed the requirements of the overarching Care Act to:

- Assure the local safeguarding arrangements are in place as defined by the Act.
- Prevent abuse and neglect where possible.
- Provide timely and proportionate responses when abuse or neglect is likely or has occurred.

The legal framework for the Care Act 2014 is supported by statutory guidance on how the Care Act works in practice.

The guidance has statutory status which means that there is a legal duty to have regard to it when working with adults with care and support needs and carers.

The SAB takes the lead for adult safeguarding across Hillingdon to oversee and co-ordinate the effectiveness of the safeguarding work of its members and partner organisations.

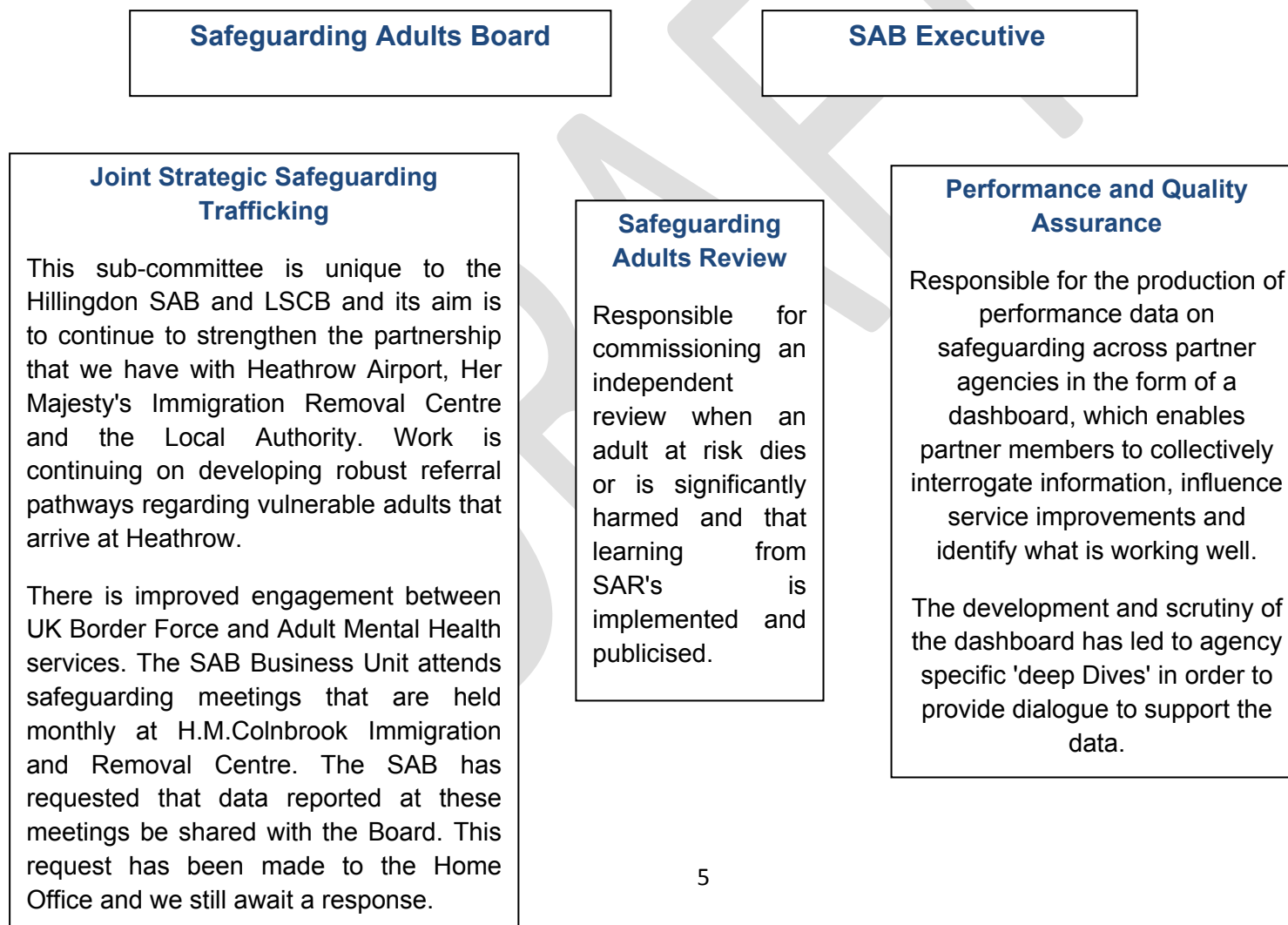
Through common membership, there are links to Multi Agency Public Protection arrangements (MAPPA), the Multi Agency Risk Assessment Conference (MARAC), and the Community MARAC (CMARAC).

Over the last year the Board has been well supported by elected members. The lead member for Adult Safeguarding attends the Executive Board meeting. The SAB is now closely allied to the Health and Well Being Board and the Care Governance Board.

Elected Members have taken a lead in safeguarding issues. Considerable work has been undertaken in the community supporting front line professionals. This level of engagement by Members is essential in the process of continuous improvement.

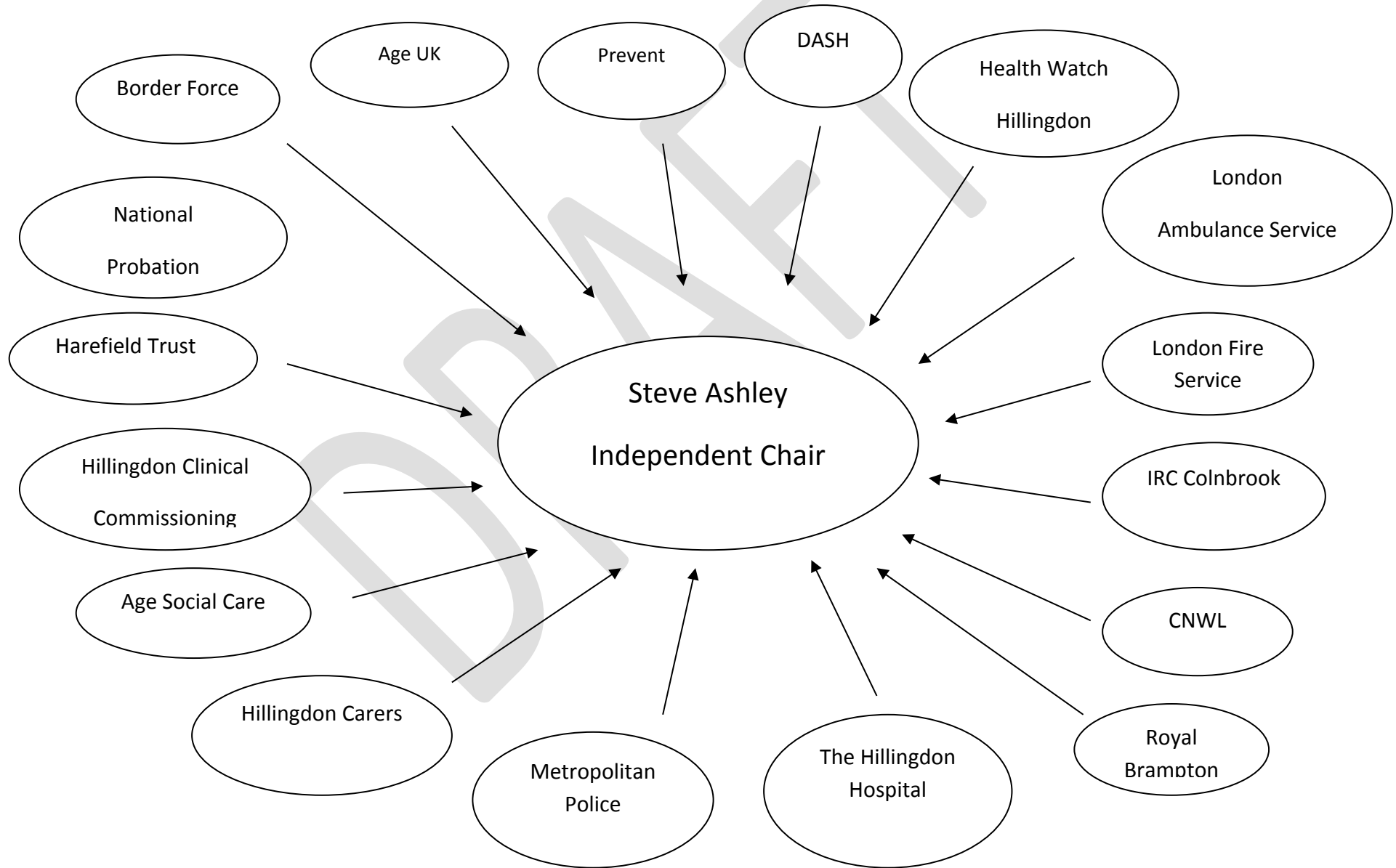
Hillingdon Safeguarding Adults Board Structure Chart

The Hillingdon SAB has three subcommittees that support the Board in meeting its objectives that are set out in the business plan. The three subcommittees of the SAB are held regularly throughout the year and provide a report to each SAB operational Board. The Performance and Quality subcommittee also present emerging themes to the SAB Executive Committee.



Hillingdon Safeguarding Adults Board Partner Members

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Strategic Boards That are Linked to the Safeguarding Adults Board

Local Safeguarding Children Board:

The Local Safeguarding Children Board is no longer a statutory requirement; however there is a requirement for statutory partners, police, CCG and Local Authority to ensure that safeguarding arrangements are in place. There has been a focus this year on the two boards working more closely together, which has included joint training events and joint membership of the Joint strategic and trafficking subcommittee.

Safer Hillingdon Partnership:

The community safety partnership board is required by law to conduct and consult on an annual strategic assessment of crime, disorder and anti-social behaviour, substance misuse and re-offending within the borough. The findings are then used to produce the partnerships Community safety plan.

Domestic Abuse Steering Executive:

The domestic abuse executive board brings together statutory and non statutory agencies in order to ensure that the Mayor of London strategy, 'Violence Against Women and Girls' is implemented.

Health and Wellbeing Board:

The health and wellbeing Board is a statutory requirement for local authorities. The board brings together the NHS, the local authority and Health Watch to jointly plan how best to meet local health and care needs in order to improve the health and wellbeing of the local population, reduce health inequalities and commission services accordingly.

Local Demographics

Life expectancy in Hillingdon for both men and women is higher than the England average.

However, life expectancy is 6.1 years lower for men and 5.5 years lower for women in the most deprived areas of Hillingdon than in the least deprived areas.

Hillingdon is the second largest of London's 32 boroughs covering an area of 42 square miles.

Hillingdon is ranked 23 out of 33 London boroughs for deprivation in London (including City of London) and 138 out of 326 Local Authorities in England (1 being the most deprived) Source: DCLG 2010 Indices of Multiple Deprivation.

The population of Hillingdon has a different age structure when compared with London. In general, Hillingdon has a higher proportion of 5-19 and 50+ year olds, but a smaller proportion of 25-39 year olds. In London 55% of the population are from Black and minority ethnic (BME) communities; in Hillingdon 48% of the population are from BME communities.

Hillingdon's male life expectancy from birth is 80.5 and female is 83.7 (based on 2013-15 data), which means that a baby born in Hillingdon can expect to live a similar number of years as the England average for both genders (79.5 and 83.1 respectively).

According to the Greater London Authority in 2017, in Hillingdon, 43.2% of the population are White British, 9.9% are White Other and 46.9% are from Black & Minority Ethnic groups (source: GLA 2015 Round Demographic Projections, 2016).

The Greater London Authority 2012 Round Final Ethnic Group projection figures (GLA EGRP 2012) for 2015 estimate that Hillingdon is becoming more diverse with Black and Minority Ethnic (BAME) groups accounting for 45% of the usual resident population and White ethnic groups accounting for 55% of the population in 2015.

Safeguarding Adults Performance Data

Headings for data performance are as follows: Concerns, Section 42 Enquiries and Conversion Rates, Types of Abuse, DoLs, Ethnicity, Location of Abuse and Primary Support Reason. This report will be completed as soon as we have the data for 2017 - 2018.

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Safeguarding Adults Training

Standardised training across the health and social care system is key to promoting good evidenced based care, with the aim of preventing safeguarding concerns arising and ensuring that the correct processes occur when an Adult Safeguarding concern becomes apparent.

Hillingdon Safeguarding Adult Board is working hard to ensure that providers of services to some of the most vulnerable people in Hillingdon are equipped to deal with the challenges which are presented to them effectively.

Links across the whole health and social care system in terms of training is imperative to support good outcomes for vulnerable people in Hillingdon.

A paper was previously presented to the partners of Hillingdon Safeguarding Adult Board to outline the contributions which would be required to develop a training programme, whilst partners thought a standardised programme was a good idea, most partners wanted to pay for training when they required it, rather than be part of an ongoing programme.

Some funding has now been agreed with Hillingdon CCG and The London Borough of Hillingdon to enable the start of a training programme to be commenced and include training which would be available for care home staff in relation to the Accountable Care Partnership. The training for the care home staff is intended to support good practice and prevent adult safeguarding concerns from arising in keeping with the Care Act 2014, where the emphasis is on prevention of abuse occurring.

The Plan is to provide a training programme for the year similar to the Local Safeguarding Children's Board.

Feedback from Training:

"Great to hear a parent's view, moving, sad and inspirational. Her story really hit home and I will remember it forever."

" Would have liked the event to have been a full day."

"Fantastic explanation of the symptoms to look for"

Our Principles of Safeguarding

- Professionals to take a person centred and holistic approach to safeguarding.
- Advocacy for individuals who lack mental capacity or difficulty in decision making.
- Minimise repeat safeguarding issues.
- Robust risk assessment and management arrangements involving adults, their families and carers.
- Improving data analysis to measure outcomes.
- Increase engagement of the SAB with vulnerable adults.
- Ensure effective holding of agencies to account.

Hillingdon Safeguarding Adults Board Statutory Partners' Contribution to Priorities 2017 - 2018

Adult Social Care

In 2017, the Council developed the Adult Social Care (ASC) Triage Team. Working closely with the MASH (Multi Agency Safeguarding Hub), the role of ASC Triage Team is to provide a robust and consistent response to all Safeguarding concerns. The team dealt with xxx concerns during 2017/18.

Of the concerns received, xxx progressed to Section 42 enquiries. Making Safeguarding Personal remains central to practice, with xx of people saying that the Safeguarding Process (add performance objectives here re: Risk and Outcomes).

Linking in with the Care Quality Commission (CQC), the Council's Quality Assurance Team continues to work with providers to monitor and improve standards and promote good practice. The work of the Quality Assurance Team feeds into the Council's Care Governance framework. A provider forum was also held on xxx, which was well attended by around xx providers.

The Council has also worked closely with Hillingdon Hospital to review the hospital discharge process. NINA ADD

The Council continues to meet the challenge of a rising demand for Deprivation of Liberty Safeguards (DoLS), with a projected 1450 applications being dealt with this year.

The Council has delivered a wide range of training covering Safeguarding (for enquirers and safeguarding Adults Managers), DoLS and Best Interest Assessments; Domestic Abuse; Mental Capacity Act and Modern Day Slavery.

We can only confirm the 2017 -2018 data once we are at year end, hence this is why we haven't populated the figures.

Hillingdon Safeguarding Adults Board Statutory Partners' Contribution to Priorities 2017 - 2018

The Metropolitan Police

There have been no inspections in the reporting period for this report, however a review of 'Hillingdon Police Vulnerable Adult Safeguarding Arrangements' has taken place and a report will be published shortly.

In addition to the increase in staffing levels and prioritisation of adult safeguarding by Hillingdon Police a number of reforms to systems and processes are underway. Previously no system existed whereby Vulnerable Adult (VA) crimes were triaged, risk assessed or allocated to relevant departments. VA crimes were currently spread across the whole CID remit. Changes currently being implemented following an internal review will address these issues and an investigator with relevant experience will be assigned. This work is still in progress but follows an ethos of continuous improvement and self analysis.

As a result of training and intervention from Police MASH, Heathrow stakeholders have moved safeguarding to a higher priority within their byelaws so that safeguarding is considered first prior to any lawful ejection of an individual from Heathrow Airport.

The implementation of social services safeguarding team has improved communication and collaboration between partners and enabled a report of wrongdoing to be dealt with promptly. As a result of training and intervention from Police MASH, an elderly lady who was being groomed for her money and property was promptly safeguarded and the perpetrator, who was a member of the Metropolitan Police Service, has been subject to discipline procedures which resulted in dismissal.

It needs to be highlighted that Hillingdon Borough police are due to merge with Hounslow and Ealing Borough Police which will inevitably require some changes to the current systems of all three Boroughs and a standardisation of approach may well result.

Hillingdon Safeguarding Adults Board Statutory Partners' Contribution to Priorities 2017 - 2018

Adult Safeguarding NHS Hillingdon Clinical Commissioning Group (CCG)

During April 2017 to March 2018 the Care Act 2014 has been further embedded within practice, there has been closer working partnerships with the statutory body for Adult Safeguarding The London Borough of Hillingdon and Hillingdon CCG where the Designated Safeguarding Nurse has led on some of the section 42 Adult Safeguarding enquiries. There has also been greater collaboration between The London Borough of Hillingdon and Hillingdon CCG in relation to supporting good practice within care homes and addressing adult safeguarding concerns. The Designated Safeguarding Adults Nurse also supports the Accountable Care Partnership (ACP) for Older People Model of Care.

The Designated Safeguarding Adult Nurse has been appointed as the Vice Chair to the Adult Safeguarding Board and is supporting the development of a training programme .

The Designated Safeguarding Adult Nurse has led on the action plan for the Domestic Homicide Review Case of X. The lessons learnt continue to be embedded in practice and developed further. There have been Masterclass training programs delivered which included a multiagency approach. The Designated Safeguarding Adult Nurse is now attending the Multiagency Risk Assessment Conference (MARAC) meetings on a monthly basis and is also a member of three of The London Borough of Hillingdon subgroups to develop the Domestic Violence and Abuse Strategy for Hillingdon.

During the year Hillingdon CCG has been working with NHS England to develop a Mental Capacity Act Template for GP's to use when making a Mental Capacity Act assessment which is now in the pilot phase.

Hillingdon Safeguarding Adults Board Statutory Partners' Contribution to Priorities 2017 - 2018

Adult Safeguarding NHS Hillingdon Clinical Commissioning Group (CCG)

Prevent has also been an area of advancement over the last year, the Designated Safeguarding Adult Nurse has been integrated into the Channel Panel meetings, has provided updates on lessons learnt for CCG staff and is working with primary care to develop resources for practices.

During the past year CCG's have been taking the lead role for the LeDeR programme within their areas which is as advised by the University of Bristol as:

'The Learning Disabilities Mortality Review (LeDeR) Programme aims to make improvements to the lives of people with learning disabilities. It clarifies any potentially modifiable factors associated with a person's death, and works to ensure that these are not repeated elsewhere.'

The Designated Nurse is the Local Area Contact (LAC) for the reviews. The LAC allocates all the reviews. The Terms of Reference has been agreed and the steering group has now had two formal meetings, and provides reports into the Safeguarding Adults Board.

Hillingdon CCG have continued to monitor providers with the completion of The Safeguarding Health Outcomes Framework, supported the development of the progression of adult safeguarding concerns, worked collaboratively with Continuing Health Care staff and instigated NHS Provider lead groups and GP Practice leads group in order to progress good practice further and devise solutions to difficult adult safeguarding situations. Adult Safeguarding continues to be a complex and challenging area to work.

Hillingdon SAB & Partner Agencies Summary of Achievements

"Monthly Hillingdon safeguarding Meetings held at the Civic Centre is well established and provides an opportunity for CNWL to meet with LBH regarding safeguarding adults, and for us to give assurance to LBH as to how we manage our safeguarding adults under the section 75 agreement." **CNWL NHS Foundation Trust**

"Safeguarding training is mandatory for all staff and is regularly updated. Staff more aware of issues around safeguarding and how to report them. Safeguarding is a board agenda item. Now have a lead safeguarding trustee who has undergone training." **Hillingdon Carers**

"Prevent Event training – we are on target to meet the 85% compliance set by NHS England by the end of March 2018. In HCH 84% of staff are trained and in MH it is 77%." **CNWL NHS Foundation Trust**

"Peer Reviews are well established and take place twice a month. Safeguarding Adult Lead". **CNWL NHS Foundation Trust**

"The LFB has an adult safeguarding policy. LFB staff have received safeguarding training in the last twelve months. The LFB may need to consider providing modern day slavery, sexual exploitation and domestic abuse awareness for frontline operational staff in the borough. LFB engage in joint action days with the Met Police and partners with LFB safety officers and operational crew." **London Fire Brigade**

"Updated CNWL Domestic Abuse Protocol released in August 2017. In this it stresses that staff need to routinely ask about DA for every female service user. Selective enquiry should be undertaken with all male service users presenting with indicators of abuse. This is also in accordance with NICE guidance. We plan to get a DA template added on to SystemOne (new electronic record keeping) so that this information is captured across the borough for all service users." **CNWL NHS Foundation Trust**

Safeguarding Adults Review

Section 44 of the Care Act 2014 place a duty on Safeguarding Adults Boards to arrange a Safeguarding Adults Review (SAR), in cases where an adult has died or experienced significant harm or neglect. In Hillingdon there is currently 1 SAR in the process of being conducted.

The Purpose of the SAR is to:

- Establish what lessons are to be learnt from a particular case in which professionals and organisations work together to safeguard and promote the welfare of adults at risk.
- Identify what is expected to change as a result, to improve practice.
- Improve intra-agency working to better safeguard adults at risk.
- Review the effectiveness of procedures, both multi-agency and those of individual organisations.

On conclusion of the SAR, an action plan will be drawn up to ensure that the recommendations of the findings are implemented. The Executive summary of each SAR and the full report will be available on the Safeguarding Adults Board website.

BS Safeguarding Adult Review (SAR)

To be Updated

Hillingdon Safeguarding Adults Board Priorities 2018 - 2019

Modern Day Slavery

Ensure professionals and public are aware of Modern day Slavery and work closely with agencies to eradicate it through robust referral mechanisms.

Suicide Prevention

Support the implementation of the suicide prevention strategy.

Domestic Abuse

Support the Domestic Abuse Executive in ensuring that the 'Violence against women and girls' agenda continues to be implemented.

Making Safeguarding Personal

Ensure that people are being supported and encouraged to make their own decisions and give informed consent.

Other Areas for Development & Implementation

Learning from SAR / Training / User engagement

Good News Stories

Newsletter

That's right, the SAB has quietly resurrected its quarterly newsletter, bringing key information and developments around adult safeguarding to your inbox every 3 months. Previous editions can be found on the SAB website (see below), amongst the range of adult safeguarding information there. Got an important adult safeguarding event, training course or practice development that could be shared across the borough's safeguarding partnership? Send us a direct message on twitter or email zrowland@hillingdon.gov.uk - we will come right back to you.

Twitter - @HillingdonSAB

Our Twitter account can be found at the twitter-handle of @HillingdonSAB. From humble beginnings, we know have over 130 followers and counting! Swing by to catch important updates in adult safeguarding in Hillingdon and from other sources across the internet. Feel free to leave feedback about our website or any other function of the SAB via direct message.

SAB Website -

www.hillingdonsab.org.uk

Launched 12 months ago, the Hillingdon SAB website is being constantly updated with resources and information around adult safeguarding in the borough and wider adult safeguarding guidance. Our website has a range of helpful links and information for adults, professionals and carers around safeguarding issues, including an archive of this newsletter!

MOVE LARGE BOX TO MIDDLE

Good News Stories

Masterclass Sepsis Event

- Hillingdon SAB and Hillingdon CCG held a half-day Sepsis Awareness Event on Tuesday, 30.01.2018. This free event 'sold out' in 5 days and was an immense success, with over 120 professionals across a variety of disciplines coming to the Hillingdon Council Chamber to hear a range of expert speakers talk to the early identification, treatment and impact of Sepsis in children and older adults. Attendees included registered nurses, GP's, allied health professionals, home care providers, adult care home staff, members of the CQC Inspectorate, CNWL Deputy Director (Infection, Prevention & Control) and the Infection, Prevention & Control Lead for Hillingdon CCG, amongst many other leading figures in the field of Sepsis.
- Speakers included local GP's, paediatricians, geriatricians and updates from the National CDOP Coordinator and the NHS England Sepsis Clinical Lead. A powerful, emotive presentation was also given by Melissa Mead of the UK Sepsis Trust, who sadly lost her own 12 month old son to Sepsis in 2014.
- Sepsis has quietly overtaken the combined death toll of breast, bowel, prostate cancers and road traffic accidents combined last year - current figures suggest 44,000 people of all ages die of Sepsis each year and this is projected to rise towards 60,000 in the near future. Please be aware of Sepsis, where young children and older adults are at high risk and it can be difficult to spot amongst a range of seemingly innocuous symptoms.
- Feedback from attendees on the day was overwhelmingly positive; given the success of the event, planning is underway to repeat the process by June 2018 - keep an eye on this newsletter or www.hillingdonsab.org.uk for more information!

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