



HILLINGDON  
LONDON



# Social Care, Housing and Public Health Policy Overview Committee

## Councillors on the Committee

Jane Palmer (Chairman)  
Duncan Flynn (Vice-Chairman)  
Judith Cooper  
Alan Deville  
Ian Edwards  
Tony Eginton  
Janet Gardner  
Becky Haggar  
Paula Rodrigues

**Date:** WEDNESDAY 31 JULY 2019

**Time:** 7.00 PM

**Venue:** COMMITTEE ROOM 6 -  
CIVIC CENTRE, HIGH  
STREET, UXBRIDGE

**Meeting  
Details:** Members of the Public and  
Media are welcome to attend.

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Putting our residents first

Lloyd White  
Head of Democratic Services  
London Borough of Hillingdon,  
Phase II, Civic Centre, High Street, Uxbridge, UB8 1UW

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## Terms of Reference

The Following Terms of Reference are common to all Policy Overview Committees (referred to as “The overview role”):

1. To conduct reviews of policy, services or aspects of service which have either been referred by Cabinet, relate to the Cabinet Forward Plan, or have been chosen by the Committee according to the agreed criteria for selecting such reviews;
2. To monitor the performance of the Council services within their remit (including the management of finances and risk);
3. To comment on the proposed annual service and budget plans for the Council services within their remit before final approval by Cabinet and Council;
4. To consider the Forward Plan and comment as appropriate to the decision-maker on Key Decisions which relate to services within their remit (before they are taken by the Cabinet);
5. To review or scrutinise decisions made or actions taken by the Cabinet, a Cabinet Member, a Council Committee or an officer.
6. To make reports and recommendations to the Council, the Leader, the Cabinet, a Policy Overview Committee or any other Council Committee arising from the exercise of the preceding terms of reference.
7. In accordance with the Local Government and Public Involvement in Health Act 2007, to consider ‘Councillor Calls For Action’ (CCfA) submissions.

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

1. Social care services for children, young persons and children with special needs
2. Oversee the Council’s Corporate Parenting responsibilities
3. Adoption and Fostering
4. Family Services
5. Adult Social Care
6. Older People’s Services
7. Care and support for people with physical disabilities, mental health problems and learning difficulties
8. Asylum Seekers
9. Local Authority Public Health services
10. Encouraging a fit and healthy lifestyle
11. Health Control Unit, Heathrow
12. Encouraging home ownership
13. Social and supported housing provision for local residents
14. Homelessness and housing needs
15. Home energy conservation
16. National Welfare and Benefits changes

# Agenda

- 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 previous meeting 1 - 4
- 4 To confirm that the items of business marked as Part I will be considered in Public and that the items marked as Part II will be considered in Private
- 5 Hillingdon Local Safeguarding Children's Board (LSCB) and Safeguarding Adults Annual Report 5 - 70
- 6 2020/21 Budget Planning Report for Services Within The Remit Of Social Care, Housing And Public Health Policy Overview Committee 71 - 78
- 7 Committee Review - Universal Credit and Other Welfare Benefit Changes 79 - 82
- 8 Loneliness and Social Isolation in Older Residents - Update 83 - 90
- 9 Forward Plan 91 - 94
- 10 Work Programme 95 - 98

## Minutes

### SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE

12 June 2019

Meeting held at Committee Room 5 Civic Centre, High Street, Uxbridge

	<p><b>Committee Members Present:</b> Councillors Jane Palmer (Chairman), Duncan Flynn (Vice-Chairman), Alan Deville, Ian Edwards, Tony Eginton, Janet Gardner, Becky Haggar and Paula Rodrigues</p> <p><b>LBH Officers Present:</b> Anisha Teji – Democratic Services Officer, Debby Weller – Policy and Strategy Manager (Housing), Tony Zaman - Corporate Director – Adults, Children and Young People, Zafer Yilkan – Assistant Director of Corporate Parenting, and Sandra Taylor – Director of Provider Services and Commissioned Care</p> <p><b>In attendance:</b> Councillor Steve Tuckwell (Borough Champion for Mental Health)</p>
3.	<p><b>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS</b> (<i>Agenda Item 1</i>)</p> <p>Apologies for absence were received from Councillor Judith Cooper.</p>
4.	<p><b>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING</b> (<i>Agenda Item 2</i>)</p> <p>Councillor Ian Edwards declared a non-pecuniary interest in agenda item 5 – Committee Review: Universal Credit and Other Welfare Benefit Changes as he and one of the witnesses present were fellow trustees of a local organisation. He stayed for the discussion of the item.</p>
5.	<p><b>TO RECEIVE THE MINUTES OF THE MEETINGS ON 11 APRIL 2019 AND 9 MAY 2019</b> (<i>Agenda Item 3</i>)</p> <p>It was noted that the Cabinet Member for Education and Children’s Services had been invited to attend the June POC meeting but was unable to do so due to other meeting commitments.</p> <p><b>RESOLVED:</b> That the minutes of the meeting held on 11 April 2019 and 9 May 2019 be agreed as a correct record.</p>
6.	<p><b>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED AS PART I WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS MARKED AS PART II WILL BE CONSIDERED IN PRIVATE</b> (<i>Agenda Item 4</i>)</p> <p>It was confirmed that all items marked Part I would be heard in public, and all items marked Part II would be heard in private.</p>

7. **COMMITTEE REVIEW: UNIVERSAL CREDIT AND OTHER WELFARE BENEFIT CHANGES** (*Agenda Item 5*)

The Committee heard witness evidence in relation to its review on Universal Credit (UC). It was noted that the representative from Hillingdon MIND was no longer able to attend the meeting.

**Citizens Advice Hillingdon**

The Director of Citizens Advice Hillingdon (CAB), UC Help to Claim Supervisor and Research and Campaigns Volunteer attended the meeting to provide an account of UC.

A number of documents had been circulated to Members prior to the meeting including anonymised claimant case studies, responses to a list of questions sent on behalf of the Committee prior to the meeting and a presentation on the 'Help to Claim' service and the challenges it encountered.

The following key points were noted:

- A majority of the CAB's 'Help To Claim' referrals had been directed from the Job Centre Plus through signposting and formal referrals. There had only been a handful of local authority referrals thus far. More needed to be done to assist claimants once payments had been made and beyond the initial application stage.
- The client profile for service users was distinctive and it was reported that the White UK take up was low. The CABs 'Help To Claim' service had seen a large take up by Black and Ethnic Minorities in the Borough.
- The main challenges occurred when legacy benefits stopped as there were risks that claimants could spiral into debt and there was no safety net in place to help. This had led to an increase in food bank vouchers being issued.
- In order to be eligible to claim UC, claimants would have had to have passed or be exempt from the Habitual Residence Test. There were delays with decision making and a number of decisions had been challenged. The Department for Work and Pensions had no deadlines or timeframes to respond which caused concern as there were no provisions in place for claimants waiting during this time.
- Clients found it difficult to manage digital platforms as there were often issues with claimants forgetting their passwords and accessing IT systems.
- Home visits reportedly only took place to check ID documents as part of the verification process.

Claimants were provided with a lot of information and, sometimes, important messages about how specific changes could impact people's lives were not clear. In order to make the process clearer for claimants, it was suggested that only significant and relevant information was provided to claimants and a database of resources was created. Another suggestion was to have a Department of Work and Pensions member of staff present at services such as the 'One Stop Shop' to answer any queries and help foster relationships.

The CAB had introduced a new initiative to assist claimants making UC applications. A pro forma letter had been created which indicated when a claimant needed assistance with their application and the purpose of the letter was to prevent any claims being stopped or any sanctions being imposed.

## **Department for Work and Pensions (DWP)**

The Chairman read out a statement submitted by the DWP which indicated that no representatives were able to attend the meeting as it was being broadcasted. The DWP confirmed that they were happy to answer any questions sent on behalf of the Committee and would be willing to meet the Committee separately at a future date to address the concerns raised.

It was noted that another email had been submitted by the DWP answering the questions that had been sent to them prior to the meeting. A decision was made not to read the answers as no representatives were in attendance to elaborate, but to circulate them to the Committee.

Although the DWP had responded to the questions and had offered to meet the Chairman to discuss the prepared answers, a decision was made not to meet the DWP outside of the Committee meeting in order to ensure openness and transparency in the review's evidence gathering process and to enable the Committee to make fair recommendations.

## **DASH**

The Chief Officer and Lead of Advice Projects from DASH attended the meeting to provide their account of UC. Dash was a charity that specifically supported people with learning and physical disabilities.

It was explained that many people found the online platform difficult to navigate, particularly those with learning and physical disabilities and home visits were an important part of the process. A number of claimant case studies were provided to the Committee and it was highlighted that one case involved over 30 hours of support with making an application and continued ongoing support would still need to be provided.

Members thanked the officers for their attendance and the information given.

**RESOLVED: That the information in the report and witness evidence be noted and that additional information from the DWP be circulated to Members.**

## **8. CORPORATE PARENTING PANEL DRAFT MINUTES (Agenda Item 6)**

Members reviewed the minutes of the Corporate Parenting Panel meeting, noting the activity undertaken with young people and sought clarifications where required. Members were informed that there had been a request at the Corporate Parenting Panel to see the Council's Sufficiency Strategy.

**RESOLVED: That the Corporate Parenting Panel minutes from the meeting on 22 May 2019 be noted.**

## **9. FORWARD PLAN (Agenda Item 7)**

Members discussed upcoming executive business and sought clarifications where required.

**RESOLVED: That the forward plan be noted.**

10.	<p><b>WORK PROGRAMME</b> (<i>Agenda Item 8</i>)</p> <p><b>RESOLVED: That the work programme be noted.</b></p>
11.	<p><b>CHILDREN'S HOME: OFSTED INSPECTION</b> (<i>Agenda Item 9</i>)</p> <p><i>This item was discussed as a Part II item without the press or public present as the information under discussion contained confidential or exempt information as defined by law in the Local Government (Access to Information) Act 1985. This was because it discussed 'information which is likely to reveal the identity of an individual' (paragraph 2 of the schedule to the Act).</i></p> <p>The Committee received a report detailing how a children's home was operating following a recent Ofsted inspection. In light of the inspection outcomes, a Member site visit had been undertaken to see what improvement measures had been taken to date. The Committee also received a report from Council officers showing the detailed action plan and work that had been and was currently being undertaken to satisfactorily address the issues raised by the inspections.</p> <p><b>RESOLVED: That the report be noted.</b></p>
	<p>The meeting, which commenced at 7.06 pm, closed at 8.33 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Anisha Teji on 01895 277655. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

**The public part of this meeting was filmed live on the Council's YouTube Channel to increase transparency in decision-making, however these minutes remain the official and definitive record of proceedings.**



## Hillingdon Local Safeguarding Children's Board (LSCB) and Safeguarding Adults Annual Report

<b>Committee name</b>	Social Care, Housing and Public Health Policy Overview Committee
<b>Officer reporting</b>	Claire Solley, Head of Service Safeguarding Adults and Principal Social Worker for Adults.
<b>Papers with report</b>	Hillingdon Local Safeguarding Children's Board (LSCB) and Safeguarding Adults Annual Report.
<b>Ward</b>	All

### HEADLINES

The Hillingdon Local Safeguarding Children Board (HLSCB), and the Safeguarding Adult Board (SAB) has a statutory duty to publish an annual report on the effectiveness of child and adult safeguarding and promoting the welfare of children and adults in the Borough. Once agreed by the HLSCB and SAB, the reports are submitted each year to the Cabinet for consideration, along with the Chief Executive, the Leader of the Council and the Chairman of the Health and Wellbeing Board.

The annual report lays out the work undertaken by the Board this year, and includes specific reports from each of the agencies that make up the Board. The purpose of the annual report is to provide evidence about the standard to which the agencies responsible for safeguarding children in the London Borough of Hillingdon have performed.

### The Hillingdon Safeguarding Adults Annual Report

The Care Act 2014 introduced a number of statutory duties related to Safeguarding Adults and is supported by "The Care and Support Statutory Guidance." Section 43(1) of The Care Act places a duty on Local Authorities to establish a Safeguarding Adults Board (SAB) for its area and section 14.133 of the Care and Support statutory guidance states "The main objective of a SAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who meet the criteria set out at paragraph 14.2. Section 14.2 states that safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs)
- is experiencing, or at risk of, abuse or neglect
- 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

Section 14.136 of the statutory guidance outlines the need for each SAB to produce an Annual Report outlining the work undertaken to achieve its strategic objectives, the work of each member

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to implement the SAB's strategy, along with detailing the findings of any Safeguarding Adult Reviews and subsequent required actions.

### **Hillingdon Local Safeguarding Children's Board (LSCB)**

The Children and Social Work Act 2017 replaces Local Safeguarding Children Boards (LSCBs) with new local safeguarding arrangements led by three safeguarding partners (local authorities, chief officers of police and clinical commissioning groups). It also places a duty on child death review partners, local authorities and clinical commissioning groups to review the deaths of children ordinarily resident in the local area. LSCBs must continue to carry out all of their statutory functions until the point at which safeguarding partner arrangements begin to operate in a local area. Locally in Hillingdon, the last LSCB under the old arrangements took place on 1 May 2019 and the new arrangements will be implemented in September 2019. In the meantime, the LSCB Business continues to function and discharge its statutory duties.

Hillingdon alongside seven other West London Local authorities formed a new partnership with North West London Project in order to fulfil the new legal requirements.

### **RECOMMENDATIONS:**

That the Committee:

1. Reviews the Hillingdon SAB Annual Report and Local Safeguarding Children Board Annual Report and agrees any comments and/or recommendations to be included when it is presented to the Cabinet.

### **SUPPORTING INFORMATION**

The SAB structure is being revised to compliment the planned Safeguarding Children's arrangements. Aligning with the Children's arrangements will provide greater efficiency and effectiveness of time required by all partners and it will ensure greater consistency and joining up of information across the age ranges, as well as improving service delivery and practice focus. The new arrangements will also provide for stronger lines of enquiry and as with the Children's arrangement, the role of the same Executive Leadership Group, the most senior statutory representatives, will provide stronger scrutiny and challenge to local safeguarding arrangements and take action when operational personnel are unable to resolve issues, or the matter in question is system-wide.

### **Implications on related Council policies**

A role of the Policy Overview Committees is to make comments and/or recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

### **How this report benefits Hillingdon residents**

The Hillingdon SAB and LSCB Annual Reports demonstrate the actions taken across the local partnership to prevent abuse, neglect and self-neglect; and to ensure that when it does occur our

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multi-agency response is timely, proportionate, coordinated, effective and in accordance with the key principles of Safeguarding children, young people and adults. This activity optimises the safety, wellbeing and quality of life of Hillingdon residents.

### **Financial Implications**

None at this stage.

### **Legal Implications**

None at this stage.

### **BACKGROUND PAPERS**

- The Care and Support Statutory Guidance, Department of Health and Social Care, October 2018 - <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>
- The Care Act 2014 - <http://www.legislation.gov.uk/ukpga/2014/23/section/43/enacted>

### **APPENDICES**

1. Hillingdon Safeguarding Adults Board Annual Report 2018/19
2. Hillingdon Local Safeguarding Children Board Annual Report 2018-19

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2018 - 2019

# SAB Annual Report

Page 9



 @hillingdonSAB  
 [www.hillingdonsab.org.uk](http://www.hillingdonsab.org.uk)

Andrea Nixon

Dr Brickchand Ramruttun

Safeguarding Adults Board

2018 -2019

**Foreword: Independent Chair Steve Ashley**

I am pleased to present the Hillingdon Safeguarding Adults annual report for 2018/19.

The Board has made progress in a number of its priority areas over the last year but there is still more improvement required. Whilst partners have worked together to tackle issues around human trafficking, modern slavery and neglect, these are areas that need a continued focus. Neglect in particular is an area that continues to cause concern, as do all forms of abuse.

This report highlights the work of the safeguarding agencies and provides some performance information. The report is designed to be easy to read and hopefully you will find it interesting and informative.

This will be my final report as chair of the Board as I am standing down; the future will see new arrangements in place which strengthens the oversight of the most senior officers of the statutory partners and also provides for a more inclusive operational focus on impacts. I would like to thank all of the partners for their hard work and support over the last three years. I have been proud to be associated with a partnership that has sought to ensure everything is done to protect vulnerable adults.

**Steve Ashley**

**Independent Chair**

**Elected Member perspective: Cllr Philip Corthorne**

As an elected member with the portfolio responsibility for adult safeguarding, I take keen interest in the welfare and safety of all residents of Hillingdon, particularly adults who may be vulnerable or at risk of harm or abuse. I support the Safeguarding Adults Board through my attendance at quarterly board meetings and in doing so provide an essential link between residents and services in the borough. I have continued to champion safety for vulnerable adults by seeking urgent resolutions to any difficulties that are brought to my attention or to any concerns or opportunities which emerge from my many visits to services.

I commend the tireless work of our multi-agency professionals who work with adults at risk of harm and their families in a variety of circumstances to investigate concerns and seek to develop supportive plans in line with people's wishes. This work includes effective oversight by our Care Governance Board which constantly evaluates the performance of all care agencies responsible for delivering care services to residents.

As always there are improvements to be made to our arrangements and whilst we do this we are confident of the safeguarding oversight our arrangements provide.

**Cllr Philip Corthorne**

**West Ruislip Ward Councillor & Cabinet Member for Social Services, Housing, Health and Wellbeing**

## Hillingdon Safeguarding Adults Board Governance & Accountability Arrangements

**In Hillingdon we have developed and operated a Safeguarding Adults Board (SAB) in collaboration with statutory partners, including the Police and Clinical Commissioning Group (CCG) for a number of years. The Board has continued to:**

- Ensure that effective local safeguarding arrangements are in place as defined by the Care Act 2014.
- Prevent abuse and neglect, where possible.
- Provide timely and proportionate responses when abuse or neglect is likely or has occurred.

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

The Board has continued to strengthen professional collaborations to improve adult safeguarding with staff participating in the local Multi-Agency Public Protection Arrangements (MAPPA), the Domestic Abuse Multi Agency Risk Assessment Conference (DA MARAC) and the Community MARAC. Domestic Abuse risk assessment has been well embedded across the local partnership.

The Board and its partner organisations are committed to the six fundamental principles of adults safeguarding:

**Empowerment:** people being supported and encouraged to make their own decisions and give informed consent

**Prevention:** it is better to take action before harm occurs

**Proportionality:** the 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 – communities have a part to play in preventing, detecting and reporting neglect and abuse.

**Accountability:** accountability and transparency in safeguarding practice

The Board has been focusing on improving the performance of completing adult safeguarding enquiries in a timely manner ensuring that protection plans are in place and that risks are reduced and where possible, eliminated.

## Hillingdon Safeguarding Adults Board Structure Chart

The Hillingdon SAB has three subcommittees that support the Board in meeting its objectives set out in the business plan. The three subcommittees 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.

### Safeguarding Adults Board

### SAB Executive

#### Joint Strategic Safeguarding and Trafficking

This sub-committee is unique to Hillingdon Adult and Children Boards. The aim is to continue to strengthen the partnership that we have with Heathrow Airport, Her Majesty's Immigration Removal Centre and the Local Authority. Work is continuing on developing robust referral pathways regarding vulnerable adults who arrive at Heathrow.

There is improved engagement between UK Border Force and partner agencies. The SAB Business Unit attends safeguarding meetings that are held monthly at H.M.Colnbrook Immigration and Removal Centre. The Adult Safeguarding Team have continued to assess and respond to concerns raised in respect of new arrivals at the Heathrow Travel Centre

#### Safeguarding Adults Review (SAR)

This sub-committee considers the requirement for an independent Safeguarding Adult Review when an adult at risk dies, or is significantly harmed and for ensuring that lessons are learnt by all organisations and the recommendations are implemented to improve services.

Over the last year the sub-committee has considered two cases, both of which concluded that a review was not required. The lessons learnt from both have been shared.

#### Performance and Quality Assurance

This sub-committee is responsible for producing performance data on safeguarding across partner agencies in the form of a dashboard, which enables partner members to collectively interrogate information, influence service improvements and identify what is working well.

We have continued to review and consider alternative approaches to analysing and presenting adult safeguarding data in order to further clarify the safeguarding risks that residents face and improve the efficiency of statutory partners at addressing them.



## Hillingdon Safeguarding Adults Board Members organisations

- 
- London Borough of Hillingdon
  - Metropolitan Police Service
  - The Hillingdon Hospital
  - London Ambulance Service
  - London Fire Service
  - Hillingdon Clinical Commissioning Group
  - National Probation Service
  - UK Border Force
  - Age UK
  - Health Watch Hillingdon
  - Immigration Removal Centre (Colnbrook)
  - Hillingdon Carers
  - Central North West London Trust
- 

## Strategic Boards linked to The Safeguarding Adults Board

- 
- **Local Safeguarding Children Board** is responsible for ensuring that all children and young people in Hillingdon are protected from abuse or neglect. It has developed a future operating model for the safeguarding partnership which will strengthen multi-agency accountability, enhance learning and improve our joint responses to safeguarding.
  - **Safer Hillingdon Partnership** 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. Findings are used to produce the partnership's Community Safety Plan.
  - **Health and Wellbeing Board** brings together the NHS, Local Authority and Health Watch to jointly plan how best to meet local health and care needs to improve the health and wellbeing of the local population and commission services accordingly.
  - **Domestic Abuse Steering Executive** brings together statutory and non-statutory agencies in order to ensure that the Safer Hillingdon Partnership's Domestic Abuse strategy is implemented.
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## Local Demographics

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

However, life expectancy between wards varies by 8 years for men and 8.5 years for women

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

Hillingdon is ranked 23 out of 32 London boroughs for deprivation in London (excluding City of London) and 153 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 0-4, 5-19 year olds and those aged 50+, but a smaller proportion of 25-39 year olds. Older people aged 65+ accounts for 13% of the population, with a higher prevalence in the north of the Borough

Hillingdon's male life expectancy from birth is 80.8 yrs and for female it is 83.8 yrs (based on 2015-17 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 (79.6 & 83.1 respectively)

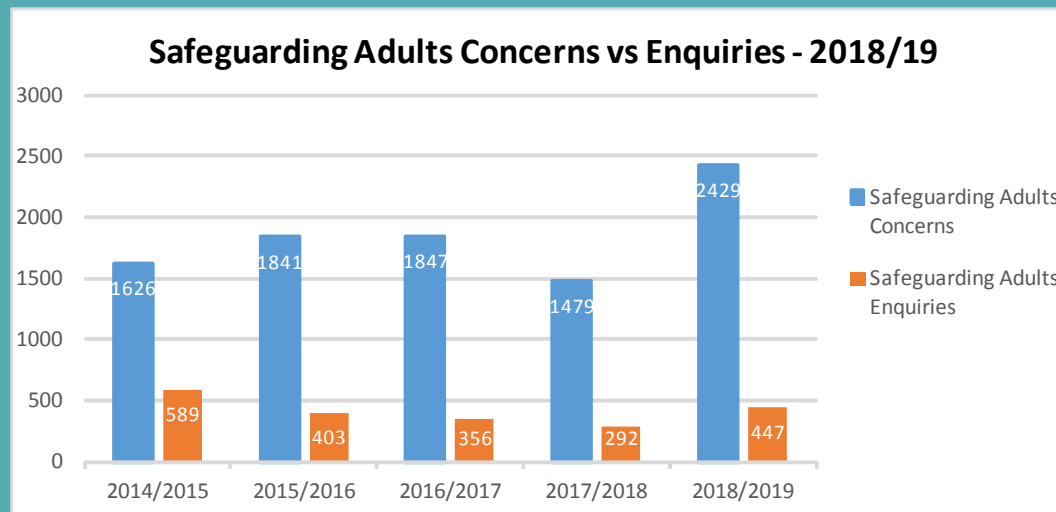
According to the Greater London Authority in 2019, in Hillingdon, 40.7% of the population are White British, 10.3% are White Other and 49% are from Black & Minority Ethnic (BME) groups (source: GLA 2016 Ethnic Group Population Projections ). 43.3% of the population are from BME groups in London

The Greater London Authority 2016 projections for 2024 estimate that Hillingdon will become more diverse with Black and Minority Ethnic (BAME) groups accounting for 52.2% of the usual resident population and White ethnic groups accounting for 47.8% of the population

## Safeguarding Adults Concerns and Enquiries 2018-19

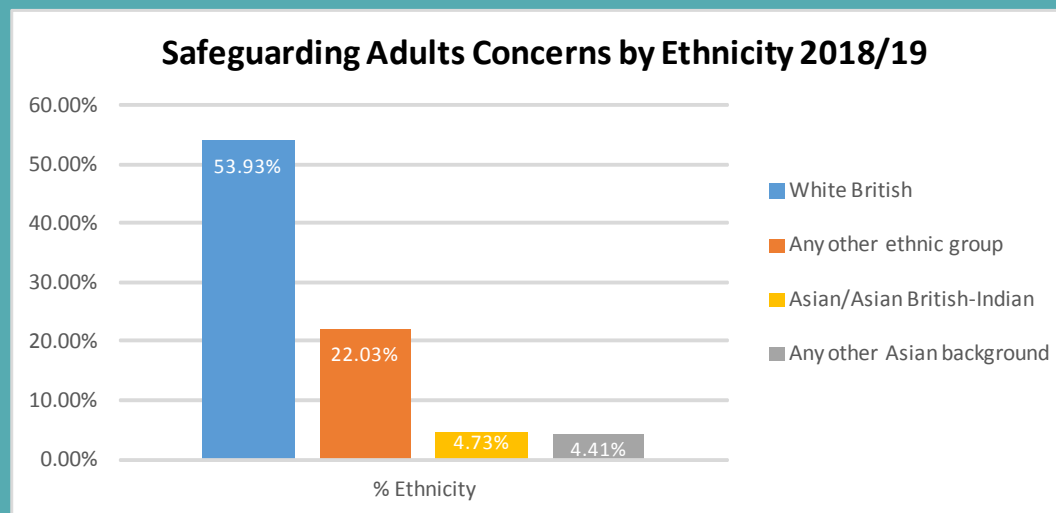
### Safeguarding Adult Concerns by Age

18-64	65+
55%	45%



### Safeguarding Adult Concerns by Gender

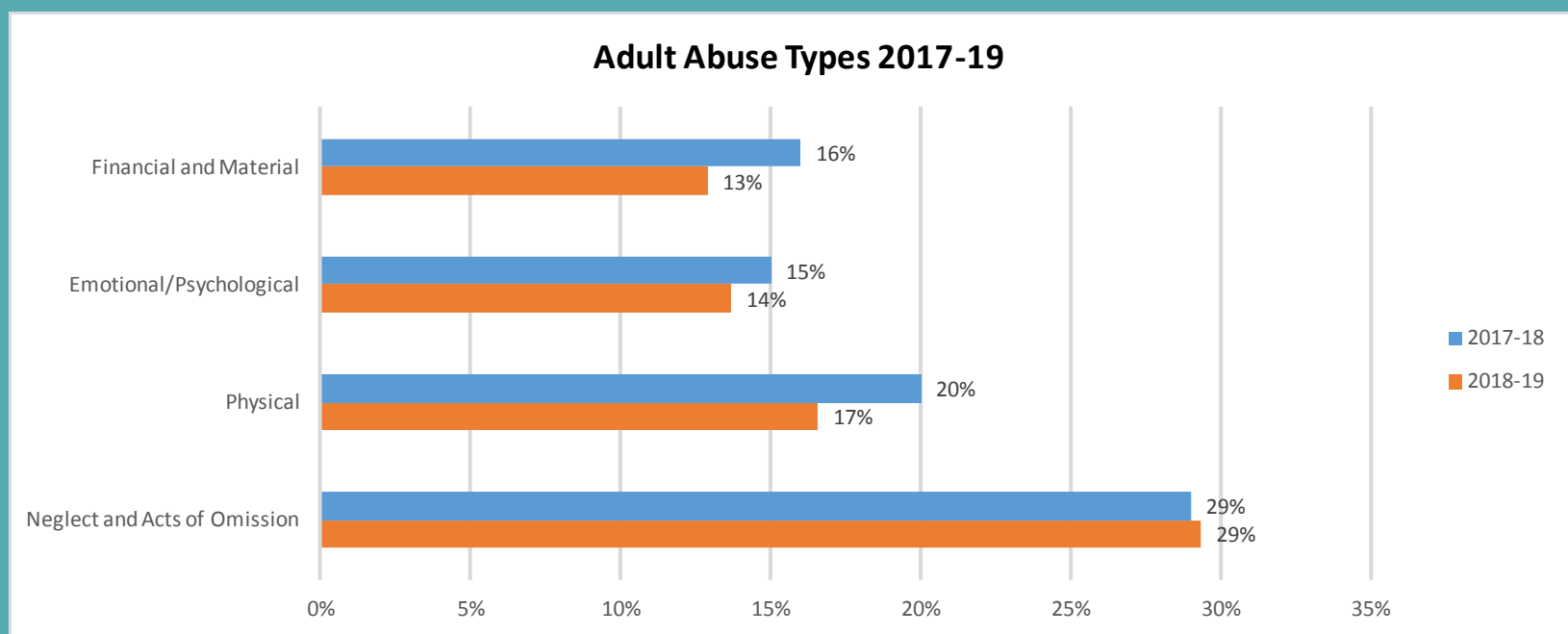
55%	45%
Women	Men



(Four most prevalent ethnic backgrounds reported in 2018-19)

**Reported Safeguarding Adult Concerns**

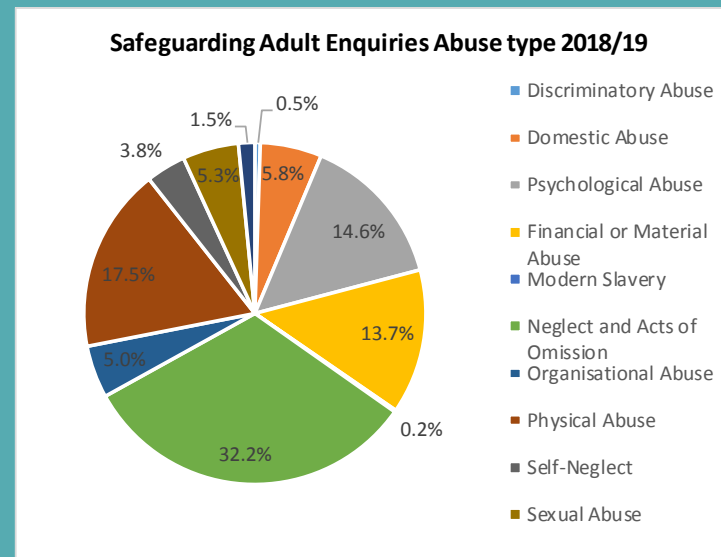
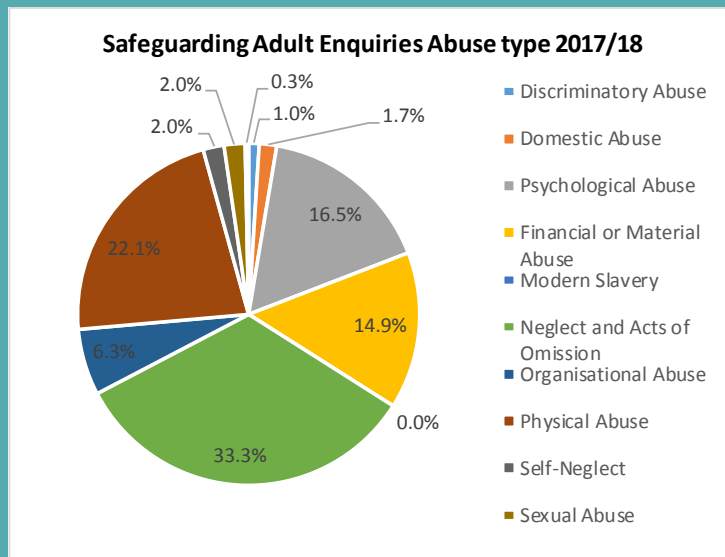
The graph below outlines the four most common types of abuse reported to Adult Services in both 2017-18 and 2018-19. Of these only neglect and acts of omission has seen an increase in 2018/19. Safeguarding concerns with a recorded abuse type of physical abuse has fallen to 17% in 2018/19.



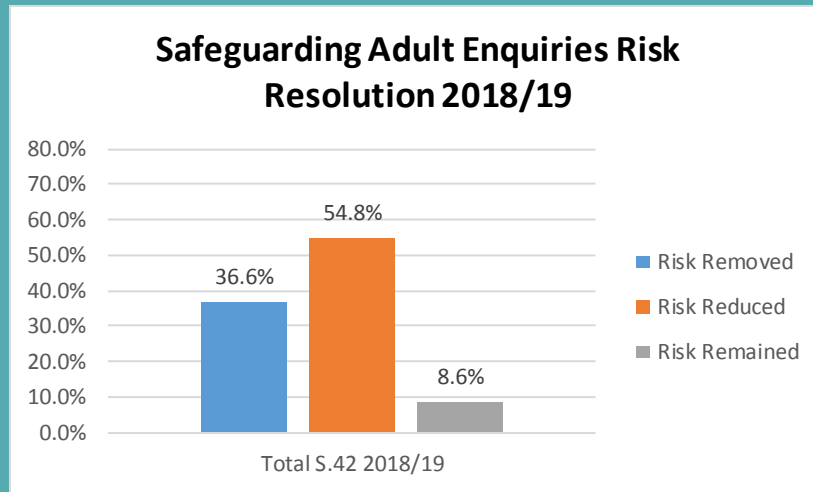
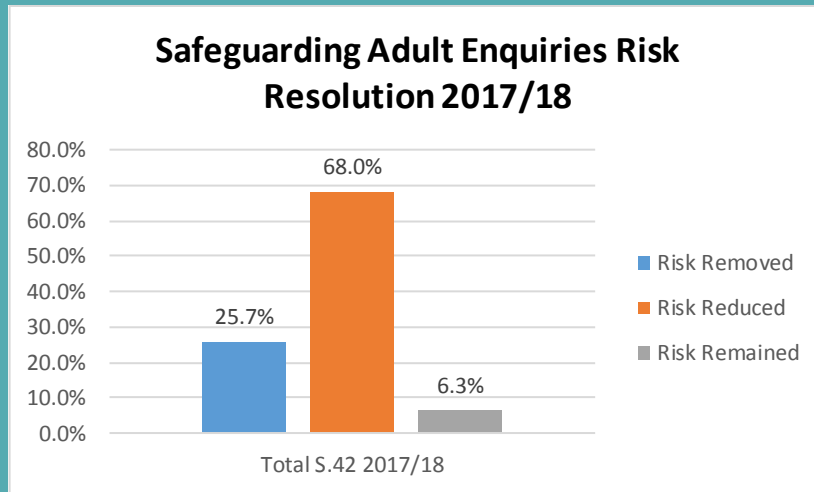
**Safeguarding Adult Enquiries**

Section 42 of the Care Act 2014 places a duty on Local Authorities to carry out a Safeguarding Adult Enquiry when it has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)

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



The largest proportion has remained as neglect or acts of omission. This has decreased slightly by 1.1% from 33.3% to 32.2% in 2018/19. There has been a 4.6% reduction in the percentage of cases where the abuse type is recorded as physical abuse, 22.1% to 17.5%. Whereas the percentage of cases involving domestic abuse or sexual abuse has increased.



Safeguarding Adult Enquiries concluded in Hillingdon have consistently led to the reduction and removal of risk to vulnerable adults. In 2018-19 there has been an increase in the percentage of cases where the risk was removed. However there has also been a small increase in cases where the risk has remained.

## Safeguarding Adults Training

Standardised training across the health and social care system is key to promoting good evidenced based practice. The aim of training is to raise awareness of safeguarding, minimise the risk of safeguarding concerns and to ensure a timely, effective and proportionate evidence based response to optimise the safety and wellbeing of individuals when safeguarding concerns occur.

The 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.

The Safeguarding Adult Board, in conjunction with London Borough of Hillingdon Council, has offered training in the following areas

- Adults Safeguarding Level 3 - multi agency safeguarding
- Best Interests Assessor (BIA) annual refresher/legal update
- Chairing safeguarding meetings (SAMs)
- Deprivation of Liberty Safeguards (DoLS) e-learning 2018
- Deprivation of Liberty Safeguards (DoLS) e-learning refresher 2015
- DoLS Practical application and knowledge workshop
- DoLS Practice workshops for non BIAs
- Mental Capacity Act - MCA practical application
- Mental Capacity Act - MCA workshops
- Mental Capacity Act e-learning
- Mental Capacity Act e-learning refresher 2015
- SAB Level 1 Domestic Abuse Training (encompassing intimate partner and intra-familial family members)
- Modern Day Slavery
- Honour Based Violence
- Preventing Violent Extremism : Workshop to raise awareness of Prevent
- Safeguarding Adults - interview and investigation skills
- Safeguarding Adults e-learning.

## Hillingdon Safeguarding Adults Board Statutory Partners' Contribution to Priorities 2018 - 2019

### Adult Social Care: The London Borough of Hillingdon

Over last year, the Adult Social Care (ASC) Triage Team have worked closely with the Children Services MASH (Multi Agency Safeguarding Hub) and Hillingdon Social Care Direct (contact centre) to further develop adult safeguarding and social care triaging functions to provide high quality consistent responses to all referrals. The total number of adult safeguarding concerns received in 2018/19 was 2429, this is an increase of 64% over the last 12 months. 18% of the concerns raised progressed to a safeguarding adult enquiry, this is a reduction of 2% from 2017/18. 91% of safeguarding adult enquiries resulted in the assessed risk being reduced or removed.

The service has introduced Quality Practice Standards (QPS) for adult safeguarding and Deprivation of Liberty Safeguards (DoLS), which enable all staff to monitor their practice. A competency framework for both service areas has also been instigated in order to ensure that staff develop and maintain their practice.

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 ASC teams work closely with the Quality Assurance Team and Hillingdon Clinical Commissioning Group, as part of the Care Governance Framework. The Provider Risk Panel and the Care Governance Board work together to ensure that services provided to our residents meet the expected standards.

ASC continues to meet the challenge of a rising demand for Deprivation of Liberty Safeguards (DoLS), with an average of 391 applications per quarter processed over the last year. This represents a 4% increase from the previous year. The DoLS team has improved the timeliness of the DoLS applications being processed. For every assessment, the focus is on the voice of the adult at risk of deprivation, with the support of their family, friends and representatives. The take up of statutory independent mental capacity advocates (IMCAs) has increased, which shows that people are being formally represented where family and friends are not available to do so.

ASC staff have continued to identify service users in the community who may be at risk of their liberty being deprived and ensure representations are made to the Court of Protection as required.



### Police

There has not been any inspection in the reporting period for this report (2018/19). However a review of the new West Area (WA) Safeguarding Provisions will take place within the next 6 months and performance of all aspects of safeguarding are under continual scrutiny and assessment.

In addition to the merger of 3 Police Boroughs into one large Basic Command Unit (BCU) structure, the WA vulnerable adult safeguarding now sits within the Community Safety Unit (CSU), as the primary strand responsible for safeguarding, ensuring optimum resilience and effective supervision of investigations involving vulnerable adults. Police systems were previously less effective at ensuring the appropriate response to crimes involving vulnerable adults, because these were spread across the whole criminal investigation department remit rather than always the most appropriate unit. The changes following the 3 borough mergers are still very new and recently specialist sex offence and child abuse investigations have also been encompassed within the WA Community Safety Unit. This work is still in progress, but follows the principle of self-analysis and continuous improvement.

As a result of training and intervention from multi-agency safeguarding hub (MASH) police, 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 size of the MASH structure has been increased at Hillingdon and now includes staff from specialist crime investigation units from child abuse, who have brought invaluable knowledge and experience to the MASH. Further changes are needed to improve communication between all agencies involved in safeguarding vulnerable adults; however there exists a solid foundation within MASH and the strengthened CSU.

The changes being undertaken are the biggest in the last 30 years and will take time to bed in, however all the initial signs, including safeguarding performance, are positive.

## Prevent

Prevent is a multi-agency approach to identifying and providing support to individuals who are at risk of being drawn into any type of radicalisation. The work is undertaken by the Channel Panel in Hillingdon, which is well established.

- The Panel is chaired by Hillingdon's Prevent Lead and has representation from adult safeguarding, health, mental health, children's services, early intervention, police, housing, youth offending, probation, schools/education and others as appropriate. Many of the referrals relating to vulnerable adults are often complex in nature which requires all agencies to work together collaboratively to meet their needs.
- The threat to the UK from terrorism remains high and the activities of those who promote extremism with the aim of radicalising others continues to be a risk. As a borough we receive a steady stream of referrals, which is reflective of the national picture. Local agencies have worked effectively, in partnership, to manage these concerns and identify those who might be vulnerable; and put in place appropriate support. Lessons learnt and emerging themes from these referrals are shared via the local safeguarding boards and the local Prevent Partnership, in order to inform local priorities, interventions and practice.
- As a port authority, we manage any referrals relating to the safeguarding of children and vulnerable adults that come through the airport, including those relating to counter terrorism. We have introduced a protocol and continue to work closely with the counter terrorism police at Heathrow airport, to ensure timely sharing of information, in order to assess and meet the needs of vulnerable adults
- The Borough Prevent lead provides training and advice for staff and partner agencies to ensure they are supported and equipped in relation to the Prevent Duty. Feedback from partner agencies locally has been very positive and they very much value this support;
- We work with local partners through the Stronger Communities Partnership to build resilience. Engagement with the community is a key aspect of the Prevent work. We have managed to secure funding for 2 further years to continue our work with schools, education establishments and the wider community aimed at tackling hate crime and extremism. The aim is to equip young people and members of community groups to challenge hate crime and extremism, keep themselves safe from negative influence, develop critical thinking skills, increase understanding of others and build positive relationships.
- We continue to deliver a programme of training and engagement with local agencies raising awareness to local referral pathways and support. Almost 5000 staff have participated in "workshops to raise awareness of Prevent" (WRAP) training delivered by the local authority.

### **Adult Safeguarding NHS Hillingdon Clinical Commissioning Group (CCG)**

During 2018/19, adult safeguarding principles of the Care Act 2014 have been further embedded within practice. There have been closer partnership working with all statutory partners particularly, London Borough of Hillingdon, which has led to good practice within care homes in addressing adult safeguarding concerns. The CCG has also appointed a safeguarding GP lead to enhance both clinical practice and links between medical and local authority services. The Designated Safeguarding Adult Professional has also:

- Led on a number of Section 42 adult safeguarding enquiries;
- Supported the Accountable Care Partnership (ACP) for Older People Model of Care.
- Participated in a number of multi-agency subgroups to develop the Domestic Violence and Abuse Strategy for Hillingdon.
- Attended the Multiagency Risk Assessment Conference (MARAC) meetings on a monthly basis.
- Integrated into the Channel Panel meetings, providing updates on lessons learnt for CCG staff and working with primary care to develop resources for Practices. Prevent has also been an area of advancement over the last year.

Hillingdon CCG has been working with NHS England to develop a Mental Capacity Act Template for GPs to use when making a Mental Capacity assessment. This is now in the pilot phase. Hillingdon CCG has continued to monitor providers with the completion of the Safeguarding Health Outcomes Framework. They have 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.

During the past year, CCGs have been taking the lead role for the Learning Disabilities Mortality Review (LeDeR) programme within their areas which is led by NHS England in collaboration with the University of Bristol. The purpose of the programme of work is to study and review the factors that contributed to the death of individuals with a learning disability in hospitals. The LeDeR Programme aims to make improvements to the lives of people with learning disabilities. To support this process Hillingdon CCG has recruited two full-time complex case leads to review cases and a programme of reviews is in development.

The CCGs Designated Safeguarding Adults Professional and Safeguarding GP have committed to a programme of supporting local GPs around a range of safeguarding issues. This includes a combination of both training days and surgery visits. Hillingdon CCG remains committed to work with key strategic partners in order to safeguard residents from all forms of abuse.

### The Hillingdon Hospital

The Trust Safeguarding Arrangements are as follows:

The Executive Lead for Safeguarding Adults is the Executive Director of Patient Experience and Nursing, who is supported by the Deputy Nurse Director. There is also a Head of Safeguarding Adults in post (Registered Nurse), who is supported by the Safeguarding Administrator and Clinical Lead for Safeguarding (Elderly Care Consultant who performs this task as part of his role). The Trust works collaboratively with the Council to safeguard adults, actively engaging in the raft of strategic and operational meetings to address issues and improve services.

Prevent awareness training has been delivered as part of mandatory adult safeguarding training, which is every three years. A "train the trainer" day was facilitated by the NHS England (London) Prevent Lead. Twenty trust staff attended the training event which was well received. The percentage of eligible staff trained thereafter has increased significantly. The Trust is actively working towards the target of 85% compliance. On-line training will also be made available.

With regards to Mental Capacity Assessments (MCA) and Deprivation of Liberty Safeguards (DoLS), there is a continuous drive to robustly implement and improve the understanding of MCA and DoLS throughout the Trust. This includes:

- Regular enhanced (Level 2) training for MCA and DoLS for identified trust staff.
- Monthly nurses' induction sessions on MCA and DoLS and processes.
- Regular ward visits to assist staff in the application of MCA and DoLS in practice.
- Recent introduction of DoLS logs across all wards to ensure consistent approach.
- Strengthening of a central database to track DoLS applications and authorisations.
- DoLS applications and authorisations to support nursing staff in practising safe patient care.

### Central and North West London NHS Foundation Trust (CNWL)

The Trust continued to work with the Council to improve timeliness of completing adult safeguarding enquiries and has undertaken other service and system improvement as detailed below:

- Compliance with Prevent training currently stands at 91% for Mental Health (MH) and 92% for Hillingdon Community Health (HCH) services.
- Compliance with Adult Safeguarding training is at 96% for MH and 94% for HCH services.
- A Mental Capacity Act template has now been added to SystmOne (the Trust electronic record system) for MH services and will also be added to HCH services. This will enable staff to record Mental Capacity Act assessments easily using a standardised template
- We are in the process of getting a Domestic Abuse template added to SystmOne. Once established, there will be an expectation that staff routinely ask about Domestic Abuse at the first assessment for all female service users and there will be selective enquiry for male service users.
- In-patient Wards now have access to an independent domestic violence advocate (IDVA) who is based in A&E at The Hillingdon Hospital. CNWL initiated the first meeting with the Clinical Commissioning Group, IDVA service and The Hillingdon Hospital in July 2017 to establish an IDVA in the health setting and are now so pleased to have this resource in place.
- Safeguarding Adult concerns raised by MH staff were subject to an audit last year which highlighted that there were no concerns about the knowledge of Adult Safeguarding for any MH services.
- A Safeguarding Adult and Pressure Ulcer Decision tool is used for all patients who develop a category 3 or 4 pressure ulcer that originated within service. This ensures that Safeguarding Adult process is considered for all pressure ulcers that develop.
- The Adult Safeguarding and The Mental Capacity Act Specialist have developed a good relationship with the London Borough of Hillingdon Safeguarding Adult Triage Team and they frequently contact each other for information.
- Monthly safeguarding operational meetings are held where managers and practitioners from across Hillingdon meet to discuss practice improvements and share learning.

### The London Fire Brigade (LFB)

The London Fire Brigade has a Station Manager on the operational board and Borough Manager on the executive board providing advice on fire safety related issues. In November 2017 a Safeguarding Audit was undertaken to review the effectiveness of the London Fire Brigade's current safeguarding procedures. Following on from the safeguarding audit Hillingdon's Borough Commander and Station Manager have attended numerous Safeguarding Working Group meetings engaging with London Fire Brigade senior management to review and establish best practice with regard to internal safeguarding procedures.

The LFB has developed an adult safeguarding policy. LFB frontline staff continue to receive ongoing safeguarding training. The LFB may need to consider providing modern slavery, sexual exploitation and domestic abuse awareness for frontline operational staff in the borough. LFB engage in joint action days with Hillingdon Borough's community safety department, the Met Police and other partners. The LFB provide staff including the borough Commander, Station Manager's, fire safety inspecting officers and operational fire-fighters to participate in the action days. The LFB undertake the following roles at these events:

- Complete home fire safety visits for priority residents providing advice and installing smoke alarms.
- Fire safety inspecting officers visit commercial premises to conduct fire safety audits providing support and advice for business owners.
- Staff hand out fire safety leaflets and offer advice to members of the public

The LFB are available to support this work by attending seminars, training events to highlight recent safeguarding and welfare case studies. In 2018 in collaboration with SAB and Brunel University media department the LFB produced a fire safety video aimed at partners visiting vulnerable residents in their homes and providing fire safety awareness training. The six minute video highlights the eight areas the London Fire Brigade focus on during the home fire safety visit including: cooking, electrical safety, smoking, candle use, fire detection, fire places, escape route and bedtime routine. The video and presentation on the role of today's London Fire Brigade (focusing on prevention work) has been delivered to a number of partner agencies working within the Hillingdon Borough since summer 2018. This has resulted in an increase in referrals from partners for home fire safety visits to be conducted for vulnerable residents living in the Hillingdon borough.

Moving forward the LFB plan to continue working with partners to deliver fire safety awareness training and improve referral pathways from partners to continue supporting our most vulnerable residents.

## Domestic Abuse Steering Executive

In Hillingdon, we see domestic abuse occurring in all its forms and its many devastating impacts on victims and survivors, which can be immediate, short, medium and much longer term with people suffering from psychological problems.

The victims and survivors of domestic abuse in the borough come from diverse backgrounds; they are of different sexes, ages, ethnicities, and are people with/without disabilities, different sexual orientations, national origins and different relationship status.

There remains on average in excess of 6000 domestic abuse crime and incidents recorded by the police in Hillingdon. However, we also know from research and our experiences that many more incidences go un-reported too. Domestic abuse cases, which are un-reported means that victims may be subject to further victimisation by the perpetrator and without access to the right support.

The number of high risk domestic abuse cases being managed by the Hillingdon Domestic Violence Advocacy (HIDVA) Service and the Multi-Agency Risk Assessment Conference (MARAC) has been increasing year-on-year. In the last 12 months over 751 medium and high risk DA cases have been managed by the HIDVA Service, which represents a 23% increase on the previous year. In addition, there were 28 cases referred to HIDVA Service where the perpetrator was a family member (excluding adult child) and was not the intimate partner or ex-intimate partner and also there were 27 cases where an adult child was the perpetrator of the violence and abuse. In Financial Year 2018/19, 413 cases were referred to MARAC, which is a 26% increase on last year.

The Domestic Abuse Steering Executive is providing the governance, strategic direction and leadership to preventing and tackling domestic abuse and the many other crimes and abuses associated with it including, Honour Based Abuse, Forced Marriage, and Female Genital Mutilation. This strategic group is supported by 5 operational delivery groups made up of a diverse range of local professionals who are importantly supported by victims and survivors, who provide critical advice.

The Safer Hillingdon Partnership has now published its Domestic Abuse Strategy 2018 – 2021, which highlights the commitment "to preventing and eradicating all forms of violence and abuse against women, children and men in Hillingdon Borough and support those so victimised to achieve their full potential in life". The strategy is accompanied by a plan to drive and make certain that its main aims and commitments are achieved notably (but not exclusively) the priority of *Prevention and Early Intervention*.

Looking ahead, The Domestic Abuse Steering Executive and The Domestic Abuse Partnership are committed to:

- engaging and listening to victims and survivors and other affected by domestic abuse, gender based abuse and other forms of violence and abuse
- continuous learning and improvement
- continuing the cycle of regular training for local professionals (statutory and voluntary / charity organisations) and local communities
- researching a single access point for victims to enable them to receive advice and support.

## Hillingdon Safeguarding Adults Board

### Priorities for 2019 - 2020

The Board will continue to work on the following strategic priorities:

- **Human Trafficking & Modern Day Slavery:** To ensure that professionals and public are aware of human trafficking and modern day slavery and professionals work closely with all agencies to eradicate abuse and harm and support adults at risk through guidance and robust referral mechanisms.
- **Making Safeguarding Personal:** To ensure that a person centred approach to adult safeguarding is embedded into practice and service delivery, including mental capacity assessments, best interest decisions and advocacy support.
- **Domestic Abuse:** To support the Domestic Abuse Executive in ensuring that the Domestic Abuse Strategy's aims and objectives are achieved and implemented.
- **Adult Exploitation and Grooming:** To ensure that professionals and public are able to recognise and identify adult exploitation in all its forms and develop referral pathways for adults at risk to receive timely support.

### Adult Safeguarding Objectives

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



## Some examples of adult safeguarding work in Hillingdon

### Case study 1

Last year the adult social work service supported a young women living with her family who was experiencing domestic abuse.

The team supported to her to make an application to the Court of Protection and to secure a place in supported living place where she is free from abuse, growing in confidence & independence and has her own friends.

### Case study 2

Last year the adult social work supported a man with profound physical and learning disabilities, who was not being given the specialist care and support that had been commissioned.

The team supported him to engage an advocate and together they helped him find an alternative accommodation and support. He is now thriving and happy in his new placement.

Action was also taken to address the concerns regarding the provider.

### SAB Public Profile & Communication:

Hillingdon residents are engaging with the SAB on:

**Twitter - @HillingdonSAB**

**SAB Website -**

[www.hillingdonsab.org.uk](http://www.hillingdonsab.org.uk)

A range of helpful links and information for adults at risk, professionals and carers around safeguarding issues.

### Newsletter

Send us a direct message on twitter or email

[igosling@hillington.gov.uk](mailto:igosling@hillington.gov.uk) - we will come right back to you.

## Glossary

Acronym	Meaning
MARAC	Multi Agency Risk Assessment Conference
SAB	Safeguarding Adults Board
SAR	Serious Adult Reviews
MASH	Multi Agency Safeguarding Hub
CNWL	Central & North West London (Trust)
DoLS	Deprivation of Liberty Safeguards
LSCB	Local Safeguarding Children Board
DASH	Disablement Association Hillingdon
CCG	Clinical Commissioning Group
MAPPA	Multi Agency Public Protection arrangements
CR MARAC	Community Risk Multi Agency Risk Assessment Conference
ASC	Adult Social Care
CID	Criminal Investigation Department
DA	Domestic Abuse
ACP	Accountable Care Partnership
LeDeR	The Learning Disabilities Mortality Review
LAC	Local Area Contact
LFB	London Fire Brigade
CDOP	Child Death Overview Panel
MH	Mental Health
HCH	Hillingdon Community Health
DA	Domestic Abuse
BCU	Basic Command Unit
CSU	Community Safety Unit
WA	West Area (merger of Ealing, Hillingdon and Hounslow)
WRAP	Workshop to raise awareness of Prevent



2018-  
2019

# LSCB ANNUAL REPORT



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Heidi Henderson/Andrea Nixon  
Local Safeguarding Children Board  
2018-19

## Contents

1.0 Foreword.....	3
2.0 Hillingdon LSCB Governance and Accountability Arrangements .....	4
3.0 Hillingdon LSCB Structure Chart 2018-19.....	5
4.0 LSCB Partner Members and Linked Strategic Boards.....	6
5.0 Local Demographics .....	7
6.0 Safeguarding Children Performance Data.....	8
7.0 LSCB Multi-Agency Audits .....	12
8.0 Safeguarding Children Training Programme .....	13
9.0 Hillingdon LSCB Partners' Achievements 2018-2019 .....	15
• London Borough of Hillingdon - Children's Services .....	15
• Hillingdon Clinical Commissioning Group (CCG).....	20
• Metropolitan Police Service.....	22
• Central-North-West London NHS Foundation Trust (CNWL). .....	24
• The Hillingdon Hospital.....	26
• London Borough of Hillingdon - Youth Offending Service .....	27
• Prevent.....	28
• London Borough of Hillingdon - Children's Rights and Participation Team .....	29
• London Borough of Hillingdon - LADO and Schools Child Protection Lead .....	30
• London Borough of Hillingdon - Early Intervention and Prevention Service.....	31
• London Borough of Hillingdon - Domestic Abuse Steering Executive .....	33
• Child Death Overview Panel (CDOP).....	34
10.0 Serious Case Reviews .....	35
11.0 Recommendations for the future safeguarding partnership .....	36
12.0 Appendices .....	38
Appendix 1 - Glossary .....	38
Appendix 2 - 2018/2019 Budget.....	39

## 1.0 Foreword: Independent Chair Steve Ashley

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This is the final annual report that will be produced by the Local Safeguarding Children Board. The Children and Social Work Act 2017 is now in force and new arrangements will be in place from July this year. These new arrangements mean that a senior member from the Local Authority, Police and Clinical Commissioning Group will be responsible for ensuring that child safeguarding in the borough is maintained at the very high standards we have come to expect. At this time next year, a report will be published by an independent scrutineer detailing the work conducted by partners in safeguarding and commenting on the standards achieved and where improvements may be required.



This year the partnership has continued to work on our priorities. Neglect of children remains a real concern and I am pleased that the partners have developed a neglect strategy with the appropriate tools to enable front line professionals to identify cases of neglect and put resources in place to support and help families and children. In order to achieve this there needs to be a clear Early Help offer. There is evidence that progress has been made in this area. It remains a critical area of business and there needs to be more partnership engagement if we are to make further progress.

Preventing the criminal exploitation of children and young people remains a priority for the borough. There has been progress in the way partners are working together. In particular, a multi-agency group are able to identify vulnerable young people and put protection in place for them. We have made progress in this area, but it remains a critical area of safeguarding business and should be a focus for all partners over the next year.

This report provides details of all the work undertaken by the partnership over the last year. I hope that it provides an interesting and informative view of safeguarding in the borough.

At the end of June, the LSCB will be dissolved and replaced by a new safeguarding partnership. The work undertaken by partners over the last three years has been remarkable and I take the view that Hillingdon stands out as one of the most effective boroughs in London, in terms of the way it safeguards its children. I have no doubt that the new partnership arrangements will result in further progress.

I would like to finish with thanks to all of the partners who have been engaged in our work over the last three years. I would also like to thank all of those who have helped and supported me on this journey. I am very proud to have been associated with such an effective group of professionals.

A handwritten signature in black ink, appearing to read 'Mr. E. Ashley'.

**Steve Ashley**

**Independent Chair**

**Hillingdon Local Safeguarding Children Board**

## 2.0 Hillingdon LSCB Governance and Accountability

**“Multi-Agency working is well developed and contributes to achieving good outcomes for children” (Ofsted, May 2018).**

The Hillingdon Local Children Safeguarding Board includes statutory and voluntary representatives from the Police, Health, Schools, Children Social Care, Early Help, Probation, the Youth Offending Services, the Fire Service, the Domestic Abuse Steering executive and the voluntary sector with the aim to provide bittersweet challenge to strengthen the partnership and achieve good outcomes of all our children.

Our primary role is to learn from strengths and developments locally and nationally to protect and promote the welfare of all children and young people in Hillingdon. We monitor the effectiveness of safeguarding arrangements and put things right when we identify areas for improvement. This is achieved through policy development, best-practice guidance and procedures, training and building stronger relationships.

### Introducing changes to Local Safeguarding Children Boards

In 2015 the Secretary of State for Education and the Minister of State for Children and families commissioned Alan Wood to lead the review of the role and functions of Local Safeguarding Children Boards (LSCBs). The review recommended a fundamental reform of safeguarding arrangements, placing equal responsibility on the Local Authority, the Police and the Clinical Commissioning group and giving freedom to organise local arrangements according to local need.

### Children and Social Work Act 2017

The Children and Social Work Act 2017, Section 30, makes these recommendations statutory. Sections 16 to 23 introduce an equal duty on Local Authorities, Police and Clinical Commissioning Groups to make safeguarding arrangements for children based on local need.

### Working Together 2018

Working Together to Safeguard Children 2018 sets out the requirements for safeguarding partners, allowing them freedom to determine how they organise collaborative working to meet statutory requirements and improve outcomes for children locally.

### Hillingdon’s future Governance and Delivery Model

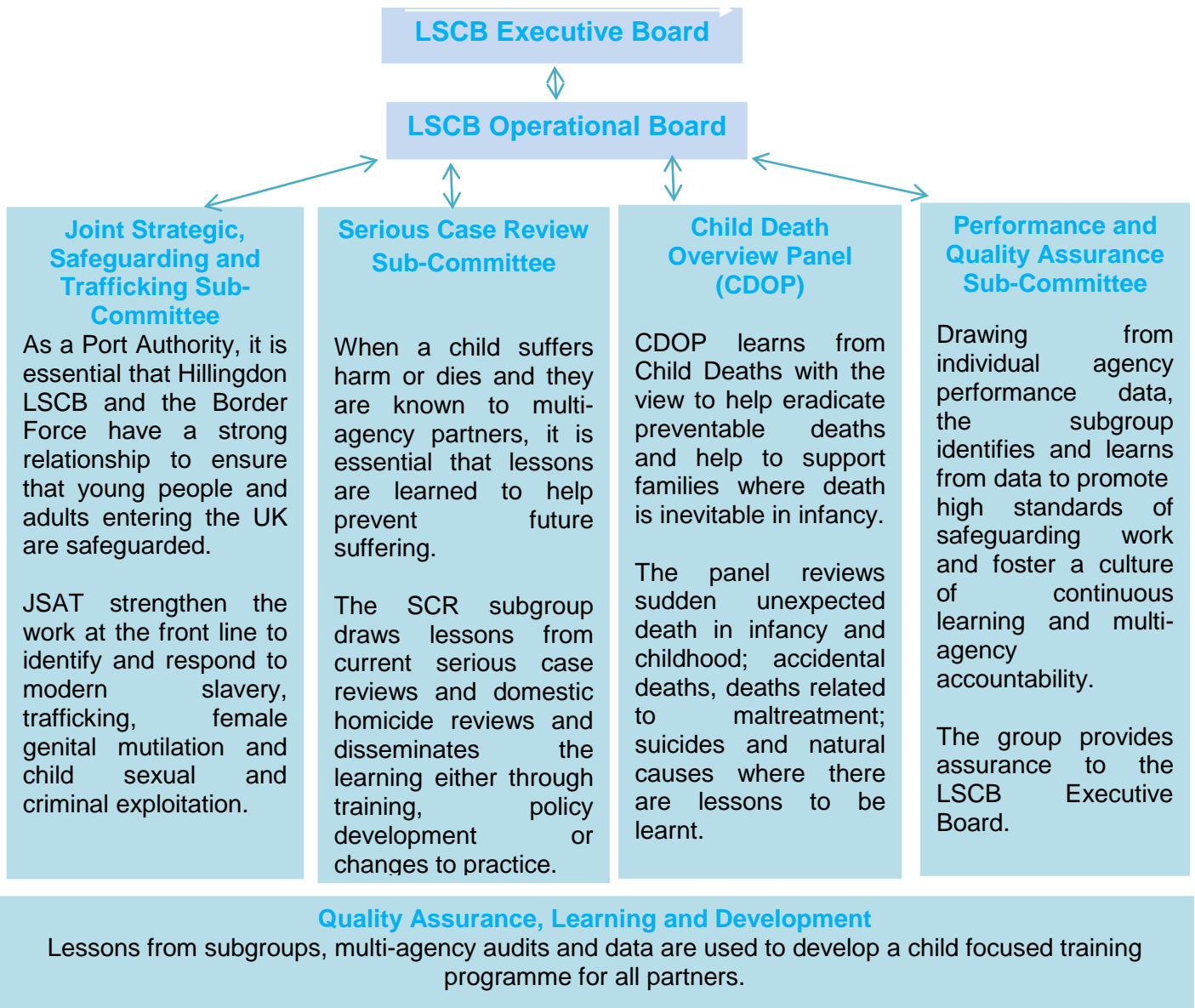
The Chief Executive, London Borough of Hillingdon, the Police and the Accountable Officer Clinical Commissioning group agreed on the governance structure of the Safeguarding Partner Arrangements in September 2018. Agencies are now in the process of finalising internal safeguarding arrangements for the structure to be published. The final LSCB will take place in April 2019. The new Hillingdon Safeguarding Partnership will be fully operational by the end of September 2019.

### Geographical Boundaries

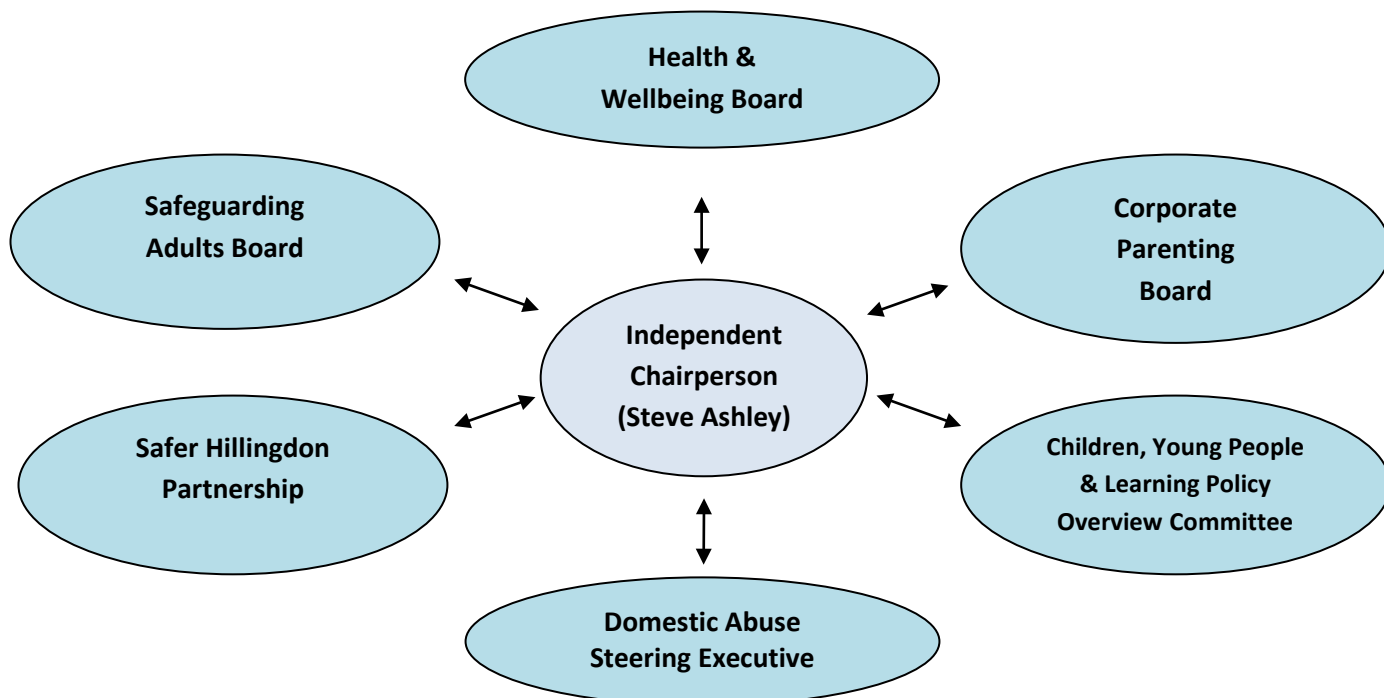
These Safeguarding Partnership Arrangements cover one local authority area, Hillingdon.

This annual report covers the period 2018/19 that was managed under the existing LSCB Governance. This will be the last annual report of the Hillingdon Local Safeguarding Children Board.

### 3.0 Hillingdon LSCB Structure Chart 2018-19



## 4.0 LSCB Partner Members and Linked Strategic Boards



### Hillingdon Safeguarding Adults Board:

The Safeguarding Adult Board is a statutory requirement for local authorities. Its focus is to ensure that adults, and especially vulnerable adults, are protected and partners work together to make sure this happens.

There are areas of overlap with the LSCB in areas such as Domestic Abuse, Modern Slavery and the Prevent agenda, for example, making it imperative that there are strong communication links between both Boards.

### Hillingdon 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.

### 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 Safer Hillingdon Partnership's community safety plan.

### Hillingdon Children, Young People & Learning Policy Overview Committee:

The Policy and Overview Committee provides scrutiny and challenge to the Board by elected members.

### Hillingdon 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.



## 5.0 Local Demographics

The health and wellbeing of children in Hillingdon is mixed compared with the England average.

The level of child poverty is similar to the England average with 19.9% of children aged under 16 years living in poverty.

In Hillingdon, 43.1% of the 0 to 19 population are White British, 33.1% are from Asian or Asian British groups, 16.0% are from Black or Black British groups and 7.8% in mixed ethnic groups.

21.7% of the borough's population is under 16 years old.

*(Source: Hillingdon Council website.)*

There are over 80,000 children and young people aged 0-19 living in Hillingdon which represents 26.5% of the total population, compared with 24.5% in London as a whole. There are slightly more boys than girls at all ages, similar to the national picture. (Source: Joint Strategic Needs Assessment (JSNA) Children and Hillingdon Council website, Young People Demographics).

Hillingdon is situated in North West London and is the second largest borough of London's 33 boroughs.

Hillingdon sits on the outskirts of Greater London and is made up of 3 localities and 22 wards.

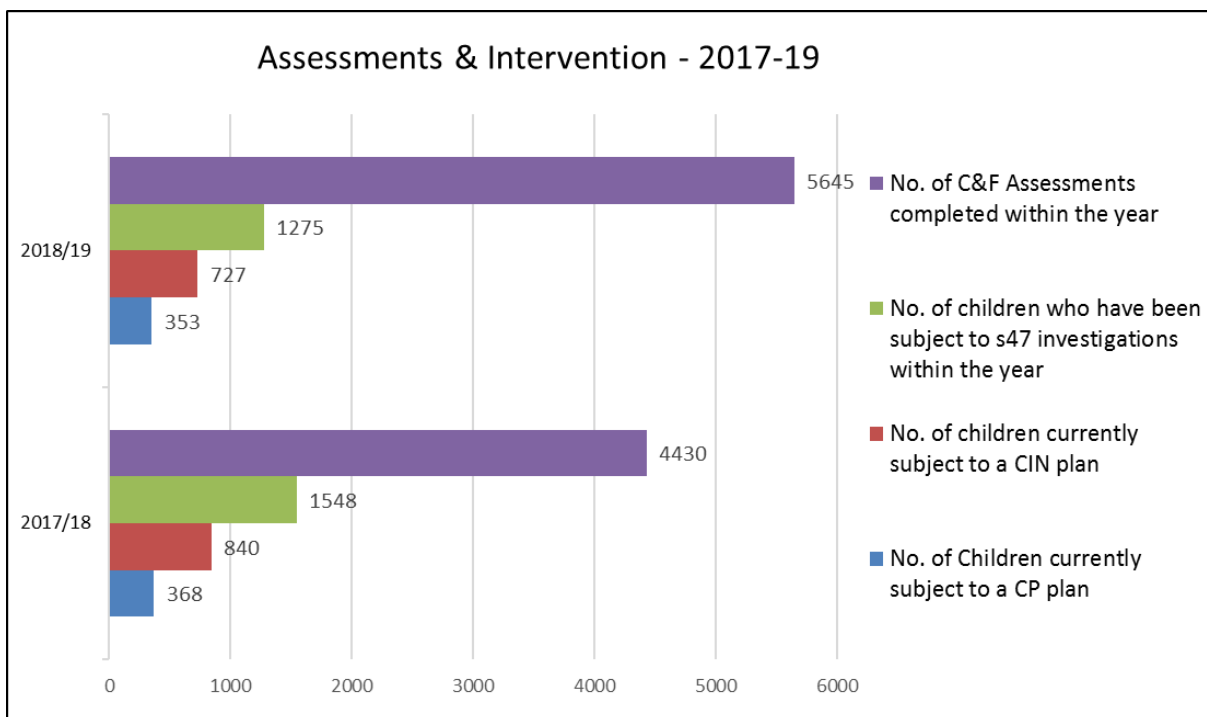
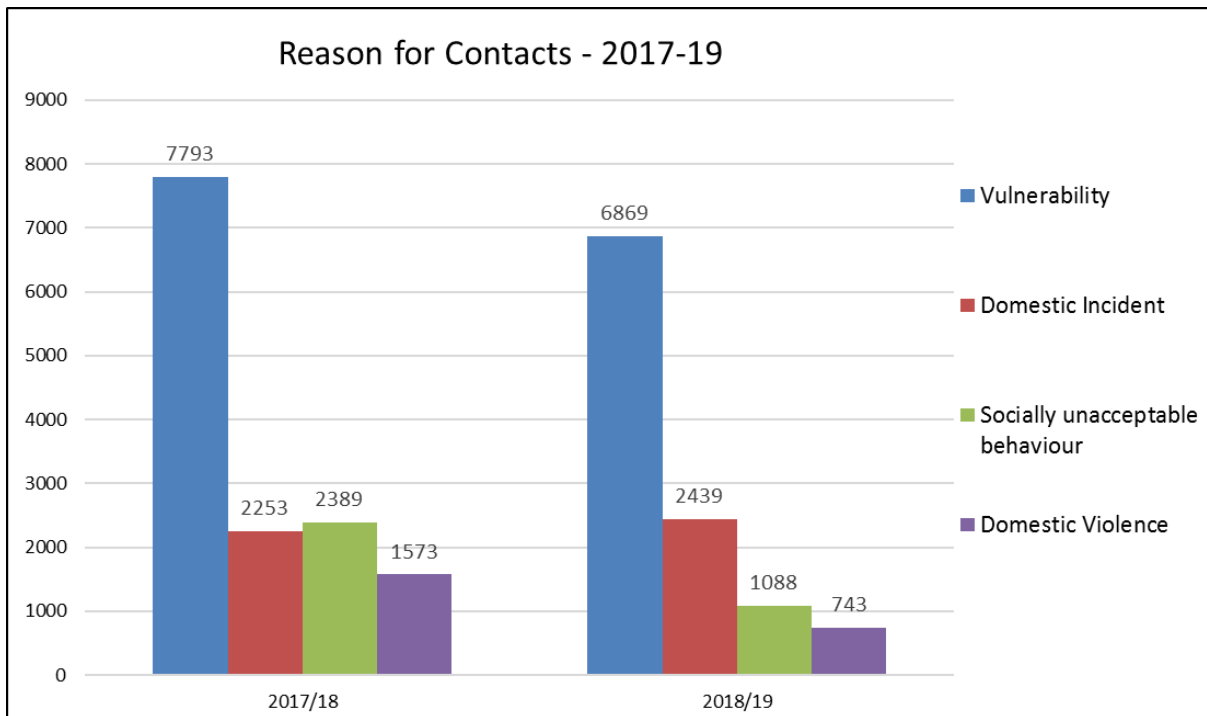
Hillingdon looked after 85 children who were seeking asylum in 2017.

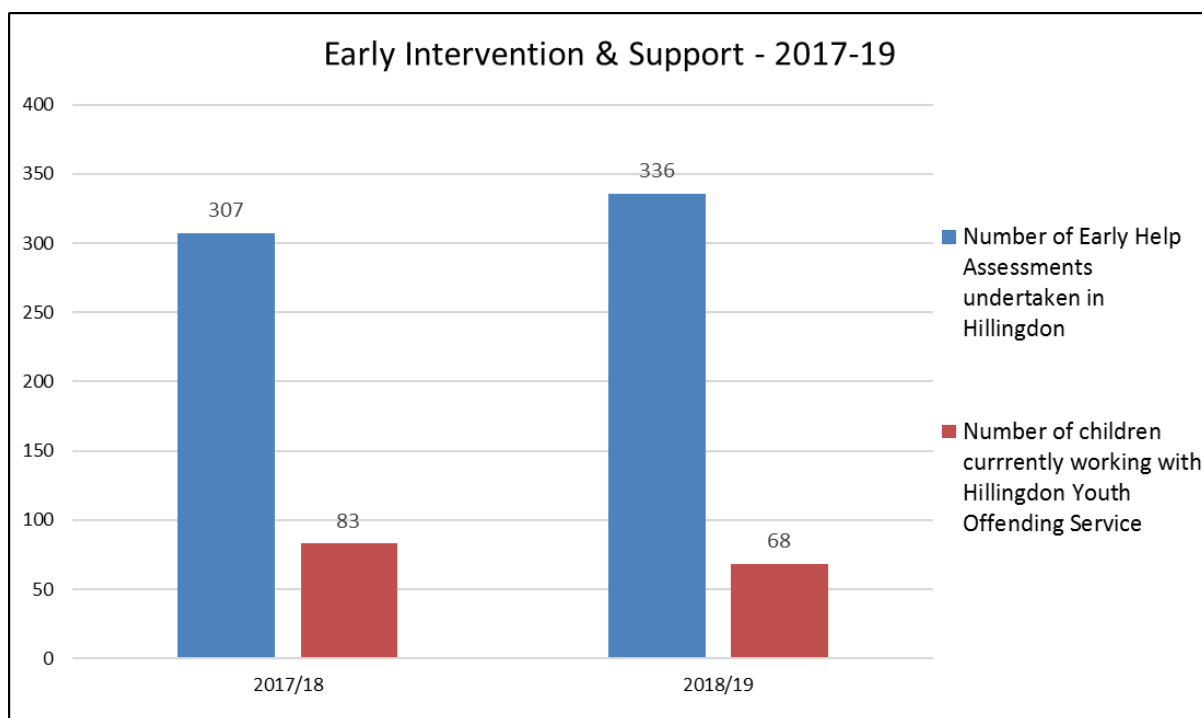
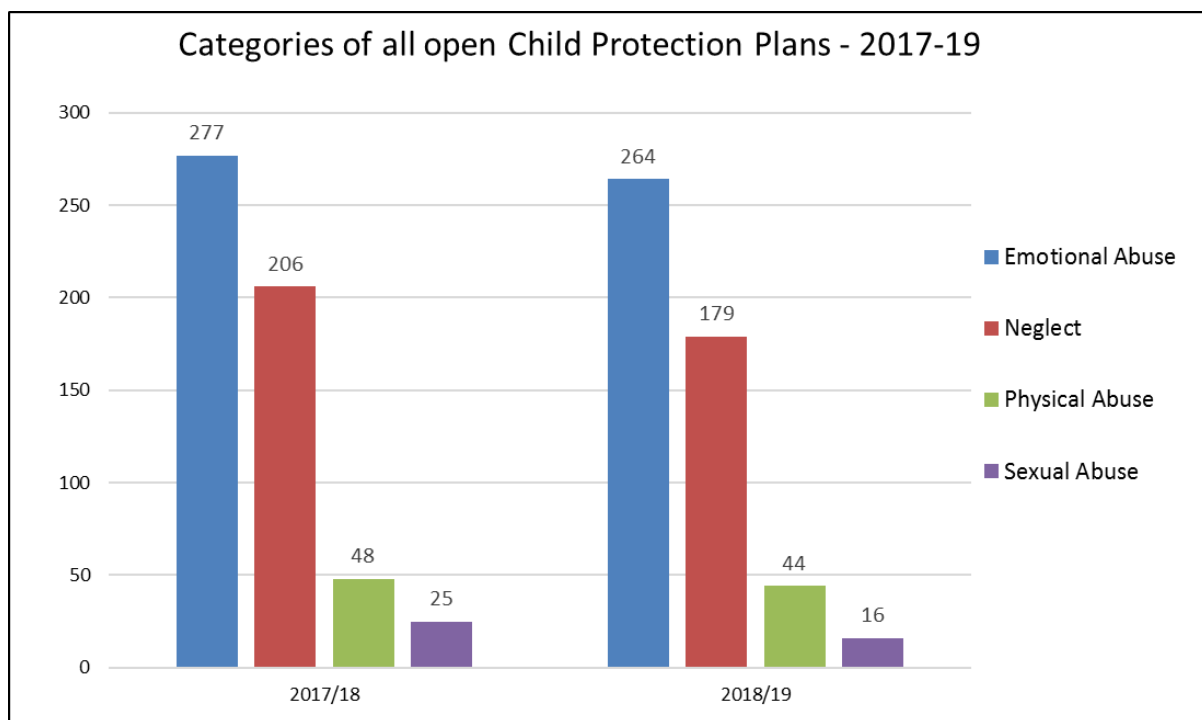
Croydon (390) was the only local authority to care for more children seeking asylum in the UK in 2017 in the greater London area.

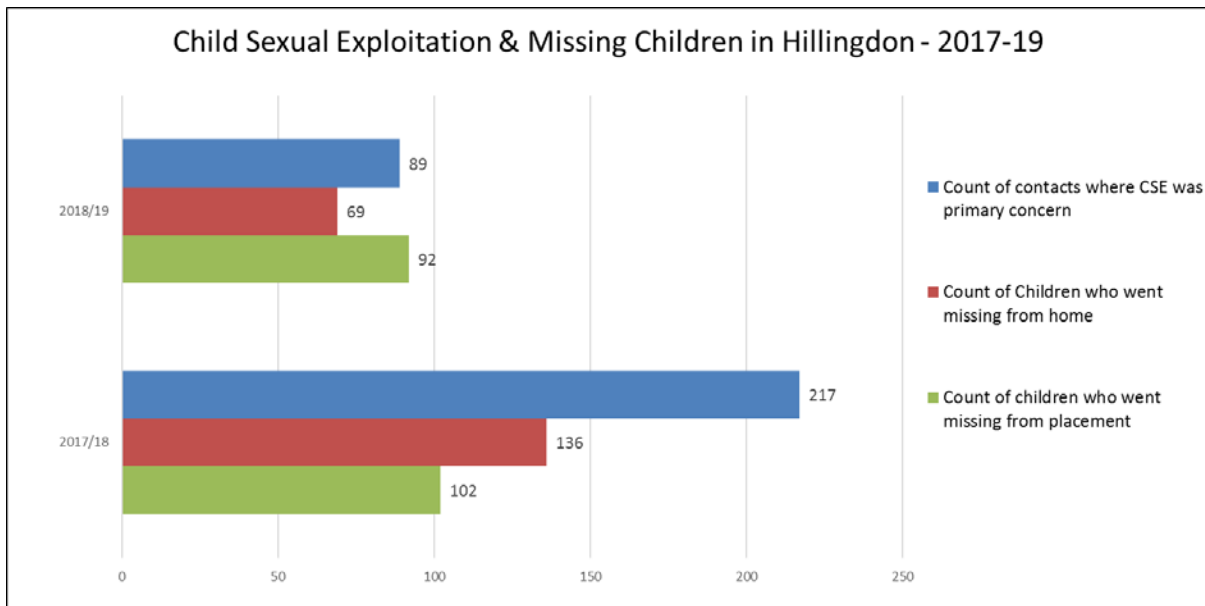
The largest single group of children (23,073) in Hillingdon are aged between 0 and 4yrs. In 2016, this group of children made up a projected 7.6% of Hillingdon's total population and approximately 28% of all children in the borough.


*(Note - projected statistics include 18-19yr old Hillingdon, residents in the same group as 15-17yr old children, which may mean that children aged 0-4 actually comprise a % of all children in Hillingdon).*

## 6.0 Safeguarding Children Performance Data










Hillingdon Children's Services received 23400 Contacts regarding potential children in need in 2017-18.

In 2018-19, this decreased to 15741 Contacts regarding potential children in need.



1275 children were subject to s47 (Child Protection) investigations in 2018-19.



Hillingdon continues to work to safeguard a number of children suffering harm from emotional abuse and neglect



Early Help Assessments are ensuring that support is offered to children and families at an earlier stage to reduce the likelihood of future involvement from other safeguarding services in Hillingdon.

## 7.0 LSCB Multi-Agency Audits

*Multi-Agency Audits are undertaken, either based on statutory requirement or when the LSCB identifies areas where we need to celebrate good practice or identify learning in multi-agency working.*

### Section 175 Schools Safeguarding Audit

s.175 of the Education Act (2002) notes that -

"The governing body of a maintained school shall make arrangements for ensuring that their functions relating to the conduct of the school are exercised with a view to safeguarding and promoting the welfare of children who are pupils at the school."

Hillingdon has 103 state-funded school settings. Hillingdon LSCB has an agreement to undertake bi-annual s.175 Safeguarding Audits in schools. The last audit was completed in 2016 with a 50% response rate. To improve on the response rate, the LSCB consulted with the schools during September 2018 and provided training on the audit tool. Forty three schools responded.

Of the forty three schools, all have trained Designated Safeguarding leads and Deputies. All regularly reviewed their safeguarding procedures and provided regular training for existing staff and new staff inductions. Schools had robust whistle blowing policies and were aware of the role of the Local Authority Designated Officer. Site security was outstanding in more than 50% of responses with all schools rating their record keeping as good to outstanding.

Our new Safeguarding in Education lead started in December 2018 with energy and vigour to re-ignite the buy in from schools. She has attended two terms' of cluster meetings and agreed additional work with schools around the role of Children's Social Care, having difficult conversations around safeguarding and improvement of child protection referrals. The Safeguarding in Education Lead, the LADO and the Head of Partnership and Quality Assurance make regular contributions to the Head Teacher's Newsletter.

Having greater visibility should help schools to actively participate in section 175 audits in the future.

### Joint UKBF/Children's Services Audit

The audit helped border agencies and social care staff to understand children's journeys into the country. It captured their experiences of being trafficked, harmed or displaced and creates empathy for their vulnerability. The audit helped to identify key points of intervention and the secondary trauma children experience through questioning and helps staff to be sensitive to their ongoing and future needs. The UKBF and Children Social Care are confident in identifying trafficking, modern slavery and exploitation and confidently make referrals to the National Referral Mechanism to avoid ongoing exploitation. Hillingdon led on developing a welcome pack in different languages as a result of the audit.

### Multi-Agency Neglect Audit

Further to the roll-out of a new multi-agency neglect policy, and associated training and tools, this audit sought to establish the effectiveness of implementation in practice. The audit is completed and the report is being prepared and will be published by June 2019.

## 8.0 Safeguarding Children Training Programme

*To ensure that partners have the most relevant and up to date opportunities for ongoing development, the LSCB based its training programme on:*

- An improved multi-agency auditing programme;
- An expanded multi-agency training programme providing learning about a wider range of safeguarding issues;
- Specialist learning events, such as the Sepsis Masterclass 2 and Safer Sleeping Practices based on learning from CDOP,
- Immediate Learning events based on learning from learning reviews and domestic homicide reviews,
- Continued development of the multi-agency scorecard to ensure that learning reflects the safeguarding needs in Hillingdon.

### Training and Impact upon Practice

1050 Multi-Agency Professionals and foster carers attended classroom based training offered by the LSCB, an increase by 288 people from 2017/18. An additional 277 E-learning courses were completed in the last year.

Our Multi-Agency Training Programme is self-sustaining. Non partner agencies make a modest contribution. This enables us to commission specialist training in emerging areas of safeguarding needs, for example the bespoke Trauma Informed Practice, Recognising and working with Child Neglect, the Impact of Domestic Abuse and established safeguarding courses. Feedback suggests that the LSCB has been effective in developing expertise in areas delegates have received little or no previous training.

The LSBC offers a varied training programme alongside the Council's Learning and Development Service, The West London Alliance, the West London Teaching Partnership and agency specific training. A review of different training offers will be undertaken by the new Safeguarding Partnership to ensure that training is cost-effective, avoids duplication and share resources with other Local Authorities with the aim to widen the training offer.

### Hillingdon LSCB Safeguarding Children Training Program Data

Course Title:	Total Attendees:	Total Places Offered:	%
Initial Working Together to Safeguard Children (Level 3)	300	300	100%
Refresher Working Together to Safeguard Children (Level 3)	182	200	91%
Early Help in Hillingdon	38	75	50%
Child Sexual Exploitation: A Trauma-Focused Approach	43	48	90%
Core Groups & Child Protection plans	48	75	64%
Domestic Abuse Awareness & Impact on Children & Young People	110	120	92%
Recognising and Working with Child Neglect	80	100	80%

Trauma Informed Practice	50	50	100%
True Honour: Female Genital Mutilation	58	60	97%
True Honour: Modern Slavery	46	60	77%
True Honour: Honour-Based Violence/Abuse	51	60	85%
True Honour: Forced Marriage	52	60	87%
<b>Direct Delivery Training Sub-Total:</b>	<b>1058</b>	<b>1208</b>	<b>87%</b>
Introduction to Safeguarding eLearning	240 complete	--	--
Refresher Safeguarding Children eLearning	20 complete	--	--
Early Help Assessment & Team Around the Family eLearning	17 complete	--	--
<b>E-Learning Subtotal:</b>	<b>277</b>	--	--
<b>Grand Total - Training Places Accessed:</b>	<b>1335</b>		



## 9.0 Hillingdon LSCB Partners' Achievements 2018-2019

For this year's annual report, each agency completed a self-assessment to evidence the greater achievements of the LSCB. The feedback below is a collation of individual agency self-assessments.

### **LONDON BOROUGH OF HILLINGDON - CHILDREN'S SERVICES**

*“Services for children in Hillingdon are good and have significantly improved since the previous inspection in 2013. A child-centred approach is woven into strategic and operational decision-making. The shared determination to improve outcomes for children is demonstrated by an impressive pace of change. This has resulted in services of consistently good quality provided by skilled and highly motivated staff, supported by purposeful corporate investment and commitment. Leaders know their services well and were already aware of and acting on the small number of weaker aspects of the service noted by inspectors.” (Ofsted, May 2018)*

Following the ‘Good with Outstanding Leadership’ rating, Children Services has the ambition to deliver a consistently outstanding service to every child and their family.

Children Services have reshaped the structure across the wider directorate to have it represent a single pathway to ensure a wraparound for children and families presenting needs. As well as the improved practice impact we consolidated improvements to ensure that key staff are retained, maximise opportunities to attract new staff following the positive inspection, and ensure we are well equipped to address the challenges of changes in children's primary legislation.

Two Assistant Director posts were created. One to oversee the safeguarding function; this area is concerned with assessment and intervention, which includes Children in Need, Child Protection and the Referral and Assessment Service including the Out of Hours Social Care function. This area also includes Partnership and Quality Assurance, which spans across both clusters. The other Assistant Director oversees the delivery of the corporate parenting functions and agenda. This area includes Looked after Children, Court Proceedings, Leaving Care, Fostering and Adoption. Both AD appointments were internal promotions.

Under the two Assistant Directors, the two core functions align to increase consistency and continuity in the children's pathway. As a result, local practice leadership structure has been strengthened.

Children Services' audit programme has continued with an evolving methodology. It is designed to address areas specifically identified by Ofsted, local need, and national themes. Bespoke audit questions alongside the existing framework help staff learn from history and make the necessary changes to achieve more ambitious outcomes for children. This financial year a total of 257 Case Management Audits (CMAs) have been completed. Overall, the quality of social work practice has remained consistently good with very little identification of inadequate work. Our last report, for October 2018, demonstrates that 59% of the work is good or better with 3% of the work requires improvement. Action on this work is monitored to ensure improved outcomes.

The Principal Social Worker has continued to develop the High 5 newsletter, now on its 42<sup>nd</sup> edition. It is shared with Brunel and Royal Holloway university students, Children Centres, Early Help, Community Safety and the Principal Social Work network. The High 5 includes information about national and local developments, learning from audits and serious case reviews, services available to children and their families and services for social workers to promote emotional resilience. 86% of

Social Care staff always read the High 5 of whom 97.2 find the content highly useful to outstanding. The top reason for reading High 5 are practice updates and research and 70% of staff felt it had a significant impact on their practice.

Through the Teaching Partnership, our team managers worked alongside the Royal Holloway University to develop teaching materials for practice educators, which will be available on their website. Advanced practitioners and team managers were trained in Reflective models of practice and team managers and social workers have been offered various opportunities to work with the University focussing on practice and research. Leaders have delivered training to Brunel university social work students on analytical assessments, Female Genital Mutilation, therapeutic intervention in neglect cases and court skills. All managers undertook training for on adaptive leadership.

25 social workers across all service areas are trained to undertake PAMS assessments. This ensures that they meet the needs of learning-disabled carers and parents, whilst keeping children central to safeguarding. Children Services are building on Signs of Safety to incorporate robust risk assessment, child impact analysis and parental capacity to change, to address the systemic breakdown of family functioning. 157 members of staff have completed training in the NSPCC Graded Care Profile 2 to ensure robust and thorough multi-agency assessment and intervention when children experience neglect. The Domestic Abuse Practice Approach further enhances evidence informed practice and multi-agency responses to the needs of our children.

In March 2019, Children Services invited an independent peer to audit the council's fostering activity. An 'Outstanding' Ofsted rated fostering provider audited fostering files, interviewed foster carers, supervising social workers and the fostering panel to help Children Services strengthen the multi-agency response to children in care.

As a 'Port' Authority, Children Services remain committed to intervening and safeguarding children and their families at their point of entry into the UK. The National Transfer Scheme remains a challenge for Hillingdon, with a slow update of dispersal by other Local Authorities. This means that Hillingdon continues to discharge corporate parenting duties to a high number of unaccompanied asylum seeking children (UASC). Hillingdon's population of looked after asylum seeking children is consistently above the nationally agreed limit, in part due to the challenges faced by the voluntary national transfer scheme.

Our Joint Strategic Safeguarding Children and Vulnerable Adults and Trafficking Committee (JSSAT), continue to meet quarterly to scrutinise multi-agency safeguarding arrangements for children and vulnerable adults arriving at Heathrow. Our Director of Children's Services has been invited to support EKPAT UK and Central Government in a programme of good practice exchange in working with authorities in Vietnam on issues linked to child trafficking. A delegation from Vietnam visited Hillingdon in April 2019 to further strengthen our practice in tackling child trafficking and exploitation.

Children and families continue to have access to universal and targeted early help. Action was taken to review the current provision and a program of modernisation is under way. Experts in the field are helping to transform children's centres into bespoke family hubs to meet the needs of different communities. The Ministry of Housing Communities and Local Government is satisfied that Hillingdon and its partners embrace the 'whole family approach' as part of transition planning under the Troubled Families Agenda.

Ofsted recommended better multi-agency participation in multi-agency meetings. Children Services have strengthened capacity to undertake initial strategy meetings by utilising technology such as POWWOW, to allow greater participation. In February 2019, the Child Abuse Investigation Team co located with the Multi-Agency Safeguarding Hub (MASH) and this will further strengthen the quality

and capacity for sit down strategy meetings. Further work is being done to increase multi-agency participation throughout the child's journey and where Children Services have been unable to address gaps, i.e. attendance of health, police and voluntary organisations at Review Child Protection Conferences, it has been escalated to the LSCB and Executive Leadership.

MASH performance continues to evidence swift multiagency decision making at the front door. The new Domestic Abuse Hub includes screening, Safer Lives and Perpetrator assessments prior to decision making. One of the Think Family Employment Advisers is linked to provide early support to 'lower-level' abuse victims or perpetrators, where financial exclusion may be a motivating factor for escalating violence. Children's Services secured a DfE training budget to provide key workers, children's centre staff, school staff and targeted support services with the knowledge and skill to manage cases of high parental conflict and prevent an escalation to domestic abuse.

In October 2018, Children Services undertook a thematic audit into risk and vulnerabilities of affecting adolescents. 40 case files were reviewed. Key learning around strategy meetings for missing children, as well as the use of risk and vulnerability assessments, and the impact of the young people risk management group led to an innovative Adolescents Team, trialling alternative models of engagement and intervention supported by the What Works Centre (WWC). This includes, but it is not limited to, young people choosing their social worker from profiles of the team, use of personal budgets, co-production of care plans, and young people chairing their own meetings.

An Operational High Risk Panel strengthens multi-agency activity to safeguard this group of young people. Operationally, most children known to this panel sit with the Adolescent team that provides greater oversight of the links the young people make with each other, and therefore provides greater opportunity to disrupt dangerous and harmful exploitation of children. The Strategic Panel remains and reviews emerging themes and patterns with a view to jointly commission intervention, support services and audits. This will further strengthen inter agency and cross boundary working. The Strategic Panel has launched cross-boundary partnerships with Hounslow and Ealing to ensure that young people are captured when they move between Local Authority areas, especially when they are not known to Children's Social Care or YOS. In response to emerging themes identified by the Strategic Panel around contextual safeguarding task and finish groups have been actioned to focus on a number of key areas. These include the needs of young people and their families who are rehoused into Hillingdon to protect them; education provision and safeguarding children at risk of contextual risk factors in our children's homes.

Children Services and the Youth Offending Service work closely to safeguard young people in their communities, manage the risk of harm young people may present to others, and co-ordinate interventions to divert young people from offending. The strategic management of the Youth Offending Service moved to Children Social Care in February 2019. This further enhances the opportunity for joint assessment, planning and decision making.

Prevent continues to fulfil its functions, with strong engagement of schools and local community groups. A trend in referrals relating to children and young people with learning disabilities, autistic spectrum disorders and mental health needs have been identified and the CNWL actively contributes to Channel Panel. The LSCB continue to offer and deliver WRAP training to LBH staff and partner organisations including updates and refresher sessions. The newly launched Home Office e-learning packages relating to referrals and Channel have been rolled out. A 2 year MOPAC (Mayor's Office for Policing and Crime) funded programme in collaboration with schools, the college, University and community, aimed at tackling hate crime and extremism is ongoing. This enables young people to have their say on these issues and develop materials to raise awareness and encourage further dialogue.

Senior Social Care managers attend MARAC (Multi Agency Risk Assessment Conference) and social workers contribute to decisions to safeguard children. MATAAC was introduced to map, intervene and disrupt high risk offenders of domestic abuse. The location of an additional Domestic Abuse Adviser (HIDVA) at Hillingdon Hospital A&E identified 15 women and girls who were in need of support in just two months (compared to 20 referrals from the hospital in the whole previous year), raising domestic abuse awareness at the point where it is needed most. HIDVA referrals have increased from 119 (Q3 2017/2018) to 173 in this financial year, evidencing a multi-agency response to domestic abuse. A newly appointed Domestic Abuse Adviser in Education starts in April 2019 to develop a cohesive response in schools where Encompass has been rolled out.

Our Family Group Conference (FGC) Service remains contracted to DayBreak. 88.83% of referrals lead to a successful FGC. Young people reported that they felt listened to. 89% of families felt that the FGC addressed their concerns. To support families at an earlier stage, Referral and Assessment social workers are considering FGC at the point of completing their assessments. FGCs are being used for Care Leavers to ensure that our young people have a community safety net around them as they develop independence. FGCs are offered as part of a support plan for kinship placements to promote placement stability and we are exploring a fostering FGC to support respite and placement stability.

CORAM VOICE was awarded the contract for return home interviews to help us develop a multi-agency response to children going missing from home, care and education. This contract has been in place since July 2018. Work with the Met Police is ongoing to ensure that children at highest risk are prioritised. The aim is to identify community 'hot spots' and disrupt potential exploitation.

In 2018/19, Children services received 15741 contacts relating to children. There was an increase in Early Help Assessments (336 in 2018/19). 5645 Child and Family Assessments lead to 1275 Child Protection Investigations and 353 children being made subject of Child Protection Plans. There are currently 727 children subject to Child in Need plans. The number of children receiving statutory intervention from the Youth Offending Service has decreased from 83 to 68 in 2018/19.

264 Children are the subject of child protection plans in the category of emotional abuse, due to witnessing domestic abuse, a slight reduction from 277 last year. This remains the highest level of risk to children in Hillingdon. Children experiencing neglect has increased from 179 to 206 in the last year. Sexual abuse and physical abuse have slightly decreased. The changes in Child Protection numbers may be due to more robust assessment at the front door and further work is being undertaken to understand the high levels of Child Protection Investigations not resulting in Child Protection plans.

More children are involved in developing their own plans and attending meetings. In the last year, 192 children were invited to their Child Protection Conference and 54 chose to attend and meet with the chair. This is something we are building on based on the feedback from the Child's Outcome Programme.

Children with disabilities (CWD) remain embedded within the wider children's social work service. We are engaged in further transformation work to improve upon the pathway for children and young people with disabilities and ensure meaningful transition planning. Our Think Family Coordinators work alongside CWD and SEND to help young people with disability needs achieve within employment, education or training.

Hillingdon is corporate parent to 332 children, an increase from 290 this time last year. The team of Independent Reviewing Officers (IROs) remains stable and the average caseload is much lower than the national average at 55. All IROs are permanent and have been in post for four or more years. 100% of our LAC have had the same IRO for 12 months or more. IROs have raised 19 informal

escalations to improve early permanence. Three formal escalations were resolved at stage 2 (Head of Service).

100% of LAC Reviews are on time. In the last 6 months there were 350 LAC reviews, 205 children attended the reviews in person, 47 were under the age of 4 years, but shared their views through direct work with their social worker. 98 children who chose not to attend were able to provide their views indirectly either in writing or via an advocate, and 179 children chaired their own LAC review.

Hillingdon's in-house specialist Multi-Agency Psychological Support (MAPS) team provides direct and indirect support to children, their key workers at our children's homes, foster carers, adoptive parents and social workers to help manage the emotional and behavioural difficulties of children aged 0-17 years old that are placed under the care of LBH.

Improving attendance continues to remain a priority for us, with more focussed work undertaken with Welfare Call, to ensure accurate data is available to inform practice and bring about the required improvements. Within the current academic year, average attendance for statutory school age LAC is 92%. A dedicated Virtual School Officer has oversight of attendance and is working with all professionals to address our concerns (Virtual Head Annual report to Corporate Parenting Board). To further support this work, all Virtual School Officers have LAC attendance as a professional target, with the intention to impact on attendance of young people on their caseload.

Through increased capacity, work has been undertaken to reduce the number of young people whose employment, education or training status is 'not known' with clear success resulting in a 15% reduction in 'unknowns' between August 17 and August 18 (NEET statistics as published by West London Partnership). However our current performance in relation to certain aspects of 16/17 NEET, in particular attendance and exclusions, identified a need for improvement in comparison to national, London and statistical neighbours, albeit marginal in some cases.

The Permanence Planning Meeting (PPM) process is now well understood by staff, PPMs are timely, purposeful and consistent. The PPM strategy include 14-16 year old young people. PPMs are chaired by a Head of Service. A positive impact has been evidenced in Agency Decision Maker meetings and feedback from panel.

The care leaver population stands at 387. All of our care leavers have a pathway plan and some are produced with young people. The timeliness and quality of the plans is a key focus for the leaving care service. PAs actively try to engage our care leavers to co-produce their pathway plans but this is not always possible and is dependent upon the level of engagement by the young person. Our aspiration remains that all pathway plans are co-produced and owned by young people. We are very proud of the academic achievements of our care leavers. 62 care leavers undertaking degree courses in universities.

### **Key Priorities for 2019/2020**

- Over the next 6 months we are embarking on a review of targeted services, which provide intensive support to families, in recognition and response to changing demographics and increased complexity.
- Strengthen multi-agency contribution to strategy meetings and child protection conferences throughout the duration of the child's involvement with Children Social Care.
- Strengthen multi-agency plans for children and their families, towards a whole-family approach, (one family, one plan with a clear pathway) reduced duplication and easy access to the right services at the right time.

- Strengthening Early Permanence for children, at home, with connected people or when needed, with foster carers and adopters.
- Ensuring that all children are aware of their right to participation and their right to complain.
- Participation and contribution to Child Practice Learning Reviews, Domestic Homicide Reviews and Child Death Reviews, including dissemination of learning as lessons become known.
- Chair the Strategic Risk and Vulnerability Panel to ensure that young people in Hillingdon are safe.
- Contribute to and participate in task-and-finish groups identified by the Safeguarding Partnership to enhance safeguarding across the partnership.

### **HILLINGDON CLINICAL COMMISSIONING GROUP (CCG)**

NHS Hillingdon Clinical Commissioning Group (CCG) is a statutory NHS body with a range of statutory responsibilities, including safeguarding children and adults. Like all CCGs, it is a membership organisation that brings together general practices to commission local health services for Hillingdon's registered and unregistered population. One of the advantages of being a clinically-led organisation is that the CCG is in the unique position of being able to take account of the experience of patients who are best placed as service users, to know the right services for the area and can comment objectively when new services are commissioned.

The CCG ensures that safeguarding is included in all contracts of the services from which it commissions NHS services and requires and obtains assurance from all provider organisations that they are meeting safeguarding requirements. This is interrogated through its contracting arrangements and is monitored at monthly contract, quality and risk meetings.

Safeguarding training for all CCG staff is monitored as part of the North West London Collaboration of CCGs Mandatory training arrangements.

- The CCG's Safeguarding Leads are compliant at the required Safeguarding Children training level (Named GP at 4; Designated Nurse and Doctor at Levels 4 and 5).
- The newly recruited Named GP is planning to deliver Level 2 training to CCG staff as well as GPs and Practice staff.

### **Commissioned Services Reviews**

The CCG regularly reviews and monitors Safeguarding Children activities of its Provider organisations through the Safeguarding Health Outcome Framework (SHOF) and will interrogate and review any gaps. It is expected that where there are gaps/concerns that a robust and SMART action plan is monitored at the monthly Contract Quality Group meeting.

### **Challenges in the Reporting Period**

*Child Protection Information System (CP-IS)* is now being used by all of unscheduled care providers as well as Maternity and Paediatric Units. However, a 'go live' date from a neighbouring borough (whose population of children and young people and ante-natal mothers use our Paediatric and Maternity Services) is awaited.

*Child Sexual Abuse (CSA) Hub* – following a commissioned Review (by NHS England) plans (led by Hillingdon CCG) are now in place to make a North West London CSA Hub a reality. The establishment of the Hub for medical assessment of non-acute sexual abuse cases, has presented many challenges

with the 'go live' date being delayed. However, alternative arrangements for this service, are in place. Linked to this new service, the CCG has secured a Mental Health and Wellbeing Service (provided by Barnardos) for the children.

### **Progress on Safeguarding Priorities in the Reporting Period**

- All Provider Trusts are organising or have systems and processes in place for Safeguarding Supervision for relevant staff (e.g. Policies and guidelines, training). Safeguarding Children training has been updated and includes Child Sexual exploitation (CSE); Child Criminal exploitation (CCE); Female Genital Mutilation (FGM); PREVENT and Domestic Abuse.
- All relevant staff members are encouraged to attend training, provided by the Local Safeguarding Children Board (LSCB), at the level that is suitable for their role. We continue to encourage recording and reporting of Interventions with victims of Domestic Violence and Abuse and like training, this is reported in the quarterly Safeguarding (Children) Health Outcomes Framework (SHOF) which has been updated for inclusion in the 2019/20 contracts.
- Safeguarding Children profile continues to be raised within the CCG and all relevant management and quality meetings. The CCG is represented on the LSCB (executive and operational) and LSCB subgroups, key pan-Hillingdon groups as well as relevant patch, regional, pan-London and national groups.

### **Good News Stories**

- A 2nd (1<sup>st</sup> in January 2018) successful Sepsis Masterclass (learning from our CDOP and adults' deaths from Sepsis) was held in November 2018 with national and local speakers including the Sepsis Trust, Child Death Overview Process Lead, our acute Hospital Trust and Local Primary Care lead GP for Education;
- Further learning from the CDOP has led to the planning of 2 Safer Sleep training Masterclasses sessions in March and April 2019, with plans for more training opportunities if required.
- Increased and improved contact from Primary Care regarding all aspects of Safeguarding Children, including the impact of Domestic Abuse;
- Child Sexual Abuse (CSA) Hub plans are being progressed; as part of this process, the CSA/CSE referral pathway has been updated and cascaded across the Health Economy and Children Social Care partners .
- Mental Health and Wellbeing Service, delivered by Barnardos in place for Children and Young People who present with history of sexual abuse.
- Full compliance with CP-IS from all of our unscheduled care providers;
- Successful recruitment of a new 'Named GP'
- The CCG pilot of a paediatric community integrated clinic (where a local consultant paediatrician works alongside a local GP to see children in the community as oppose to referring them to the hospital) has been successful and has now been rolled out across the borough. All GPs across the borough can refer children to the clinics.
- A second pilot of community paediatric phlebotomy clinics for children over the age of 2 years (children under age 2 years and emergencies are seen at the acute Hospital Trust) has been successful and is now being delivered in two of the three localities with plans for the service to be delivered in the north of the borough in the near future. The proximity of the clinics to the children's home address has led to a high uptake of the service.
- Extended Care Home/Nursery School Project has been set up between a local Nursery School and 2 local care homes. This not only benefits the small group of residents but also the children. The expectation is that this can be cascaded across the Borough.

### **Good Practice Examples**

- Better communication links with GPs and Practice Staff – the Named GP is establishing contacts with our GPs and will attend GP Practice meetings as requested.
- Visits to GP Practices to discuss safeguarding needs/gaps are well-received;
- Contribution to safeguarding meeting/supervision forum for Safeguarding GP Leads and relevant Practice staff;
- Safeguarding and Early Help Referral forms, Inter-Agency Referral form and the Case Conference Report template are now accessible to GPs via their electronic recording system;
- Successful monitoring of provider participation and completion of the DHRs and SCRs Action Plans as part of our Contract Quality and Risk Group;
- Relevant safeguarding children information continues to be cascaded to staff via CCG newsletter;
- Safeguarding children is now a standing agenda item at all Contract Quality Monitoring and Quality, Safety and Clinical Risk meetings;
- Safeguarding (requirements and assurance) is being included in all contracts.

### **Safeguarding Priorities for 2018/19**

- Active participation in planning of the Child Death Review process.
- Active participation in planning the changes from Local Safeguarding Children Board (LSCB) to the new Partnership Arrangements in line with the Wood Review;
- Safeguarding Training – maintain and update single and multi-agency training (including specific training for Commissioners);
- Engagement of all Primary Care staff;
- Reinforce recording and reporting of interventions with victims of Domestic Violence and Abuse, Child Sexual Exploitation, Child Criminal Exploitation and Female Genital Mutilation;
- Continue to seek assurance from provider organisations regarding safeguarding requirements, arrangements and priorities (e.g. Section 11 arrangements) and those set by the LSCB/Partnership arrangements;
- Continue to work towards the delivery of a North West London Child Sexual Abuse/Child Sexual Exploitation Hub services for local children.

### **METROPOLITAN POLICE SERVICE**

The Met has risen to significant challenges, using resources creatively and effectively to meet the safeguarding needs of Hillingdon's children. Specialist Units support social workers, the youth offending service, the anti-social behaviour team, education and health in the wider contextual safeguarding agenda.

The police are key to the safeguarding partnership and make an active contribution to all the subgroups. Due to an escalation in young people being criminally exploited, the Police co-chairs both the Strategic and Operational Risk and Vulnerability Panels.

The Met has been instrumental in training Hotels and B&Bs to identify and report suspicious behaviour relating to child sexual and other criminal exploitation. The Basic Command Unit (BSU) has completed a number of 'under cover' operations alongside the police cadets, where hotels and B&Bs have been tested against their safeguarding duties to ensure that those who allow exploitation



are sanctioned. These facilities are brought to the attention of the Strategic Risk and Vulnerability Panel, to ensure that they are not used for vulnerable families or adults.

The Met have significantly improved around response to child sexual exploitation leading to an increase in Child Sexual Exploitation reporting to Children Services, 217 in 2018/19 against the 89 in 2017/18. The team has developed over the last 12 months to proactively target Child Sexual Exploitation and provide safeguarding. Alongside the strong contribution from the Youth Offending Service and AXIS, the police has been enabled to disrupt Hot Spots. In the last year, the multi-agency response helped to disrupt a grooming ring from the Irish Travelling community, leading to arrests and safeguarding girls who were being groomed for exploitation. A recent review graded 90% of cases good, in line with HMICFRS, evidencing a good response to safeguarding and decision making.

The Complex Crime Unit has been instrumental in ongoing investigations and into historical sexual abuse and lessons to prevent further abuse. The work links a number of local authority areas and tracks the movement of perpetrators and adult victims to ensure that children are safeguarded.

The Community Safety Unit and Missing Unit works closely with Children Services Children's Homes to act swiftly when children go missing from children's homes. Relationships with the Units are strong and the police provide daily updates to Children Services around children who were missing/continue to be missing. Officers are trained to conduct return interviews, which are shared with social workers. The Missing Unit actively participates in work streams to safeguard children going missing from care.

In February 2019, the police aligned the Child Abuse Investigation Teams (CAIT) and Sapphire (Serious Sexual Abuse) teams into the Basic Command Unit (BCU) model for West Area. This incorporated specialist investigators with the existing 'Community Safety Unit'. These teams are now referred to as the **Safeguarding Investigations teams**. In addition, with the support of the Council, we have joined the CAIT referrals desk and Police Conference Liaison Officer (PCLO) into the MASH. This has improved the effectiveness and timeliness in responding to child safeguarding concerns. We acknowledge there is always improvements and are keen to develop staff understanding of when strategy discussion / meeting is required and ensure this is recorded correctly.

The Met are in the process of getting all staff trained on an initial safeguarding course (part 1 SCAIDP) which provides inputs around strategy discussions and meetings. However, courses are limited and the LSCB can support the police in providing bespoke training for police officers to ensure timely training. With the incoming staff from the Child Abuse and Sexual Offences Unit, they are sharing best practice.

The police as primary partner, trained a number of social workers in conducting joint Child Protection Investigations and Achieving Best Evidence Interviews. This will help the joint response to children, when ABE interviews are required and ensure that children are interviewed earlier, whilst their memories of abuse or neglect remains fresh.

The Borough Commander has signed off on the future Child Safeguarding Partnership and the police is developing a clear internal pathway for officers and staff to understand the role of policing in the partnership. Officers and staff have a distinct position in the community, their understanding should continue to be used to improve the multi-agency response to children.

We must ensure appropriate focus on the issues currently impacting on the service including the complex, contextualised and transitional risks which adolescents face from their peers, partners and adults outside the family home, including serious violence, knife carriage, gang involvement, drug crime, criminal and sexual exploitation.

**Key Priorities:**

- Getting the right officer involved at the right time, this is often more complex when being investigated by non BCU staff, i.e Trident.
- Continued co-chairing of the Strategic and Operational High Risk and Vulnerability Panels.
- Improved participation in strategy meetings, joint child abuse investigations and child protection conferences.
- Increase disruption activity around Child Sexual and other Criminal exploitation.

## **CENTRAL-NORTH-WEST LONDON NATIONAL HEALTH SERVICE FOUNDATION TRUST (CNWL)**

CNWL is committed to safeguarding children evidenced by Leadership and Workforce, Training, Safeguarding Children Supervision, Partnership Working, Vulnerable Groups, Adult Issues, Early Help, Learning from incidents and staffing every quarter. Safeguarding children is a standing agenda item on all levels of board meetings.

Safeguarding children updates are communicated to staff via the Trust's Weekly Bulletin and a 6 weekly safeguarding children topic is featured in the Clinical Message of the Week communication, both of which are circulated to all CNWL employees. There is a designated safeguarding section within the Trust's intranet site which is regularly updated with any new policies and guidance pertinent to safeguarding children. Links to the LSCB and children's social care in Hillingdon are available on the page. This has resulted in an increased awareness across CNWL and is evidenced in the number of calls to safeguarding children leads in the Trust seeking advice about a child.

Learning Reviews and Domestic Homicide reviews over the last year, have identified key learning around the interface between Child Safeguarding and Adult Mental Health, Domestic Abuse, Hierarchy in professional networks and working alongside health. CNWL, has disseminated learning and include additional development as follow:

**Safeguarding Learning Methods**

*Learning from safeguarding children cases is shared in a variety of ways:*

- Bespoke CNWL face to face learning sessions.
- Shared multi-agency learning.
- The Hillingdon Safeguarding Children team rolled out a quarterly newsletter "Spotlight on Safeguarding Children" that provides key safeguarding children messages and information in February 2019.
- Following an LSCB learning review, a guidance document on physical harm was distributed. The review was with regard to a baby that was seen with bruises that were not deemed a risk, the child was then seriously injured a few weeks later.
- Briefings via email and Trustnet.
- Inclusion of learning in Safeguarding Children Training.

**Integration of Learning into Practice**

- In Hillingdon, learning from relevant SCRs outside of CNWL is shared via the Children's Service Leads monthly meeting. Group safeguarding children supervision sessions are also used as a forum for disseminating learning from complex cases and serious incidents.

- CNWL is represented at MARAC and Risk and Vulnerability meetings. These multi-agency risk analysis and information sharing forms help to ensure that key health professionals respond to children's safeguarding needs. The safeguarding children team provide support to CNWL staff with regard to domestic abuse and all aspects of the criminal exploitation of children to increase their knowledge, skills and confidence in this challenging area of practice.
- Safeguarding children supervision for Community Health Services in Hillingdon is provided on a one to one basis for health visitors and school nurses every 12 weeks, as a minimum. The compliance rate is consistently over 90%.
- Supervisors are aware of cases that require escalation in good time and can effectively support staff with the process.
- CNWL adult mental health line managers are expected to discuss safeguarding as part of their monthly supervision. The Safeguarding Children Team facilitates group supervision sessions on a three-monthly basis with a focus on children. CNWL provide safeguarding children supervision to staff working in substance use settings and offender care.
- Compliance with all levels of safeguarding children training is consistently over 95%. CNWL clinical staff are trained to level 3 and the various courses delivered incorporate a wide variety of topics including Female Genital Mutilation, Child Sexual Exploitation and modern slavery.
- Domestic Abuse training is included in all CNWL mandatory Safeguarding Children and Adult training. The Trust is currently looking at a Domestic Abuse E learning package to be available to all staff via the Learning and Development Zone. This package will be compliant with NICE level 2 Domestic Abuse guidelines.
- CNWL continue to work with 'Standing Together' (specialist voluntary sector domestic abuse service) to provide additional in-house Domestic Abuse awareness throughout mental health services in the Trust. Their focus is more upon infrastructure work in order to ensure that awareness and management of domestic abuse is embedded across all services (as opposed to a focus upon delivering training).

### **Other Safeguarding Initiatives**

The CNWL Domestic Abuse Policy was rolled out in November via workshops and briefings alongside the White Ribbon Event, in the form of a mini conference and comprised a number of specialist speakers in the field – including the impact of domestic abuse upon children, child to parent domestic abuse, domestic abuse within the LGBTQ community and working with perpetrators. Every woman accessing the CNWL services is now screened for experiences of domestic abuse. CNWL recently offered a further two day training course around routine enquiry to assess Domestic Abuse. Train-the-trainer programmes are being rolled out to sustain the knowledge and expertise around Domestic Abuse within CNWL.

A number of key messages have also been circulated Trustwide via the Trust's Weekly Bulletin (including Routine Enquiry, Clare's Law and the Domestic Abuse Bill consultation which took place last year) The Hillingdon Safeguarding Children Team have organised a series of 0-19 safeguarding children workshops that are responsive to emerging themes and the needs of the 0-19 service. They include topics such as Assessing Risk, Domestic abuse, Information sharing and record keeping.

**CAMHS CNWL Hillingdon Crisis Team** - The three-hub model for the Crisis Team was established in 2018. This team supports young people and their families for intensive short spaces of time, to avoid the need for hospital admission or to support early discharge. Children are seen from across the 8 boroughs in NWL as well as from Camden. There is to be a separate Home Treatment team to work with young people who meet the Tier 4 threshold but could be safely treated and supported in their community.

**CAMHS Adolescent Inpatient Unit** opened towards the end of 2018 and is based in Nightingale Place (Chelsea and Westminster Hospital). It provides beds for young people aged between 13 and 18 from across North West London who need to be cared for in a safe and secure environment due to mental health difficulties. The unit is a joint project with West London NHS Trust. The ward has 12 beds. The service also has a 4 place 'Day Programme' available for young people who are in crisis but for whom admission is not the preferred option.

All safeguarding children training delivered by CNWL has been reviewed in line with the new Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff (Fourth edition: January 2019). A trust wide training strategy has been revised to meet the needs of CNWL staff and the new intercollegiate document.

#### **Key Priorities:**

- Working alongside Children Services to assess adult mental health as part of a whole family assessment at the front door.
- Contribution to the Domestic Abuse Hub in MASH.

### **THE HILLINGDON HOSPITAL**

Hillingdon Hospital is a key safeguarding partner, particularly in identifying young people at risk of sexual and criminal exploitation, safeguarding victims of domestic abuse, safeguarding mothers and babies, helping us learn from child deaths and safeguarding children who suffer physical harm. Regular communication between the Trust and Children Social Care, have resulted in an improved system to safeguard children who access the service, which include:

- Enhanced information sharing by use of electronic referrals to different services including Children's Social Care and Community Health. This is strengthened by the health professional in MASH, who now alerts different central health inboxes of safeguarding enquiries.
- Establishment of case-loading Complex Needs Midwifery Team has enabled increased attendances to statutory meetings such as Child Protection Conferences. The quality and continuity of care given to vulnerable pregnant women has greatly improved and the team has ensured that there is support for the women's psycho-social needs.
- Work is underway with regards to ensuring staff have access to Child Protection Plans and other safeguarding correspondence is available to staff via electronic records. Child Protection Plans are routinely shared with those who attend Child Protection Conferences, but it is essential that they are available to staff on duty at the hospital.
- Increased interagency working. This year saw close working Hillingdon Independent Domestic Violence Advocate (HIDVA). The basing of a HIDVA within the Trust has resulted in timely expert support for victims of domestic abuse and an increase in the number of referrals to MARAC.
- Children are also being referred to AXIS, an early help support system to young people at risk of criminal or sexual exploitation with positive feedback.
- Hillingdon Hospital is represented at the Risk Vulnerability Strategic and Operational Groups. A current task group are exploring better information gathering for young people who attend the hospital with knife wounds, under the influence and at risk of exploitation or harm.
- The NHS England Female Genital Mutilation Information Sharing system has been fully implemented. This system facilitates alerting GPs of pregnant/postnatal women who have suffered FGM and are expecting a female infant.

### **Safeguarding Learning Responses and Planning**

The Serious Incident /Learning review highlighted that the need for

- The update of the Trust Child Protection Guideline. This is in progress
- Regular peer review of safeguarding cases for Consultant Paediatricians. This is in place.
- Support of staff in Strategy Discussions. This is provided by the named professionals.

#### ***Plans for the next 12 months to maintain or improve safeguarding practice:***

- Incorporate learning from Serious incident /LSCB Learning Review into mandatory safeguarding children training
- In line with recommendations following a Trust serious incident investigation, Doctors Peer Review to be undertaken consistently for all cases of Non Accidental injuries to children
- Continued roll-out of Safeguarding Children supervision, with further training of more supervisors
- Commence the implementation of recommendations from the Intercollegiate Document: Safeguarding Children and Young People : Roles and Competencies (2019)
- Implement robust systems to safeguard 16 and 17 years olds being assessed and treated within adult services in the Emergency Department

### **LONDON BOROUGH OF HILLINGDON - YOUTH OFFENDING SERVICE**

The Hillingdon Youth Offending Service is exceptional in innovative practice and preventing young people from entering the Criminal Justice System. The Youth Offending Service is in on a journey of continuous improvement. Safety and well-being are central themes in its assessment process. Regular case file and themed audits are undertaken. Individual feedback is provided to staff but outcomes are also aggregated to identify shared training and development needs.

As awareness of what constitutes vulnerability, particularly for adolescents, continues to develop, the role of staff as Champions taking on lead roles in practice themes and issues, such as criminal and sexual exploitation, assumes a greater importance. The Service is an active contributor to the Operational and Strategic High Risk and Vulnerability Panels.

A number of service developments in 18/19 have supported the safety and well-being agenda. Through the Liaison and Diversion worker, funded by NHS England, all young people coming into the system are screened for a range of health and learning needs and signposted or referred to appropriate services. The YOS has also had the benefit of a speech and language therapist allocated to the team. The number of young people being picked up with previously unidentified speech and language needs has been significant, mirroring national research in this area.

All staff were trained to recognise potential signs of a speech and language issue and are supported by the therapist to adjust their resources and practice to accommodate young people's needs, thereby promoting more effective work. All staff also received Trauma training and the impact of that has been reflected in their assessments and intervention planning as identified in the audit process.

#### **The AXIS Project**

The AXIS Project continues to be our vanguard in the early identification of vulnerable young people at risk of Child Sexual Exploitation, criminal exploitation and serious youth violence. Partner agencies

have engaged with the process, sharing information of issues and concerns related to these areas. In response AXIS has been able to provide information which places the young person in a wider context which has a significant impact on assessments, intervention planning and risk management.

As a result of the patterns, trends and information shared through the AXIS monthly bulletin, professionals are better informed about the risks young people are having to navigate which enables them to develop more realistic and effective interventions.

The Mobile and Detached Youth Service has been aligned with AXIS. This has enabled their deployment to 'hot spot' areas as they are happening.

AXIS practitioners undertake an early help assessment with young people identified as at risk but who have no lead professional working with them or their family. Short term interventions are delivered which involve facilitating and sustaining their engagement in appropriate, ongoing support services. These cases are tracked for 12 months for further concerns regarding these risk areas. Since October 17, 119 young people have been approached by the AXIS team, 29 have declined to engage with the project.

### **Safeguarding Practice Improvement Initiatives**

In the next 12 months, YOS will undertake the following to maintain or improve safeguarding practice:

- Maintain mandatory training for staff;
- Commission training on Gangs and Serious Youth Violence
- Work to align YOS review processes with CIN, CP and LAC forums

### **PREVENT**

*We continue to deliver a programme of training and engagement with local agencies raising awareness to local referral pathways and support. Almost 5000 staff have received WRAP training delivered by the local authority.*

- The Channel panel in Hillingdon is well established. The panel is chaired by Hillingdon's Prevent Lead and has representation from health, mental health, children's services, early intervention, LADO, police, housing, youth offending, probation, schools/education and others as appropriate. As a port authority, we have introduced a protocol and continue to work closely with the counter terrorism police at Heathrow airport, to ensure timely sharing of information, in order to best assess needs.
- The threat to the UK from terrorism remains high and the activities of those who promote extremism with the aim of radicalising others continues to be a risk. As a borough we receive a steady stream of referrals, which is reflective of the national picture. Local agencies have worked effectively, in partnership, to manage these concerns and identify those who might be vulnerable; and put in place appropriate support. Learning and themes emerging from these referrals is shared via the local safeguarding boards and the local Prevent Partnership, in order to inform local priorities, interventions and practice.
- Schools and education establishments in the borough continue to share concerns and make referrals. The Borough Prevent lead provides training for school staff and attends the school safeguarding leads hub meetings on a regular basis to ensure schools are supported and

equipped in relation to the Prevent Duty. Feedback from schools locally has been very positive and they very much value this support;

- We work with local partners through the Stronger Communities Partnership to build resilience. Engagement with the community is a key aspect of the Prevent work. Local schools, the college and Brunel University London are pro-active partners in delivering against the aims of Prevent and the wider duty in relation to promoting British values;
- We have managed to secure a further 2 years funding from MOPAC to continue our work with schools, education establishments and the wider community aimed at tackling hate crime and extremism. The aim is to equip young people and members of community groups to challenge hate crime and extremism, keep themselves safe from negative influence, develop critical thinking skills, increase understanding of others and build positive relationships.

### **Key Priorities**

- Multi-agency audits to learn from Prevent interventions.
- Changes to the management for Prevent/Channel, pending further legislation
- Community education regarding Far Right Extremism and Right wing politics.

## **LONDON BOROUGH OF HILLINGDON - CHILDREN'S RIGHTS AND PARTICIPATION TEAM**

The voice of the child is central to Hillingdon's response to children. According to Ofsted, the ethos of child-focused, child-inclusive practice is evident from the top down and from the frontline up. The focus on children is enhanced by three established and well attended children in care council (CiCC) groups: Talkers; Step up; and Stepping Out, all of which meet monthly.

Our CiCC has a powerful collective voice in Hillingdon, and has taken part in a variety of service development opportunities in 2018. These include:

- The Young Inspectors project - inspecting our three residential homes
- Providing a workshop at an annual conference in July
- Being part of the re-tendering of the advocacy contract
- Feedback from children subject of Child Protection Plans.
- Take over of Whitehall and a planned take over of Hillingdon Council.
- Developing feedback/complaints documents and agendas for Child Looked After Reviews.
- Developing a video for Walking in Our Shoes. This was launched on World Social Work day with Brunel University and has been tweeted by Ofsted, the Principal Social work Network, the LSCB and other partners.

The CiCC's have developed and delivered Walking in Our Shoes training to 74 multi-agency professionals. This is an interactive and lively training event supported by the LSCB to help professionals understand the lived experiences of our children in care. 100% of attendees agree that the training has helped them empathise with children and young people in care, enabling them to understand the child's world and be an effective corporate parent. The learning is transferrable to the experiences of any child and adult, at any part of their journey through the statutory system.

Young people from the CiCC have an ongoing role in the recruitment of staff within children's services, including the recruitment of 15 newly qualified workers who joined Hillingdon to complete their ASYE's in summer 2018. The young people had an equal vote and contributed to the questions and recruitment campaigns. Their value is evident in the high quality of social workers who joined, and stayed with the council.

The CiCC's views are presented at social work team and management meetings and meet with our director and deputy director on a quarterly basis. A new and revised corporate parenting panel is being developed, with young people attending and co-chairing the panel. The Children's Rights and Participation Team contributes to the Principal Social Work News Letter, the High 5, to ensure that children and young people's views are heard throughout the year.

Our children in care councils are supported by two ambitious children's rights and participation workers who are part of the participation collaboration network. They supported in the design and delivery of the annual care leavers conference, which was developed and facilitated by young people from the stepping out group, supported by care experienced student ambassadors from Brunel University. 100% of young people that attended reported that they enjoyed the event, found it useful and would attend again next year.

Children and young people are celebrated with individual letters and vouchers sent to high achieving students. 278 children and young people were nominated for KICA 2018 (kids in care awards). The annual celebration for children in care is organised and presented by children in care with 26 young people being actively involved in the preparation, support, presenting and performing at the red carpet awards event.

### **Key Priorities**

- Learning from children subject of child protection plans: Activities planned during the summer to increase children's participation and learning from their experiences.
- Expanding Walking in Our shoes
- KICA 2019
- Recruitment
- Inspection of Children's Homes and regular support visits to our Children's Homes.

### **LONDON BOROUGH OF HILLINGDON - LADO AND SCHOOLS CHILD PROTECTION LEAD**

Having a consistent and strong LADO team ensures that Hillingdon remains vigilant in ensuring that any allegations against people who work with children are managed efficiently, proactively and with due diligence. Hillingdon's LADO has worked hard with multi-agency partners to ensure that partners are aware of referral criteria. Professionals are encouraged to seek advice and support when they are not sure about making referrals. The LADO team provides regular training to professionals including, schools, teachers, general practitioners, foster carers, voluntary setting, churches and other establishments that work with children.



**Themes for 2018/19**

- Number of Referrals which met the LADO threshold from April 2018 - March 2019 - 188, a 20% referral increase on last year. The LADO service also had 39 referrals regarding settings working with children.
- Staff and Volunteers referred include - child minders, nursery staff, school staff, sports coaches, police staff, doctors, nurses, religious staff, fire service staff, ambulance drivers, youth group staff, foster carers, drivers and passenger assistants, St John's Ambulance staff, Scouting and Guiding staff. This demonstrates the wide range of organisations that are aware of the LADO role;
- Second largest cohort of staff referred in April 2018-March 2019 were foster carers, both in-house and Independent Fostering Agencies in this area. The LADO, jointly with the Fostering Team has completed 4 training sessions in Level 1 Safeguarding and Child Protection and LADO awareness.

**Key successes**

- Child Abuse Investigation Team - Referral Team, Metropolitan Police are now co-located within the Civic Centre, thus improving joint working.
- Successful pilot of Operation Encompass - an information sharing system whereby police notify schools directly, via a secure web based system, that an incident of domestic abuse has occurred in a child's home.
- There has been an increased uptake in attendance and participation in the safeguarding clusters.
- The LADO Service is fully staffed with permanent LADO, Child Protection Lead for Education and Domestic Abuse Lead for Education.

**Key Priorities:**

- Next steps for Encompass, roll out to more schools and setting up domestic abuse leads and programmes within Encompass Schools.
- Supporting marginalised White British Boys in Education.
- The LADO service will be working with partner agencies including Licensing, to improve contextualised safeguarding.

**LONDON BOROUGH OF HILLINGDON - EARLY INTERVENTION AND PREVENTION SERVICE**

*Hillingdon invests in Early Intervention and Prevention with an extensive early help offer, which includes 17 children centres, a host of targeted intervention services for adolescents, robust health visiting and school nursing, investment in domestic abuse programmes and women's centres, healthy neighbourhoods, green spaces and outdoor gyms and safer community policing.*

Preventing children from needing statutory intervention remain a key priority in Hillingdon. Families are offered Team around the Child and Early Intervention when their needs do not require statutory intervention, but it is recognised that the family will benefit from additional support to meet their needs. An Early Help Adviser is collocated in the Hillingdon MASH. Alongside triage and MASH, decisions are made as to the most appropriate pathway to meet a family's needs, based on the content of the referral and MASH checks. Key working services are offered in a wide variety of needs, including, school attendance, physical chastisement, parenting difficulties, bereavement, family breakdown, harmful sexual behaviour, risk of child sexual exploitation, anti-social behaviour

and low level parental need, including parental conflict, learning needs, mental health needs and alcohol or other substance use.

The Early Intervention Key working service ensures that each TAF and EHA is scrutinised during monthly supervision. The Early Intervention Key working service, work with families for up to six sessions to help them reduce potentially dangerous needs and help the family find equilibrium with a good understanding of universal services available to them.

The Key working service work in line with the Troubled Family Agenda. The service has a 'whole family' approach and identifies the most appropriate resources to help families become independent sooner. They work alongside employment advisers to reduce financial exclusion, accessing housing and ensuring regular school attendance.

All Key working cases are recorded on a central electronic record keeping system, which is available to statutory and non-statutory staff when cases are stepped up or stepped down. There are clear working protocols to ensure that families are offered the step-down approach, once statutory services come to a safe end.

### **Evidence of Safeguarding Audits and Training**

- Six Key Work cases per month are audited for quality assurance purpose
- 3 external Early Help Assessments and 3 external TAFs are audited per month. Development and training opportunities are identified and actioned as a consequence.
- Children Missing Education (CME) was a key line of enquiry during the OFSTED inspection, as was Early Help and the interface with MASH/Triage.
- All Key Workers are signed up to the Graded Care Profile 2 programme training.
- Several Key Workers have completed the Mental Health First Aid training; all statutory safeguarding training is up to date.
- The Participation Key Work Team has delivered on two Attendance Network events for Key Workers and school colleagues. Through this route they have received updated training on ASD and LGBTQ.
- The Key Work Service is a partner in Troubled Families Leadership Group, High Risk Panel, MARAC, Managed Moves and Fair Access Panels;

### **Future Safeguarding Practice Initiatives**

*Plans for the next 12 months to maintain or improve safeguarding practice include:*

- The Key Work Service will be a partner at the High Risk Panel for young people at risk of sexual or other criminal exploitation;
- Harmful Sexual Behaviour will be a key focus;
- Truancy Sweeps to protect the most vulnerable are planned with Safer Schools Police colleagues for the forthcoming year;
- Key Workers who are not yet qualified will be offered the Level 4 Apprenticeship in Working with Vulnerable Children and Families;
- The High Conflict Programme will be rolled out to Key workers and Children Centre Staff.

## **LONDON BOROUGH OF HILLINGDON - DOMESTIC ABUSE STEERING EXECUTIVE**

In Hillingdon, we see domestic abuse occurring in all its forms and its many devastating impacts on victims, survivors and their children. Such consequences can be immediate, short, medium and much longer term with people suffering from psychological problems. There remains on average in excess of 5000 domestic abuse crime and incidents recorded by the police in Hillingdon. However, we also know from research that many more go un-reported too. Unreported domestic abuse means that victims and their children are not protected, may not be supported by specialist organisations and that they may be subject to further victimisation by the perpetrator.

Tragically, the domestic abuse crime statistics also relate to 16/17 year olds who are in intimate partner abusive relationship too.

The number of high risk domestic abuse cases being managed by the Hillingdon Domestic Violence Advocacy Service (HIDVA Service) and the Multi-Agency Risk Assessment Conference (MARAC) have been increasing year on year. In the last 12 months over 600 medium and high risk DA cases have been managed by the HIDVA Services, which has involved in excess of 500 children too. Not surprisingly then, there have been 413 cases (and increasing) have been referred to MARAC and at least 514 children have been part of those abusive households.

The Domestic Abuse Steering Executive is providing the governance, strategic direction and leadership to preventing and tackling domestic abuse and the many other crimes and abuses associated with it including Honour Based Abuse, Forced Marriage, Female Genital Mutilation. This strategic group is supported by 5 operational delivery groups made up of a diverse range of local professionals who are importantly supported by local community members and victims / survivors; who check and challenge and provide critical advice.

The Safer Hillingdon Partnership has now published its Domestic Abuse Strategy 2018 – 2021, which is accompanied by a delivery plan to ensure its main aims, objectives and commitments are achieved.

The work towards achieving the strategy's aims, objectives and commitment is underpinned by the 4 key priorities of;

1. Prevention and Early Intervention
2. Service Provision
3. Pursuing Perpetrators
4. Partnership Working

We are committed to engaging with, listening to and hearing victims and survivors of domestic abuse and local statutory and voluntary sector professionals. This has allowed us to:

- Shape our responses to domestic abuse
- Commission the right services
- Shape our services to prevent domestic abuse and ensure early intervention to prevent the abuse worsening
- Develop our training proposal and provision for local multi-agency statutory and voluntary sector professionals - approximately 1000 local professionals have now been trained in domestic abuse matters to further improve their capacity and capability

### **Key Priorities**

- Committed to continuing the cycle of regular training for local professionals
- Developing a hub of professionals to support families exposed to and experiencing domestic abuse by better identifying the risks and harms and the right things to do to better aid families
- Ongoing support to victim/survivors through the monthly support group

### **CHILD DEATH OVERVIEW PANEL (CDOP)**

CDOP is one of Hillingdon LSCB's four sub-groups and is chaired by the Director of Public Health. The Vice Chair is the Designated Paediatrician for child deaths in Hillingdon. The panel consists of multi-agency representation. The CDOP is notified of all deaths of children (expected and unexpected) who are residents within the London Borough of Hillingdon. Relevant information is collated for each case and is discussed to determine if the death was preventable. Where a death is unexpected, a rapid response meeting is convened. These meetings are held to ensure that all the relevant information is gathered as soon as possible and relevant actions are recommended. The current process for managing unexpected child deaths in Hillingdon is detailed on the LSCB website <https://hillingdonlscb.org.uk/what-we-do/cdop/>. The panel also has the role in identifying patterns or trends in local data and reporting these to the LSCB. The lessons and trends identified from the reviews are compiled and reported to the Board on an annual basis.

The CDOP met 3 times during 2018/19 to discuss and review child death cases and the group had good attendance and engagement from key partner organizations.

- Between 1 April 2018 and 31 March 2019, the CDOP were notified of the deaths of 16 children who were residents of Hillingdon at the time of their deaths. The panel reviewed a total of 20 deaths during this period;
- Since March 2018, bereaved parents have been sent an information leaflet about the Hillingdon CDOP review process inviting them to contact CDOP to share any information, which may help the review process. No families have contacted CDOP to share information.

A close working relationship between CDOP and the SCR sub-group continues. A process is in place to allow learning to be shared between both groups. Actions that have been implemented as a consequence of Hillingdon child deaths during this period include the following:

- A Sepsis 2 Masterclass was held in November 2018, following a significant rise in the number of cases reviewed at the CDOP panel where Sepsis had been the cause of death. The work from this second Masterclass will be taken forward by the Designated Paediatrician for child death;
- Minutes from Mortality Review meetings held at The Hillingdon Hospital are now shared with the CDOP;
- A quarterly CDOP newsletter has been developed for professionals, highlighting concerns from child deaths that practitioners need to be aware of and inform parents. This is published on the LSCB website;
- Improved contact with the regional Coroners Officer has meant that Coroner reports are received in a more timely manner;
- Hillingdon CDOP has fully participated in the planning and consultation process for a joined North West London CDOP following the publication of the new Child Death Review Statutory and Operational Guidance;

- A common theme that has been identified through child death reviews in Hillingdon is the increase in child mortality from unsafe sleeping. Hillingdon LSCB has promoted the work of [The Lullaby Trust](#), who provides expert advice on safer sleep for babies, emotional support for bereaved families and raises awareness of Sudden Infant Death Syndrome.



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## 10. Serious Case Reviews (SCR)

### Serious Case Review

A professional mother who was diagnosed with alcohol dependency syndrome and displayed controlling behaviour in relation to contact with professionals, murdered her child and her child in what appears to be a spite-killing. The final Serious Case Review report will be published in June 2019. Early Learning was identified in the following areas:

- Professional curiosity throughout the life of the work is needed.
- The role of Cafcass in work to first hearing and work after first hearing is not understood.
- Linking adult behaviours to risk to children
- Professional impotence when adults are professional
- Toxic Trio needs better communication and assessment between all agencies, including information sharing when assessments are not being undertaken.

### Learning Review 1

A young person was found guilty of manslaughter, leading to a learning review. The findings are:

- Professional impotence in working with young people who do not want to be helped
- Disguised compliance that was not challenged
- Lack of understanding of impact on young person living in a household of prolonged domestic abuse
- Escalating behaviours missed, possession with intent to supply, carrying a knife, gang involvement
- No significant relationship with the young person between professional agencies

### Learning Review 2

Baby received severe head injuries resulting in serious long-term brain damage. Court hearing into Findings of fact were that the injury had been caused 'inadvertently' with no findings against the parents. Learning Identified:

- Previous unexplained bruising that led to no further action from professionals
- Effectiveness of strategy meetings
- Professional hierarchy led to opinions not being challenged (confirmation bias)
- Lack of professional curiosity, did not question what was behind the information received
- Disguised compliance that was not challenged

Findings from the serious case review and the learning reviews will be published on the LSCB website. Learning events will be held for all professionals.

## 11. RECOMMENDATIONS FOR THE FUTURE SAFEGUARDING PARTNERSHIP

1. To finalise future Safeguarding Arrangements with the view to be fully operational by September 2019.

The Executive Leadership have agreed the future Safeguarding Arrangements with the view to publish arrangements no later than July 2019. Partners are now finalising internal scrutiny which will inform the operation of the Quality Impact Board and key priority areas. Transitional arrangements will maintain the Partnership in the interim. Work is ongoing to ensure the Business Unit is equipped to meet the needs of both the Adult Safeguarding Board and the Children's Safeguarding Partnership.

2. To finalise future Child Death Review arrangements alongside West London Partners

Hillingdon, alongside other West London Authorities are working towards a joined-up Child Death Review to ensure improved learning over a bigger geographical area. Arrangements are in draft and will be finalised in the near future.

3. To develop a Child Practice Learning Review protocol once national guidance is received.

The national panel is now in operation and an initial review into Contextual Safeguarding has been commissioned. Upon government sign off on national guidance, Hillingdon will need to develop local protocols.

4. To review and consolidate the training offer of LSCB, Community Safety, Learning and Development and West London Alliance with the view to identify savings and share cost with other local authorities.

The West London Alliance offers a Continued Professional Development and Knowledge and Skills accredited training. Between the LSCB, Learning and Development, WLA and internal training, there appears to be overlap. Resources can potentially be pooled to offer a wider range and availability.

5. To strengthen partnership working throughout the child's journey i.e. from Team around the Family, Early Help, Strategy Meetings, Child Protection Conferences and step down meetings.

Improved attendance at meetings and having the right professionals at meetings are identified by a number of partners as a key priority and is noted by Ofsted.

6. To further strengthen the partnership response for children and young people experiencing contextual risk factors, i.e. child sexual exploitation, child criminal exploitation, County Lines, gangs, honour based violence, female genital mutilation and children who do not have access to education.

Hillingdon's Risk Vulnerability Strategic Panel and the High Risk Operational Panel are identifying themes around contextual risk factors. Access to alternative provision, inclusion/exclusion and attendance are key to keeping children safe in Hillingdon.

## 12. Appendices

### Appendix 1 - Glossary

Acronym	Meaning	Acronym	Meaning	Acronym	Meaning
<b>ASB</b>	Anti Social Behaviour	<b>DHR</b>	Domestic Homicide Review	<b>SAB</b>	Safeguarding Adults Board
<b>BCUs</b>	Basic Command Units	<b>DSL</b>	Designated Safeguarding Lead	<b>SCR</b>	Serious Case Reviews
<b>CAIT</b>	Children Abuse Investigation Team	<b>FGM</b>	Female Genital Mutilation	<b>SHOF</b>	Safeguarding (Children) Health Outcomes Framework
<b>CAMHS</b>	Child & Adolescent Mental Health Service	<b>(H)LSCB</b>	(Hillingdon) Local Safeguarding Children Board	<b>SEND</b>	Special Educational Needs and/or Disabilities
<b>CASO</b>	Child Abuse & Sexual Offence Command	<b>IAR</b>	Interagency Referral Form	<b>SYV</b>	Serious Youth Violence
<b>CCE</b>	Child Criminal Exploitation	<b>ILACS</b>	Inspection of Local Authority Children's Services	<b>SAB</b>	Safeguarding Adults Board
<b>CCG</b>	Clinical Commissioning Group	<b>IRO</b>	Independent Reviewing Officer	<b>T &amp; F</b>	Task & Finish Groups
<b>CDOP</b>	Child Death Overview Panel	<b>LAC</b>	Looked After Child	<b>THH</b>	The Hillingdon Hospital NHS Foundation Trust
<b>CICC</b>	Children In Care Council	<b>LGA</b>	Local Government Association	<b>UKBF</b>	United Kingdom Border Force
<b>CIN</b>	Children in Need	<b>LADO</b>	Local Authority Designated Officer	<b>VYPRMG</b>	Vulnerable Young People Risk Management Group
<b>CNWL</b>	Central & North West London NHS Foundation Trust	<b>LBH</b>	London Borough of Hillingdon	<b>VAWG</b>	Violence Against Women and Girls
<b>CP - IS</b>	Child Protection Information System	<b>MARAC</b>	Multi Agency Risk Assessment Conference	<b>YOS</b>	Youth Offending Service
<b>CP</b>	Child Protection	<b>MASE</b>	Multi Agency Sexual Exploitation	<b>EET</b>	Education, Employment, Training
<b>CPPs</b>	Child Protection Plans	<b>MASH</b>	Multi Agency Safeguarding Hub		
<b>CSE</b>	Child Sexual Exploitation	<b>MOPAC</b>	Mayor's Office for Policy & Crime		
<b>CSE Hub</b>	Child Sexual Abuse Hub	<b>MPS</b>	Metropolitan Police Service		
<b>DA</b>	Domestic Abuse	<b>OFSTED</b>	Office for Standards in Education		



## Appendix 2 - Hillingdon LSCB Budget Summary 2018-2019

<b>Income 2017/2018</b>	
London Borough of Hillingdon	£144,578
CCG	£61,200
Contributions from Partner Agencies	£2,550
Revenue from Training Courses	£26,040
<b>Total</b>	<b>£243,586</b>
<b>Outgoings 2017/2018</b>	
Staffing	£160,911
Non-Staffing	£9,218
Training	£22,725
Chairman	£39,805
<b>Total</b>	<b>£232,659</b>
<b>Variance: £10,927 underspend</b>	

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## 2020/21 BUDGET PLANNING REPORT FOR SERVICES WITHIN THE REMIT OF SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE

<b>Committee name</b>	Social Care, Housing and Public Health Policy Overview Committee
<b>Officer reporting</b>	Peter Malewicz, Finance
<b>Papers with report</b>	N/A
<b>Ward</b>	All

### HEADLINES

This is the first opportunity for the Policy Overview Committee to discuss the current stage of development of budget planning work with regard to services within the remit of Social Care, Housing and Public Health Policy Overview Committee. This paper gives a strategic context in which the detailed proposals to be discussed at Policy Overview Committee meetings in January 2020 will need to be considered.

### RECOMMENDATIONS

1. **That the Committee notes the financial context in which the 2020/21 budget setting process will take place in advance of detailed savings proposals being developed and approved at Cabinet in December 2019.**
- 2.

### SUPPORTING INFORMATION

3. This is the first of two opportunities within the planning cycle for the Policy Overview Committee to consider issues relating to budget planning for 2020/21 and beyond. The focus of this report is the broader financial position of the Council, with the report to be considered in January 2020 setting out the detailed budget proposals for relevant services, those proposals having been included in the report to Cabinet on the Medium Term Financial Forecast (MTFF) on 12 December 2019.

### Corporate Overview – General Fund

4. While the focus of the discussion for the Policy Overview Committee should be the specific services within its remit, it is important that this discussion is conducted in the context of the overall corporate financial position. The following paragraphs outline the medium term financial position presented in the 2019/20 Budget Setting Report approved by Cabinet and Council in February 2019.
5. The budget gap and savings requirement for the three years to 2022/23 stands at £28,467k or 12% of the Council's current £229,928k budget requirement after allowing for an assumed 2.99% per annum increases in Council Tax, with the budget gap front-loaded as a result of the heavy reliance on use of reserves in the current financial year.

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Classification: Public

Social Care, Housing and Public Health Policy Overview Committee –31 July 2019

6. This position is expanded upon below, but in broad terms £11,837k of the budget gap reflects 'business as usual' inflation and demand-led pressures off-set by increased funding, £8,854k is driven by capital financing costs and other investment decisions, with the final £7,776k savings effectively deferred from earlier periods through use of reserves.

**Table3: Projected Budget Gap detail**

Headline MTFF Assumptions	2019/20 £'000	2020/21 £'000	2021/22 £'000	2022/23 £'000	Total £'000
Changes in Recurrent Funding	(457)	(4,326)	(2,848)	(3,515)	(10,689)
Changes in One-Off Funding	375	7,636	0	0	7,636
Inflation	7,352	5,889	6,029	6,175	18,093
Corporate Items (90% Capital Financing Costs)	1,200	3,257	3,065	2,972	9,294
Contingency (Service Pressures)	6,207	2,545	3,006	3,090	8,641
Priority Growth	1,442	(440)	0	0	(440)
<b>Underlying Savings Requirement</b>	<b>16,119</b>	<b>14,561</b>	<b>9,252</b>	<b>8,722</b>	<b>32,535</b>

7. An uplift of £10,689k in recurrent funding is projected over the three-year MTFF period, primarily driven by an expected £10,000k uplift arising from a combination of additional investment in the local government sector from Spending Review 2019 and distributional gains from the Fair Funding Review combined with a smaller net favourable movements across the local taxbase.
8. This uplift in recurrent funding is expected to be damped through the falling out of £7,636k one-off funding available in 2019/20, primarily relating to the budgeted £6,600k additional income available through the pilot London Business Rates Pool which will end with the implementation of the Fair Funding Review and £1,036k of Collection Fund surpluses to be secured in 2018/19 and 2019/20.
9. Inflation represents the single largest element of the underlying savings requirement, reflecting the growing cost of maintaining current service provision, with a headline pressure of £18,093k over the MTFF period. Workforce inflation through anticipated annual 2% pay awards and an expected 0.5% per annum increase in employers' pension contributions accounts for £8,915k of this growth, with £6,656k increases on the cost of care provision where annual pay inflation of around 4% is expected to keep pace with growth in the London Living Wage. The remaining £2,522k inflation reflects other contracted expenditure, energy costs and other expenses.
10. Corporate Items, which primarily relate to the ongoing costs of financing capital investment, represent the second largest contributor to the budget gap with £9,294k growth required over the MTFF period. The £142,949k capital investment without a specific financing strategy in the current capital programme is the key driver of a £7,000k growth in debt financing and repayment costs over this three-year period, with each £10,000k capital investment requiring approximately £540k ongoing revenue support. Alongside capital financing charges and a number of minor items, £1,274k growth would be required to maintain current investment in service transformation should current powers to use capital receipts end in 2022/23 and £1,095k growth in the net cost of the Older People's Discount Scheme following one-off use of earmarked reserves in 2019/20 make up the remainder of this total.

11. Increasing demand for services linked to a growing and changing population accounts for £8,641k of the projected savings requirement, which reflects a continuation of current trends across Waste disposal, Adult Social Care, SEN Transport and Children's Social Care. Annual growth of approximately 5.5% in the cost of waste disposal due to a combination of population growth and price increases is expected to require £2,650k growth, with £2,576k increase in demand for Adult Social Care reflecting growing demand across the full range of care provision. Provision of £2,319k is included to manage growing demand across Children's Services, with £1,428k uplifts on SEN Transport partially driven by the ongoing impact of the 2014 Children's and Families Act. These specific growth items are partially offset by stepping down the level of General Contingency to £500k.
12. Taken together with the release of £440k of one-off Priority Growth allocated to Ward Budgets in 2019/20, this would result in a net increase of £32,535k in the cost of delivering services to residents. However, the reliance upon £7,776k of General Balances to deliver a balanced budget in 2019/20 increases the budget gap to £40,311k. The following table sets out the outline budget strategy presented to Cabinet in February 2019 over the three-year period 2020/21 – 2022/23 to manage this savings requirement, approved by Cabinet in February 2019.

**Table 3: Savings Requirement (February 2019) 2020/21-2022/23**

<b>Outline Budget Strategy</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>3 year Total</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
<b>Underlying Savings Requirement</b>	<b>16,119</b>	<b>14,561</b>	<b>9,252</b>	<b>8,722</b>	<b>32,535</b>
Proposed Council Tax Increase	(2,684)	(3,509)	(3,689)	(3,884)	(11,082)
Approved Savings Proposals	(6,609)	259	(20)	(1)	238
<i>Proposed Savings Programme</i>	<i>0</i>	<i>(14,087)</i>	<i>(8,543)</i>	<i>(5,837)</i>	<i>(28,467)</i>
Unwind call on General Balances	950	7,776	5,000	2,000	N/A
<b>In-year Call on General Balances</b>	<b>(7,776)</b>	<b>(5,000)</b>	<b>(2,000)</b>	<b>(1,000)</b>	<b>(8,000)</b>
<b>Closing General Balances</b>	<b>33,863</b>	<b>28,863</b>	<b>26,863</b>	<b>25,863</b>	<b>N/A</b>

13. Inflationary Council Tax increases of 2.99% per annum have been reflected in the outline budget strategy, providing a mechanism to offset £11,082k of the inflationary growth in the cost of services while remaining lower than the average level of growth across London since 2016/17. This additional income provides a mechanism to finance an element of inflationary and demand-led growth in cost of current service provision, reducing growth in the net cost of 'business as usual' to £11,837k or 42% of the budget gap. The remaining budget gap consists of £8,854k financing for local investment decisions and Priority Growth, primarily linked to capital financing costs, alongside £7,776k savings effectively deferred from earlier periods through the use of balances.

### **Corporate Overview - Other Funds**

14. The Housing Revenue Account (HRA) is subject to a statutory ringfence, with £56,186k of rental income from the Council's social housing provision being reinvested in maintenance, improvement and expansion of housing stock. The approved capital programme includes funding to acquire 428 new dwellings over the period to 2023/24, providing a mechanism to replace an expected 300 sales of properties to sitting tenants through the Right to Buy. The

financial standing of the HRA remains sound, with the 30 Year Business Plan demonstrating sustainability of the current operation over the longer-term.

15. The Council receives funding for Schools' Budgeted Expenditure through the Dedicated Schools Grant (DSG), which is a ring fenced grant. The DSG funds both the delegated individual schools budget and items which the School and Early Years Finance (England) Regulations allow to be retained centrally by the Council, including Special Educational Needs, Alternative Education provision and Early Years provision.
16. As highlighted in the monthly budget monitoring reports to Cabinet throughout 2018/19, funding provided by the Department for Education through the DSG has failed to keep pace with growing demand on High Needs following the introduction of the 2014 Children's and Families Act. At the time of budget setting this was expected to contribute towards a £3,499k deficit for 2019/20, which would result in the cumulative deficit on the DSG reaching £10,880k by 31 March 2020. The Council was successful in securing authority from the Secretary of State for Education to transfer 1.6% of funding from individual schools budgets to High Needs, on a one-off basis, to mitigate the majority of the emerging pressure in 2019/20.
17. Following new direction from the Department for Education, the Council was required to submit a Deficit Recovery Plan by 30 June 2019. While the Deficit Recovery Plan outlines a comprehensive programme of activity, including investment in additional SEND provision, a significant remodelling of support for SEND across the Council's education functions and proposals around redistribution of individual schools' balances it is unlikely that this will be sufficient to mitigate the growing in-year pressure, let alone make good the cumulative deficit. This plan was jointly approved by the Council and Schools Forum, with the response supportive of the broader lobbying effort to secure additional resources from government to recognise this unfunded burden.

### **Strategy to deal with the Budget Gap**

18. The Council is well placed to respond to the on-going financial challenge, with a solid track record of delivering balanced budgets and retaining £40,344k unallocated General Balances at 31 March 2019. Over the five year period since 2015/16, the Council has successfully implemented (or in the case of 2019/20 are expected to be delivered in full) a £53,633k savings programme, responding to the combined challenges of reducing funding and growing demand for services while minimising the impact on services to Residents.
19. A thematic overview of the savings programmes for 2015/16 to 2018/19 is presented below, with the following themes continuing to form the basis of development of savings proposals for 2019/20 and future years:
  - a. Service Transformation represents the single largest category of savings, with items presented in this category primarily linked to implementation of the BID Programme;
  - b. Savings proposals from Zero Based Reviews represent budgets which have been identified as being surplus to requirements through the line-by-line review of outturn and similar exercises being undertaken by Finance;
  - c. Effective Procurement savings capture the benefits secured from efficiency savings from contracted services and reviews of delivery models in a number of areas;

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Classification: Public

Social Care, Housing and Public Health Policy Overview Committee –31 July 2019

- d. Preventing Demand - initiatives such as the Supported Living Programme where investment in early intervention and other support can avoid more costly intervention at a later date;
- e. Income Generation & Commercialisation proposals primarily relate to amendments to Fees and Charges; and,
- f. Changes of Responsibility & Funding Streams relates to mechanisms such as the New Homes Bonus, Troubled Families Grant and the synergies / efficiencies arising from transfers of functions to and from Local Government such as Education and Public Health.

**Table 2: 2015/16 to 2018/19 Savings Programme**

	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>Total</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Service Transformation	(1,269)	(3,864)	(7,222)	(3,936)	(2,816)	(19,107)
Zero Based Reviews	(1,863)	(3,705)	(4,691)	(2,536)	(638)	(13,433)
Effective Procurement	(2,002)	(1,388)	(2,171)	(1,385)	(1,281)	(8,227)
Preventing Demand	(2,231)	(1,171)	(407)	(2,695)	(1,874)	(8,378)
Commercialisation & Maximising Income	(493)	(854)	(1,017)	(103)	0	(2,467)
Change of Responsibility & Funding Streams	(742)	(1,279)	0	0	0	(2,021)
<b>Savings Programme</b>	<b>(8,600)</b>	<b>(12,261)</b>	<b>(15,508)</b>	<b>(10,655)</b>	<b>(6,609)</b>	<b>(53,633)</b>

### **MTFF Process Update and Timetable**

20. The timetable for the budget process has been refreshed and the first MTFF sessions with Groups took place during early July to review the detailed budget proposals developed by each group. Progress on the development and delivery of these proposals will be monitored monthly by the Corporate Management Team, HIP Steering Group and the Leader of the Council throughout the remainder of the year.

**Table 3: MTFF Timetable**

<b>2020/21 Budget Setting and Medium Term Financial Forecast</b>	
March 2019 to February 2020	Monthly Updates to the Corporate Management Team and HIP Steering Group
July 2019	Zero Based Review of 2019/20 Budgets
	Summer Challenge Sessions
	Summer Budget Report to Members
	Budget Scoping Reports to July POCs
October 2019	Autumn Challenge Sessions
November 2019	Autumn Budget Report to Members
December 2019	Provisional Local Government Finance Settlement
	Consultation Budget Report to Cabinet
January 2020	Public Budget Consultation
	2020/21 Budget Proposals to January POCs
February 2020	Final Local Government Finance Settlement
	Final Budget to Cabinet and Council

**Next Steps**

21. The Medium Term Financial Forecast setting out the draft revenue budget and capital programme will be considered by Cabinet on 12 December 2019 and issued for consultation during the remainder of December 2019 and January 2020. This will include detailed consideration by each of the Policy Overview Committees of the proposals relating to their respective services.
22. Key issues within the remit of Social Care, Housing and Public Health Policy Overview will continue to be tracked through the Council's budget monitoring process, with monthly reports to Cabinet detailing the latest position and outlook for 2019/20.

**Implications on related Council policies**

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

**How this report benefits Hillingdon residents**

None at this stage, pending any findings approved by Cabinet

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Classification: Public

Social Care, Housing and Public Health Policy Overview Committee –31 July 2019



## **Financial Implications**

None at this stage.

## **Legal Implications**

None at this stage.

## **BACKGROUND PAPERS**

The Council's Budget: General Fund Revenue Budget and Capital Programme 2019/20 – reports to Cabinet 14 February 2019 and Council 21 February 2019.

The Council's Budget: 2019/20 Revenue and Capital Month 2 Budget Monitoring – report to Cabinet 25 July 2019

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## COMMITTEE REVIEW - UNIVERSAL CREDIT AND OTHER WELFARE BENEFIT CHANGES

<b>Committee name</b>	Social Care, Housing and Public Health Policy Overview Committee
<b>Officer reporting</b>	Anisha Teji, Democratic Services Officer
<b>Papers with report</b>	None
<b>Ward</b>	All

### HEADLINES

The Committee is undertaking a review into Universal Credit and other welfare benefit changes and how the Council can support residents through the transition to, and future successful management of, their Universal Credit (UC) claims.

### RECOMMENDATIONS

**That the Social Care, Housing and Public Health Policy considers recommendations for the review.**

### SUPPORTING INFORMATION

The agreed Terms of Reference for the review are set out below:

#### Terms of Reference

1. To understand the impact that the introduction of the full UC service has had in areas where it has been rolled out. To include the cumulative impact of the introduction of UC and other welfare benefit changes.
2. To understand the impact that UC, alongside other welfare benefit changes, is having and is expected to have on local residents in Hillingdon and on the income and costs of the Council, housing associations and other local organisations.
3. To examine how the Council services, housing associations and voluntary groups are supporting residents to transition to UC and manage their claims.
4. To make practical, prudent recommendations to Cabinet (and other bodies if applicable) from the Committee's findings to support residents transitioning to UC and to manage their claims.

## Review update

Throughout the course of its review, the Committee heard from a variety of witnesses.

<b>Date of witness session</b>	<b>Witnesses attended</b>
Witness session 1 26 September 2018	<ul style="list-style-type: none"><li>• Debby Weller – Policy and Strategy Manager (Housing)</li><li>• Inderpal Mudhar – Partnership Manager for The Department of Work and Pensions</li></ul>
Witness session 2 17 October 2018	<ul style="list-style-type: none"><li>• Ellen Salkeld – Income Manager at Catalyst</li><li>• Stuart Coleman – Head of Housing Management at The Barnet Group</li></ul>
Witness session 3 28 November 2018	<ul style="list-style-type: none"><li>• Rod Smith – Tenancy Management Team - Service Manager</li><li>• Mark Billings – Homelessness - Housing Manager</li></ul>
Member site visit 5 December 2018	<ul style="list-style-type: none"><li>• Sukh – Customer Lead Manager for Hayes and Uxbridge</li><li>• Inderpal Mudhar – Partnership Manager for The Department of Work and Pensions</li></ul>
Witness session 4 16 January 2019	<ul style="list-style-type: none"><li>• Heather Brown – Director and Barbara Maccauley – Policy Manager from the Citizens Advice Hillingdon</li><li>• Nigel Gee – Senior Mental Health Worker from MIND</li><li>• Giles Stratchan – Uxbridge College Partnership Manager from Uxbridge College</li></ul>
Witness session 5 14 February 2019	<ul style="list-style-type: none"><li>• Nigel Gee – Senior Mental Health Worker from MIND</li><li>• Inderpal Mudhar – Partnership Manager for The Department of Work and Pensions</li></ul>

At the meeting on 30 July 2018, Members agreed that the Committee's first review topic would be 'Universal Credit and Other Welfare Benefit Changes'. Following this agreement, Members heard from a variety of witnesses.

This information was set out within a draft final report, alongside the recommendations that were discussed at the meeting on 18 March 2019. This draft final report was circulated to the Committee prior to the meeting on 11 April 2019, and Members considered that further information was still required from the witnesses in order to properly explore matters in relation to mental health concerns.

On 12 June 2019, the Committee heard from representatives from the Citizens Advice and DASH.

At the meeting on 31 July 2019, the Committee will discuss potential recommendations for the review. Based on these recommendations, a draft final report will be prepared by Democratic Services for the meeting in September 2019.

### **Implications on related Council policies**

While much of this topic is set nationally set, for any changes locally, the role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

### **How this report benefits Hillingdon residents**

Policy Overview Committees directly engage residents and external partners in the work they do.

### **Financial Implications**

These are primarily for residents claiming UC, as set out in the background papers. There may also be an impact on the Council's finances in respect of residents being unable to pay rent and Council tax.

### **Legal Implications**

The primary legislation relating to Universal Credit is the Welfare Reform Act 2012, with further regulations following thereafter.

## **BACKGROUND PAPERS**

Scoping Report

Previous Committee papers on the review published on the Council's website

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## LONELINESS AND SOCIAL ISOLATION IN OLDER RESIDENTS - UPDATE

<b>Committee name</b>	Social Care, Housing and Public Health Policy Overview Committee
<b>Officer reporting</b>	John Wheatley - Senior Policy Officer
<b>Papers with report</b>	None
<b>Ward</b>	All

### HEADLINES

In 2017/18, the previous Social Services, Housing & Public Health Policy Overview Committee undertook a review into Loneliness and Social Isolation in Older Residents.

The purpose of this report is to provide an update on the implementation of the recommendations approved by Cabinet in June 2018.

### RECOMMENDATIONS:

**That the Committee notes the report.**

### SUPPORTING INFORMATION

#### Recommendation 1

***The Committee concludes that Hillingdon Council has a unique and comprehensive strategy to improve the quality of life for Older People, which includes a broad range of activities to help combat loneliness and social isolation.***

The Council's Older People's Plan continues to be led by the Leader of the Council as Older People's Champion. Two reports on the Plan are made to Cabinet each year to monitor progress. Quarterly meetings are chaired by the Leader of the Council.

Many of the activities within the Plan directly help with combating loneliness and social isolation, including free swimming, tea and desi dances, Tovertafel installations in libraries, dementia coffee-mornings and film screenings. The Leader's Initiative for Older People continues to provide funding for the popular grants scheme which enables older people's groups to hold events and arrange day trips.

Age UK Hillingdon operates Good Neighbours and befriending services which are targeted at supporting isolated, lonely and vulnerable older people. During 2018/19 387 people received visits at home or were helped to attend activities. The services are provided by 124 volunteers. At the time of the review the Committee was advised that included within the early intervention and prevention scheme within the 2017/19 Better Care Fund plan was a focus on addressing

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Classification: Public

Social Care, Housing and Public Health Policy Overview Committee - 31 July 2019

social isolation and loneliness amongst older people. The Wellbeing Service provided by the third sector consortium, H4All (Age UK, the Disablement Association Hillingdon (DASH), Harlington Hospice, Hillingdon Carers and Hillingdon Mind), has a key role in supporting older residents identified, primarily through GP practices, as being at greatest risk of hospital admission.

During 2018/19, 421 older residents were referred to the service with loneliness and/or social isolation being identified as the primary reason. The majority of people were supported into social clubs and groups and 50 were provided with more intensive support through the H4All befriending service.

The Committee may wish to note that the work focussed on older people most at risk of admission contributed to a drop in emergency admissions during 2018/19 from 11,267 in 2017/18 to 11,243. This was below the ceiling for 2018/19 of 11,400 admissions.

## **Recommendation 2**

***That the Committee support the Council's continued use of and promotion of TeleCare Line and technology to increase independence and reduce isolation of vulnerable people.***

The TeleCareLine service supports residents to live safely and independently in their own homes using a range of equipment, such as sensors and detectors all connected back to a control centre to providing assistance to older people when needed, 24/7.

As at 30 June 2019, Hillingdon had 5,698 residents in receipt of Telecare. Of that, 4,872 residents were aged over 75 years. 2,461 older residents were receiving the Level 1 service, which offers a standard package with named responders such as family, friends or neighbours. 2,571 older residents were receiving the Level 2 service which offers the standard package, but with use of the Council's mobile response service.

In Q4 2018/19 the Council recruited to a post that will have responsibility for promoting the use of assistive technology such as telecare to support the independence of residents living in the community. A priority under the 2019/20 BCF plan will be promotion of the preventative benefits of telecare to the emerging eight Neighbourhood Teams.

A Neighbourhood Team is a multi-disciplinary team comprising of staff within a range of GP practices, community health professionals, professionals concerned with the assessment, diagnosis and treatment of adults with urgent medical needs and voluntary and community sector staff.

The main objective of the Neighbourhood Teams is to identify and actively manage the 15% of the population within their neighbourhood at greatest risk of future hospital admission and developing long-term care needs.

## **Recommendation 3**

***That the Committee welcomes the support to organisations such as the Bell Farm Christian Centre who undertake varied activities aimed at bringing older people together,***

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Classification: Public

Social Care, Housing and Public Health Policy Overview Committee - 31 July 2019



***noting that Ward Councillors have also provided support for one-off social activities for older people via the Ward Budget Initiative.***

The Council continues to provide support for a wide range of voluntary sector organisations that provide activities aimed at reducing isolation among older people. This includes a programme of core grants, the Leader's Initiative for Older People and the Ward Budgets scheme.

Hillingdon has a number of centres including Bell Farm Christian Centre which offer lunches to older people on a regular basis as well as a range of other activities. The Elm Park and Tudor Clubs in Ruislip Manor and Eastcote and the Dovetail Dining Centre based at Hillingdon Baptist Church and the Northwood Live at Home scheme also offer nutritious lunches 5 days a week enabling older people to mix with others.

The Council provides support for these and other smaller centres through core grants. The Leader's Initiative and Ward Budgets provide ad hoc grants for events, parties and day trips during the summer and for events and lunches at Christmas.

Leader's Initiative for Older People funding has also enabled capital improvements to be made at a number of dining centres in recent years including Bell Farm, Dovetail and Elm Park, together with Ward Budget funding for new chairs and tables.

The Leader's Initiative has also funded the purchase of 'magic tables' in seven Hillingdon libraries. By projecting moving images the tables allow older people with dementia to interact with the images and with each other in a social setting.

#### **Recommendation 4**

***That the Committee fully backs the work of the Older People's Assembly to raise the profile of the support available to older residents.***

The Older People's Assembly meets quarterly with an agenda decided by a representative steering group. The meetings are very well-attended and cover a wide range of topics of interest to older residents. Recent meetings have included presentations and discussions on planning and development, managing changing health needs, extra care, roads and pavements, preparing for winter, Hillingdon4All and keeping active and healthy. The Assembly is also regularly invited to comment on the priorities for the Older People's Plan. In June 2019 the Assembly agreed that the Older People's Plan sets the right priorities to support older people.

#### **Recommendation 5**

***That the Leader of the Council and Cabinet Member for Social Services, Housing, Health & Wellbeing explore as part of the Older People's Plan, some further initiatives and activities to enable older people to feel valued and engaged in Hillingdon, that may include:***

- a. Intergenerational activities with younger people through schools and local education establishments, the Scouts, and Duke of Edinburgh groups***
- b. Reading and life story sessions in libraries***
- c. Singing and music groups in schools***

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Classification: Public

Social Care, Housing and Public Health Policy Overview Committee - 31 July 2019

- d. Promotion of volunteering opportunities**
- e. Spare Chair Scheme**
- f. Animal Therapy session with local organisations**
- g. Further befriending services**
- h. Men in Sheds schemes**
- i. Seated Exercise opportunities**

**a. Intergenerational activities with younger people through schools and local education establishments, the Scouts, and Duke of Edinburgh groups**

The Council's Universal Young People's Service deliver the Duke of Edinburgh scheme in Hillingdon. Many young people use befriending activities for their volunteering section, including visiting an elderly neighbour, shopping or gardening.

Residential homes would consider participants aged 16 or over.

**b. Reading and life story sessions in libraries**

Home Library Service - The Home Library Service delivers a service to the most vulnerable and isolated in the community. Library items are delivered to house bound individuals, care homes and sheltered housing schemes every 4 weeks using council vehicles. Currently there are over 360 readers registered with the Home Library Service.

Postal Talking Books Service - a talking book service for registered blind readers. Poetry Read Aloud sessions are lead by library staff and held at day centres, sheltered housing and care homes.

Mobile Library Service - delivers library services to sheltered housing schemes and care homes; over 60's lunch clubs; three day centres; three primary schools (1 special needs school), 11 local nurseries and 25 roadside stops. Currently the Mobile Library has over 1400 registered readers. The mobile library vehicle was replaced in April 2017 with a range of improved features including a step lift for wheelchair users, free wifi on board, and capacity of up to 2500 library items.

Reading Groups - In 17 libraries there are 37 library-run reading groups with a membership of 340 residents: 22% are men; 49% are over the age of 65.

Writing Groups: 4 libraries hold a writing group with a membership of 43 residents: 40% are men; 63% are over the age of 65.

Conversation Groups (including ESOL, debate and discussion etc): In 14 libraries there are 29 conversation groups with a total membership of 246 residents: 27% are men; 66% are over the age of 65.

Sow and Grow: 3 libraries hold Sow and Grow groups with a total membership of 27 residents: 30% are men;85% are over the age of 65.

**c. Singing and music groups in schools (for Older and younger people together)**

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Classification: Public

Social Care, Housing and Public Health Policy Overview Committee - 31 July 2019

Update: None at present. This can be reviewed as part of service plans.

#### **d. Promotion of volunteering opportunities**

Hillingdon library service encourages volunteering for young people 14-18, and adults 18+. There are opportunities to apply as a volunteer at any of the 17 branch libraries, the Home Library Service and the Mobile Library Service, depending on the need for support with tasks such as events, storytimes and computer support. There are currently 13 active volunteers in Hillingdon library service.

In addition to this, every year the service recruits young volunteers to help with the Summer Reading Challenge, a scheme that encourages children to maintain their reading level over the summer holidays. Volunteers talk to children about the books they've been reading, give out the challenge incentives and update the records.

Culture Bite is the library service's annual arts and culture programme, and in 2018 a volunteer profile was developed to assist. Seven new volunteers were taken on to help out at a range of events across the borough, in libraries, theatres and other venues.

#### **e. Spare Chair Scheme**

This national initiative seeks to provide opportunities for Older People to be invited for dinner or lunch usually by neighbours, i.e. Open Door Sundays. It is hoped to consider this in Hillingdon during 2019/20.

#### **f. Animal Therapy session with local organisations**

It is hoped to consider this in Hillingdon during 2019/20.

#### **g. Further befriending services**

As well as the Age UK Hillingdon befriending services cited at 1, the Council has also supported H4All to provide a new dementia befriending scheme to work alongside its existing wellbeing service and other initiatives such as social prescribing. The service is aligned to the Hillingdon Dementia Alliance and is recruiting volunteers and training them up to be able to support people with dementia to maintain their skills and confidence.

#### **h. Hillingdon Men's Sheds**

Men's Shed schemes have been set up in the following locations specifically to address social isolation among men.

Rural Activity Garden Centre (RAGC, Hayes)

- The 'shed' is running successfully with 5 participants (maximum capacity) at RAGC.

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Classification: Public

Social Care, Housing and Public Health Policy Overview Committee - 31 July 2019

Activities are mainly woodcraft based.

- The main reason given by men joining is that they want to get out of the house and do something; the majority are retired people.

#### Harefield Library

- The 'shed' was running with 2 participants but now looking to refresh the project to try to attract more men. One possibility is through setting up walking football as an activity to get men engaged (the social benefits of this activity are well documented.)

#### Bell Farm Christian Centre (West Drayton)

- In discussion with Bell Farm to set up a 'shed' as a regular activity within their day centre programme for older residents.

### **i. Seated Exercise Programme (MOVES)**

There are 20 sessions held weekly in 12 libraries and 2 community venues. There is a £2 charge per person and the sessions are held for residents over the age of 65. Due to the popularity of the classes, a number of the sessions are now held back-to-back in libraries.

#### Feedback:

- Hayes End Library: one group has formed long lasting friendships amongst each other. After the session the library staff have set up the coffee area (within the library) for the participants to carry on chatting
- A male resident recently had heart surgery and a few weeks later was back attending the session. His nurse observed the session and noticed how happy and active the individual was.
- A female resident had suffered a stroke a few years ago. She gave feedback that attending the session helped her mobility and she feels less stiff during the week.

### **Recommendation 6**

***That the Cabinet request officers review existing events to better incentivise attendance from male residents, based upon the initial data and feedback received by the Committee***

### **Walks**

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Classification: Public

Social Care, Housing and Public Health Policy Overview Committee - 31 July 2019

Long established programme that continues to attract new walkers every year. Since April 2018, 30% of new participants are male.

## **Outdoor Gyms**

Free instructor led programme that aims to give residents the confidence to use outdoor gym equipment in local parks, independently. The sessions started in October 2018 and there are now a set regular programme in 13 locations that will enable participants to benefit from the social benefits of exercising in a group.

40% male participation (of over 100 attendances).

## **Coffee Mornings**

Dementia Friends Coffee Mornings have been set up in 7 libraries for people living with dementia and their carers. The sessions are free and offer information about local services and provide activities (delivered by instructors) specially designed to engage people living with dementia. These coffee mornings offer a regular space and variety of activities for individuals who would otherwise be isolated and potentially lead to the deterioration of their physical and mental wellbeing.

Northwood library: Held weekly, Hillingdon's first Young Onset Group (for people living with dementia below the age of 65) is going well. In the 5 months since starting there are seven regular participants, of which two are men. Both men are carers. We also have a male volunteer who was previously a carer.

South Ruislip Library: The Dementia Coffee morning at South Ruislip Library is fairly new (started on 29 April) and is held fortnightly; the sessions alternate between art and reminiscence activities. On average 2-3 people attend each session (1 man); feedback has been positive in that people have enjoyed doing the art. There have been positive comments from general library users who have been impressed that the library offer this type of event.

Yiewsley Library: Held monthly, the Dementia Coffee Morning has an average attendance of four residents of which one is male. The group participants particularly enjoy singing, even if they are the same songs from session to session, as well as the Active Mind Resources (a suite of games and activities designed specifically for people living with dementia).

Botwell Library: The weekly Dementia Coffee Morning has around 15-16 residents, of which 5 are male. The timetable offers singing, exercising and reminiscence activities - a perfect balance for the participants. Observations show that male attendees like singing and games and the females like a variety of activities, e.g. art & craft, singing and games etc.

Ruislip Manor Library: The average attendance of the coffee mornings are around 12-19 residents each week; around 7 or 8 are males.

There has been a lot of positive feedback and residents report enjoying the variety of sessions such as Tovertafel, reminiscence, seated exercise and art as well as using the Active Minds resources such as jigsaws and conversation cards.

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Classification: Public

Social Care, Housing and Public Health Policy Overview Committee - 31 July 2019

## **Dances**

There are 5 monthly dances across the Borough: Tea Dances at the Middlesex Suite, Yiewsley and West Drayton Community Centre; Winston Church Hillingdon. Line dance at Yiewsley and West Drayton Community Centre; and a Bollywood style dance at the Botwell Leisure Centre. All the dances are free of charge for residents over the age of 65.

Feedback: Monthly tea dances are very popular: friendships developed and social engagements arranged outside of the dances.

Men feel confident to attend on their own and a number have formed friendships from attending regularly. The feedback is very positive and residents keenly keep the monthly commitment to attend, including changing medical appointments to attend the dance.

A quarter of the participants at the Desi dance are men who engage happily. All the participants are from BME groups and also commit to the monthly dance.

## **Implications on related Council policies**

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

## **Financial Implications**

None at this stage.

## **Legal Implications**

None at this stage.

## **BACKGROUND PAPERS**

Review By The 2017/18 Social Services, Housing & Public Health Policy Overview Committee: Loneliness And Social Isolation In Older Residents

## SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE - FORWARD PLAN

<b>Committee name</b>	Social Care, Housing and Public Health Policy Overview Committee
<b>Officer reporting</b>	Anisha Teji, Chief Executive's Office
<b>Papers with report</b>	Appendix A – Forward Plan
<b>Ward</b>	All

### HEADLINES

The Committee is required by its Terms of Reference to consider the Forward Plan and comment as appropriate to the decision-maker on key decisions which relate to services within its remit (before they are taken by the Cabinet or by the Cabinet Member).

### RECOMMENDATION

**That the Social Care, Housing and Public Health Policy Overview Committee notes and comments on items going to Cabinet.**

### SUPPORTING INFORMATION

The latest published Forward Plan is attached.

#### Implications on related Council policies

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

#### How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents and external partners in the work they do.

#### Financial Implications

None at this stage.

#### Legal Implications

None at this stage.

### BACKGROUND PAPERS

NIL.

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Ref	Upcoming Decisions		Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Public or Private (with reason)
	Further details								
<small>SI = Standard Item each month</small> <small>Council Departments: RS = Residents Services SC = Social Care CEO = Chief Executive's Office FD= Finance</small>									
<b>Cabinet meeting - 25 July 2019</b>									
014	<b>Appointment of contractor and release of funds for Tranche 7 Housing Development</b>	Cabinet will consider the appointment of contractor and release of funds for Tranche 7 Housing Development. This will be on Nelson Road, Hillingdon Heath.	Hillingdon East		Cllr Jonathan Bianco	RS - Michael Naughton / Neena Singh			Private (3)
022	<b>Award of Contract: Care and Wellbeing Service for Adults with mental health needs</b>	Cabinet will consider a competitive tender for a care and wellbeing service for adults with mental health needs that includes: a) Care and support for people living in three supported living schemes; b) Floating support for people living in a range of tenures in the community; c) Out of hours telephone support with the intention of preventing crises that are avoidable.	All		Cllr Philip Corthorne	SC - Kate Kelly-Talbot / Gary Collier			Private (3)
<b>Cabinet Member Decisions expected - July 2019</b>									
009	<b>Appointment of a building works contractor for the housing development at the Maple and Poplar Day Centre sites.</b>	This report seeks approval to appoint a works contractor to build the housing development at the former Maple and Poplar Day Centre sites, extend the consultants appointment for this construction stage as well as the release of capital funds for the construction works and associated costs. Delegated authority to the Leader and Cabinet Member has previously been granted by Cabinet to progress the necessary decisions on this project.	Yeading		Cllr Ray Puddifoot MBE / Cllr Jonathan Bianco	RS - Jenny Evans / Bobby Finch		Def	Private (3)
012	<b>Home to School Transport Policy</b>	The Leader and Cabinet Member will consider approval of an updated Home to School Transport Policy.	All		Cllr Ray Puddifoot MBE / Cllr David Simmonds CBE	SC- Sandra Taylor / Jan Major	TBC	Def	Public
<b>Cabinet meeting - 26 September 2019</b>									
017	<b>Safeguarding Adults Partnership Board Annual Report</b>	The Annual Report of the Safeguarding Adult Partnership Board will be presented to Cabinet. The report details the partnership's activity and performance in safeguarding adults at risk and its priorities for the year. The report is set in the context of national guidance and policy.	All		Cllr Philip Corthorne	SC - Steve Ashley (Independent Chairman) / Tony Zaman	Social Care, Housing & Public Health Policy Overview Committee		Public
<b>Cabinet meeting - 14 November 2019</b>									
025	<b>Older People's Plan update</b>	Cabinet will receive it's twice yearly update on progress on the Older People's Plan (May and November annually).	All		Cllr Ray Puddifoot MBE / Cllr Philip	RS - Kevin Byrne	Older People, Leader's Initiative		Public
<b>Cabinet meeting - 12 December 2019</b>									
026 a	<b>The Council's Budget - Medium Term Financial Forecast 2020/21 - 2024/25 BUDGET &amp; POLICY FRAMEWORK</b>	This report will set out the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2020/21 for consultation, along with indicative projections for the following four years. This will also include the HRA rents for consideration.	All	20-Feb-20	Cllr Ray Puddifoot MBE & Cllr Jonathan Bianco	FD - Paul Whaymand	through the Policy Overview Committee process and statutory consultation with businesses & ratepayers		Public

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## SOCIAL CARE, HOUSING AND PUBLIC HEALTH POLICY OVERVIEW COMMITTEE - WORK PROGRAMME

<b>Committee name</b>	Social Care, Housing and Public Health Policy Overview Committee
<b>Officer reporting</b>	Anisha Teji, Chief Executive's Office
<b>Papers with report</b>	Appendix A – Work Programme
<b>Ward</b>	All

### HEADLINES

To enable the Committee to track the progress of its work in 2019/20 and forward plan its work for the current municipal year.

### RECOMMENDATION

**That the Social Care, Housing and Public Health Policy Overview Committee considers the report and agrees any amendments.**

### SUPPORTING INFORMATION

- The Committee's meetings tend to start at 7pm and the witnesses attending each of the meetings are generally representatives from external organisations, some of whom travel from outside of the Borough. The meeting dates for this municipal year are as follows:

Meetings	Room
13 June 2018, 7pm	CR 5
30 July 2018, 7pm	CR 4
26 September 2018, 7pm	CR 4
17 October 2018, 7pm	CR 4
28 November 2018, 7pm	CR 4
16 January 2019, 7.45pm	CR 4
7 February 2019, 7pm	CR 4
18 March 2019, 7pm	CR 4
11 April 2019, 7pm	CR 4
12 June 2019, 7pm	CR 5
31 July 2019, 7pm	CR 6
25 September 2019, 7pm	CR 6
23 October 2019, 7pm	CR 6
27 November 2019, 7pm	CR 6
15 January 2020, 7pm	CR 6

### **Implications on related Council policies**

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

### **How this report benefits Hillingdon residents**

Policy Overview Committees directly engage residents and external partners in the work they do.

### **Financial Implications**

None at this stage.

### **Legal Implications**

None at this stage.

### **BACKGROUND PAPERS**

NIL.

# Multi year work programme

Social Care, Housing & Public Health

2020

Meeting Month	June	July	September	October	November	January	February	March	April	June	July
Date	12	31	25	23	27	14	6	25	16	TBC	TBC
<b>REVIEW A: Universal Credit - likely favourable and adverse impacts, risks and local partnership response</b>											
Topic selection / scoping stage											
Witness / evidence / consultation stage		Witness session									
Findings, conclusions and recommendations			Review								
Final review report agreement											
Target Cabinet reporting			Final report	CABINET							
Post review monitoring											
<b>Title of Review B</b>											
Topic selection / scoping stage				Agree topic for Review 2019							
Witness / evidence / consultation stage				Scoping report	Witness 1	Witness 2					
Findings, conclusions and recommendations							Review	Findings			
Final review report agreement									Final report		
Target Cabinet reporting											
Post review monitoring											
<b>Regular business items</b>											
Mid year Budget Update		X									
Annual complaints & service update report			X								
Annual LCSB (Children's Safeguarding Board report)		X									
Annual SAB (Adults Safeguarding Board report)		X									
Quality and Capacity of the Community Mental Health Services in Hillingdon				X							
Child & Adolescent Mental Health Services update				X							
Looked After Children Performance Data			X								
Report / minutes from the Corporate Parenting Panel	X			X		X		X			
Cabinet's budget proposals for next financial year							X				
Cabinet Forward Plan monitoring	X	X	X	X	X	X	X	X	X	X	X
Work Programme	X	X	X	X	X	X	X	X	X	X	X
<b>One-off business items</b>											
Information report on current housing policy/housing assessments						X					
Child Sexual Exploitation					X						
Better Care Fund Plan					X						
Update on Telecare Line					X						
Update on the Carers Strategy Update								X			
Osted report	X										
<b>Past review monitoring</b>											
Early Intervention Service								X			
Hospital Discharges						X					
Stroke Prevention							X				
Universal Credit update									X		
Loneliness and Social Isolation		X									
<b>Internal use only</b>											
Report deadline	30 May 2019	18 July 2019	12 Sept 2019	10 Oct 19	14 Nov 19	2 Jan 20	24 Jan 20	12 Mar 20	2 Apr 20	TBC	TBC
Agenda published	3 June 2019	23 July 2019	17 Sept 2019	15 Oct 19	19 Nov 19	6 Jan 20	29 Jan 20	17 Mar 20	8 Apr 20	TBC	TBC

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