

Barnet Safeguarding Adults Board Annual Report 2019-20



Foreword from the Independent Chair, Fiona Bateman

Welcome to the Barnet Safeguarding Adults Board's Annual Report for 2019-20. I am grateful for the opportunity to introduce this report to all those interested in the work of Barnet Safeguarding Adults Board ['BSAB' or 'Board']. I hope you find much of interest and value within it as the report details some of the Board's key achievements and also seeks to set out how these link to national agenda and our future plans. This period covers the second year of our three year strategic plan to improve the way in which we all respond to the risks of abuse and neglect in Barnet. The first section of the report therefore details the picture of risk that frontline safeguarding staff from across the voluntary and statutory sector deal with on a daily basis. You will note the steady rise in safeguarding concerns being referred and significant numbers of enquiries undertaken. It is however, much harder to quantify the preventative work that carers and staff do on a every day to reduce incidents of abuse and neglect. As Independent Chair I have the privilege of meeting and working with so many individuals who support and care for adults in ways that respects dignity, ensures people can exercise choice and control over their lives and values each person.

I have no doubt that partnership working offers the most effective model for protecting adults at risk of abuse and neglect, but time and time again this has been reinforced in each report received to the Board. Partner agencies, volunteers, carers and members of the public clearly understand the importance of working together to keep children and adults with care and support needs safe from abuse. Never has this been better demonstrated than in the remarkable way people came together locally to support our most vulnerable residents during the early days of the Coronavirus outbreak. I was so impressed with the strength, courage and compassion shown by our workforce, including the huge body of volunteers, that I wanted to take this opportunity to pay tribute to them and the many who lost their lives during this period. I am acutely aware of the resilience needed by us all to continue to ensure those at risk remain safe and tackle changes in the type, nature or level of safeguarding risks posed during this period. I am optimistic that together we can use the strong foundations of partnership working to provide effective responses when concerns arise to ensure our most vulnerable residents can live safely, free from abuse and neglect.



The profile of risk for adults with care and support needs in Barnet

We can all agree that it is important we work together when ‘protecting an adult’s right to live in safety, free from abuse and neglect.’¹ This requires, however, that everyone, including members of the public understand how to raise a concern if they are worried about an adult with care and support needs who is experiencing or at risk of abuse or neglect. We continue to work to raise awareness of the types of abuse experienced by adults with care and support needs in Barnet and the ways in which anyone can raise concerns so that together we can stop abuse and provide access to justice for those who have experienced it.

Professionals working within the BSAB partnership and anyone caring for or supporting an adult at risk have additional responsibilities, linked to their duty of care and professional standards to identify a safeguarding risk and respond effectively. In 2019-20 the London SAB revised the multi-agency safeguarding policy and procedures.² In addition, ADASS published a framework to assist those responding to safeguarding concerns better understand how to apply expected standards and record the work they do in a way that provided better consistency of practice across geographical boundaries and professional disciplines. The SAB supported practitioners to understand this new framework³ and much of our ongoing audit and quality assurance work intends to measure how well this has been embedded into practice to improve support for adults at risk of abuse in Barnet.

¹ Care and Support Statutory Guidance 14.7 - <https://www.gov.uk/guidance/care-and-support-statutory-guidance/safeguarding>

² Available at: <https://londonadass.org.uk/wp-content/uploads/2019/05/2019.04.23-Review-of-the-Multi-Agency-Adult-Safeguarding-policy-and-procedures-2019-final-1-1.pdf>

³ Available at: <https://www.adass.org.uk/media/7323/s42-fwork-v-7-5-final-11-july.pdf>

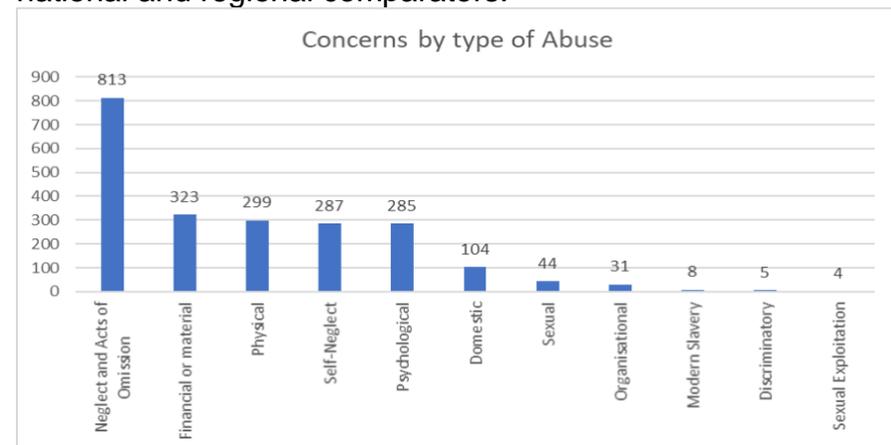
Safeguarding concerns received April 2019 – March 2020

1735 safeguarding concerns were received during the period. Taking into account concerns still to resolve from the previous year, in total 1739 safeguarding concerns were completed in the 2019-20 year. This is an increase of 30 (1.75%) compared to the total recorded in 2018/19 (1,709). This data isn't designed to capture the work done every day by partners to recognise possible risks and provide support in a way that prevents harm before any safeguarding concerns arise. Similarly, other processes exist to provide multi-agency solutions to certain types of risk (e.g. domestic abuse) or to enable reflection on current practice and identify ways to improve care (e.g. LeDeR programme). All of which has a positive impact on the lives of our most vulnerable residents. Details of the work done by BSAB to capture that work is detailed in section 2 of this report.



Concerns by types of abuse of all Safeguarding Concerns

The largest number of safeguarding concerns by abuse type in 2019/20 was 'Neglect and Acts of Omission' (37% of the total). 'Financial or material' abuse was the second highest (15% of the total). This is similar to previous years and in line with national and regional comparators.



Source of Referral for Safeguarding Concerns

The highest number of safeguarding concerns were raised from organisations such as the NHS, Police and Council's adult social care dept. collectively recorded as 'Agency'. Of these, the majority were raised by the NHS (39% of the total concerns

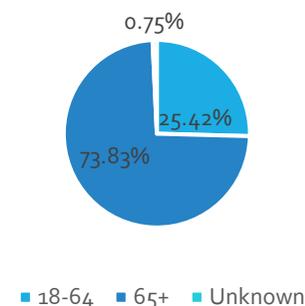
raised). The miscellaneous ‘other’ category includes other organisations such as housing associations and other council services. This is to be *expected, as there is now a much greater emphasis on the professional responsibility to recognise and report safeguarding concerns within statutory agencies. It also reflects the work done to ensure partners’ workforce receives safeguarding training.*

Source of Referral	Total	%
Agency	917	52.8%
Anonymous	28	1.6%
Friend or Relative	115	6.6%
Other	180	10.3%
Paid Care Staff	360	20.7%
Self-Referral	18	1%
Not Known	117	7%
Grand Total	1735	100%

Profile of Adults at risk in Barnet by age

As with last year, there is still a greater proportion of those aged 85-94 years old, who were the subject of a safeguarding concern in Barnet (480, 28%). In 2018/19 it was 26%. This is also the case for 75-84-year olds (399, 23%) a slight rise compared to the 21% in 2018/19. This is not unusual, as adults within these age ranges tend to have more contact with statutory agencies and, rightly, concerns are reported by those agencies.

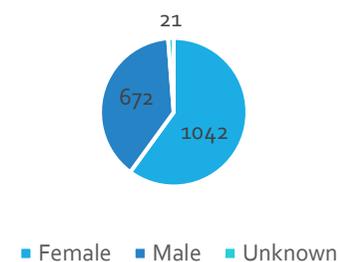
Proportion of individuals involved in safeguarding concerns by age band



Safeguarding concerns by Gender

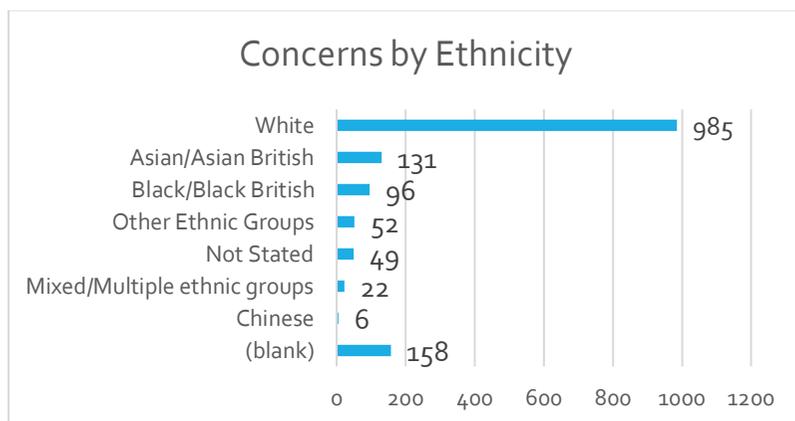
60% of those individuals referred were female and 39% referred were male. This is a similar pattern to last year and is largely in line with the most recently available national statistics. In Barnet women were very slightly over-represented by approximately three percent.

Completed Concerns by Gender

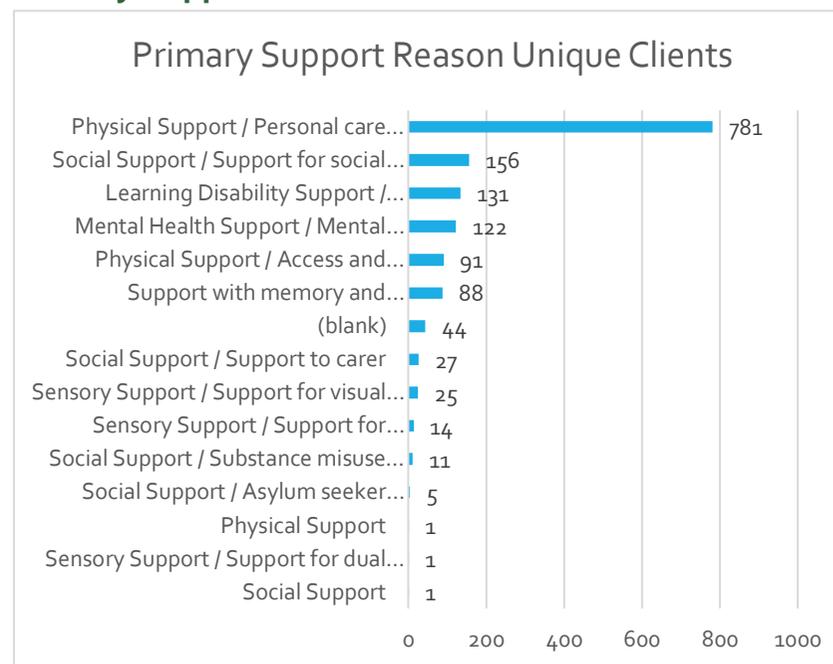


Total individuals involved in Safeguarding Concerns by ethnic origin

66% of the people subject to a safeguarding concern in Barnet were described as 'White', lower than the national average of 79% but closely matching our population profile.. The number of people described as Asian/Asian British (9%) was higher than the national average of 3%; as was those described as being Black (African/Caribbean/British) (6%) where the national average is 3%. A high priority of the SAB in 2019-20 was to raise awareness within Barnet's diverse communities of the risks of abuse and, whilst there is still more to do to ensure that we reach all our communities equally well (and record ethnicity consistently across all partners, it is reassuring that we are starting to see the positive impact of our work raising awareness of risks within those communities.



Total individuals involved in Safeguarding Concerns by Primary Support reason



Physical Support/Personal care and support as the primary care and support need increased in 2019/20 by 108 compared to 2018/19, however this is closer to the number in 2017/18 when there were 823.

Barnet Safeguarding Adults Board: Our vision and purpose

The Safeguarding Adults Board ['BSAB'] is a partnership of voluntary, statutory and community organisations. BSAB purpose is to enable partner agencies to review practice across the entire 'system' and provide positive cross agency challenge to encourage accountability and strengthen a culture of continuous improvement. Our vision is for all 'adults at risk',⁴ in Barnet to be safeguarded from abuse and neglect in a way that supports them to make choices and have control about how they want to live safely. In 2018 we set out a three-year strategic plan to address three key priority areas, namely:

- Establish consistent practice across partnership agencies which reflect the 'Making Safeguarding Personal' principles⁵
- Ensure 'adults at risk' are heard and understood and their experiences and views shape continuous improvement
- Advance equality of opportunity, including access to justice for 'adults at risk'

This work is undertaken by partners coming together as a full board on a quarterly basis and, in between those meetings, through our sub groups. A summary of the work completed and the impact is given below.

THE CASE REVIEW GROUP ['CRG']:

The CRG undertakes the statutory duties set out under Section 44 of the Care Act, namely to review any case where an adult with care and support needs in Barnet has suffered serious harm or died as a result of abuse or neglect, and there is concern that partner agencies could have worked more effectively to protect the adult. The group considers all referrals to assess the opportunity for learning and reports quarterly to the BSAB with recommendations on the commissioning of reviews. The CRG also monitors the recommendations and action plans of partners where a review has taken place, and co-ordinates multi-agency responses.

⁴ Defined by s42 Care Act 2014 as adults with care and support needs who are at risk of abuse or neglect and unable to protect themselves

⁵ Set out in more detail at: <https://local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/making-safeguarding-personal>

Key Achievements in Safeguarding Adults during 2019-2020:

Safeguarding Adults Review (SAR) Framework

The Safeguarding Adults Review Framework document is a local protocol for requesting and conducting a Safeguarding Adults Review in accordance with the Section 44 Care Act 2014. The CRG reviewed and updated this document. It was presented and signed off by the BSAB in March 2020.

Safeguarding Adult Reviews completed or published in 2019-20

AB Safeguarding Adult Review (SAR)

Background: AB had a long-standing health condition with a history of refusing to comply with advised treatment which had resulted in physical difficulties. There was increasing concern for AB as their health deteriorated. AB was informed of the risks of failure to follow advice, including that this may mean life changing surgical intervention. Professionals in contact with AB questioned their mental capacity on numerous occasions but struggled to balance AB's right to make an unwise decision with the duty of care owe to AB.

The CRG group reviewed the implementation of the AB Action Plan, which was put together to implement the recommendations arising out of the review, namely:

- All Agencies should consider multi-agency training on working with individuals who present with behaviours that challenge.
- The CCG to provide guidance to GPs on working with patients who present with complex challenges. This should focus on better use of the Mental Capacity Act 2005 and provide access to legal or expert clinical advice.
- The CCG's primary care team to consider developing a formal structure in which staff are able to debrief or to discuss complex cases.

The CRG reported the plan has now been fully implemented.

Case Audit: Safeguarding practice where adults at risk refuse medical treatment

An audit was undertaken in November 2019 and was conducted with colleagues across North Central London to explore how well the lessons have been learned from the AB case review and a similar SAR undertaken by Camden SAB in 2017. Safeguarding and Health lead practitioners tested what practice change has occurred in respect of supporting adults at risk who refuse medical treatment. The audit identified some excellent practice and found that, provided professional standards were applied consistently, systems worked well to enable practitioners to escalate concerns and respond where concerns arise. There is still more that can be

done to enable a greater degree of understanding of the responsibilities under the Mental Capacity Act 2005, in respect of clinician judgements and the interplay with compulsory powers to treat under the Mental Health Act 1983. Proposals for future improvement have been reported to local SABs and the London SAB.

Case Study:

A safeguarding concern was raised in respect of an elderly lady who was refusing medication for diabetes and high blood pressure. Practitioners agreed her GP was the most appropriate person to conduct an assessment of her capacity to refuse medication. Her right to privacy was considered and information only shared with those involved in the safeguarding enquiry and providing her care. She was supported through the enquiry by family members who were able to ensure her wishes were understood and everyone was focused on her wellbeing.

It was agreed it was in her best interests to ensure medication was correctly administered. Her GP provided comprehensive advice on the risk than noncompliance with each medication would have on her health and detailed when and how to administer it to prevent her any distress. The decision to provide some medication covertly in certain circumstances was subject to regular assessments in line with the Mental Capacity Act 2005. The safeguarding plan was agreed by telephone and emails to prevent delay. Unfortunately decisions were not communicated in a timely fashion to the initial referrer resulting in a subsequent referral two months later, but this was quickly addressed and has been subject to a further follow up review to confirm her health needs are now being safely managed.

Mr A - Safeguarding Adult Review (SAR)

Background: Mr A, a 63-year-old lived in a supported living environment. He had a number of health conditions which included partial paralysis and restricted movement such that he used a wheelchair and, to reduce the risk of pressure ulcers, required regular use of emollient creams. He had dysphasia and significant difficulty communicating verbally. He had always smoked, and the risks associated with this were understood, but staff were unsure about how to balance that risk against his freedom of choice and smoking habit. He died as a result of a fire started by a cigarette. This quickly spread and, despite swift action by staff, they and the Fire Brigade were unable to rescue him. An independent review took place, finding that better understanding of the legal obligations set out in the Mental Capacity Act 2005 could have enabled staff to put in place effective protective measures to support Mr A reduce this risk.

During the course of 2019-20 the CRG received further notifications of 2 adults with care and support needs who had died in fires. The degree of support each person received from public services varied, however the learning from these deaths has implications

for our work with residents across the system. BSAB agreed to set up a 'task and finish group' to implement actions arising from the recommendations, this group have focused on reducing the risk of fire deaths in Barnet by:

- Awareness raising – across the partnership's organisations and practitioners supporting adults with care and support needs (including providers of accommodation), about personal fire risk assessment, referral pathways, and processes for multi-agency risk management.
- Delivering training – so that staff from across health, housing and social care are aware of the fire safety and preventive support provided by the London Fire Brigade and their own responsibilities to assess and reduce risk.
- Providing assurance – to BSAB that the above two steps have been completed and providing an objective assessment of their impact.

By September 2019, the CRG were able to report that 12 out of a total 26 actions contained with the Mr A SAR action plan had been completed, and actions are in place to ensure the remaining actions will be carried out. All the relevant learning material and toolkits (e.g. the 7-minute briefing, LFB risk assessment matrix etc.) have been made easily accessible to staff and are available on the BSAB website.

Learning review: The CRG group made a recommendation, which was accepted by the BSAB in March 2020, to carry out a discretionary learning review following the death of a person with learning disabilities and poorly controlled diabetes. Although neglect or abuse had not contributed to the person's death, practitioners involved in the LeDeR programme formed a view that there would be benefit for the Barnet safeguarding system to undertake a learning review under the auspices of the BSAB. This review had to be paused during the Coronavirus 'lockdown' but will resume and be reported in next year's annual report.

7 Minute Briefings – completed and circulated to staff

1. **Fire Safety Awareness 7- minute briefing** outlining the key points and learning from the Mr A SAR has been published on the Barnet SAB website and disseminated to partners along with a request that they each consider what actions they will take to improve practice following this review.
2. **Financial Scam awareness 7- minute briefing** was completed by Age UK following a 18month scam awareness project.
3. **Domestic Abuse 7- minute briefing** on how best to support adults with care and support needs experiencing domestic abuse was completed and circulated.

Professional and Quality Assurance 'PQA' Group

Effective quality assurance drives continuous improvement and is recognised as a critical function of the BSAB. The group provides assurance that local safeguarding arrangements are in place and work effectively, and risks and concerns are escalated to the Independent Chair and BSAB.

Key Achievements during 2019-2020:

The Group meets quarterly to review safeguarding performance via an integrated monitoring report which reviews data and key performance indicators from across the partnership. During the year, the PQA devised and maintained the SAB risk register to ensure that the SAB's work is delivered in line with our strategic plan. The group also considered reports from partner agencies detailing their internal audits and those conducted to ensure multi-agency protocols were being used effectively, for example Central London Community Healthcare NHS Trust completed audits on the use of the Pressure Ulcer Protocol and effective use of the Mental Capacity Act 2005 to support clinical decision making. The PQA have reported progress on our priorities as follows:

Priority 1: Establish practice across the partnership agencies which reflect MSP principles.

Task: Host a multi-agency meeting to support the implementation of the 'Liberty Protection Safeguards' which were due to come into force in October 2020 (but which have now been put back to 2022 by central government). The lead officers from DoLS confirmed plans to host monthly multi-agency meetings including CLCH, BEH MHT, RFLHT and CCG and Barnet Council. The outcomes of these meetings fed into the PQA monitoring report.

Priority 2: Adults at risk are heard, understood and respected. Their experiences and views shape continuous improvement.

Task: Explore cultural barriers to recognising, reporting and responding to safeguarding concerns for under-represented communities. The Performance and Quality Assurance sub-group agreed to review qualitative and quantitative data on referrals mapped against Barnet's demographics to ascertain if there is under reporting. Presently there are 2 religious groups (Hindu and Muslim) that appear underrepresented in what we might expect to see featuring within safeguarding concerns data as the number of safeguarding concerns received 2017/18 and 2018/19 do not correlate with demographic data reported within the 2011 Census information. PQA agreed to undertake a programme of targeted communication to community groups that represent these religious groups through distribution of the 'Say No to Abuse' and 'What Happens After You Report Abuse' leaflets. This work is still a priority for the BSAB and features heavily in our 2020-21 workplan.

Workforce development and safeguarding training

An important function of BSAB is to monitor the implementation and impact of safeguarding training. Our PQA subgroup receive regular reports (as part of the BSAB quarterly monitoring dataset) from partners of compliance with the National Competence Framework for Safeguarding Adults.

The Council's adult social care workforce development team provides a comprehensive range of multiagency training for staff from within the council and from partner agencies. This is led by the Principal Social Worker who plays an important role in ensuring that the programme improves the quality of safeguarding practice across the partnership.

The programme includes a variety of courses, briefings and forums delivered within the London Multi-Agency Safeguarding Adults policy and procedures framework, based on levels 1-3 and in line with the National Competence Framework for Safeguarding Adults. Additionally, all staff have access to a suite of online learning and the range of courses has been increased from 2 to 4 courses.

- Safeguarding Adults - Level 1
- Safeguarding Adults - Level 2
- Mental Capacity Act 2005
- Deprivation of Liberty Safeguards

Safeguarding practitioners also have access to all the multi-agency training delivered by BSCP and Barnet Council's Family Services e.g.: Coercive Control, Domestic Abuse etc.

The BSAB has also ensured that a wide range of relevant training / workshops/ webinars and training material provided by professional bodies such as Research in Practice for Adults (RiPfA), Skills for Care, Social Care Institute for Excellence (SCIE) has been disseminated across the partnership.

Formal training programmes are also supplemented by a range of practice forums which provide reflective learning opportunities for staff to discuss real cases and learn from good practice examples. Practice forums are quarterly and focus on safeguarding, Mental Capacity and the role and function of Best Interest Assessors under the Deprivation of Liberty Safeguards. Safeguarding Adults face to face Training has also been provided to staff from across approximately 30 external providers.

THE ACCESS TO JUSTICE GROUP

This group was set up in response to concerns that adults with care and support needs may need agencies to proactively change practice so that, if they experience abuse or neglect, they can get redress through the civil or criminal legal system. Over 2019-20 the group's focus was on securing effective Appropriate Adult provision and ensuring Disability Hate Crime has an effective response locally.

Key Achievements in Safeguarding Adults during 2019-2020

Appropriate Adult provision:

The Metropolitan Police force was reorganised into BCU's during this period. The SAB received regular updates from representatives on the impact of these changes and steps taken to ensure safeguarding remained a key priority within the new structure. Police raised concerns regarding the availability of 'Appropriate Adults' to assist adults with disabilities taken into custody. Barnet has a committed volunteer service of Appropriate Adults and BSAB members, working with colleagues across London and the local volunteers, have worked hard to increase volunteer recruitment, improve response times and provide options for a sustainable service going forward. The Barnet Appropriate adult volunteer scheme has been successful in increasing the number of volunteers, but work continued during the period to monitor this provision to ensure that vulnerable adults receive this vital procedural safeguard in a timely way. The Access to Justice group have been monitoring this on an exception basis and no evidence of delay has been reported, providing a level of assurance. It has been agreed that, subject to any further reports or escalations, this action could be closed.

Hate Crime Reporting:

A key partner within the SAB, Barnet Mencap has delivered four Disability Hate Crime Reporting Workshops for 37 disabled service users resulting in an increase in disability hate crime reports to the Police via third party reporting centres. They also arranged two Disability Hate Crime Awareness Raising Workshops for 10 family carers of disabled people and Hate Crime Reporting Training for frontline staff working with people from diverse backgrounds and those with physical and learning disabilities, autism and mental health conditions. A total of 9 workshops were held for 99 staff members across the borough.

Barnet Mencap have also supported adults with learning disabilities to report 8 incidents involving disability hate crime and thereafter provided support to those victims and/or signposting or referring them to appropriate support organisations. The Group have prepared a 7-Minute Briefing Paper focusing on identifying and reporting Disability Hate Crime. The Briefing Paper has been circulated within Barnet Council Teams and is aimed at acting as a quick reference guide for staff, particularly those working with vulnerable adults.

The Access to Justice group also carried out research with disabled people's groups to identify why disability hate crimes are not being reported to the Police and preparing recommendations for the SAB and Community Safety Team to increase reporting of disability hate crime in Barnet. They continue to work across partner organisations to ensure that all incidents involving disability hate crime are being recognised by staff and logged accurately whether they are investigated and resolved by the organisation, reported to the Police and/or raised as safeguarding concerns. The group also engaged with over 200 Barnet residents as part of the Hate Crime Reporting Champion Scheme to raise awareness of hate crime against vulnerable adults.

Safe Places Scheme:

The scheme was a Project led by Inclusion Barnet which has come to an end however the successful project is being handed to Barnet Mencap, as the project has set up safe places where vulnerable people can go to get support if they are out and have become distressed . There are cards issued, a list of local locations (including libraries) has been identified and businesses who have committed to be places of safety which have a Safe Place sticker displayed. The scheme will continue to be part of the National Network.

Scams Awareness & Prevention Programme:

Another key partner agency (Age UK) has led the way in raising awareness of scams which target older adults with care and support needs and provided guidance to them on how to keep themselves safe and report these illegal activities. During 2019-20 this programme ran 27 sessions to raise awareness of the risks of scams, reaching 615 people. They provided targeted support to 100 victims of scammers, recovering £10,600. They also recruited 3 'scam marshals' to help quickly identify new scams, enabling us all to protect ourselves against these criminals. More details of what scam Marshals do is available at: <https://www.friendsagainstscams.org.uk/shopimages/articles/files/Scam%20Marshal%20Leaflet.pdf>

Age UK's work is empowering older people to feel safer, more secure and more confident. It is preventing older victims of fraud from becoming repeat victims. Age UK (working with Action Fraud) will continue to assess whether older people who have reported crimes to Action Fraud could benefit from Age UK's support and advice. They are working to create a model of joint working between the police and the voluntary sector to be replicated in other parts of the UK. The team are developing tools and resources to be used across the Age UK network and more widely in supporting services aimed at tackling scams amongst older people. The achievements from this project are wide-ranging. Apart from the statistics, the soft outcomes achieved are invaluable:

- Re-building of confidence and tackling isolation by empowering people to engage in community activities

- Assisting people through the Later Life Planning Service to access welfare benefits, concessionary transport applications, explore housing options and helping people to engage with social services
- Writing letters of appeal to banks, telecom companies, financial ombudsmen.

Other examples of Safeguarding Partnership work in 2019-20

During the year the BSAB organised and participated in some events and joint working initiatives with partners for example

- **Multi Agency Tri – borough Learning Event** - ‘Working Together: Mental Capacity Act conference was organised by the BSAB in January 2020 where our keynote speaker was Michael Preston Shoot- a leading academic and safeguarding consultant. The event was well attended and appreciated by staff.
- **Coordinating the NCL SAB sub regional safeguarding meetings-** Over 2019-20 BSAB chaired this group, working with colleagues to coordinate shared priorities. The NCL safeguarding conference was held on 04.11.19 and a large number of BSAB partners attended and were active in the discussions about how to improve practice to better support those at risk of abuse and experiencing homelessness.
- **Brent Adults Safeguarding Annual Conference** – Brent hosted a conference inviting strategic safeguarding leads from neighbouring boroughs. BSAB was represented by our new BSAB Business Manager, providing an excellent networking opportunity and showcase for the work we are doing across the area.
- **Conference on Trafficking, Modern Slavery and Prostitution-** Learning from this conference has fed into our BSAB operational plan, this will involve working with Community Safety staff to tackle ‘Violence Against Women and Girls’ and Public Health colleagues to agree actions to improve system response to modern slavery in Barnet. The work will be progressed in 2020-21
- **London Safeguarding Conference** –the voice of those who experience abuse was the theme of this event. Following the conference, BSAB continues to be represented on the Task and Finish Group for the **Voice of the person with lived experience**. The aim is to ensure the involvement and engagement of people with safeguarding experience with a focus on ‘Making Safeguarding Personal’ and ensure that people with lived experience of safeguarding are part of the London SAB or local safeguarding Boards.

Multi-agency Risk Panel - This was set up by the Barnet Safeguarding Adult Board and has been operational for a number of years. The multi-agency panel considers high risk cases where there are challenges in working with the individual; or where the nature of the issues is particularly complex, such as severe self-neglect, hoarding and fire risk. Any practitioner from any agency can bring a case to the panel. The panel will advise and develop an agreed multi-agency plan. 35 cases have been presented to the Panel this year with more than half returning to Panel to discuss the outcome or for further support.

London Fire Brigade (LFB) - LFB undertake around 3000 Home Fire Safety Visits (HFSV) each year in Barnet. In 2018/19 they completed 3277 HFSVs, with 82.2% of these for high priority/at risk people.

Barnet Safeguarding Board meetings in 2019-20 were themed as follows

Date of Meeting	Theme
27-June	Advocacy & service user engagement
12-September	Transitions
12-January	Modern Day Slavery
26-March	COVID 19 – Impact and Update form Partners

Measuring the impact of the BSAB: What our partners said about the work we do

During 2019-20 we changed the way in which we asked partner agencies for feedback on their evaluation of the effectiveness of safeguarding across the ‘system’. Instead we asked for careful consideration of the effectiveness of BSAB’s work and whether partners believed more should be done, or things done differently, to increase the impact of our collective efforts to reduce the risk of abuse and neglect of adults with care and support needs. Within the evaluation feedback we received all partners stressed their commitment to safeguarding adults at risk and provided details of how this is achieved within their organisation and the work they undertake. All partners had designated safeguarding leads within their organisations. Many referenced actions taken within the BSAB’s 2019/20 workplan to demonstrate how they work together as a partnership.

Making Safeguarding Personal ['MSP']

Partners reported that the MSP principles are understood by those with safeguarding roles, and partners have welcomed the training provided by the SAB to improve practice. Partners identified how their staff applied MSP and how compliance was monitored. Most were able to identify ways in which the partnership worked well to embed MSP, including highlighting the importance of the chair's role and active participation in the Community Safety Partnership and Health and Wellbeing Board in achieving progress in MSP across relevant strategic plans (e.g. the Homelessness strategy). They also highlighted the way in which MSP was influencing other risk management processes such as the SAB's multi agency risk panel.

However, some cited the turnover of staff and misunderstanding of data protection regulations and confidentiality as issues that create challenge in practice. There is more to be done before MSP is understood more widely and firmly embedded in practice across partner agencies. One strand of this is to support the voluntary sector increase their understanding of MSP which is part of the SAB's 2020-21 work programme. Another strand is to improve feedback to VCS partners about safeguarding enquiries, within GDPR requirements.

Further consideration also needs to be made regarding how we engage residents and people with lived experience with the SAB. BEH reported their patient experience team have a database of experts by experience and suggested that these colleagues could support specific pieces of work of the Board. In 2020/21 we will be asking all partners to share details of relevant forums and consultation mechanisms with local residents so that we can utilise those resources more efficiently in each of our workstreams.

Application of MCA 2005

MCA training is mandatory for health and social care practitioners and monitoring reports indicate strong compliance with this training within those sectors. In addition, most partners responding confirmed regular audits were completed to ensure application of the MCA was within expected standards. The importance given within BSAB audit and Case Reviews to the application of MCA is a positive influence and demonstrates the importance of compliance with MCA requirements in keeping people safe whilst exercising choice. Challenges described by partners were:

- Maintaining legal literacy, given the frequency of judgments
- Lack of resources (time/ skilled staff who know the person well to carry out assessments).
- Voluntary sector colleagues reported their staff would benefit from increased information and training on Mental Capacity.

Whilst it is reassuring that safeguarding leads are central to the implementation plans for Liberty of Protection Safeguards (LPS) partners have identified a need for the BSAB to have 'robust and co-ordinated oversight of the proposed framework for implementing

LPS'. As a consequence, BSAB agreed the current LPS implementation group becoming a BSAB task and finish group reporting directly to the PQA group and this will continue for the foreseeable future now that implementation of the LPS has been delayed until March 2022.

Learning from SARs

Some partners welcomed the difference the BSAB had made to achieve progress, in particular commending the use of 7-minute briefings to reach wider audiences. Many partner agencies reported they have mechanisms in place to ensure dissemination of the 7-minute briefings and ensuring that key learning from all local, regional and national SARs are incorporated into training materials for their staff and commissioned services.

Suggestions for improved practice were:

ensure CRG had opportunity to consider learning from regional and national SARs, DHRs and SCRs
 streamlining the process so it is more timely, more effective use of all communication channels to disseminate information and wider thematic reviews to ensure effective learning and positive practice changes have been embedded. The CRG has also identified plans to improve the qualitative and quantitative data collected so as to better demonstrate the impact.

Safeguarding Adults Board Attendance 2019-20

Green indicates attendance and red is for non-attendance

BSAB PARTNERS	June 2019	September 2019	January 2020	March 2020
Barnet Clinical Commissioning Group	Green	Green	Green	Green
Local Authority – Adult Social Care	Green	Green	Green	Green
Local Authority – Public Health	Green	Green	Green	Green
Local Authority – Community Safety	Green	Green	Green	Green
London Metropolitan Police: Barnet	Green	Green	Green	Green
Barnet Enfield and Haringey NHS Mental Health Trust	Green	Green	Green	Green
Care Quality Commission	Green	Green	Green	Green
Central London Community Healthcare NHS Trust	Green	Green	Green	Green
General practitioners	Green	Green	Green	Green
Healthwatch Barnet	Green	Green	Green	Green
London fire Brigade	Green	Green	Green	Green
Community Rehabilitation Company	Green	Green	Green	Green
Royal Free London NHS Foundation Trust	Green	Green	Green	Green
The Barnet Group	Green	Green	Green	Green
Department for Work and Pensions	Green	Green	Green	Green
Safeguarding Children's Partnership Business Manager	Green	Green	Green	Green
Voluntary sector (Barnet Mencap/ Inclusion Barnet, Barnet Carer's Trust / Community Barnet)	Green	Green	Green	Green

What should you do if you think someone is being abused?

Everybody can help adults with care and support needs to live free from harm and abuse. You play an important part in preventing and identifying neglect and abuse.

If you or someone you know is being harmed in any way by another person, please do not ignore it.

Any information you provide to us will be treated in the strictest confidence.

Contact the Barnet Adult Multi Agency Safeguarding Hub (MASH)

Tel: 020 8359 5000 (9am- 5pm, Mon to Fri),
or 020 8359 2000 (out of hours – emergency duty service)

Email: socialcaredirect@barnet.gov.uk

Or call the police on 101.