



Haringey Safeguarding Adults Board Annual Report 2013/14



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FOREWORD

As Chair of the Haringey Safeguarding Adults Board I am pleased to introduce our Annual Report for 2013-2014

This Annual Report seeks to demonstrate how the Haringey Safeguarding Adults Board (Haringey SAB) is working to improve the lives of people who need our support most. The report is published on behalf of the multi-agency Board and provides partners with an opportunity to celebrate their achievements in 2013-14 and plan for the year ahead. The report contains contributions from a range of organisations who are involved in safeguarding vulnerable adults in Haringey.

Over the past 12 months, the achievements of the Haringey SAB have been significant and reflect the strength of commitment and quality across the partnership. Important milestones have been achieved in each area of the identified work streams reflecting significant efforts on the part of both individuals and organisations across the board.

Our partnership working continues to strengthen our ability to safeguard vulnerable adults to enable people to live in a place where everyone feels safe and has a good quality of life, this is underpinned by the principles and values outlined in this report.

The Board has considered working jointly with the Haringey Local Safeguarding Children's Board (LSCB) training subgroup so that a wealth of knowledge and expertise can be shared across both services. As the Chair of the Adults Safeguarding Board my role over the next year is to promote closer working, which we believe will enhance the safeguarding provision within Haringey.

Recent legal judgments on the Mental Capacity Act (MCA), Deprivation of Liberty Safeguards (DoLS) and care providers' duties have begun to have an impact on our services. These cases have placed additional responsibilities on social care and care providers to conduct mental capacity assessments and ensure that appropriate safeguards are in place.

The new legislation in the Care Act (2014) which will be implemented in April 2015, realises the Government's intention that Adult Safeguarding should be placed on a statutory footing, through legislating for a Safeguarding Adults Board in each area and empowering local authorities to make safeguarding enquiries.

In Haringey we are committed to the early adoption of the requirements of the Care Act. We have been preparing the Haringey SAB in advance of the changes and with reference to the emerging legislation and guidance. We are strengthening the governance arrangements and reviewing priorities in the context of the new requirements.

The Haringey SAB is not complacent about the work we still have to do. We are committed to continuous improvement and to learning from both national and local experience of safeguarding vulnerable adults. We will continue to work together in a supportive and collaborative way, whilst ensuring that we challenge ourselves and each other in assessing our effectiveness in safeguarding people in Haringey.

I would like to take this opportunity to acknowledge the commitment of all of you including the statutory, independent, and voluntary community sector, who have helped us to achieve all that we have in the last twelve months.

Beverley Tarka

Interim Director, Adult Social Service
Chair of the Haringey Safeguarding Adults Board

The Haringey Picture

Haringey is an exceptionally diverse and fast-changing borough. We have a population of 263,386 according to the 2013 Office for National Statistics Mid Year Estimates. Almost two-thirds of our population, and over 70% of our young people, are from ethnic minority backgrounds, and over 100 languages are spoken in the borough. Our population is the fifth most ethnically diverse in the country.

The borough ranks as one of the most deprived in the country with pockets of extreme deprivation in the east. Haringey is the 13th most deprived borough in England and the 4th most deprived in London.

The population of Haringey is growing. Under the Sub National Population Projections method, the previous 2011 ONS census population estimate of 255,540 is projected to reach 286,700 by 2021. This would be a 12.2% increase compared to the actually observed increase of 17.7% (according to the comparison between 2001 and 2011 Census figures). The fastest growing population locally is in age groups 30-34 and 45-49. Number of people aged 65-69 and over 85 decreased since 2001.

Out of the 263,386 people in Haringey 49.5% are Male and 50.5% are Female. The proportion of the population aged 25-39 in Haringey is significantly higher than London (31.1% vs. 28.1%).

Haringey's younger population has a similar age profile to London, with 24.9% of Haringey residents aged less than 20 years (compared with 24.5% in London). Those aged 20 – 64 make up 66.3% of the total population. The population of residents aged 65 and over in Haringey is 8.8%, much lower than 11.1% of residents in London.

Who we are and what do we do?

The Local Authority through Adult Social Services is the responsible lead agency for providing care services for people in need, including those at risk of abuse. The Haringey SAB gives direction, support, guidance and quality assurance to safeguarding adults' policies, procedures and practice in Haringey. It is a multi-agency board established to promote, inform and support safeguarding adults work. We ensure that priority is given to the prevention of abuse, and adult safeguarding is integrated into other community initiatives as well as links to other relevant inter-agency and community partnerships.

Haringey SAB believes that living a life free from abuse is a fundamental right for each person, that safeguarding is everybody's business and that measures need to be in place to protect those least able to protect themselves.

The core purpose of the board is to protect those adults who are at risk of abuse as defined in the *No secret*¹ (Department of Health (DH) 2000) guidance; the board also has a key role in promoting the wider agenda so that safeguarding is a responsibility for everyone.

Its membership includes statutory and independent agencies engaged in adult social care, community organisations and groups, including people who use services and carers.

What do we mean by safeguarding?

People have the right to live a life free from abuse, neglect and harm. The Care Quality Commission (CQC) states that:

Safeguarding adults helps people to live a life that is free from abuse and neglect. It also helps to maintain good health and well-being. It includes, but is not limited to, arrangements for responding to allegations of abuse

Safeguarding adults involves a range of additional measures taken to protect people in the most vulnerable circumstances, people that are currently defined as 'adults at risk'². This may be due to illness, impaired mental capacity, physical or learning disability or frailty brought about by age or other circumstance.

¹ *No Secrets: guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse.*

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4008486

² Adult at risk means adults who need community care services because of mental or other disability, age or illness and who are, or may be unable, to take care of themselves against significant harm or exploitation. The term replaces 'vulnerable adult'.

Keeping adults safe within services and supporting adults to be safe within their homes and communities is best achieved through the multi agency approach, coordinated through the Haringey SAB.

Functions of the Haringey SAB

The Haringey SAB delivers the following functions:

- Promoting awareness of adult safeguarding and risk assessment;
- Management and governance of the safeguarding process;
- Setting the strategic direction of safeguarding through the Haringey SAB
- Implementing new policy directives e.g. Law Commission and reform of adult social care;
- Management of the Deprivation of Liberty Safeguards (DoLS) process; and
- Quality Assurance (QA) of safeguarding adults through the Adult Social Services, Quality Assurance Board.

The overarching principles set out in Government policy³ for safeguarding vulnerable adults are fully supported by the Haringey SAB

The policy highlights the importance of organisations working together and with communities to help achieve the principles and forms a crucial basis for the work of the Haringey SAB. These are:

1. **Empowerment** – The presumption of person-led decisions and informed consent, supporting the rights of the individual to lead an independent life based on self-determination.
2. **Prevention** - It is better to take action before harm occurs, including access to information on how to prevent or stop abuse, neglect and concerns about care quality or dignity.
3. **Proportionality** - Proportionate and least intrusive response appropriate to the risk presented.
4. **Protection** - Support and representation for those in greatest need, including identifying and protecting people who are unable to take their own decisions, or to protect themselves or their assets.
5. **Partnership** - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
6. **Accountability** - Accountability and transparency in delivering safeguarding, with agencies recognising that it may be necessary to share confidential information, but that any disclosure should be compliant with relevant legislation.

³ The Statement of Government Policy on Adult Safeguarding (May 2013)

Haringey Safeguarding Adults Statement of Principles

Adult Social Services is committed to safeguarding all children, young people and vulnerable adults that come into contact with our work. We believe that all children, young people and vulnerable adults have an equal right to protection from abuse, regardless of their age, race, religion, gender, ability, background or sexual identity and consider the welfare of the child, young person or vulnerable adult is paramount.

The statement of principles has been developed by the Haringey SAB to address the specific needs of safeguarding and protecting adults where there are concerns over safeguarding issues as a result of disability, mental ill-health or other complex circumstances.

We will endeavour to safeguard children, young people and vulnerable adults by:

- Valuing them, listening to and respecting them;
- Responding immediately and effectively to all concerns;
- Adopting this policy and adhering to our associated procedures and code of conduct for staff;
- Recruiting all staff, volunteers and associates safely by ensuring that all the necessary checks are made;
- Sharing immediately and effectively any concerns where children are involved with Children's Services; and
- Providing effective management of staff and associates through supervision, support and training.

Who is represented on the Board?

Membership of the Haringey SAB includes senior representatives from all partner agencies, including the Director responsible for safeguarding adults within Haringey, the lead agency for safeguarding adults in Haringey.

A full list of members can be found on our website, see:

www.haringey.gov.uk/safeguarding

The work of the Safeguarding Adults Board during 2013-14

The Board works to a Business Plan which identified five priority areas for action for the forthcoming year. The Business Plan assists the Haringey SAB to support, monitor and review what partner agencies do individually and collectively to fulfil their safeguarding duties. The plan also serves to aid the development of future work for the board and its partner agencies.

The five keys priorities:

1. **Strategy and Leadership** – Shared values, aims and objectives of safeguarding that provides people with expertise across the council and with its partners
2. **Safeguarding Practice** – Practice will reflect the strategic objectives to deliver an accessible, responsive, quality service to people at risk
3. **Prevention** – There are Strategic plans to promote awareness, use information to focus resources where it is needed the most and work collegially with statutory, voluntary, carers and service users to prevent abuse.
4. **Training and Workforce Development** – All staff will be equipped to safeguard adults at risk and enhance their knowledge and skills through a multi-agency training and development programme
5. **Communication** – there are strategic plans to promote awareness

The Business Plan articulates the timescales and accountability for action in these areas, to which the work of the subgroups is vital. Each subgroup is led by a Haringey SAB member and provides a quarterly progress update to the Haringey SAB.

The three subgroups are:

Prevention	Training & Workforce Development	Safeguarding Adults Practice Board (SAPB)
<ul style="list-style-type: none">• Responsible for the development and implementation of the Prevention Strategy	<ul style="list-style-type: none">• Responsible for the strategy, development and coordination of multi-agency safeguarding adults training provision.	<ul style="list-style-type: none">• Coordinate and support the development of safeguarding adults work in Haringey with particular emphasis on developing best practice in safeguarding adults work and learning from experience.

Key Achievements

Joint Establishment Concerns Policy

We have developed a Joint Establishment Concerns Policy in 2013/14 alongside our partners, Haringey Clinical Commissioning Group (CCG). The policy has been developed as a means for managing large scale investigations of health and social care providers. The policy has been successfully used to investigate concerns about care providers and to take action where necessary, such as increased monitoring.

In drawing up this policy, Haringey Council and Haringey CCG are committed to working in partnership with statutory partners, in particular the Care Quality Commission (CQC) who retains the overall responsibility for the registration and monitoring of care providers' compliance of essential standards: quality and safety. Other key partners and stakeholders are police colleagues, voluntary organisations and people who use services and those who support people who use services as family, friends and local residents.

Future work plan: to review the policy on an annual basis and ensure Care Act compliance.

Haringey Adult Safeguarding Prevention Strategy 2014-17

In summer 2013, we carried out a consultation on the Adult Safeguarding Prevention Strategy with key stakeholders, including the wider community through an online survey. The consultation found that public awareness and empowering individuals should be a high priority. Also, service providers and other partners should be more involved in efforts to prevent abuse and provide early intervention.

We have incorporated feedback received from the consultation and in January 2014, Haringey SAB published its Adult Safeguarding Prevention Strategy 2014-17 and delivery plan.

The strategy describes the national and local policy framework and identifies nine priorities for our adult safeguarding prevention work. These nine priorities cover a wide range of safeguarding prevention activities, which are incorporated in a delivery plan for 2014 and beyond. Achieving these priorities will mean working cross sector to sustain existing and implement new preventative and early interventions, increasingly building towards a closer integration of health and social care, in partnership with voluntary and community organisations and other service providers.

Future work plan: the Prevention subgroup to progress work on the delivery plan and review in line with the Care Act guidance.

Multi Agency High Risk Panel

A Multi-Agency High Risk Panel (HRP) has been established to provide a multi-agency way of supporting work on complex and high risk cases, including but not limited to hoarding, fire risk, and self-neglect. The HRP supports agencies in their work to lower and manage risk for both customers and their immediate neighbours, where risk might remain at a high threshold without collaboration available through a multi-agency approach.

The London Fire Brigade (LFB) with the Haringey SAB has undertaken a lot of work to identify people in the borough, who are deemed to be a high fire risk to themselves and others. Single people, those who smoke, elderly and frail and those with dementia were the highest ranking, especially in circumstances where there were two or more of the aforementioned.

Future work plan: to capture best practice and organisational learning from previous cases identified and discussed.

Haringey Information Sharing Protocol

As an organisation, we have a legal responsibility to ensure that the use of personal information is lawful, properly controlled and that an individual's rights are respected. Haringey SAB recognises the need to provide clear guidance to staff and partner organisations on when and how to share information, in order to establish the truth about allegations of abuse or neglect of adults at risk, and prevent abuse or neglect.

The Haringey Safeguarding Adults Multi Agency Information Sharing Protocol (ISP) was reviewed and ratified at the Haringey SAB meeting in January 2014.

The ISP is an agreement between partner organisations and is written to promote the sharing of personal data and/or sensitive personal data, as defined by the *Data Protection Act (DDA 1998)* in the specific context of Adult Safeguarding. It describes the information which will be shared between partner organisations and the arrangements for assisting compliance with relevant legislation and guidance.

Haringey SAB has also produced *A Practitioners Guide* to the ISP which provides a high level summary of the main provisions of Haringey's Safeguarding Adults Multi Agency ISP.

Training and Programme

The Training and Workforce Development subgroup has the responsibility for the development, planning and coordination of multi-agency safeguarding adults training provision. This includes making recommendations regarding the facilitation

and commissioning of appropriate training resources and the regular review and evaluation of the training provision in line with the Haringey SAB Business Plan.

Haringey are committed to providing high quality multi agency safeguarding adults training that supports staff in carrying out their duties and to ensure compliance against a number of Care Quality Commission (CQC) requirements outlined within Essential Standards of Quality and Safety, (March 2010).

We have developed a safeguarding Development and Learning Opportunities work programme for all staff and partners. All the courses are designed in accordance with the National Minimum Standards implemented by the Care Standards Act 2000, and where possible linked to the Qualification Credit Framework.

We ran an 8 week safeguarding awareness campaign for council staff. The objectives of the campaign were to;

- Raise awareness to ensure that employees recognise the need to consider safeguarding;
- Equip frontline employees to recognise and identify signs of abuse or neglect; and
- Check that our partners and contractors have a robust approach to safeguarding.

Deprivation of Liberty Safeguards

Our local Deprivation of Liberty Safeguards (DoLS) system provides assurance that DoLS works effectively and sensitively. In Haringey, we received a total of **32** DoLS applications during 2013/14. **22** applications were accompanied by urgent applications and **10** requests were for standard authorisation only. There were **5** authorisation requests assessed and not granted, as no deprivation was deemed to be occurring and **27** requests were granted.

Out of the **32** requests, **18** were from Hospital settings and **14** from Care Homes. Below is the yearly comparison since 2010/11.

	2010/11	2011/12	2012/13	2013/14
DoLS Applications	10	22	20	32

Haringey's response to the Cheshire West Supreme Judgement (Deprivation of Liberty Safeguards)

The DoLS aims to protect people in care homes and hospitals from being inappropriately deprived of their liberty. Sometimes there are good reasons to deprive someone of their liberty, however the care home or hospital must ask for authorisation before they can do so. DoLS are designed to ensure that a person's loss of liberty is lawful. These safeguards apply to adults who are unable make decisions for themselves, but who may need treatment or care to keep them safe.

In March 2014, the Supreme Court made a judgement which widened the number of people that this applies to, so that more people who lack capacity are protected under the legislation.

The Judgement has significant impact across;

- a) Care assessment, planning and reviews;
- b) Commissioning and contract arrangements with providers;
- c) Providers safeguarding responsibility;
- d) The arrangement for the discharge of our supervisory body responsibility to determine application for authorisations for deprivation of liberty for care homes and hospitals;
- e) Care arrangements in supported living accommodation, day centres and service user homes; and
- f) Arrangements to secure authorisation through the Court of Protection. There will no doubt be significant resource implication.

Work undertaken to date:

- We have been raising awareness of the judgement and its implications through presentations to adults and children services highlighting the changes and its impact on current practice;
- A presentation was delivered at the most recent Provider Forum in order to prompt providers to identify potential deprivations of liberty cases and submit applications where necessary;
- Scoping the numbers of potential cases and resource implications: An initial desktop scoping exercise has been completed by Adult Services;
- Reviewing of Haringey DoLS practice and procedure to ensure compliance with guidance from the judgement and Code of Practice; and
- Reviewing and increasing the numbers of Best Interest Assessors: A necessary part of the DoLS process and to manage the increased DoLS application.

Metropolitan Police Service Merlin Report

The Metropolitan Police (MPS) encounter adults who may be considered vulnerable (due to mental health, age, illness or disability), and where a safeguarding concern is raised. As of the 2nd April 2013 these 'vulnerable adults' together with those subject to Section 135 & 136 Mental Health Act 1983 are now recorded on the MPS MERLIN information system in the category of Adult Come to Notice (ACN).

We have developed a system with the MPS, any ACN coming in to Adults Services is screened by our Integrated Access team. This is done by checking if there is an open or closed case about the individual on Haringey Council's database (Frameworki) and through the screening assessment process. Where there is a need for a service/intervention, IAT signposts to appropriate service in the council or other external agencies.

Winterbourne View Action Plan

Together with our partners, a joint Action Plan was developed in response to the Winterbourne View Serious Case Review. This has been monitored through regular Winterbourne Project group and Haringey SAB meetings during 2013/14 with each organisation updating their actions. A Project Group continues to monitor progress on an operational level.

Future Work: We will ensure that the care we commission on behalf of people with a learning disability is outcome focused to protect those most vulnerable in society, based upon the learning for the Winterbourne View Serious Case Review

Multi Agency Risk Assessment Conference (MARAC)

The capacity of the MARAC Coordinator has increased in 2013/14 leading to additional MARAC training sessions and data collection and analysis. A MARAC self-assessment process was completed by CAADA (Coordinated Action Against Domestic Abuse) demonstrating that the Haringey MARAC was performing in line with national procedures. An audit of outcomes, scrutinising a small number of cases, showed positive outcomes for cases being referred to MARAC and excellent multi-agency working.

Community Safety Partnerships

Haringey SAB has an important contribution to broader issues of community safety. This includes working at a local and regional level with other agencies who are working to reduce risk and tackle and prevent violence and harassment in our communities. The Haringey SAB has regional and local input to Multi Agency Public Protection Meetings (MAPPA), to manage the risk posed by violent and sexual offenders and MARAC which focus on the needs of victims of domestic violence.

Making Safeguarding Personal

Making Safeguarding Personal (MSP) is a key component of the improvement work that is being led by ADASS and the Local Government Association (LGA). The findings of the MSP pilots initiated reveal the benefits of a more embedded feedback and input system in the process itself rather than a stand-alone questionnaire.

Funding has been secured through the Department of Health (DH) for further work for the next three years to support both the implementation of the Care Act and its associated statutory guidance and safeguarding improvement. Following invitation to express interest to take this forward in local councils, Haringey SAB has signed up to the MSP project to participate at silver level, in order to consolidate our belief in putting service users at the centre of and in control of the safeguarding process.

An MSP pilot will be initiated in autumn 2014 with a clear intention to move to full implementation following evaluation of the pilot exercise.

Safeguarding Adults at Risk Audit Tool

With the high political focus that Safeguarding Adults has had, it remains crucial for London-wide assurance that organisations continue to have robust governance and processes in place that lead to positive outcomes for adults at risk. NHS England, the Safeguarding Board Chairs Network and the Dignity, Capacity and Safeguarding Steering Group reflected on these issues and developed an audit tool in London and across the sectors.

The purpose of the tool is to provide Haringey SAB and all partner organisations with a consistent framework to assess monitor and/or improve Safeguarding Adults arrangements, this will ensure effective safeguarding practice across the borough.

The Board have decided to adopt the tool and Haringey SAB agreed to participate in a 'Challenge and Support' event in June 2014 to identify best practice and areas for improvement.

An action plan has been developed and is monitored by the Haringey SAB.

Implementation of 'Prevent in Haringey' 2013-14

During the course of 2013-14 Haringey Adult Services has remained a key member of Haringey's Strategic Prevent Delivery Group. This has seen the service contribute to the delivery annual local Prevent Delivery Plan through active participation in Prevent Delivery Group meetings. The service continues to participate in the corporate programme training WRAP (Working to Raise Awareness of Prevent) key front-line staff for to help them identify, vulnerable adults who may be at risk of being radicalised.

To raise awareness of Prevent the service has produced a 'Safeguarding Adults' Flip pad aimed at frontline professionals. The flip pad includes section on 'radicalisation' and 'Prevent and the Channel Process' and includes key contacts details with regards to Prevent.

Adult Services are a permanent member of the corporate Channel Panel (multi agency process, which provides support to those who may be vulnerable to being radicalised or drawn into extremism).

Future Work: Adult Services/Haringey SAB will contribute to the corporate response to the Home Office consultation (January 2015) which see's Prevent move to a statutory function in 2015.

Violence against Women and Girls Strategy Group

A new meeting structure has been established and governance arrangements for the various strands of crimes and abuse have been mapped and agreed. Performance management information reports specific cases to the Haringey SAB.

Other areas of work in 2013/14

- Continued consolidation of safeguarding partnerships with LA, NHS, and general practitioners;
- Joint training events held such as safeguarding awareness multi agency briefings;
- Ran an 8-week safeguarding awareness campaign to equip council staff to recognise and identify signs of abuse or neglect;
- Delivered mental capacity act and deprivation of liberty safeguarding awareness training to council and NHS staff; and
- On the 5th August 2013, the Home Office introduced new arrangements for the reporting of missing children and vulnerable adults who are foreign nationals. In line with these arrangements, we have put in place guidance for staff. Foreign nationals and vulnerable adults, including victims of trafficking, who go missing will be reported directly to the Police and Haringey council if they live in the borough. When a child or vulnerable adult go missing or are found, they will receive a multi-agency safeguarding response.
- A Safeguarding Adults Legal Interface group has been set up, which convenes bi-monthly to share information on safeguarding adults from social care and legal services sources. The group ensures that the council is compliant with legislation and government directive and is also reviewing current policy and procedures on adult safeguarding, ensuring that best practice is embedded in its safeguarding adults function.

In a national survey in 2013/14 (Adult Social Care Outcomes Framework); 85% of people receiving social care services in Haringey said the services they had received made them feel safe (England average 79.2%) in the same survey, 64% of people in Haringey questioned felt at safe as they wanted

Safeguarding Adults Performance Information

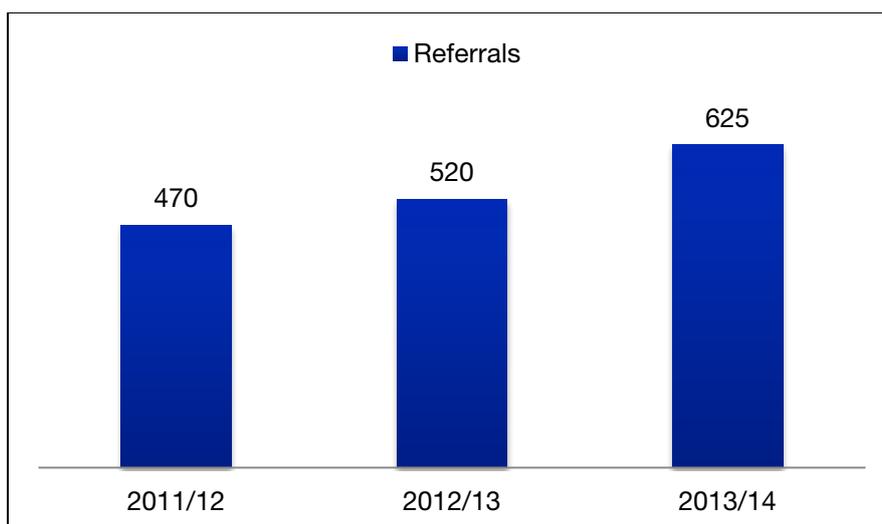
What the statistics tell us - Alerts and Referrals

Source AVA Returns Period: 01/04/2013 to 31/03/2014

We collect information about safeguarding adults work in Haringey, so we know how well we are safeguarding people. This information helps the Haringey SAB decide what their next steps should be.

Every year, the number of safeguarding referrals is increasing as people become more aware of adult safeguarding and how to report it. The Adult Social Care Integrated Access team (IAT) provides a single point of access for reporting adults safeguarding concerns.

In 2013/14, the council received **625** safeguarding referrals, an increase of about **20%** on the previous year (**520** in 2012/13). The graph below compares the numbers of referrals and shows a continuous increase.

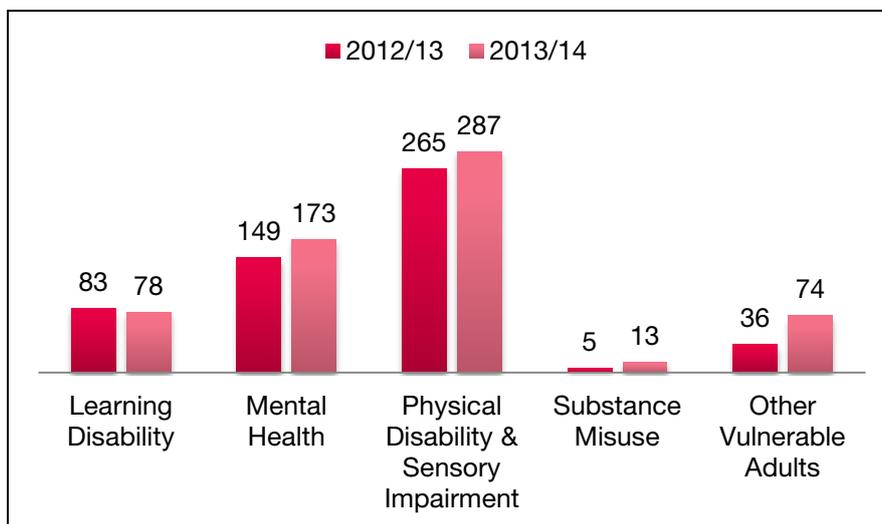


Who is at Risk?: Primary Client Group

As in previous years, most alerts we receive concern the abuse of older people with a physical disability and sensory impairment. The table below shows the comparison breakdown of all our safeguarding referrals by the adults at risk's primary need.

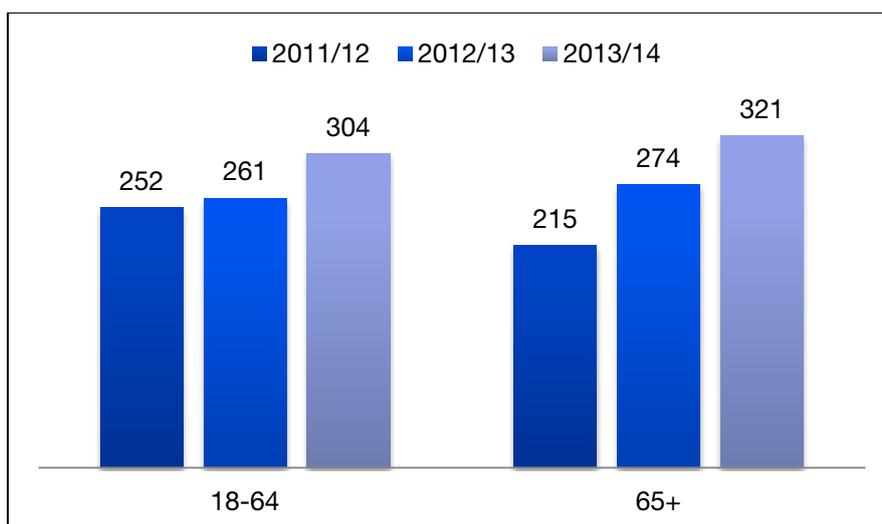
Primary Client Group	2012/13	2013/14
Learning Disability	83	78
Mental Health	149	173
Physical Disability & Sensory Impairment	265	287
Substance Misuse	5	13
Other Vulnerable Adults	36	74

The primary client group with the highest number of referrals received in 2013/14 is people with a physical disability and sensory impairment. In comparison to last year, this is an **8.3%** increase. Mental Health has increased by **16.1%** with **173** referrals compared to **149** last year.



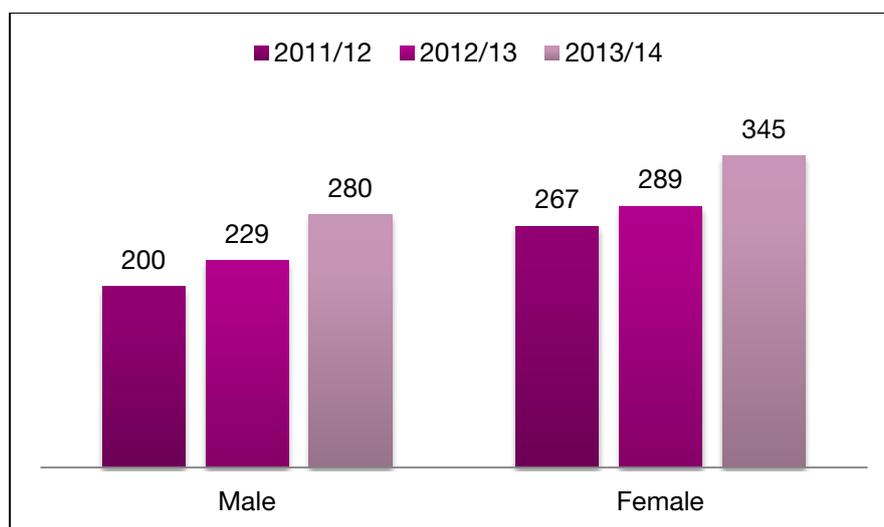
People affected: Age Group

Haringey is an exceptionally diverse borough, based on the 2013 Office for National Statistics; Haringey has a population of 263,300 of which 23,170 of the population are 65+ (**8.8%**). Over half the adults (**51% same as previous year**) referred in 2013/14 were over the age of 65.



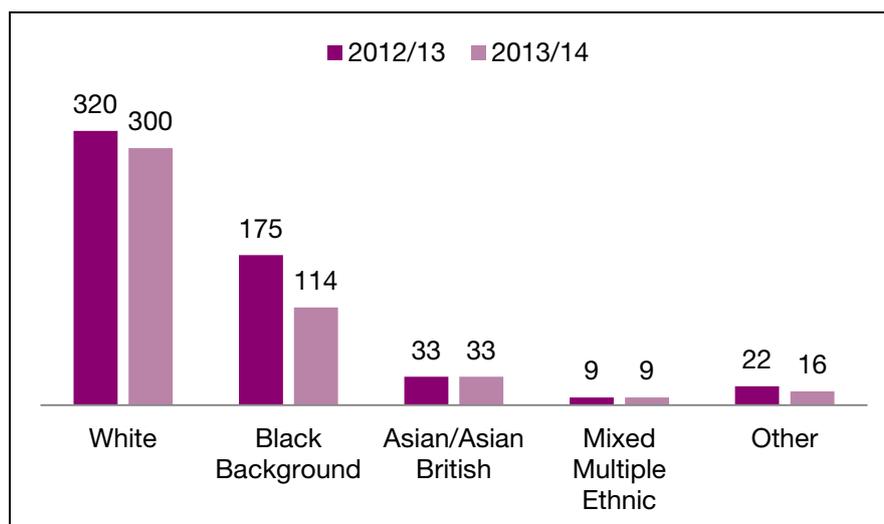
People affected: Gender

According to the 2013 Office for National Statistics, **49.5%** of the population are male and **50.5%** are female. Of the referrals received during 2013/14, **45%** of all cases were from the male gender, and females accounted for **55%**, same as previous year.



People affected: Ethnicity

Ethnicity was recorded for **553** of **625** referrals received (**72** not declared/unknown). Of these, approximately **58%** were from a 'White' ethnic group, **32%** were from 'Black African/Caribbean/Black British' background, and **6%** were from an 'Asian or Asian British' background.

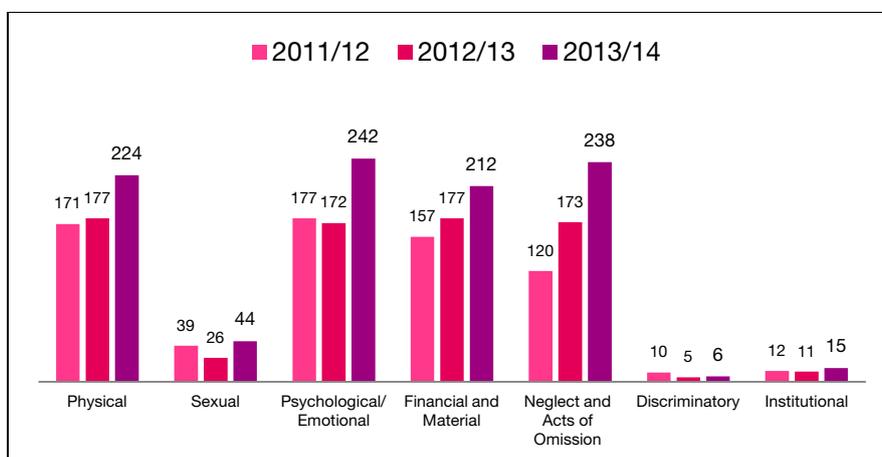
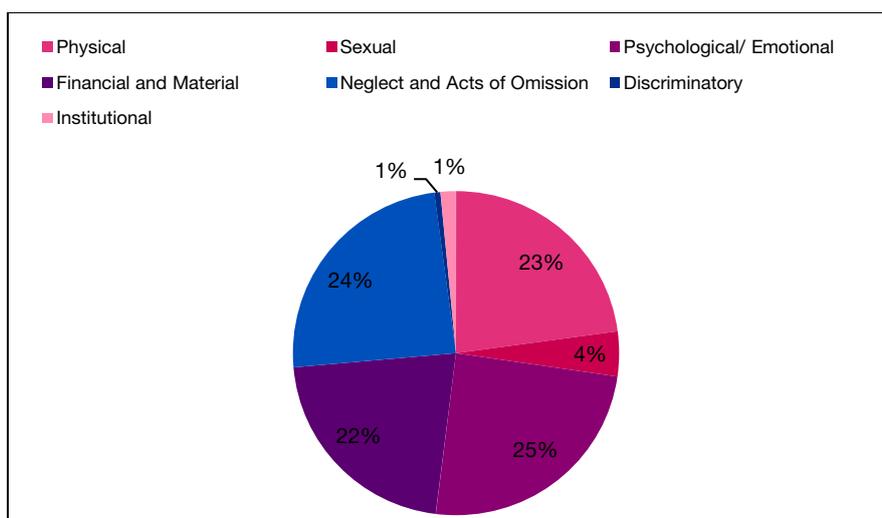


People affected: Type of Abuse

In 2012/13, the majority of safeguarding referrals were reported and recorded as 'Physical' abuse and 'Emotional/Psychological' abuse, both with 177 cases compared to 171 and 177 in 2011/12. In 2013/14, the most notable increase is the number of referrals for 'Psychological/Emotional' abuse 242 (25%), and 'Neglect and Acts of Omission' 238 (24%).

The following pie chart shows the percentage breakdown of the nature of the alleged abuse reported in 2013/14.

- Psychological/Emotional abuse is the highest category at 25%, increased from 23.3% in 2012/13;
- Neglect is the second largest category, and this has increased from 23.3% to 24.2%;
- Physical abuse has decreased slightly from 23.8% to 23%;
- Financial abuse decreased from 23.8% to 22%;
- Sexual abuse slight increase from 3.5% to 4%; and
- Institutional and discriminatory abuse remains very low.



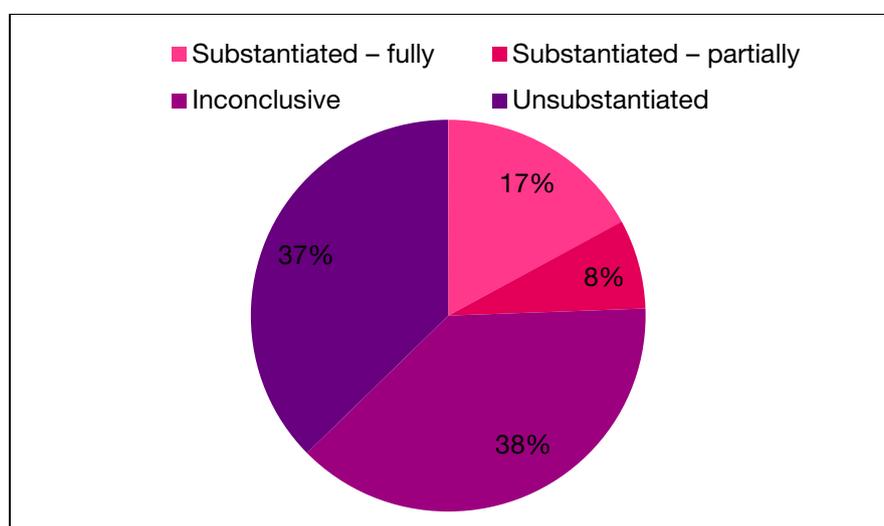
Safeguarding Outcomes

For every case investigated we decide if we think the abuse happened (substantiated: evidence presented supports the allegation of abuse), or where there was more than one type abuse reported and we think that part happened (partially substantiated). For example, in a case of alleged physical abuse and financial abuse, the evidence supports the allegation of physical abuse but the evidence does not support the allegation of financial abuse therefore the overall outcome is partially substantiated.

If the evidence presented disproves the allegation of abuse, then we think the abuse did not happen (Unsubstantiated). If we cannot make a decision because the lack of evidence or some evidence does not support the allegation, then it is not possible for us to say, therefore it is inconclusive.

In 2013/14, 680 safeguarding investigations were concluded (including investigations started the previous year). In 116 (17%) of cases the abuse was confirmed as substantiated and in additional 50 (8%) cases, where there was more than one allegation, partially substantiated.

Compared with the 2012/13 figures of 538 investigations, 77 (14%) substantiated and a further 52 (10%) cases partially substantiated, the 2013/14 figures show an increase in alerts proceeding to investigations in which allegations were substantiated or partially substantiated.



Action taken to help the adult at risk

In all safeguarding investigations we try to help the adult at risk stay safe from harm. In most cases to ensure this happened, we increased monitoring of the adult at risk and changed the frequency, type or location of their care. We also took action against the person who caused the harm. This might include removal from a service, further training or disciplinary action if they were a paid carer.

Summary of the Care Act implications for safeguarding adults

What has changed under the new legislation?

Adult safeguarding is the process of protecting adults with care and support needs from abuse or neglect (hereafter referred to as “adults”). It is an important part of what many public services do, but the key responsibility is with local authorities in partnership with the police and the NHS. The Care Act 2014 puts adult safeguarding on a legal footing and **from April 2015** each local authority must:

- Make enquiries, or ensure others do so, if it believes an adult is subject to, or at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to stop or prevent abuse or neglect, and if so, by whom;
- Set up a Safeguarding Adults Board (SAB) with core membership from the local authority, the Police and the NHS (specifically the local Clinical Commissioning Group/s) and the power to include other relevant bodies
- Arrange, where appropriate, for an independent advocate to represent and support an adult who is the subject of a safeguarding enquiry or Safeguarding Adult Review (SAR) where the adult has ‘substantial difficulty’ in being involved in the process and where there is no other appropriate adult to help them; and
- Cooperate with each of its relevant partners in order to protect adults experiencing or at risk of abuse or neglect.

It also updates the scope of adult safeguarding. Where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):

- a) **has needs for care and support (whether or not the authority is meeting any of those needs);**
- b) **is experiencing, or is at risk of, abuse or neglect; and**
- c) **as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.**

In effect this means that regardless of whether they are providing any services, councils must follow up any concerns about either actual or suspected adult abuse. SABs will be strengthened and have more powers than the current arrangements set up by “No Secrets” but they will also be more transparent and subject to greater scrutiny. All organisations who are involved in adult safeguarding will need to reflect the statutory guidance, good practice guidance.

Where We Are Today – Progress to Date

- An effective approach to prevention and the establishment of preventative service is in place using the Better Care Fund;
- Independent advice and advocacy service are in place;
- Over 250 staff within Adult Social Care briefed on the Care Act;
- Communications: briefings, website, free-sheet, forums have been set up;
- All local health partners are represented on the Haringey SAB (including the London Ambulance Services and the CCG.
- The Metropolitan Police and London Fire Brigade are also represented on the Haringey SAB;
- We continue to embed safeguarding in commissioning, contracting and grant arrangements;

Future Plans - Safeguarding Business Plan

2014/15 is shaping up to be an incredibly positive year for Haringey SAB. With dedicated support resources now in place, we are looking forward to the implementation of the Care Act and the Board's statutory footing.

Some of our priorities and key actions are listed below and is embedded in the Haringey SAB Business Plan for 2013/15:

- Ensure that a preventative approach to safeguarding is embedded in practice
- Ensure that people involved in safeguarding have the appropriate skills and knowledge to deliver personalised approach
- Ensure the efficiency and effectiveness and cohesiveness of the board to deliver on its safeguarding objectives to the people of Haringey
- Use the safeguarding staff newsletter to promote the principles, objectives and priorities of the SAB Prevention Strategy 2014-2017 and inform the wider health and social care sector about adult safeguarding issues
- Adults at risk who choose to buy care services privately are provided with guidance to protect them from the risk of abuse
- Ensure people have access to information and advice about protecting themselves, and what to do if they are being harmed or abused.
- Ensure everyone knows how to report disability hate crime, and that once it is report it is investigated
- Make sure all staff is aware about the Mental Capacity Act and the use of Independent Mental Capacity Advocates role in safeguarding work.
- Ensure all partners have plans to check that people who use services are treated with dignity and respect.
- Continue to embed safeguarding in commissioning, contracting and grant arrangements.

Haringey's Corporate Plan 'One Borough, One Future' proposes 'Safety and Wellbeing for All' as one of four uppermost priorities alongside opportunities for all residents to succeed through education, regeneration, environmental management and health and wellbeing. The safety priority also encompasses safeguarding and a cleaner, safer environment

Partner Statements

NHS Haringey Clinical Commissioning Group (Haringey CCG)

Internal governance arrangements for safeguarding adults.

HCCG's Chief Officer is the executive lead for Safeguarding.

HCCG Director of Quality & Integrated Governance and Governing Body (GB) Lead GP for Adults are both members of Haringey SAB.

HCCG participates in the Training and Prevent sub-groups of the SAB via the Safeguarding Adults Lead or Assistant Director for Safeguarding

HCCG Safeguarding Adults Lead is a member of Whittington Health, North Middlesex Hospital and Barnet, Enfield and Haringey Mental Health Trusts Safeguarding Committees.

Safeguarding is a standing agenda item at the CCGs Quality Committee. A monthly briefing is discussed with a more detailed report being submitted 6 monthly. The QC minutes go to the Bi-monthly Governing Body meetings.

An Annual Report is submitted to HCCG Governing Body.

Achievements in 2013-2014

CCGs are responsible for commissioning services that promote and protect individual human rights, independence and well-being and secure assurances that the adult thought to be at risk stays safe.

Haringey CCG has a strong commitment to safeguarding adults at risk and continues to work to strengthen this focus through a more strategic oversight of the Safeguarding agenda as a whole.

The safeguarding team was restructured on 1st December 2013 creating an operational safeguarding adult lead reporting to an Assistant Director for safeguarding. This provided more capacity and facilitated a more joined up approach particularly in areas of overlap with children's safeguarding such as domestic and gender based violence.

An overarching safeguarding strategy was ratified at the CCG QC in January 2014 with a work plan developed to implement the strategy.

HCCG contributes to the Haringey LA Information Panel meetings and the Establishment Concerns process; agreeing actions and sharing and disseminating information as appropriate.

Service users were reviewed regularly as per the Winterbourne View Department of Health (DoH) Concordat and plans made for continuing care.

The Safeguarding Adults Training Strategy was approved by HCCG Quality Committee on 18th September 2013.

The HCCG safeguarding adult's intranet page has been developed, updated and expanded.

Safeguarding adults work planned for 2014-2015

The work of the Winterbourne View project Board will continue with regular reviews of the relevant service users in order to ensure they have their needs met in the most appropriate way. Implementation of this work is monitored at HCCG QC. Commissioning processes will be reviewed and developed to ensure that adult care placements (such as in care homes, nursing homes or independent hospitals) are made based on knowledge of standards of care and history of, or current, safeguarding concerns.

Work will continue with developing quality assurance processes with the Continuing Healthcare Team to ensure that HCCG is assured that any care placement it commissions remains safe, mitigating against potential concerns when they arise.

Peer review delivery of face to face training within health trusts will be considered as part of a quality assurance mechanism.

Plan and implement a project to develop competence and confidence of local staff regarding MCA and DoLS and to understand local issues and explore best practice.

[Details of internal arrangements for providing staff \(and others\) with safeguarding adults training.](#)

Unlike child protection, there is currently no statutory training framework for adult safeguarding. However, a national framework has been developed by Bournemouth University (National Competence Framework for Safeguarding Adults 2010).

HCCG's mandatory training programmes encompasses the five core standards of the Bournemouth Framework and expects that staff should be trained to:

- Understand what adult safeguarding is and their role in safeguarding adults;
- Recognise an adult potentially in need of safeguarding and take action;
- Understand procedures for making a "safeguarding alert";
- Understand dignity and respect when working with individuals; and
- Have knowledge of policy, procedures, and legislation that supports safeguarding adults' activity.

All HCCG staff have been allocated a training level according to their contact with adults at risk and any subsequent role in the safeguarding adults process

Training compliance is monitored monthly by the Senior Management Team.

[North Middlesex University Hospital NHS Trust](#)

[Internal governance arrangements for safeguarding adults.](#)

As part of the Trust's adult safeguarding responsibilities, it is required to provide trust representation at the local multi agency safeguarding adult boards. The Trust is currently represented on both the Enfield and Haringey Safeguarding Adults Boards and is an integral decision maker in the development and progression of the local safeguarding agendas. The Trust

has maintained an active participation in the Safeguarding Adults Boards undertaking work streams as required throughout the year.

The Trust has an established Safeguarding Adults Group which has representation from our inter professional and inter agency groups. It provides the strategic direction to safeguarding adult activities across the Trust and ensures that all safeguarding commitments and responsibilities are met. Its purpose is to promote engagement with all agencies and to gain assurance that standards set out in the 'Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse' are met.

The Safeguarding Adults Group is chaired by the Director of Nursing and Midwifery (Executive Director responsible for Safeguarding Adults at the Trust) and reports to the Trust Risk and Quality Committee. This ensures that scrutiny can be achieved at several levels which also involve Trust Non Executive Directors. The Safeguarding Adults Group also maintains an organisational overview of the implementation of the legal provisions in the Mental Capacity Act and the associated Deprivation of Liberty Safeguards (DOLS).

The Trust Board receives an Annual Report and work plan on the Trust's Safeguarding Adults arrangements.

[Achievements in 2013-2014](#)

The Trust is committed to making improvements in response to lessons learned from the findings from Safeguarding adult investigations. Examples to changes in practice that

have taken place in the Trust over the previous year include:

- Introduction of a new Adult Patient Restraint Policy which shows the correct process for dealing with situations where patients are in need of close surveillance and where there is a risk that they might leave the ward unsupervised
- Updated Safeguarding Adult at Risk Policy which includes a section on the interface between Serious Untoward Incidents and Safeguarding Adult procedures
- Updated Mental Capacity Act and Deprivation of Liberty Safeguards Policy which includes additional information on how to progress mental capacity assessments, best interest decisions and applications for Deprivation of Liberty Safeguards
- Introduced a new discharge form which includes a patient body map diagram to ensure staff record bruises/marks or pressure ulcers prior to discharge. This enables us to have a baseline should any discrepancies arise at a later date
- Implemented a SSKIN bundle and moisture lesion training programme on all inpatient wards which has enabled the Trust to accomplish its overall ambitious stretch target of an 80% reduction in severe hospital acquired pressure ulcers over the last 3 years
- Partnership working with Enfield and Haringey Local Authorities in matters relating to domestic violence and abuse
- Contribution to Individual Management Reviews as required
- Developed a website link to sources of advice and help for domestic violence victims and

internal domestic abuse referral protocols

- A 'Patient Passport' which supports people with learning disabilities who are admitted to the Trust. This provides staff with important information about the patient and it also includes contact details for community learning disability teams
- Good processes in place for identifying and anticipating patient appointments for those with Learning Disabilities. The Learning Disability Acute Liaison Nurse takes a lead role and acts as link between Trust staff and patient and community support services
- Introduction of Word-Bank facility on the Trust website to enable people with Learning Disabilities and individuals with poor literacy skills to access website information. This enables them to simplify the meaning of difficult words using an automated plug-in dictionary or in animation or picture format. A button at the top of the Trust's front page of the website allows the user to switch on Word-Bank which provides preset explanations of difficult words and medical terminology
- Audit of the Michael Inquiry and Six Lives: Public services for people with learning disabilities Trust action plan
- Completed a Trust Self assessment audit on PREVENT, using the tool kit outlined the Department of Health - Building Partnerships, Staying Safe document.

[Safeguarding adults work planned for 2014-2015](#)

The Trust has updated its Safeguarding Adults Strategy with an associated action plan which will be updated annually with a progress update and new priorities added as necessary. This year's priorities are to:

- ensure that Trust Safeguarding Adults Policies and procedures are up to date and comply with current legislation
- ensure that the Trust Safeguarding Adults / Learning Disabilities and Domestic Violence web pages are up to date
- ensure that all staff receive appropriate training
- improve our links and cooperation with partner organisations working with adults at risk
- ensure that reasonable adjustments are made as necessary for those with Learning Disabilities
- improve Domestic Violence support available to patients
- ensure that the Prevent agenda is part of mainstream Safeguarding Adult processes
- Strengthen links for Safeguarding Adults and Child Protection and implement improvements identified from lessons learned.

[Details of internal arrangements for providing staff \(and others\) with safeguarding adults training.](#)

The Trust has approved a Safeguarding Adult Training Strategy and has undertaken a training needs analysis to identify which level of training is required for each member of staff in the Trust. Safeguarding Adult (level 1) training is mandatory in the Trust for all new staff at induction. All new staff receives training in

relation to Learning Disabilities at induction.

We continue to train staff through face-to-face training and e-learning packages. Safeguarding Adult Level 2 training is provided as face to face training for relevant groups of staff and covers the Mental Capacity Act and Deprivation of Liberty Safeguards. The training figures are presented to the Trust Risk and Quality Committee on a quarterly basis.

There is also ongoing training programme to raise staff awareness on the Government PREVENT programme which teaches them how to recognise vulnerable individuals who may be at risk of being drawn into terrorist activity.

Barnett Enfield Haringey Mental Health Trust

Internal governance arrangements for safeguarding adults.

As part of the governance structure in Barnet, Enfield and Haringey Mental Health Trust (BEHMHT) and Enfield Community Services (ECS) the Safeguarding Adult Committee meets on a quarterly basis. The Safeguarding Adults Committee meeting is chaired by the Executive Director of Nursing, Quality and Governance.

Other members of the committee are assistant directors from each service line or their representatives and safeguarding leads from the local authority.

This meeting affords for the discussion and follow up on actions from both internal and external issues regarding safeguarding adults.

A Safeguarding Annual Report and work plan continues to be developed on a yearly basis, for presentation at the Governance and Risk Management Committee (GRMC) and the Trust Board.

The Executive lead and Assistant directors represent the Trust at the three Safeguarding Adults Boards.

The Executive Director of Nursing, Quality and Governance is the Board Lead for Safeguarding Adults in the Trust.

The Trust has a Safeguarding Adults Team consisting of The Head of Safeguarding People who reports to the Executive Director of Nursing, Quality Governance and The Safeguarding Adults Lead who report to the Head of Safeguarding People.

The management of safeguarding cases is co-ordinated by the Haringey Local Authority Safeguarding Team.

Achievements in 2013-2014

During 2013/14, the practice in safeguarding adults has continued to ensure the best outcomes for the service user, if they have been subject to a type of abuse.

London multi-agency policy and procedures to safeguard adults from abuse” (Pan-London Procedures) case file audits on Meridian have been carried out as part of a quality assurance measure.

The Trust has achieved the following in terms of learning and development:

- Development of safeguarding adults’ e-Learning refresher level 1 training.

- Level 1 training has continued to be delivered in the Trust, on mandatory training days.
- In total, 2,228 staff attended level 1 safeguarding adults training during 2013/14 this training is offered as part of the mandatory training day.

Additional achievements across the Trust include:

- The Self-Assessment Assurance Framework was reviewed and signed off by the Haringey Safeguarding Adults Board, in November 2013.
- A Domestic Violence and abuse protocol has been developed jointly with Safeguarding Children, in the Trust.
- Compliance inspections against the criteria in Outcome 7 (safeguarding) of the CQC's regulatory framework on all inpatient units and Community Teams.
- A Domestic Violence factsheet and flowchart have been developed for each borough in the Trust.
- Safeguarding Adults updated information on the new Trust website.

[Safeguarding adults work planned for 2014-2015](#)

The Trust will incorporate the following elements into its safeguarding adults work programme for 2014/15:

- Continue to raise awareness among staff, in the practice of Safeguarding Adults.
- Continue to ensure that the Trust deliver a safe, friendly and caring environment where people are treated with respect, courtesy and dignity.

- Learning from Safeguarding cases to be embedded in the Trust and across the partnership.
- Quality of care on secure wards to be maintained.
- Ensure appropriate referrals are sent to the Disclosure and Barring Service.
- Safeguard adults by ensuring that any case of abuse is reported and managed through the London Multi-agency policy and procedure.
- Have a continued programme of level 1 Safeguarding Adults training with 85% compliance achieved.
- With the increased activity in the number of referrals being reported, services to ensure that adequate resources are available to support and respond to alerts in a timely way.
- Staff to access domestic violence and abuse training through the local authority or in the Trust, in order to improve awareness and gain further understanding of the referral process and support available to victims.
- As part of a quality measure, team managers to audit one case file per month on Meridian.
- Maintenance of the Trust-wide Safeguarding Adults Database
- Review of the Trust Self-Assessment using the Safeguarding Adults Assurance Framework for Healthcare Services.
- A planned programme of compliance inspections against the criteria in Outcome 7 of the CQC regulatory Framework to be carried out as part of the Trust peer review process.
- As part of the implementation the Bournemouth Competency Tool, to work with the local authorities training sub-group to ensure

competences are linked to safeguarding adult training and to afford consistency in the Trust.

- To raise awareness of the Multi Agency Practice Guidelines for Female Genital Mutilation and ensure that staff are trained understand the issues and the how to report concerns.

[Details of internal arrangements for providing staff \(and others\) with safeguarding adults training.](#)

- Level 1 and 2 Safeguarding Adults Training is delivered in house by a member of the Adults Safeguarding Team.
- Specialist training is offered by the Local Authority and accessed by Trust Staff.
- Staff attend Conferences appropriate the needs of the service and the Trust.
- Guidance documents relating to Safeguarding Practice are circulated to staff and are available on the Trust intranet.

[Whittington Health](#)

[Internal governance arrangements for safeguarding adults.](#)

Whittington Health is an integrated care organisation providing acute hospital services and community health services primarily but not exclusively within the boroughs of Haringey and Islington.

The organisation employs approximately 4000 staff. Whittington Health has a designated full time Adult Safeguarding lead. The post holder who has been in post since August 2013 is a senior staff member of the organisation and through the deputy

Director of Nursing is responsible for providing board assurance in relation to the range of Adult Safeguarding activities with regards to policies and procedures, training and the implementation of MCA/DOLS both within the acute and community health settings.

The Adults at Risk Committee meets on a quarterly basis and is comprised of managers and clinical leads from within the organisation as well as representation from external partner agencies. This Committee reviews progress in relation to the Adult Safeguarding leads Work plan as well as receiving other reports. This committee in turn reports to the organisations Quality Committee which is comprised of Executive and non Executive Directors.

[Achievements in 2013-2014](#)

In the past eight months work has focused on the revision of all three main Adult Safeguarding policies namely the Mental Capacity Act Policy, the Deprivation of Liberty Safeguards Policy and the Adults at Risk policy. These have been complemented by an Allegations policy and the Clinical Management of Patients presenting challenging behaviour Policy.

In addition to these policies there has been a programme of training delivered to Ward and Community staff in relation to MCA/DOLS this in turn has been supported by placing the FACE Mental Capacity assessment form on the Whittington Health intranet and on a Hospital patient clinical data base.

[Safeguarding adults work planned for 2014-2015](#)

Work planned for the forthcoming year includes the joint production by professional health groups of standard operating procedures relating to MCA/DOLS and an agreed internal process for the investigation of Adult Safeguarding alerts raised against the organisation.

In addition processes will be put in place to capture organisational activity relating to alerts raised by Whittington Health staff.

Islington Safety partnership have agreed to fund a two year post for a Domestic Abuse lead, the post holder who will commence towards the end of June will focus upon embedding policies and procedures in the Emergency Department as well as other high risk areas within the hospital.

[Details of internal arrangements for providing staff \(and others\) with safeguarding adults training.](#)

At the present time all Adult Safeguarding training is delivered by e- learning, at the end of March compliance with this training was 74%, MCA/DOLS training has been delivered by classroom teaching. This teaching has been delivered to both Hospital and Community staff either through training sessions arranged by the Learning and Development team or bespoke sessions delivered to service areas or Ward staff.

Over 20 sessions have been arranged via the Learning and Development team and a number of bespoke sessions to hospital and community staff have also been delivered.

Haringey Association of Voluntary & Community Organisations (HAVCO)

[Internal governance arrangements for safeguarding adults.](#)

We have a draft Safeguarding Policy which has recently gone to our Management Board for ratification.

Matters related to safeguarding would be taken to HAVO's Personnel & Strategy Sub Committee.

As an umbrella organisation our role is to support frontline voluntary-community sector providers to have good practice and governance arrangements in place for safeguarding adults at risk. However we have a 5-year Supported Volunteering Project which ends in October 2016.

[Achievements in 2013-2014](#)

Many of our referrals come through the Barnet, Enfield and Haringey Mental Health Trust.

We have established a good working relationship with the BEHMT team and have trained up a volunteer as a Placement Support Volunteer (PSV). The PSV received training and support – including the completion of an online safeguarding course. The PSV was successful in that we exceeded our targets of brokering volunteering placements as 16 people went on to secure actual jobs following their supported volunteer placement.

[Safeguarding adults work planned for 2014-2015](#)

The Supported Volunteering project is recruiting two new 'Placement Support Volunteers' (PSV). To ensure that clients coming through the service are adequately supported. The PSVs will be inducted, this includes HAVCO's policies and they will also be required to undertake online safeguarding training.

Signing off Safeguarding Adults Policy by end June 2014.

[Details of internal arrangements for providing staff \(and others\) with safeguarding adults training.](#)

Staff in the Supported Volunteering Team who have not had previous safeguarding training will attend Haringey Council's Adult Safeguarding courses.

Adult Safeguarding is also included in our volunteer inductions generally until they take the online adult safeguarding course.

Haringey Metropolitan Police Service

[Internal governance arrangements for safeguarding adults.](#)

The Haringey Borough Operational Command Unit (BOCU) Commander has overall responsibility for all Haringey BOCU matters. This includes Safeguarding.

The Borough Commander represents the BOCU at SAB meetings or at times of operational abstraction ensures the attendance of a member of his Senior Leadership team.

A Detective Superintendent heads the CID and has day to day responsibility

for Safeguarding matters, investigations and risks. He is supported by a Detective Chief Inspector. Between them there is a daily review of all safeguarding issues - those identified as a high risk are brought to the thrice-daily "Pacesetter" meetings whereby actions and activity

are driven by the Chair, who also co-chairs high risk MAPPA meetings.

Detective Inspectors responsible for the Public Protection and Community Safety Units review daily crime and intelligence reports where vulnerable adults are identified or highlighted. Again they review risk daily and bring high risk issues to the above described daily meetings.

[Achievements in 2013-2014](#)

A detective Chief Inspector chairs the prevention sub-group. A number of facts are planned to promote prevention. A précis has been passed to the SAB for over sight and inclusion.

MARAC continues to develop with an increased number of referrals from Haringey Police over the reporting period - this increases opportunities for intervention and risk management to those vulnerable adults.

Domestic Violence detection rates across Haringey have improved significantly in the last financial year. Haringey Police are consistent in their use of the "Adult Coming to Notice" (CAN) process which allows partnership information sharing in respect of high risk adults. All CAN's are screened by Haringey Police Public protection desk and allow for appropriate referrals to take place.

Safeguarding adults work planned for 2014-2015

Haringey CID work closely with the Victim Support Scheme and have facilitated a VSS employee working from the Main CID Office - their aim being to enhance victim contact and support in the high risk cases including those concerning vulnerable adults. The scheme is in its infancy

and will be subject to regular review re effectiveness etc.

IOM processes continue to develop and ensure a greater management of high risk, high harm offenders, themselves vulnerable whilst also targeting vulnerable adult victims.

Details of internal arrangements for providing staff (and others) with safeguarding adults training.

Vulnerable Adult training will be rolled out across the building, as will enhanced Hate Crime training over the forthcoming eleven months.

Haringey Community Housing

Internal governance arrangements for safeguarding adults.

The Head of Housing Support and Options is a member of the Safeguarding Adults Board (with the Vulnerable Adults Team Manager acting as a Deputy).

Safeguarding is a regular item on the agenda for the Community Housing Service management team and relevant information is shared and cascaded as appropriate through the Service in team meetings.

Achievements in 2013-2014

Review of all of the single vulnerable households living in temporary accommodation to see whether they are managing, are ready to move on etc.

Housing Related Support development and commissioning of a pathway approach to supported housing.

Arrangements in place to access floating support service to help vulnerable service users settle if they move, access benefits if needed etc. Continuance of the service at Hearthstone to support survivors of domestic violence – addition of outreach work by drug and alcohol work to help support the most vulnerable service users. Specific DV floating support service has been commissioned and a specific service for men who have experienced DV is being piloted.

Further work to develop Supported Living Schemes in Council owned properties.

Safeguarding adults work planned for 2014-2015

Review of the Housing Allocations Policy will look at whether the needs of the most vulnerable households are being met through the current Policy and any changes required will be made.

Continuation of Supported Living programme.

Continued commitment to work with survivors of domestic violence – needs information collated and reviewed and

will inform further service developments.

First parts of the Supported pathway will be operational and Pathway manager in post to work with providers to ensure best use of accommodation.

Work with Mental health Services on delayed transfers of care and preventative interventions when patients first enter hospital.

Reworking of the frontline offer to make the Vulnerable Adults Team more accessible to vulnerable people in housing need.

[Details of internal arrangements for providing staff \(and others\) with safeguarding adults training.](#)

All staff have completed safeguarding e-learning training this year. Staff in certain posts that are likely to have more contact with vulnerable adults attend additional training and are booked onto corporate training as appropriate.

Haringey Children & Young People Service

[Internal governance arrangements for safeguarding adults.](#)

The Safeguarding Adults Board (SAB) has established strategic and functional links with Haringey's Local Safeguarding Children Board (LSCB). The Assistant Director for Children and Families is a member of the Haringey SAB and attends regularly.

The chair of the LSCB is a member of the reinstated Children's Trust.

There are also links through the local domestic and gender based violence partnership. The borough's domestic and gender based violence coordinator (for adults and children) operates out of the children's service, and the strategic commissioner is based in our public health service.

Information is shared between the LSCB and the Health and Wellbeing Board. A child sexual exploitation (CSE) themed audit was undertaken to have an overview of multi-agency practice in identifying and responding to allegations of CSE.

The forthcoming refresh of the Health and Wellbeing Strategy will include consideration of CSE, as well as continuing to focus as a partnership on ensuring that: *Every child has the best start in life.*

[Achievements in 2013-2014](#)

Safeguarding: it's everybody's business was the focus of the Council's Improving Haringey campaign for staff in November 2013. Its aim was to help every member of staff recognise the role we have to play in considering, recognising and identifying possible signs of abuse and neglect. Led jointly by Assistant Directors in Children's and in Adult Services, it included an awareness raising survey, master classes, e-learning and workshops.

The LSCB provides information for parents, families and professionals and has a dedicated website haringeyscp.org.uk. Specific guidance published on the site includes:

- Alcohol and substance misuse
- Domestic violence

- Female genital mutilation
- Gangs and serious youth violence
- Neglect
- Parental mental illness
- Sexual exploitation
- Young carers

The LSCB sub-groups continue to focus on specific areas, as well as task and finish groups where these are required. Current sub-groups are:

- Best practice delivery
- Child death overview panel
- Training development and communication
- Quality assurance
- Serious case review
- Disabled children policy and practice review group
- Child sexual exploitation

Since 2012, the Multi-Agency Safeguarding Hub (MASH) has allowed greater opportunities for communication. A workflow has been agreed between the SOVA Team and the MASH for any cases of concern to be discussed, both ways, in the MASH context.

Achievements of our Domestic and Gender Based Violence Partnership in 2013/14 include:

- Expert, single strategic lead established for domestic and gender based violence.
- Joint responsibility is working well across Community Safety and Public Health.
- The strategic lead has challenged measurements and indicators which has brought a higher level of sophistication to the debate and will result in a

tighter, more meaningful set of measures in due course.

- Establishment of a Practice Network. This is an open forum for practitioners to learn more about, and share their experiences of working with domestic and gender based violence, both with victims and with perpetrators.
- Much higher numbers of women at risk are being referred to problem solving panel (MARAC).
- High numbers of women are reporting domestic violence to the Police.
- Improved working relations are in place across the Council and partnership.
- We have achieved an increased focus on our response to perpetrators.
- High level workshops involving strategic leads addressing shared responsibilities in dealing effectively with domestic and gender based violence.

[Safeguarding adults work planned for 2014-2015](#)

Screening for domestic abuse in children's services: Our domestic and gender based violence coordinator is working with First Response and Emergency Duty to look at resources and the Multi-Agency Safeguarding Hub to support this.

Investing in prevention and early help is one of the principles in the Council's [Corporate Plan 2013-2015](#). A pilot project in the Children and Young People's Service is being evaluated, and further work is being undertaken across the council to identify areas

where this approach can provide the greatest benefits.

The DGBV partnership is starting to develop our response to perpetrators. One of the early projects involved children's social care, providing access to specialist assessments and places on programme. In addition, a co-located programme involving the Integrated Offender Management Team and drug and alcohol services is being scoped.

The Children's Service has commissioned a short-term contract with the [Domestic Violence Intervention Project \(DVIP\)](#), allocating ten places to perpetrators from Haringey identified by children's social workers.

We are finalising commissioning of a joint young people's and families substance misuse service which addresses 'hidden harm' and the needs of children and young people with substance misuse issues.

[Details of internal arrangements for providing staff \(and others\) with safeguarding adults training.](#)

Discussions are under way to merge the Workforce and Training Sub-Groups of the Local Safeguarding Children Board and the Safeguarding Adults Board.

LSCB has developed a programme of learning lunches - "bite-sized" learning opportunities for professionals across all agencies. These have included:

- An opportunity for local workers shared their experience of working with CSE in the area and informing agencies

- A focus on the links between safeguarding, gangs and child sexual exploitation.

The LSCB has built on the voluntary sector's involvement with safeguarding by holding two joint voluntary sector safeguarding events which included adult safeguarding leads.

The LSCB has now published its 2014/15 training programme which includes a range of domestic and gender based violence topics, and child protection for families with no recourse to public funds.