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| Healthwatch Kingston Board Meeting (Part A) | Date: Wednesday 20 March 2019 |
| Report Title: Community Reference Group (Safeguarding) Report | Author: Grahame Snelling (GS), HWK Board Safeguarding Lead, HWK Trustee/ Board Member |
| PART A Agenda Item: 13 | Appendix: No |

FOR INFORMATION

The purpose of this report is to update the HWK Board on recent activity.

The second meeting of the CRG took place on March 1st with three stakeholders present. This was a technical 50% increase on the previous attendance, although two more had been expected to attend. One person came again and provided an update on their narrative, which had moved to a conclusion although the means to achieve that end had continued to be less than satisfactory in their opinion.

A second person joined the CRG for the first time, who was someone who had shared in writing prior to the meeting a number of concerns about a situation. Stephen and I met on February 20th to review the material we had been provided with and in the circumstances and considering the seriousness of the issues involved, decided to escalate this matter directly to the RBK Head of Adult Safeguarding, Patrick Worthington. At the time of writing I am currently awaiting a confirmed date to meet with him to address this particular issue, as well as a broader range of matters relating to the CRG. These include how to improve publicity about the group to encourage greater attendance and formal feedback arrangements.

The Kingston SAB at its meeting on January 24th was keen for HWK and the SAB to agree a 'you said, we did' methodology to demonstrate confidence in the process. The next meeting of the SAB is on April 25th, so it is hoped that the first example of this style of feedback will be available by then.

The Board of HWK has already agreed to receive a report of the CRG at each meeting. The Board also agreed that progress should be reviewed after six months to determine efficacy and whether this piece of work represents a good use of HWK time and resources. The 6-month period of

planning and initial delivery has now been completed, but with only two actual meetings in a three-month period, it is arguable that it is perhaps too soon to arrive at a definitive view, and I would propose that unless there are strong views to the contrary the Board receives a fuller analytical review report after three meetings of the CRG. This is likely to be at the July meeting of the Board.

Having attended the annual ADASS Safeguarding Conference in February, it is clear that sustaining a public voice component within good quality safeguarding practice is a key priority, and the model we have selected seems to be one that has some merit. Therefore, despite low numbers to date, I feel that we should persist with our plans for the immediate future.

Grahame Snelling

HWK Board Safeguarding Lead

March 11th 2019