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| Healthwatch Kingston Board Meeting (Part A) | Date: Tuesday 26 November 2019 |
| Report Title: Safeguarding Report | Author: Grahame Snelling, Trustee Board Member/Board Lead for Safeguarding (GS) |
| PART A Agenda Item: 7 | Appendix: No |

FOR INFORMATION/DISCUSSION/DECISION

The purpose of this report is to update Board members about a number of safeguarding matters. This report will focus on Community Reference Group (CRG) developments (a specific CRG update is provided in the new Operational Report), a new emerging partnership with RBK, training, and relevant policy and practice updates.

The Board is requested to:

1. **Consider** the content of this report
2. **Agree** that with the staff team, I develop a brief in-house safeguarding training prospectus for 2020-21.

1. Strengthening the partnership with RBK

Board members will be aware that it is RBK’s ambition to establish a feedback system that will enable it to judge how well ‘making safeguarding personal’ (MSP) is being experienced. MSP is a key concept broadly defined by the Care Act 2014 as a means of empowering adults to retain some control over the safeguarding plans made with them to achieve the outcomes they desire.

HWK has been in discussion with RBK since August about scoping a plan to maximise the opportunity to gain service user feedback and intelligence about MSP to shape service improvements. The CRG could be an aspect of this, but collating on line feedback and other targeted measures could be added to the mix of methodologies. We have clearly stated that this potential extension to the scope of our current contribution is resource dependent and we have received verbal assurances that this is likely to be forthcoming. A further meeting with relevant RBK officers is planned for December 6th. I am hopeful that we can agree a costed and funded plan to implement from April 1st at the latest.

2. Training

There are four aspects to this section:

- Confirmation of plans to brief the Board about best practice in managing internal safeguarding issues. This is planned for tonight's meeting (in PART B) and will focus in confidence on a matter that occurred in August this year.
- On the basis of our service user development work to date, I have been nominated to present a workshop at the annual London Adult Safeguarding Conference on February 6th 2020.
- I have agreed to act as the chair of the KSAB Training sub group from December. This group is charged by KSAB with monitoring the provision and delivery of appropriate levels of adult safeguarding training across both the statutory and voluntary sector in Kingston. My first meeting is on December 16th. KVA are active partners in ensuring the voluntary sector is properly trained in this area, so there is a good opportunity to enhance our existing relationship with them.
- If the Board agree, with the staff team, I plan to develop a brief in-house safeguarding training prospectus for 2020-21.

3. Policy and practice developments

Safeguarding and Homelessness

On November 15th I attended an LGA workshop on safeguarding and homelessness, which is presently a 'hot topic' in the media, as well as a major public policy concern. London is particularly impacted. Locally KCAH have drawn our attention to hospital discharge arrangements for homeless people that may not be robust, and we have raised these issues with RBK who were concerned about reports we shared that staff may have given up after 3 attempts to contact hard to engage individuals. This would render them at further risk of harm. RBK stated that there was no such 'three strikes' policy.

Nationally 597 homeless people died in 2017, and the average age at death was 42 for women and 44 for men. Local partnerships are being urged to establish better integrated arrangements to assess and deliver services to individuals with complex health and social care needs. At HWK we will need to monitor how such services are working in Kingston.

Local statistical analysis

At its October meeting the KSAB received comprehensive service delivery and performance data about RBK safeguarding practice. The figures are produced quarterly, but over time this enables partners to identify key themes or emerging trends. Board members can be provided with this detailed information, but I thought it would be helpful to share the simple statistic that the most likely victim of an adult safeguarding concern in Kingston is a woman over 65, being the subject of physical abuse or neglect in her own home. Whilst this is not an overwhelming majority of all cases, it is the most numerous. As HWK undertakes its own service reviews, or 'enter and view' sessions, it would be useful to be mindful of this profile.