

Anti-Social Behaviour (ASB) and Safeguarding (SA)

Safeguarding Adults Week November 2023

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Joint project across CHSAB and CSP

- Request from Cabinet Members when CHSAB annual report presented, following issues reported to Members by residents regarding ASB relating to people experiencing adverse mental health or crisis, which negatively affected the wellbeing and perception of safety of others.
- Request for a joint initiative between CHSAB and Community Safety Partnership (CSP)
- Key questions: How to balance the rights of tenants where there are ASB concerns and the person allegedly causing the harm may also be vulnerable? How can support be provided to people experiencing ASB? In what circumstances would this be considered safeguarding?
- Aim: a consistent multi-professional approach across to working with ASB & SA issues, balancing the needs of all tenants.

Task and Finish Group

- Role 'set up in response to concerns raised regarding the number of ASB cases being referred into LBH...to ensure that there are appropriate pathways in place to support adults with care and support needs who may be exhibiting anti-social behaviour and those that may be experiencing anti-social behaviour towards them.'
- Objectives: to ensure consistent ASB response; ensure that professionals understand when to refer and pathways for doing so; to review the multiple 'high risk' panels and pathways; to support front line staff to build their confidence; to identify multi -agency responses to cuckooing and ASB when alleged perpetrators exhibit substance or alcohol misuse; to review and utilise escalation protocols.
- T&F Group Met from May 2021 – June 2022,
- Work was reviewed in April 2023 & check in due in 2024

Task and Finish Group membership

- adult social care
- housing and benefits
- Homelessness
- Tenancy support
- Anti-social behaviour
- Safeguarding adults
- Police
- Community safety
- Street Outreach
- substance misuse
- Community and Voluntary Sector
- Safer Neighbourhood
- Mental Health
- Advocacy
- Gangs unit
- Elected Members

Work programme

- Work was already being undertaken by housing and safeguarding teams regarding pathways for both parties, considering current options, how to manage better in future, and learning from complaints.
- Looked at data e.g. vulnerable residents – 232 cases referred to the Resident Sustainment Team over a 6 month period included 1 referral to safeguarding adults team; 4 of 16 cases with the ASB Team were referred to safeguarding adults team (1 complainant and 3 perpetrators)
- Reviewed high risk panels and forums as mechanisms for supporting staff dealing with ASB issues including self-neglect, hoarding, cuckooing and mental health crisis (panels may include other areas too, e.g. Adult Social Care high risk panel includes issues regarding complex intergenerational domestic abuse, non-engagement with care and support plans)

Outputs and outcomes

- Directory of Multi-Agency Risk Panels for residents with complex needs developed, issued and publicised (July 2022)

Information collation on relevant panels – panel name, panel chair, frequency, stakeholders attending, types of cases/criteria for referral, who and how to refer, case themes, any triage mechanism (if not eligible, where cases are directed to), links to other multi-agency panels, escalation, mechanisms to assure actions implemented

- CHSAB Escalation Protocol (developed in 2016) revised in 2022 with a checklist and principles for respectful challenge - publicised and re-launched
- Cuckooing - 7 minute briefing developed and event held (April 2022) for staff to disseminate/publicise briefing, to raise awareness and describe pathways for referrals, also circulated to elected Members

Outputs and outcomes continued

- Reflective practice sessions for staff held 2022/2023
- Adult Social Care Hoarding project undertaken (2022/23)
- CHSAB multi-agency self-neglect and hoarding policy revised and re-issued 2023 with guidance for practitioners

April 2023 review meeting reported:

better links between police and ASB team; ongoing lunch time sessions (inter-agency) e.g. on cuckooing helpful for staff; police appointment of liaison officer for vulnerable people working with ASB team; closer working between adult social care and housing services; reduced time taken to resolve issues; CHSAB Escalation policy used once for someone experiencing homelessness.

Further actions including publicising escalation protocol; article in staff newsletter; updating panel details.