

**MEETING**

**SAFEGUARDING OVERVIEW AND SCRUTINY COMMITTEE**

**DATE AND TIME**

**TUESDAY 14TH JANUARY, 2014**

**AT 7.00 PM**

**VENUE**

**HENDON TOWN HALL, THE BURROUGHS, NW4 4BG**

**TO: MEMBERS OF SAFEGUARDING OVERVIEW AND SCRUTINY COMMITTEE  
(Quorum 3)**

Chairman: Councillor Bridget Perry,  
Vice Chairman: Councillor Kate Salinger B.Ed (Hons)

**Councillors**

Alison Cornelius	Anne Hutton	Agnes Slocombe
Barry Evangelis	Kath McGuirk	Zakia Zubairi
Brian Gordon	Brian Salinger	

**Substitute Members**

Julie Johnson	Lisa Rutter
Sury Khatri	Ansuya Sodha

**You are requested to attend the above meeting for which an agenda is attached.**

**Andrew Nathan – Head of Governance**

Governance Services contact: Anita Vukomanovic 020 8359 7034  
anita.vukomanovic@barnet.gov.uk

Media Relations contact: Sue Cocker 020 8359 7039

**ASSURANCE GROUP**

## ORDER OF BUSINESS

Item No	Title of Report	Pages
1.	MINUTES OF THE PREVIOUS MEETING	1 - 10
2.	ABSENCE OF MEMBERS	
3.	DECLARATION OF MEMBERS' INTERESTS a) Disclosable Pecuniary Interests and Non Pecuniary Interests b) Whipping Arrangements (in accordance with Overview and Scrutiny Procedure Rule 17)	
4.	PUBLIC QUESTION TIME (IF ANY)	
5.	MEMBERS' ITEMS (SUBMITTED IN ACCORDANCE WITH OVERVIEW AND SCRUTINY PROCEDURE RULE 9) (IF ANY)	
6.	HEALTHWATCH ENTER AND VIEW REPORTS	11 - 34
7.	COMMUNITY ADVICE CONTRACT	35 - 44
8.	MULTI-AGENCY SAFEGUARDING HUB (MASH) UPDATE REPORT	45 - 58
9.	ADVANCE NOTIFICATION OF EXECUTIVE DECISIONS	59 - 64
10.	SAFEGUARDING OVERVIEW AND SCRUTINY COMMITTEE FORWARD WORK PROGRAMME	65 - 74
11.	ANY OTHER ITEMS THE CHAIRMAN DECIDES ARE URGENT	

### FACILITIES FOR PEOPLE WITH DISABILITIES

Hendon Town Hall has access for wheelchair users including lifts and toilets. If you wish to let us know in advance that you will be attending the meeting, please telephone Anita Vukomanovic 020 8359 7034 [anita.vukomanovic@barnet.gov.uk](mailto:anita.vukomanovic@barnet.gov.uk). People with hearing difficulties who have a text phone, may telephone our minicom number on 020 8203 8942. All of our Committee Rooms also have induction loops.

### FIRE/EMERGENCY EVACUATION PROCEDURE

If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by Committee staff or by uniformed custodians. It is vital you follow their instructions.

You should proceed calmly; do not run and do not use the lifts.

Do not stop to collect personal belongings

Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions.

Do not re-enter the building until told to do so.

This page is intentionally left blank

## Decisions of the Safeguarding Overview and Scrutiny Committee

27 November 2013

AGENDA ITEM 1

Members Present:-

Councillor Bridget Perry (Chairman)  
Councillor Kate Salinger (Vice-Chairman)

Councillor Alison Cornelius	Councillor Kath McGuirk
Councillor Barry Evangeli	Councillor Brian Salinger
Councillor Brian Gordon	Councillor Agnes Slocombe
Councillor Anne Hutton	Councillor Zakia Zubairi

Also in attendance

Councillor Sachin Rajput, Cabinet Member for Adults  
Councillor Reuben Thompstone, Cabinet Member for Education, Children and Families

Apologies for Absence

Councillor Maureen Braun

### 1. MINUTES OF THE PREVIOUS MEETING

Referring to the minutes, a Member noted that the Committee had been provided with the contact details for the new, Independent Chair of the Barnet Children's and Adults Safeguarding Board, and requested that the Committee be provided with a short biography of the new, Independent Chair.

**RESOLVED that:-**

- 1) The minutes of the meeting dated 23 October 2013 be agreed as a correct record;**
- 2) The Committee request to be provided with a biography of the Independent Chair of the Barnet Children's and Adult's Safeguarding Board.**

### 2. ABSENCE OF MEMBERS

Apologies for absence were received from Councillor Maureen Braun, in relation to Agenda Item 6 (Your Choice Barnet Task and Finish Group Report) Councillor Maureen Braun nominated Councillor Brian Salinger to present this report in her absence.

**3. DECLARATION OF MEMBERS' INTERESTS**

Member	Subject	Interest Declared
Councillor Kate Salinger	Agenda Item 6 (Your Choice Barnet Task and Finish Group)	Non-pecuniary interest as her son is in receipt of a personal budget.
Councillor Brian Salinger	Agenda Item 6 (Your Choice Barnet Task and Finish Group)	Non-pecuniary interest as his son is in receipt of a personal budget.
Councillor Arjun Mittra	Agenda Item 6 (Your Choice Barnet Task and Finish Group)	Non-pecuniary interest as a Member of the "Unison" union.

**4. PUBLIC QUESTION TIME (IF ANY)**

Details of the questions asked of, and the answers given by the Chairman, were circulated at the meeting, made available to the public questioners in advance of the meeting and published online with the agenda papers for the meeting. Verbal responses were given to supplementary questions asked at the meeting.

**RESOLVED that the Committee note the questions submitted by members of the public.**

**5. MEMBERS' ITEMS (SUBMITTED IN ACCORDANCE WITH OVERVIEW AND SCRUTINY PROCEDURE RULE 9) (IF ANY)**

There were none.

**6. YOUR CHOICE BARNET TASK AND FINISH GROUP**

The Committee received public comments from: Mrs Janet Leifer; Mrs Barbara Jacobson; Mr Phillip Rackham; Ms Tirza Waisal; and Mr John Sullivan, whose comments were read out by Mrs Barbara Jacobson.

Representatives from Unison sought permission from the Chairman to address the Committee in relation to the item. The Committee noted that a request to speak at the meeting had not been received in advance of the meeting. Councillor Kath McGuirk MOVED a motion that the Unison representatives be allowed to address the Committee. The motion was duly SECONDED. Upon being put to the vote, the motion was carried. Unison representatives were provided with three minutes to address the Committee to make their representations.

Following consideration of the public comments and Unison representation, the Chairman invited Councillor Arjun Mittra to address the Committee. Councillor Mittra declared a non-pecuniary interest as a Member of the Unison union. Councillor Mittra, who had been a Member of the Your Choice Barnet Task and Finish Group, suggested

that the Task and Finish Group be re-opened to enable the Group to receive submissions from staff, service users and carers.

A Member of the Committee asked Councillor Mitta if he expressed any reservations regarding the consultation approach and conclusions made by the Group on which he sat as a Member. In response, Councillor Mittra advised the Committee that he considered that the Task and Finish Group had a narrow set of parameters. The Committee noted that the findings and conclusions of the Task and Finish Group had been unanimously agreed and questioned why Councillor Mittra had not expressed his reservations at an earlier stage. Councillor Mittra advised that he had stated his reservations at the time, and that he considered that the recommendations were a compromise between Members. The Committee commented that any such reservations could have been incorporated into the report.

The Chairman asked Councillor Brian Salinger to present the report of the Task and Finish Group in the absence of the Councillor Maureen Braun, the Chairman of the Task and Finish Group. Councillor Salinger thanked the Members of the Task and Finish Group, officers from Your Choice Barnet / The Barnet Group Ltd and the Lead Officer from the Overview and Scrutiny Office for their work during the review.

In introducing the report, Councillor Salinger advised the Committee that the report was the result of a short, focused piece of work which had been seeking to review an issue of public concern. Councillor Salinger advised the Committee that Members had been given opportunities to comment throughout the review and informed the Committee that the report had been unanimously agreed.

Referring to Recommendation Four of the Task and Finish Group's Final Report which was made a recommendation about the composition of the Your Choice Barnet Board, Councillor Salinger advised that the Group had considered that there should be councillor representation on the Board. He added that Members were elected to represent all residents of the Borough, and that having a councillor on the Board would provide for better representation.

Councillor Salinger stated that through the work of the Task and Finish Group, he had been able to see that Your Choice Barnet had engaged with carers and service users regarding service changes and it was on that basis that the Group had not undertaken a separate consultation as part of the review.

Councillor Salinger commented on how Members of the Task and Finish Group had been impressed with the commitment of staff to their clients. Referring to staff morale, Councillor Salinger noted that the staff that the Task and Finish Group met on site visits seemed to have no specific issues of morale. He added that whilst all of the site visits had taken place in one day, some Members were already familiar with the facilities. Referring to the evidence gathering visits undertaken by the TFG, Councillor Salinger advised that if the Group had had any concerns about service quality, then it would have been investigated.

Councillor Salinger advised the Committee that he would not support asking the Task and Finish Group to re-open the review due to the limited resources available.

Councillor Salinger MOVED that the Committee endorse the report for onward referral to the next Cabinet meeting. This was SECONDED by Councillor Gordon.

The Chairman requested a vote for the onward referral of this item to Cabinet. The vote was carried.

**RESOLVED that:-**

- 1) The Committee note the findings and recommendations of the Your Choice Barnet Task and Finish Group as set out in the report;**
- 2) The Committee endorse the report for onward referral to the next Cabinet meeting.**

**7. HEALTHWATCH BARNET: ENTER AND VIEW REPORTS**

Julie Pal, the Chief Executive of Community Barnet present a report that contained two “Enter and View” reports which had been produced by volunteers following their visits to Carlton Court Care Home and Cantelowes Care Home.

In introducing the report, Ms. Pal advised that the Carlton Court Care Home had produced six recommendations, and noted that one recommendation was around increasing the amount of dementia care training, which the volunteers conducting the visit had been concerned about. Referring to the fourth recommendation made within the Carlton Care Home Report, which recommended investigation into securing dentist visits to the home, Ms. Pal advised the Committee that the home is now able to provide a dentist.

Referring to the report, a Member noted that a staff Member at Carlton Court Care Home had felt there had been a high turnover of care assistants, and questioned why this hadn’t been formulated into a recommendation. Ms. Pal advised that she would contact the “Enter and View” Team and ensure a response was received by the Committee.

Referring to the report, a Member noted that a “NUTMEG” system was used within Carlton Court Care Home to provide residents with a varied and nutritionally balanced diet, and sought clarity on what the “NUTMEG” system was. Ms. Pal advised that she would provide this information to the Committee outside of the meeting.

A Member noted that it could be difficult to train all members of staff at a care home in dementia care. Ms. Pal advised that the training of care staff is essential, and noted the importance of training being kept up to date.

Ms. Pal advised the Committee that the “Enter and View” reports aimed to ensure a high level of care, and that the volunteers provided valuable insight through their visits. The Committee were also advised that “HealthWatch” were planning to begin “Enter and View” visits to hospitals under their statutory powers in due course.

**RESOLVED that:-**

- 1) The Committee note the HealthWatch Barnet “Enter and View” reports;**
- 2) The Committee request to be provided with an explanation as to why a comment made within the Carlton Court Care Home was not turned into a recommendation;**
- 3) The Committee request to be provided with an outline of the “NUTMEG” system on nutrition.**



## **8. NATIONAL WINTERBOURNE VIEW PROGRAMME - BARNET'S RESPONSE & COMPLIANCE REPORT**

The Cabinet Member for Adults, Councillor Sachin Rajput introduced a report that outlined the results of a statutory stocktake on the progress that has been made locally within Barnet in response to the "Winterbourne View" concordat, which was published by the Department of Health in December 2012.

The Cabinet Member for Adults highlighted the key actions for local implementation from the concordat, which were:

- Clinical Commissioning Groups to maintain a register of people with Learning Disabilities (LD) and autism who are in receipt of NHS funded packages of care;
- The completion of multi-disciplinary reviews of people with learning disabilities and autism who are in receipt of NHS funded packages of care in hospital settings by the end of June 2013; and
- Moving people to other local care settings by June 2014.

The Cabinet Member for Adults advised the Committee that there were currently 77 people on the learning disabilities register of people in receipt of NHS funded packages, of which 16 are in hospital settings and therefore fall within the scope of the concordat.

The Committee were advised by the Cabinet Member for Adults that the Stocktake document, which was appended in the report, was circulated to the Health and Well-Being Board in July 2013. The Committee noted that the stocktake had been signed off as required, by the Council and Clinical Commissioning Group.

The Committee were informed that the stocktake had been presented to the Barnet Learning Disability Partnership Board on 17 September 2013; and noted that it draws heavily on Barnet's Winterbourne View action plan.

The Committee were advised that feedback from the Health and Well-Being Board and Learning Disability Partnership Board was positive and it was noted that robust systems were in place to progress the action plan.

Karen Jackson, the Assistant Director for Adult Social Care advised the Committee that there two main areas for further development, which were the need for strong work on transition, and the need for market development. Ms. Jackson also noted the importance of working jointly with colleagues within the Children's Service.

A Member of the Committee noted the need for continued market development, and stressed the importance of making sure that the market place within the borough is monitored to ensure.

### **RESOLVED that:**

- 1) Committee note the actions that have been taken locally to ensure delivery against the Winterbourne View requirements, published in December 2012;**
- 2) The Committee note the outcome of the stocktake exercise which was undertaken following the letter from the Minister for Care Services dated**

**31st May 2013, and called for the Scrutiny Committee to take a leadership role in ensuring that the commitments made in the Winterbourne View Concordat are achieved.**

## **9. OFSTED INSPECTION FRAMEWORKS**

Councillor Reuben Thompstone, the Cabinet Member for Education, Children and Families introduced a report that provided a summary of the new OFSTED inspection framework for Children's Social Care Departments and the Local Children's Safeguarding Boards.

In summarising the new OFSTED inspection frameworks, the Cabinet Member for Education, Children and Families advised the Committee that one of the biggest changes was that "only good is now good enough", and noted that services that are less than "good" will no longer be judged as "adequate", but to "require improvement" until they meet the standard that children, young people and families have a right to expect.

The Cabinet Member for Education, Children and Families also noted that under the new framework, inspectors would make the following key judgements within a single inspection which were the 'overall effectiveness of services and arrangements for children looked after, care leavers, and children who need help and protection.

The Committee noted that the 'overall effectiveness judgment is a cumulative judgment derived from the following three judgments:

- The experiences and progress of children who need help and protection;
- The experiences and progress of children looked after and achieving permanent homes and families for them; and
- Leadership, management and governance.

The Committee was advised that if a local authority is judged 'inadequate' in any of these three critical areas, then it would be likely to be judged 'inadequate' overall.

A Member noted that most Members of the Safeguarding Overview and Scrutiny Committee were members of Governing Bodies, and noted that it was up to Members to ask the right questions, particularly in relation to looked after children, and questioned how looked after children were doing academically. A Member advised that this was why the "education champions" scheme was being re-launched.

A Member commented the important responsibilities in relation to children with Special Educational Needs, and looked after children, and requested that the Cabinet Member of Education, Children and Families write a letter to all Governing bodies reminding the Special Educational Needs Governor of their responsibilities in particular to looked after children and looked after children with Special Educational Needs.

A Member questioned how often the new inspections would take place. The Cabinet Member for Education, Children and Families advised that they could take place at any point in the year, and that the cycle would pick up after Christmas.

Responding to a question, the Cabinet Member for Education, Children and Families advised that all Aspects of the Multi-Agency Safeguarding Hub would be open to scrutiny.

**RESOLVED that:-**

- 1) The Committee note the contents of the report;**
- 2) The Committee note Barnet's response of the new OFSTED inspection framework;**
- 3) The Committee request that the Cabinet Member of Education, Children and Families write a letter to all Governing bodies to remind the Special Educational Needs Governor of their responsibilities in particular to looked after children and looked after children with Special Educational Needs.**

**10. ANALYSIS OF CHILDREN SUBJECT TO CHILD PROTECTION PLAN 2012/13**

The Cabinet Member for Education, Children and Families introduced a report that provided data and analysis of Barnet's Children who were subject to a child protection plan between April 2012 and March 2013. The report provided an analysis of the Barnet data, and drew comparisons with national data.

In introducing the report, the Cabinet Member for Education, Children and Families commented on the importance of the report, which contained data broken down into various categories, including ethnicity, age, and categories of abuse.

A Member noted that the re-neglect of children was the hardest and most dangerous issue, and stressed the importance of working with other agencies in protecting neglected children, and questioned what impact changes to legislation which could privatise child protection would have on Barnet. The Cabinet Member for Education, Children and Families advised that the responsibility for Safeguarding lay with the Council and the Cabinet Member. The Cabinet Member for Education, Children and Families advised that Barnet cannot outsource the responsibility for Safeguarding.

A Member asked for a definition of a Child Protection Order. The Cabinet Member for Education, Children and Families advised that a Child Protection Order takes place following an intervention from Social Services and that this can follow from a Court Order from a judge that deems that there are sufficient concerns for plans to be put in place. Nicola Francis, Family Services Director, advised that the matter should be referred to as a Care Order.

A Member questioned the difference between a Child Protection Plan and a Care Order. Ms Francis, explained that a Child Protection Plan was a multi-agency plan, drawn up with the child's parents and carers to diminish child protection risks. This was a voluntary arrangement. A care order, which can be interim or permanent, sets out the legally binding arrangements for the care and protection of a child as determined by the court.

A Member questioned the number of children in care within the Borough. Ms. Francis advised that there were currently 306 children within the care of the Local Authority, and noted that this figure did not include the figures for children subject to a Child Protection Plan.

Referring to a table in the report that provided a breakdown of child protection plans by categories of abuse, a Member expressed concerns about all types of abuse but in particular, sexual abuse.

**RESOLVED that that Committee note the contents of the report.**

**11. ADVANCE NOTIFICATION OF EXECUTIVE DECISIONS**

The Committee considered the Advanced Notice of Executive Decisions, as set out in the body of the report.

A Member expressed dissatisfaction of the Advanced Notification of Executive Decisions as a method of identifying future scrutiny work. Anita Vukomanovic, the Overview and Scrutiny Officer, advised the Committee that the Advanced Notification of Executive Decisions was a statutory requirement, and that in order to assist Members, the Overview and Scrutiny Office had set up a notification to alert Overview and Scrutiny Members as to when a new Advanced Notification was published.

**RESOLVED that the Committee note the Advanced Notice of Executive Decisions.**

**12. SAFEGUARDING OVERVIEW AND SCRUTINY COMMITTEE FORWARD WORK PROGRAMME**

The Committee considered the Forward Work Programme as set out in the report.

The Chairman noted that an item on “Crime and Disorder” in relation to youth crime and safeguarding was yet to be allocated. Ms. Vukomanovic advised that this item would be more suitable for the remit of either the Business Management Overview and Scrutiny Committee, as their Terms of Reference include crime and disorder scrutiny, or for the Corporate Parenting Advisory Panel. The Committee advised that they wished for this item to be deferred to the Corporate Parenting Advisory Panel.

**RESOLVED that:-**

- 1) The Committee request that the Corporate Parenting Advisory Panel receive a report on crime and disorder in relation to youth crime and safeguarding;**
- 2) The Committee note the Forward Work Programme.**

**13. ANY OTHER ITEMS THE CHAIRMAN DECIDES ARE URGENT**

There were none.

**14. MOTION TO EXCLUDE THE PRESS AND PUBLIC**

**15. MEMBER VISITS TO YOUTH HOSTELS**

**RESOLVED that the Committee note the exempt information.**

**16. ANY OTHER EXEMPT ITEMS THE CHAIRMAN DECIDES ARE URGENT**

There were none.

The meeting finished at 9.58 pm

This page is intentionally left blank

<b>Meeting</b>	<b>Safeguarding Overview and Scrutiny Committee</b>
<b>Date</b>	<b>14 January 2014</b>
<b>Subject</b>	<b>Healthwatch Barnet Enter and View Reports</b>
<b>Report of Summary</b>	<b>Healthwatch Barnet</b> Members are requested to consider the Enter and View reports from Healthwatch Barnet contained within the appendix of this report. Representatives from Healthwatch Barnet will attend the meeting to respond to questions.

<b>Officer Contributors</b>	Anita Vukomanovic, Overview and Scrutiny Officer Selina Rodrigues, Head of Healthwatch Barnet
<b>Status (public or exempt)</b>	Public
<b>Wards Affected</b>	All
<b>Key Decision</b>	n/a
<b>Reason for urgency / exemption from call-in</b>	n/a
<b>Function of Enclosures</b>	Safeguarding Overview and Scrutiny Committee Appendix A: Acacia Lodge Enter and View Report Appendix B: The Limes Enter and View Report
<b>Contact for Further Information:</b>	Anita Vukomanovic, Overview and Scrutiny Officer: <a href="mailto:anita.vukomanovic@barnet.gov.uk">anita.vukomanovic@barnet.gov.uk</a>  Selina Rodrigues, Head of Healthwatch Barnet <a href="mailto:selina.rodrigues@communitybarnet.org.uk">selina.rodrigues@communitybarnet.org.uk</a>

## **1. RECOMMENDATIONS**

- 1.1 That the Committee note the Enter and View reports and make appropriate comments and/or recommendations to Officers from HealthWatch Barnet.

## **2. RELEVANT PREVIOUS DECISIONS**

- 2.1 Safeguarding Overview and Scrutiny Committee, 10 December 2012, Barnet LINK Enter and View Reports and the LINK Annual Report.
- 2.2 Cabinet Resources Committee, 25 February 2013, the HealthWatch Contract was awarded to CommUNITY Barnet.
- 2.3 Safeguarding Overview and Scrutiny Committee 20 March 2013, Barnet LINK Enter and View Reports.
- 2.4 Safeguarding Overview and Scrutiny Committee June 2013, e-mail correspondence: Barnet LINK Enter and View Reports and LINK Legacy Report.
- 2.5 Safeguarding Overview and Scrutiny Committee, 9 September 2013: The Committee received a report containing Enter and View analysis and recent Enter and View Reports.
- 2.6 Safeguarding Overview and Scrutiny Committee, 27 November 2013: The Committee received a report containing Enter and View analysis and recent Enter and View Reports.

## **3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS**

- 3.1 Healthwatch will be the primary vehicle through which users of health and care in the Borough will have their say and recommend improvements. These should lead to improved, more customer focused outcomes for the objectives in the Health and Well Being Strategy 2012-15 and in the Corporate Plan 2012-13, specifically under 'Sharing Opportunities and Responsibilities'.

## **4. RISK MANAGEMENT ISSUES**

- 4.1 Healthwatch Barnet has a group of Authorised Representatives. The Representatives are selected through a recruitment and interview process. Reference checks are undertaken. All representatives must complete a Disclosure and Barring Service check. All Authorised Representatives are required to undergo Enter and View and Safeguarding training prior to participating in the programme.
- 4.2 Ceasing to carry out the visits removes the opportunity for an additional level of scrutiny to assure the quality of service provision.



## **5. EQUALITIES AND DIVERSITY ISSUES**

- 5.1 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:
- The Council's leadership role in relation to diversity and inclusiveness; and
  - The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.
  - The Council is required to give due regard to its public sector equality duties as set out in the Equality Act 2010 and as public bodies, Health Partners are also subject to equalities duties contained within legislation, most notably s149 of the Equality Act 2010; consideration of equalities issues should therefore form part of their reports.

## **6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)**

- 6.1 The Healthwatch Contract was awarded by Cabinet Resources Committee on 25 February 2013 to CommUNITY Barnet. The Healthwatch contract value is £197,361 per annum. The contract will commence on 1 April 2013 and expire on 31 March 2016; the contract sum received is £592,083. The contract provides for a further extension of up to two years which, if implemented, would give a total contract value of £986,805.

## **7. LEGAL ISSUES**

- 7.1 Sections 221 to 227 of the Local Government and Public Involvement in Health Act 2007, as amended by Sections 182 to 187 of the Health and Social Care Act 2012, and regulations subsequently issued under these sections, govern the establishment of Healthwatch, its functions and the responsibility of local authorities to commission local Healthwatch.
- 7.2 At its meeting of 26 July 2012, the Health and Wellbeing Board noted the proposed tendering process for Healthwatch and on 25 February 2013, the Cabinet Resources Committee, approved the contract to deliver Healthwatch in Barnet to be awarded to Community Barnet.

## **8. CONSTITUTIONAL POWERS**

- 8.1 The scope of Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Constitution
- 8.2 The Terms of Reference of the Scrutiny Committees are in the Overview and Scrutiny Procedure Rules (Part 4 of the Constitution). The Safeguarding

Overview and Scrutiny Committee has within its terms of reference the following responsibilities:

“To scrutinise the Council and its partners in the discharge of statutory duties in relation to safeguarding”

“To receive reports from Barnet’s Healthwatch on safeguarding issues”

## **9. BACKGROUND INFORMATION**

9.1 Healthwatch Barnet delivers ‘Enter and View’ visits, which are review visits by lay-people of the quality, care and safety in residential and health care settings. The Healthwatch Enter and View team are given the legal right to do this and have all been well trained in their role. The most important aspect of Enter and View is that it is intended to add value by working in collaboration with service providers, residents, relatives, carers and those commissioning services.

9.2 The Enter and View reports are written by the Enter and View team and sent to the care provider to check for factual accuracy and to respond to the report recommendations. The Reports are reviewed and authorised at each stage by Healthwatch Barnet staff, and once finalised are uploaded to the Healthwatch Barnet website. The reports are then sent to the Care Quality Commission and the Head of Safeguarding, Adults and Communities, Barnet Council and the Safeguarding Overview and Scrutiny Committee.

## **10. LIST OF BACKGROUND PAPERS**

10.1 None

<b>Cleared by Finance (Officer’s initials)</b>	<b>JH &amp; AD</b>
<b>Cleared by Legal (Officer’s initials)</b>	<b>LC</b>

### Enter and View – Visit Report

Name of Establishment:	Acacia Lodge, 37-39 Torrington Park, Finchley, London N12 9TB
Staff Met During Visit:	Manager: Gloria Valencia-Ruiz; administrator & activities co-ordinator  [Note owners Mr Michael David Pringsheim and Mrs Janet Wairimu Bethuel were out of the country.]
Date of Visit:	Thursday, 12/09/2013
Purpose of Visit:	A pre-announced Enter & View (E&V) visit, as part of a planned strategy to look at a range of care and residential homes within the London Borough of Barnet to obtain a better idea of the quality of care provided. Healthwatch E&V representatives have statutory powers to enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. The aim is to consider how services may be improved and how good practice can be disseminated. The report is sent to the manager of the facility, visited for validation/correction of facts, and then sent to interested parties, including the head office of the organization, the Safeguarding Overview and Scrutiny Committee and the public via the website.
Healthwatch Authorised Representatives:	Team Leader: Gillian Goddard, Team Members: Linda Jackson, Allan Jones, Dena Mosco
Introduction and Methodology:	<b>DISCLAIMER:</b> <b><i>This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.</i></b>  This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on 12 <sup>th</sup>

### Enter and View – Visit Report

	<p>September. The manager confirmed, what she had told Healthwatch Barnet, that she had not received a paper copy of the letter dated 3<sup>rd</sup> September informing her of our intended visit. It had then been emailed to her that week but this had given her very little time to check on the validity of our visit or display the flyer to invite relatives and carers. She checked with the CQC that we had the authority to visit who confirmed that we had. Being aware of her concerns, we had brought a letter appropriate for an unannounced visit but we did not need to use it.</p> <p>We were told that 31 of the 32 places in the home were occupied. The home has 10 shared rooms for those who are friends, all ensuite, and 12 single rooms - 9 of which are ensuite.</p> <p>The residents are generally frail elderly people some with dementia, epilepsy and diabetes as well as two with challenging mental health issues and one with a learning disability.</p> <p>The home is a three storey house. On the ground floor, there is a kitchen, laundry room, toilets, bathrooms, large lounge, dining room and bedrooms. On the first floor there is an office, lounge, treatment room, toilets, bathrooms and bedrooms. On the second floor there are toilets, bathrooms and bedrooms. A lift is available from the ground to the first floor and a stair lift is provided from the first floor to the second floor. There is a garden at the rear with wheelchair access. The home is located in a quiet residential area of North Finchley close to shops, restaurants and transport links located along the High Road.</p> <p>We used a prompt list of questions to find out relevant facts, made observations and spoke to staff, residents and visitors present.</p>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### Enter and View – Visit Report

	<p>After a brief introduction, two of the team went to talk to residents, staff and any visitors. The team leader and another team member talked to the manager about the home, policies and procedures, including viewing some of the relevant documentation and then met residents, visitors and staff on the ground floor.</p>
<p>General Impressions:</p>	<p>The home looked to be in good condition. There was limited parking outside. Access was via a securely locked door. There was a hand gel dispenser on the left hand side of the entry hall and a small table on the right hand side with a signing in book, which we duly signed. After signing in we entered without using the hand gel as it was not obvious, nor requested. We were offered refreshments and shown to a seating area in the front 'conservatory' which was unoccupied at the time, though was made available to residents for smoking. We passed what looked like a reception area, but did not appear to be used as such, as it was not staffed and there was no information displayed on the surface. There was information such as the complaints procedure displayed on the wall nearby.</p> <p>The manager introduced us to the home and its' facilities. The house is currently undergoing refurbishment with replacement of carpets and some redecoration.</p>
<p>Policies &amp; Procedures:</p>	<p>Residents meet monthly, as do staff. Residents views are considered by the activity co-ordinator and reported to the relevant people in the home as considered appropriate.</p> <p>A record of complaints was kept. We did not ask, and did not see any letters of thanks or compliments.</p>

**Enter and View – Visit Report**

	<p>The home had a written safeguarding policy. The version I observed of the policies had some out of date contact details, although the administrator said these had been corrected elsewhere. I had concerns that the latest information was not always reaching the home.</p> <p>Residents are involved in drawing up their care plans which include information about their likes and dislikes. They, their relatives and carers have access to these. Although when some residents were asked about their care plans, they did not appear to know what they were, though we know that sometimes residents forget. The care plans appeared to be comprehensive and are reviewed monthly, as is the residents' weight, unless it decreases or increases significantly, when weekly monitoring is instituted. Care plans are also accessible to appropriate staff and health professionals.</p> <p>Medication policy and procedures are in place. Medication is ordered by the manager and administered by senior staff. No-one self medicates. If any resident does not want to take their medicine this would be referred to the GP and they would investigate if it could be administered in a different form, eg seeking agreement to crush tablets. They would liaise with the family if appropriate.</p> <p>All residents are registered with the local Torrington/Speedwell linked clinics. They get a very good service from these GPs who visit on demand and provide a satisfactory out of hours service.</p> <p>A district nurse visits daily to give insulin and dress wounds.</p>
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### Enter and View – Visit Report

	<p>The manager told us they have no residents with bed sores.</p> <p>Residents can see a dentist in the home or visit locally if they prefer.</p> <p>An optician visits the home to see residents when required.</p> <p>A chiropodist and hairdresser visit regularly.</p> <p>The home conducts regular fire drills (day and night) and has good fire policies and procedures, with clear signs showing the assembly points.</p> <p>Residents who smoke are encouraged to use the garden or conservatory area.</p>
<p>Staff:</p>	<p>The home employs a manager, maintenance person, gardener, administrator and care assistants; a chef with 1 assistant, an activity co-ordinator and 2 housekeepers. They do not need to use bank or agency staff</p> <p>They have 6 care staff on duty in the day (8-8) and 3 at night (all waking ie not sleeping).</p> <p>The manager is trained to NVQ level 4 (studying level 5).</p> <p>Other staff are trained to NVQ levels 2-3.</p> <p>All staff have mandatory in-house training on safeguarding, moving and handling, infection control, first aid, induction training (according to need). They are currently awaiting training on epilepsy.</p> <p>The manager considered that the staff were proficient in English and said that their knowledge of other languages was beneficial for residents for</p>

**Enter and View – Visit Report**

	<p>whom English was not their first language eg Spanish and Italian.</p> <p>All staff looked smart and wore uniforms but none of them had name badges.</p> <p>The manager said some residents have advocates.</p> <p>Staff turnover was very low, with the manager being the most recent recruit in February 2013.</p>
<p>Staff Views:</p>	<p>Staff said they had supervision every 6 to 8 weeks from the manager.</p> <p>Staff were positive about their experience of working in the home.</p> <p>One commented that it could be challenging responding to how residents were feeling on the day.</p>
<p>Privacy and Dignity:</p>	<p>Good, staff were respectful of residents. We observed staff interacting with residents in a friendly and courteous manner, talking to them as they helped them.</p> <p>Staff knocked before entering rooms.</p> <p>The shared rooms observed seemed to work well with a curtain separating the beds.</p>
<p>Environment:</p>	<p>The premises were adequately decorated and there were pictures on walls and several personal touches.</p> <p>Refurbishment was in progress while we were there. Some of the carpets were to be replaced. The atmosphere in the house was stuffy and there were unpleasant smells along the ground floor corridor leading to Residents' rooms which were carpeted.</p>



### Enter and View – Visit Report

	<p>The stairs were quite steep and there was no gate. We were told access was monitored by staff and there was a lift.</p> <p>There was easy access to the garden.</p> <p>Residents could have their own telephone line if they wished or a mobile phone and internet access was available via a laptop and webcam for Skype access with supervision. Most residents were contactable on the home cordless phone.</p>
Furniture:	<p>The furniture in the communal areas looked to be of satisfactory quality.</p> <p>Residents were allowed to have their own furniture in their rooms.</p>
Food:	<p>We did not meet the Chef who had been there 19 years and provides food, we were told, to meet the variety of resident requirements. A choice of 2 dishes is offered.</p> <p>No daily or weekly menus were displayed in the dining room or elsewhere, although the current meal was displayed on the whiteboard in the dining room and then erased.</p> <p>The chef prepares food for the evening during the morning and this is served by staff later in the day. We observed afternoon tea including cake and biscuits being served to residents. Some chose to come to the dining area, others had it taken to them in the quiet sitting room or in their own rooms.</p> <p>Residents were provided with drinks at regular times of the day and on request.</p>
Activities:	<p>The activity co-ordinator offers a variety of pass-times including music (observed), quizzes, bingo (observed), exercises, painting, videos etc. Our observation suggested that most of these activities</p>

**Enter and View – Visit Report**

	<p>occurred in the same room as used for dining with the result that some residents did not need to move very much.</p> <p>We also heard about outings to visit places such as the coast.</p> <p>For those residents who were mobile but needed assistance to go out, there was a rota to ensure that at least 2 residents a day could go to the High Street (within walking distance). Two residents were able to go out on their own and could go shopping, to cafes or the pub as they wished.</p> <p>The manager kept a very comprehensive 'allocation of duties' book detailing for each resident who was responsible for their welfare each day. This seemed to work very well in ensuring needs were met.</p> <p>We were told that some residents had regular visits from friends/relatives.</p> <p>The manager would have liked to be able to provide more outings for which they would have needed their own transport. While this was not affordable they wondered if it might be possible to come to an arrangement with other similar homes in the area (there are several in the same street).</p>
<p>Feedback from Residents:</p>	<p>Some of the residents with whom we spoke said:</p> <p>'Staff are very good here, very patient'</p> <p>'It's lovely, it's the nearest thing to being independent'</p> <p>'They do everything for me'.</p> <p>A resident complained that the chairs in the dining room were uncomfortable and hard, and had no lower back support.</p>

### Enter and View – Visit Report

	<p>We were told about one resident who buys her own fruit.</p>
Feedback from Visitors/Relatives:	<p>One relative was complimentary about the home saying they thought that the standard of care was excellent.</p>
Conclusion:	<p>Acacia Lodge is a comfortable home providing a good standard of care. There was a relaxed and homely feel to the Home and most Residents seemed alert and responsive. The residents appeared happy with the services they received and valued the independence they achieved. Staff seemed to have good knowledge of the residents needs and had good arrangements in place with the local health services.</p> <p>While we did not come across any residents with anything to complain about we wondered if the procedure for complaining was sufficiently visible.</p> <p>The manager reported being well supported by the owners.</p>
Recommendations:	<ol style="list-style-type: none"> <li>1. For all staff to wear name badges showing name and role.</li> <li>2. That carpets in dining areas and corridors be replaced with coverings that are easier to keep clean. We considered it inappropriate to have carpet in the dining area and some other areas where it was difficult to keep clean and odour free. Therefore for hygienic reasons we would strongly recommend the carpet in the dining room be removed and not replaced.</li> <li>3. Look at improving the ventilation in the home. It was quite stuffy – with little apparent air circulation.</li> <li>4. Provide staff with more regular supervision – at least monthly.</li> </ol>

**Enter and View – Visit Report**

	<p>5. Increase visibility and accessibility of a procedure for residents (and others) to give 'compliments, comments and complaints.</p> <p>6. We would like to see a full daily menu on display for all residents to see.</p> <p>7. Consider whether there is scope to encourage residents to be more mobile by having some activities in different locations. We observed that most activities seem to be performed in the dining room. For the purpose of increasing mobility, we would recommend moving residents to different locations</p> <p>8. Consider whether staircase safety needs improvement.</p> <p>9. Assess if the chairs in the dining room are comfortable and provide suitable support for residents.</p>
<p>Recommendations for Healthwatch:</p>	<p>10. Healthwatch in conjunction with the council to consider how to improve methods of keeping care homes updated with names and contact details of relevant organizations</p> <p>11. Healthwatch to liaise with the Quality in care homes team to share good practice regarding methods of making compliments, comments and complaints more accessible.</p> <p>12. Healthwatch to liaise with the Quality in Care Homes Team to consider any scope for collaborative transport arrangements.</p>
<p>Signed:</p>	<p>Gillian Goddard</p>
<p>Date:</p>	<p>25<sup>th</sup> September 2013</p>

**Response received from Acacia Lodge:**

### **Enter and View – Visit Report**

We have received the following comments from both the manager and the owner of Acacia Lodge regarding the Enter and View Visit Report.

1. We have always had positive comments about the home not having any bad odours, but at lunch time I am sure that you will have the odour of food, as you would get in any home when food is served. The owner has also investigated the smell of urine in the corridor, and has reported that he feels this was not urine but a smell due to paint from the decorating work that had recently taken place. He feels this has now been rectified.
2. The Home has been inspected every year by the inspectors and never have the stairs been mentioned, nor have we ever had an accident on the stairs. The owner also added 'We do not consider the stairs to be too steep and they have been in place for approximately 40 years and there have never been any accidents on them. Further, a long time ago we placed a gate at the top of the stairs and were told by Health and Safety authorities to remove it. Those residents who use the stairs have been accessed to be safe on the stairs.'
3. The day that you visited was an extremely warm day, and therefore the home would have felt warm, but we do open all windows daily and fans are used to keep our residents cool so we do not agree that the Home was stuffy.
4. As explained to you our staff writes the menu on the whiteboard daily.
5. Our Residents have fresh vegetables and fruit every day, and we have deliveries of fresh fruit and vegetable twice a week. The inspectors have commented on the well balanced meals that we provide for our Residents. Plus we have received a 5 star rating for our kitchen.
6. The activities do not only take part in the dining room, we use the gardens and the lounges, especially for the shows that are put on for our resident by an independent company.
7. The owner of the Home feels that carpets in the dining room are warmer, safer and more homely. A meeting was held with the residents to put forward there preference and the vast majority wanted carpets.

### **Enter and View – Visit Report**

8. The chairs in the dining room are new and they were purchased from a company who caters for Care Homes ensuring that the chairs are suitably supportive for our Residents.
9. There are complaints procedures placed around the home, we did try a complaints and compliments book which we placed in the entrance hall and in the reception but over a year it was not used, so we subsequently removed it. The owner also added 'The complaint procedure is supplied to each Resident and their families when they are admitted. We have a compliments book which contains numerous positive compliments including letters from the families of Residents.'

### Enter and View – Visit Report

Name of Establishment:	The Limes, 11-15 Fenstanton Avenue, London N12 9HA
Staff Met During Visit:	Mr Shameem Yatally – Registered Manager  Ms Michelle Harrington – Area Manager
Date of Visit:	Wednesday 4 September 2013
Purpose of Visit:	This was a pre-announced Enter & View (E&V) visit, as part of a planned strategy to look at a range of care and residential homes within the London Borough of Barnet to obtain a better idea of the quality of care provided. Healthwatch E&V representatives have statutory powers to enter health and social care premises to observe and assess the nature and quality of services and obtain the views of the people using those services. The aim is to consider how services may be improved and how good practice can be disseminated. The report is sent to the manager of the facility visited for validation/correction of facts, and then sent to interested parties, including the head office of the organization, the Safeguarding Overview and Scrutiny Committee and the public via the website.
Healthwatch Authorised Representatives Involved:	Stewart Block, Nahida Syed, Derrick Edgerton, Derek Norman
Introduction and Methodology:	<b>DISCLAIMER:</b>  <i><b>This report relates only to the service viewed on the date of the</b></i>

**Enter and View – Visit Report**

	<p><b><i>visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.</i></b></p> <p>The Limes is a privately owned care home (one of five in Barnet and Enfield owned by Mr Munundev Gunpath – the Registered Provider) providing residential care for 26 people in 22 single rooms and two shared rooms. At the time of the E&amp;V visit there were 20 residents plus one on holiday. Registered care provided for dementia, old age and specialist care for Alzheimers and end-of-life.</p> <p>As part of our preparation for the visit we reviewed the Care Quality Commission (CQC) Report published on 1 May 2013 (<a href="http://www.cqc.org.uk/directory/1-131739317?referer=widget1">http://www.cqc.org.uk/directory/1-131739317?referer=widget1</a>)</p>
<p>General Impressions:</p>	<p>We were pleased to see that the “flyer” advertising our visit to residents/families was in the entry hall.</p> <p>The home is a combination of 3 houses, which have been joined together and adapted to its current use. There are 22 single and 2 double bedrooms. All but 3 of the bedrooms have en suite facilities. The open plan lounge and dining area, kitchen, laundry, 2 communal showers, toilets, residents' bedrooms and a conservatory are located on the ground floor. There are further bedrooms and 2 communal</p>



**Enter and View – Visit Report**

	<p>bathrooms, with toilets, located on the first floor. A passenger lift links ground and first floor. There is a small parking area at the front of the house. There is a large attractive garden in the rear with a pond, raised beds for residents to work in if they wish and we were told that a gazebo is planned. We saw residents and their attendant carers enjoying the late afternoon sun.</p> <p>One of the corridors on the ground floor had a slight ramp, which could be a hazard to somebody with dementia or who was unsteady on their feet.</p> <p>The homely atmosphere is accentuated by the policy of allowing pets. Two of the residents have cats; one was seen dozing in a resident's room in the afternoon sun.</p> <p>Due to its construction the corridors are narrow but the communal areas have secluded corners where residents can read or watch TV in relative peace.</p> <p>The buildings are well maintained. There is an entry 'phone although we were not asked to use it. We were asked to sign the visitor's book. Hand gel was available.</p> <p>The lady who let us in did not introduce herself nor was she wearing a name badge.</p> <p>A urine smell was noticeable in the entrance hall, but did not seem present elsewhere.</p>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### Enter and View – Visit Report

<p>Policies &amp; Procedures:</p>	<p>We reviewed and were given copies of the Medication Policy, the Whistle-Blowing Policy and the Safeguarding Policy. These were all clear documents written in plain English. There is also a Medication Management Policy &amp; Procedure. Medication is administered using an MDS system by trained staff.</p> <p>Complaints are written down in a hard cover book, progress to resolution or otherwise is regularly monitored by the Area Manager.</p> <p>We examined a number of Care Plans. These are reviewed monthly or as needed and are accessible to staff and to the residents.</p> <p>There are regular GP reviews of the residents, weight is monitored monthly, regular dental care is provided.</p> <p>At the time of our visit we were told that two residents suffer from bed sores – these are monitored and recorded.</p>
<p>Staff:</p>	<p>The Home tries not to use Agency staff. 17 staff in total, four day time staff and three “waking” night staff. All at or above NVQ Level 2 or working towards it.</p> <p>Staff are trained in dementia awareness.</p> <p>Staff all undergo continual planned and mandatory training. The volunteer team found the staff sympathetic to residents needs.</p>

### Enter and View – Visit Report

Staff Views:	3 female members of staff were spoken to. They seemed attentive and considerate of residents needs and also very helpful to us, whilst prioritising resident's needs. They also seemed happy in their work. They reported that they felt supported in their work and received good regular training.
How the Home gets Residents Views:	Questionnaires, residents meetings and one-to-one discussions are used to get resident's views and feedbacks.
How the Home Gets Relatives' / Carers' Views:	The Limes has a Service User Satisfaction questionnaire.
Privacy and Dignity:	Smokers are allowed in the garden to smoke or in the conservatory.  The residents appeared to be from a variety of different cultures and were well supported by the home in this respect eg in the provision of food.
Environment:	It felt like a 'proper home' with plenty of different indoor spaces and a nice garden and conservatory.
Furniture:	Two residents were happy to show us their rooms. Although small they looked well maintained, comfortable and well arranged with some of the residents own furniture and family photos and mementos around.
Food:	Food is freshly cooked on the premises, and smelt appetizing. Specialist diets are provided as asked for, Halal, Kosher, vegetarian, gluten free etc.  In general the residents were happy with the home and the way they were

### Enter and View – Visit Report

	cared for, and seemed happy with the variety and quality of the food.
Activities:	<p>There wasn't a lot of evidence of creative or diversionary activities and when asked residents couldn't give any examples. However, this may reflect the residents having various degrees of dementia. Activities are not announced in advance but decided upon on a daily basis.</p> <p>These activities are preplanned, but depending on the number of residents who indicate or are available to partake, planned activities may be canceled on the day.</p> <p>A drama group regularly comes and some activities take place in cooperation with other nearby homes in the group.</p>
Feedback from Residents and Relatives/Visitors:	While we were there one resident was being visited by his wife and they were kind enough to speak to us. She said that she visited every day and often brought him some food that she had made for him. She was generally happy with the home and how they cared for her husband. Other residents were very appreciative of the staff and food.
Conclusion:	A bright and cheerful home, residents supported by staff respecting their dignity.
Recommendations:	<ol style="list-style-type: none"> <li>1. All staff, including Head Office Staff/Supervisors should wear clearly visible name badges.</li> <li>2. Provision and use of hand gels on entry.</li> </ol>

**Enter and View – Visit Report**

	<ul style="list-style-type: none"> <li>3. Consider provision of front door camera and entry phone to improve security.</li> <li>4. Address and solve the issue of the urine odour.</li> <li>5. Address the issue of the ground floor corridor with a slight ramp.</li> <li>6. The Activity Plan for the week should be clearly posted for residents, staff and carers/family to see. There should be a balance between mental and physical activities.</li> </ul>
Signed:	Stewart Block, Nahida Syed, Derrick Edgerton, Derek Norman
Date:	9 December 2013

Response Received from The Limes:

### **Enter and View – Visit Report**

Responses received from the manager at The Limes, with respect to our report:

In as far as the recommendations are concerned, we will, if we may, answer them in the order they have been raised.

1. All staff should “wear clearly visible name badges.” We are happy to try this whilst taking into account the risk that it may present to residents receiving personal care or being assisted using Moving and Handling techniques.

2. Hand gel will be made available upon entry.

3. We will keep security of the front door under review. There is already an alarm in place. The procedure for staff who may have cause to open the front door and receive visitors will also be reviewed and will be an item for discussion at the next staff meeting

4. The issue about the urine odour present near the front door has been addressed and is now resolved.

5. The issue of the “Slight Ramp” in the ground floor corridor is a structural one, relating to the foundations of the building. We will investigate the possibility of improving the incline. In the meantime a warning notice will be provided.

6. A new activities schedule has been devised, and is available for residents, their visitors and staff to see.

---

AGENDA ITEM 7

Meeting	Safeguarding Overview and Scrutiny
Date	14 January 2014
<b>Subject</b>	<b>Community Advice Service Contract</b>
Report of	Cabinet Member for Adults
Summary of Report	This report provides an update on the provision of the Community Advice Service contract

---

Officer Contributors	Mathew Kendall, Assistant Director, Community and Wellbeing Gary Johnson, Customer Finance Manager, Adults and Communities
Status (public or exempt)	Public
Wards Affected	All
Key Decision	Not applicable
Reason for urgency / exemption from call-in	Not applicable
Function of	Safeguarding and Overview Scrutiny Committee
Enclosures	None
Contact for Further Information:	Gary Johnson, <a href="mailto:Gary.Johnson@Barnet.gov.uk">Gary.Johnson@Barnet.gov.uk</a> Tel: 020 8359 2289

## **1. RECOMMENDATION**

- 1.1 That the Committee note the report and make comments and recommendations as appropriate.

## **2. RELEVANT PREVIOUS DECISIONS**

- 2.1 Cabinet Resources Committee, 30 July 2009 (Decision item 7) – authorisation of the procurement of a Community Advice Service.
- 2.2 Cabinet Resources Committee, 28 March 2011 – authorisation to provide £239,000 of grant funding to Barnet Citizens Advice Bureau and Barnet Law Service combined to subsidise provision of services from 1 April to 30 September 2011.
- 2.3 Leader of the Council, Delegated Powers (DPR) decision 27 October 2011 - the award of three-year contract for Community Advice Services to Barnet Citizens Advice Bureau.
- 2.4 Leader of the Council, Delegated Powers (DPR) decision 23 December 2011 - the extension of funding for another one month to enable commencement of three year contract with effect from February 2012.
- 2.5 Cabinet Resources Committee, 4 November 2013 - decision to extend Community Advice Service contract until March 2015.

## **3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS**

- 3.1 The Council's corporate plan focuses on 3 priority areas:
  1. Promote responsible growth, development and success across the borough.
  2. Support families and individuals that need it promoting independence, learning and well-being.
  3. Improve the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study.
- 3.2 The Community Advice Service contract supports delivery in relation to these priority areas through providing an open access information and advice service for all Barnet residents, enabling them to find support and advice as appropriate.

## **4. RISK MANAGEMENT ISSUES**

- 4.1 The Community Advice Service contract secures the provision of social welfare advice for residents in the borough. It specifically provides advice to those most in need and targets support to those who most need it. The terms of the contract set out responsibilities to deliver a high quality Community Advice Service in the borough. It provides for protection and remedies in the event of failure to achieve core service objectives as set out in the contract.
- 4.2 The Community Advice Service contract mitigates risk relating to the effects of welfare reform and the need for social welfare advice for vulnerable residents



and those most in need of advice in the borough. Without the contract these residents would not be able to access advice and information about social welfare issues

## **5. EQUALITIES AND DIVERSITY ISSUES**

5.1 Pursuant to the Equality Act 2010, the Council has a legislative duty to have 'due regard' to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations in relation to the protected characteristics of age, disability, gender reassignment, pregnancy, and maternity, religion or belief and sexual orientation.

5.2 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:

- The Council's leadership role in relation to diversity and inclusiveness; and
- The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.

5.3 The Community Advice Service contract provides that advice services for clients with special needs will be integral to service delivery. The Community Advice Service prioritises those clients with special needs and this is reflected in the contract and in the 'day to day' operational delivery of the Service.

## **6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)**

6.1 The contract to provide the Community Advice Service was awarded to Barnet Citizens Advice Bureau (BCAB) with effect from February 2012 for a three-year period, extended to March 2015. The total value of the Community Advice service contract over the period from February 2012 to March 2015 is £1,218,337.18. A year 1 payment of £446,030.12, followed by subsequent staged payments of £385,540.35 in year 2 and £386,766.71 in year 3 to March 2015.

6.2 Payments are made quarterly and linked to performance targets as set out in the performance agreement. The contract is structured to provide for a payment reduction in year 2 and 3, dependent upon changes in work practices leading to an increase in performance. These changes included the setting up of the triage Gateway Assessment through a number of access points to increase advice availability with the aim of early diagnosis of advice problems.

## **7. LEGAL ISSUES**

7.1 Local authorities have general duties to safeguard vulnerable adults and under the Children Acts 1989 and 2004, they have duties to safeguard children. The Government has issued statutory Guidance 'No Secrets' which requires local authorities to have in place appropriate policies, procedures and practices to be implemented locally and in collaboration with all agencies involved in the public, voluntary and private sectors and they should also consult service users, their carers and representative groups.

## **8. CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)**

8.1 The scope of Overview and Scrutiny committees is contained within Part 2, Article 6 of the Constitution.

8.2 The Terms of Reference of the Overview and Scrutiny Committees are in the Overview and Scrutiny Procedure Rules (Part 4 of the Constitution).

8.3 The Safeguarding Overview and Scrutiny Committee has within its terms of reference responsibility:

“To scrutinise the provision of Adult Social Care services (including those who have physical disabilities, sensory impairment, learning disabilities, mental health needs or other special needs) to ensure that residents are safeguarded and supported to lead as independent lives as possible in their own homes.”

## **9. BACKGROUND INFORMATION**

9.1 The Safeguarding Overview and Scrutiny Committee have requested a report on the provisions of the Community Advice Service contract. The primary aim of the Community Advice Service is to support people to be independent as possible by enabling them to deal with their own civil, legal, financial and welfare problems at the first point of contact. Those clients with special needs or who are vulnerable are referred for more in-depth advice and specialist support to resolve problems.

### **9.2 Service objectives**

9.2.1 The overall objective of the Community Advice Service is to support people to be as independent as possible by enabling them to deal with their civil, legal, financial and other related areas of law by providing high quality advice and advising people about their rights and as well as their responsibilities.

9.2.2 To achieve its overall objective, the Community Advice Service provides preventative advice at the first point of contact with the Service through an initial triage assessment of needs. Following this initial assessment, clients are either provided with appropriate advice and information to help themselves or referred for further advice. In addition to preventative advice, the Service seeks to provide and work with other services to provide community coaching, for example, financial capability training to improve personal management of finances.

### **9.3 Community Advice Service Contract**

9.3.1 The key elements of the contract in relation to service provision are that it: provides high quality advice; is free, independent and impartial; promotes self-help and is accessible through multiple access points. These access points include: telephone helplines; email; ‘drop in’ advice sessions; referrals from frontline services; training and community coaching. The Advice Service proactively targets advice to those most in need and the vulnerable.

9.3.2 The Community Advice Service has a clear focus on the provision of welfare benefits and debt advice. Welfare benefits advice can include an initial

diagnosis of a client's benefit problem through to advocacy to act on behalf of a client. Tribunal representation is undertaken by second tier or partner agencies. Money advice ranges from advice on basic money management skills through to negotiation with creditors.

- 9.3.3 There is also a second tier advice service to support frontline services to assist their clients with specialist welfare benefits and debt advice.

## **9.4 Delivery of the Community Advice Service**

9.4.1 The Community Advice Service is primarily provided through Barnet Citizens Advice Bureau (BCAB). BCAB has a long history of providing advice in the borough. There are around 70 volunteers along with 28 paid staff, full and part-time, who provide advice on a whole range of subject areas, most commonly welfare benefits, debt, housing and employment advice. There are two bureaux located in the borough, one at New Barnet and the newly refurbished 'hub office' in Hendon.

9.4.2 The focus of the Community Advice Service is to provide preventative advice at an early stage with a diagnosis of a client's problem through the Gateway Assessment. Clients receive an initial triage assessment and are referred as appropriate to other agencies for more specialist advice. The emphasis is, where possible, to empower clients to resolve their own problems through information and self-help. Specialist advice and casework is targeted to those clients who are unable to resolve their own problems or have complex advice queries. There are a number of access routes to obtain a Gateway Assessment, of these, 2539 (43%) access the service by telephone; 3148 (52%) through face-to-face interviews at local bureaux and 283 (5%) through email (from February to September 2013).

### **9.4.3 Case Study 1<sup>1</sup>**

*The client contacted the Helpline for advice on an employment dispute with her employer regarding a compensation claim for discrimination on the grounds of gender. She was assessed by BCAB Gateway Assessors. An appointment was arranged with an Employment Specialist. The client then called back to inform BCAB that following another meeting with her employer, she had negotiated a one off payment in settlement, but who, unfortunately, retracted on this verbal offer soon after. She wanted to know what her rights were.*

*Due to the complex nature of her query and the impending Employment Tribunal deadline for bringing a claim, she was signposted to specialist employment solicitors to assist her with her dispute. She was also given the contact details for the Advisory, Conciliation and Arbitration Service (ACAS). As a result of BCAB's ability to link the client with the most appropriate source of legal help for her needs the client was able to negotiate a voluntary redundancy payment of £28,000 in lieu of a possible discrimination claim.*

9.4.4 During the first 8 months (from February to September 2013) of year 2 of the contract, there were 5970 Gateway Assessments with 4163 (70%) people resolving their problem at the first point of contact. 30% of clients were

---

<sup>1</sup> Source Barnet CAB Annual Report 2011/12

referred for further generalist or specialist advice. This would indicate that the initial triage assessment is effective, without the necessity of further intervention from an adviser. This has ensured that resources are being more effectively targeted at vulnerable clients and people in need. The disruption caused by the refurbishment of the Hendon 'hub' office has affected the volume of queries.

Advice	Year 2 Targets	Achieved up to month 8	% of annual figure achieved
Triage – Gateway Assessment	8500	5970	70%
Referred Generalist (CAB)	3000	1398	47%
Referral Specialist advice	159	141	89%
Referral to other agencies	N/A	268	N/A

9.4.5 Under the umbrella of the contract, second tier specialist advice is delivered through Barnet Law Service (BLS). The Law Service provides more specialist advice and support in the areas of: welfare benefits advice and representation; immigration and nationality advice; employment advice and representation. BCAB sub contract to BLS the provision of second tier advice and support to local voluntary sector organisations and front line services in the public sector. Through the initial Gateway Assessment, there is an initial diagnosis of the client's problem and dependent upon the urgency, complexity and vulnerability of the client, a referral can be made to BLS. For example, a client with mental health problems who has rent and council tax arrears, facing eviction and/or bailiffs would be referred to BLS.

#### 9.4.6 Case Study 2<sup>2</sup>

*The client lives with her husband, two young children and elderly disabled mother in a privately rented 2-bedroomed house. Her husband works full time for a low wage, and she cares for her mother and children. Although in receipt of Tax Credits, Child Benefit and some Housing Benefit, the client was struggling financially, in particular because a non-dependent deduction was made from the Housing Benefit in respect of the client's mother. This meant that the client was not able to save enough money for a deposit on more suitable accommodation. The client was advised that if her mother were in receipt of Pension Credit guarantee, then no non-dependent deduction would be made in respect of her. Furthermore, if her mother qualified for Attendance Allowance, the client could also claim Carer's Allowance. The client made these claims and is now able to begin putting a little money aside each month towards a deposit for more suitable accommodation, which will have a positive impact on the well-being of her family, and her children in particular, in the long term.*

### 9.5. Welfare Benefits Advice

9.5.1 BCAB continues to receive a high volume of enquiries about welfare benefits, currently at 35% of all enquiries (compared with 34% for 2011/12). This

<sup>2</sup> Source Barnet CAB Annual Report 2011/12

reflects, in part, the increased number of people affected by benefit changes introduced by Welfare Reform. The areas of Welfare Reform changes impacting on BCAB includes: changes to medical assessments for employment support allowance; the benefits cap; housing benefit under-occupancy rules and changes in council tax support. The Service advises local residents with 'one off' welfare benefit queries and provides more in-depth advice and support to safeguard more vulnerable residents affected by Welfare Reform.

## **9.6 Money and Housing Advice**

9.6.1 The second highest level of queries relates to money advice at 16% of the total. BCAB has reported an increase in the number of queries relating to Council Tax arrears following the introduction of the Local Council Tax Support scheme in January 2013. BCAB have a specialist Money Advice Project that provides debt advice. The Project is funded by Capitalise, which is in turn funded by the Money Advice Service. The Project seeks to provide debt advice whilst empowering clients to resolve problems themselves. BCAB also provides personal budgeting workshops to residents, with the emphasis on people being enabled and empowered to resolve their own financial problems. To safeguard more vulnerable residents, pro-active advice and assistance is provided to protect those who need more help or those faced with imminent legal action.

9.6.2 The third highest volume of queries, at 12%, relates to the provision of housing advice. The provision of housing advice by the Community Advice Service is not specifically included within the terms of the contract, however housing advice is provided as part of an holistic assessment of needs. Housing advice is also provided by Barnet Homes and Broadway.

## **9.7. Macmillan Welfare Benefits Project**

9.7.1 In addition to the core services delivered through the Community Advice Service contract, BCAB has secured four year funding from Macmillan Cancer Support to provide welfare benefits advice to people affected by cancer. The Macmillan Welfare Benefits Project provides advice across three London boroughs: Enfield, Haringey and Barnet. During 2012/13, the Macmillan Welfare Benefits Project provided advice and support to 566 new clients.

### **9.7.2 Case Study 3<sup>3</sup>**

*A homeless man was admitted to hospital suffering from cancer. He had no clothes and was finding it very difficult to stay in hospital, having lived on the streets for the last 7 years. He had lost his Post Office card which was the only way of accessing cash and was having to spend all his time dressed in hospital clothing.*

*A Macmillan welfare benefits adviser contacted the Post Office on his behalf and arranged for a new card to be issued to him which provided him with some cash. An application for a Macmillan grant to help buy some clothing was made. We also suggested that we obtain a grant for a small portable radio which would help him manage his hospital stay; he was very happy with this*

---

<sup>3</sup> Source Barnet CAB, Macmillan Welfare Benefits Project Annual Report 2012/13

*suggestion and Macmillan provided a grant for the radio which was a real boost for him.*

## **9.8. Welfare Reform**

9.8.1 BCAB is a member of Barnet Council's Welfare Reform Steering Board. This is the partnership board responsible for making every appropriate effort to ensure welfare reforms are implemented effectively in the borough – including seeking to ensure that benefit reductions are accurate and timely and that those affected understand the changes affecting them and their options to respond; and are supported to act on these where appropriate. The Board provide strategic direction and oversight on policy development and action to maximise positive outcomes for those impacted, thereby minimising the numbers unable to sustain their tenancies and thereby risk homelessness.

9.8.2 As a board member, BCAB are collectively accountable for delivering the welfare reform project and supporting policies and programmes in the borough. In practical terms, BCAB have fed back their local experience of trends in queries and issues, as well as information they gather from national CAB activities. This includes learning from pilots and horizon scanning on disability benefit reforms where the local authority does not have local intelligence.

## **9.9. Healthwatch Barnet**

9.9.1 BCAB is part of the consortium, led by Community Barnet, to deliver Healthwatch. BCAB, through its access routes, provides advice and information about social and health care services.

## **9.10 Community Advice Service Safeguarding policies**

9.10.1 BCAB has an Adult and Child Protection Policy with clear reporting processes where there are incidents of adult or child abuse. These policies have been reviewed under the terms of the Community Advice Service contract.

9.10.2 When commissioning services, safeguarding issues are regularly reviewed through the Community Advice Service contract monitoring arrangements. Under the monitoring arrangements, a risk assessment is undertaken every 6 months by the Chief Executive of BCAB. The purpose of the risk assessment is to ensure that BCAB has robust processes and policies in place to safeguard vulnerable adults and children.

## **9.11 Community Advice Service Quality Assurance**

9.12 BCAB is externally audited every three years by its parent organisation, the National Association of Citizens Advice Bureau. It can be reported that BCAB provides a high quality service. In its last Quality of Advice Audit, it scored 82%, ensuring that it ranked within the top 15% of CABX in England and Wales. The audit of advice provided by the Gateway Assessment scored 85%. In addition to external audits, there are quarterly contract monitoring meetings between Barnet Council, BCAB and BLS. The contract is monitored on: performance against targets; identified safeguarding issues and risk management issues.

- 9.13 In addition to external audits, quality assurance is provided through client satisfaction surveys. BCAB reports high satisfaction levels, which would indicate that it is meeting the needs of those who obtain advice:

Client satisfaction levels<sup>4</sup>:

Question	Happy or Very Happy %	Unhappy or Very Unhappy %	No Answer %
Satisfaction with overall service	98	2	0
Better understanding after advice	97	2	1
Location of bureaux	97	3	0
Openings hrs	97	3	0
Waiting time	99	0	1
Time with adviser	100	0	0

## 10. LIST OF BACKGROUND PAPERS

*Barnet CAB Annual Report 2011/12*

[www.barnetcab.org.uk/images/banners/BCABAnnualReport2011\\_12.pdf](http://www.barnetcab.org.uk/images/banners/BCABAnnualReport2011_12.pdf)

*Macmillan Welfare Benefits Project Annual Report 2012/13*

<b>Cleared by Finance (Officer's initials)</b>	JH
<b>Cleared by Legal (Officer's initials)</b>	LC

<sup>4</sup> Source Barnet CAB Annual Report 2011/12

This page is intentionally left blank



Meeting	Safeguarding Overview and Scrutiny Committee
Date	14 <sup>th</sup> January 2014
<b>Subject</b>	<b>Barnet Multi-Agency Safeguarding Hub (MASH)</b>
Report of	Cabinet Member for Education Children and Families
Summary of Report	This report provides an update on the implementation of the Barnet MASH.

Officer Contributors	Carolyn Greenaway, Head of Assessment and Children In Need
Status (public or exempt)	Public
Wards Affected	All
Key Decision	No
Reason for urgency / exemption from call-in	Not applicable
Function of	Council
Enclosures	Appendix A – MASH Structure Charts
Contact for Further Information:	<a href="mailto:carolyn.greenaway@barnet.gov.uk">carolyn.greenaway@barnet.gov.uk</a> Tel: 020 8359 4241

## **1. RECOMMENDATION**

- 1.1 That the Safeguarding Overview and Scrutiny Committee note the contents of the report and comment where appropriate.

## **2. RELEVANT PREVIOUS DECISIONS**

- 2.1 Delegated Powers Report No 2063 (30/5/13): Establishment of the Multi-Agency Safeguarding Hub (MASH) team.

## **3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS**

- 3.1 Safeguarding is a key priority for the Council and its partners and is reflected in strategic partnership goals including the Corporate Plan 2013-14, the Health and Well-Being Strategy, the Sustainable Community Strategy and the Commissioning Strategy.
- 3.2 The Corporate Plan includes the objective to 'create better life chances for children and young people across the borough' with an emphasis on early identification and intervention of children and young people requiring support. A further objective in the Corporate Plan is to 'promote family and community well-being' with a commitment to 'strengthen our approach to safeguarding'.
- 3.3 Safeguarding children and young people from harm or abuse underpins all work in the Children's Service and is the responsibility of everyone who works for the Council as well as our schools and our partner agencies.

## **4. RISK MANAGEMENT ISSUES**

- 4.1 If referrals concerning children and young people at risk of harm are not received and responded to in a timely manner then there is a risk that children are not protected from harm.
- 4.2 If information from partner agencies is not shared at the point a concern is raised for a child or young person then this may result in less effective safeguarding activity.

## **5. EQUALITIES AND DIVERSITY ISSUES**

- 5.1 The national statutory guidance, Working Together to Safeguard Children 2013, states that 'the requirements of effective safeguarding systems are child centred'. A child centred approach is supported by the Children Act 1989 and 2004, and the Equality Act 2010.
- 5.2 The Equality Act puts a responsibility on the local authority to have due regard to the need to eliminate discrimination and promote equality of opportunity. This applies to the process of identification of need and risk faced by individual children, to the assessment process and to any intervention provided. No child or group of children must be treated less favourably than any others in being able to access effective services which meet their particular needs.

- 5.3 The United Nations Convention on the Rights of the Child provides an international agreement that protects the rights of children and provides a child centred framework for the development of services to children. The UK government ratified this Convention in 1991.
- 5.4 The Corporate Plan states that one of the objectives of the Council is to 'work to create an equal Barnet by tackling discrimination, supporting community cohesion and delivering our values'.
- 5.5 Children and young people who are at risk of harm or abuse come from a range of different ethnic and religious backgrounds. Both girls and boys experience abuse and this can be within homes where families are struggling with poverty as well as homes where there is financial security.
- 5.6 Research indicates that children with disabilities, including those with communication difficulties or behaviour disorders, are more likely to experience abuse than children without disabilities.
- 5.7 The MASH will respond to concerns about all children on the basis of the severity of the concern, ensuring that all families are treated equally and with understanding and respect.

## **6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)**

- 6.1 The Barnet MASH is located in an adapted fire-walled room within North London Business Park.
- 6.2 The financial resources required to operate the MASH relate to staff expenditure. The MASH establishment for 2012/13 required funding of £382,069 for nine months of operation. This was found from existing council resources.
- 6.3 The MASH is subject to continual review and monitoring in relation to activity data, throughput and impact on work flow within both early intervention and other teams within social care in order to inform decisions about resourcing the MASH after March 2014. The expectation is that resources are found within existing Children's Service budgets. As further developments take place within the MASH, and its remit expands to ensure it is the central intelligence gathering point for the Children's Service, it may require additional resources which are as yet to be identified.
- 6.4 Partner agencies (Police, Health, Education, Probation, Housing) are contributing towards the effective operation of the MASH by providing staff resources.

## **7. LEGAL ISSUES**

7.1 Working Together sets out how organisations and individuals should work together to safeguard and promote the welfare of children and young people in accordance with the Children Act 1989 and 2004. This guidance is issued under:

- i) Section 7, Local Authority Social Services Act 1970, which requires local authorities in their social services functions to act under the general guidance of the Secretary of State;
- ii) Section 11(4), Children Act 2004, which requires each person or body to which the section 11 duty applies to have regard to any guidance given to them by the Secretary of State; and
- iii) Section 16, Children Act 2004, which states that local authorities and each of the statutory partners must, in exercising their functions relating to Local Safeguarding Boards, have regard to any guidance given to them by the Secretary of State.

7.2 Working Together is national statutory guidance and should be complied with unless exceptional circumstances arise.

7.3 The Police Reform and Social Responsibility Act 2011 – Section 1(8)(h) requires the police and crime commissioner to hold the chief constable to account for the exercise of the latter's duties in relation to safeguarding children under section 10 and 11 of the Children Act 2004.

7.4 The Education Act 2002 – Section 175, places a duty on local authorities in relation to their education functions, the governing bodies of maintained schools and the governing bodies of further education institutions (which include sixth form colleges) to exercise their functions with a view to safeguarding and promoting the welfare of children who are either pupils at a school or who are students under 18 years of age attending further education institutions. The same duty applies to independent schools (which include Academies and Free Schools) by virtue of regulations made under section 157 of this Act.

7.5 The Data Protection Act 1998 sets out the basis for information sharing between agencies.

## **8. CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)**

8.1 The scope of Overview and Scrutiny committees is contained within Part 2, Article 6 of the Constitution. The Terms of Reference of the Overview and Scrutiny Committees are in the Overview and Scrutiny Procedure Rules (Part 4 of the Constitution).

8.2 Council Constitution, Overview and Scrutiny Procedure Rules – the Safeguarding Overview and Scrutiny Committee has responsibility:

- To scrutinise the Council and its partners in the discharge of statutory duties in relation to safeguarding; and
- To scrutinise the council's procedures in relation to the protection of children.

## 9. BACKGROUND INFORMATION

- 9.1 The Barnet MASH was developed in conjunction with the London MASH project which is an ambitious pan-London programme to improve the way that local safeguarding partnerships deal with referrals where there are concerns about the welfare of a child or young person.
- 9.2 The aim of a MASH is to bring a range of multi-agency partners together into a single hub to share information quickly, efficiently and safely as soon as a notification about the welfare of a child or young person is received.
- 9.3 The development of the Barnet MASH was led by a Strategic Steering Group, which was supported by an Operational Group. Both these groups chaired by Children's Social Care staff, were made up of multi-agency partners and there was an agreement of joint ownership for the success of the project. These working groups were supplemented by workshops involving partners, affected teams and other stakeholders.
- 9.4 The design of the MASH staff structure was based on data available from the Referral and Assessment Teams which was used to predict the volume of work at each stage of the process, and to allow for peaks and troughs in workflow.
- 9.5 The Barnet MASH is led by a dedicated children social care team manager who is responsible for assessing risk & risk rating all referrals together with the police sergeant. The Social Care team consists of three experienced social workers, five social work assistants and five duty support officers. They are co-located with the Police Public Protection Desk. Also co-located is a full time health visitor, education officer two days a week, probation officer two days a week, adult mental health worker, CAHMS social work manager and an officer from Barnet Homes attends one day a week. A social worker from the early intervention service and a Safer Families worker (domestic violence service) attends daily to advise on thresholds and appropriate agencies to offer early intervention. All other agencies provide the MASH with a link professional to respond to requests for information by telephone. Information Sharing Agreements are in place with all partner agencies.
- 9.6 The Barnet MASH went live in August 2013 and is now the single point of entry for all referrals to Children's Social Care, Disabled Children's Social Work Team, Children's Hospital Team, Family Focus, Safer Families and the CAF team for all children, unborn through to age 18, where there are concerns about their welfare. The benefits of this single point of entry are the application of common thresholds and a consistent approach which allows the co-ordinating of intelligence regarding identification of need and gaps in services, children subject to gang activity and sexual exploitation, children who go missing and police referrals regarding higher level crime. It is also hoped that

the single entry point will result in clarity for referrers and reduce the risk of referrals being 'lost' between a number of different systems. Information shared by professionals at an early stage assists in avoiding unnecessary repeat assessments and the associated stress which can be experienced by families as a result of referral to Children's Social Care.

- 9.7 The ability to identify needs early and direct referrals to Early Intervention services is in line with the recommendation of the Munro report.
- 9.8 When a referral is received about the welfare of a child or young person it is recorded and basic checks take place with agencies. The police and MASH social worker will BRAG (blue, red, amber, green) rate the referral according to risk, Red being the highest risk, requiring a response within 4 hours. If a child is at risk of significant harm an immediate referral is made to the Police Child Abuse Team and the case passed to the Duty and Assessment Team. Referrals rated Amber are dealt with within 24 hours and are likely to require a whole MASH information gathering process to establish level of risk. This informs if they require a referral for assessment by Children's Social Care or if they can be stepped down to the CAF/Early Intervention services. Referrals rated Green are dealt with the same day if possible but always within two working days and relate to concern for a child where if support is not offered this might lead to poor outcomes. Referrals rated Blue are children with no additional needs but who might benefit from the support from a single agency.
- 9.9. The benefit of interagency working results in enhanced understanding of the child and how the family can best be supported. In particular it facilitates early identification of need. Outcomes for referrals through the MASH include referral to Children's Social Care for assessment, to the CAF or one of the Early Intervention teams such as Family Focus or Safer Families, CAHMS service, Domestic Violence services, Targeted Youth Support and Children's Centres.
- 9.10 Based on the limited data we have since August 2013 the MASH has been receiving an average of 450-500 referrals per month which relate to over 1000 children per month. The highest number of referrals rated Red were as a result of physical harm, the highest number rated Amber and Green were as a result of domestic violence. Approximately 30% of cases were referred to the Children's Social Care Duty & Assessment Teams for an assessment.
- 9.11 A formal Launch Event was held in November 2013 during the Council's Safeguarding Month and was very well attended by over 150 partners and Council staff. Further bespoke briefing events will be arranged as required by specific agencies. Publicity and information about how to make referrals to the MASH are on Barnet's website.
- 9.12 The MASH is now the central point for information gathering and analysis regarding Domestic Violence, Gang activity, Child Sexual Exploitation, as well as responding to all referrals about the general welfare of children and young people.
- 9.13 The MASH is already evidencing positive outcomes for children and young people. For example, a referral was received regarding two children aged 8 and 11 from uniformed police who attended an incident of domestic violence; the father had tried to strangle the mother. Initially the mother said she would

pursue a criminal investigation but she then withdrew her allegation and stated she did not live with the father. Police and Children’s Social Care checks revealed there had been an incidence of domestic violence in 2010 and mother had said she was separating from father. Checks with the MASH education representative revealed the father took the children to school daily and school did not have a separate address for him. Both parents were viewed as difficult and aggressive. Checks with the MASH health visitor revealed the mother had failed to follow through with health appointments for the child. As a result of information from police, health and education the case was referred immediately to Children’s Social Care for an urgent assessment in order to safeguard the children. Effective communication enabled a fuller picture at an early stage so immediate and subsequent risks could be identified and addressed.

9.14 Next Steps:

9.14.1 An evaluation of the MASH is planned for April 2014. This will be an early indication of its effectiveness as a process for safeguarding children and young people. The outcome of the evaluation will inform the development of an Adults MASH.

**10. LIST OF BACKGROUND PAPERS**

10.1 Appendix A - MASH Structure Charts

10.2 Working Together to Safeguard Children.

<http://www.education.gov.uk/aboutdfe/statutory/g00213160/working-together-to-safeguard-children>;

10.3 Munro Review of Child Protection 2011.

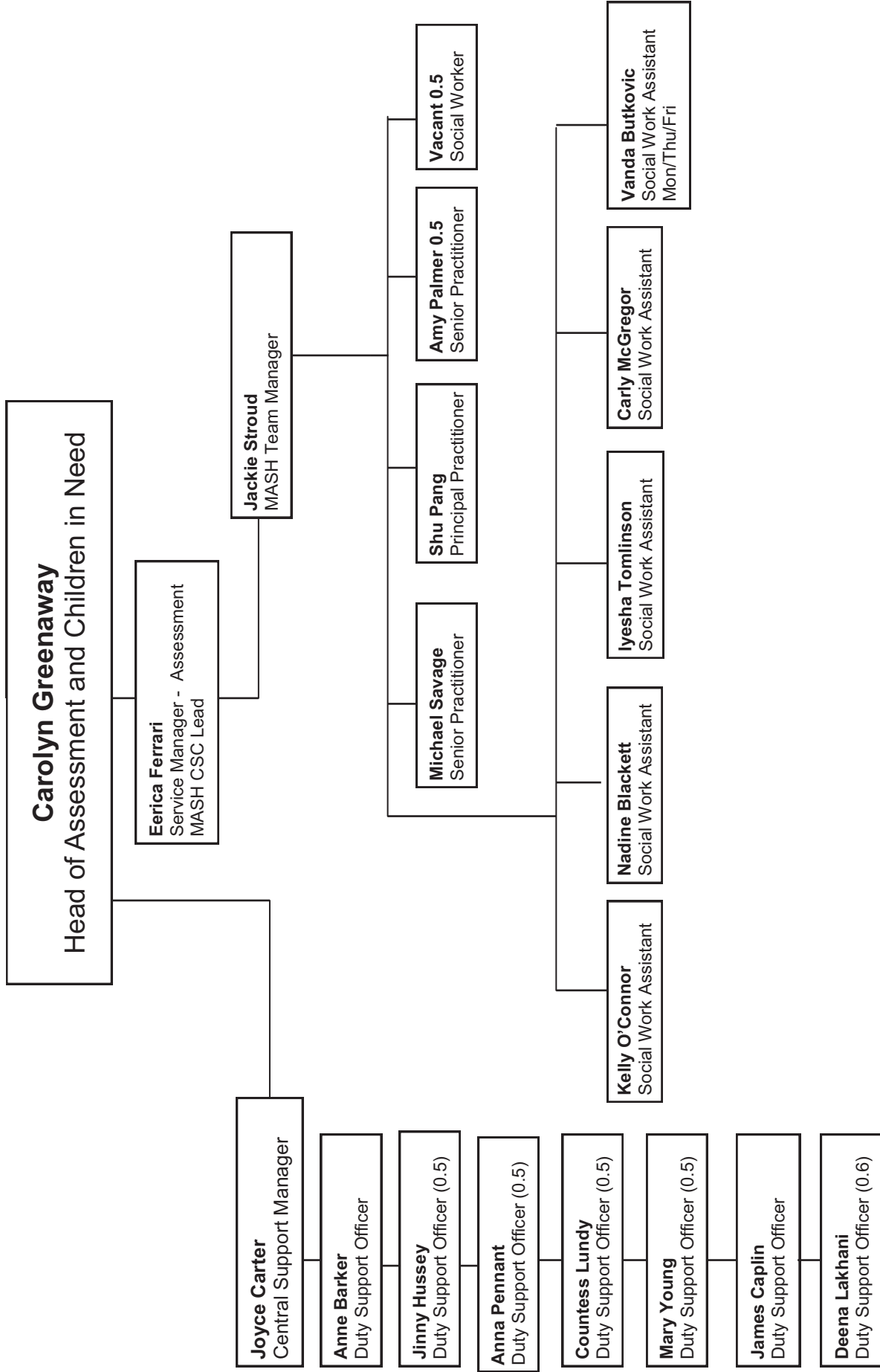
<http://www.official-documents.gov.uk/document/cm80/8062/8062.pdf>;

<b>Cleared by Finance (Officer’s initials)</b>	<b>JH and AD</b>
<b>Cleared by Legal (Officer’s initials)</b>	<b>LC</b>

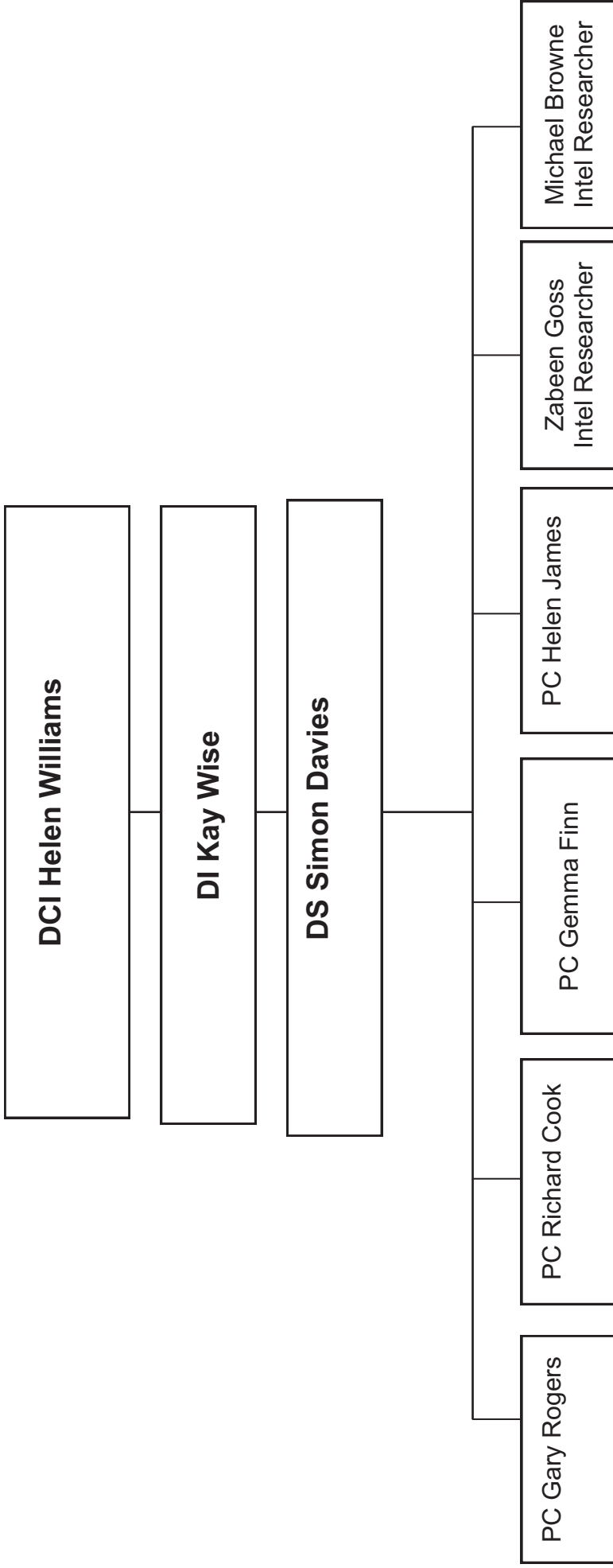
This page is intentionally left blank



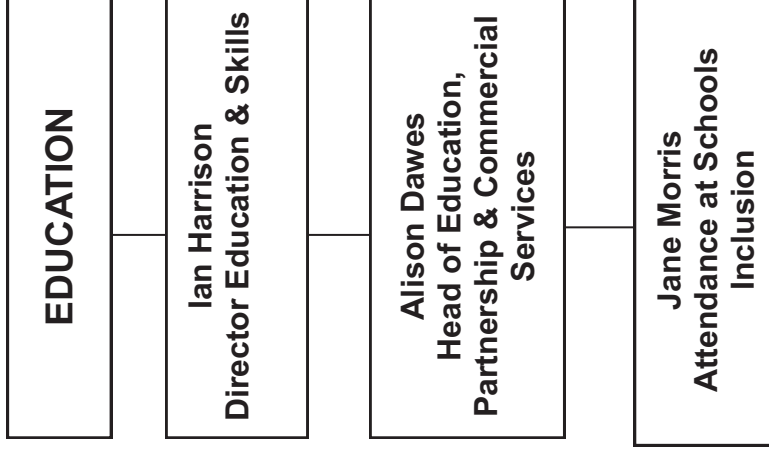
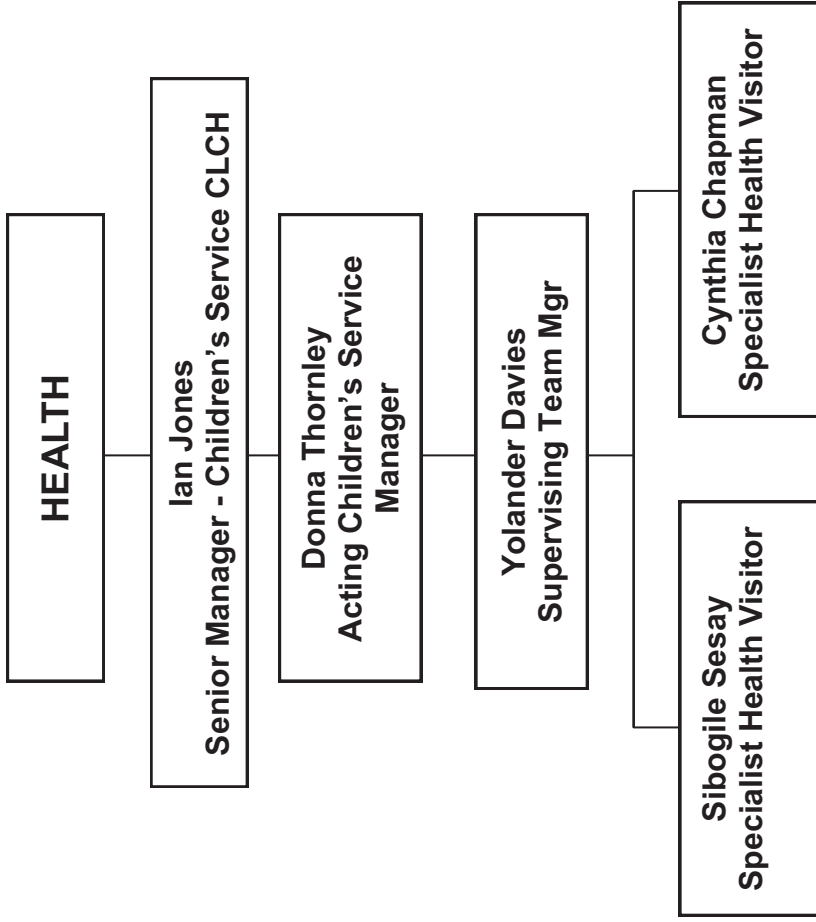
**CHILDREN'S SOCIAL CARE - MASH**



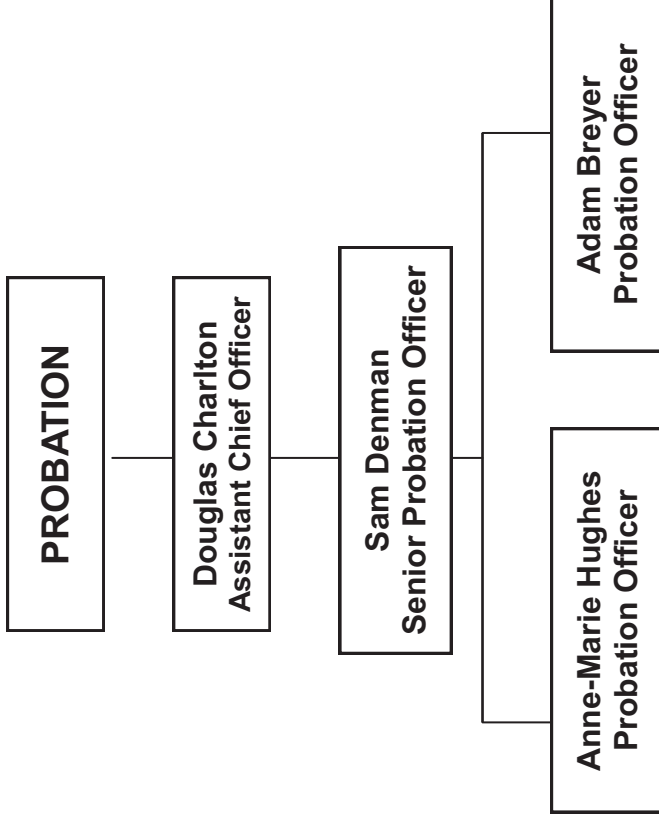
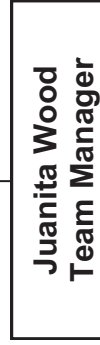
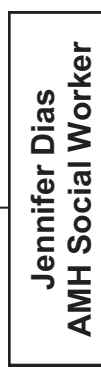
**POLICE PUBLIC PROTECTION DESK**



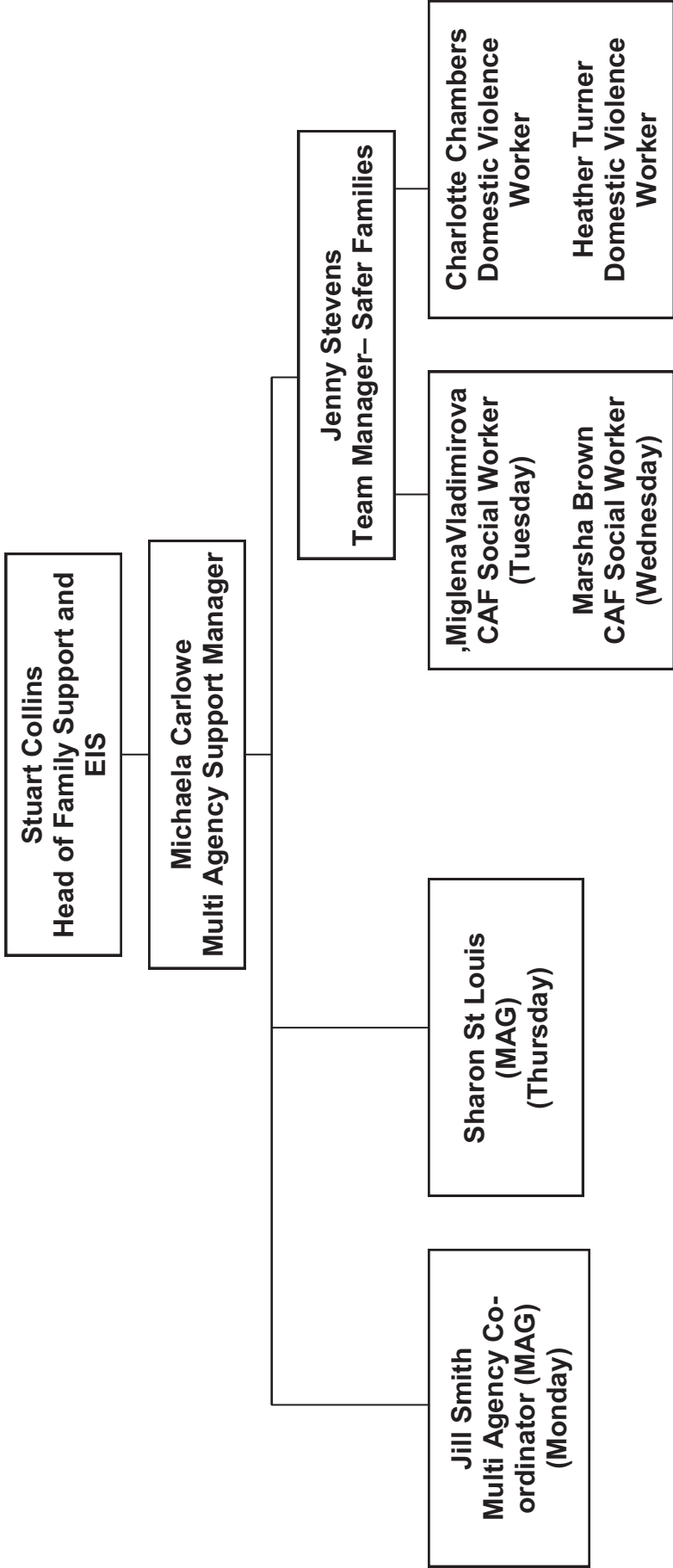
**CORE AGENCIES - MASH**



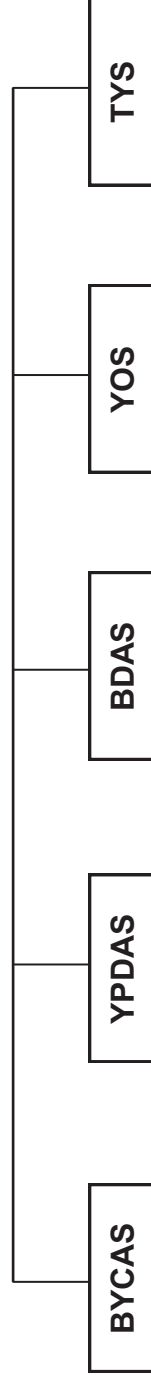
**CORE AGENCIES - MASH**



**EARLY INTERVENTION SERVICE**



**VIRTUAL SERVICES REFERRED TO**



This page is intentionally left blank

Meeting	Safeguarding Overview & Scrutiny Committee
Date	14 January 2014
<b>Subject</b>	<b>Advanced Notification of Executive Decisions</b>
Report of	Scrutiny Office
Officer Contributors	Anita Vukomanovic Overview and Scrutiny Officer
Status (public or exempt)	Public
Wards affected	All
Enclosures	Appendix A: Advanced Notice of Executive Decisions
Reason for urgency / exemption from call-in	N/A
Contact for further information:	Anita Vukomanovic Overview & Scrutiny Officer 020 8359 7034 <a href="mailto:anita.vukomanovic@barnet.gov.uk">anita.vukomanovic@barnet.gov.uk</a>

## **1. RECOMMENDATION**

- 1.1 That the Committee comment on and consider the Advanced Notification of Executive Decisions when identifying areas of future scrutiny work.**

## **2. RELEVANT PREVIOUS DECISIONS**

- 2.1 None.

## **3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS**

- 3.1 The Overview and Scrutiny Committees must ensure that the work of Scrutiny is reflective of the Council's priorities.
- 3.2 The three key priorities set out in the 2013-16 Corporate Plan are: –
- Supporting families and individuals that need it – promoting independence, learning and wellbeing,
  - Improving the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study,
  - Promoting responsible growth, development and success across the borough.

## **4. RISK MANAGEMENT ISSUES**

- 4.1 None in the context of this report.

## **5. EQUALITIES AND DIVERSITY ISSUES**

- 5.1 Pursuant to the Equality Act 2010, the Council has a legislative duty to have 'due regard' to eliminating unlawful discrimination, advancing equality and fostering good relations in the contexts of age, disability, gender reassignment, pregnancy, and maternity, religion or belief and sexual orientation.
- 5.2 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:
- The Council's leadership role in relation to diversity and inclusiveness; and
  - The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety



## **6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)**

6.1 None in the context of this report.

## **7. LEGAL ISSUES**

7.1 The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 removes the requirement for local authorities to public a Forward Plan of Key Decisions. This has been replaced with a requirement to publish an Advance Notification of Executive decisions which the Council has been compliant with since the regulations came into force on 10 September 2012.

## **8. CONSTITUTIONAL POWERS**

8.1 The scope of the Overview and Scrutiny Committees are contained within Article 6 of the Council's Constitution

8.2 The Terms of Reference of the Scrutiny Committees are included in the Overview and Scrutiny Procedure Rules in the Council's Constitution.

## **9. BACKGROUND INFORMATION**

9.1 Under the current overview and scrutiny arrangements, the Safeguarding Overview & Scrutiny Committee will ensure that the work of scrutiny is reflective of Council priorities, as evidenced by the Corporate Plan and the programme being followed by the Executive.

9.2 The Advanced Notification of Executive Decisions will be included on the agenda at each meeting of the Safeguarding Overview Scrutiny Committee as a standing item.

9.3 The Committee is encouraged to comment on the Notification.

9.4 The Committee is asked to consider items contained within the Advanced Notification of Executive Decisions to assist in identifying areas of future scrutiny work, particularly focussing on areas where scrutiny can add value in the decision making process (pre-decision scrutiny).

9.5 When identifying items for pre-decision scrutiny, the Committee are requested to provide specific information on the rationale behind the pre-decision scrutiny request and the expected outcome to enable Cabinet Members and officers to prepare appropriately.

9.6 Any further Advanced Notices which become available will be tabled at the meeting.

## **10. LIST OF BACKGROUND PAPERS**

10.1 None

This page is intentionally left blank

**London Borough of Barnet Decisions Taken Under Executive Functions – Advance Notice of Proposed Items for Decision and Parts of Meetings which will not be held in public session ('subject to exempt report').**

This notice gives details of proposed decisions due to be taken under Executive functions, together with information as to whether any proposed decisions are subject to an exempt report, consideration of which will not be in public session. The document below is also indicative of the decisions which at this stage are intended to be classified as 'key'. For the purposes of complying with the The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 however, all prospective decisions listed below are to be regarded as potentially key or potentially subject to a separate exempt report (not held in public session).

*Please note: this plan lists prospective decisions. The final agenda for each meeting, which may not include all prospective decisions listed for that meeting on this document, will be published five clear working days prior to the meeting on the authority's website: <http://barnet.moderngov.co.uk>*

Title	Description of proposed decision	Cabinet Member	Key Decision (Y/N).	Subject to Exempt Report (Y/N).
<b>CABINET RESOURCES COMMITTEE, 16 JANUARY 2014 Hendon Town Hall, The Burroughs, NW4 4BG</b>				
Brent Cross/ Cricklewood Regeneration	This report will seek to approve <ol style="list-style-type: none"> <li>1) the changes to the terms and conditions of the Brent Cross PDA and the terms and conditions of the CRL Co-operation Agreement; and authorise the Chief Executive in consultation with the Leader of the Council to approve the Brent Cross PDA and CRL Co-operation Agreements.</li> <li>2) approve procurement strategy to enable the Council to deliver the regeneration of the southern parts of Brent Cross Cricklewood Regeneration Area</li> <li>3) approve that the Council enter into negotiations with landowners to acquire land required in advance of any CPO.</li> <li>4) approve that the Council progress and fund the design and development work required to develop the business case and funding strategy for the Thameslink Station.</li> </ol>	Leader of the Council	Y	Y

Notice published: 19 December 2014

This page is intentionally left blank

---

Meeting	Safeguarding Overview & Scrutiny Committee
Date	14 January 2014
<b>Subject</b>	<b>Safeguarding Overview &amp; Scrutiny Committee Forward Work Programme</b>
Report of	Scrutiny Office
Summary	This report outlines the Committee's work programme for 2013/14.

---

Officer Contributors	Anita Vukomanovic, Overview and Scrutiny Officer
Status (public or exempt)	Public
Wards affected	All
Enclosures	Appendix A – Safeguarding Overview and Scrutiny Work Programme 2013/14
Reason for urgency / exemption from call-in	Not applicable

Contact for further information: Anita Vukomanovic, Overview and Scrutiny Officer:  
020 8359 7034, [anita.vukomanovic@barnet.gov.uk](mailto:anita.vukomanovic@barnet.gov.uk)

## **1. RECOMMENDATION**

- 1.1 That the Committee consider and comment on the items included in the 2013/14 work programme of the Safeguarding Overview & Scrutiny Committee (Appendix A).**

## **2. RELEVANT PREVIOUS DECISIONS**

- 2.1 None.

## **3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS**

- 3.1 The Overview and Scrutiny Committees must ensure that the work of Scrutiny is reflective of the Council's priorities.
- 3.2 The three key priorities set out in the 2013-16 Corporate Plan are: –
- Supporting families and individuals that need it – promoting independence, learning and wellbeing,
  - Improving the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study,
  - Promoting responsible growth, development and success across the borough.

## **4. RISK MANAGEMENT ISSUES**

- 4.1 None

## **5. EQUALITIES AND DIVERSITY ISSUES**

- 5.1 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:
- The Council's leadership role in relation to diversity and inclusiveness; and
  - The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.
  - The Council is required to give due regard to its public sector equality duties as set out in the Equality Act 2010 and as public bodies, Health partners are also subject to equalities legislation; consideration of equalities issues should therefore form part of their reports.

## **6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)**

- 6.1 None in the context of this report.

## **7. LEGAL ISSUES**

7.1 None in the context of this report.

## **8. CONSTITUTIONAL POWERS**

8.1 The scope of the Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Council's Constitution.

8.2 The Terms of Reference of the Scrutiny Committees are included in the Overview and Scrutiny Procedure Rules (Part 4 of the Council's Constitution).

## **9. BACKGROUND INFORMATION**

9.1 The Safeguarding Overview & Scrutiny Committee's Work Programme 2013/14 indicates items of business previously considered by the Committee and forthcoming items.

9.2 The work programme of this Committee is intended to be a responsive tool, which will be updated on a rolling basis following each meeting, for the inclusion of areas which may arise through the course of the year.

9.3 The Committee is empowered to agree its priorities and determine its own schedule of work within the programme.

## **10. LIST OF BACKGROUND PAPERS**

10.1 None

This page is intentionally left blank



## Appendix A

**London Borough of Barnet  
Safeguarding Overview and  
Scrutiny Committee  
2013/14**

Contact: Anita Vukomanovic, Overview and Scrutiny Officer, 020 8359 7034 [anita.vukomanovic@barnet.gov.uk](mailto:anita.vukomanovic@barnet.gov.uk)

Subject	Decision / Decision requested	Cabinet Member	Author
<b>19 June 2013</b>			
Telecare Update	Committee to receive a report on the Council's Telecare Strategy.	Cabinet Member for Adults	Adults and Communities Director / Community Well-being Assistant Director
Local Account of Adult Care Services	Committee to receive a report on the Council's Account of Adult Care Services	Cabinet Member for Adults	Adults and Communities Director / Community Well-being Assistant Director
Peer Review of Safeguarding Arrangements	A report on the Peer Review of Safeguarding Arrangements and arising actions	N/A	Adults and Communities Director / Community Well-being Assistant Director
Members' Visits to Hostels for Young People	Standing Item	N/A	Scrutiny Office
<b>9 September 2013</b>			
Tackling Sexual Exploitation, Abuse and Grooming	The Committee has requested to receive a report that outlines the Council's actions in relation to tackling the sexual exploitation, abuse and grooming of children.	Cabinet Member for Education, Children and Families	Children's Social Care Assistant Director
Working Together to Safeguard Children	Committee to receive a report which outlines the Council's response to new statutory guidance on 'Working Together to Safeguard Children'	N/A	Children's Social Care Assistant Director

<b>Subject</b>	<b>Decision / Decision requested</b>	<b>Cabinet Member</b>	<b>Author</b>
Barnet Multi-Agency Safeguarding Adults Board Annual Report 2012-13 and Safeguarding Strategy 2013-15	This report documents the work of the Safeguarding Adults Board 2012/13 and presents the strategy and work programme for 2013-2015.	Cabinet Member for Adults	Adults and Communities Director
Enter and View	Committee to receive Enter and View Reports from Barnet HealthWatch	N/A	Barnet HealthWatch
Members' Visits to Hostels for Young People	Standing Item	N/A	N/A
<b>23 October 2013 (Special Meeting)</b>			
Adults and Communities Delivery Unit Annual Complaints Report 2012/13	Adults and Communities Delivery Unit Annual Complaints Report 2012/13 (Formally Adult Social Care and Health) are required under statutory regulations to report annually to the relevant Council committee on adult social care complaints and to compile an annual report	Cabinet Member for Adults	Adults Social Care Assistant Director

Subject	Decision / Decision requested	Cabinet Member	Author
Safeguarding Children's Board Annual Report 2012-13	This report provides an overview of the effectiveness of safeguarding arrangements in Barnet including an assessment of the performance of the Local Authority and partners in delivering outcomes for children. It reviews progress during the last year and identifies challenges and priorities for the year ahead. The Committee have requested that this report also includes an update in relation to what action the board has taken to tackle the sexual exploitation, abuse and grooming of children.	Cabinet Member for Education, Children and Families	Chairman of Safeguarding Children's Board
Safeguarding in Barnet	The Committee have requested to undertake post decision scrutiny on the "Safeguarding in Barnet" report scheduled for Cabinet on 24 September 2013	Cabinet Member for Education, Children and Families Cabinet Member for Adults Cabinet Member for Safety and Resident Engagement Cabinet Member for Public Health	Overview and Scrutiny Office
<b>27 November 2013</b>			
Analysis of Children Subject to Child Protection Plan 2012/13	Committee to receive a report outlining an analysis of Children Subject to Child Protection Plan 2012/13	Cabinet Member for Education, Children and Families	Children's Social Care Assistant Director
OFSTED Inspection Frameworks	This report updates the committee on the new OFSTED Inspection Frameworks for child protection and looked after children	Cabinet Member for Education, Children and Families	Children's Social Care Assistant Director

<b>Subject</b>	<b>Decision / Decision requested</b>	<b>Cabinet Member</b>	<b>Author</b>
Your Choice Barnet Task and Finish Group	Committee to receive the final report on the work of the Your Choice Barnet Task and Finish Group.	N/A	Scrutiny Office
Enter and View	Committee to receive Enter and View Reports form Barnet HealthWatch	N/A	Barnet HealthWatch
National Winterbourne View Programme – Barnet's Response & Compliance Report	Committee to receive a report on Barnet's Response to the Winterbourne View Programme. The report is also to include compliance report on the CQC Inspection Programme in Barnet, presenting inspection and compliance report, and learning from the Winterbourne View Report and Francis Report.	Cabinet Member for Adults	Karen Jackson – Adults Social Care Assistant Director / Adults and Communities Director
<b>14 January 2014</b>			
Community Advice Contract	Committee to receive a report on the provisions of the Community Advice Contract	Cabinet Member for Adults	Community and Well-Being Assistant Director
Multi Agency Safeguarding Hub	Committee to receive an update report on the Barnet MASH.	Cabinet Member for Education, Children and Families	Children's Social Care Assistant Director
HealthWatch Enter and View	Standing Report	N/A	Overview and Scrutiny Office / HealthWatch Coordinators (BarnetLINK)

<b>Subject</b>	<b>Decision / Decision requested</b>	<b>Cabinet Member</b>	<b>Author</b>
<b>10 April 2014</b>			
Social Care Reforms White Paper	Committee to receive a report on the Social Care Reforms White Paper	Cabinet Member for Adults	Adults and Communities Director
Application of Mental Capacity Act 2005 and Deprivation of Liberty Safeguards	Committee to receive a report on the application of The Mental Capacity Act 2005, and Deprivation of Liberty Safeguards	Cabinet Member for Adults	Adults and Communities Director
Children and Families Bill	Committee to determine whether they wish to receive a report on the implications arising from the Children and Families Bill	Cabinet Member for Education, Children and Families	Family Services Director
Corporate Parenting Advisory Panel Annual Report 2012/13 and Annual Adoptions Report & Annual Fostering Report	To be received following CPAP meeting receiving the 2012/13 annual report.	Cabinet Member for Education, Children and Families	Children's Social Care Assistant Director
Member's Visits to Hostels for Young People	Standing Item	N/A	N/A
<b>Items to be Allocated</b>			
HealthWatch Enter and View	Standing Report	N/A	Overview and Scrutiny Office / HealthWatch Coordinators (BarnetLINK)