

	<h2>Adults and Safeguarding Committee</h2> <h3>4 June 2018</h3>
<p style="text-align: right;">Title</p>	<p>A Multi-Agency Safeguarding Approach for Barnet</p>
<p style="text-align: right;">Report of</p>	<p>Chairman of the Adults and Safeguarding Committee, Cllr Sachin Rajput</p>
<p style="text-align: right;">Wards</p>	<p>All</p>
<p style="text-align: right;">Status</p>	<p>Public</p>
<p style="text-align: right;">Urgent</p>	<p>No</p>
<p style="text-align: right;">Key</p>	<p>Yes</p>
<p style="text-align: right;">Enclosures</p>	<p>None</p>
<p style="text-align: right;">Officer Contact Details</p>	<p>Joanna Georgiades, Safeguarding Adults Board Business Manager - 0208 359 5693 Joanna.Georgiades@Barnet.gov.uk</p>

<h2>Summary</h2>
<p>This report is an update on the report received by the Adult and Safeguarding Committee on 22 January 2018. Since the last meeting the Strategic Director of Adults, Communities and Health has continued discussion with statutory partners on the development of a Multi-Agency Safeguarding Hub (MASH) for Adult Safeguarding. The committee is asked to note the progress since the last report</p>

<h2>Officers Recommendations</h2>
<p>1. That the Adults and Safeguarding Committee notes the progress of the Adult MASH.</p>

1. WHY THIS REPORT IS NEEDED

- 1.1 On the 19 September 2017, the Adults and Safeguarding Committee considered the Annual Report of the Barnet Safeguarding Adults Board 2016-17. The Safeguarding Adults Board is a multi-agency board which has been established to improve safeguarding (protection) practices for adults at risk of abuse in Barnet and is made up of representatives from the Council, the Metropolitan Police, Barnet CCG, local NHS providers, the London Fire Brigade, Community Barnet and the Barnet Group.
- 1.2 The Annual Report included the establishment of a Multi-Agency Safeguarding Hub (MASH) as one of five priorities for the Board. It sets out that an adult MASH will pull together key information sources from the various partner systems and will provide a clear pathway for reporting concerns. It will enable appropriate triage of cases reported. The MASH will support comprehensive, well informed, multi-agency assessments for adults referred to the MASH who appear to be at risk. The MASH will bring together not just information but also professional staff from a range of agencies into an integrated multi-agency team. Partners are committed to this approach of more integrated working to better safeguard vulnerable residents in Barnet.
- 1.3 At its 22nd January 2018 meeting, the committee received a report on the adult MASH and asked to receive a progress report at its June 2018 meeting.

2. REASONS FOR RECOMMENDATIONS

- 2.1 A Multi-Agency Safeguarding Hub (MASH) is a means for rapid information sharing between agencies in response to a safeguarding concern. It can take the form of either a dedicated, multi-agency team, working in one location with access to the systems of each of the organisations or as a virtual team with a central coordinator linked to contacts in each organisation, facilitating the sharing of information. In so doing, a successful MASH model improves the flow and access to information, decision making and responses to adults at risk. It provides a system to review information from multiple sources in a timely manner to give a comprehensive picture. It provides an opportunity to embed personalisation in safeguarding (following Care Act 2014 statutory guidance on 'Making Safeguarding Personal') across the pathway by ensuring consistent practice across agencies and professionals. Good information sharing helps ensure risks to adults are better understood. The MASH should also reduce the risks and inefficiencies that can arise from duplication or poor coordination across agencies.
- 2.2 The MASH model will support the achievement of the duties held by partner agencies under the Care Act Statutory Guidance (section 14.11) to:

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
 - Stop abuse or neglect wherever possible
 - Safeguard adults in a way that supports them in making choices and having control about how they want to live
 - Promote an approach that concentrates on improving life for the adults concerned
 - Raise public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
 - Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
 - Address what has caused the abuse or neglect.
- 2.3 Since the January committee meeting, statutory partners across Health, Social Care and the Police have met and re-committed to the model of a co-located MASH. The MASH will be located alongside the Children's Multi-Agency Safeguarding Hub in Colindale. This will provide an opportunity for the MASH to develop a pathway for safeguarding cases that involve both children and adults at risk. It will allow for better communication and sharing of information for safeguarding involving young adults.
- 2.4 The police will have access to secure IT and systems. A joint Police team will support the children's and adults MASHs.
- 2.5 Work on the operational planning stage of the MASH has commenced.
- 2.6 The partners have agreed a focus on the mental health pathway, to review the process for mental health safeguarding referrals. It is felt that the involvement of a mental health professional within the MASH would provide extensive benefits for complex cases and the application of the Mental Health Act 1983. Further opportunities in early intervention and prevention would benefit from a more in-depth understanding of mental health services and thresholds.
- 2.7 Standardisation of the thresholds from concern to enquiry will be progressed through the MASH. A programme of audit will provide assurance that these thresholds are being applied appropriately.
- 2.8 The MASH will allow for virtual involvement of partners and a pathway for early intervention and prevention. Work will continue with partners to agree the scope of involvement and the form it will take within the MASH to ensure that it is as operationally effective as possible. The role of health in supporting referrals for pressure ulcers, mental health and issues of inappropriate discharge will be more fully investigated to ensure that the skills and knowledge mix within the MASH is reflective of the concerns received. The Clinical Commissioning Group is committed to this engagement.

- 2.9 In preparation for the MASH, partners will map the current entry points for concerns, looking at how this can be standardised and streamlined through the MASH. Thresholds for the front door of the MASH will be developed as part of the multi-agency operational protocols and procedures.
- 2.10 The MASH will operate within the agreed London multi-agency Information Sharing Agreement for the SAB for section 42's. A review of information sharing platforms will be undertaken with learning taken from the Children's MASH.
- 2.11 The intention is that the MASH will go live in winter 2019, with a dependency on the Colindale relocation.
- 2.12 Numbers of safeguarding concerns and enquiries have increased in 2017/18 compared to previous years, in 2015-16 1215 concerns were received, 2016-17 1043 concerns and 2017-18 1529. Demand modelling will be undertaken as part of the operational planning for the MASH.
- 2.13 A planning meeting was held on May 2, 2018 to progress these next steps and a project framework was agreed, based on three phases of work to ensure the model can be launched with the move to Colindale (planned for January 2019). These are set out below:

Phase	Scope
Mobilisation (now – June '18)	<ul style="list-style-type: none"> • Refreshed demand estimates • Confirmation of all partner resource costs / commitments (including Mental Health) • Confirmation of existing safeguarding pathways • IT and building requirements clarified • Project governance established
Detailed design (July – September '18)	<ul style="list-style-type: none"> • New pathways and thresholds agreed • Staff structures, responsibilities and procedures developed • Training designed • IT systems / solutions designed • Success measures and tracking methods defined
Preparation and launch (September '18 – January '19)	<ul style="list-style-type: none"> • Building / floor set up • IT in place • Pathways tested • Staff trained • Wider communications delivered • Data sharing protocols signed off • MASH launched
Support and tracking (January '19 onwards)	<ul style="list-style-type: none"> • Troubleshooting and refinement of processes • Continuous improvement framework in place • Demand and benefits tracked

	<ul style="list-style-type: none"> • 6 month evaluation of model
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3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 No change. This would not achieve the ambitions for improvement identified by the Safeguarding Adults Board.
- 3.2 Joint improvement plan. Whilst there are improvements that could be made to collaborative working without the development of a MASH, it is the considered view of the partnership that the model offers the best opportunity to achieve the desired benefits.

4. POST DECISION IMPLEMENTATION

- 4.1 Work is being progressed on a detailed design and implementation plan to be followed by a mobilisation period that will include training and communications. This will be followed by a launch in Winter 2019 with the move into Colindale offices.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 The Barnet Safeguarding Adults Board Annual Report 2016/17 reinforces the commitment of the Corporate Plan to ensure the effective safeguarding of vulnerable adults. The performance of the MASH will be monitored and evaluated to ensure improvements to service. A full set of performance indicators and evaluation criteria will be developed as part of the implementation phase.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 It is not anticipated that the MASH will achieve cashable financial savings for partners as other sites have shown that the approach has increased demand. However, it is anticipated that it will improve efficiency and reduce duplication and offer a better service for residents.
- 5.2.2 The LBB Adults Transformation Team will manage the project from within existing resources, eliminating any additional project management costs. Many partners have also already committed resources for the new model. The mobilisation phase will clarify any additional ongoing operational costs that will be occurred across partners by the MASH model, for example staffing, IT maintenance or evaluation. Any additional LBB resource requirements will be presented for sign off and agreement of funding.

5.2.3 Partners have committed to shaping and governing the set-up of the MASH through a practitioner reference group and a project board, which will now be established.

5.3 Social Value

5.3.1 The social value of the report is reflected in the commitment and applications of core principles of safeguarding.

5.4 Legal and Constitutional References

5.4.1 The responsibilities of the Adults and Safeguarding Committee are contained within the Council's Constitution – Section 15 Responsibility for Functions (Annex A). Specific responsibilities for those powers, duties and functions of the Council in relation to Adults and Communities include the following specific functions:

- Promoting the best possible ASC services.
- Working with partners on the Health and Well-being Board to ensure that social care interventions are effectively and seamlessly joined up with public health and healthcare, and promote the Health and Wellbeing Strategy and its associated sub strategies.
- Ensuring the Council's safeguarding responsibilities are taken into account.

5.5 Risk Management

5.5.1 **Inability to access key information.** Lack of robust information sharing agreements lead to ineffective or incomplete information sharing and therefore greater risk to adults and the reputation of all organisations involved. Partners need to be able to share information in a timely manner to ensure that cases are dealt with promptly and the MASH achieves its outcomes. Each organisation has adopted the Pan-London Adult Safeguarding Information Sharing Agreement to mitigate this risk.

5.5.2 **Information shared is not useful.** Partners may not share enough information or may share too much meaning the member of staff dealing with the referral is unable to decipher what is useful. This will be mitigated by having clear referral forms and processes.

5.5.3 **Inappropriate thresholds become established.** A lack of clearly understood thresholds or unreasonable thresholds could lead to delays in outcomes for service users and a negative impact on the reputation of the MASH. Thresholds will be set according to best practice guidance and lessons learned from other organisations

5.6 Equalities and Diversity

- 5.6.1 The 2010 Equality Act outlines the provisions of the Public Sector Equalities Duty which requires Public Bodies to have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.
 - Advance equality of opportunity between people from different groups.
 - Foster good relations between people from different groups.
- 5.6.2 The 2010 Equality Act outlines the provisions of the Public Sector Equalities The protected characteristics are:
- Age
 - Disability
 - Gender reassignment
 - Pregnancy and maternity
 - Race
 - Religion or belief
 - Sex
 - Sexual orientation
- 5.6.3 The broad purpose of this duty is to integrate considerations of equality into day to day business and to keep them under review in decision making, the design of policies and the delivery of services.

5.7 **Corporate Parenting**

- 5.7.1 Not applicable

5.8 **Consultation and Engagement**

- 5.8.1 The Safeguarding Adults Board consults and engages with service users through the Safeguarding Adults Service Users Forum. The work of this forum is incorporated in the Board's Annual Report.

5.8 **Insight**

- 5.8.1 Not applicable

6. **BACKGROUND PAPERS**

- 6.1 [Barnet Safeguarding Adult Board Annual Report 2016-17](#) - Adults and Safeguarding Committee, Tuesday 19th September 2017
- 6.2 [Care and Support Statutory Guidance](#), especially para 14.14
- 6.3 [London-wide Safeguarding Adults Policy and Procedures](#)

6.4 [Adults and Safeguarding Committee January 22, 2018 Report](#)