

Safeguarding Adults

News

ISSUE NUMBER 18
April 2021

In this issue:

Spotlight on:...
Multi-agency Risk Assessment Framework

Safeguarding Practice Awards
first awarded certificates for good practice!

Update from the Richmond Crime Outreach Committee

Crime awareness and scam knowledge in the borough of Richmond

Update from SAB Executive and Sub-groups

Spotlight on...

Multi-agency Risk Assessment Framework



Richmond and Wandsworth
Safeguarding Adults Board

Multi-agency Risk Assessment Framework 2019-2022

Recent completed SARs in Richmond and Wandsworth have indicated professionals are not aware and/or underusing multi-agency meetings in complex or high-risk cases.

We ask our partners to promote the [Multi-agency Risk Assessment Framework](#) within their agencies, especially to front-line staff, and to promote and encourage a culture of multi-agency conversation and sharing of information between professionals.

Where to find help if you are struggling as a result of Covid-19

New online guide for those needing help

[Richmond](#) [Wandsworth](#)

High-tech help to keep people connected

[Richmond](#) [Wandsworth](#)

Safeguarding Practice Awards

The first Safeguarding Practice Awards have been granted! We present below our first nominations, both of which deserved recognition for their good work.



Jess El-Kaddah

*Specialist Safeguarding Professional Advisor
Directorate of Adult Social Care and Public Health
Richmond and Wandsworth Councils*

I was delighted to receive this Safeguarding Practice Award for a piece of work where I was the Safeguarding Adult Manager (SAM). This was a Statutory Provider Safeguarding Enquiry for a hospital. This type of enquiry is initiated when themes/concerns are identified as a result of the individual safeguarding enquiries; these prompt the need for a multi-agency response at an organisational level.

When I reflect on this work, one of the key components was a good level of engagement from partners, including CCG, CQC and NHS England. This enquiry was conducted during the pandemic, which I initially thought would be quite challenging as we were still adjusting to a virtual way of working. However, this proved to be a real opportunity to engage with partners who ordinarily may have struggled to attend a face-to-face meeting due to competing commitments.

One of the key functions of the Safeguarding Adult Manager role is to coordinate the enquiry with support from the Enquiry Officer (Kate Buck) and Safeguarding Facilitators (Madeline Dunne and Lucy Collins) who take 'light touch' minutes. While I am very appreciative of the acknowledgment this award confers individually, I nevertheless recognise that this was very much a team effort. The importance of a well written, evidence-based, and proportionate enquiry report was very much confirmed by this piece of work. While enquiries identified a number of areas of learning for this hospital, the balanced way information was presented in this analysis supported our ability to reach a positive collaborative outcome.

In relation to good practice, one of the standout reasons in my opinion that made this piece of work so successful was the open and transparent communication between all partners involved. Regular meetings with the Provider and CCG ensured that everyone was clear about what enquiries were being made on individual cases and were therefore able to facilitate the provision of required information to assist with concluding enquiries.

Some of the learning identified included the need for more robust safeguarding systems, ensuring appropriate referrals are made to the local authority with sufficient information to facilitate relevant, joined-up decision making. In fact, this has strengthened the local authority's relationship with external agencies - evidenced by the fact that almost a year later, there remains a good communication pathway facilitating successful joined up working.

As we begin to emerge from the difficulties of the pandemic, such collaboration will only become more vital in providing the most effective support to those who need it most.

Claire McMahon

*Assistant Service Manager
Department of Adult Social Care and Public Health
Richmond and Wandsworth Councils*

Due to the fact this case is still active, details will be shared at a later date. We nevertheless wanted to congratulate Claire on the well-deserved award!



Update from the Richmond Crime Outreach Committee

John Murray

CRIME AWARENESS AND SCAM KNOWLEDGE IN THE BOROUGH OF RICHMOND

A lot of activity goes on in Richmond borough under the above subject – much unseen! One such activity is the Crime Prevention Outreach Committee (CPOC) set up about two years ago to carry on and further develop the work of Sgt Les Jackson in giving scam prevention advice. This committee has 19 active members which includes volunteers (each one of whom has experience in particular fields), the Police Inspector in charge of the wards, other specialist Police officers, the NHS represented by safeguarding experts, trading standards, the Council and the Nat West bank.

We all work together to support each other and produce practical ideas to promote crime prevention knowledge. These ideas cover specialist leaflets covering travelling safety for females, many covering knowledge of fraud, especially covid related, telephone scams, and are used to running presentations on these subjects. Due to lock down such live sessions had to be suspended but video sessions are to be launched soon by the Police. Watch out for announcements in OWL (have you joined yet – [OWL \[Online Watch Link\]](#)), twitter, “nextdoor” and via your local ward team.

There are several reasons why this committee exists – Richmond is one of the safest boroughs in London but it does attract scammers and others who target us as an affluent area. Telephone scammers could also target us by using the area codes for high value parts of the borough. Also scammers are becoming cleverer, more sophisticated and continually develop new areas to target. Covid-related fraud is of course an obvious example.

What do we actually do? All the parties mentioned above produce their own information, links to web sites, hold seminars and meetings, the last of course now all online. They often issue advice on the same themes – online safety, door step frauds, telephone scamming and email “phishing” to name but a few! We exchange ideas on these subjects, support their campaigns and swap information. This often saves considerable time as work has already been done on a subject by one of the members. Each one of the Council, the Police, trading standards, the banks and the NHS has specialist knowledge, and experience in many areas. Particularly the Police as this covers Action Fraud and other unique departments.

One important action is that we are always trying to get hard copies of the books shown below (and others where appropriate) to residents via “hubs”, Community centres, Doctors’ waiting rooms and other sites – [The Little Book of Big Scams – 5th Edition \(met.police.uk\)](#) and [little-booklet-of-phone-scams.pdf \(met.police.uk\)](#). One of the important facts about scam awareness is that not everyone uses the internet. So they will not get phishing scams but are vulnerable to telephone, leaflet and door knocking fraud. And the protection advice for these scams is all on the web!

If you would like to get in touch, please email the SAB@richmondandwandsworth.gov.uk, who will signpost.

Participation and Feedback

Please submit short articles highlighting your or colleague’s achievements or publicising planned events. We would also like feedback and suggestions on how we can make sure the newsletter is relevant and helpful. Please participate by emailing us at sab@richmondandwandsworth.gov.uk with the **subject line ‘SAB Newsletter’**.

Update from SAB Executive

The SAB Executive met on 22 March 2021 and heard updates from Adult and Children Social Services on the work being planned and done to improve Transition pathway for young people, following the Transitions SAR Themes report presented previously. A detailed Action Plan is in place to drive improvement in services and assurance was given by both Children and Adult Services Directors that current cases are carefully reviewed and managed.

The Executive met again on 15 April 2021 to hear updates from the sub-groups and to discuss the two completed SARs. One SAR (Michael) was signed-off and the 7-minute learning is disseminated together with this newsletter. The Executive had some small feedback to the reviewers of the other SAR and the report is currently being revised.

The Safeguarding Adults Practice Awards had a new nomination involving various professionals, which will be presented in the next issue.

Performance and Workforce Sub-group



The Performance and Workforce Sub-group met on 15 March 2021. It discussed how to fulfill the number of actions from SARs attributed to the sub-group and decided a way forward for all. Masterclasses, the Annual Learning Event, some factsheets and promoting of existing guidance will be organised throughout this year.

The Performance Dashboard noted improvement in CQC ratings for Care Homes, with no homes rated “inadequate” in any of the two Boroughs and some improvement to “Good” from “Requires Improvement”. There have also been no provider suspensions in either Boroughs.

Communication and Engagement Sub-group



The Richmond and Wandsworth Community Forums discussed promoting the Board's [Multi-agency Risk Assessment Framework](#) – all partners are encouraged to promote this. The Forums are also discussing how to adapt the Safeguarding Awareness Presentation for virtual events and meetings.

Safeguarding Adult Review (SAR) Sub-group



The Sub-group met on 01 March 2021 and considered two new referrals, which did not meet the criteria for SAR.

One SAR, Michael, was completed and the 7-minute learning is disseminated with this Newsletter. Action plans from previously completed SARs have generated over 40 actions, which are now in progress and monitored by the Sub-group. Agencies leading on actions are encouraged to ensure that activity commences as soon as possible on the them.

One of the actions from the Sophie SAR was the development of a [Mental Health Transitions Protocol](#). This is intended to support professionals to work together more effectively and to support young people during this difficult period when the service providers and professionals involved change. Ensure staff in your agency are aware of this.