

London Borough of Harrow Adult Safeguarding Sector Led Challenge

Feedback presentation

20th November 2013

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Feedback format

- The Peer Challenge team
- The Peer Challenge process
- Feedback in adult safeguarding
 - strengths
 - areas for further consideration
- Requests to share specific good practice
- Your reflections and questions

The Peer Challenge Team

- **Cathy Kerr**, Director of Adult and Community Services, LB Richmond
- **Stephen Day**, Director of Adult Services, LB Ealing
- **Gill Ford**, Head of Performance and Quality Assurance, LB Richmond
- **Mary Stein**, Head of Service Transformation, LB Brent
- **Cathie Williams**, for London Councils
(also Lead for Adult Safeguarding, Local Government Association)

Peer Challenge explanation

- Peer Challenge is based on the established Adult Safeguarding Standards – tailored to a London ASC pilot with London councils
- Not an inspection – invited in as ‘critical friends’
- Sector led improvement – the peer team learn a lot too

The Peer Challenge Process

- Harrow invited this Peer Review Team to focus particularly on three themes:
 - supporting Practice
 - governance
 - quality assurance
- These link to the safeguarding standards
- Pre-reading documents and data analysis
- On site – observations, interviews, meetings and focus groups
- Feedback presentation

Context

- Although we focus on three themes, it's impossible for people not to tell us about all of the safeguarding standards
- Participants reassured that information provided is non-attributable
- People have been open, enthusiastic and honest
- Our feedback is based on triangulation of what we've read, heard and seen

Generally...

- Thank you! We have been privileged to work with you
- You put together a great on site programme
- We have met some brilliant staff and people using services and everyone we have met has been interested and committed to safeguarding adults
-a short presentation cannot do justice to the depth and breadth of what we have seen and heard and the contributions people make

Findings from the Harrow Sector Led Challenge:

**1. Effective Practice – we have
broken this down into a number of
themes**

Outcomes for and experiences of individuals

Strengths

- We heard of practice that puts the outcomes people want as the priority
- Social workers describe success as achieving the outcomes people want

Outcomes for and experiences of individuals

Areas for Consideration:

- Systematically capture the fact that people have been asked the outcomes they want and the extent that they are realised. This will focus practice even more and give the Board information about how effective they are
- Re-focus on outcomes (rather than outputs or conclusions)
- Getting through the 'front door' of Access Harrow can be difficult
- Access to justice is challenging here as elsewhere but that shouldn't stop partners trying to address this

Awareness raising and prevention - observations

- Awareness raising activities, including those led by people using services, has had a positive impact and the safeguarding service has a wide reach in the community
 - Good literature, posters and other materials and they are all available on the website
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Safeguarding Responses: observations

- There is real strength in practice at all levels
 - Specialist safeguarding managers and staff are confident and knowledgeable
 - The investment in social work development and skills is evident and this protects both Harrow citizens and the council
 - There is a range of forums and materials to support staff in working with people, including supervision, training and development, risk panels and good practice forums
 - A learning cycle is evident
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Partnership in practice - observations

- Good evidence of partnership working across the council
 - Front line partnership working is rather hit and miss – including examples given to us in relation with the Police and NHS staff
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Legal issues

- Teams describe strong and accessible legal advice
 - Safeguarding specialists are confident and knowledgeable but there is more to do to ensure that all social workers know all the legal frameworks they work in
 - Further work on Mental Capacity Act, Human Rights Act and Domestic Violence legislation, case law and approaches would be beneficial
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2. Governance: Safeguarding Adults Board

Strengths

- Strong leadership from the council
- SAB is well established with a high level of commitment from most partners
- Awareness raising has had an impact and safeguarding is seen as everybody's business
- Strong links with wider Community Safety work and some innovative activities that reach some citizens who would not otherwise get support
- Strong links with safeguarding children

Safeguarding Adults Board

Areas for Consideration

- Strategic leadership and commitment from key statutory partners (on the board and in their respective organisations) will be critical to safeguarding Harrow citizens
 - In their leadership role the council should consider how it brings partners into owning safeguarding (rather than seeing it as council business they are helping with)
 - The Board should consider how it exerts a preventative function to ensure that people are not harmed by poor health, care or police responses
 - The Board should consider how it brings together the data and intelligence its partners have in order to identify and manage risks in Harrow
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3. Quality Assurance

Strengths

- There is evidence that there is an effective learning loop from practice through audit, response and review
 - There is evidence of the council proactively seeking feedback from people using services to ensure that safeguarding is effective, and then acting on that feedback
 - There is a broad and innovative mesh of risk management for and with people
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Quality Assurance

Areas for consideration

- There is a lot of council data. It could be enhanced by a focus on outcomes from practice and greater interrogation and analysis
 - There is scope to address more systematically, across the council and NHS commissioners, CQC and the Quality Surveillance Group, care quality issues and provider intelligence
 - The council could encourage providers to engage more proactively with their own learning and development and share their own QA processes
 - IT is slow
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In conclusion...

- Impressive safeguarding policies
 - We have seen a very large number of motivated and committed staff
 - There is strong council leadership from members and officers, and in practice from social workers
 - There is an openness to try new approaches
 - The council is in a strong position for the challenges that are coming and to continue on the journey
 - the service is moving from “good to great” and actions from the Peer Review will further assist
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Your reflections and questions

**....and any feedback from all of us to the Sector Led
Improvement Team**

Contact details

Cathy Kerr

Cathy.kerr@richmond.gov.uk

Cathie Williams

Email: cathiewilliams@btinternet.com

The Adult Safeguarding Community of Practice on the Knowledge Hub has hundreds of documents, forums, discussions and videos about safeguarding – everything from legislation, policy and guidance to practice examples. Do register, join and contribute!