

Forthcoming dates for your diary:

HSCB Local Multi-Agency Safeguarding Forums dates can be found at:
LMASF Dates and Venues

Training:

Details of training courses for both Boards and Safeguarding Adults Forums are available for booking via our online site:
<http://hscb.event-booking.org.uk/>

The HSAB have a number of topics in mind for forthcoming forums but are keen to know what our partners are interested in knowing more about, so if there is something specific that you would like to see, please let us know!

Dealing with Allegations against Adults that work with children:

[Herts Lado Threshold Guide.pdf](#)



Apps!

Mental Capacity app and the Adult Safeguarding app

Safeguarding within Hertfordshire always matters, whether we are safeguarding Children or Adults from neglect or abuse.

Both the HSAB and the HSCB work tirelessly to promote the welfare of Children and Adults within Hertfordshire.

As such, both boards are looking at ways of raising awareness of safeguarding issues for all aspects of vulnerability, locally. Both the HSAB and the HSCB are also looking at other ways that they can work closely together to raise that awareness. As such this is the first joint safeguarding newsletter that has been produced for both adults and children. Myself and Nicky, as the Chairs of the Adults and Children's boards strongly believed that safeguarding is everyone's business and that safeguarding is a golden thread which goes across all ages. We hope you like the newsletter but request that if you would like to see anything additional that you get in contact with the joint HSAB/HSAC business unit.

Liz Hanlon

Independent Chair
Hertfordshire Safeguarding Adults Board

Nicky Pace

Independent Chair
Hertfordshire Safeguarding Children's Board

The HSCB and HSAB Business Units merged in 2017 which has

been an exciting opportunity for more joint working across the two boards. There is a shared understanding of priorities which results in merging ideas and avoids duplication.

The Business unit is fully staffed and has had some recent changes in personnel. Caroline Aitken is currently on maternity leave, due to return to her post in early 2019. Janet Jones is seconded to this post and has worked for Children's Services for a number of years. Mary Moroney has moved to the adults Business Manager post and Matthew Turmaine (who previously worked for the HSCB in 2014/15) is seconded to the children's Business Manager post. The unit is expertly supported by strong support staff which includes a Training Coordinator.

The Unit is in the process of supporting the completion of the annual reports. This has been an opportunity to reflect of the achievements of the last year. There have been successful conferences, learning events, training opportunities and policy development. There will be significant changes to the HSCB in the coming year which is a further exciting opportunity to work collaboratively with the adult's board.

Useful links:

Modern Slavery

[The Gangmasters and Labour Abuse Authority \(GLAA\) three year plan setting out how the GLAA will tackle labour exploitation and modern slavery across the UK economy](#)

Modern Slavery Protocol for Local Authorities

The Human Trafficking Foundation with the LWG have produced a practical protocol for frontline staff in Local Authorities containing several resources to help improve their response to human trafficking and modern slavery, in particular the identification and support offered to adult survivors.

Please find the four sections of the protocol attached and below.

- **Definitions and Indicators:**
how to identify a victim of human trafficking or modern slavery
- **Statutory Duties and Powers:**
The NRM and a Local Authority's statutory duties to identify and support victims of human trafficking and modern slavery
- **Referral Pathway for adult victims** and **NRM Process Guide**

Joint HSAB and HSCB Initiatives

The **HSAB** and **HSCB** have recognised the importance of working together and developing some key themes and learning opportunities which span the priorities of both Boards.

The Learning and Development sub-groups have initiated the production of a joint course 'Safeguarding for Managers'. This course, planned to start at the end of 2018 will cover core elements of both Adults and Children's safeguarding and will be aimed at any manager or supervisor from the partnership who has a safeguarding responsibilities identified in their role. The contents of the course are now being prepared and trainers to deliver the course are being sought from across the partnership. If you feel that you would have the skills and knowledge to be part of the training pool for delivering this course, we would love to hear from you. Please contact **Mary Moroney** mary.moroney@hertfordshire.gov.uk or **Matthew Turmaine** matthew.turmaine@hertfordshire.gov.uk for an initial discussion.

Another new course is in the development stage: 'Difficult Conversations' – this again will be aimed at staff who work with children and/or adults. The analysis of training needs from both Boards plus learnings from recent Serious Case Reviews and Safeguarding Adult Reviews identified the challenges staff experience when working with diverse and hard to reach groups.

Linked to the development of the Difficult Conversations training is the joint HSAB and HSCB traveller work stream. Development of links with the traveller community has remained difficult. Partners are being asked by both Boards to consider their current training and development packages and how competent they feel staff are working with this group, this will enable both Boards to gain assurance and identify where further work needs to be done. In addition the Boards intend to publish a resource for practitioners and identify points of contact for anyone working with this group.

A joint HSCB and HSAB policy '**See the Adult, See the Child**' has been agreed. There is a duty **ON ALL PROFESSIONALS IN ALL SERVICES** to give paramount consideration to the welfare and safety of children and adults at risk and to ensure that early intervention takes place.

The respective Safeguarding Boards do not intend the guidance to provide a comprehensive list/guide to all adult/child concerns, and recognises that professional judgement plays a significant part in assessing concerns for a child or adult at risk, but this guidance highlights some of the major areas of impact. The Learning and Development sub-groups of both Adults and Children's services will ensure this guidance is embedded in relevant training.

A copy of the policy can be found at: **See the Adult See the Child**

2018 HERA (Her Equality Rights and Autonomy) Entrepreneurship Training and Mentoring

HERA is pleased to announce recruitment for the 2018 Summer Programme has begun! We would be most grateful if you could refer women between the ages of 18 and 40 to this year's entrepreneurship and mentoring programme. Attached is an application form, which may be filled out and sent to hera.entrepreneurship@gmail.com

The programme is from July 2 to July 20 from 9AM to 4PM with a mentors-mentees matching session on the evening of July 18, a graduation ceremony and dinner on the night of July 20 (to which you are welcome). Multiple features remain the same as last year including: a group final presentation of a business plan at the end of the course;

- time on the third week of the programme for group work on the final presentation;
- provision of food and reimbursement of transport costs during the three-week Summer Programme; and,
- the woman's commitment to working with a mentor over the next year.

Refugee Action: Elevate Project for refugees

Elevate offers tailored one-to-one support and specialist advice to refugees, preparing people for work in the UK and supporting them to find and settle into suitable employment.

More information [here](#)
Referral form available [here](#)

NSPCC: How Safe are our children?

<https://www.nspcc.org.uk/services-and-resources/research-and-resources/how-safe-are-our-children-2018/>

THANK YOU!

A big thank you to everyone that has completed the Section 11 questionnaire.

The HSCB are doing the Section 11 audit in 3 waves.

Wave 1: HCC Children's Services & Adult Services, Police, Probation, BeNCH, Health and Public Health. At present those agencies are analysing and reporting actions back to the HSCB. Overall initial analysis shows that:

- 94% of those that responded knew who to speak to if they had a concern about a child or young person
- 93% of those that responded knew where to find safeguarding information
- 78% stated that they knew who to contact when following up concerns
- 71% of staff said they would know who they would talk to if they had expressed a concern to their manager/safeguarding lead but weren't happy with their response
- 81% of staff said they knew the name & job role of the person to speak to if concerns about a colleague's behaviour with regard to children

Wave 2: the survey has been sent to all schools in Hertfordshire, nurseries, children's centres and childminders. The survey closed on 8 June 2018 and there have been over 6,000 responses.

Wave 3: the survey will be sent out in the autumn of 2018 to district councils, leisure centres, places of worship, sports clubs/associations and voluntary services.

HSCB – Twilight Sessions

The Hertfordshire Safeguarding Children Board has been running termly twilight sessions for designated safeguarding leads and Head Teachers in schools.

This is a unique opportunity for DSL's to obtain updates about current topics. Attendance at twilight meetings is recognised as part of CPD for DSLs in relation to the expectations in Keeping Children Safe in Education (KCSiE) 2016 that all school safeguarding leads receive regular updates in addition to their required training programme. They are held at different venues across the county and can be booked on the [HSCB training page](#)

The spring term sessions gave participants the opportunity to hear Emma McLaven from Brook. The Brook Tool is a resource which helps to identify, assess and respond appropriately to sexual behaviours. It uses a 'traffic light tool' to categorise sexual behaviours, to increase understanding of healthy sexual development and distinguish this from harmful behaviour. The tool can be found here: <https://www.brook.org.uk/our-work/category/sexual-behaviours-traffic-light-tool>

Participants also heard from Frazer Smith from the Child Protection Schools Liaison Team on recording and data protection. Frazer explained the twelve steps to prepare for the GDPR, tips on making referrals and the importance of accurate recording:

- Recognise that recording is an important task.
- See recording as an integral and important part of your practice.
- Plan your recording. Allocate time to record and minimise interruptions and diversions.
- Record information as you go along.
- Allowing recording in complex cases to accumulate can result in you being confronted by a seemingly impossible amount of paper work.
- When planning a significant contact with a family or individual include recording as part of your time allocation.

The HSCB Independent Chair, Nicky Pace gave an overview of the Section 11 Audit Annual Process; Nicky explained that

- Section 11 (4) of the Children Act 2004 gives a statutory requirement on organisations and individuals to ensure they have arrangements in place to safeguard and promote the welfare of children.
- Working Together to Safeguard Children 2015 states that one of the key functions of a Local Safeguarding Children Board is:- "monitoring and evaluating the effectiveness of what is done by the authority and their Board partners individually and collectively to safeguard and promote the welfare of children and advising them on ways to improve;"
- The Section 11 will identify gaps, strengths and weaknesses in safeguarding practice as well as identifying areas for improvement. It is designed to support schools in showing that their staff know and understand procedure & have had appropriate training
- There will be short online questionnaire created in Smart Survey for staff to complete. Schools will self-assess their performance and look for areas of good practice and areas for development
- The HSCB will produce an overarching report following analysis of the results including an action plan for the Board of learning from the audit process.
- If the process is then repeated on a regular basis, it forms a baseline and template to measure agencies progress.
- Getting staff to engage with the S11 is an excellent indicator of the importance that they give to safeguarding and the message presented by Senior Leaders. If you can't persuade staff to complete the form, you are not getting them to individually see safeguarding as a vital and relevant - what else are they not convinced by?
- The composition of the S11 allows you to test key safeguarding priorities and the extent to / success with which they are being translated to the wider staff body.

- Successfully completed S11s with high levels of engagement offer excellent evidence to Inspectors of both the security of safeguarding approaches and Senior Leaders capacity to reflect on evidence.

OFSTED – 'The LSCB introduced an innovative and highly effective approach to its section 11 assessments this year.'

OFSTED – 'All involved spoke highly of this new approach and of the depth of learning that is coming from it.'

The summer term saw participants hearing a presentation on 'Having Difficult Conversations' from Cathy Honnah Consultant Safeguarding Nurse (HPFT). Cathy explained the importance of:

- Preparation
- Introductions
- Conversational openers
- Why there can be difficulties
- Cultural and traditional believes
- Shift from blame to contribution

Steve Warner from St. Mary's High School gave a presentation on 'Youth Violence & Gang Culture: Developing a Multi-agency School Based Approach'. Steve gave an overview of the local and national context. He gave participants information on signs to look for with gang involvement and also spoke on County Lines. Steve was followed by Antony Bradshaw from Hertfordshire Constabulary who outlined the police response and strategies around Youth, Gangs and Knives.

Jackie Clementson and Raj Chibber for Hertfordshire County Council gave an update from Children's Services:

- Continuum of Need
- FF Interactive Map
- New referral form
- What good referrals look like
- Consultation Hub
- Escalation policy

Water Safety

Make sure that you and your loved ones are safe in and around water by following our top tips:

Always supervise children in or near water, whether they're playing near or swimming in a pool or even in the bath.

Before you or your children swim in any kind of water, take time to check the temperature, depth, flow and layout of the water.

At home, always use self-closing gates, safety nets, fences and locks to prevent children from gaining access to pools of water.

Children can drown in just a few inches of water so make sure that you empty containers of water such as paddling pools and buckets immediately after use.

If your children, or any other children in your care, are swimming, swim with them. It's more fun and you can keep them close and safe.

If your children can't swim, try to book lessons for them. If you're a non-swimmer, there are plenty of leisure centres that offer adult lessons too.

A resource to share can be found here: <https://www.hertfordshire.gov.uk/media-library/documents/childrens-services/hscb/hscb-guidance-posters-and-publications/be-safe-in-the-water-campaign.pdf>

Hertfordshire Safeguarding Adults Board Annual Conference

'Making Safeguarding Personal' was the theme of this year's conference hosted by Hertfordshire Safeguarding Adults Board which saw over 140 professionals meet to share best practice and hear about the latest research.

Delegates attending the conference, which was held at the Fielder Centre in Hatfield on Thursday, 14 June, explored a range of issues during the day, with the overarching theme of ensuring that all the health, protection and voluntary services committed to safeguarding adults in the county keep a person's individual needs to the forefront of their work.

Liz Hanlon, Independent Chair of the Hertfordshire Safeguarding Adults Board, opened the conference. Liz explained:

"Adult safeguarding is about protecting a person's right to be safe. It's of particular importance for adults who, because of their situation or circumstances, may be unable to keep themselves safe.

"Nurses, police officers, council workers, health and social care professionals and volunteers, among many others, are working tirelessly to ensure that concerns are raised and problems tackled. "Carrying out those roles effectively means understanding a person's unique circumstances and needs, and lots of listening, so that the most appropriate support can be offered. That's why we were so keen to focus on Making Safeguarding Personal at this year's conference, organised by HSAB which works to ensure that Hertfordshire is a safe place for all vulnerable adults to live and work."

The keynote speaker was Dr Lindsey Pike who has been involved in extensive research on adult protection and safeguarding nationally and is also a part time Policy Co-ordinator at the University of Bristol. Delegates also took part in a number of interactive workshops and in a session coordinated by the Blue Apple Theatre Company which presented 'Living without Fear'. The session presented the experiences of young adults with learning disability trying to lead independent lives in the face of daily harassment and prejudice. It aimed to offer insight and improve understanding within the professional and wider community of what it is to live with a learning disability. Liz added: "Whilst professionals and voluntary service have a crucial role to play, very often it will be alerts or concerns raised from members of the public that will bring matters to their attention. We've all got a responsibility to look out for each other, ask questions when there are concerns and to report."

TO REPORT A CONCERN ABOUT
AN ADULT AT RISK, PLEASE CALL

0300 123 4042

What has HSAB done?

As a result of these learnings the HSAB is currently drafting Self-neglect guidance for practitioners including a resource pack. Guidance on multi-disciplinary complex cases is also in development and both will be formally launched across the partnership later this year.

The Department of Health has commissioned SCIE and RiPFA to develop a SAR library. The aim is to maximise the value of individual SARs through two different kinds of resource. One will support the quality of individual SARs and the other will enable more widespread and effective use of the learning from SARs.

Information about the new SAR library is available on the SCIE website – <https://www.scie.org.uk/safeguarding/adults/reviews/library/>

Learning from Safeguarding Adult Reviews (SARs)

The Care Act (2014) states that Safeguarding Adults Boards must arrange a Safeguarding Adults Review (SAR) when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult.

The purpose of a SAR is defined very clearly in the statutory guidance as to 'promote effective learning and improvement action to prevent future deaths or serious harm occurring again'. A mistake by a member of staff which causes a death may be negligent but it's not necessarily neglect as defined by the act.

The aim of a SAR is for lessons to be learned from the review(s) and for those lessons to be applied to future cases to prevent similar harm re-occurring. There have been a total of 19 referrals since the Care Act came in: 2015-2016 = 8, 2016-2017 = 4, 2017-2018 = 7. Only four of these have become a SAR, two have been completed and a decision by the HSAB was made to not publish to protect the surviving family. One has recently been published here and there is one currently in progress.

Learning from National and Hertfordshire SARs

It was recognized that a 'person centered approach' is best practice. The review highlighted individual agencies were providing excellent care in some cases. The cases where the failings were identified generally involved multiple departments or agencies contributing to the care. The individual agencies or departments were not working as well as they could with other agencies and not considering the case in the wider perspective outside of their department or agency.

The areas for improvement identified are:

- Awareness training
- Information sharing and communication
- Multi-agency joint risk assessments
- More multi-agency joint working with agreed ownership
- Co-ordination of complex multi-agency cases
- Record keeping with management oversight
- Understanding of processes within their agency and how to escalate concerns
- Transition cases – children to adult services
- Auditing

To truly ensure the safeguarding of adults from further abuse, processes and practices need to be improved as a result of the lessons learned and not simply 'this is what we have learned'.

New HSAB Key Policies and Practice Guidance

The HSAB has developed three new documents to assist practitioners in Hertfordshire working with adults at risk:

Self-Neglect and Hoarding

- there is a shared, multi-agency understanding and recognition of the issues involved in working with individuals who self-neglect
- promoting a person-centred approach which supports the right of the individual to be treated with respect and dignity
- promoting a person-centred approach which supports the individual to be in control of, and as far as possible, to lead an independent life
- The approach to self-neglect in Hertfordshire - Robust partnership working from the earliest practical stage.

Complex Case Multi-Disciplinary Guidance

This guidance gives an outline to professionals in how to manage complex cases within a multi-agency environment

- Outlines features of good practice
- Flow chart on multi-disciplinary working
- The importance of calling a multi-agency meeting if required and most importantly anyone can do this
- A template to use to record the meeting

Escalation Policy

- The policy outlines the importance of resolution at an early stage wherever possible
- It provides guidance to practitioners around how to escalate
- It provides a final stage of escalation to HSAB chair, however this should be rare

Copies can be found on the HSAB website: Hertfordshire Safeguarding Adults Board

General Data Protection Regulations – Safeguarding Boards

The GDPR came into effect in May 2018. Both Boards are now compliant with these standards and have privacy notices where required.

The GDPR does not affect information sharing between agencies in respect of children or adults at risk and is not a hindrance to ensuring safeguarding concerns are raised promptly.

Both the Children and Adults Boards have specific statements around gathering information for Serious Case Reviews and Safeguarding Adults Reviews.

If you have a concern about the way the safeguarding Board processes personal data you have the right to complain to the ICO (Information Commissioner) <https://ico.org.uk/global/contact-us/>

HSCB Multi-agency Learning from Audit Children subject to a Child Protection Plan for a second time

This audit concluded in May 2018 and considered children who have been subject to a child protection plan for a second time in the past two years. It sought to understand the reasons why children continue to be at risk of significant harm within two years of having been removed from a CP Plan. Further, to identify whether there is any learning about the quality of plans, reasons for plan ending, interactions or agency interventions that can be improved to reduce the risk of significant harm in a timely, measurable and durable way for this cohort and other children at risk.

Findings:

The audit identified the need for multi-agency reports to Child Protection conferences to be outcome focused, to fully consider the impact of the needs identified on the child and to contain the voice of the child. This was also identified as a need in the Child Protection plans produced. Furthermore, to ensure information received at Child Protection Conferences and Core Groups is shared, documented and distributed in a timely way. The audit highlighted the need for professionals to fully contribute to the child protection process but to be supported in doing so through training and to be confident in escalating issues of concern. Supervision for agencies that do not have the relevant infrastructure in their own organisations was raised. Finally the need for practitioners to be skilled in direct work with children in order to elicit their views and wishes.

The quality of the audits provided for this audit were hugely improved. The actions are now within an action plan that will be tracked by the Audit sub-group.