

Safeguarding Learning Development Group
Tuesday 2nd February 2021 10am – 11.30am
Virtual Meeting

1. Introductions and Apologies

Chair: Helen Onslow (Lead Practitioner for Adult Safeguarding, ASC)

Minutes: Naima Omar

Attendees:

Helen Onslow (Lead Practitioner for Adult Safeguarding, ASC), Abongile Mlinjana (Safeguarding Lead Practitioner ASC), Sophie Sturrock (Team Manager, AOT), Tracey McDermott (Manager, Age UK), Kathryn Winter (Social Worker, CLDS), Eilis Woodlock (Social Worker, CLDS), Sandra Corrigan (Substance Misuse Team), Mark Tucker (Social Worker, ASC), Martin Hampton (Integrated Care Social Worker), Lorraine Lloyd (Team Manager, CPCMH), Matthew Conaghan (Team Manager, Access and Response), Päivi Salminen (Better Lives), Dionne Tulloch (Social Worker, D2A), Gill Davies (Team Manager, Camden Alcohol Service), Rachel Duffield (Team Manager, Community Mental Health Team), Mehret Kidane (Team Manager, Access and Response), Cleo Straughan (Social Worker, ASC), Abigail Levinson (Student Social Worker, ASC), Chenelle Phillips (Social Worker, ASC), Claire Taylor (Social Worker, ASC), Juliet Glasgow (Access and Support Officer, ASC), Alexsha Anjalans (Student Social Worker, ASC), Keke Iwe (Student Social Worker, CMHT), Gary Andrews (Community Safety), Natasha Dickinson (Community Safety), Rachel Fairbairn (Community Safety), Toby Deans (Environmental Health)

Apologies:

Vicky Dunlop (Team Manager, Substance Misuse Services), Richard Boateng (Team Manager, MASH), Amy Duck (SLT, CLDS), Emma Bangura (Social Worker, ASC), Victoria Grimwood (Team Manager, CLDS), Sian Philips (Service Manager, ReThink), Ruth Wallace (Social Worker, D2A), Shabnam Ahmed (Team Manager, ASC), Robert Simpson (Social Worker, ASC), Izaliana Parente (Social Worker, ASC)

1. Introductions:

- Abongile Mlinjana chaired the meeting and introductions were made. This will be Helen Onslow's last meeting she will be going on maternity leave mid-march 2021.
- The purpose of the group was reiterated again and members asked to take key learning and updates back to share with their teams. The purpose of the group is to share and discuss learning and new developments in safeguarding practice, with practitioner led bite-sized training sessions and guest speakers sharing information on relevant topics.

2. Structure/Adoption of last minutes

Abongile Mlinjana summarised the minutes from the last meeting and updated on actions:

- The Camden multi-agency self-neglect tool kit was introduced to support practitioners .The toolkit gives an overview of issues such as self-neglect and hoarding and discusses the causes and challenges involved. The toolkit outlines practical tasks required such as ensuring robust risk assessments and capacity assessments are completed. It outlines the safeguarding responsibilities and when cases should fall under formal safeguarding. The toolkit has information in regards to assessing mental capacity and information sharing.
- Helen Onslow gave feedback in regards to self-neglect and hoarding training and spoke about the importance of recognising trauma and the impact it has on executive functions in regards to perception of risk.
- Martin Hampton shared information in regards to self-neglect and hoarding and risk assessment tools. He spoke about the huge impact it has on practitioners' case loads and

how it requires a lot of training and multi-agency team work. Self-neglect and hoarding is a serious issue and has an effect on neighbours and is a health hazard.

- The lead practitioner updates covered feedback from the London Safeguarding Adult Network which all safeguarding leads across London attend. Feedback was also provided in regards to the transitional safeguarding conference which was held jointly with the safeguarding adults and children's boards.

3. Presentation by the Community Safety Team

Gary Andrews, Natasha Dickinson and Rachel Fairbairn attended to talk about the issue of cuckooing and the role of the community safety team.

- Natasha delivered a presentation giving an overview of the Community Safety Team. It is a large service which covers areas such as anti-social behaviour, domestic violence and emergency management. There are 10 community safety officers in the borough divided up in geographic areas and each community safety officer deals with anti-social behaviour in the areas. Community safety officers work very closely with agencies such as police, housing, probation, youth services, parks, local residents and councillors. If there is a cuckooing concern for a client, practitioners should contact the Partnership Information hub which is similar to MASH - it's the central access point for the service and all new queries are dealt with there through a triage process.
- Community Safety deal with drug dealing, targeting harassments, hate crime, serious youth violence. They may arrange or attend network meetings and lead on legal interventions such as closure orders etc. for cuckooing premises. They encourage residents to report anti-social behaviour and work to deal with any identified perpetrators of this behaviour.
- Community presence officers are a day time patrolling service, a small team of four, and another associated team that complete multiagency patrols mainly in the south of the borough for rough sleepers.
- Community Safety link in with Camden CCTV office and there are around 1000 CCTV cameras in the borough. It is helpful to find perpetrators of anti-social behaviour if a camera is present or it is used as a deterrent.
- Community Safety runs and organises the community MARAC panel which is a multi-agency risk assessment conference which meets every six weeks. Information is shared in regards to high risk vulnerable victims of anti-social behaviour and practitioners can refer cases in to this.
- Gary then explained the issue of cuckooing and discussed the rise in drug related cuckooing seen in the last 18 months particularly gang related on the large estates. The risk has risen in regards to the gangs taking over the drug economy. Addresses of concern (AOC'S) are logged on a spreadsheet and trends are monitored. Fortnightly meetings with police take places to discuss hot spots. He highlighted that it's important to encourage residents to report any incidents as many AOCs are under the radar.
- It's important that the community are aware of cuckooing – they need ASB to be reported by residents as this contributes to the evidences for Closure Orders; a leaflet is being drafted and will be distributed to hotspot areas. Cuckooed residents are the victims of crime and are often drug dependent. The leaflet discusses closure orders. Community safety also rely on other professionals to report concerns so they can be added as an AOC and monitored. During lockdown have seen more addresses of concern. Gary outlined some of the red flags for cuckooing.
- There is no set plan for what happens – before covid, they did home visits, welfare visits, they might refer people for substance misuse support, the housing officer might lead eg going to visit for another reason such as rent issues or debts and use it as an opportunity to ask questions. Police often have additional intelligence.
- Formal options can be taken under 2014 Anti-Social Behaviour, Crime and Policing Act, such as closure order. They have also sometimes used civil injunctions.
- Closure Order, obtained via the court, give the power to close the address for 3 months – a full closure order closes it completely and the tenant is rehoused, a partial closure order is where the resident stays but no one else is allowed to visit except professionals. Police are supposed to monitor closure orders and need to witness breaches, but have no resources so sometimes falls to housing, patrols and the resident themselves reporting.

- Rachel advised that closure orders are often an immediate way to resolve the issues which provides a window of time but longer term it's often about moving the vulnerable person away from the neighbourhood to a safer location such as a temporary accommodation or a new placement. A Closure Order needs witness statements from staff but ideally from residents. Neighbours can be frightened to write letters as evidence for closure orders and it takes a while to get people's trust. A closure order is a last resort. They can sometimes persuade someone to move without a closure order or if the risk identified by police is so high. But sometimes the issues of ASB start again at the new address and they have to be moved again. There is often a lot of denial from the resident and lot of fear so they can be difficult to engage.
- Currently there is no legislation around cuckooing specifically so often relying on catching people for a criminal offence eg drug related.
- Community safety refer to Adult Social Care via MASH and they complete an initial network check to see if the residents is known to service.
- Note, Community Safety work with council tenants, housing associations seek their own closure orders.

Action: The presentation and contact details for Community Safety and the Community MARAC will be circulated.

Helen also advised that Camden have recently published guidance in regards to cuckooing giving professionals information on how to identify cuckooing and how to deal with these cases – this will be also circulated after this meeting.

4) Presentation by Environmental Health

Toby Deans attended to talk about the role of Environmental Health in challenging areas of practice such as hoarding and self-neglect.

- Environmental Health are an enforcement team and deal with cases of hoarding self-neglect if it becomes a public health issue. Environmental health do not deal with the hoarding itself but the consequences of hoarding and associated public health risks. So their purpose is to look at how to assist through legal intervention. The legislation used is the Public Health Act 1936 to look at whether the property has become filthy and verminous which includes insects and rodents, and faecal contamination. Section 83 can require an owner or occupier to carry out a deep clean of property and complete a pest treatment. Section 84 can require the person which is served the notice to remove filthy and or verminous articles – so not hoarded items generally but any items which cannot be cleaned and that would be a public health risk.
- Other pieces of legislation in the tool kit include 'the prevention of verminous damage' by the Pests Act 1949 – this can be served in association the Public Health Act notice and can allow them to remove large accumulations of paper, bedding, clothing or materials which are becoming a harbourage for mice or rats.
- Statutory nuisance can be used with clients who have animals and animal waste has become a health hazard.
- Environmental Health generally deal with the private rented sector; however because the scope of the Public Health Act is wide it can be served on an owner or occupier. Cannot serve it on a council property because Camden is the body corporate/owner, however can serve a notice on an individual in a council property to carry out deep cleaning works.
- The court tends to adhere to that you allow within the service of a notice a reasonable period to appeal. It's best to serve with a 28 days period for compliance.
- Can serve a notice on the basis of a report from a council officer eg a social worker, housing officer. During covid, if you are able to get photos and take notes, can serve this remotely without having to go there.
- If after 28 days nothing has occurred professionals can apply for a warrant to enter the property, sending another letter through section 2 87 of the Act is required to ensure the letter is compliant to the Human Rights Act. You also need really good evidence from ASC for this, including assessment of capacity, risk assessment. Under a warrant you can bring in a locksmith, do a deep clean – social worker needs to be with them to make sure it all happens,

be careful of valuables, money and sentimental items, also need someone there to reassure the person.

- Tony reiterated that their involvements comes where there is a risk to public health and the individual's safety. They can help commission repairs from the council, in the private rented sector they can service notice on the landlord, carry out works and charge later
- Environmental Health become involved when a case is challenging and various professionals have tried to provide support, such as hospital discharges requiring deep clean.
- In terms of emergency cases Toby gave an example of a Camden property with a lady with a downstairs overflowing toilet; if professionals had taken the public health route this would have taken a long time. Professionals sought an emergency injunction under the terms of the tenancy agreement.
- Toby highlighted the need for planning meetings through professionals meetings, the Integrated Care MDT and High Risk Panel.
- Helen reiterated that self-neglect should always be recording as a safeguarding concern whilst deciding how to take it forward. When a client is not engaging this should be handled under the framework of safeguarding .It is important to work in a multi-disciplinary way to involve all relevant people and share information, and to think about issues of consent and when it's appropriate to override this.

Action: Contact details for Environmental Health and also the Integrated Care MDT and High Panel will be circulated after the meeting.

5) Lead Practitioner updates

Abongile Mlinjana provided recent updates:

- Completed weekly safeguarding reviews on all open cases show a rise in safeguarding cases being opened in adult social care. 45 cases are opened weekly on average. The list is shared with the family group conference team - if they might be able to offer input they will be in contact. In regards to workflow, sometimes section 42 1 is being held open but there is clear indication the three stage criteria has been met already so workers should progress and move along to section 42 2.
- There has been a rise in financial abuse concerns particularly around courier fraud; these cases have been forwarded to Trading Standards to offer safety advice. They would encourage staff to have regular conversations with vulnerable clients to remind them that banks and police will not ask for bank details over the phone or visit the property and ask for bank details.
- There has been a rise in domestic violence cases over Christmas and the new year's period with high numbers of referrals to the MARAC panel for domestic violence which takes place every fortnight; roughly around 25 plus cases are discussed at panel. Most referrals have been made by police due to frequent call outs. Abongile attended MARAC training last week which gave guidance on MARAC referral criteria, risk identification and useful resources to share with professionals.
- Abongile also gave an update from recent training on mental capacity assessment and Dols legal updates. This emphasised the importance of not delaying the formal capacity assessments when the client's presenting behaviours are not understood. Where the client is declining adult social care intervention but agencies are highlighting risks, formal capacity assessments should be completed and executive function should be considered in this.

Action: The information from the MARAC training will be circulated.

6) AOB/Close of Business:

- N/A