

**Safeguarding Learning Development Group**  
**Tuesday 30<sup>th</sup> June 2020 10am – 11.30am**  
**Virtual Meeting**

**1. Introductions and Apologies**

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

**Minutes:** Helen Onslow/Abongile Mlinjana

**Attendees:**

Robert Simpson (Social worker, ASC), Elizabeth Smeed (Trading Standards Officer, LBC), Lorraine Lloyd (Manager, CPCMH), Sian Philips (Service Manager, ReThink), Mark Tucker (Social worker, ASC), Sandra Corrigan (Substance misuse team), Wayne Connors (Outreach officer, ASC), Rachel Duffield (Manager, CMHT), Adenike Owonaiye (Manager, ASC), Helen Middup (Manager, CDAT), Martin Hampton (social worker, ASC), Izaliana Parente (social worker, ASC), Abongile Mlinjana (Safeguarding Lead Practitioner, ASC), Caitriona Scanlan (Manager, Camden Safety Net), Lucinda Okadigbo (Manager, ASC), Silvia Gomez (social worker, ASC), Rejbinder Mandair (Senior practitioner, CYPDS), Sherifat Jato (social worker, ASC), Kathryn Winter (social worker, CLDS), Juliet Glasgow (ASO, ASC)

**Apologies:**

Eilis Woodlock, Noel Geoghegan, Kathryn Maguire, Richard Boateng, Karl Gill, Claire Taylor, Francis Kudjoe, Mehret Kidane, Shabnam Ahmed, Jennifer Brown, Teresa Chan, Matthew Conaghan, Paivi Salminen

Helen Onslow welcomed everyone back to the meeting and introductions were made. Helen introduced new lead practitioner Abongile Mlinjana who will be in post for 12 months. Abongile advised that she has recently moved across from the Adult Social Care's Access and Response Team.

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 lead bite-sized training sessions and guest speakers sharing information on relevant topics.

**2 Structure/Adoption of last minutes**

Helen Onslow summarised the minutes from the last meeting and updated on actions.

- Minaxi Patel gave a presentation on the hostels pathway in Camden and highlighted the particular vulnerabilities of this group of individuals, who often present with issues around substance misuse, mental health, domestic abuse and physical health, and often a combination of these. Minaxi advised that self-neglect makes up a third of all safeguarding referrals for this group.
- Minaxi also discussed concerns about a significant increase in deaths in the hostel pathway and shared learning and recommendations from a recent SAR in Newham, following the death of a homeless person in 2018 and there was a discussion about the complexities of working with this group of clients, with some helpful suggestions shared. The Newham SAR was circulated with the minutes after the meeting – there were also actions to circulate info on the hostel services from Minaxi and to send

contact info for the CCG, both of which Helen now has and will send round after this meeting.

- Nikki and Helen gave a presentation on the peer audit programme in adult social care and went through the audit tool to highlight the key areas of practice and feedback from the first audit. There was good practice around making safeguarding personal and some concerns about the application of mental capacity in this audit. Helen has circulated the audit tool and report for info.
- The lead practitioner updates highlighted changes to safeguarding workflow and recording in Mosaic and C&I, and ADASS guidance relevant to this – and that a new SAR that has been published in Camden – the SAR and the ADASS guidance were circulated with the last minutes.
- No amendments requested to minutes.

### **3 Presentation by Elizabeth (Liz) Smeed, Trading Standards Officer**

Helen Onslow advised that the order of the agenda has changed as Caitriona Scanlon will be joining the meeting later so the first presentation was given by Liz Smeed on COVID fraud and scams.

- Liz advised that there has been a marked decrease in COVID related fraud. Hundreds of fraudulent websites have been taken down, such as sites advertising counterfeit goods such as non-complaint hand sanitisers and PPE.
- However, there has been an increase in other types of fraud, including Romance, Investment and Courier Fraud in Camden. Camden is the 4th most targeted borough for courier fraud, which is predominantly targeted at people over 60. Camden Council has also been impersonated.
- Liz described a range of types of frauds and scam, from COVID related ones to distraction fraud, cleaning scams, online quizzes, emails/computer viruses, cold callers presenting wearing face shield and offering to check utilities.
- Everyone is targeted and victims can be any age. Liz advised to consider having a range of email addresses for different purposes, including a disposable one. Repeat fraud is very common, with people being targeted over and over again.
- Liz advised being extremely careful with personal information. Service Users to be reminded that the Bank and Police will never ask for their card details.
- There are lots of ways to help reduce risks, including call block technology, going ex-directory, making memo reminders for vulnerable adults, cold caller stickers, mail marshalling, having passwords with clients so they know who it is and that you're genuine. Liz can advise further.
- Liz highlighted that the biggest weapon against fraud and scams is talking about it, raising awareness and reporting.
- Some Service Users don't report fraud; therefore we need to raise awareness on fraud and help in removing the embarrassment around fraud. Liz also shared that, many vulnerable service users who were victim of fraud, were not currently open to Adult Social Care.
- Action Fraud is the UK's national reporting centre for fraud and cyber crime where you should report fraud if you have been scammed, defrauded or experienced cyber crime. Reminder that Citizen's Advice Bureau can support with debt management.

**Action:** HO to circulate information on Action Fraud

#### **4) Lead Practitioner Updates**

- Since the Covid situation developed there has been regular reviewing and risk assessment of all safeguarding work coming into adult social care to maintain oversight of numbers and level of risk. This is ongoing. Trends noted include an increase in financial abuse and emotional/psychological abuse, but a decrease in neglect being reported. A spike in safeguarding referrals is expected as things ease and people are seen more.
- Domestic abuse is an area of concern that is being monitored. It was emphasised that the definition of domestic abuse includes abuse by family members, not just intimate partners, and to ensure abuse is correctly categorised domestic abuse, not just as physical or emotional, so data can be captured on this.
- Workers were reminded that where concerns are received relating to a person known to ASC or C&I but they are the PACH (Person Alleged to have Caused Harm, to consider whether safeguarding enquiries are required for the victim of their abuse, eg family members, to explore their safety and support needs.
- There was an update on the revised safeguarding workflow in ASC, which went live on 29<sup>th</sup> June. The concern episode is much shorter and focused on assessing whether the person meets the 3 stage criteria for further enquiries or not. If they meet the criteria and trigger the duty for further enquiries, all further work should be done under a formal enquiry, however brief or proportionate, otherwise this work is not properly captured and recognised.
- Helen and Abongile recently attended the Safeguarding Adults Boards SAR sub-group. A key theme in feedback from SARs is that there needs to be more use of the High Risk Panel. The Camden High Risk Panel is an MDT forum where complex high risk cases can be discussed. This is chaired by Lucinda Okadigbo from Adult Social Care. Information will be circulated. There is also a reminder to refer and a link to the form embedded in the new safeguarding workflow. There is also a high risk panel in C&I – contact information will be provided.
- Camden SAPB is due to be publishing a self-neglect tool kit soon – this will be presented to the group when it is available.
- ReThink have been reporting low referrals for Care Act advocates during recent months so group members were asked to remind their teams to refer. There is a duty to refer to advocates where a need is identified, and low use of advocacy was highlighted in the last peer audit. Learning from SAR's has highlighted that referrals for advocates were often made too late to be effective in supporting individuals.
- The Human Trafficking Foundation have advised to keep an eye out for possible victims of modern slavery appearing in the hotels for rough sleepers or the hostel pathways as victims are often being abandoned and made homeless due to lack of work during the lockdown. This is another group that is particularly vulnerable during COVID.

**Action:** HO will circulate details of the High Risk Panel, and also contact details for the high risk panel in the mental health Trust.

#### **5) Presentation/training session by Caitriona Scanlon from Camden Safety Net**

- Caitriona gave a presentation on domestic abuse, and highlighted the definition and broad categories of domestic abuse, and the role of MARAC. Caitriona encouraged

workers to contact her or Camden Safety Net to discuss further if unsure if something fits the criteria for domestic abuse.

- There has been increased reporting of Domestic Violence incidents during the COVID period. Currently a high number of cases are being discussed in MARAC and a high percentage of those going to MARAC or accessing an IDVA services are women.
- During lockdown, fewer people are going into homes to see what is going on. It has been a challenge having to find creative in ways to engage victims and as a result IDVAs have been meeting victims during hospital appointments and at GP surgeries, or using the distribution of food parcels to make contact.
- Domestic Violence has a huge financial impact, it costs society roughly 84.8 million annually and this is not including Mental Health related costs
- Domestic Homicides can easily happen and 7 women a month are killed by a current or former partner in England and Wales. 1 woman in 4 will experience domestic abuse over the course of her lifetime.
- 40% of high-risk victims report having mental health issues. Camden Safety Net has a Counsellor who is currently taking on referrals.

**Action:** HO will circulate the presentation slides and contact details for Camden Safety Net.

#### **6) AOB/Close of Business**

- N/A