

## Welcome to our Spring Newsletter

Welcome to our latest joint HSCP/HSAB newsletter, which has come at a very difficult time and in a completely changing world. We find ourselves in a very challenging and difficult environment but the help that is being provided for our most vulnerable children and adults in Hertfordshire is exceptional and thank you to everyone for all the hard work and dedication you are all showing toward supporting the efforts against the Coronavirus.

Both the HSCP and HSAB have been very busy over the past three months. The partnerships came together for Local Learning Hubs that took place throughout January and February and focused on the subject of transitional safeguarding. The discussions and feedback from practitioners will now inform the development of our partnership approach to transition across all agencies. Research in Practice, led by Dr Dez Holmes will be visiting Hertfordshire later this year to help us shape this work going forward so that young people can get the support they need

The HSCP ran twilight sessions for schools recently with David Layton-Scott from the Department of Education and Jo Fisher Operations Director for young people presenting on Prevent and the Right-Wing and the impact these can have on children and young people. The Partnership also delivered some key sessions for front-line staff outlining the multi-agency policy on Management of Suspicious Bruises/ Marks in Infants Under 6 Months and the expectations for all staff. These will be repeated later this year and there are resources available on the HSCP website – links can be found in this newsletter. The sell-out conference on Adverse Childhood Experiences and Trauma Informed Practice scheduled for March led by Dr Warren Larkin unfortunately had to be cancelled however it will run later this year and promises to be an excellent event.

The HSAB has undertaken a multi-agency self-neglect review with front-line professionals. The work shows that agencies are working very hard regarding self-neglect and there is evidence of good practice. The use of professional meetings has also increased and are now being used by various partners. The work did, however, identify a lack of knowledge of the multi-agency complex case guidance which has been developed by the board. This guidance can be very helpful in helping professionals to deal with those people who have complex needs and require our help and support. This newsletter also shares learning from a SAR 'Josanne'. There are highlights on what went well within the agencies and areas for learning.

As you will be aware, due to safety measures the HSCP and HSAB have had to cancel our upcoming training opportunities and multi-agency forums. However, watch this space as we are looking at alternative ways of staying connected and will re-advertise our offer as soon as the situation allows.

This newsletter, further updates and resources will be published on the HSCP and HSAB websites so please do check in there regularly:

[www.hertfordshire.gov.uk/hscp](http://www.hertfordshire.gov.uk/hscp)

[www.hertfordshire.gov.uk/hsab](http://www.hertfordshire.gov.uk/hsab)

## COVID- 19

**Safeguarding services are open so don't hesitate to get in touch**

If you have a concern about a child or young person call **0300 123 4043**

[Report concern about a child](#)

If you have a concern about an adult, please call **0300 123 4042**

[Report concern about an adult](#)

If someone is in immediate danger call **999**

### Stay safe

For NHS Advice **For everyone** go to:

[www.nhs.uk/conditions/coronavirus-covid-19](http://www.nhs.uk/conditions/coronavirus-covid-19)

For latest updates from the Government visit:

[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Advice and resources relating to COVID-19 and Safeguarding can be found on the HSCP and HSAB websites

### HSCP

<https://www.hertfordshire.gov.uk/services/childrens-social-care/child-protection/hertfordshire-safeguarding-children-partnership/safeguarding-during-covid-19.aspx>

### HSAB

<https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/hertfordshire-safeguarding-adults-board/safeguarding-adults-during-covid-19.aspx>

**Abuse and neglect can happen anywhere and be perpetrated by anyone. Abuse is always wrong.**

**If you see something, hear something or have that gut feeling report it.**

**Safeguarding is everyone's business.**



## Specialist Adolescent Service Hertfordshire

From 01 April 2020 Targeted Youth Support (TYS) has become the Specialist Adolescent Service Hertfordshire (SASH).

The service is transforming the way in which it works in order to provide effective and meaningful support to:

- Young people aged 11 to 17 in families at risk of breakdown or on the edge of care.
- Young people who go missing from home or those that are at risk of, or experiencing, child exploitation, including gangs and county lines.
- Young people in the Youth Justice system to prevent offending and re-offending; and to support victims of youth crime and their communities.
- Young people aged 16 to 17 years old who are homeless.

### Introduction of a NEW Countywide Team

As part of these changes the service is currently recruiting to a new team called Central SASH

This team will work countywide alongside SASH Area Teams to deliver intensive support to the highest risk cases – those at risk of serious harm or subject to child exploitation, at risk of homelessness, Tier 4 returns home and escalating risk of family breakdown.

## The Hertfordshire Safeguarding Children Partnership Procedures Manual has been updated.

The manual is available to view at:  
[https://www.proceduresonline.com/herts\\_scb](https://www.proceduresonline.com/herts_scb)



## Ofsted Latest JTAI report published Feb 2020

In February 2020 Ofsted published its latest thematic report, which draws together the findings of six local area inspections carried out between September 2018 and May 2019, with the latest research on sexual abuse in the family environment. The report notes that this issue remains taboo in families, in communities and amongst frontline professionals working with children and families.

The report concludes that a national strategy on sexual abuse in the family home is required as is better inter-agency information sharing with health, probation and school nursing staff often holding key information and insights.  
<https://www.gov.uk/government/publications/the-multi-agency-response-to-child-sexual-abuse-in-the-family-environment>

### The Centre of Expertise in CSA Mapping current research into child sexual abuse

The Centre has recently published findings from surveys carried out in 2018 and 2019 looking at research currently being undertaken into child sexual abuse (CSA). A total of 165 research projects were identified via a survey of professionals: the majority of these studies focused on victims/survivors or those at risk of CSA; around one third on adult perpetrators and just a handful at young people who exhibit harmful sexual behaviour.  
<https://www.csacentre.org.uk/documents/mapping-research-into-csa-eng/>

## ICO Codes of Practice

In January 2020, the ICO published a Code of Practice to protect children’s privacy online - please see related article.

*Quote from Elizabeth Denham, Information Commissioner:*

**“Personal data often drives the content that our children are exposed to – what they like, what they search for, when they log on and off and even how they are feeling. “In an age when children learn how to use an iPad before they ride a bike, it is right that organisations designing and developing online services do so with the best interests of children in mind. Children’s privacy must not be traded in the chase for profit.”**

From <https://ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2020/01/ico-publishes-code-of-practice-to-protect-children-s-privacy-online/>

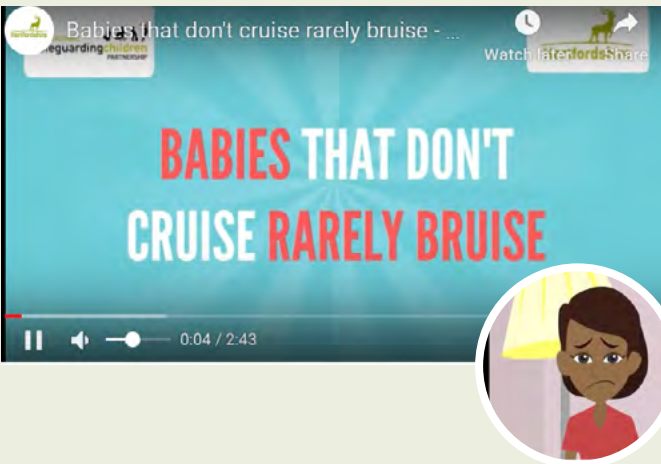
The ICO recently published a statutory code of practice, which includes a list of 15 standards that companies behind online services likely to be accessed by children in the UK are expected to comply with to protect children’s privacy. The code would apply to toys connected to the internet, apps, social media platforms, online games, educational websites and streaming services.

The code is expected to come into force by autumn 2021, following Parliamentary approval.

<https://ico.org.uk/media/for-organisations/guide-to-data-protection/key-data-protection-themes/age-appropriate-design-a-code-of-practice-for-online-services-0-0.pdf>

## Babies that don't cruise rarely bruise

– link below to our video that supports the Bruising Procedure issued in January 2019.



<https://www.hertfordshire.gov.uk/services/childrens-social-care/child-protection/hertfordshire-safeguarding-children-partnership/professionals-and-volunteers/training-and-learning/campaigns-and-posters.aspx#>

Please note: We recognise swaddling a baby and use of a cot bumper are not aligned to the Safe Sleeping Guidance. Unfortunately, due to the limitations of the software available to us these are the only images we were able to use.

# Recognise, respond, refer

(how to spot and report abuse)

The HSCP have produced new postcards/posters. If you required copies, please email the Partnership - [Admin.HSCP@hertfordshire.gov.uk](mailto:Admin.HSCP@hertfordshire.gov.uk)

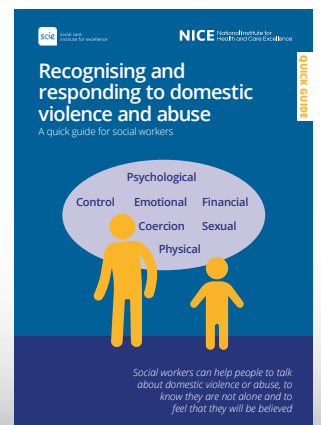
One is aimed at Schools and Key Workers of open Families First Assessments. The other is aimed at Early Year, Childcare Providers and other Professionals.



## Social Care Institute for Excellence – How to Identify and Help Stop Domestic Abuse.

This quick guide offers social workers a summary of NICE guidance on the how to identify and help stop domestic violence and abuse. It will walk through recognising the indicators of abuse, talking to people about it and offering support and referral for protection, if needed.

[www.scie.org.uk/safeguarding/adults/preventing-abuse-neglect/recognising-domestic-violence](http://www.scie.org.uk/safeguarding/adults/preventing-abuse-neglect/recognising-domestic-violence)





# COVID-19, social isolation and safeguarding adults

Social isolation is an increasing risk factor in relation to abuse and neglect. It can be a contributing factor to a rise in incidents of domestic abuse, self-neglect and carer stress. With more people self-isolating as a result Covid-19 this needs to be factored in when undertaking Section 42 enquiries.

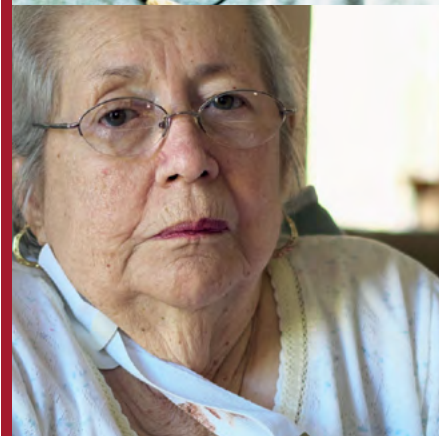
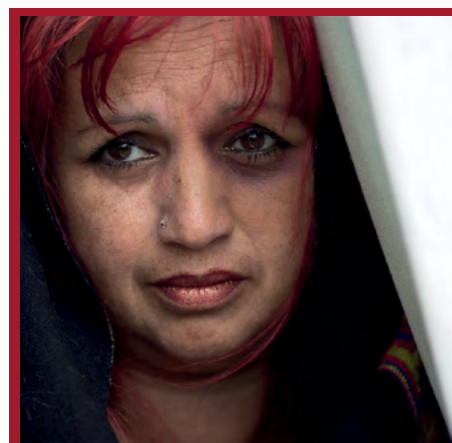
## Social isolation can mean:

- Abuse/neglect is hidden from professionals or others;
- People do not get the support they need;
- People feel reluctant to ask for help for fear of being an added burden;
- Increased household stress and tension;
- People ask for help from those who might take advantage of their vulnerability

## Some advice to consider:

- Use existing tools and guidance to assess risk.
- Go to [www.hertfordshire.gov.uk/hsab](http://www.hertfordshire.gov.uk/hsab) for safeguarding resources.
- Ensure you factor in Covid-19 pressures to any risk assessments.
- As always, consider mental capacity, control and coercion on a person's ability to make decisions and keep themselves safe.
- Seek advice from your manager and peers and escalate issues if required.
- Risk management might include:
  - Referring the case to safeguarding adults team
  - Undertaking the MARAC checklist and subsequent referral to MARAC. If you are asking another agency to do this, check that this has been done.
  - Referral to domestic abuse or carer support agencies.
  - Undertaking an assessment for the person and/ or carer.
  - Identifying informal support network and ways in which this can operate via phone/internet
  - Contingency arrangements for the person's care should the person's informal support need to self-isolate or be unable to provide care;
  - Mental capacity assessments and best interest decisions;

Be mindful that some organisations might be operating differently due to coronavirus so check what they are able to offer at this time.



## Social distancing – for some people it means being trapped with an abuser.

**As Corona virus spreads, there is a concern that the measures to contain it will inadvertently increase the vulnerability of victims of domestic violence.**

Home is supposed to be the safest place for any of us right now. However, for people experiencing domestic violence, social distancing means being trapped inside with an abuser.



Domestic violence is already a deadly epidemic. One in three women around the world experience physical or sexual violence, mostly from an intimate partner, according to the World Health Organisation (WHO).

There is a growing number of male victims of domestic abuse too. As the WHO notes:

“*This makes it the most widespread, but among the least reported human rights abuses.*”

Domestic Violence and Domestic Abuse – is not just about physical abuse – it also includes emotional and psychological, coercive control and isolating people.

Now more than ever we need to look out for the most vulnerable in our society; be extra aware and vigilant of possible cases of domestic violence. Retreating into our homes doesn't mean cutting ourselves off from our communities.

**If you need advice on domestic abuse call the Herts Domestic Abuse Helpline on: 08 088 088 088**

**In an emergency call 999, for non-emergencies dial 101**

## People with Learning Disabilities and Autism need more support to stay safe

**NHS England has issued a clinical guide for front line staff to support the management of patients with a learning disability and autism during the Corona virus pandemic available at [www.england.nhs.uk](http://www.england.nhs.uk)**

People with a learning disability have higher rates of mortality than the general population and higher prevalence of respiratory conditions making them more vulnerable to Corona virus.

The key messages for clinical practitioners are: awareness of diagnostic overshadowing, good communication – use of health passports/purple folders and talking and listening to family and carers, making reasonable adjustments, understanding the behavioural response to illness and appropriate use of the Mental Capacity Act.

Go to [www.england.nhs.uk](http://www.england.nhs.uk) for more resources on supporting people with LD, including easy-read factsheets.

# Safeguarding Adult Review Josanne – what have we learnt

*A life of a person with learning disabilities is a life like any other...*

## Josanne

Josanne loved being with people, enjoyed arts and crafts and being out and about. She had severe learning disabilities and epilepsy, used some words and Makaton to communicate. Josanne was admitted to the hospital for a routine procedure. Due to poor communication and numerous delays, this procedure never took place and Josanne died after 16 days in hospital.

**Evidence from mortality reviews suggests that all staff, not just front-line staff providing health or social care, should receive learning disability awareness training and this could make a real difference to outcomes for people with learning disabilities**

## The HSAB commissioned a Safeguarding Adult Review and this is what we have learnt:

- Effective communication and coordination reduce the risk of delays and gaps in care
- The person's voice even when they don't use words to communicate should be at the centre of their care
- Josanne was admitted to hospital multiple times – a local system recognising "frequent attendees" (sometimes called "flyers") can promote multi-agency working and holistic care
- Whilst in hospital, Josanne became very unwell – robust process for multi-disciplinary and departmental working could have flagged her deterioration
- My Purple Folder – the review identified there needs to be greater recognition of My Purple Folder as an aid in clinical practice

- All staff interacting with people with learning disabilities need LD specific training proportionate to their role and involvement

## Good Practice

We believe that every practitioner has the ambition to make a difference. That's why, when we undertake a SAR, we also look for good practice. Here we found examples of strong advocacy for Josanne by practitioners involved in her care.

## Overcoming barriers and finding solutions

As a safeguarding partnership the HSAB strive to improve links between safeguarding partners, develop joint approaches to safeguarding practice and encourage information sharing.

Our joint training and policy development help:

- Increase knowledge and understanding of multi-agency procedures
- Agree common language, terms and definitions
- Bring together people from different organisations to develop shared perceptions of risk
- Improve understanding of the different roles and responsibilities of safeguarding partners to reduce negative attitudes
- Ensure all staff understand the basic principles of confidentiality, data protection, human rights and mental capacity in relation to information-sharing.

Visit our website [www.hertfordshire.gov.uk/hsab](http://www.hertfordshire.gov.uk/hsab) for updates on Safeguarding Adult Reviews

## Good news for Family Carers

### Changes to Carer's Allowance in response to Corona virus

To help unpaid carers during the Corona virus outbreak, the Government has introduced a new aspect to the eligibility criteria for claiming Carer's Allowance, the main benefit for people caring 35 hours or more per week.

The new regulations, came into force on 30th March 2020, allow unpaid carers to continue to claim Carer's Allowance if they have a temporary break in caring, because they or the person they care for gets coronavirus or if they have to isolate because of it. The Government has also confirmed that providing emotional support counts towards the Carer's Allowance threshold of 35 hours of care a week – an issue which has been concerning many carers.

Go to [www.carersuk.org.uk](http://www.carersuk.org.uk) for more information on support for carers.

## Electric Umbrella launches EUTV for people with LD



Electric Umbrella has launched a social media channel inviting people with LD to join in for huge helpings of fun, music and madness.

Stay connected throughout the day with programmes that will keep everyone entertained and above all smiling.

With professional music makers and special guest slots EUTV promises a fully interactive experience that means no one should feel home alone.

Visit [www.electricumbrella.co.uk](http://www.electricumbrella.co.uk) to find out more.

## Corona virus Scam Alert

### Watch out for these risky COVID-19 websites and emails

Cyber criminals didn't take long to latch onto the Corona virus panic. Crooks and snoopers have been rapidly registering vast numbers of potentially malicious websites and sending out masses of scam emails as they try to make money from the pandemic.

It might be a scam if:

- it seems too good to be true
- someone you don't know contacts you unexpectedly
- you suspect you're not dealing with a real company – for example, if there's no postal address
- you've been asked to transfer money quickly
- you've been asked to pay in an unusual way – for example through a transfer service like MoneyGram or Western Union
- you've been asked to give away personal information like passwords or PINs
- you haven't had written confirmation of what's been agreed

In this time of crisis, people are using electronic means more than ever to stay in touch with friends and family, work remotely, access education or training or simply keep in touch with current affairs so stay vigilant and protect those most vulnerable.

For advice go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) and search for scams.

**You might be worried about Corona virus (COVID-19) and how it can affect your life... This might feel difficult or stressful. There are things you can try that could help your wellbeing.**

The national charity [Mind](http://www.mind.org.uk) has advice on staying well during the pandemic.



**If you have any queries on any items in this newsletter please contact a member of the Business Unit Staff**

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