

3 November 2014

Agenda Item: 5

## **REPORT OF THE SERVICE DIRECTOR FOR ACCESS AND PUBLIC PROTECTION**

### **UPDATE ON THE MULTI-AGENCY SAFEGUARDING HUB (MASH)**

#### **Purpose of the Report**

1. The purpose of this report is to:
  - provide an update on progress and performance of the Multi-Agency Safeguarding Hub (MASH)
  - seek approval to disestablish one Advanced Social Work Practitioner (ASWP) post (Grade C)
  - seek approval to establish three Social Work posts (Grade B)
  - seek approval for the revised operational procedures for the MASH.

#### **Information and Advice**

##### **Background**

- 2 The MASH has been fully operational since January 2013 and is the single referral point for all children's social care and adult safeguarding enquires. The Nottinghamshire model is considered to be a beacon of good practice nationally in comparison to most other MASH's because of the inclusion of adults and a wide range of partners.
- 3 Since the MASH became operational, all partner agencies have reviewed their staffing levels in the light of the high volume of calls. As a result, additional staff members have been recruited by Health partners and the Police. Children's services have recruited additional call takers and a Service Manager to manage the increasing volume of children's safeguarding work.
- 4 In light of increasing demand a review of adult processes and staffing levels has been undertaken to ensure the service can manage the volume of adult safeguarding enquires.

##### **Adult Social Care Staffing Structure in the MASH**

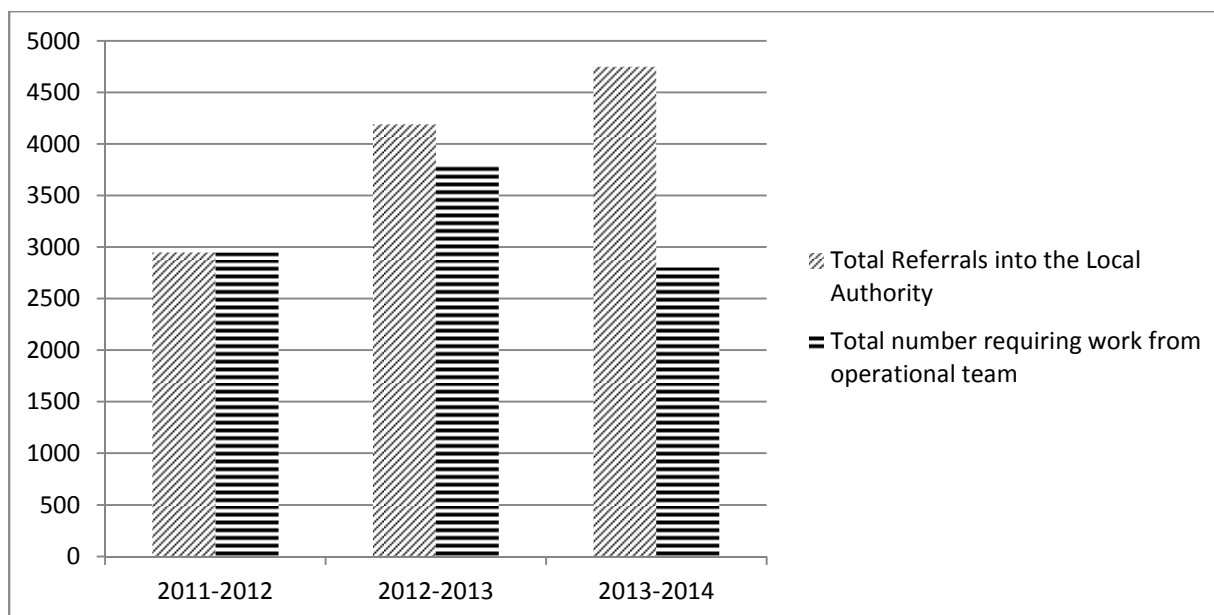
5. The agreed current staffing establishment in the MASH is:
  - Three permanent Advanced Social Work Practitioners (ASWPs);

- One temporary Advanced Social Work Practitioner (post due to end April 2015).
6. In order to deal with the demand of adult safeguarding enquires and to line manage the staff it was necessary for a Team Manager to be seconded into the MASH shortly after it went live.
  7. Due to the higher than expected and continued increase in the number of enquiries into the MASH, additional staff are required to cope with the volume of work.
  8. With the benefit of operational experience in the MASH, we now know that some of the adult safeguarding work can be carried out by less experienced Social Work staff under supervision. It is recommended that one of the ASWP posts is disestablished and additional funding is used to establish three Social Work posts. Retaining two ASWPs will provide sufficient capacity to supervise the Social Workers and deal with the more complex cases. The Team Managers in the Adult Access Service will take on the line management for the team, removing the need for the seconded Team Manager.
  10. The proposed structure for adults is also in line with the staffing ratio in children's services. If the staff ratios are the same for both adults and children's services they would have 4.78 staff to deal with the amount of safeguarding adult enquires currently being received in the MASH.
  11. Furthermore, the impact of the Care Act is likely to see an increase in the numbers of calls to the MASH and the recommended staffing structure will help us manage this demand.

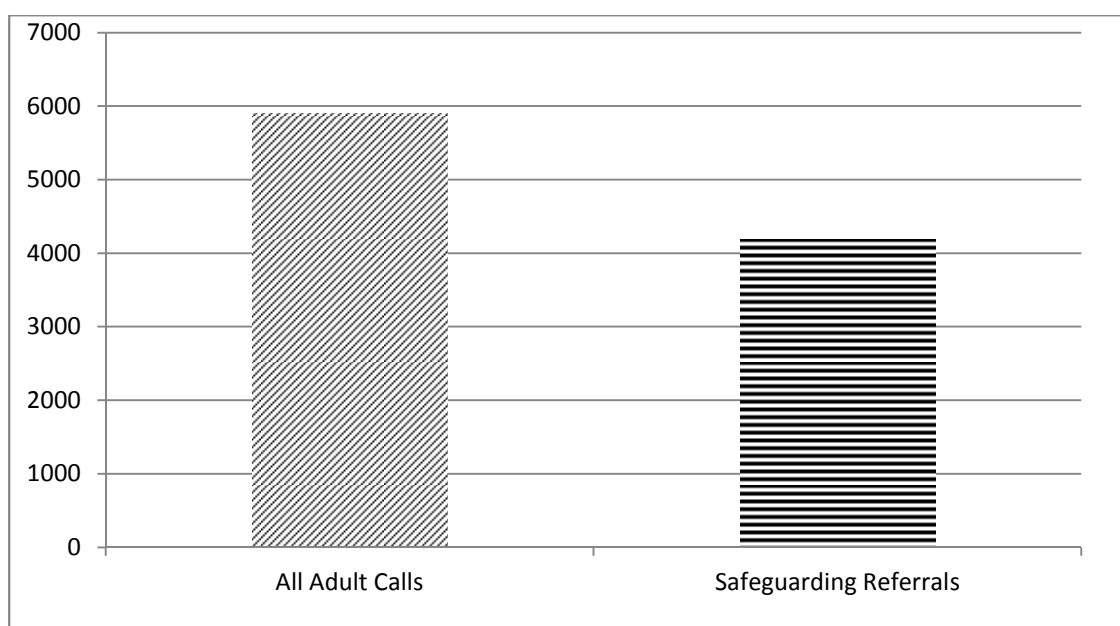
## Performance

12. This graph below illustrates:

- The continued increase in safeguarding referrals to the Local Authority;
- The reduction in work required by operational teams in 2013/2014 since the introduction of the MASH.



	All Adult Calls	Adult MASH Enquiries
October 13 - June 14	5900	4214



13. The graph above illustrates the difference in the number of calls relating to adults to the MASH and the number of adult safeguarding referrals. In addition to the table showing the number of telephone calls, data from referrals via fax, email and from online forms are not collated. Therefore the number of calls successfully resolved by MASH without the need for a safeguarding referral is greater than the graph illustrates.
14. The numbers of enquires and referrals in isolation should not be taken as a complete indicator of the workload and performance of the Adult Care Social Work staff in the MASH. Staff also provide professional advice to callers which reduces the number of calls that go on to become MASH enquires. Some cases are particularly complex and require multi-agency discussions as well as clarification with other professionals involved.
15. As the only Adult Care Safeguarding Specialists within the MASH, the team also has a significant role in supporting and working with other professionals within the MASH.

### **Procedures**

16. Following the review of practice, and building on service user and staff feedback, the operational procedures have been revised. The revised procedures reflect best practice and meet government expectations.
17. The key amendments are:
  - a more robust system providing greater managerial oversight of cases to promote consistency of decision making
  - revised guidance on when information-sharing with partners should be undertaken
  - updated guidance on how to prioritise cases, using a Red, Amber, Green (RAG) rating system
  - greater clarity around consent, where this is deemed appropriate, and where other protocols supersede the need to gain consent
  - a clear process for dealing with information about an employee in a care setting where there are concerns about their actions or behaviour outside the workplace which means they may pose a risk to vulnerable adults.

### **Other Options Considered**

18. In order to manage the demand, staff from existing operational teams could be transferred into the MASH. This option was discounted due to the impact it would have on the operational teams.

### **Reason/s for Recommendation/s**

19. It is recommended that the revised permanent staffing structure is agreed to ensure the Council can meet demand and provide a robust, timely and proportionate response to those raising safeguarding adult concerns.

## Statutory and Policy Implications

20. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### Implications for Service Users

21. Service Users and their carers will receive a timely and improved response to safeguarding enquires.

### Financial Implications

22. There is permanent budget of £136,400 and a temporary budget of £48,000 until March 2015.
23. For 2015 to 2017 the costs of the proposed structure would be £222,000 per year, therefore an additional £85,600 is required as illustrated below.
24. For the remainder of 2014/2015 an additional £37,600 is required to meet the costs of the proposed structure as illustrated below.

	<b>2014/2015</b>	<b>2015/2016</b>	<b>2016/2017</b>
COST OF PROPOSED STAFFING	£222,000	£222,000	£222,000
PERMANENT BUDGET	£136,400	£136,000	£136,000
TEMP FUNDING FROM NHS SUPPORT TO SOCIAL CARE MONIES.	£ 48,000	NIL	NIL
SHORT FALL	£ 37,000	£ 85,600	£ 85,600
SHORTFALL TO BE TRANSFERRED FROM	NHS Support to Social Care Fund	Incorporated in Organisational redesign	Incorporated in Organisational redesign

25. It has been agreed at SLT that the shortfall for 2016/2017 would be incorporated into the departmental organisational redesign, which may mean savings would be lower than expected and so a shortfall would need to be declared long term.

### **Ways of Working Implications**

26. The workplace for the MASH is being considered as part of the project looking at accommodation at Mercury House. The Ways of Working programme is aware of the additional staff requirements.

### **Crime and Disorder Implications**

27. Support for these proposals will ensure appropriate information-sharing about allegations of adult abuse and will identify potential criminal activity at an early stage.

### **Human Rights Implications**

28. Many allegations of abuse are in contravention of the Human Rights Act and support for these proposals will strengthen our ability to safeguard adults at risk

### **Human Resources Implications**

29. The deletion of one Advanced Social Work Practitioner (ASWP) post (Grade C).
30. The creation of three Social Work Posts (Grades B)

### **Recommendation/s**

- 1) It is recommended that Committee:

- disestablish 1 fte ASWP post, grade C, scp 39-44, (£33,128 - £37,578) in the MASH
- establish 3 fte Social Work posts are (Grade B), scp 34-39, (£28,922 - £33,128) in the MASH
- approve the allocation of £37,600 from the Social Care Reserve Fund to meet the additional costs in 2014/2015
- approve the allocation of £85,600 be incorporated in the departmental organisational redesign to meet the additional costs from 2015/16 onwards.

**Paul Mckay**

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**For any enquiries about this report please contact:**

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### **Constitutional Comments (SG 20/10/2014)**

31. The Committee has the responsibility for approval of relevant staffing structures. The proposals in this report fall within the remit of this Committee.
32. The Employment Procedure Rules provide that the report to Committee include the required advice and HR comments and that the recognised trade unions be consulted

on all proposed changes to staffing structures (and any views given should be fully considered prior to a decision being made).

### **Financial Comments (KAS 22/10/14)**

33. The financial implications are contained within paragraphs 22 to 25 of the report.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Report to ASCH Committee 20 July 2013: *Multi Agency Safeguarding Hub*
- Report to ASCH Committee 8 September 2014 *Access and Safeguarding* (Available at [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)).
- Revised MASH Adults Operational Guidance.

### **Electoral Division(s) and Member(s) Affected**

- All.