

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CABINET

20TH NOVEMBER 2014

REPORT OF GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES

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ESTABLISHMENT OF A CWM TAF MULTI AGENCY SAFEGUARDING HUB (MASH)

1. PURPOSE OF THE REPORT

To update Cabinet Members on progress in developing a Cwm Taf Multi Agency Safeguarding Hub (MASH)

2. RECOMMENDATIONS

It is recommended that Members:

- 2.1 note the contents of this report and the progress made by all Agencies involved in the project;
- 2.2 approve work on the revised model for Safeguarding Adults via the MASH and authorise progression to the next stage of the creation of this service;
- 2.3 receive further reports, in due course, outlining the detailed arrangements for the operation of Children's Processes in the MASH and for the governance arrangements in respect of the adult and children's delivery models;
- 2.4 agree the move of the Emergency Duty Team to Pontypridd Police Station;
- 2.5 agree the re-location of the Multi Agency Risk Assessment (MARAC) Coordinator to the MASH.

3. BACKGROUND & PROGRESS TO DATE

- 3.1 A recommendation was made to Cabinet on the 28th October 2013 to progress work on the development of an integrated MASH. The anticipated advantages for adults include:
 - Reduction of adverse outcomes for Vulnerable Adults due to more effective risk assessment completed at the earliest opportunity
 - Consistent, timely and unified multi-agency response
 - Enhanced decision making processes

- Enhanced ability to provide timely and proportionate response to concerns about a vulnerable adult
 - Improved potential to promote earlier intervention
- 3.2 Since this date there has been multi-agency work coordinated by the MASH Programme Board, which reports to the Cwm Taf Children and Adult Safeguarding Board. This work has brought us to a state of readiness to commence the Adult Protection element within the MASH from January 2015.
- 3.3 The MASH will be located in Pontypridd Police Station. Due to the nature of information being shared, the location provided the most secure environment.
- 3.4 To facilitate the information sharing process amongst partners a bespoke ICT system, MHub, has been purchased and developed. The system will sit in a secure environment (hosted by South Wales Police) and will also allow for recording of decisions and actions that are being taken, with information then being generated for use back on local partner's systems e.g. SWIFT.

4. THE DEVELOPMENT OF THE ADULT PROTECTION MASH DELIVERY MODEL

- 4.1 Based upon the ***All Wales Adult Protection Procedures*** the model recommended by the Quality Assurance Group (subgroup to the Cwm Taf Adults Safeguarding Board): was:
- Stages 1-4 of the Procedures will be completed in the MASH, this includes the alert, referral, thresholding, information and strategy discussion with partners.
 - Stages 5-10 of the Policy will be completed outside of the MASH by Designated Lead Officers, who will complete the investigation and chair Strategy Meetings/Conferences
- 4.2 In addition to the Adult Protection process it was agreed that PPNs¹ be managed in the MASH. The majority when assessed relate to a low level concern and may result in the request for a social care assessment or signposting to another agency within the MASH.
- 4.3 The staff complement within the current Adult Protection process will remain unchanged. Initially, to fully understand how the MASH will operate, we will base the Safeguarding Liaison Officer at Pontypridd Police Station and also base 2.5 Adult Protection Officers within the MASH at any one time. It is anticipated that the MASH for adults will operate from January 2015. Staff will continue to receive management from the two part time Safeguarding Service Managers and the remaining time of the Adult Protection Officers will continue to be fulfilling stages 5-10 from Ty Elai.

¹ PPN – Public Protection Notice, referrals received from South Wales Police in relation to a concern of a Vulnerable Person in the Community based upon an incident attended. Replaces a PPD1

4.4 In order to arrive at this stage of readiness Rhondda Cynon Taf Community Care have contributed to, and led on, various sub groups governed by the MASH Programme Board to:

- Develop a detailed process map to ensure practice remains compliant with procedures
- Develop Information Sharing Protocols (in line with the Wales Accord for the Sharing of Personal Information or WASPI guidelines) to ensure that information sharing is proportionate and lawful.
- Ensure that there is access to Rhondda Cynon Taf systems in Pontypridd Police Station
- Ensure MHub provides reliable management information that will assist in evaluation frameworks for the MASH
- Develop a plan for quality assurance of decision making and escalation of professional disagreements
- Consult with staff affected by the changes; alongside Human Resources and Trade Unions
- Develop a Communication Strategy to ensure the referring community is fully briefed on the changes

5. DEVELOPMENT OF CHILDREN'S SERVICES MASH

5.1 As outlined in the Cabinet paper on the 28th October the MASH will act as the First Point of Contact for referrals to Children's Services. Further work and consideration has been given to this by staff from both Rhondda Cynon Taf Children's Services and Partners in various stakeholder discussions.. The model agreed by the Executive Board in consultation with key internal and external stakeholders is:

- a. All professional referrals relating to a Child/Young person will be directed to the MASH
- b. All Public contacts will be re-aligned to the Council's Contact Centre (within Customer Care) where the First Response team will refer onto the MASH immediately.
- c. Children's Services staff within the MASH will threshold the referral against a 'Cwm Taf Continuum of Need' and if appropriate divert the referral to a Universal or Early Intervention Service
- d. For referrals that progress through the MASH, information sharing will take place and a decision is taking upon a course of action based on an enhanced package of information

- e. Work is allocated to Children's Services staff based upon the decision of the MASH
 - f. Commitment given by the Executive Board to consider a phasing of the model to include a central Child Protection Team based in Pontypridd Police Station, allowing for timely allocation further joint working/investigations with critical partners
- 5.2 The model requires remodelling of the existing functions and staffing establishment within Children's Service and further work is required to finalise staffing models and map out the wider implications.

6. EMERGENCY DUTY TEAM (EDT)

- 6.1 The Emergency Duty Team (EDT) provides an emergency response to a social care crisis outside of normal office hours, on bank holidays and at weekends. The team are currently based in Ty Elai, Williamstown.
- 6.2 The 'crisis' nature of EDT's work requires joint working with statutory partners, in particular the Police. The development of the MASH presents the opportunity for the relocation of EDT to Pontypridd Police Station; ensuring that they have access to the MASH MHub system and direct access to Senior Police Staff during their working hours.
- 6.3 EDT staff have been consulted regarding the change of location; and this consultation process was supported by Human Resources and Trade Unions.

7. DOMESTIC ABUSE

- 7.1 All PPNs that are generated by South Wales Police (SWP) will be screened by staff within the MASH. A significant volume of PPNs relate to incidents of Domestic Abuse and will be subject to the DASH (Domestic Abuse Stalking Harassment) risk assessment model by SWP; referrals that are regarded as high risk will continue to be managed via the Multi- Agency Risk Assessment Process (MARAC)
- 7.2 Currently the MARAC Coordinator is employed by Rhondda Cynon Taf County Borough Council and is based in the Oasis Centre, Pontypridd. The role manages the MARAC process for RCT and Merthyr CBC and liaises with partners such as SWP, Probation, Health and Social Services. Conferences on cases are held on alternate weeks in each local authority area.
- 7.3 From January 2015 the MARAC Coordinator will be based in the MASH, this will allow for more timely information sharing and interventions to high risk domestic abuse concerns as critical partners to the process will be co-located.